



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		●	●			

Business comments

This is East Gippsland Water’s second year of the 2023-2028 Price Submission. The business has rated itself against the five key outcomes that customers told East Gippsland Water they valued. These outcomes were determined through extensive engagement with customers in the lead up to the 2023-2028 Price Submission.

For 2024-2025, East Gippsland Water rated the overall performance of the five outcomes as yellow (close or largely met) having met two of the five outcomes, made good progress towards meeting the two of the remaining outcomes. One outcome was not met for the year however good progress has been made and it is expected that this outcome will be back on track by the end of the period.

A range of tolerances for each measure have been established in consultation with East Gippsland Water’s Customer Advisory Committee. Whilst East Gippsland Water have achieved the majority of the 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 ●	0.826 ●			
b	Percentage of customers answering “yes” satisfied with the quality of EGW’s drinking water	Percentage	Target	>85	>85	>85	>85	>85
		Actual		90 ●	87 ●			
c	Percentage of affected customers informed about planned and unplanned water interruptions	Percentage	Target	>65	>65	>65	>65	>65
		Actual		76 ●	76 ●			
d	Percentage of planned and unplanned water interruptions restored within the advised notification timeframe	Percentage	Target	>90	>90	>90	>90	>90
		Actual		100 ●	100 ●			







Business comments

East Gippsland Water have rated our over performance for Outcome 1 as green as all targets have been achieved.

East Gippsland Water has performed well for this outcome Reliable Services, Done Well. The number of water quality complaints year on year have remained low and stable. This reflects EGW’s action to respond to customer issues including flushing mains when colour and taste and air as aesthetic values are reported.

● 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 	23 			
b	Controllable operating cost per connection	Dollars (\$)	Target	<\$897	<\$885	<\$877	<\$867	<\$854
		Actual		\$1,015 	\$1,041 			
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 	74 			

Business comments

East Gippsland Water (EGW) has rated our overall performance for Outcome 2 as yellow as one of the targets were not achieved.

EGW are working hard to keep our controllable operating costs down however there has been an uplift in positions across the business (18 in total), including additional trainees to provide the services required to our customers. A fundamental shift is how our recycled water farms are being managed has increased operating costs significantly (\$600K), predominately aimed at ensuring our environmental compliance is maintained. In 2024/25 EGW entered the State Purchasing Contract for electricity, and this has seen electricity costs accelerated by over \$500K for similar usage patterns. The transition to Software as a Service for our IT products has resulted in ongoing operational costs being higher than forecasted in the PS2023-28. Work has been undertaken business wide to set a 2025/26 controllable cost budget that is at the same level as the 2024/25 expenditure, this will allow the business to lower the cost per connection over the coming three years, however at this point in time, the cost per connection metric will be missed for the PS23-28 period.

 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	Construct				
b	Number of non-compliances against the EPA Amalgamated Licence	Number	Target	≤2	≤2	≤1	≤1	≤0
		Actual	2	2				
c	CO2 emission targets en-route to net zero by 2035	CO2-e tonnes	Target	<4875	<2300	<2098	<1896	<1694
		Actual	6874	6387				

Business comments

East Gippsland Water (EGW) has rated our overall performance for outcome 3 as yellow due to achieving two of the three targets.

The number of non-compliances against EPA operating licences were at one facility being Paynesville. EGW is currently in the construction phase of the Paynesville upgrades and the project is on target for commissioning in 2025-2026.

Whole of business tCO₂-e emissions were higher than the target for 2024-25. A review of EGW's wastewater emissions calculations identified a missing conversion factor and the need to update some of the input calculation assumptions. This resulted in an overall increase of approximately 3,000 tCO₂-e for the financial year. This increase has been largely offset by a significant reduction in EGW's electricity emissions, now zero, due to the transition to 100% renewable energy in the 2024/25 financial year. The overall result is that EGW's 2024/25 emissions are similar the emissions reported in 2023/24 but not achieving the expected reduction to 2,300 tCO₂-e. EGW remains committed to achieving net zero by 2035 which is supported by adoption of 100% renewable energy in 2024/25, planned vehicle and fuel transition and planned upgrades to EGW's water recycling plants.

 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	Design development				
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	71,469				

Business comments


East Gippsland Water (EGW) rated our overall performance for Outcome 4 as red.

The detailed design for the third raw water storage basin at Woodglen is nearing completion with the milestone expected to be finalised by September 2025. Due to complex geo-technical conditions additional investigations and inputs were required, which resulted in a minor variance to the detailed design program.

Rebate uptake rose from \$20,210 in 2023/24 to \$71,469 in 2024/25, yet remains below target. Despite broad media promotion, further program expansion is being considered to boost customer engagement.

 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 	18 			
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 	18,563 			
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 	66 			




Business comments

East Gippsland Water (EGW) have 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.

East Gippsland Water achieved (greater than 90% of the target) its community sponsorship goal in 2025 by aligning initiatives with local values, increasing visibility through targeted outreach and applying insights from the Communications and Engagement Strategy to strengthen community connections

The percentage of customers answering 'yes' EGW is a valued member of the community remains high at 66% this is a 3% increase. 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