

South East Water – Outcomes – 2018–2023

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Get the basics right, always	Green	Green	Grey	Grey	Grey
2. Warn me, inform me	Green	Green	Grey	Grey	Grey
3. Fair and affordable for all	Green	Yellow	Grey	Grey	Grey
4. Make my experience better	Green	Green	Grey	Grey	Grey
5. Support my community, protect my environment	Green	Green	Grey	Grey	Grey
Overall	Green	Green	Grey	Grey	Grey

Business comment

Overall we believe that the 2019-20 financial year was a positive one with regards to our delivery against commitments made to our customers. At the summary level we have achieved a positive (green) rating with only one outcome falling below target but still within our tolerance bands.

We have reported some significant improvements in many measures associated with the ongoing delivery of high quality water, timely notification of system outages and ongoing customer trust and satisfaction ratings. This year also saw a significant increase in our delivery against the environment commitments with a record low result for our Scope 1 tCO2-e emissions. Our operating cost per property fell outside our tolerance bands for the first time as a result of lower than expected growth in properties and COVID19 associated costs however at the time of preparing this report was still an interim figure.

Outcome 1: Get the basics right, always

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of Safe Drinking Water Act non-compliances (water sampling and audit)	No.	Target		0	0	0	0	0	0
		Actual	0	0	0	0			
b Number of water quality complaints per 100 customers	no. per 100 customers	Target		0.18	0.18	0.18	0.18	0.18	0.18
		Actual	0.18	0.10	0.10	0.10			
c Number of customers receiving greater than 5 unplanned water supply interruptions	No.	Target		532	532	532	532	532	532
		Actual	468	265	226	244			
d Number of customers receiving 3 or more sewerage blockages	No.	Target		17	17	17	17	17	17
		Actual	21	24	31	19			

Overall outcome 1 performance for the regulatory period so far:



Business comment

Overall we consider our performance for outcome 1 to be green as three of the target measures have been met.

a / b. Water quality is a key focus area for South East Water and our consistent results provide comfort that our procedures and processes in place are adequate to ensure this trend continues in coming years.

c. Our Water Reliability Plan helps us avoid excessive service interruptions. It achieves this through rigorous assessments and takes into consideration emergency and preventative maintenance and asset renewals including renewal of an average of 35 kilometres of water mains each year. The indicator is also subject to variance due to weather and rainfall and associated impact on ground movement on bursts and leaks of water mains causing unplanned water supply interruptions.

d. Our analytical reporting has been enhanced to better understand causes, blockage reoccurrence frequencies, contractor field performance, and management tracking of corrective actions. This has been supported by initiatives including increased CCTV inspections; undertaking corrective actions such as dig out repairs, patches, renewals or additional cleaning and customer education on waste disposal. A no-dig sewer repair panel has also been established

with innovative contracting partners. These undertakings did incur additional cost however have seen significant improvement so we are working towards fine tuning the balance over the coming year(s).

Outcome 2: Warn me, inform me

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Percentage of customers notified per unplanned water supply interruption (for customers who have provided email/mobile details)	% of affected customers	Target		64%	68%	72%	76%	78%	80%
		Actual	60%	65%	79%	89.9%			
b Average duration of unplanned water supply interruptions	minutes	Target		88	88	88	88	88	88
		Actual	87.7	84	82	81.6			
c Percentage of customer interruptions that are in peak hours	%	Target		28.0%	27.9%	27.8%	27.7%	27.6%	27.6%
		Actual	28.1%	28.9%	27.9%	26.4%			
d Planned water interruptions restored within notification period	%	Target		98%	98%	98%	98%	98%	98%
		Actual	98%	98%	99%	98.8%			

Overall outcome 2 performance for the regulatory period so far:



Business comment

Overall we consider our performance for outcome 2 to be green as all four of the target measures have been met.

a. With a focus on advanced notifications to customers affected by water supply interruptions, we implemented a system change to optimise customer records that enabled us to send more proactive notifications. We are increasingly pre-notifying customers about emergency works, providing them with the opportunity to fill up water for use while we carry out our works.

b. Shorter duration tasks including repairs to hydrants, fireplugs and property service pipes reflected 49% of works during 2019-20 which contributed to the reduction in the average outage duration. Efficiencies identified with regards to the repair of water mains produced a three minute reduction on average during the year which also impacted the final year result.

c. The reduction in peak hour service interruptions as a percentage of total events reflects our continuous improvement approach and highlights our commitment towards reducing impacts to our customers in the times where water matters most to them.

d. Our continued high performance around planned works completed within notification periods can be attributed to our strong planning and scheduling of works processes and the quality of data we are able to secure around our network assets. Ongoing relationships with our contractors contribute towards the sustained performance in this area and further highlights our commitment to keeping the water flowing with as little disruption to customers and our community as possible.

Outcome 3: Fair and affordable for all

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Operating cost per property (residential and non-residential).	\$2017-18 per property	Target		161	158	155	152	150	147
		Actual	161	158	161.43	160.35			
b Customers supported by South East Water Assist program	No.	Target		5057	5310	5575	5854	6147	7147
		Actual	4557	5,298	5,485	6,599			
c Average level of debt upon entry to South East Water Assist program	\$2017-18	Target		925	875	825	800	800	800
		Actual	925	909	839	674			

Overall outcome 3 performance for the regulatory period so far:



Business comment

Overall we consider our performance for outcome 3 to be amber as two out of the three target measures have been met, but one was not within the tolerance band.

a. Whilst currently only an interim figure due to reporting timelines, the Operating cost per property result is above target and falls just outside our tolerance band for the first time this regulatory period, by less than one per cent. Lower growth in our customer numbers against forecast coupled with significant costs related to our Coronavirus (COVID19) response and the support we provided our customers were the main factors behind the higher than forecast result.

b. The Customer Care team have achieved results consistently ahead of monthly projections through a new proactive outreach program and increased awareness of our support options. The Customer Care team are coming up with new and different ways to provide and promote awareness of our support options which has also aided in referrals for support from financial counsellors, micro contact centres around the business and priority plumbing. Customers assisted also surged towards the latter half of the year due to Coronavirus (COVID19) impacts on our customers.

c. The proactive outreach activities focussed on identifying and offering support to customers before they fell into larger debts which is demonstrated in a lower average level of debt upon entry to our program. Quarter three and four bills were also accompanied with information around our support options which resulted in many customers advising us of payment difficulties as a result of the pandemic before they fell behind in payments.

Outcome 4: Make my experience better

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers satisfied (rating of 7 or above out of 10) via SEW's post-interaction survey	% of survey responses	Target		81%	81%	83%	83%	85%	85%
		Actual	81%	83%	89%	83%			
b Customers who consider SEW provides value for money (rating of 7 or above out of 10) via SEW's post interaction survey	% of survey responses	Target		New	68%	69%	70%	71%	72%
		Actual	New	68%	74%	74%			
c Total complaints per 100 customers	per 100 customers	Target		0.43	0.41	0.40	0.39	0.38	0.37
		Actual	0.36	0.27	0.32	0.42			

Overall outcome 4 performance for the regulatory period so far:



Business comment

Overall we consider our performance for outcome 4 to be green as two out of the three targets have been met and the one not met is within the tolerance band.

a. This year we redefined our scoring associated with a positive score for our satisfaction, value and trust ratings to continue to lift our standards. Score of six or above were previously regarded as positive and are behind the calculation of our targets, however this year we have raised the score required to be those of seven or greater. Whilst this change appears to have resulted in a six percent drop in achievement we are confident that it will drive the continuous improvement behaviour we adhere to in order to continually improve our service to customers.

b. As mentioned above, this measure has seen a change in scoring methodology however remains positive when compared to original targets. The value of what we deliver has been the focus of communications to customers in bill banners throughout the year along with an increase in social media messaging and other campaigns.

c. During the year we redefined what a complaint means to our business and the way we monitor and manage them so that we can identify more opportunities to improve our processes and provide a better customer experience. The increased complaint volume this year reflects this new approach and was anticipated based on previously uncaptured interactions with customers.

Outcome 5: Support my community, protect my environment

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Total net CO2 emissions	tonnes CO2e	Target		40,410	37,385	38,049	28,969	28,609	29,690
		Actual	41,745	47,359	38,264	32,007			
b Number of EPA reportable sewer spills	No.	Target		20	20	20	20	20	20
		Actual	20	19	17	14			
c Percentage of customers in designated greenfield areas receiving recycled water (residential only)	% of customers connected	Target		47%	46%	46%	65%	78%	77%
		Actual	New	New	44%	58%			
d Volume of recycled water as a percentage of total water supplied to designated greenfield areas	%	Target		12%	12%	14%	16%	18%	20%
		Actual	New	New	12%	13%			

Overall outcome 5 performance for the regulatory period so far:



Business comment

Overall we consider our performance for outcome 5 to be green as three out of the four target measures have been met and one within the tolerance band.

a. The emissions for 2019-20 has been measured at 32,007 tCO₂-e, and is based on estimated Scope 1 emissions. This will be updated as data becomes available and takes several months to compile due to the nature of calculating emissions from different treatment plant processes.

b. The positive result achieved around EPA reportable sewer spills this year is very encouraging with the extreme variety of climate conditions experienced over the past twelve months. Extremely dry ground conditions for the most part were inundated with rainfall for the first four months of 2020 which gives our ongoing maintenance and renewal programs confidence that we have the right processes in place.

c. A number of strategic links were commissioned across the recycled water network, including between the Eastern Irrigation Scheme and South East Water's recycled water network at Thomson's Road in Clyde North, which enabled us to provide recycled water through our purple pipe network that had previously been receiving potable substitution. Our developer partners also installed a large number of new recycled water assets in line with their development plans which contributed to the significant increase this year.

d. We have connected a significant number of new properties to the recycled water network during 2019-20, however there were outages at both the Eastern and Pakenham Treatment Plants that limited the amount of Class A recycled water available to be supplied to some greenfield areas.