

GWMWater – 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 for the period to date
1. Safe Drinking Water						
2. Clean, Non-Drinking Water – Urban						
3. Clean, Non-Drinking Water – Rural Pipeline						
4. Reliable and Affordable Services						
5. Healthy and Liveable Region						
Overall, for reporting year						

Business comments

Outcome 1: Safe Drinking Water

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Overall Drinking Water Customer Satisfaction (rating of 7 or above out of 10) in GWMWater's customer survey	Percentage of survey responses	Target	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual						
b Total drinking water quality complaints	Number per 1,000 customers	Target	3	3	3	3	3	3
		Actual						
c Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0
		Actual						

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

Business comment

Outcome 2: Clean, Non-Drinking Water – Urban

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Urban non-drinking water customer satisfaction (rating of 7 or above out of 10) in GMMWater's customer survey	Percentage of survey responses	Target	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual						
b Urban non-drinking water quality complaints	Number per 1,000 customers	Target	10	10	10	10	10	10
		Actual						

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

Business comment

Outcome 3: Clean, Non-Drinking Water – Rural

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Rural pipeline (non-drinking) water customer satisfaction (rating of 7 or above out of 10) in GMMWater's customer survey	Percentage of survey responses	Target	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual						
b Rural pipeline (non-drinking) water quality complaints	Number per 1,000 customers	Target	5	5	5	5	5	5
		Actual						

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

Business comment

Outcome 4: Reliable and Affordable Services

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Number of urban services not meeting minimum flow rate service standard based on customer reporting	Number	Target	na	300	300	300	300	300
		Actual						
b Number of customer experiencing more than 5 unplanned water supply interruptions in a year	Number	Target	na	90	90	90	90	90
		Actual						
c Average time taken to attend bursts and leaks (priority 1)	Minutes	Target	30	30	30	30	30	30
		Actual						
d Average time taken to attend bursts and leaks (priority 2)	Minutes	Target	40	40	40	40	40	40
		Actual						
e Average time taken to attend bursts and leaks (priority 3)	Minutes	Target	40	40	40	40	40	40
		Actual						
f Average duration of unplanned water supply interruptions	Minutes	Target	100	100	100	100	100	100
		Actual						
g Average duration of planned water supply interruptions	Minutes	Target	200	200	200	200	200	200
		Actual						

OFFICIAL

h Number of customers experiencing more than 3 sewer blockages in a year	Number	Target	0	0	0	0	0	0
		Actual						
i Average time to attend sewer spills and blockages	Minutes	Target	22	22	22	22	22	22
		Actual						
j Average time to rectify a sewer blockage	Minutes	Target	113	113	113	113	113	113
		Actual						
k Number of customers experiencing a sewer spill that is not contained within 5 hours	Number	Target	0	0	0	0	0	0
		Actual						
l Number of customers experiencing more than 3 days of unavailability of D&S Supply Systems for continuous periods	Number	Target	0	0	0	0	0	0
		Actual						
m Processing temporary transfer of water allowance volumes within 15 days	Percentage	Target	100	100	100	100	100	100
		Actual						
n Processing new applications or permanent transfer of groundwater licences, supply-by-agreement licences, water allowance volumes within 60 days	Percentage	Target	100	100	100	100	100	100
		Actual						
o Processing applications for renewal of groundwater licenses within 40 days	Percentage	Target	100	100	100	100	100	100
		Actual						

OFFICIAL

p Processing new applications for surface diversion licenses within 60 days	Days	Target	100	100	100	100	100	100
		Actual						
q Processing of permanent transfer of surface diversion or groundwater licences within 60 days	Days	Target	100	100	100	100	100	100
		Actual						
r Total controllable operating expenditure (cumulative 2023–2028, \$2023 real)	\$ million	Target	na	35.0	70.3	105.7	140.7	175.4
		Actual						
s Number of Hardship grants awarded (excluding government schemes)	Number	Target	150	150	150	150	150	150
		Actual						
t Value of Hardship grants awarded (excluding government schemes)	\$	Target	na	30,000	30,000	30,000	30,000	30,000
		Actual						

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

Business comment

Outcome 5: Healthy and liveable Region

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Number of organisations receiving recreation water discounts	Number	Target	400	400	400	400	400	400
		Actual						
b Percentage of self-generated renewable energy used in operations	Percentage	Target	80	80	80	80	80	80
		Actual						
c Total projected carbon emissions	tCO2-e	Target	12,343	11,336	5,144	2,344	2,110	1,875
		Actual						
d Percentage use of available recycled water	Percentage	Target	80	80	80	80	80	80
		Actual						
e Non-compliance incidents with Bulk Entitlements	Number	Target	0	0	0	0	0	0
		Actual						
f Review of Western Region Sustainable Water Strategy completed	Met	Target	-	on track	on track	met	-	-
		Actual						
g Level of unaccounted water - Urban (Leakage)	Percentage	Target	10	10	10	10	10	10
		Actual						

OFFICIAL

h Level of unaccounted water - Rural pipelines (Non-revenue water)	Percentage	Target	10	10	10	10	10	10
		Actual						

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

Business comment