

Goulburn Valley 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. We will provide reliable water and wastewater services customers can trust	Green	Grey	Grey	Grey	Grey	Green
2. We will lead action and partner with our communities to grow the region	Yellow	Grey	Grey	Grey	Grey	Yellow
3. We will care for the environment and adapt to a future impacted by climate variability	Green	Grey	Grey	Grey	Grey	Green
4. We will deliver respectful and responsive customer service, balancing affordability, value for money and fairness	Green	Grey	Grey	Grey	Grey	Green
Overall for reporting year	Green	Grey	Grey	Grey	Grey	Green

Business comments

Goulburn Valley Water (GVW) has entered the 2023-2028 Outcomes reporting period with a solid and positive result being reported for Year 1 (2023/24).

We committed to four reportable outcomes for the regulatory period with dedicated resources and processes now in place, including periodic reporting to management and to the Board on our progress against all regulatory and identified commitments to customers.

GVW's commitment to outcomes reporting beyond self-assessment is evident by the assessment we ask our customers to do on our performance. This assessment was undertaken at the Customer Accountability Panel (CAP) meeting held in June 2024. The CAP is made up of 70 customers, representative of GVW's customer base. The CAP assessment results have been incorporated into this performance report.

Outcome 1: We will provide reliable water and wastewater services customers can trust

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Boil Water Notices delivered to the community caused by a fault in our system	Number	Target	-	0	0	0	0	0
		Actual	-	0				
b Widespread taste and odour events defined as reportable in the Safe Drinking Water Act	Number	Target	-	0	0	0	0	0
		Actual	-	0				
c Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0
		Actual	-	2				
d Sewer blockages responded to within one hour from when a customer notifies us or we become aware	Percentage	Target	-	100%	100%	100%	100%	100%
		Actual	-	76%				
e Planned and unplanned water supply interruptions restored within five hours	Percentage	Target	98%	95%	95%	95%	95%	95%
		Actual	-	97%				
f Water pressure improvement projects completed over the price plan	Total number of projects completed	Target	-	N/A	N/A	1	3	5
		Actual						

How is GVW tracking for Outcome 1 in the regulatory period so far?



Business comment

Operationally, in 2023/24, GVW has delivered on our promise to deliver reliable water and wastewater services that customers can trust. We have achieved some really positive results, meeting the targets for three outputs; there have been no Boil Water Notices (Output 1a), no widespread taste

and odour events (Output 1b) reported, and the restoration of interrupted water supply services (Output 1d) is ahead of target. There was no target set in Year 1 for Output 1f.

The targets for two outputs were not met Year 1:

1c There were two breaches:

(1) September 2023 - one Section 18 health exceedance relating to a THM (trihalomethane i.e. a disinfection byproduct) exceedance at Katamatite. This exceedance was a single event and did not pose any risk to public health. This occurred due to high levels of dissolved organics in the raw water that were present due to the “first flush” of the irrigation season.

(2) April 2024 – one Section 22 notification to the Department of Health for Tatura for a depressurising event in the reticulation system. This occurred because of a power outage and the subsequent failure of backup systems to fill the elevated storage that gravity feeds the town reticulated network. There was not risk to public health as a result of this event.

1d In 2023/24 76% of sewer blockages were responded to within one hour from when a customer notified us or we became aware. This did not meet the 100% target, but overall, in real terms, the actual response time average was 61 minutes against the 60-minute target for 391 reported blockages with 94 blockages not responded to within the target time set.

Outcome 2: We will lead action and partner with our communities to grow the region

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers who think we support the community (yes response) in GVW annual customer survey	Percentage of survey responses	Target	N/A	70%	70%	70%	70%	70%
		Actual	-	26%				
b Customers who believe we deliver value to the region (yes response) in GVW annual customer survey	Percentage of survey responses	Target	N/A	70%	70%	70%	70%	70%
		Actual	-	67%				

How is GVW tracking for Outcome 2 in the regulatory period so far?



Business comment

The targets for both outputs were not met Year 1:

2a In the October 2023 Alliance customer survey, 26% of respondents answered yes to the question, "Does Goulburn Valley Water support the local community?". In this survey, 72% of participants responded that they did not know and 1% of respondents answered no. This set of responses may point to customers not being aware of how GVW supports the community or may reflect the way the question was asked and how data was collected. There was a small change to the question wording between the 2022 and 2023 survey which may have changed how people responded. There was also a survey methodology change between survey years; we went from a telephone to online survey, which could also have impacted how people responded. To properly reflect our performance, the target, methodology, question and/or response scale needs to be reviewed. We will seek professional advice and put a realistic proposal to our Customer Accountability Panel in 2025.

GVW also engaged with the Customer Accountability Panel (CAP) at the June 2024 meeting on this output. The CAP assessed the output using the traffic light rating system aligned to this ESC outcomes performance report. Using this rating system, 11% of the CAP rated our performance as green or met target, 43% rated amber, close to or almost met target, and 46% rated red, or not met target. Combining the green and amber ratings, 54% of the CAP believed we had met or were on track/close to meeting the target. Customers provided lots of feedback on how they

thought performance could be improved. They suggested working more closely with the 'I don't know' customers, investigating the demographics of these respondents and increasing targeted promotion of what GVW does to support customers. They also suggested holding more water cafes or attending different types of events, using social media to reach younger audiences and reaching out to partner with more community groups.

- 2b In the October 2023 Alliance survey, 67% of respondents said they believed GVW was a valued member of the community, 31% of participants responded that they did not know and 1% of respondents answered no. Whilst not meeting the target, the result was very close, and could be interpreted as amber rather than red.

GVW also engaged with the Customer Accountability Panel (CAP) at the June 2024 meeting on this output. The CAP assessed the output using the traffic light rating system aligned to this ESC outcomes performance report. Using this rating system, 43% of the CAP rated our performance as green or met target, 51% rated amber, close to or almost met target, and 6% rated red, or not met target. Combining the green and amber ratings, 94% of the CAP believed we had met or were on track/close to meeting the target. Customers provided feedback on this output. They thought that generally GVW does provide value to the region, but the survey results might reflect more negatively skewed responses, with customers thinking of themselves first and community second. They also thought that the word value could mean different things to different people.

Outcome 3: We will care for the environment and adapt to a future impacted by climate variability

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Net carbon emissions (on track to net zero by 2035)	Tonnes CO ₂ -e	Target	48,167	44,794	37,416	35,919	34,423	32,926
		Actual	30,955	29,678				
b Sewer spills caused by a fault in our system contained within five hours	Percentage	Target	100%	100%	100%	100%	100%	100%
		Actual	90%	72%				
c Actions progressing or delivered on time as identified in Country Plans or with Traditional Owner Group partners	Percentage	Target	-	N/A	70%	70%	70%	70%
		Actual	-	N/A				
d Urban Water Strategy actions progressing or delivered on time	Percentage	Target	-	80%	80%	80%	80%	80%
		Actual	-	74%				

How is GVW tracking for Outcome 3 in the regulatory period so far?



Business comment

Excellent progress with this outcome is evident in 2023/24. We are very pleased to have met the target for Output 3a and that net carbon emissions continue their downward trend in line with expectations. There was no target set in Year 1 for Output 3c but we continue to collaborate with Traditional Owners to deliver on this output in the future. We have also made an excellent start progressing Urban Water Strategy actions.

Targets were not met for two outputs:

- 3b There were five sewer spills caused by a fault in our own system not contained within 5 hours, out of 18 spills that occurred during the year. These spill events are being reviewed, and the appropriate processes have been put in place to manage the GSL component.

3d As at the end of Year 1, we have identified 27 Urban Water Strategy actions for the 2023-28 regulatory period. A number of these actions are tied to the delivery of the capital works portfolio or are associated with ongoing monitoring of the security of water resources. The status of these actions is reviewed regularly with some actions now completed. Delivery of actions within the regulatory period is on track to ensure that 80% will be completed or progressed by 2028 - we are pleased with this progress.

Outcome 4: We will deliver respectful and responsive customer service, balancing affordability, value for money and fairness

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customer Accountability Panel members satisfied with our Price Plan performance (yes response) in GVW annual evaluation	Percentage of responses	Target	-	90%	90%	90%	90%	90%
		Actual	-	67%				
b Billing and account complaints received from customers	Number per 1000 customers	Target	1.3	1.0	1.0	1.0	1.0	1.0
		Actual	-	0.47				
c Customers who believe we provide value for money (yes response) in GVW annual customer survey	Percentage of survey responses	Target	-	70%	70%	70%	70%	70%
		Actual	-	82%				
d Customers aware of information from us on how to save water (yes response) in GVW annual customer survey	Percentage of survey responses	Target	-	55%	57%	60%	63%	66%
		Actual	-	57%				

How is GVW tracking for Outcome 4 in the regulatory period so far?



Business comment

GVW is very pleased with the ongoing delivery of this outcome - respectful and responsive customer service, balancing affordability, value for money and fairness. The targets for three of the four outputs were met, with the target for one output not met:

- 4a The Customer Accountability Panel (CAP) overall satisfaction with Price Plan performance was not measured against the original target this year
 - CAP members were asked at the June 2024 meeting to assess Price Plan performance using the traffic light performance rating system aligned

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to this ESC outcomes performance report for each outcome and outputs. Using this rating system, the CAP assessed three of the four outcomes as green/met target (Outcomes 1, 3 and 4) and one outcome as amber/close to or largely met (Outcome 2). Amalgamating the outcome traffic light ratings to interpret as an overall satisfaction rating, the CAP assessed 67% of the plan as green or met target. While this result does not meet the 90% target set for this output, if green and amber ratings are combined, 97% of the CAP assessed that overall, GVW met targets or was close to target/largely met targets. CAP customers were positive and encouraging with their comments on our performance, recognising where there might be limitations and/or making performance improvement suggestions.