

GWMWater – 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 for the period to date
1. Safe Drinking Water	Green	Grey	Grey	Grey	Grey	Green
2. Clean, Non-Drinking Water – Urban	Yellow	Grey	Grey	Grey	Grey	Yellow
3. Clean, Non-Drinking Water – Rural Pipeline	Green	Grey	Grey	Grey	Grey	Green
4. Reliable and Affordable Services	Green	Grey	Grey	Grey	Grey	Green
5. Healthy and Liveable Region	Yellow	Grey	Grey	Grey	Grey	Yellow
Overall, for reporting year	Green	Grey	Grey	Grey	Grey	Green

Business comments

We transitioned to 2023/24 with a commitment to continue to deliver value to the communities of Northwest Victoria that we service. Our performance over the past 12 months confirms the priorities and initiatives identified as part of the 2023 Water Price Review.

The performance against outcome commitments is subject to a continuous feedback loop with customers and stakeholders. The contents of this report will be discussed at our next Customer and Stakeholder Workshop to be held during September 2024.

Outcome 1: Safe Drinking Water

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Overall Drinking Water Customer Satisfaction (rating of 7 or above out of 10) in GMMWater's customer survey responses	Percentage of survey responses	Target	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	89%					
b Total drinking water quality complaints	Number per 1,000 customers	Target	3	3	3	3	3	3
		Actual	1.6	1.7				
c Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0
		Actual	4	0				

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



Business comment

1.a: 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.

1.b: Total number of drinking water quality complaints per 1,000 customers remained stable in 2023/24 with no major aesthetic water quality incidents. There were 53 complaints in total compared to 46 last year.

Refer to the GMMWater 2023/24 Water Quality Annual Report to be published for more information

Outcome 2: Clean, Non-Drinking Water – Urban

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Urban non-drinking water customer satisfaction (rating of 7 or above out of 10) in GWMWater's customer survey	Percentage of survey responses	Target	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	81%					
b Urban non-drinking water quality complaints	Number per 1,000 customers	Target	10	10	10	10	10	10
		Actual	16.9	25.4				

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



Business comment

2.a: 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.

2.b: There were 71 complaints in total in 2023/24 compared to 49 last year, a 45% increase. This year was impacted by a water quality event at Culgoa leading to 26 colour and odour complaints from Culgoa along with further complaints from Nullawil (7) and Berrillock (4) due to receiving some of the poor water from the Culgoa storage. GMMWater resolved the water quality issues by turning over and recirculating the water in the Culgoa storage. Upgrades for the towns of Berrillock and Culgoa to drinking water are in the planning phase.

The program in the 2023-2028 GMMWater Water Price Submission was developed based on customer feedback and included a number of initiatives aimed at reducing the level of dissatisfaction amongst non-drinking urban water customers. The following outcomes achieved during 2023/24 are noted:

- A Victorian Government Gazette notice was published on 12 January 2024 to formally remove the declaration of Ultima as a regulated water supply. Ultima now receive a drinking (potable) water supply piped from the Swan Hill Treatment Plant operated by Lower Murray Water via a newly constructed 29km pipeline.

- Construction of the Elmhurst Water Treatment Plant was completed this year and as we transition to the new financial year we await its approval as a drinking water supply by the Minister for Health.

Outcome 3: Clean, Non-Drinking Water – Rural

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Rural pipeline (non-drinking) water customer satisfaction (rating of 7 or above out of 10) in GWMWater's customer survey	Percentage of survey responses	Target	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	89%					
b Rural pipeline (non-drinking) water quality complaints	Number per 1,000 customers	Target	5	5	5	5	5	5
		Actual	3.6	2.2				

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



Business comment

3.a. Result based on biennial phone survey, with 123 rural pipeline water customers interviewed between 11 May 2023 and 20 June 2023.

3.a. and 3.b. 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.

Outcome 4: Reliable and Affordable Services

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
Urban Customer Charter								
<i>Water</i>								
a Number of urban services not meeting minimum flow rate service standard based on customer reporting	Number	Target	300	300	300	300	300	300
		Actual	N/A	5				
b Number of customer experiencing more than 5 unplanned water supply interruptions in a year	Number	Target	200	90	90	90	90	90
		Actual	26	159				
c Average time taken to attend bursts and leaks (priority 1)	Minutes	Target	30	30	30	30	30	30
		Actual	21.31	18.03				
d Average time taken to attend bursts and leaks (priority 2)	Minutes	Target	40	40	40	40	40	40
		Actual	30.89	28.86				
e Average time taken to attend bursts and leaks (priority 3)	Minutes	Target	40	40	40	40	40	40
		Actual	30.87	29.73				
f Average duration of unplanned water supply interruptions	Minutes	Target	100	100	100	100	100	100
		Actual	91.92	105.8				

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
g Average duration of planned water supply interruptions	Minutes	Target	180	200	200	200	200	200
		Actual	204.22	176.12				
h Number of customers experiencing more than 3 sewer blockages in a year	Number	Target	0	0	0	0	0	0
		Actual	N/A	8				
Wastewater								
i Average time to attend sewer spills and blockages	Minutes	Target	22	22	22	22	22	22
		Actual	18.24	18.00				
j Average time to rectify a sewer blockage	Minutes	Target	113	113	113	113	113	113
		Actual	83	75.95				
k Number of customers experiencing a sewer spill that is not contained within 5 hours	Number	Target	0	0	0	0	0	0
		Actual	N/A	0				
Rural Customer Charter								
l Number of customer experiencing more than 3 days of unavailability of D&S Supply Systems for continuous periods	Number	Target	0	0	0	0	0	0
		Actual	29	50				
m Processing temporary transfer of water allowance volumes within 15 days	Percentage	Target	100	100	100	100	100	100
		Actual	100	100				

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
n Processing new applications or permanent transfer of groundwater licences, supply-by-agreement licences, water allowance volumes within 60 days	Percentage	Target	100	100	100	100	100	100
		Actual	75	100				
o Processing applications for renewal of groundwater licenses within 40 days	Percentage	Target	100	100	100	100	100	100
		Actual	72.44	98.15				
p Processing new applications for surface diversion licenses within 60 days	Days	Target	100	100	100	100	100	100
		Actual	105	100				
q Processing of permanent transfer of surface diversion or groundwater licences within 60 days	Days	Target	100	100	100	100	100	100
		Actual	75	100				
Other								
r Total controllable operating expenditure (cumulative 2023–2028, \$2023 real)	\$ million	Target	173.1	35.0	70.3	105.7	140.7	175.4
		Actual	178.3	37.8				
s Number of Hardship grants awarded (excluding government schemes) (Urban)	Number	Target	150	150	150	150	150	150
		Actual	112	216				
t Value of Hardship grants awarded (excluding government schemes) (Urban)	\$	Target	na	30,000	30,000	30,000	30,000	30,000
		Actual	28,220	51,055				

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



Business comment

4.a to 4q: Service standard performance has been separated into individual standards under each charter to provide more detailed information on overall performance. Prior year results have also been included and demonstrate an improvement in meeting minimum service standards to customers during the regulatory period. Our ongoing renewals and maintenance programs continue to be targeted to focus on priority areas. GMMWater's Service Standards are published in the Urban Customer Charter and Rural Customer Charter, and can be found at <https://www.gmmwater.org.au/about-us/about-gmmwater>.

For a detailed report on GMMWater performance against these 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>.

4.b: Six towns experienced multiple water mains breaks and interruptions during 2023/24 which resulted in 159 GSL rebates to customers. Our ongoing water mains renewals and maintenance programs continue to be targeted to focus on priority areas to reduce multiple interruptions.

4.r: The cumulative 2023/24 total controllable operating expenditure represents an interim result pending completion and audit of the 2023/24 annual regulatory accounts. The overall result is \$2.8 million higher than the target included in the 2023 Water Price Review. The increase in controllable operating expenditure is driven by increases in employee costs (inclusive of once off cash payment in 2023/24 as part of a new Enterprise Agreement), ICT expenditure, insurance premiums and higher customer demand for water and associated variable costs.

4.s: The level of support provided to hardship customers increased in 2023/24. The program is continually being reviewed to identify opportunities to better support customers in hardship and the level of hardship support provided.

Outcome 5: Healthy and liveable Region

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Number of organisations receiving recreation water discounts	Number	Target	400	400	400	400	400	400
		Actual	423	426				
b Percentage of self-generated renewable energy used in operations	Percentage	Target	80	80	80	80	80	80
		Actual	67	64.2				
c Total projected carbon emissions	tCO2-e	Target	16,861	12,236	5,144	1,339	1,385	1,431
		Actual	13,509	12,519				
d Percentage use of available recycled water	Percentage	Target	80	80	80	80	80	80
		Actual	76	98				
e Non-compliance incidents with Bulk Entitlements	Number	Target	0	0	0	0	0	0
		Actual	4	4				
f Review of Western Region Sustainable Water Strategy completed	Met	Target	-	on track	on track	met	-	-
		Actual		On track				
g Level of unaccounted water - Urban (Leakage)	Percentage	Target	10	10	10	10	10	10
		Actual	14.2	15.9				

h Level of unaccounted water - Rural pipelines (Non-revenue water)	Percentage	Target	10	10	10	10	10	10
		Actual	15.6	15.8				

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



Business comment

5.a: 426 organisations including schools received recreation water discounts in 2023/24. Recreation water discounts are funded through a recreation contribution charge collected from residential and rural households and is reported in GWMWater's Annual Report.

5.b: A Behind the Meter (BTM) Battery Energy Storage Systems (BESS) integration program is being developed, initially based on GWMWater facility sites with substantial excess generation from existing solar PV systems. The BESS will be used to capture excess BTM solar generation and reduce overnight grid electricity usage. Once completed the percentage of self-generated renewable energy used in operations will increase closer to target.

5c: Total carbon emissions are close to target and reducing in 2023/24 the result of our program of direct investment in renewable energy.

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>

5.e: Metering programs for our bulk entitlements were submitted to the Minister for Water in November 2011. Required amendments to the program are now being progressed, following the approval of revised Guidelines for Bulk Entitlement Metering Programs by the Minister for Water, in November 2021. A revised bulk entitlement metering programs was submitted in September 2023.

5.g to 5.h: 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.