

Southern Rural Water – Outcomes – 2018–2023

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2020-21 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	18-19	19-20	20-21	21-22	22-23
1	SRW provides great customer service	Yellow	Green	Green	Grey	Grey
2	SRW's water supply system enables good practice irrigation	Green	Green	Green	Grey	Grey
3	SRW manages water resources well, maintaining a good balance between my needs as a water user and the sustainability of the resource	Green	Green	Green	Grey	Grey
4	SRW works with me to manage my needs and entitlements	Green	Red	Red	Grey	Grey
	Overall	Green	Yellow	Yellow	Grey	Grey

Business comments

We have met or exceeded targets for 14 out of 20 indicators. We have had marked improvements in delivery efficiency in the Bacchus Marsh Irrigation District, while the results for the Macalister and Werribee districts have improved across the price submission period, they were slightly below our targets. These variances were largely driven by the natural seasonal factors with a higher rainfall and were also affected by the introduction of new infrastructure which will improve future performance.

We have not been able to make available the additional water that we had expected due the complexities of converting savings to entitlements but have updated our website so that customers are aware of the opportunities to access additional water.

Outcome 1: SRW provides great customer service

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Applications completed within set timeframes	Percentage	Target	–	90%	90%	90%	90%	90%	90%
		Actual	89.3%	90.4%	88.4%	96.5%	94%		

Overall outcome 1 performance for the regulatory period so far:



Business comment

Despite ongoing disruptions to our business due to COVID 19, we have continued to exceed our target for application processing.

Outcome 2: SRW's water supply system enables good practice irrigation

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Delivery volume accuracy (WID) – Deliveries are >90% of order volume or within 0.1 megalitre.	Percentage deliveries	Target	–	98%	98%	98%	98%	98%	98%
		Actual	97.40%	96.6%	98%	99%	98%		
b Delivery volume accuracy (BMID) – Deliveries are >90% of order volume or within 0.1 megalitre.	Percentage deliveries	Target	–	98%	98%	98%	98%	98%	98%
		Actual	96.20%	96.9%	97%	99%	99%		
c Channel pool performance (MID) – Pool levels are within specified ranges.	Percentage deliveries	Target	–	75%	78%	79%	81%	82%	85%
		Actual	71.60%	69.4%	69%	75%	72%		
d Delivery efficiency (MID) – Water released into the system that is actually delivered to customers.	Percentage	Target	–	80%	80%	82%	85%	85%	85%
		Actual	80.50%	78.6%	80%	77%	77%		
e Delivery efficiency (WID) – Water released into the system that is actually delivered to customers.	Percentage	Target	–	60%	70%	75%	80%	80%	80%
		Actual	58.80%	62.3%	71%	74%	76%		
f Delivery efficiency (BMID) – Water released into the system that is actually delivered to customers.	Percentage	Target	–	60%	70%	75%	80%	80%	80%
		Actual	73.30%	75.9%	71%	74%	87%		
g Customers with access to the Demand Management System (MID)	Percentage	Target	–	NA	40%	50%	60%	70%	75%
		Actual	NA	25%	61%	61%	61%		

h Delivery reliability (MID) – Orders unaffected by unplanned interruptions.	Percentage	Target	–	100%	99%	99%	99%	99%	99%
		Actual	100%	100%	100%	100%	100%		
i Delivery reliability (WID) – Orders unaffected by unplanned interruptions.	Percentage	Target	–	100%	99%	99%	99%	99%	99%
		Actual	100%	99.1%	100%	100%	100%		
j Delivery reliability (BMID) – Orders unaffected by unplanned interruptions.	Percentage	Target	–	100%	99%	99%	99%	99%	99%
		Actual	100%	99.5%	100%	100%	100%		

Overall outcome 2 performance for the regulatory period so far:



Business comment

We have continued to face challenges with channel pool performance in the Macalister Irrigation District. Channel pool performance is a measure of the water available for customers and whilst levels fell slightly and were below target, we have considered the impact to customers through the water ordered and water delivered and as customer value is a key driver, the delivery reliability at 100% supports our customers receiving water orders.

Our delivery efficiencies were slightly below target but within the tolerance of natural seasonal variation, higher rainfall seasons have an impact on our efficiency as we often have an increase in cancelled customer orders, for the 2020-21 season cancelled orders were at 12%, importantly as detailed above, customers received 100% of orders. In addition to this we are updating our irrigation planning system, which will further assist in meeting customer needs.

The challenges on our efficiency target in the Werribee Irrigation District are largely due to the commissioning of a new automated trash rack, this will provide significant improvements to reliability of the system moving forward, but caused a short term issue with our efficiency during commissioning. In addition to this there was also a major leak on our spur 4/1 pipeline, both of these have now been resolved and as such we expect improved efficiency moving forward.

Outcome 3: SRW manages water resources well, maintaining a good balance between my needs as a water user and the sustainability of the resource

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Water is harvested at the maximum possible rate for Pykes Creek and Merrimu storages (when dam capacity is available)	Percentage of time	Target	–	New	>95%	>95%	>95%	>95%	>95%
		Actual	New	New	97%	100%	100%		
b Salinity of recycled water delivered (WID)	Electrical conductivity (µS/cm)	Target	–	≤1,800	≤1,800	≤1,800	≤1,800	≤1,800	≤1,800
		Actual	≤1,800	≤1,800	≤1,800	≤1,800	≤1,800		
c Headworks release within 10% or 5 megalitres of ordered flow (Werribee system)	Percentage of time	Target	–	NA	95%	95%	95%	95%	95%
		Actual	97.70%	97.5%	99%	100%	100%		
d Headworks release within 10% or 1 megalitre of ordered flow (Maribyrnong system)	Percentage of time	Target	–	NA	95%	95%	95%	95%	95%
		Actual	99.40%	98.8%	98%	100%	100%		
e Headworks release within 10% of ordered flow (Latrobe system)	Percentage of time	Target	–	NA	95%	95%	95%	95%	95%
		Actual	98%	94%	100%	100%	100%		

Overall outcome 3 performance for the regulatory period so far:



Business comment

We have met or exceeded all of our targets in this area.

Outcome 4: SRW works with me to manage my needs and entitlements

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customer contacts to promote water trading	Number	Target	–	NA	1,000	1,000	1,000	1,000	1,000
		Actual	486	843	1,015	927	657		
b Release of additional water entitlements - WID	Megalitres	Target	–	NA	0	1300	533	0	0
		Actual	0	0	0	0	0		
c Release of additional water entitlements - BMID	Megalitres	Target	–	NA	0	200	167	0	0
		Actual	0	0	0	0	0		
d Release of additional water entitlements - MID	Megalitres	Target	–	NA	800	800	800	7,300	800
		Actual	755	7,394	742	177	0		

Overall outcome 4 performance for the regulatory period so far:



Business comment

COVID-19 had a significant impact on our ability to meet with customers on-farm, resulting in fewer opportunities to promote water trading between customers. This measure is also greatly impacted by seasonal variation, given it was a wetter season, water is more plentiful and there is less incentive to sell. This was demonstrated when we have a drought reserve auction in the Latrobe system in November 2020 with only one buyer.

Our targets for release of additional water entitlements were based on capturing savings through our irrigation modernisation projects and making these available to customers. This involves a complex process, working closely with key stakeholders in the Department for Environment, Land and Water Planning to validate the savings and convert them to shares, which are signed off by the Minister for Water which can then be traded. With greater clarity on the likely timing of release we have developed a plan, which is board endorsed, that indicates when the water is likely to be available and have updated our website to inform customers of future opportunities to acquire additional water.

Although not a specific target, we did make 1,990 ML available on the open market for Mitchell River winterfill entitlements with over 34 irrigators purchasing entitlements which demonstrates release of additional water.