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

Business comments

In 2025-26 South Gippsland Water retained consistent results in the outcome areas of reliability, wastewater and environment due to improvements in response times to sewer spills and blockages, and from investments in measures to protect the environment. Our transition to 100% renewable electricity contributed to a 45% reduction in emissions compared to 2024-25. We also maintained standards in water quality over the reporting period.

South Gippsland Water did not meet our target for the percentage of customer survey respondents satisfied or very satisfied with South Gippsland Water as a service provider. Complications from the upgrades to our billing system in 2025 led to an increase in complaints received in 2025-26. We believe this was a contributing factor in not meeting our customer service satisfaction targets related to our Integrity outcome targets.

In July 2026 we invited the South Gippsland Water Community Advisory Committee to review our 2025-26 performance results and provide an assessment on behalf of South Gippsland Water. The Committee analysed all metrics and provided feedback on areas of improvement. The Committee rated our Integrity outcome as ‘amber’ and awarded South Gippsland Water with an overall rating of ‘amber’ for 2025-26.

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**	**21**		
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**	**14**		
c) Average duration of unplanned water supply interruptions (per customer interruption)	Duration (minutes)	Target	110	110	110	110	110	110
		Actual	**93**	**85**	**65**	**98**		

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 across 2025-26. Average duration of water supply interruptions for unplanned works were within our target range as our team were able to respond and rectify interruptions in a timely manner. Our Maintenance and Service Team have shown consistency in responding to and rectifying interruptions as changing weather across 2025-26 resulted in an increase in ground movement as well as increased infiltration of tree roots in systems.

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**	**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%**	**91%**		

*Annual customer satisfaction survey (Tingwell survey 2025)

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

Business comment

South Gippsland Water takes a no-risk approach to drinking water safety and public health protection, issuing precautionary drinking water advisories when required. There were no drinking water non-compliances recorded for 2025-26.

We experienced a rise in customer preference for drinking tap or filtered water, with our 2025-26 result meeting our ambitious target of 91% based on the results of the annual Tingwell survey conducted in October 2025.

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**	**1**		
e) Number of reported environmental incidents (annual)	Number	Target		≤75	≤75	≤75	≤75	≤75
		Actual	41	**116**	**54**	**52**		
f) Number of incidents requiring EPA notification (annual)	Number	Target		≤10	≤10	≤10	≤10	≤10
		Actual	11	**6**	**4**	**7**		

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 2025-26. This occurred in July 2025 and involved an exceedance of the maximum allowable ammonia concentration in treated effluent discharged from the Leongatha Wastewater Treatment Plant. South Gippsland Water worked with the EPA on this matter and was able to resolve the issue without further investigation.

The number of reported environmental incidents and number of incidents requiring EPA notification for 2025-26 are within our target range. The unusually high rainfall period in October and November 2025, followed by an extended heat period, resulted in an increase in the number of bursts over the summer period. All spills in 2025-26 were minor and did not impact human health and the environment.

The Customer Advisory Committee reviewed the performance results for this outcome and rated our overall performance as a ‘green’.

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**	**3,385**		
b) Annual reuse of biosolids produced	Percentage	Target		55%	70%	85%	100%	100%
		Actual		**109%**	**100%**	**100%**		

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

Business comment

In 2024-25 South Gippsland Water achieved a 45% reduction in our total emissions as a result of transitioning to 100% renewable electricity from 1 July 2025. This was well below our emissions target for this period.

We achieved a 100% result in the reuse of the 206 dry tonnes of biosolids mass produced during 2025-26 as well as processing 172 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%**	**77%**		
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%**	**75%**		
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	N/A		

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

**Reference annual customer satisfaction survey (2024 Insync survey and 2025 Tingwell survey)

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

Business comment

South Gippsland Water did not meet targets related to the "*percentage of customer survey respondents satisfied or very satisfied with South Gippsland Water as a service provider*". While we saw an improvement on the result recorded in 2024-25, we believe customer sentiments on satisfaction in 2025-26 may be attributed to challenges some of our customers experienced as we upgraded our billing system. Compared to 2024-25, we received a substantial increase in the "*percentage of customers responding 'yes', they receive value for money for the services that are provided*".

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South Gippsland Water is working to establish a process for capturing feedback from customers who require support for payments. Implementation of the system was delayed due to the significant upgrades to the billing system undertaken in 2025-26. We anticipate results for this metric will be available for the 2026-27 reporting period.

The Customer Advisory Committee reviewed our performance for this metric and provided us with an ‘amber’ rating for Integrity for 2025-26.