

## Lower Murray Water Rural – 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. Provide customers with value for money.	Green	Grey	Grey	Grey	Grey	Green
2. Provide customers with water when they need it.	Green	Grey	Grey	Grey	Grey	Green
3. Provide customer service channels that are responsive to resolve requests and enquiries.	Green	Grey	Grey	Grey	Grey	Green
4. Service our communities in a socially responsible and environmentally sustainable manner.	Green	Grey	Grey	Grey	Grey	Green
Overall, for reporting year	Green	Grey	Grey	Grey	Grey	Green

## **Business comments**


This is the first year of Rural Outcomes reporting under the new Water Plan (WP5). We have made good progress in all outcome areas relative to target, resulting in an overall positive (green) self-assessment rating.

Towards the end of the financial year, we secured funding from the Victorian Government to develop a Rural Irrigation Masterplan. This project will establish the direction of our irrigation/rural services into the future.

We continue to maintain a good relationship with our Rural customers and are dedicated to further advancements in this area including the implementation of a new Customer Relationship Management System. During the financial year we announced a new structure for our rural strategic and customer advisory committees.

**Outcome 1: Provide customers value for money.**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
<b>A:</b> Customer Satisfaction of overall services <i>value for money</i> . Measured by respondents who select a rating of satisfied, very satisfied, and extremely satisfied in an annual survey	% of respondents	Target	TBA	=/>22/23	=/>23/24	=/>24/25	=/>25/26	=/>26/27
		Actual	N/A*	61%				
<b>B:</b> Total controllable opex expenditure within 10% of LMW forecasted PS5 benchmark opex over regulatory period (Plus annual CPI adjustments)	\$ under or over benchmark	Target	N/A	+/- 1.69M	+/- 1.68M	+/- 1.73M	+/- 1.75M	+/- 1.71M
		Actual		-0.65M				
<b>C:</b> Delivery of top 10 ‘Rural’ capital projects on time and budget. (Budget within 10% of forecast set by annual corporate plan, timing set by regulatory period)	Project status	Target	Complete 2028	On Track	On Track	On Track	On Track	Complete
		Actual	Complete 2028	Delayed				

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

**Business comment**

A) In the 2023-24 year, Lower Murray Water (LMW) transitioned from a ten-stage rating system to a five-stage rating system for this question in our annual survey. This change was implemented to enhance the consistency and clarity of our rating scales. However, this adjustment has rendered direct

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comparisons with the 2022-23 survey results unfeasible. We believe this new system will provide more straightforward and actionable insights moving forward.

B) 2023-24 controllable opex costs are within the 10% tolerance, with the draft actual result being \$0.65 million (4%) below the benchmark. Noting that the controllable Rural opex costs exclude the Sunraysia Water Efficiency Project (SWEP) expenses of \$3.72 million, as this program is fully funded by the Government.

C) The proposed capital works program, which consisted of decommissioning and removal of redundant irrigation infrastructure, was delayed due to reprioritisation of capital works projects within the network. The delay was further compounded by complex planning and other regulatory approvals. There is no material impact on customer services due to the infrastructure being non-operational. It is anticipated this work will be completed within the next two years.

**Outcome 2: Provide customers with water when they need it**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A: Irrigation district water orders delivered on time	% water orders delivered	Target	=>98%	≥98%	≥98%	≥98%	≥98%	≥98%
		Actual	99.1%	99.8%				
B: Improve system reliability and maintain or reduce unplanned outage times	Average time of unplanned water ordering restrictions	Target	NA	= <22/23	=<23/24	=<24/25	=<25/26	=<26/27
		Actual	1795.26	1310.78				

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



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### **Business comment**

A) Irrigation water orders placed by our rural customers totalled 118,366 for which 118,221 were delivered. There were 145 orders not delivered in 2023-24 due to planned maintenance activities.

B) LMW inadvertently recorded an incorrect target of 301 minutes in the 2022-23 column which we have corrected. LMW places restrictions on the water ordering system which prevents our rural customers from placing water orders during times when unplanned pipeline or channel repairs are undertaken. Although we placed 51 restrictions across our irrigation district (excluding Robinvale) compared to 38 in the previous year our repair time was less than the previous year.

**Outcome 3: Provide customer service channels that are responsive to resolve requests and enquiries**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A: Customer requests/enquiries resolved within the defined response time (Mean Time to Resolve)	%	Target	N/A	N/A	≥60%	≥65%	≥70%	≥75%
		Actual	N/A	N/A				
B: Resolve customer requests/enquiries 'First Time Right' (requests not reopened or recurring from same customer)	%	Target	N/A	N/A	≥60%	≥65%	≥70%	≥75%
		Actual	N/A	N/A				
C: Customers registered for self-service portal	% of total customers	Target	N/A	N/A	20%	30%	40%	50%
		Actual	N/A	N/A				
D: Customer satisfaction of <i>responsiveness to enquiries/requests</i> . Measured by respondents who select a rating of satisfied, very satisfied, and extremely satisfied in an annual survey	% of respondents	Target	2022/23 Result	=/>22/23	=/>23/24	=/>24/25	=/>25/26	=/>26/27
		Actual	63%	74%				

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



**Business comment**

A to C) LMW are implementing a new Customer Relationship Management System including an e-billing portal and online applications. Increased customer expectations are driving improvement including the need to clarify services to customers, improve ability to monitor and measure service requests, improve efficiency of manual and complex processes, resolve system limitations causing inefficiencies. This project is part of the Technology Uplift Project which is expected to be completed by June 2026.

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D) Rural customer satisfaction with regard to LMW's responsiveness to enquiries and requests saw a significant improvement. The satisfaction score increased from 63% in the previous year to 74%, reflecting our ongoing commitment to enhancing customer service and addressing the needs of our rural customers more effectively.

**Outcome 4: Service our communities in a socially responsible and environmentally sustainable manner**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A: Number of non-compliance incidents with EPA General Environmental Duty (GED)	Number	Target	0	0	0	0	0	0
		Actual	1	0				
B: Customer <i>overall</i> satisfaction of LMW. Measured by respondents who select a rating of satisfied, very satisfied, and extremely satisfied in an annual survey	% of respondents	Target	TBA	=≥22/23	=≥23/24	=≥24/25	=≥25/26	=≥26/27
		Actual	73%	72%				
C: Percentage of electrical energy from renewable sources 26/27 & 27/28 target should be 100%	%	Target	100% by 2025	N/A	N/A	100%	100%	100%
		Actual		N/A				

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



**Business comment**

A) LMW recorded no non-compliances with the EPA.

B) In the past year, LMW has observed a slight decrease in customer satisfaction, with the overall satisfaction percentage moving from 73% to 72%. This marginal decline is indicative of the challenges faced in maintaining and exceeding the high standards of service our customers have come to expect. We are committed to addressing the factors that have contributed to this shift and are actively implementing strategies to enhance our service quality, customer support, and operational efficiency.

C) The responsibility for managing LMW's obligations relating to carbon emissions and renewable energy now sits within the newly created Strategy and Partnerships division. A review of current initiatives relating to carbon emissions and climate adaptation is currently being undertaken with the view to developing a new strategy to ensure LMW meets its zero emissions targets.