Water Industry Performance Report Summary Results

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Manager Asset Performance

GWMWater

Water Industry Performance Report

- Produced by the Essential Services Commission since 2004. Focuses on:
  - Customer value / affordability
  - Supporting customers experiencing vulnerability
  - Community satisfaction
  - Meeting service standards
- Report aims to:
  - Inform customers about their water business
  - Provide incentives for water businesses to improve performance.

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Figure 1.2 Typical household bills including inflation, owner occupiers

($, nominal)

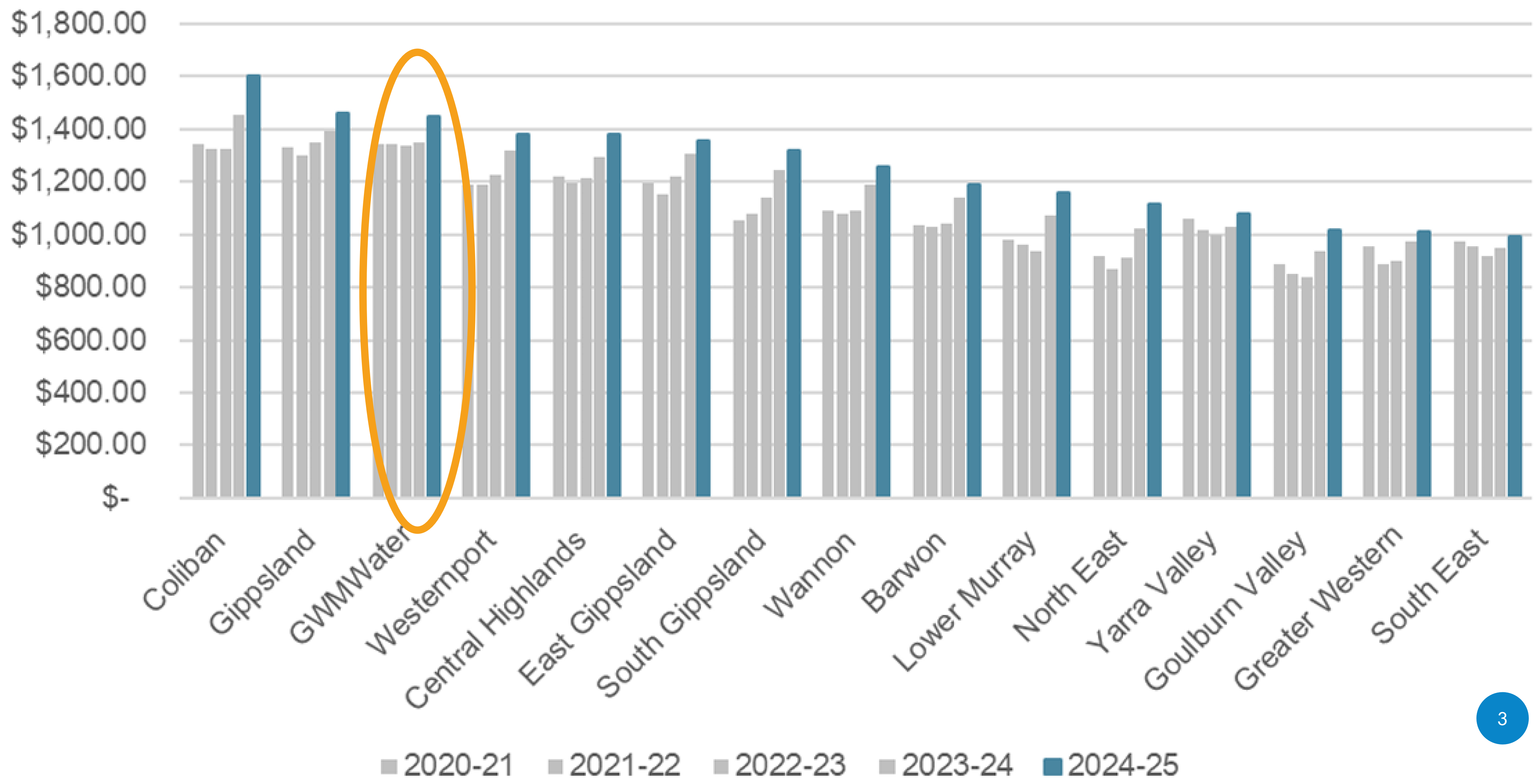
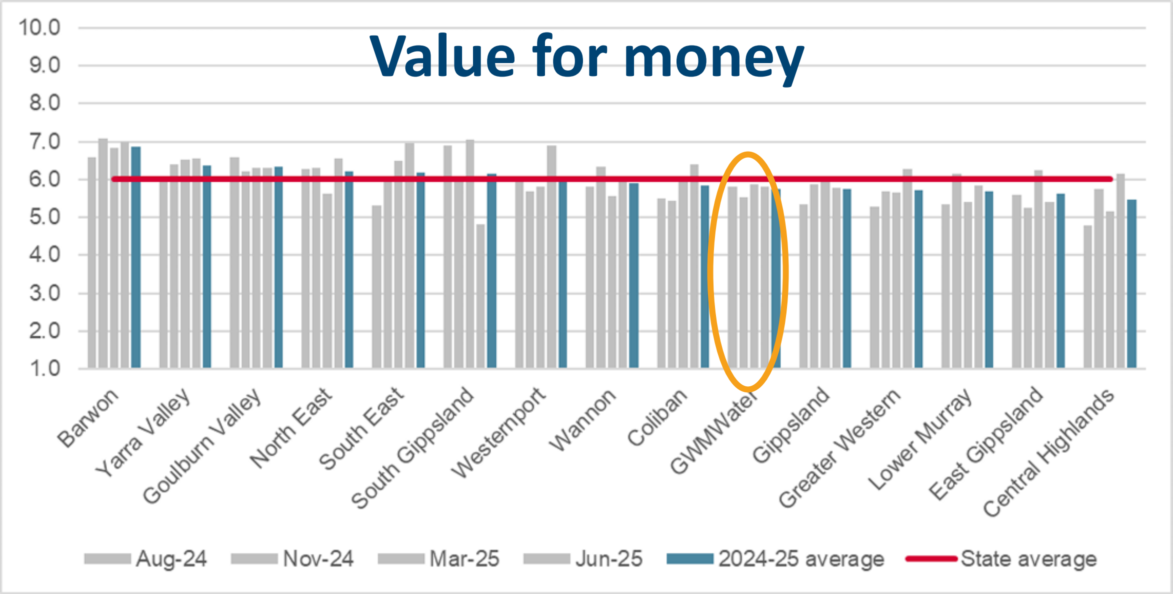
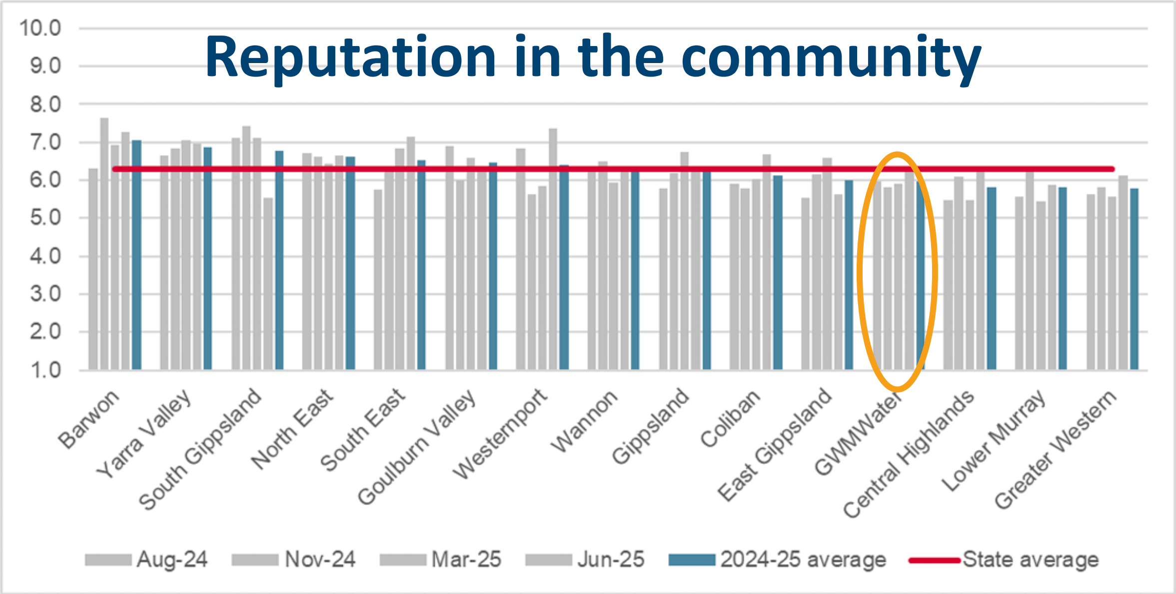


Figure 1.3 Typical household bill including inflation, tenants

($, nominal)


Value for money
10.0
9.0
8.0
7.0
6.0
5.0
4.0
3.0
2.0
1.0
Barwon
Yarra Valley
Goulburn Valley
North East
South East
South Gippsland
Westernport
Wannon
Coliban
GWMWater
Gippsland
Greater Western
Lower Murray
East Gippsland
Central Highlands
Aug-24
Nov-24
Mar-25
Jun-25
2024-25 average
State average


Reputation in the community
10.0
9.0
8.0
7.0
6.0
5.0
4.0
3.0
2.0
1.0
Barwon
Yarra Valley
South Gippsland
North East
South East
Goulburn Valley
Westernport
Wannon
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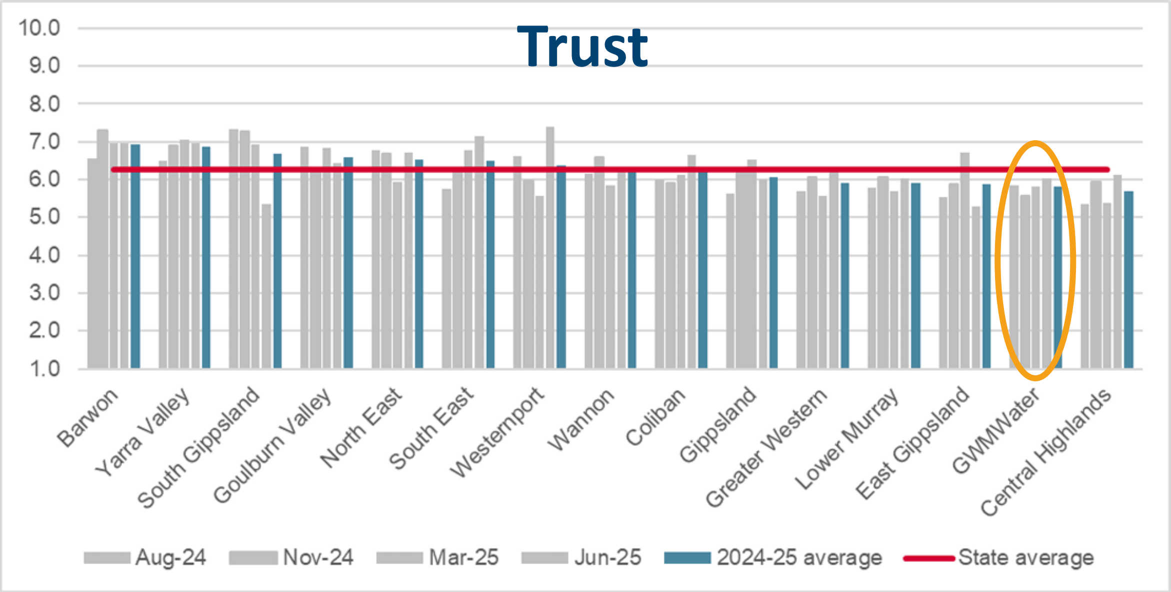
Trust
10.0
9.0
8.0
7.0
6.0
5.0
4.0
3.0
2.0
1.0
Barwon
Yarra Valley
South Gippsland
Goulburn Valley
North East
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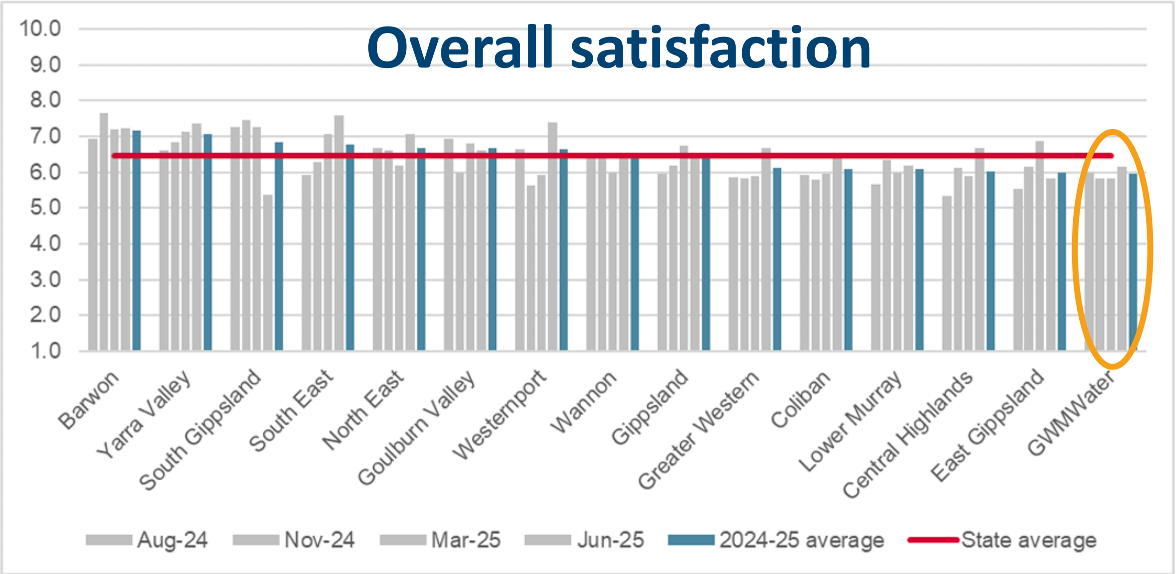

Overall satisfaction
10.0
9.0
8.0
7.0
6.0
5.0
4.0
3.0
2.0
1.0
Barwon
Yarra Valley
South Gippsland
South East
North East
Goulburn Valley
Westernport
Wannon
Gippsland
Greater Western
Coliban
Lower Murray
Central Highlands
East Gippsland
GWMWater
Aug-24
Nov-24
Mar-25
Jun-25
2024-25 average
State average

Customer Service Benchmarking Scores

Water business	Score	Ease	Sentiment	Success
Barwon Water	68	59	74	70
Coliban Water	55	38	66	60
GWMWater	55	38	66	59
South Gippsland Water	55	36	64	63
Westernport Water	54	36	65	61
Yarra Valley Water	54	36	63	61
Central Highlands Water	53	37	63	57
East Gippsland Water	53	36	64	59
Wannon Water	53	35	63	61
South East Water	52	36	63	58
Gippsland Water	51	33	62	57
Goulburn Valley Water	51	31	61	59
North East Water	51	31	63	59
Lower Murray Water	50	32	62	56
Greater Western Water	49	33	61	52
Victorian Water Sector (average)	**54**	**37**	**64**	**60**

Figure 2.7 Complaints made to water businesses (per 100 customers)

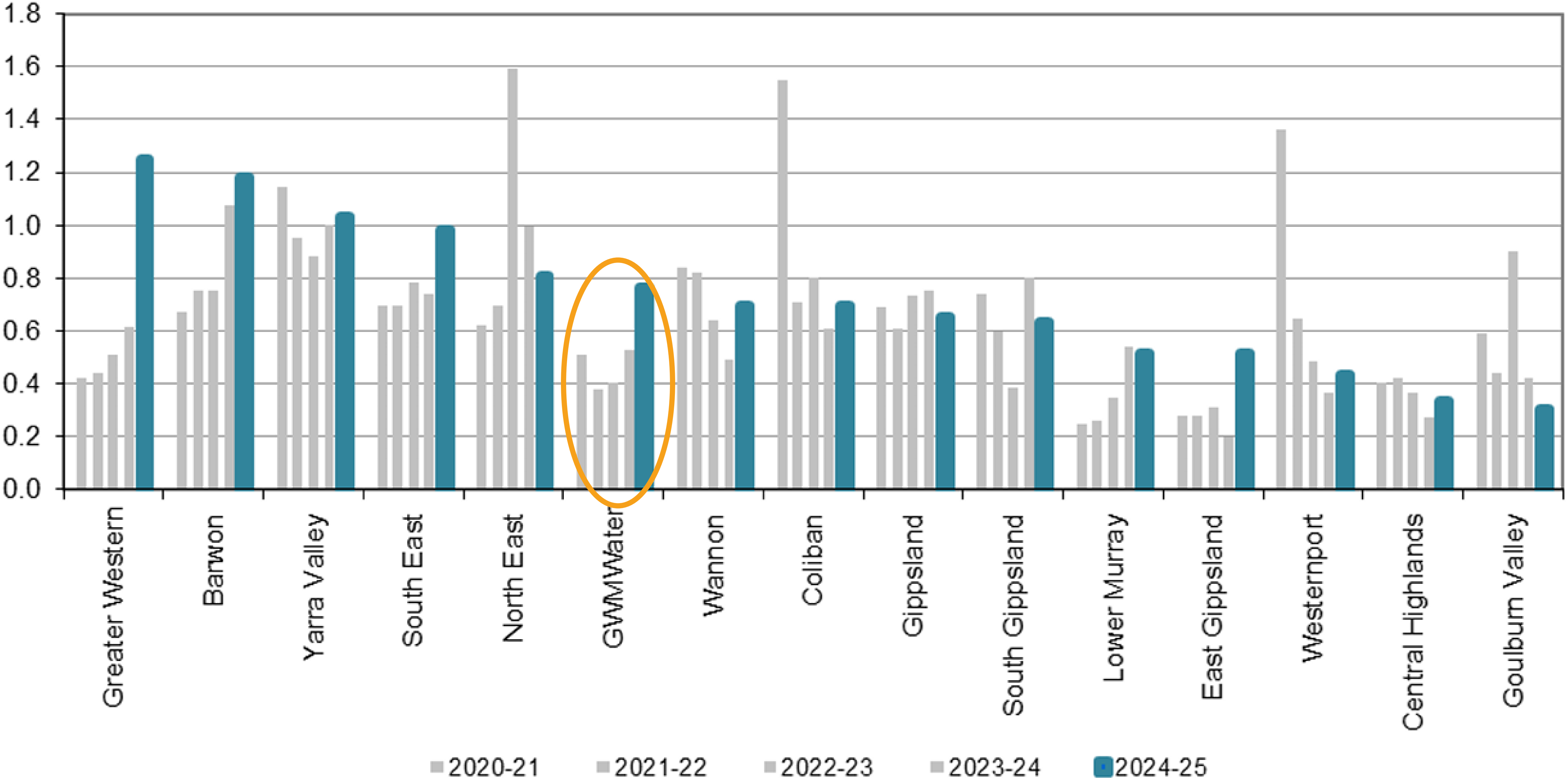


Figure 2.8 Water quality complaints made to water businesses (per 100 customers)

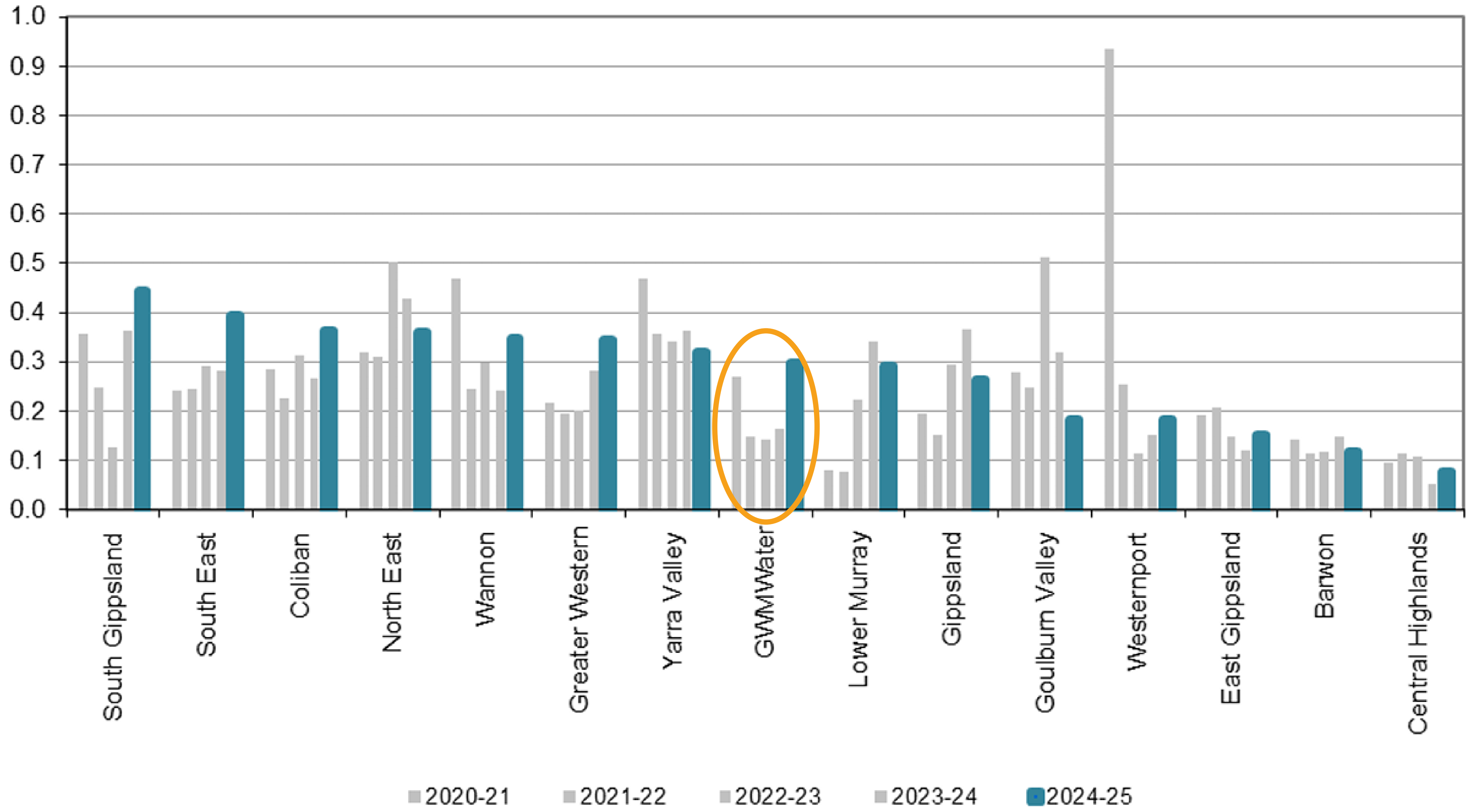


Figure 3.1 Average minutes off water supply per customer

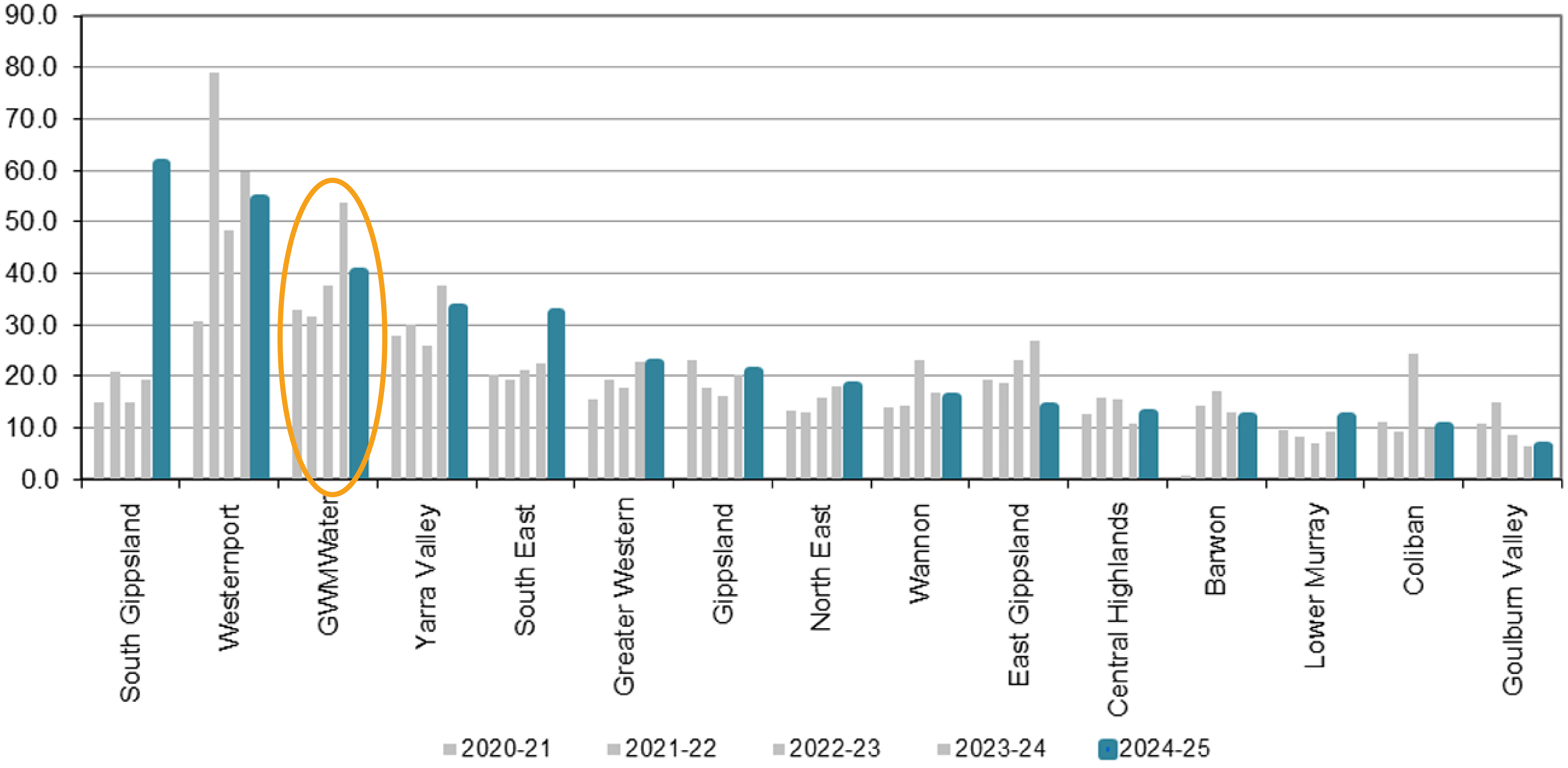


Figure 3.2 Sewer blockages per 100 kilometres of sewer main

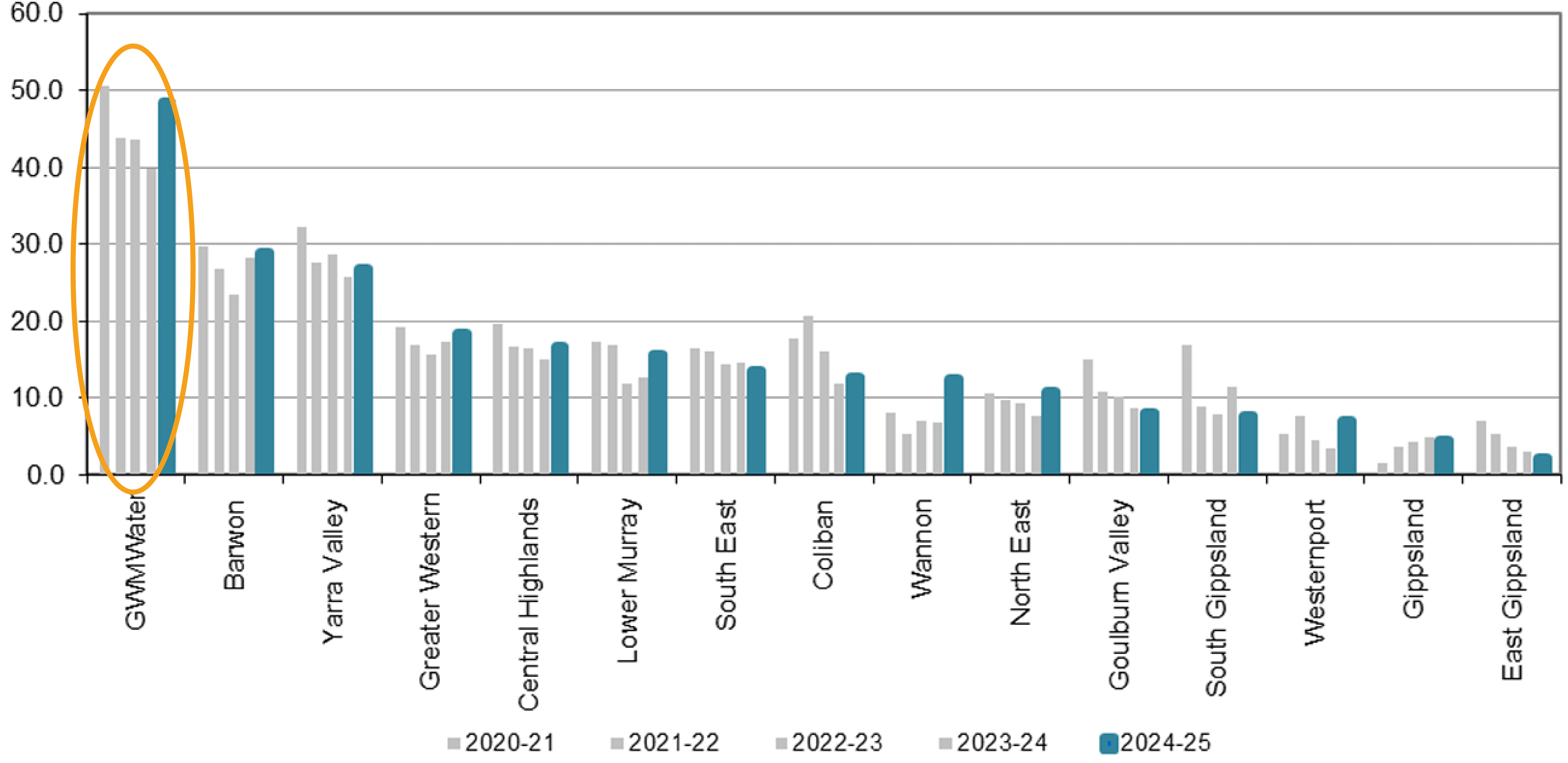
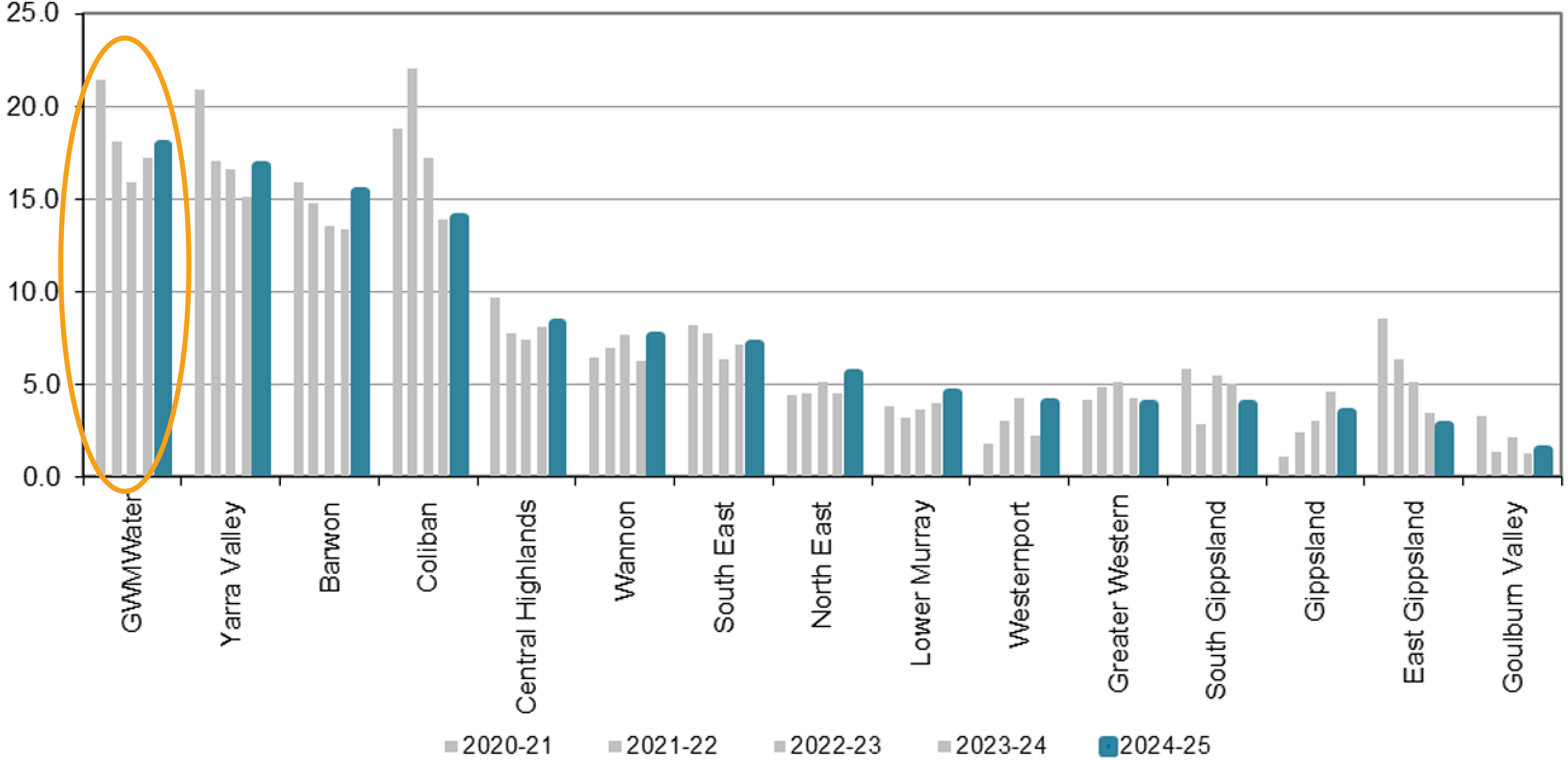


Figure 3.3 Sewer spills per 100 kilometres of sewer main



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 2024/25 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						
2. Clean, Non-Drinking Water – Urban						
3. Clean, Non-Drinking Water – Rural Pipeline						
4. Reliable and Affordable Services						
5. Healthy and Liveable Region						
Overall, for reporting year						

Investment in Drinking Water Upgrades 2018-2026

Invested $59.7m (Average cost per benefiting customer = $31,874) shared across all GWMWater customers

- Kaniva
- Elmhurst
- Moyston
- Ultima
- Berriwillock / Culgoa
- Brim / Beulah / Woomelang / Sea Lake

33 non-potable towns in the region remaining

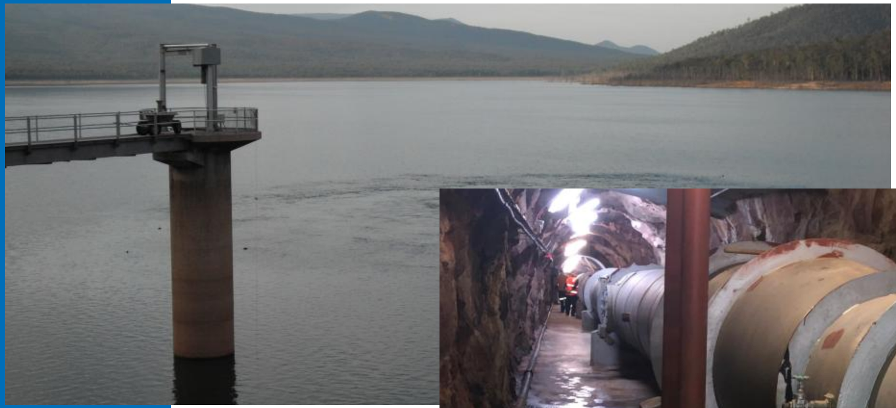
Infrastructure Renewals

$2.3 billion of infrastructure supported by ~70,000 customers, operated over an areas the size of Tasmania.

Lots of new infrastructure in recent rural pipeline projects and urban drinking water upgrades.

Lots of old infrastructure in aging urban systems.

Key is to manage service affordability and reliability as we navigate these renewals.



Infrastructure

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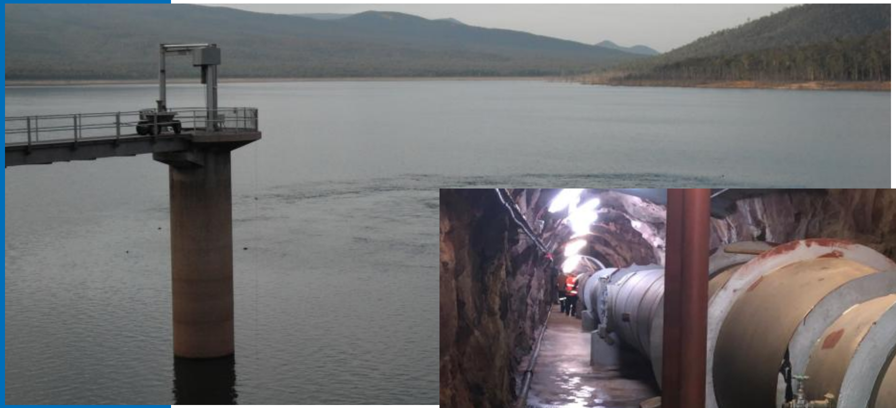

Operation of New Infrastructure

Lots of new infrastructure in recent rural pipeline projects and urban drinking water upgrades.

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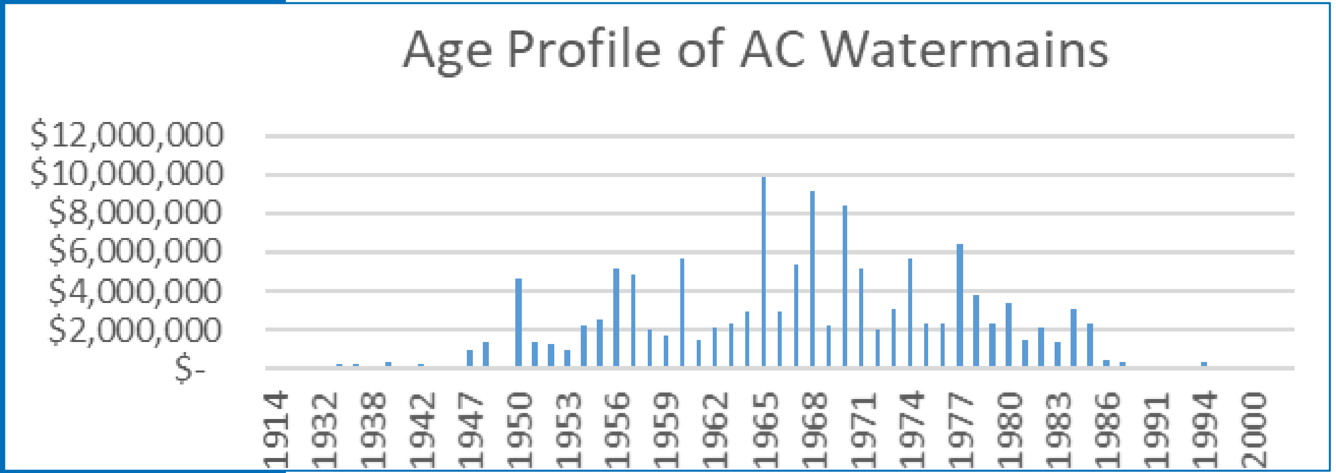
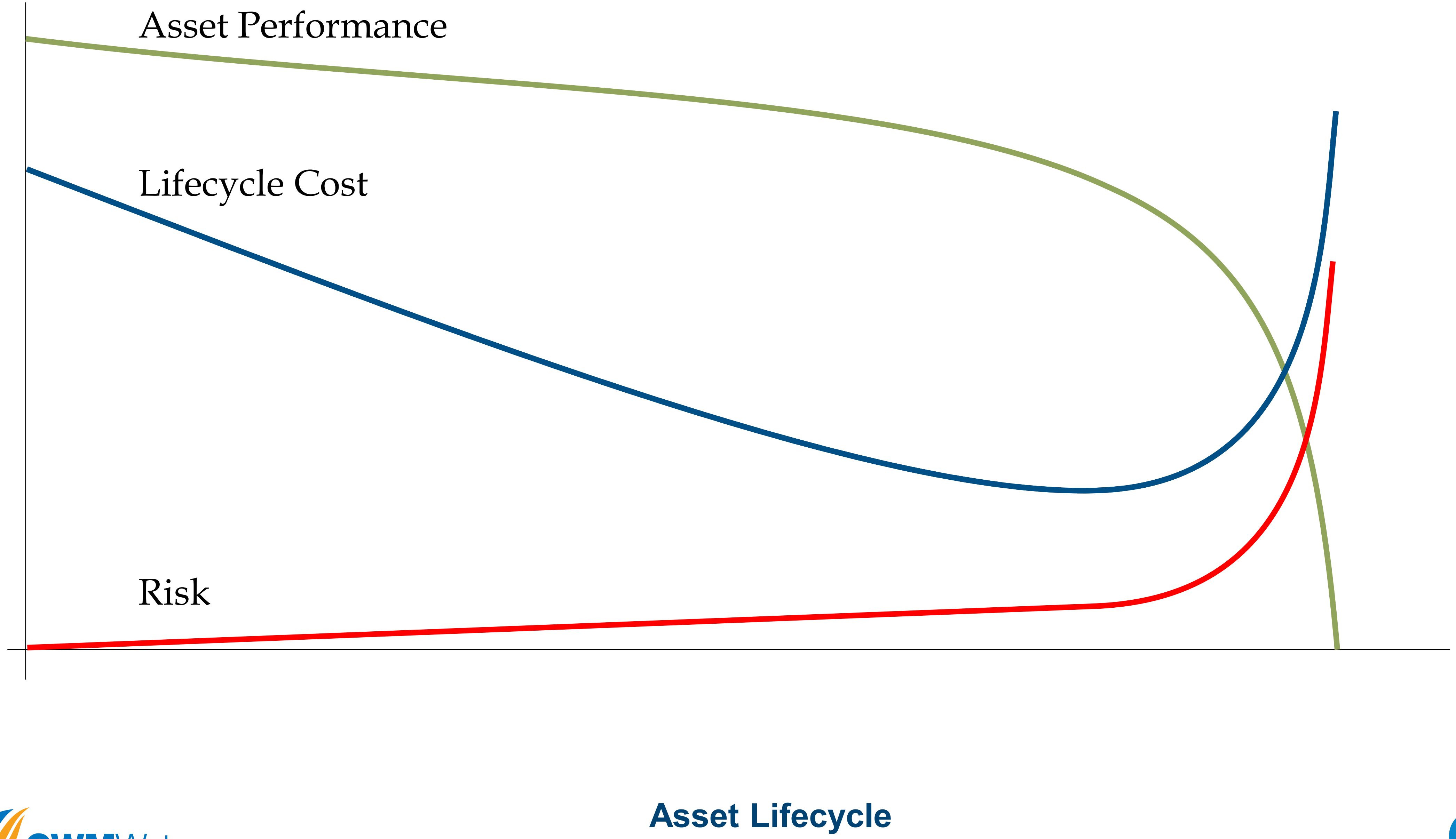
Renewal of Ageing Infrastructure

Lots of old infrastructure in aging urban systems.

Key is to manage service affordability and reliability as we navigate these renewals.





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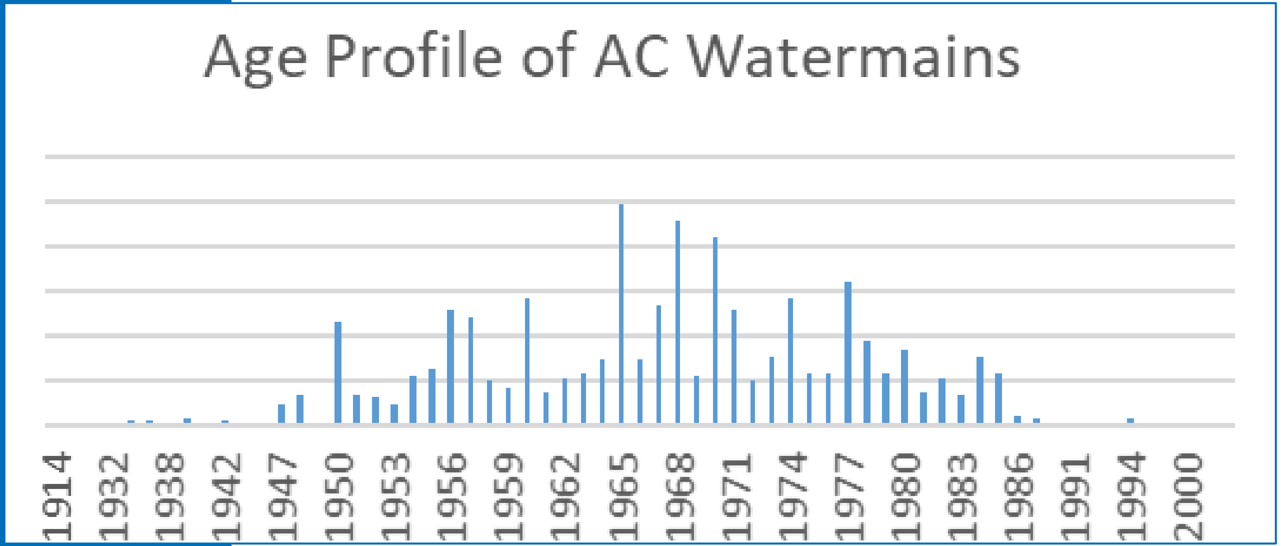
Sustaining our Services

Ageing urban infrastructure.

Key is to manage service affordability and reliability as we navigate these renewals.



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Modelling

Scenario	Service standard	Benchmark comparison	Cost implication
Reduce interruptions	<200 customers to experience greater than 4 interruptions per year	Achieve a service reliability experience nearer to that of the average Victorian urban customer	↑ Cost per customer per year, for urban water customers
Maintain performance	<200 customers to experience greater than 5 interruptions per year	GWMWater maintain current performance	No additional influence on price
Reduce costs	<200 customers to experience greater than 6 interruptions per year	GWMWater move to a new trade-off, reducing performance in pursuit of reduced costs.	↓ Cost per customer per year, for urban water customers.

Modelling

Scenario	Service standard	Benchmark comparison	2028 Price Submission
Reduce interruptions	<200 customers to experience greater than 4 interruptions per year	Achieve a service reliability experience nearer to that of the average Victorian urban customer	↑↑ Cost per customer per year, for urban water customers
Maintain performance	<200 customers to experience greater than 5 interruptions per year	GWMWater maintain current performance	↑ Cost per customer per year, for urban water customers
Reduce costs	<200 customers to experience greater than 6 interruptions per year	GWMWater move to a new trade-off, reducing performance in pursuit of reduced costs.	No additional influence on price

Questions

GWMWater

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