

Goulburn Valley 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.

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. The best price outcomes for customers	Green	Green	Green	Grey	Grey
2. Renewed focus on water quality and supply	Green	Green	Yellow	Grey	Grey
3. Modern and thoughtful customer service	Green	Green	Green	Grey	Grey
4. Meaningful environmental and recreational outcomes	Green	Yellow	Yellow	Grey	Grey
Overall	Green	Green	Green	Grey	Grey

Business comments

GVW is progressing well against its commitments under the pricing submission to our customers. We check-in with our customers on our performance against the outcomes we promised to our customers in our pricing submission at our Annual Performance Forum (APF). The APF is attended by a representative sample of 41 of Goulburn Valley Water's customers. The following ratings are consistent with the feedback received from these customers.

Outcome 1: The best price outcomes for customers

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Tariff trial in Kilmore and Cobram underway by 1 July 2019.	Pass/Fail	Target	–	NA	Pass	NA	NA	NA	NA
		Actual	NA	NA	Pass	Pass	Pass		
b Decision by 30 June 2022 as to whether to extend or vary the tariff trial or adopt a new tariff structure.	Pass/Fail	Target	–	NA	On track	On track	On track	Pass	NA
		Actual	NA	NA	On Track	On Track	On Track		
c Business financial position remains ahead of ESC benchmarks (FFO interest cover>1.5 times, Net Debt/RAV %<70%, FFO/Net debt %>10%, internal financing ratio %>35%)	Pass/Fail	Target	–	Pass	Pass	Pass	Pass	Pass	Pass
		Actual	Pass	Pass	Pass	Pass	Pass		

Overall outcome 1 performance for the regulatory period so far:



Business comment

1.a This tariff trial is continuing. In 2020/21 the Executive Team has endorsed continuing with the trial for another year so that a third year of data can be collected and analysed. From a random invitation (April 2019) to 400 customers in Cobram and Kilmore to participate in a tariff trial GVW

sent a commencement survey to 26 customers who agreed to participate in the trial to gather baseline data to understand water usage, water usage perceptions and their perceptions of GVW. In turn, 19 customers completed a survey and became part of the final trial. The trial began on 1 July 2019, with those 19 customers transitioned into the trial as part of the following bill cycle with changes to their fixed service and variable usage charges being effected.

Annual surveys are carried out to understand any impact with the changes in the tariffs and on water bills and water usage, and to gauge customer satisfaction levels.

- 1.b In 2020/21 the Executive Team has endorsed continuing with the trial for another year so that a third year of data can be collected and analysed. This tariff trial project will run until 30 June 2022, where a decision will be made whether to extend or vary the trial. A GSL payment to each residential customer will be made if a decision has not been made by this date.
- 1.c The business financial position has been confirmed for the year ending for all indicators. All indicators are within the parameters of the ESC benchmarks.

Outcome 2: Renewed focus on water quality and supply

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Water supply pressure results meet Customer Charter requirements. (Where they don't a GSL will be paid, constituting a fail of this measure).	Pass/Fail	Target	–	NA	Pass	Pass	Pass	Pass	Pass
		Actual	NA	NA	Pass	Pass	Pass		
b Identified activities to address towns with systemic taste issues are delivered on time.	Pass/Fail	Target	–	NA	Pass	Pass	Pass	Pass	Pass
		Actual	NA	NA	Pass	Pass	Pass		
c Program to develop water quality improvement options for towns with non-potable water supply is delivered consistent with the established timeline.	Pass/Fail	Target	–	NA	Pass	Pass	Pass	Pass	Pass
		Actual	NA	NA	Pass	Pass	Pass		
d Water By Agreement customers (who receive a lower service level than standard residential customers).	Number	Target	–	1,500	1,440	1,380	1,320	1,260	1,200
		Actual	1,544	1,290	1,271	1,221	1,194		
e Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	–	0	0	0	0	0	0
		Actual	0	0	0	0	1		
f Number of customers experiencing 5 or more unplanned water supply interruptions in the year	Number	Target	–	85	40	40	40	40	40
		Actual	0	0	0	0	0		
g Average duration of unplanned water supply interruptions	Minutes	Target	–	115	120	120	120	120	120
		Actual	98	103	99	106	94		

h	Unplanned water supply interruptions restored within 5 hours	Percentage	Target	–	98%	98%	98%	98%	98%	98%
			Actual	99%	99%	99%	94%	96%		
i	Sewer spills contained within 5 hours	Percentage	Target	–	100%	100%	100%	100%	100%	100%
			Actual	100%	94%	100%	97%	97%		
j	Average time to rectify a sewer blockage	Minutes	Target	–	120	100	100	100	100	100
			Actual	87	93	108	143	119		

Overall outcome 2 performance for the regulatory period so far:



Business comment

- 2.a Water pressure complaints are monitored and reviewed on a regular basis with established monthly reporting processes captured in the billing system. Of note, there were 10 reported water pressure issues for the year that did not give rise to a GSL payment.
- 2.b This topic was previously put to the Corporation's 2020 Customer Annual Performance Forum (APF) and to the Executive Team with its annual findings and it was agreed that there are no systemic issues. It has been previously decided that a taste improvement plan is not needed. However, of note, the Corporation did receive some negative feedback re water taste issues for Kyabram at the APF but there was not enough to warrant it as a systemic issue. The Corporation will continue looking at some options for algae which will address the taste matter. In response to these previous findings during 2020/21 new PAC dosing facilities were completed and installed at some sites that experience periodic taste and odour issues.
- 2.c The Corporation is continuing to develop a program for water quality improvements for 6 townships / localities with a non-potable water supply. This longer-term view (say over the next decade) will be looking at maintenance and capital works matters for these supply systems. During 2019/20 the first locality, Baxter's Road, Goulburn Weir, has seen a detailed improvement program commence with the view to improving reliability and water supply quality. In 2020/21 these Goulburn Weir improvements have been in a commissioning phase. However, the system review has

been postponed until later in the 2021 calendar year due to covid restrictions. A project management plan is being developed with the clear intent to transition regulated sites to a potable supply. This trialled improvement program will act as a guidance template for later improvement undertakings for the other townships / localities.

- 2.e In March 2021 two e-coli results for the Sawmill Settlement clear water storage and reticulation system returned low counts and a precautionary boiled-water advisory was initiated for 3 days.
- 2.h The final KPI result of 96% is under the target of 98% but is an improvement on 2019/20 when 92% was achieved. This 96% result is based on 11 events above 5 hours out of 221 interruption events. They range from 310 mins to 593 mins in duration.
- 2.i The final KPI result of 97% is based on one sewer spill event exceeding 5 hours out of 33 spill events during the year.
- 2.j The significant increase in sewer blockage rectification times in 2019/20 was attributed to Covid-19 by increased blockage rates, particularly during March and April 2020. In 2020/21 there has been a marked improvement in the rectification times of these incidents. Given that our customer satisfaction rating is still high, as it has been throughout the year, customers remain accepting of the response time in these extenuating times.

Outcome 3: Modern and thoughtful customer service

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Develop an overall customer satisfaction measure, methodology and targets by 30 June 2020.	Pass/Fail	Target	–	NA	On track	Pass	Targets to be established		
		Actual	NA	NA	On Track	Pass	Pass		
b Develop and implement a 24/7 digital access and online self-service portal for residential customers by 30 June 2019	Pass/Fail	Target	–	NA	Pass	NA	NA	NA	NA
		Actual	NA	NA	Pass	Pass	Pass		
c Develop and implement a 24/7 digital access and online self-service portal for connections customers (developers, plumbers, etc.) by 30 June 2020	Pass/Fail	Target	–	NA	On track	Pass	NA	NA	NA
		Actual	NA	NA	On Track	Pass	Pass		
d Prescribed events for which affected customers receive real-time notification of details and locations of faults and outages.	Percentage of prescribed events	Target	–	NA	NA	100%	100%	100%	100%
		Actual	NA	NA	NA	98%	96%		
e Intelligent water meters installed to provide real time usage data to customers. Target is for 9,000 meters by 30 June 2021.	Number (cumulative)	Target	–	NA	0	0	9,000	9,000	9,000
		Actual	NA	NA	0	0	9,800		
f Implementation of a water use behaviour change program by 30 June 2022	Pass/Fail	Target	–	NA	On track	On track	On track	Pass	NA
		Actual	NA	NA	On Track	On Track	On Track		

g	Conduct the Annual Customer Performance Forum	Pass/Fail	Target	–	NA	Pass	Pass	Pass	Pass	Pass
			Actual	NA	NA	Pass	Pass	Pass		
h	Billing and account complaints	Number per 1,000 customers	Target	–	1.3	1.3	1.3	1.3	1.3	1.3
			Actual	0.60	0.63	0.45	0.58	0.89		

Overall outcome 3 performance for the regulatory period so far:



Business comment

3.a GVW has determined the measurable customer measures are:

- Overall Customer Satisfaction: Target 90% or more – annual customer satisfaction survey
- Community Reputation: Target – top 3 regional water corporations – based on scores from ESC survey and annual Water Alliance Survey
- Trust: Target – top 3 regional water corporations – based on scores from ESC survey and annual Water Alliance Survey
- Value for Money: Target – top 3 regional water corporations – based on scores from ESC survey and annual Water Alliance Survey

3.b & 3.c Website portal functionality is now available for both residential and connections' customers. Of note, during 2020/21 tradespeople now have access to drainage plans in real time.

3.d Prescribed events for which affected customers receive real-time notification of details and locations of faults and outages came in at a 96% success rate. There were 184 customers across 9 events that did not receive a message from the Corporation. The result for 2019/20 has been revised from green to orange for consistency with the current year's rating methodology.

3.e Intelligent metering project has been achieved (exceeded) for 2020/21 with the installation of approximately 9,800 meters as at 30 June 2021. The project is continuing into 2021/22.

- 3.f Action will be undertaken in 2021/22 now that the intelligent meters are being installed. The data will then become available to inform the behaviour change program.
- 3.g The 2021 Annual Customer Performance Forum was delivered as an online session with customer members in May 2021. Members were satisfied with GVW's Price Plan progress.

Outcome 4: Meaningful environmental and recreational outcomes

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Net carbon emissions (on track to achieve 2025 target of 37,416 tonnes CO ₂ e per year)	Tonnes CO ₂ e	Target	–	NA	64,222	62,481	58,493	51,755	48,167
		Actual	56,831	58,908	64,229	77,754	71,742		
b Number of customer carbon group meetings each year	Number	Target	–	NA	2	2	2	2	2
		Actual	NA	2	2	2	2		
c Complete Mansfield Wastewater Management Facility Environmental Offsets Project during 2022-23	Pass/Fail	Target	–	NA	On track	On track	On track	On track	Pass
		Actual	NA	NA	On Track	On Track	On Track		
d Complete Kilmore Wastewater Management Facility Environmental Offsets Project during 2021-22	Pass/Fail	Target	–	NA	On track	On track	On track	Pass	NA
		Actual	NA	NA	On track	On track	Pass		
e New hydration stations that can be accessed by customers and community members	Number (cumulative)	Target	–	NA	8	16	24	32	40
		Actual	NA	NA	8	16	25		

Overall outcome 4 performance for the regulatory period so far:



Business comment

4.a Carbon emissions remain above the yearly target. Emissions have increased significantly since 2018-19. The above target result is primarily due to industrial customer growth which has occurred since the targets were set in terms of influent volume and influent COD load at the Shepparton Wastewater Management Facility (WMF). In addition, the Shepparton High Rate Anaerobic Lagoon (HRAL) biogas cover was replaced in 2020/21, resulting in significantly reduced biogas capture over the past year.

Of note, although industrial customer growth is positive for the GVW region it is resulting in increased emissions from wastewater operations. The significant increase continues to be discussed with DELWP and advice has been provided that the yearly targets are viewed as a soft target with the hard target being 37,416 tonnes CO₂-e in 2025. GVW remains committed to the 2025 target and is continuing to develop an extensive range of options for emissions reductions that can be enacted in future. A key component of emissions reduction is increased biogas capture from the Shepparton WMF HRAL cover project which was replaced in 2020/21. The Climate Change Mitigation Strategy will be updated in 2021/22 and identify an updated pathway and emissions reduction initiatives to achieve the 2025 target.

4.b The Carbon Customer Advisory Group (CCAG) met in November 2020 and in June 2021. These meetings were held mindful of Covid19 restrictions (i.e. smaller regional meetings; Zoom etc). Of note, the membership of the CCAG was refreshed, with some members retiring and GVW recruiting new members throughout the year.

4.c During 2019/20 the Mansfield WMF water balance model was updated and a revised strategy to provide 90th percentile compliance at the site was identified. It was found that an environmental offsets approach was no longer the preferred upgrade option and the latest modelling has shown that project timing can be deferred for completion beyond 2022-23. The business case for planned an additional winter storage and an irrigation area has been written and approved with the project now included in the 2021/22 Capital works program.

4.d All elements of the Kilmore Wastewater Management Facility Environmental Offsets treatment process are performing as required and producing effluent quality as per GVW requirements. Some minor contractual issues remain, however the WMF is fully operational and has met the objectives of the project.