

## South Gippsland Water – Outcomes – 2018–2020

*In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2019-20 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.*

South Gippsland Water completed a further Price Submission process to the Essential Services Commission (ESC) for the three-year period 2020/21 to 2022/23. The process built on our learnings from the 2018 customer engagement and was designed and delivered with a view to testing and reviewing Customer Outcomes developed in 2018, and inform key priorities to be delivered for the period.

Customers confirmed that the majority of Outcomes, Measures and Targets reflected their values and expectations, and that the use of Plain English is important when engaging with them. The tables and commentary below reflect the Corporation’s performance for the past two years and positions minor amendments to future Outcomes, Measures and Targets as identified through the more recent 2019/20 engagement process.

### Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. We will partner with community, local government and business to plan for future years	Green	Green	Grey	Grey	Grey
2. We will plan for the future, be reliable, minimise unplanned interruptions to services	Yellow	Green	Grey	Grey	Grey
3. Provide safe, clean drinking water for the benefit of our customers and communities	Yellow	Green	Grey	Grey	Grey
4. Provide a safe wastewater service that contributes to the health and liveability of our communities and environment	Green	Red	Grey	Grey	Grey

5. Be environmentally responsible, sustainable and adapt to a future impacted by climate variability	Green	Green	Light Grey	Light Grey	Light Grey
6. Treat all customers, community with honesty, respect and strive to balance affordability, value for money and fairness	Green	Green	Light Grey	Light Grey	Light Grey
Overall	Green	Green	Grey	Grey	Grey

### Business comments

South Gippsland Water has achieved the majority of measures associated with our six Customer Outcomes. Improvements to the 2018/19 results have been achieved in planning, reliability and safe drinking water.

Delivery of reliable services has been achieved in unprecedented times as a result of Coronavirus (COVID-19). Adopting a cautious approach, amber ratings were applied in two areas where the performance measure was borderline.

South Gippsland Water has reported a non-compliance in environment as a result of an emergency discharge at the Foster Wastewater Treatment Plant due to a high rainfall event. Programs are underway to secure “at risk” wastewater systems against extreme weather and in response to predicted growth in the region.

## Outcome 1: We will partner with community, local government and business to plan for future years

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a A long-term water security strategy is in place, developed in consultation with key stakeholders – review by June each year.	Met/not met	Target	Met	Met	Met	Met			
		Actual	Met	Met	Met	Met			
b Water security outlooks for each of the South Gippsland Water's water supply systems are developed and communicated to customers in November each year.	Met/not met	Target	Met	Met	Met	Met			
		Actual	Met	Met	Met	Met			
c Water security improvement works commissioned for Wonthaggi, Inverloch, Cape Paterson, Korumburra, Poowong, Loch & Nyora by June 2019	Met/not met	Target	On track	On track	Met	NA			
		Actual	On track	On track	Met	NA			
d Occurrences of Stage 1 water restrictions in Korumburra, Poowong, Loch and Nyora (Lance Creek system) each year.	Number	Target	NA	NA	0	0			
		Actual	NA	NA	1	Met			

Overall Outcome 1 performance for the regulatory period:



### Business comment

Outcome achieved. South Gippsland Water has continued to partner with community and stakeholders to understand expectations and plan for future water security across the region. The Lance Creek Water Connection Pipeline project, completed in December 2018, has secured the water supply to the townships of Korumburra, Poowong, Loch and Nyora. Completion of this project finalised measure (c) and has resulted in no water restrictions for the connected townships over the 2019/20 period.

The recent Customer Outcome review process identified that delivery of successful Measures and Targets are a result of good planning. Consistent with this customer feedback, the Outcome to partner with community, local government and business to plan for future years has been removed and a planning element incorporated into Outcome 2 for the years 2020/21 to 2022/23.

## Outcome 2: We will plan for the future, be reliable and minimise unplanned interruptions to services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Water security outlooks for the Corporation's water supply systems are developed and published in November each year	Met/not met	Target	Met	Met	Met	Met	Met	Met	Met
		Actual	Met	Met	Met	Met			
b Average response time to sewer spills and blockages	Minutes	Target	<30	<30	<30	<30	≤30	≤30	≤30
		Actual	21	19	34.3	30			
c Average response time to water bursts and leaks (Priority 1)	Minutes	Target	<30	<30	<30	<30	≤30	≤30	≤30
		Actual	23	18	17	21			
d Average duration of unplanned water supply interruptions	Minutes	Target	<100	<100	<100	<100	≤110	≤110	≤110
		Actual	91	96	129	90			
e Containment of sewer spills within 5 hours	Percentage	Target	100%	100%	100%	100%			
		Actual	100%	100%	100%	94%			
f Unplanned water interruptions restored within 5 hours	Percentage	Target	99%	99%	99%	99%			
		Actual	99%	98%	96%	99%			

g	Number of complaints related to communication of planned works	Number	Target	NA	0	0	0			
			Actual	0	0	0	1			

Overall Outcome 2 performance for the regulatory period:



## Business comment

Outcome achieved. The majority of Outcomes associated with the delivery of reliable services and communicating well with customers have been achieved. Adopting a cautious approach, South Gippsland Water has listed two areas as amber.

A target of below 30 minutes for the average response time to respond to sewerage spills and blockages was agreed with customers. In 2019/20 South Gippsland Water improved on the previous years result of 34.3 minutes. However, with a result of 30 minutes we have adopted an amber rating as further improvement can be achieved.

South Gippsland Water received one contact as a result of notification of planned works. The notification process was within South Gippsland Water's agreed timeframes.

With the majority of measures achieved and one amber being materially close to the committed standard, an overall reliability rating of green has been adopted.

From 2020/21 onward, this Outcome reflects the inclusion of planning along with some minor changes to the Measures to capture customer sentiment to simplify the overall process and to reflect areas identified as most important to customers.

Customers did not wish South Gippsland Water to rush work to restore unplanned water interruptions at the expense of completing the task properly. As such, the measure for completing unplanned water interruptions has been increased to 110 minutes.

### Outcome 3: Provide safe, clean drinking water for the benefit of our customers and communities

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of Safe Drinking Water Regulations non-compliance incidents	Number	Target	0	0	0	0	0	0	0
		Actual	0	0	1	0			
b Customers who prefer to drink our tap water, including filtered (identified via the Customer Satisfaction Survey)	Percentage	Target	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%
		Actual	90%	93%	93%	91%			

Overall Outcome 3 performance for the regulatory period:



#### Business comment

Outcome achieved. South Gippsland Water has achieved the measures associated with the provision of safe, clean drinking water to customers across the region. Recognised as an area that is important to customers, South Gippsland Water will continue investment into water quality via projects included in its Price Submission. Preference for drinking water has remained relatively stable with 67% drinking tap water, 24% filtered and 9% bottled.

## Outcome 4: Provide a safe wastewater service that contributes to the health and liveability of our communities and environment

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a EPA licence enforcement actions per year	Number	Target	0	0	0	0	0	0	0
		Actual	0	0	0	1			

Overall Outcome 4 performance for the regulatory period:



### Business comment

Outcome not achieved. South Gippsland Water received one EPA licence enforcement action notice over the period. The breach was associated with an emergency discharge at the Foster Wastewater Treatment Plant due to a high rainfall event.

South Gippsland Water has initiated several programs in the 2020 Price Submission to augment “at risk” wastewater systems in preparation for future high rainfall events and increased population growth.

## Outcome 5: Be environmentally responsible, sustainable and adapt to a future impacted by climate variability

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Reduction of CO <sub>2</sub> emissions resulting from energy renewable projects (cumulative)	Tonnes CO <sub>2</sub> e per annum	Target	NA	NA	30	120	750	1,500	2,200
		Actual	NA	NA	60	144			
b Average household water consumption	Kilolitres per annum	Target	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125
		Actual	120	118	120	121			

Overall Outcome 5 performance for the regulatory period:



### Business comment

Outcome achieved. CO<sub>2</sub> emission reduction calculation includes a number of variable factors including the electricity grid emission factor (kgCO<sub>2</sub>e/kWh) dropping from 1.07 to 1.02. The 2019/20 year saw 12 months' production of the new Lohr Ave, Inverloch solar system which is a key contributor to the overall annual result of 84 tonnes CO<sub>2</sub> emission saved. Four additional solar systems are scheduled for completion over the coming years to continue to reduce South Gippsland Water's environmental footprint. Household water consumption has remained consistent for the period.



## Outcome 6: Treat all customers, community with honesty, respect and strive to balance affordability, value for money and fairness

Output		Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a	Customer satisfaction rating of 'satisfied' or 'very satisfied' (via the Customer Satisfaction Survey)	Percentage of survey responses	Target	≥80%	≥80%	≥80%	≥80%	≥80%	≥80%	≥80%
			Actual	90%	89%	89%	84%			
b	Customers rating SGW's services as 'value for money' (via the Customer Satisfaction Survey)	Percentage of survey responses	Target	≥73%	≥73%	≥73%	≥73%	≥70%	≥70%	≥70%
			Actual	75%	75%	75%	74%			

Overall Outcome 6 performance for the regulatory period:



### Business comment

Outcome achieved. The Customer Satisfaction and Value for money ratings have both slightly dropped for the 2019/20 period. South Gippsland Water will continue to work with customers to understand what they value in our water and wastewater services to continue to achieve this important Outcome.