

South Gippsland Water – Outcomes – 2018–2023

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2020-21 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.

South Gippsland Water completed a Price Submission process to the Essential Services Commission (ESC) for the three-year period 2020/21 to 2022/23. The process built on our learnings from the 2018 customer engagement and was designed and delivered with a view to testing and reviewing Customer Outcomes developed in 2018 and inform key priorities to be delivered for the period.

Customers confirmed that the majority of Outcomes, Measures and Targets reflected their values and expectations, and that the use of Plain English is important when engaging with them. The tables and commentary below reflect the Corporation’s performance for the past three years and positions minor amendments to future Outcomes, Measures and Targets as identified through the more recent 2019/20 engagement process.

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. We will partner with community, local government and business to plan for future years	Green	Green	Grey	Grey	Grey
2. We will plan for the future, be reliable, minimise unplanned interruptions to services	Yellow	Green	Green	Grey	Grey
3. Provide safe, clean drinking water for the benefit of our customers and communities	Yellow	Green	Green	Grey	Grey
4. Provide a safe wastewater service that contributes to the health and liveability of our communities and environment	Green	Red	Red	Grey	Grey

5. Be environmentally responsible, sustainable and adapt to a future impacted by climate variability	Green	Green	Yellow	Grey	Grey
6. Treat all customers, community with honesty, respect and strive to balance affordability, value for money and fairness	Green	Green	Green	Grey	Grey
Overall	Green	Green	Green	Grey	Grey

Business comments

South Gippsland Water has achieved the majority of measures associated with our six Customer Outcomes. Improvements to the 2019/20 results have been achieved in reliability of services and results maintained in provision of safe, clean drinking water, and customer satisfaction and assessment of value for money. Environmental outcomes were impacted by the timing of behind-the-meter solar installations being commissioned with benefits expected to be realised during the 2021/22 year.

Delivery of reliable services has been achieved in unprecedented times considering the impacts of Coronavirus (COVID-19).

South Gippsland Water has reported a non-compliance in the environmental outcome. A non-compliant discharge from the Korumburra Wastewater Treatment Plant occurred due to high strength industrial waste entering the plant in exceedance of trade waste agreements, and significantly compromising treatment processes for a period of time ahead of the plant being fully shut down. The Corporation did, and continues to, work closely with the EPA in response to this incident.

Outcome 1: We will partner with community, local government and business to plan for future years

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a A long-term water security strategy is in place, developed in consultation with key stakeholders – review by June each year.	Met/not met	Target	Met	Met	Met	Met			
		Actual	Met	Met	Met	Met			
b Water security outlooks for each of the South Gippsland Water’s water supply systems are developed and communicated to customers in November each year.	Met/not met	Target	Met	Met	Met	Met			
		Actual	Met	Met	Met	Met			
c Water security improvement works commissioned for Wonthaggi, Inverloch, Cape Paterson, Korumburra, Poowong, Loch & Nyora by June 2019	Met/not met	Target	On track	On track	Met	NA			
		Actual	On track	On track	Met	NA			
d Occurrences of Stage 1 water restrictions in Korumburra, Poowong, Loch and Nyora (Lance Creek system) each year.	Number	Target	NA	NA	0	0			
		Actual	NA	NA	1	Met			

Overall Outcome 1 performance for the regulatory period: Not Applicable

Business comment

During the 2019 Customer Engagement process conducted in developing the 2020 Price Submission, customers wished to simplify the Outcomes and the outputs associated. From 202/21 this Outcome has been removed other than Output b which is reflected in as an Output in Outcome 2.

Outcome 2: We will plan for the future, be reliable and minimise unplanned interruptions to services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Water security outlooks for the Corporation's water supply systems are developed and published in November each year	Met/not met	Target	Met	Met	Met	Met	Met	Met	Met
		Actual	Met	Met	Met	Met	Met		
b Average response time to sewer spills and blockages	Minutes	Target	<30	<30	<30	<30	≤30	≤30	≤30
		Actual	21	19	34.3	30	26		
c Average response time to water bursts and leaks (Priority 1)	Minutes	Target	<30	<30	<30	<30	≤30	≤30	≤30
		Actual	23	18	17	21	17		
d Average duration of unplanned water supply interruptions	Minutes	Target	<100	<100	<100	<100	≤110	≤110	≤110
		Actual	91	96	129	90	81		
e Containment of sewer spills within 5 hours	Percentage	Target	100%	100%	100%	100%			
		Actual	100%	100%	100%	94%			
f Unplanned water interruptions restored within 5 hours	Percentage	Target	99%	99%	99%	99%			
		Actual	99%	98%	96%	99%			
g Number of complaints related to communication of planned works	Number	Target	NA	0	0	0			
		Actual	0	0	0	1			

Overall Outcome 2 performance for the regulatory period:



Business comment

Outcome achieved with solid improvement in each output. Reliability of services has continued to improve through improved practice in field staff closing work orders real time leading to an improved accuracy in times reported, a program of shut-down valve installation across the network enabling reduced customer impact per fault, as well as quicker restoration times, and a changed team structure that has delivered benefit to response times.

From 2020/21 onward, this Outcome reflects the inclusion of planning along with some minor changes to the Measures to capture customer sentiment to simplify the overall process and to reflect areas identified as most important to customers. Simplification includes removing measures e.g.

Customers did not wish South Gippsland Water to rush work to restore unplanned water interruptions at the expense of completing the task properly. As such, the measure for completing unplanned water interruptions has been increased to 110 minutes.

Outcome 3: Provide safe, clean drinking water for the benefit of our customers and communities

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of Safe Drinking Water Regulations non-compliance incidents	Number	Target	0	0	0	0	0	0	0
		Actual	0	0	1	0	0		
b Customers who prefer to drink our tap water, including filtered (identified via the Customer Satisfaction Survey)	Percentage	Target	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%
		Actual	90%	93%	93%	91%	91%		

Overall Outcome 3 performance for the regulatory period:



Business comment

Outcome achieved. South Gippsland Water has achieved the measures associated with the provision of safe, clean drinking water to customers across the region. Recognised as an area that is important to customers, South Gippsland Water will continue investment into water quality via projects included in its Price Submission. Preference for drinking water has remained relatively stable with 66% drinking tap water, 25% filtered and 9% bottled.

Outcome 4: Provide a safe wastewater service that contributes to the health and liveability of our communities and environment

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a EPA licence enforcement actions per year	Number	Target	0	0	0	0	0	0	0
		Actual	0	0	0	1	1		

Overall Outcome 4 performance for the regulatory period:



Business comment

Outcome not achieved. South Gippsland Water received one EPA licence enforcement action notice over the period. The breach was associated with a period of discharge of non-compliant wastewater to the Foster Creek at the Korumburra Wastewater Treatment Plan arising from high concentration industrial waste critically impacting plant operations.

South Gippsland Water is underway with several programs described in the 2020 Price Submission to augment “at risk” wastewater systems in preparation for future high rainfall events and increased population and industry growth.

Outcome 5: Be environmentally responsible, sustainable and adapt to a future impacted by climate variability

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Reduction of CO ₂ emissions resulting from energy renewable projects (cumulative)	Tonnes CO ₂ e per annum	Target	NA	NA	30	120	750	1,500	2,200
		Actual	NA	NA	60	144	218		
b Average household water consumption	Kilolitres per annum	Target	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125
		Actual	120	118	120	121	118		

Overall Outcome 5 performance for the regulatory period:



Business comment

CO₂ emission reduction calculation includes a number of variable factors including the electricity grid emission factor (kgCO₂e/kWh) dropping from 1.02 to 0.98. Four solar systems were installed in 20/21 but were not commissioned at the time of reporting. It is expected these systems will be commissioned early 21/22 which will greatly increase the amount of CO₂e saved. Household water consumption dropped this year, consistent with high rainfall and some business sectors experiencing reduced demand in response to COVID-19 restrictions.

Outcome 6: Treat all customers, community with honesty, respect and strive to balance affordability, value for money and fairness

Output		Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a	Customer satisfaction rating of 'satisfied' or 'very satisfied' (via the Customer Satisfaction Survey)	Percentage of survey responses	Target	≥80%	≥80%	≥80%	≥80%	≥80%	≥80%	≥80%
			Actual	90%	89%	89%	84%	88%		
b	Customers rating SGW's services as 'value for money' (via the Customer Satisfaction Survey)	Percentage of survey responses	Target	≥73%	≥73%	≥73%	≥73%	≥70%	≥70%	≥70%
			Actual	75%	75%	75%	74%	73%		

Overall Outcome 6 performance for the regulatory period:



Business comment

Outcome achieved. The Customer Satisfaction rating improved over the 2019/20 year. The Value for Money rating slightly dropped. South Gippsland Water will continue to work with customers to understand what they value in our water and wastewater services to continue to achieve this important Outcome.