

South Gippsland Water – Outcomes – 2023-2028

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2023-2024 reporting year. The business has given itself a “traffic light” rating (green = met target, red = not met, yellow = close or largely met) for its performance on each measure, outcome and an overall rating. The business has provided its own comments about its performance on each outcome and overall.

Summary table

Outcome	23-24	24-25	25-26	26-27	27-28	Overall
1. Reliability - Plan for the future, be reliable and minimise unplanned interruptions to services						
2. Water - Provide safe, clean drinking water						
3. Wastewater - Safe wastewater service that contributes to the liveability of our communities						
4. Environment - Be environmentally sustainable and adapt to a future impacted by climate variability						
5. Integrity - We will act with honesty, respect and strive to balance affordability, value-for-money and fairness						
Overall, for reporting year						

Business comments

Outcome 1: Reliability - Plan for the future, be reliable and minimise unplanned interruptions to services

Output		Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) Average response time to sewer spills and blockages	Response time (minutes)	Target	≤30	≤30	≤30	≤30	≤30	≤30	≤30
		Actual	38						
b) Average response time to water bursts and leaks (Priority 1)	Response time (minutes)	Target	≤30	≤30	≤30	≤30	≤30	≤30	≤30
		Actual	21						
c) Average duration of unplanned water supply interruptions (per customer interruption)	Duration (minutes)	Target	110	110	110	110	110	110	110
		Actual	93						

How is SGW tracking for outcome 1 in the regulatory period so far?

Business comment

Please refer 2023 results in table.

Outcome 2: Water - Provide safe, clean drinking water

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) Number of non-compliances with the Safe Drinking Water Regulations		Target	0	0	0	0	0	0
		Actual	0					
b) Percentage of customers who state their preference is to drink tap or filtered water*.		Target	88%	≥91%	≥91%	≥91%	≥91%	≥91%
		Actual	88%					

*Annual customer satisfaction survey

How is SGW tracking for outcome 2 in the regulatory period so far?

Business comment

Please refer 2023 results in table.

Outcome 3: Wastewater - Safe wastewater service that contributes to the liveability of our communities

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
d) Number of non-compliance incidents associated with EPA licence compliance	Number	Target		0	0	0	0	0
		Actual						
e) Number of reported environmental incidents (annual)	Number	Target		≤75	≤75	≤75	≤75	≤75
		Actual	41					
f) Number of incidents requiring EPA notification (annual)	Number	Target		≤10	≤10	≤10	≤10	≤10
		Actual	11					

How is SGW tracking for outcome 3 in the regulatory period so far?

Business comment

Please refer 2023 results in table for the available data at the time of writing.

Outcome 4: Environment - Be environmentally sustainable and adapt to a future impacted by climate variability

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) Annual greenhouse gas emissions	Tonnes CO2-e	Target		7,500	6,500	3,800	3,700	3,600
		Actual						
b) Annual reuse of biosolids produced	Percentage	Target		55%	70%	85%	100%	100%
		Actual						

How is SGW tracking for outcome 4 in the regulatory period so far?

Business comment

Progress for these new measures is completed in July each year.

Outcome 5: Integrity - We will act with honesty, respect and strive to balance affordability, value-for-money and fairness

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) Percentage of customer survey respondents satisfied or very satisfied with South Gippsland Water as a service provider.*	Percentage	Target	80%	≥85%	≥85%	≥85%	≥85%	≥85%
		Actual	89%					
b) Customers responding 'yes', they receive value for money for the services that are provided.**	Percentage	Target	73%	≥73%	≥73%	≥73%	≥73%	≥73%
		Actual	75%					
c) Customers in the Customer Support Program who report they agree or strongly agree the program has helped them with payment difficulties	Percentage	Target		In development	In development	70%	70%	70%
		Actual	N/A					

*Rated 4 & 5 out of 5, reference annual customer satisfaction survey

**Reference annual customer satisfaction survey

How is SGW tracking for outcome 5 in the regulatory period so far?

Business comment