Interim report

GWMWater

Our performance

2022-23

Our outcomes
2018-23

This report provides a summary of our performance against each of our outcome commitments for the 2022-23 reporting year.

The content of and our performance against outcomes is subject to a continuous-feedback loop from customers and stakeholders.

We receive regular feedback about the relevance of outcomes, as well as which outcomes our customers and stakeholders feel we need to prioritise.

Our overall performance has improved this year. There is an area for improvement in *Outcome 3: Clean, Non-Drinking Water – Urban*. This is consistent with initiatives we identified and planned to be delivered during the 2023-28 regulatory period.

This year was one of our wettest years in recent history and as a result, our water resource position is the best it has been since the mid 1990's. This impact can be seen in the performance of some of our service standards. However, overall our systems have performed well.

We have used a "traffic light" rating for our performance on each measure, outcome and overall rating.

Green = Met target

Red = Not met

Yellow = Close or largely met

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Safe and clean water[1]					
1.a. Safe drinking water[2]					
1.b. Clean, non-drinking water – Urban[2]					
1.c. Clean, non-drinking water – Rural pipeline[2]					
2. Reliable and affordable services					
3. Healthy and liveable region					
Overall					

[1] Outcome 1 superseded by outcomes 1.a., 1.b. and 1.c. in 2021-22.
[2] New outcome added in 2021-22, previously combined under outcome 1. 'Safe and Clean Water'.

Outcome: 1. Safe and clean water
(superseded)

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a. Overall customer satisfaction (Rating of 5 or above, out of 10) via GWMWater's customer survey	Percentage of survey responses	Target	–	–	> 90%	> 90%	> 90%	> 90%	> 90%
		Actual	94%	96%	94%	94%	96%	N/A	N/A
b. Urban customers receiving a drinking water supply	Percentage	Target	–	–	93%	93%	95%	95%	95%
		Actual	91%	91%	91%	92%	92%	N/A	N/A
c. Total water quality complaints (urban and rural)	Number per 1000 customers	Target	–	–	4	4	4	4	4
		Actual	3.7	4.2	3.8	3.3	4.0	N/A	N/A
d. Number of Safe Drinking Water Act non-compliances (Water sampling and audit)	Number	Target	0	0	0	0	0	0	0
		Actual	7	3	2	0	2	N/A	N/A

Overall outcome 1 performance for the regulatory period so far: Not applicable, as outcome superseded by outcomes 1.a., 1.b. and 1.c.

Outcome: 1.a. Safe drinking water[3]

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a. Overall Drinking Water Customer Satisfaction (rating of 7[4] or above out of 10) in GWMWater's customer survey	Percentage of survey responses	Target	N/A	N/A	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	N/A	N/A	88%		87%		89%
	Result based on biennial phone survey, with 457 drinking water customers interviewed between 11 May 2023 and 20 June 2023. The result indicates our drinking water customers remain satisfied with our services.								
b. Urban customers receiving a drinking water supply[5]	Percentage	Target	N/A	N/A	93%	93%	95%	95%	95%
		Actual	91%	91%	91%	92%	92%	92%	N/A
c. Total drinking water quality complaints	Number per 1,000 customers	Target	N/A	N/A	3	3	3	3	3
		Actual	2.4	3.1	2.6	3.1	3.0	1.6	1.6
	Total number of drinking water quality complaints per 1,000 customers remained stable in 2022/23 with no major aesthetic water quality incidents. There were 49 complaints in total compared to 51 last year. Refer to the our 2022/23 Water Quality Annual Report for more information.								
d. Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0	0
		Actual	7	3	2	0	2	1	4
	A high rainfall event at the end of 2022 resulted in variable raw water quality and colour/organic matter in catchments at the start of 2023. This in turn resulted in trichloroacetic acid exceedance at Ouyen (September 2022) and Great Western (January 2023). Booster chlorination was slightly higher than normal operating levels in January that resulted in a trihalomethane exceedance at Natimuk. Chlorine levels were re-adjusted to within target levels, and the water became compliant again.								

Overall outcome 1.a performance for the regulatory period so far:

[3] Previously combined with 'Clean Non-drinking Water' Outcome under 'Safe and Clean Water'.
[4] Note change in output measure from 5 or above to 7 or above. Target has been revised based on change in measure.
[5] Output 1.a.b. removed from reporting from 2022-23 following the development of the 2023-2028 GWMWater Price Submission.

Outcome: 1.b. Clean non-drinking water - Urban[6]

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a. Urban non-drinking water customer satisfaction (rating of 7[7] or above out of 10) in GWMWater's customer survey	Percentage of survey responses	Target	N/A	N/A	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	N/A	N/A	71%		69%		81%
	Result based on biennial phone survey, with 59 non-drinking water customers interviewed between 11 May 2023 and 20 June 2023. There was a 12% improvement in overall satisfaction since the last survey.								
b. Urban non-drinking water quality complaints	Number per 1,000 customers	Target	N/A	N/A	10	10	10	10	10
		Actual	12.6	13.7	11.7	14.9	19.4	26.5	16.9
	There were 42 complaints in total in 2022/23 compared to 76 last year, 45% decrease. Previous year was impacted by a water quality event at Elmhurst. Performance this year is back in line with average level of complaints however exceeds target.								

Overall outcome 1.b performance for the regulatory period so far:

[6] Previously combined with 'Safe Drinking Water' Outcome under 'Safe and Clean Water'. Outputs have also been separated into urban non-drinking and rural pipeline.

[7] Note change in output measure from 5 or above to 7 or above. Target has been revised based on change in measure.

Outcome: 1.c. Clean non-drinking water - Rural pipeline[8]

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a. Rural pipeline (non-drinking) water customer satisfaction (rating of 7[5] or above out of 10) in GWMWater's customer survey	Percentage of survey responses	Target	N/A	N/A	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	N/A	N/A	80%		92%		89%
	Result based on biennial phone survey, with 123 rural pipeline water customers interviewed between 11 May 2023 and 20 June 2023.								
b. Rural pipeline (non-drinking) water quality complaints	Number per 1,000 customers	Target	N/A	N/A	5	5	5	5	5
		Actual	1.8	2.7	4.1	1.2	3.1	3.0	3.6
	Compared to urban non-drinking and rural licencing services, rural pipeline supplies are more valued by customers and meet customers' expectations for domestic, farming or intensive commercial uses.								

Overall outcome 1.c performance for the regulatory period so far:

[8] Previously combined with 'Safe Drinking Water' Outcome under 'Safe and Clean Water'. Outputs have also been separated into urban non-drinking and rural pipeline.

Outcome: 2. Reliable and affordable services

Service standard performance overall performed well considering the exceptional wet seasonal conditions experienced during 2022/23. Also of note during 2022/23 was the increase in focus on supporting customers in the GWMWater Customer Support Program and increase in hardship grants provided.

Service standard performance has been separated into individual standards under each charter to provide more detailed information on overall performance. Our ongoing renewals and maintenance programs continue to be targeted to focus on priority areas.

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a. Annual Service Standard Performance Report – Number of targets met[9]	Percentage	Target	–	N/A	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	70%	57%	72%	74%	78%	N/A	N/A
Urban Customer Charter									
Water									
b. Number of urban services not meeting minimum flow rate service standard based on customer reporting[10]	Number	Target	N/A	N/A	N/A	N/A	N/A	N/A	300
		Actual	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	New output measure developed during the development of the 2023-2028 GWMWater Water Price Submission. Reporting currently being established commencing from 1 July 2023.								
c. Number of customers experiencing more than 5 unplanned water supply interruptions in the year	Number	Target	–	–	200	200	200	200	200
		Actual	62	193	191	100	84	54	26
d. Average time taken to attend bursts and leaks (priority 1)	Minutes	Target	24	24	30	30	30	30	30
		Actual	16.6	17.1	23.2	24.4	26.3	17.0	21.31
e. Average time taken to attend bursts and leaks (priority 2)	Minutes	Target	26	26	40	40	40	40	40
		Actual	27.0	21.4	30.7	31.1	20.6	29.6	30.89
f. Average time taken to attend bursts and leaks (priority 3)	Minutes	Target	32	32	40	40	40	40	40
		Actual	52.9	32.4	36.8	34.5	29.3	29.7	30.87

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
g. Average duration of unplanned water supply interruptions	Minutes	Target	83	83	100	100	100	100	100
		Actual	94.4	103.4	115.1	102.9	83.9	83.2	91.92
h. Average duration of planned water supply interruptions	Minutes	Target	180	180	180	180	180	180	180
		Actual	275.8	198.3	245.4	245.8	153.2	188.1	204.22
Sewerage									
i. Customers receiving more than 3 sewer blockages in the year	Number	Target	–	–	3	3	3	3	3
		Actual	1	0	2	2	0	0	11
j. Average time to attend sewer spills and blockages	Minutes	Target	22	22	22	22	22	22	22
		Actual	19.5	21.9	22.6	19.7	17.4	16.8	18.24
k. Average time to rectify a sewer blockage	Minutes	Target	113	113	113	113	113	113	113
		Actual	91.2	96.6	89.37	99.17	81.82	73.71	83.00
l. Spills contained within 5 hours[11]	Percentage	Target	98%	98%	98%	98%	98%	98%	98%
		Actual	-	-	99%	99%	100%	100%	N/A
m Number of customers experiencing a sewer spill that is not contained within 5 hours	Percentage	Target	N/A	N/A	N/A	N/A	N/A	N/A	0
		Actual	-	-	N/A	N/A	N/A	N/A	7%
Rural Customer Charter									
n. Number of customers experiencing more than 3 days of unavailability of Domestic and Stock Supply Systems for continuous periods[11]	Number	Target	N/A	N/A	N/A	N/A	N/A	N/A	0
		Actual	N/A	N/A	N/A	N/A	N/A	N/A	27

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
o. Unavailability of D&S Supply Systems for continuous periods in excess of 72 hours[11]	Percentage	Target	2.5%	2.5%	2.5%	2.5%	2.5%	2.5%	2.5%
		Actual	0.28%	0%	0%	0%	0%	0.55%	N/A
p. Processing temporary or permanent transfer of water allowance volumes within nominated timeframes (Rural Pipeline Water Allowance)	Percentage	Target	100%	100%	100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%	99%	100%
q. Processing of permanent transfer of surface diversion or groundwater licences within 60 days	Percentage	Target	100%	100%	100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%	95%	75%
	22-23 result: One application not assessed and processed within 60 days due to staff vacancies.								
r. Total controllable operating expenditure (cumulative 2018–2023, $2017 18 real)[12]	$ million	Target	33.7	33.0	31.1	62.3	93.1	123.8	154.3
		Actual	31.4	33.0	30.6 (net)	63.1 (net)	93.9 (net)	123.3 (net)	*Result Pending
s. Number of Hardship grants awarded (excluding government schemes)[13]	Number	Target	N/A	N/A	150	150	150	150	150
		Actual	50	152	70	94	110	40	111
t. Value of Hardship grants awarded (excluding government schemes)[14]	$	Target	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		Actual	N/A	N/A	2,471	13,098	23,786	13,215	28,220

Overall outcome 2 performance for the regulatory period so far:

[9] Output 2a "Annual Service Standard Performance Report – Number of targets met" has been superseded by outputs 2b to 2q which reports our performance against each service standard in our customer charter.
[10] New output added in 2022-23
[11] Output 2o has been superseded by output 2n. Output 2l has been removed from reporting.
[12] In the reporting years before 2021-22 was output 2b.
[13] In the reporting years before 2021-22 was output 2c
[14] New output added in 2022-23

Outcome: 3. Healthy and liveable region

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a. Number of organisations receiving recreation water discounts	Number	Target	–	–	–	–	–	–	400
		Actual	328	389	414	416	431	428	423
	423 organisations including schools received recreation water discounts in 2022-23. Recreation water discounts are funded through a recreation contribution charge collected from residential and rural households and is reported in GWMWater's Annual Report.								
b. Percentage of self-generated renewable energy used in operations[15]	Percentage	Target	N/A	N/A	N/A	N/A	N/A	N/A	80%
		Actual	N/A	N/A	N/A	N/A	N/A	N/A	67%
	New measure introduced to monitor and maximise the utilisation and value of financial and environmental benefits from our investments in renewable energy. Further opportunities to increase the percentage of self-generated renewable energy used in operations are being investigated.								
c. Carbon emission reduction – 20% reduction (from 20,017 tonnes) by 2025 (cumulative)[16]	Percentage	Target	–	4%	9%	11%	12%	14%	16%
		Actual	25%	17%	2%	17%	23%	16%	N/A
d. Total projected carbon emissions (scope 1 and 2)[15]	tCO2-e	Target	18,953	19,137	18,302	17,881	17,549	17,183	16,861
		Actual	14,945	16,635	19,525	16,635	15,361	17,065	13,509
	Gross carbon emissions decreased from 17,065 Tonnes CO2-e in 2021/22 to Tonnes 13,509 CO2-e in 2022/23 which represents a total decrease of 21% or 3,556 Tonnes CO2-e. For further information including breakdown of the source and trend in carbon emissions refer to GWMWater's Annual Report available at https://www.gwmwater.org.au/about-us/annual-reports								
e. Recycled water use	Percentage	Target	100%	100%	100%	100%	80%	80%	80%
		Actual	60%	64%	76%	100%[17]	97%	98%	76%
	Recycled water use was close to target in 2022-23.								

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
f. Non-compliance incidents with Bulk Entitlements	Number	Target	0	0	0	0	0	0	0
		Actual	4	4	4	4	4	0	4
	Metering programs for our bulk entitlements are being revised and amended for submission to the Minister for Water by October 2023.								
g. Review of Western Region Sustainable Water Strategy by end 2018/19	Met/not met	Target	N/A	N/A	Met	N/A	N/A	N/A	N/A
		Actual	N/A	N/A	Met	-	-	-	-
h. Level of unaccounted water - Urban (Leakage) - Rural pipelines (Non-revenue water)	Percentage	Target	–	N/A	10%	10%	10%	10%	10%
		Actual	11.9%	7.3%	10.3%	7.6%	7.8%	10.9%	14.2%
		Actual	12.6%	10.2%	4.2%	8.6%	10.5%	10.5%	15.6%
	Both urban and rural level of unaccounted water exceeded target this year. Results have been impacted by some major breaks experienced during the year, in particular on the South West Loddon pipeline, and issues with the accuracy of some bulk meters identified to be recalibrated or replaced.								

Overall outcome 3 performance for the regulatory period so far:

[15] New output added in 2022-23.
[16] Output 3c has been superseded by output 3d.
[17] Result updated based on final audited Performance Statement results as reported in GWMWater's 2019-20 Annual Report.

More information

The 2022/23 Water Quality Annual Report will be published at

https://www.gwmwater.org.au/about-us/annual-reports

GWMWater's Service Standards are published in the Urban Customer Charter and Rural Customer Charter, and can be found at

https://www.gwmwater.org.au/about-us/about-gwmwater

For a detailed report on GWMWater's performance against Service Standards, and to see how these and other indicators compare to other water business across Victoria, refer to the Water Industry Performance Report published by the Essential Services Commission at

https://www.esc.vic.gov.au/water/sector-performance-and-reporting/water-performance-reports#tabs-container2

For further information including breakdown of the source and trend in carbon emissions, water consumption volumes and bulk entitlement water amounts taken refer to GWMWater's Annual Report available at

https://www.gwmwater.org.au/about-us/annual-reports

11 McLachlan Street
(PO Box 481)
Horsham VIC 3402

Tel: 1300 659 961

Email: info@gwmwater.org.au
Website: gwmwater.org.au