



GWM

2023/24 Outcomes Performance

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EM Strategic Planning and Performance



Summary 2023/24 Outcomes Performance

Outcome	23-24
1. Safe Drinking Water	Green
2. Clean, Non-Drinking Water – Urban	Yellow
3. Clean, Non-Drinking Water – Rural Pipeline	Green
4. Reliable and Affordable Services	Green
5. Healthy and Liveable Region	Yellow
Overall, for reporting year	Green



Full report available at:

<https://www.gwmwater.org.au/about-us/our-performance>

Highlights

Outcome 1: Safe Drinking Water

Output	Unit		22-23	23-24
b Total drinking water quality complaints	Number per 1,000 customers	Target	3	3
		Actual	1.6	1.7
c Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0
		Actual	4	0

Outcome 3: Clean, Non-Drinking Water – Rural

b Rural pipeline (non-drinking) water quality complaints	Number per 1,000 customers	Target	5	5
		Actual	3.6	2.2

Outcome 4: Reliable and Affordable Services

s Number of Hardship grants awarded (excluding government schemes) (Urban)	Number	Target	150	150
		Actual	112	216
t Value of Hardship grants awarded (excluding government schemes) (Urban)	\$	Target	na	30,000
		Actual	28,220	51,055



Outcome 5: Healthy and liveable Region

a Number of organisations receiving recreation water discounts	Number	Target	400	400
		Actual	423	426
c Total projected carbon emissions	tCO2-e	Target	16,861	12,236
		Actual	13,509	12,519
d Percentage use of available recycled water	Percentage	Target	80	80
		Actual	76	98

Areas for improvement

Outcome 2: Clean, Non-Drinking Water – Urban water supply

b Urban non-drinking water quality complaints	Number per 1,000 customers	Target	10	10
		Actual	16.9	25.4

Outcome 4: Reliable and Affordable Services

b Number of customer experiencing more than 5 unplanned water supply interruptions in a year	Number	Target	200	90
		Actual	26	159
l Number of customer experiencing more than 3 days of unavailability of D&S Supply Systems for continuous periods	Number	Target	0	0
		Actual	29	50

Outcome 5: Healthy and liveable Region

g Level of unaccounted water - Urban (Leakage)	Percentage	Target	10	10
		Actual	14.2	15.9
h Level of unaccounted water - Rural pipelines (Non-revenue water)	Percentage	Target	10	10
		Actual	15.6	15.8

Notes

- Removal of declaration of Ultima as a regulated water supply
- Construction of the Elmhurst Water Treatment Plant
- Moyston, Kaniva, Berriwollock and Culgoa water quality upgrade projects in progress
- Our ongoing water mains renewals and maintenance programs continue to be targeted to focus on priority areas to reduce multiple interruptions



Questions



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