



Price Submission Customer Outcomes 2023–2028

Summary of our performance

Summary Table

		23/24	24/25	25/26	26/27	27/28
1	Reliable services, done well	●				
2	Fair prices for all	●				
3	Improved environmental outcomes	●				
4	Prepare for population growth and a changing climate	●				
5	Contributing to community	●				
OVERALL		●				

Corporation comments

This is our first year of the 2023–2028 Price Submission where we have rated ourselves against the five key outcomes that our customers told us that they valued. These outcomes were determined through extensive engagement with our customers in the lead up to our 2023-2028 Price Submission.

For 2023-24, we have rated our overall performance yellow (close or largely met) as we met two of the five outcomes and made good progress towards meeting the remaining three. A range of tolerances for each measure have been established in consultation with our Customer Advisory Committee. The final traffic light scores for each outcome have also been endorsed by our Customer Advisory Committee. Whilst we have achieved the majority of our outcome measures, plans have been put in place to address the deficiencies where measures have not been achieved.

● Target met this year ● Target largely met this year ● Target not met this year

Performance Scorecard – Customer Outcomes

● Target met this year
 ● Target largely met this year
 ● Target not met this year

Outcome 1: Reliable services, done well




			23/24	24/25	25/26	26/27	27/28	
a	Number of water quality complaints	Number/1000 customers	Target	<3	<3	<3	<3	<3
		Actual		1.12				
b	Percentage of customers answering “yes” satisfied with the quality of EGW’s drinking water	Percentage	Target	>85	>85	>85	>85	>85
		Actual		90				
c	Percentage of affected customers informed about planned and unplanned water interruptions	Percentage	Target	>65	>65	>65	>65	>65
		Actual		76				
d	Percentage of planned and unplanned water interruptions restored within the advised notification timeframe	Percentage	Target	>90	>90	>90	>90	>90
		Actual		100				

Corporation comments

We have rated our overall performance for Outcome 1 as green with all targets achieved demonstrating our ongoing commitment to ensuring reliable services and improving our processes for notifying customer of outages.

● Target met this year
 ● Target largely met this year
 ● Target not met this year

Outcome 2: Fair prices for all




			23/24	24/25	25/26	26/27	27/28	
a	Number of formal interactions* with external agencies providing advice or education on EGW's assistance options. (i.e. Anglicare, Neighbourhood House) reported back to Customer Advisory Committee.	Number	Target	>4	>4	>4	>4	>4
			Actual	20 				
b	Controllable operating cost per connection	Dollars (\$)	Target	<\$897	<\$885	<\$877	<\$867	<\$854
			Actual	\$1,015 				
c	Percentage of customers answering 'yes' aware of our financial assistance program (via annual customer satisfaction survey)	Percentage	Target	>61	>62	>63	>64	>65
			Actual	70 				

Corporation comments




We have rated our overall performance for Outcome 2 as yellow as we have not met one of the three targets.

Formal interactions with external agencies have grown and continue to prosper as relationships form and broader networks are developed. Awareness of our financial assistance program is strong as a result of extensive promotion and community engagement

In 2023/24, we experienced an increase in operating costs due to a number of incidents that occurred during the year. This included failure of the Bemm River Water Supply Pipeline and the power outage that affected many parts of the region in mid-February 2024. Changes in our water recycling plants and farm management to improve environmental outcomes have also increased operational costs. We have also been investing in improvements to our project delivery framework to ensure successful delivery of a significantly larger program of works.

 Target met this year  Target largely met this year  Target not met this year

Outcome 3: Improved environmental outcomes

			23/24	24/25	25/26	26/27	27/28	
a	Paynesville water recycling plant improvements project milestone reached by end of financial year	Project Status	Target	Detailed design, procurement	Construct	Construct & Commission		
		Actual	Detailed Design					
b	Number of non-compliances against the EPA Amalgamated Licence	Number	Target	<2	<2	<1	<1	<0
		Actual	2					
c	CO2 emission targets en-route to net zero by 2035	CO2-e tonnes	Target	<4875	<2300	<2098	<1896	<1694
		Actual	6874					




Corporation comments

We rated our overall performance for Outcome 2 as yellow due to largely meeting the targets. The detailed design for the Paynesville Water Recycling Plant Winter Storage is complete and ready for tender. Works remain on track for 2025/26 completion.



The total number of non-compliances against the EPA amalgamated licence is two. Both incidents related to odour beyond the boundary of our facilities.

Our whole of business CO₂-e emissions were higher than our target for 2023-24 due to increased usage and demand with process changes at the Bairnsdale Water Recycling Plant. Overall we have continued to reduce our emissions resulting in our lowest annual emissions to date. Key projects for 2023-24 included the successful operation of our two largest behind-the-meter renewable projects commissioned in 2023:

- 99kW solar array at our Paynesville Water Recycling Plant
- 80kW Combined Heat and Power (CHP) Biogas engine at our Bairnsdale Water Recycling Plant.

 Target met this year  Target largely met this year  Target not met this year

Outcome 4: Prepare for population growth and a changing climate




			23/24	24/25	25/26	26/27	27/28	
a	Third raw water storage at Woodglen project milestone reached by end of financial year	Project Status	Target	Business case approval	Detailed design	Procurement & commence construction	Construction continued	Construction & Commission
		Actual	Business case approved					
b	Cumulative value of water efficiency rebates granted over the period	Dollars (\$)	Target	90,000	180,000	270,000	360,000	450,000
		Actual	20,210					

Corporation comments




We rated our overall performance for Outcome 4 as yellow.

During 2023/24, the initial business case to proceed to functional and detailed design for additional storage in the Mitchell River Water Supply System was approved by EGW's Board. In addition, \$1.11M has been received from the Australian Government through the National Water Grid Fund, with support from the Victorian Government, to contribute to the development of the detailed design and associated detailed business case.

Update of the Water Efficiency Rebate Program is below the target for the year and scored as not met. Promotion of this new initiative to our customers did not commence until late in the financial year. Since its launch, applications have been increasing and we anticipate that the uptake will continue to rise as communications and engagement increases. Community feedback has also driven additional initiatives to the program criteria, endorsed by our Customer Advisory Committee.

 Target met this year  Target largely met this year  Target not met this year

Outcome 5: Contributing to community

			23/24	24/25	25/26	26/27	27/28	
a	Number of trainees, apprentices and vacation students hosted	Number	Target	>5	>5	>5	>5	>5
			Actual	15 				
b	Value of funds awarded under our community sponsorship program each year	Dollars (\$)	Target	>20,000	>20,000	>20,000	>20,000	>20,000
			Actual	19,230 				
c	Percentage of customers answering 'yes' to EGW is a valued member of the community (via annual customer satisfaction survey)	Percentage	Target	>61	>62	>63	>64	>65
			Actual	63 				




Corporation comments

We rated our overall performance for Outcome 5 as green with all targets met.

The number of trainees, apprentices and vacation targets hosted exceeds the target.

In consultation with our Customer Advisory Committee, community sponsorship has been broadened to contribute to more community-based activities. Expenditure of the funds is within the agreed tolerance for this measure (greater than 90% of the target) scoring green.

The percentage of customers answering 'yes' EGW is a valued member of the community remains high at 63% having varied between 56% and 70% in the previous five years. Our Customer Connect program has expanded, with a regular schedule of attendance at local markets and community events, along with regular engagement in Orbost, Omeo and Mallacoota sites.

 Target met this year  Target largely met this year  Target not met this year