

## 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 2024-25 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	Green				
2. Water - Provide safe, clean drinking water	Red	Yellow				
3. Wastewater - Safe wastewater service that contributes to the liveability of our communities	Yellow	Green				
4. Environment - Be environmentally sustainable and adapt to a future impacted by climate variability	Green	Green				
5. Integrity - We will act with honesty, respect and strive to balance affordability, value-for-money and fairness	Green	Yellow				
Overall, for reporting year	Yellow	Green				

## Business comments

In 2024-25 South Gippsland Water improved our results in the outcome areas of reliability and wastewater due to improvements in response times to sewer spills and blockages, and from milder weather conditions compared to the storm events experienced in 2023-24. We also saw improvements in water quality over the reporting period.

South Gippsland Water did not meet targets related to insights drawn from customer survey responses, including percentage of customers who state their preference is to drink tap or filtered water, percentage of customer survey respondents satisfied or very satisfied with South Gippsland Water as a service provider, and percentage of customers responding 'yes', they receive value for money for the services that are provided. These results are lower than the results recorded for 2023-24 and prompted further investigation from South Gippsland Water to understand why. The assessment, supported by analysis from Insync, found the survey data to be unreliable due to lower response rates. We compared this to customer sentiment received on social media and recorded by our customer support teams. We received four negative comments on social media for 2024-25, and received 19.6% fewer complaints as recorded by our customer service teams when compared to 2023-24. We acknowledge we have more work to do in obtaining customer survey insights that are statistically reliable for measuring the performance indicators outlined in this report.

In 2024-25 we invited the South Gippsland Water Community Advisory Committee to review our performance results and provide an assessment on behalf of South Gippsland Water. The Community Advisory Committee analysed all metrics and provided feedback on areas of improvement including further work on customer insights. They have provided South Gippsland Water with an overall 'green' assessment for 2024-25.

## 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	25			
b) Average response time to water bursts and leaks (Priority 1)	Response time (minutes)	Target	≤30	≤30	≤30	≤30	≤30	≤30
		Actual	21	23	18			
c) Average duration of unplanned water supply interruptions (per customer interruption)	Duration (minutes)	Target	110	110	110	110	110	110
		Actual	93	85	65			

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



### Business comment

South Gippsland Water's commitment to being a trusted service provider is demonstrated in our operational performance throughout 2024-25. Minutes off water supply for unplanned works saw a positive result with a decrease in the total of minutes customers were without water supply with our team able to respond and rectify these interruptions.

## 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	0			
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%	82%			

\*Annual customer satisfaction survey (2024 Insync survey)

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



### Business comment

In 2024-25 South Gippsland Water was compliant with the Safe Drinking Water Regulations.

Two boil water advisories (BWA) were issued during the reporting period. The first related to a major water break on 5 July 2024 at Fish Creek from earthworks by a third party unrelated to South Gippsland Water. While the break was repaired promptly, the BWA was necessary to safeguard public health in relation to system depressurisation and potential for contaminant ingress. Following extensive flushing of the Fish Creek reticulation system, monitoring was conducted to confirm drinking water safety. The BWA was subsequently lifted on 6 July 2024.

E. coli was detected in a routine sample collected from Fish Creek on 8 April 2025. The detection was reported to the Department of Health per section 22 of the Act. A BWA was issued to the town as a precaution. Investigations found that the sample was a *false positive sample* as defined in the Safe Drinking Water Regulations 2015. As a result, the Fish Creek locality remained compliant with the drinking water quality standard for E. coli. The BWA was lifted on 10 April 2025 following confirmation of drinking water safety through comprehensive monitoring and testing.

While experiencing a small rise in customer preference for drinking tap or filtered water, our results remain below the target outcomes for this metric, similar to results from other water corporations across 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	1			
e) Number of reported environmental incidents (annual)	Number	Target		≤75	≤75	≤75	≤75	≤75
		Actual	41	116	54			
f) Number of incidents requiring EPA notification (annual)	Number	Target		≤10	≤10	≤10	≤10	≤10
		Actual	11	6	4			

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



#### Business comment

South Gippsland Water continues to work on EPA licence compliance and incidents requiring EPA notification. There has been one notification for licence non-compliance in 2024-25. This occurred in October 2024 and relates to an odour complaint at Wonthaggi WWTP resulting from a third-party delivery to the plant.

The number of reported environmental incidents in 2024-25 decreased significantly compared to our results in 2023-24. This was due to two main factors: fewer major weather events in South Gippsland compared to 2023-24, and the impact of our energy resilience plan, which has helped to minimise the time our systems were offline from major storms. All spills in 2024-25 were minor and did not impact human health and the environment.

## 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	6,211			
b) Annual reuse of biosolids produced	Percentage	Target		55%	70%	85%	100%	100%
		Actual		109%	100%			

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



### Business comment

In 2024-25 South Gippsland Water achieved a 12.6% reduction in our total emissions, well below our emissions target for this period.

We achieved a 100% result in the reuse of the 234 dry tonnes of biosolids mass produced during 2024-25 as well as processing 208 dry tonnes 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%	72%			
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%	56%			
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	N/A			

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

\*\*Reference annual customer satisfaction survey (2024 Insync survey)

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



### Business comment

South Gippsland Water uses the results of the annual Insync survey, supported by ESC's customer satisfaction surveys, to inform our performance on these metrics. These data sources rely on small sample sizes for insights from SGW customers, resulting in variances in results that limit the reliability of the data. The results this year from the two surveys are contradictory. South Gippsland Water is consistently at or near the top of rankings of all water corporations on the ESC surveys and at or near the bottom on the Insync survey.

South Gippsland Water undertook further analysis to understand the differences in results. Insync advised that declining response rates to surveys has a more significant impact on smaller water corporations due to the difficulty in obtaining enough responses to ensure reliable results. Insync also identified some issues with our administration of the survey in 2024-25 which further reduced response rates. We also reviewed other data sources for customer sentiment, including comments received on social media and customer complaints recorded by our customer support team. Analysis of our social media platforms shows we received four negative comments in 2024-25. We received 19.6% fewer complaints recorded by our customer service teams when compared to the previous year, well within our targets.

The analysis was presented to the Community Advisory Committee who reviewed all results and considered the validity of insights. While recognising there is more work for South Gippsland Water to do regarding survey administration, the CAC acknowledged that customer sentiment across South Gippsland remains positive and provided an 'amber' tracking assessment for outcome 5.

In 2024-25 investments and upgrades to our customer support systems enabled South Gippsland Water to establish a process for capturing feedback from customers who require support for payments. Data from these insights will be available in the 2025-26 reporting period.