



# Price Submission Outcomes 2018-2023

## Summary of our performance

### Summary Table

		18/19	19/20	20/21	21/22	22/23
1	Current levels of water and sewerage services maintained	●	●	●	●	●
2	Safe, high quality drinking water supplies delivered	●	●	●	●	●
3	No increase in the average customer bill	●	●	●	●	●
4	Supporting environmental sustainability	●	●	●	●	●
5	Enhanced liveability and resilience in our region	●	●	●	●	●
OVERALL		●	●	●	●	●

### Business comments

This is the fifth and final year we have rated ourselves against five key outcomes that our customers told us they valued most for this price submission. These outcomes were determined through extensive engagement with our customers in the lead up to our 2018-2023 price submission.

For 2022-23 we have rated our overall performance yellow because we met two of the five outcomes. The traffic light scores for each outcome have been endorsed by our Customer Advisory Committee. While the majority of the outcomes have been met, we have put measures in place to address any deficiencies and ensure we continuously strive to meet our commitments to customers.

We prioritised the continuity of essential services and the provision of customised support solutions for our customers.

● Target met this year

● Target largely met this year

● Target not met this year

## Outcome 1: Current levels of water and sewerage services maintained

		Unit	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
A	Customers experiencing no unplanned water supply interruptions each year	Percentage	Target	-	N/A	93%	93%	93%	93%
		Actual	95%	93%	94%	89%	93%	94%	94%
B	Average time to restore unplanned water supply interruptions	Minutes	Target	-	75	75	75	75	75
		Actual	92	76	72	169	74	89	104
C	Average time taken for sewer spills and blockages to be rectified	Minutes	Target	-	45	45	45	45	45
		Actual	34	33	38	32	35	33	36
D	Total customer complaints	Number	Target	-	94	94	94	94	94
		Actual	95	87	88	81	68	71	80
E	Customers receiving bills by email	Percentage	Target	-	N/A	12%	13%	14%	16%
		Actual	7%	9%	17%	23%	25%	30%	34%
F	Percentage of customers aware of our financial assistance program (via survey)	Percentage	Target	-	N/A	60%	60%	60%	60%
		Actual	N/A	57%	63%	64%	69%	65%	68%

**Overall outcome 1 performance for the regulatory period - Target largely met**

We committed to maintaining current levels of service and have rated our performance for this outcome as yellow, with five out of six targets achieved for 2023-23.

In 2022-23 Output 1B was impacted by a significant and challenging water main break that affected many customers in our Metung system. This increased our average minutes to restore supply for an unplanned water supply interruption. We also had a water main break in Dinner Plain that was made more difficult to repair due to significant snowfall at the time. We continue to prioritise safety, water quality and customer experience. We continue to invest in valve maintenance programs, water main renewals and new valve installations to improve asset reliability and minimise any interruptions to customers.

We continue to actively promote and engage with customers to encourage e-bills and have been proactively calling and issuing SMS messages to customers to raise awareness of, and encourage participation in, our financial assistance program. Information is also provided to customers through our quarterly bill inserts and via a monthly public information page in our local papers. Customer complaints are actively monitored and where possible they are investigated to ensure they do not re-occur in the future.

## Outcome 2: Safe, high quality drinking water supplies delivered

		Unit	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
A	Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	-	N/A	0	0	0	0
		Actual	0	0	0	0	1	0	1
B	Number of water quality complaints	Number / 1000 customers	Target	-	NA	≤3	≤3	≤3	≤3
		Actual	3	2.1	2.4	2.7	1.9	2.1	1.5

**Overall outcome 2 performance for the regulatory period - Target largely met**

We rated our overall performance for Outcome 2 as yellow because we only achieved one of the two targets.

In 2022-23 our drinking water consistently complied with the 2015 Safe Drinking Water Regulations for water quality. However, the last Department of Health audit of our risk-based management system for water quality, identified a minor non-conformance. Importantly, this related to an administration process that did not present an immediate risk to public health and controls have since been implemented to ensure this does not happen in the future. During the financial year we completed, or initiated, several projects to improve water quality. These included (but were not limited to):

- Commissioning of a new raw water storage tank at our Buchan Water Treatment Plant
- Several disinfection plant upgrades or installations
- Implementation of a new risk management software system to enhance the efficiency and effectiveness of managing water quality and associated risks, allowing for more informed decision-making and proactive risk mitigation.
- Water storage upgrades or maintenance works
- Ongoing replacement of sections of ageing water main around the region.

## Outcome 3: No increase in the average customer bill

		Unit	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
A	Average annual residential customer bill (based on 146 kilolitres usage per annum and CPI 1.9%)	Dollars (\$)	Target	-	N/A	1,184	1,207	1,235	1,263
		Actual	1,189	1,195	1,184	1,207	1,202	1,200	1,249

**Overall outcome 3 performance for the regulatory period - Target met**

In the 2018-2023 price submission we committed to maintaining current levels of service, with no increase in the average customer bill except for inflation.

## Outcome 4: Supporting environmental sustainability

		Unit	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	
A	Value of grants issued under our Native Vegetation Fund	Dollars	Target	–	NA	90,000	180,000	270,000	360,000	450,000
		(\$)	Actual	N/A	N/A	181,444*	234,307*	318,929	328,789	458,645
B	CO <sub>2</sub> e emission targets en-route to our pledge of ≤6,496 tonnes by 1/7/2025	CO <sub>2</sub> e tonnes	Target	–	NA	8,405	8,315	8,240	7,900	6,870
			Actual	8,557	8,348	8,872	8,335	7,636	7,825	7,447

\*Figures for previous years adjusted to align with new reporting methods. The traffic light rating remains what was reported to ESC previously

### Overall outcome 4 performance for the regulatory period - Target largely met

Supporting environmental sustainability is important to us and our Customer Committee.

Our Customer Advisory Committee is heavily involved in the Native Vegetation Fund management and were empowered to provide the scoring for output 4A. They (the Customer Advisory Committee) work conscientiously throughout the year to assess and issue grants through our Native Vegetation Fund. By the end of June 2023, they had approved a running total of \$458,645 for projects for the 2018-2023 price submission period. This achieved the \$450,000 by the end of the price submission. This was a significant uptick from last year's result.

Our whole-of-business CO<sub>2</sub>e emissions for 2022-23 were higher than our target and has been rated as red. We did however see a decrease from last year and recorded our lowest annual emissions result. Key projects for 2022-23 included:

- Ongoing involvement in the Innovative Water Network's Large-Scale Renewables project - enabling us to utilise 583MWh of Green Energy
- Commissioning of a biogas-powered generator at our Bairnsdale Wastewater Treatment Plant. This was commissioning in April 2023 and we expect it to generate approximate 550MWh of electricity per year (enough to power more than 100 average households) and bring our self-generated renewable energy up to approximately 15 per cent of East Gippsland Water's overall energy needs
- Commissioning of a 99kW solar system at our Paynesville sewage treatment and reuse facility. This takes our total solar up to approximately 366kW, reducing electricity costs and reducing emissions.

## Outcome 5: Enhanced liveability and resilience in our region

		Unit	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	
A	Drinking fountains installed per annum	Number	Target	–	N/A	3	6	9	12	15
			Actual	3	1	2	5*	8	11	12
B	Value of bill rebates provided to not-for-profit recreation groups	Dollars	Target	–	N/A	6,000	12,000	18,000	24,000	30,000
		(\$)	Actual	NA	0	6,985	12,945*	19,499*	25,885	32,571
C	Moderate water restrictions (stages 1 and 2) will occur no more than one in 10 year frequency	Pass/Fail	Target	–	N/A	Pass	Pass	Pass	Pass	Pass
			Actual	Pass	Pass	Pass	Pass	Pass	Pass	Pass
D	Severe water restrictions (stages 3 and 4) will occur no more than one in 15 year frequency	Pass/Fail	Target	–	N/A	Pass	Pass	Pass	Pass	Pass
			Actual	Pass	Pass	Pass	Pass	Pass	Pass	Pass

\*Figures for previous years adjusted to align with new reporting methods. The traffic light rating remains what was reported to ESC previously

### Overall outcome 5 performance for the regulatory period - Target met

We rated our overall performance for Outcome 5 as green because we achieved the majority of our outcomes.

Output 5A was rated as yellow as we did not meet the financial year target and with this we were unable to meet our cumulative target of 15 drinking fountains installed by June 30 2023. We have assisted with other community water fountain installations, but as these are not an East Gippsland Water asset, they are not included in our result.

Bill rebates were provided to all eligible outdoor, community run, not-for-profit recreation groups and totalled \$32,571 up to the end of June 2023 - slightly ahead of the target for this five-year price submission period.

Our performance against Outputs 5C and 5D is measured as the average frequency of water restrictions in each of our nine supply systems over a long-term period. Weather conditions during 2022-23 were favourable for water supplies and therefore staged water restrictions were not required in any of our water supply systems.

Through our community engagement process for both our Urban Water Strategy and the Price Submission 2023-28, we have continued to work with our Customer Advisory Committee and actively seek customer input in relation to long-term water resource security and levels of service.