

## South Gippsland Water – Outcomes – 2023-2028

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2023-2024 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	23-24	24-25	25-26	26-27	27-28	Overall
1. Reliability - Plan for the future, be reliable and minimise unplanned interruptions to services	Yellow					
2. Water - Provide safe, clean drinking water	Red					
3. Wastewater - Safe wastewater service that contributes to the liveability of our communities	Yellow					
4. Environment - Be environmentally sustainable and adapt to a future impacted by climate variability	Green					
5. Integrity - We will act with honesty, respect and strive to balance affordability, value-for-money and fairness	Green					
Overall, for reporting year	Yellow					

## **Business comments**

South Gippsland Water met the Environment and Integrity outcome commitments in 2023-24, largely met our outcome commitments for Reliability and Wastewater, however, did not meet our Water outcome commitments. Our adoption of more ambitious targets for 2023-2028 has challenged us but we continue to address areas for improvement. The resilience of our systems were tested in 2023-24 with the February 2024 storm event impacting our response times to sewer spills and blockages due to the extended power outages.

**Outcome 1: Reliability - Plan for the future, be reliable and minimise unplanned interruptions to services**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) Average response time to sewer spills and blockages	Response time (minutes)	Target	≤30	≤30	≤30	≤30	≤30	≤30
		Actual	38	85				
b) Average response time to water bursts and leaks (Priority 1)	Response time (minutes)	Target	≤30	≤30	≤30	≤30	≤30	≤30
		Actual	21	23				
c) Average duration of unplanned water supply interruptions (per customer interruption)	Duration (minutes)	Target	110	110	110	110	110	110
		Actual	93	85				

How is SGW tracking for outcome 1 in the regulatory period so far?



**Business comment**

Please refer 2023 results in table.

South Gippsland Water met our targets relating to response times to water bursts and leaks, and average duration of unplanned water supply interruptions. The February 2024 storm event impacted our response times to sewer spills and blockages due to the extended power outages. Excluding the storm event in February, we met our target on average response time to sewer spills and blockages.

**Outcome 2: Water - Provide safe, clean drinking water**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) Number of non-compliances with the Safe Drinking Water Regulations		Target	0	0	0	0	0	0
		Actual	0	3				
b) Percentage of customers who state their preference is to drink tap or filtered water*.		Target	88%	≥91%	≥91%	≥91%	≥91%	≥91%
		Actual	88%	78%				

\*Annual customer satisfaction survey

How is SGW tracking for outcome 2 in the regulatory period so far?



**Business comment**

Please refer 2023 results in table.

Two samples collected from Poowong and one from Nyora on 2 January 2024 were not compliant with the drinking water quality standard for Escherichia coli (E. coli). The three sample tests were from the one water quality incident. While a definitive cause of the E. coli detections could not be determined, it is believed that torrential rain in the days prior is likely to have been a factor. Spoon drains have now been installed at the Poowong clear water storage basin to minimise risk of flooding of the basin cover and potential contaminant ingress of the basin.

The target set for percentage of customers who state their preference is to drink tap or filtered water is an increase on our target and actual results from previous years. The decline in drinking preference was consistent with the results of other urban water corporations in Victoria.

**Outcome 3: Wastewater - Safe wastewater service that contributes to the liveability of our communities**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
d) Number of non-compliance incidents associated with EPA licence compliance	Number	Target		0	0	0	0	0
		Actual		3				
e) Number of reported environmental incidents (annual)	Number	Target		≤75	≤75	≤75	≤75	≤75
		Actual	41	116				
f) Number of incidents requiring EPA notification (annual)	Number	Target		≤10	≤10	≤10	≤10	≤10
		Actual	11	6				

How is SGW tracking for outcome 3 in the regulatory period so far?



**Business comment**

Please refer 2023 results in table for the available data at the time of writing.

South Gippsland Water continues to work on EPA licence compliance and incidents requiring EPA notification. The number of reported environment incidents increased in 2023-24 due to the February 2024 storm event which caused pump stations in the Poowong, Loch and Nyora area to be without power for four days. This resulted in 53 environmental incidents from pump stations overflowing.

**Outcome 4: Environment - Be environmentally sustainable and adapt to a future impacted by climate variability**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) Annual greenhouse gas emissions	Tonnes CO2-e	Target		7,500	6,500	3,800	3,700	3,600
		Actual		7,108				
b) Annual reuse of biosolids produced	Percentage	Target		55%	70%	85%	100%	100%
		Actual		109%				

How is SGW tracking for outcome 4 in the regulatory period so far?



**Business comment**

Progress for these new measures is completed in July each year.

In 2023-24 we continued to work on reducing our overall greenhouse gas emissions, resulting in a 2% decrease from 2022-23 emissions. We made significant progress on initiatives throughout 2023-24 that will contribute to substantial reductions in future years.

Our annual biosolids reuse figure of 109% in 2023-24 is drawn from our reuse of all biosolids produced during 2023-24 as well as the reuse of stockpiled material from previous years.

**Outcome 5: Integrity - We will act with honesty, respect and strive to balance affordability, value-for-money and fairness**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) Percentage of customer survey respondents satisfied or very satisfied with South Gippsland Water as a service provider.*	Percentage	Target	80%	≥85%	≥85%	≥85%	≥85%	≥85%
		Actual	89%	85%				
b) Customers responding 'yes', they receive value for money for the services that are provided.**	Percentage	Target	73%	≥73%	≥73%	≥73%	≥73%	≥73%
		Actual	75%	72%				
c) Customers in the Customer Support Program who report they agree or strongly agree the program has helped them with payment difficulties	Percentage	Target		In development	In development	70%	70%	70%
		Actual	N/A	N/A				

\*Rated 4 & 5 out of 5, reference annual customer satisfaction survey

\*\*Reference annual customer satisfaction survey

How is SGW tracking for outcome 5 in the regulatory period so far?



**Business comment**

Insights from the Insync Regional Water Alliance Customer Survey showed a slight drop in the satisfaction of our customers regarding South Gippsland Water as a service provider and in providing value for money. This drop was consistent with the results of other urban water corporations in Victoria.