

Our Performance – Customer Outcomes 2018–2020

We're delivering against the areas you told us you value the most and expected of us. This report covers our performance for the past two years. We set ambitious targets on six customer outcome areas and are pleased to report that we have achieved five of these during 2019/20.

We've agreed with the Essential Services Commission to apply a tolerance range and rankings for each measure to show how we're performing overall against each customer outcome area.



We will partner with community, local government and business to plan for future years



We will be reliable, minimise unplanned interruptions to services and commit to communicating well with our customers



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



Provide safe, clean drinking water for the benefit of our customers and communities









Be environmentally responsible, sustainable and adapt to a future impacted by climate variability



Treat all customers /community with honesty, respect and strive to balance affordability, value for money and fairness

Summary table

Outcome		18-19	19-20
	Planning: We will partner with community, local government and business to plan for future years	Green	Green
	Reliability: We will be reliable, minimise unplanned interruptions to services and commit to communicating well with our customers	Orange	Green
	Water: Provide safe, clean drinking water for the benefit of our customers and communities	Orange	Green
	Wastewater: Provide a safe wastewater service that contributes to the health and liveability of our communities and environment	Green	Red
	Environment: Be environmentally responsible, sustainable and adapt to a future impacted by climate variability	Green	Green
	Customer/Integrity: Treat all customers /community with honesty, respect and strive to balance affordability, value for money and fairness	Green	Green
	Overall	Green	Green

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.





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

Output	Unit		16-17	17-18	18-19	19-20
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, secured the water supply to the townships of Korumburra, Poowong, Loch and Nyora. Completion of this project finalised measure c and resulted in no water restrictions for the connected townships over the 2019/20 period.



Reliability: We will be reliable, minimise unplanned interruptions to services and commit to communicating well with our customers

Output	Unit		16-17	17-18	18-19	19-20
a Average response time to sewer spills and blockages	Minutes	Target	<30	<30	<30	<30
		Actual	21	19	34.3	30
b Average response time to water bursts and leaks (Priority 1)	Minutes	Target	<30	<30	<30	<30
		Actual	23	18	17	21
c Average duration of unplanned water supply interruptions	Minutes	Target	<100	<100	<100	<100
		Actual	91	96	129	90
d Containment of sewer spills within 5 hours	Percentage	Target	100%	100%	100%	100%
		Actual	100%	100%	100%	94%
e Unplanned water interruptions restored within 5 hours	Percentage	Target	99%	99%	99%	99%
		Actual	99%	98%	96%	99%
f 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 our customer 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 committed standard, an overall rating of green for reliability has been adopted.





Water: Provide safe, clean drinking water for the benefit of our customers and communities

Output	Unit		16-17	17-18	18-19	19-20
a Number of Safe Drinking Water Regulations non-compliance incidents	Number	Target	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%
		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 has continued investment into water quality via projects included in the 2020 Price Submission. Preference for drinking water has remained relatively stable with 67% drinking tap water, 24% filtered and 9% bottled. The result is consistent with the October 2019 Nationwide the figures of 62%, 22% and 8%.





Wastewater: 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
a EPA licence enforcement actions per year	Number	Target	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.





Environment: Be environmentally responsible, sustainable and adapt to a future impacted by climate variability

Output		Unit		16-17	17-18	18-19	19-20
a	Reduction of CO ₂ emissions resulting from energy renewable projects (cumulative)	Tonnes CO ₂ e per annum	Target	NA	NA	30	120
			Actual	NA	NA	60	144
b	Average household water consumption	Kilolitres per annum	Target	≤ 125	≤ 125	≤ 125	≤ 125
			Actual	120	118	120	121

Overall outcome 5 performance for the regulatory period so far:



Business comment

Outcome fully achieved. CO₂ emission reduction calculation includes a number of variable factors including the electricity grid emission factor decreasing. 2019/20 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 CO₂ emission saved. Four additional solar systems are scheduled for completion over the coming years to continue to reduce South Gippsland Water’s foot-print on the environment. Household water consumption has remained consistent for the period.





Customer/Integrity: 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
a	Customer satisfaction rating of 'satisfied' or 'very satisfied' (via the Customer Satisfaction Survey)	Percentage of survey responses	Target	≥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%
			Actual	75%	75%	75%	74%

Overall outcome 6 performance for the regulatory period so far:



Business comment

Outcomes fully achieved. The Customer Satisfaction and Value for money ratings have both dropped slightly for South Gippsland Water over 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.