

South East 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. Get the basics right, always						
2. Warn me, inform me						
3. Fair and affordable for all						
4. Make my experience better						
5. Support my community, protect our environment						
Overall, for reporting year						

Business comments

Outcome 1: Get the basics right, always

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Number of Safe Drinking Water Act non-compliances (water sampling and audit)	No.	Target	0	0	0	0	0	0
		Actual						
b. Customers experiencing more than 5 unplanned disruptions in a 12-month period (water, sewer and water quality)	No.	Target	New	450	450	450	450	450
		Actual						
c. Total volume of water saved through digital detection of network leaks	ML	Target	New	0	461	737	1,007	1,271
		Actual						

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

Business comment

Outcome 2: Warn me, inform me

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Customer savings realised through repair of digital meter detected property leaks	\$m	Target	New	\$1.1m	\$2.8m	\$4.5m	\$6.2m	\$7.8m
		Actual						
b. Customers notified per unplanned water supply interruption as a percentage of total customers affected	%	Target	61%	78.5%	79%	79.5%	80%	80.5%
		Actual						
c. Water literacy of South East Water customers (captured via survey responses to a series of industry indicators)	% of survey respondents	Target	New	29%	29.5%	30%	30.5%	31%
		Actual						

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

Business comment

Outcome 3: Fair and affordable for all

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Percentage of existing properties upgraded to a digital meter	%	Target	New	17%	34%	51%	68%	85%
		Actual						
b. Number of customers supported (provided financial or payment assistance)	No.	Target	7,147	10,000	10,000	10,000	10,000	10,000
		Actual						
c. Percentage of customers with arrears older than 90 days who have received financial or payment assistance	%	Target	New	47%	49%	51%	53%	55%
		Actual						

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

Business comment

Outcome 4: Make my experience better

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Total number of inbound contacts received per 100 customers (calls, portal, web and email enquiries)	No.	Target	New	63	62	61	60.2	59.5
		Actual						
b. Overall customer satisfaction with South East Water (scores of 7 and above in customer surveys)	% of survey respondents	Target	New	68%	68.5%	69%	69.5%	70%
		Actual						
c. Number of enquiries relating to the explanation of charges (per 100 customers)	No.	Target	New	6.8	6.6	6.4	5.9	5.4
		Actual						

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

Business comment

Outcome 5: Support my community, protect our environment

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Overall community trust in South East Water (scores of 7 and above in customer surveys)	% of survey respondents	Target	New	68%	68.5%	69%	69.5%	70%
		Actual						
b. Total net greenhouse gas emissions (tCO2e)	tCO2e	Target	29,690	28,439	23,016	23,509	23,998	12,033
		Actual						
c. Number of EPA reportable dry weather sewer spills	No.	Target	20	15	15	15	15	15
		Actual						
d. Alternative water as a percentage of total water supplied to all customers	%	Target	New	4.5%	5%	6%	6.5%	7%
		Actual						

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

Business comment