

East 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 for the period to date
1. Reliable services, done well.	Green	Grey	Grey	Grey	Grey	Green
2. Fair prices for all	Yellow	Grey	Grey	Grey	Grey	Yellow
3. Improved environmental outcomes	Yellow	Grey	Grey	Grey	Grey	Yellow
4. Prepare for population growth and a changing climate	Yellow	Grey	Grey	Grey	Grey	Yellow
5. Contributing to community	Green	Grey	Grey	Grey	Grey	Green
Overall, for reporting year	Yellow	Grey	Grey	Grey	Grey	Yellow


Business comments

This is East Gippsland Water's first year of the 2023-2028 Price Submission. The business has rated itself against the five key outcomes that customers told East Gippsland Water they valued. These outcomes were determined through extensive engagement with customers in the lead up to the 2023-2028 Price Submission.

For 2023-24, East Gippsland Water rated the overall performance of the five outcomes as yellow (close or largely met) having met two of the five outcomes and made good progress towards meeting the remaining three. A range of tolerances for each measure have been established in consultation with East Gippsland Water's Customer Advisory Committee. The final traffic light scores for each outcome have also been endorsed by the Customer Advisory Committee. Whilst East Gippsland Water have achieved the majority of the outcome measures, plans have been put in place to address the deficiencies where measures have not been achieved.

Outcome 1: Reliable services, done well.

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Number of water quality complaints	Number / 1000 customers	Target	≤3	<3	<3	<3	<3	<3
		Actual		1.12				
b Percentage of customers answering ‘yes’ satisfied with the quality of EGW's drinking water (via annual customer satisfaction survey)	Percentage	Target	n/a	>85	>85	>85	>85	>85
		Actual	88	90				
C Percentage of affected customers informed about planned and unplanned water interruptions	Percentage	Target	n/a	>65	>65	>65	>65	>65
		Actual		76				
D Percentage of planned and unplanned water interruptions restored within the advised notification timeframe.	Percentage	Target	n/a	>90	>90	>90	>90	>90
		Actual		100				


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

Business comment

East Gippsland Water rated the overall performance for Outcome 1 as green with all targets achieved demonstrating an ongoing commitment to ensuring reliable services and improving processes for notifying customers of outages.

Outcome 2: Fair prices for all

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A Number of formal interactions* with external agencies providing advice or education on EGW's assistance options (i.e. Anglicare, Neighbourhood House) reported back to Customer Advisory Committee. *Formal interactions could include newsletter, site visits, market attendance, new agency relationships.	Number	Target	n/a	≥4	≥4	≥4	≥4	≥4
		Actual		20				
B Controllable operating cost per connection	Dollars (\$2022-23)	Target	n/a	≤\$897	≤\$885	≤\$877	≤\$867	≤\$854
		Actual		\$1,015				
C Percentage of customers answering 'yes' aware of our financial assistance program (via annual customer satisfaction survey)	Percentage	Target	60	>61	>62	>63	>64	>65
		Actual	68	70				

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

Business comment

East Gippsland Water rated the overall performance for Outcome 2 as yellow as one of the three targets was not met.


Formal interactions with external agencies have grown and continue to prosper as relationships form and broader networks are developed. Awareness of East Gippsland Water's financial assistance program is strong as a result of extensive promotion and community engagement.

In 2023/24, East Gippsland Water experienced an increase in operating costs due to a number of incidents that occurred during the year. This included failure of the Bemm River Water Supply Pipeline and the widespread power outage that affected many parts of East Gippsland in mid-February 2024. Changes to East Gippsland Water's water recycling plants and farm management to improve environmental outcomes have also

increased operational costs. The business has also been investing in improvements to the project delivery framework to ensure successful delivery of a significantly larger program of works.

Outcome 3: Improved environmental outcomes

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A Paynesville waste water recycling plant improvements project milestone reached by end of financial year	Project Status	Target	n/a	Detailed design, procurement	Construction	Construction & commissioning		
		Actual		Detailed Design				
B Number of non-compliances against EPA Amalgamated Licence	Number	Target	n/a	≤2	≤2	≤1	≤1	≤0
		Actual		2				
C CO ₂ emission targets en-route to net zero by 2035	CO ₂ -e tonnes	Target	6,870	<4,875	<2,300	<2,098	<1,896	<1,694
		Actual	7,477	6,874				

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

Business comment

East Gippsland Water rated the overall performance for Outcome 3 as yellow due to largely meeting the targets. The detailed design for the Paynesville Water Recycling Plant Winter Storage is complete and ready for tender. Works remain on track for 2025/26 completion.

The total number of non-compliances against the EPA amalgamated licence is two. Both incidents related to odour beyond the boundary of East Gippsland Water’s facilities.


Whole of business CO₂-e emissions were higher than the target for 2023-24 due to increased usage and demand with process changes at the Bairnsdale Water Recycling Plant. Overall East Gippsland Water has continued to reduce emissions resulting in the lowest annual emissions to date.

Key projects for 2023-24 included the successful operation of East Gippsland Water's two largest behind-the-meter renewable projects commissioned in 2023:

- 99kW solar array at the Paynesville Water Recycling Plant
- 80kW Combined Heat and Power (CHP) Biogas engine at the Bairnsdale Water Recycling Plant.

Outcome 4: Prepare for population growth and a changing climate

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A Third raw water storage at Woodglen project milestone reached by end of financial year	Project Status	Target	n/a	Business case approved	Detailed design	Procurement & commencement construction	Construction continued	Construction & commissioning
		Actual		Business case approved				
B Cumulative value of water efficiency rebates granted over the period	Dollars (\$)	Target	n/a	90,000	180,000	270,000	360,000	450,000
		Actual		20,210				

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

Business comment

East Gippsland Water rated the overall performance for Outcome 4 as yellow.

During 2023/24, the initial business case to proceed to functional and detailed design for additional storage in the Mitchell River Water Supply System was approved by East Gippsland Water’s Board. In addition, \$1.11M was received from the Australian Government through the National Water Grid Fund, with support from the Victorian Government, to contribute to the development of the detailed design and associated detailed business case.


Uptake of the Water Efficiency Rebate Program is below the target for the year and scored as not met. Promotion of this new initiative to East Gippsland Water customers did not commence until late in the financial year. Since its launch, applications have been increasing and uptake is

OFFICIAL

anticipated to continue to rise as communications and engagement increases. Community feedback has also driven additional initiatives to the program criteria, endorsed by East Gippsland Water's Customer Advisory Committee.

Outcome 5: Contributing to community

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A Number of trainees, apprentices and vacation students hosted	Number	Target	n/a	>5	>5	>5	>5	>5
		Actual		15				
B Value of funds awarded under our community sponsorship program each year	Dollars (\$)	Target	n/a	≥20,000	≥20,000	≥20,000	≥20,000	≥20,000
		Actual		19,230	0	0	0	0
C Percentage of customers answering ‘yes’ EGW is a valued member of the community (via annual customer satisfaction survey)	Percentage	Target	n/a	>61	>62	>63	>64	>65
		Actual	70	63				

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

Business comment

East Gippsland Water rated the overall performance for Outcome 5 as green, with all targets met.

The number of trainees, apprentices and vacation targets hosted exceeds the target.

In consultation with the Customer Advisory Committee, community sponsorship was broadened to contribute to more community-based activities. Expenditure of the funds is within the agreed tolerance for this measure (greater than 90% of the target) scoring green.

The percentage of customers answering ‘yes’ EGW is a valued member of the community remains high at 63% having varied between 56% and 70% in the previous five years. East Gippsland Water’s Customer Connect program has expanded, with a regular schedule of attendance at local markets and community events, along with regular engagement in Orbost, Omeo and Mallacoota sites.