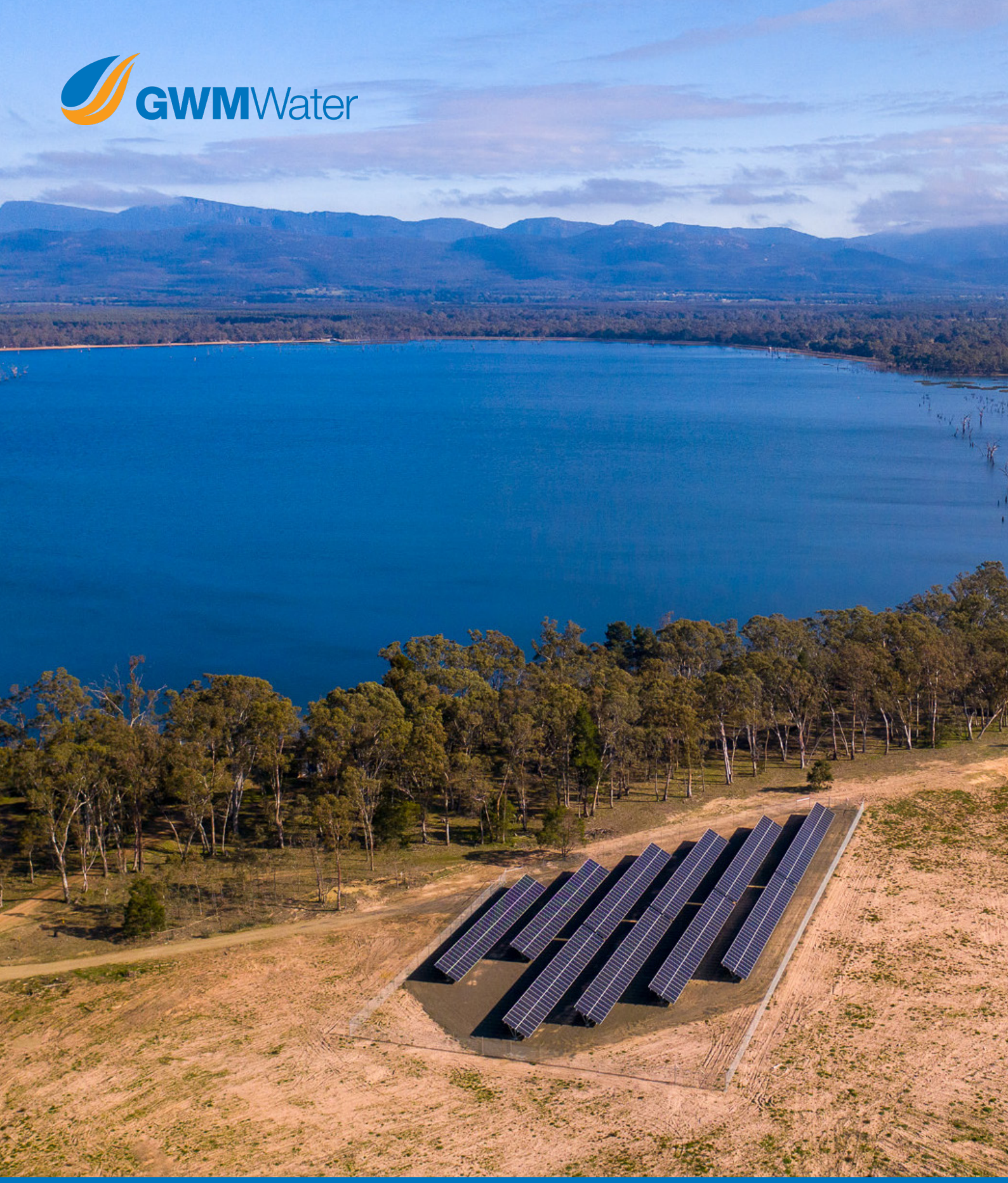
GWMWater



Our performance

2024-25

Our outcomes
2023-28

This report provides a summary of our performance against each of our outcome commitments for the 2024-25 reporting year.

These outcomes have been formulated in consultation with our customers and stakeholders as part of our Price Submission.

The content of and our performance against outcomes is subject to a continuous-feedback loop from customers and stakeholders.

We receive regular feedback about the relevance of outcomes, as well as which outcomes our customers and stakeholders feel we need to prioritise.

We have used a “traffic light” rating for our performance on each measure, outcome and overall rating.

Green = Met target

Yellow = Close or largely met

Red = Not met

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						

Outcome 1. Safe Drinking Water

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Overall Drinking Water Customer Satisfaction (rating of 7 or above out of 10) in GWMWater's customer survey responses	Percentage of survey responses	Target	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	89%		81%			
b. Total drinking water quality complaints	Number per 1,000 customers	Target	3	3	3	3	3	3
		Actual	1.6	1.7	3.25			
c. Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0
		Actual	4	0	1			

Overall outcome 1 performance for the regulatory period so far:

1.a: Result based on biennial phone survey, with 436 drinking water customers interviewed between 19 May 2025 and 7 June 2025. Although there is an 8% drop from 22/23 results, overall the survey result indicates our drinking water customers remain satisfied with our services.

1.b: Total number of drinking water quality complaints per 1,000 customers increased in 2024/25 due to disturbance of a trunk main creating a dirty water event in Horsham in March 2025. Horsham also had an increased number of taste and odour complaints due to a sudden spike in geosmin in the raw water storage. Activated carbon was already being dosed, however, the dose rate needed to be doubled to reduce the taste and odour compound to an acceptable level.. There were 98 complaints in total compared to 53 last year. Refer to the GWMWater 2024/25 Water Quality Annual Report to be published for more information.

1.c: Quambatook had one trihalomethane exceedance (considered low risk) in December 2024 that occurred when the granular activated carbon filter was offline for maintenance. New media was installed in the filter and brought back online, thereby resolving the non-compliance.

Outcome 2. Clean, Non-Drinking Water – Urban

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Urban non-drinking water customer satisfaction (rating of 7 or above out of 10) in GWMWater's customer survey	Percentage of survey responses	Target	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	81%		61%			
b. Urban non-drinking water quality complaints	Number per 1,000 customers	Target	10	10	10	10	10	10
		Actual	16.9	25.4	14.2			

Overall outcome 2 performance for the regulatory period so far:

2.a: Result based on biennial phone survey, with 56 non-drinking water customers interviewed between 19 May 2025 and 7 June 2025. There was a 20% drop in overall satisfaction since the last survey. The sample size is continually changing for this cohort as more towns are upgraded to drinking water supplies through delivery of our Price Submission commitments. A new methodology was offered for the 2025 survey, allowing customers to respond via email as well as an incentive offered for customers to participate (five prizes of $200 of their water account). This resulted in improved participation and meeting the target quotas. Analysis of the results suggests that non-drinking water customers want GWMWater to invest more in infrastructure to avoid outages, and/or want their supply upgraded to drinking water. This result may also have been impacted by delays in delivery of the East Grampians Rural Pipeline and subsequent media coverage.

2.b: There were 38 complaints in total in 2024/25 compared to 71 last year, a 46% decrease. The program outlined in GWMWater's 2023–2028 Water Price Submission was shaped by customer feedback and included several initiatives aimed at reducing dissatisfaction among non-drinking urban water customers. Key outcomes achieved since 2023 include water supply upgrades at both Ultima and Elmhurst. Works are continuing on several water quality improvement initiatives aimed at improving water quality to the communities of Kaniva, Moyston, Berriwillock, Culgoa, Streatham and Westmere. In line with the principles agreed upon by the GWMWater Community Panel during the 2023 Water Price Review, we're also preparing to begin engagement with selected urban towns about the potential to transition to a rural water supply. This conversation will be guided by community input and a shared commitment to ensuring water services remain sustainable, affordable, and fit for purpose.

Outcome 3. Clean, Non-Drinking Water – Rural

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Rural pipeline (non-drinking) water customer satisfaction (rating of 7 or above out of 10) in GWMWater's customer survey	Percentage of survey responses	Target	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	86%		75%			
b. Rural pipeline (non-drinking) water quality complaints	Number per 1,000 customers	Target	5	5	5	5	5	5
		Actual	3.6	2.2	3.75			

Overall outcome 3 performance for the regulatory period so far:

3.a. Result based on biennial phone survey, with 120 rural pipeline water customers interviewed between 19 May 2025 and 7 June 2025. There is a 11% drop in overall satisfaction since last survey. Compared to 2023, satisfaction with water pressure and reliability both declined. Notably, satisfaction with GWMWater's response to the service interruptions dropped from 77% in 2023 to 52% in 2025. Analysis of results suggests rural pipeline customers want improved notification of planned interruptions and lower prices. When asked what GWMWater can do to improve, 39% responded 'Don't know/No issues'. This result may also have been impacted by delays in delivery of the East Grampians Rural Pipeline and subsequent media coverage.

Outcome 4. Reliable and Affordable Services

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
Urban Customer Charter								
Water								
a. Number of urban services not meeting minimum flow rate service standard based on customer reporting	Number	Target	300	300	300	300	300	300
		Actual	N/A	5	1			
b. Number of customer experiencing more than 5 unplanned water supply interruptions in a year	Number	Target	200	90	90	90	90	90
		Actual	26	159	34			
c. Average time taken to attend bursts and leaks (priority 1)	Minutes	Target	30	30	30	30	30	30
		Actual	21.31	18.03	17.5			
d. Average time taken to attend bursts and leaks (priority 2)	Minutes	Target	40	40	40	40	40	40
		Actual	30.89	28.86	26.27			
e. Average time taken to attend bursts and leaks (priority 3)	Minutes	Target	40	40	40	40	40	40
		Actual	30.87	29.73	32.99			
f. Average duration of unplanned water supply interruptions	Minutes	Target	100	100	100	100	100	100
		Actual	91.92	105.8	91.3			
g. Average duration of planned water supply interruptions	Minutes	Target	180	200	200	200	200	200
		Actual	204.22	176.12	207.31			
h. Number of customers experiencing more than 3 sewer blockages in a year	Number	Target	0	0	0	0	0	0
		Actual	N/A	5	3			

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
Wastewater								
i. Average time to attend sewer spills and blockages	Minutes	Target	22	22	22	22	22	22
		Actual	18.24	18.00	17.78			
j. Average time to rectify a sewer blockage	Minutes	Target	113	113	113	113	113	113
		Actual	83.00	75.95	74.82			
k. Number of customers experiencing a sewer spill that is not contained within 5 hours	Number	Target	0	0	0	0	0	0
		Actual	N/A	0	0			
Rural Customer Charter								
l. Number of customers experiencing a sewer spill that is not contained within 5 hours	Number	Target	0	0	0	0	0	0
		Actual	29	50	0			
m. Processing temporary transfer of water allowance volumes within 15 days	Percentage	Target	100	100	100	100	100	100
		Actual	100	100	100			
n. Processing new applications or permanent transfer of groundwater licences, supply-by-agreement licences, water allowance volumes within 60 days	Percentage	Target	100	100	100	100	100	100
		Actual	75	100	100			
o. Processing applications for renewal of groundwater licenses within 40 days	Percentage	Target	100	100	100	100	100	100
		Actual	72.44	98.15	83.62			
p. Processing new applications for surface diversion licenses within 60 days	Days	Target	100	100	100	100	100	100
		Actual	105	100	100			
q. Processing of permanent transfer of surface diversion or groundwater licences within 60 days	Days	Target	100	100	100	100	100	100
		Actual	75	100	100			

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
Other								
r. Total controllable operating expenditure (cumulative 2023–2028, $2023 real)	$ million	Target	173.1	35.0	70.3	105.7	140.7	175.4
		Actual	178.3	37.1	78.4			
s. Number of Hardship grants awarded (excluding government schemes) (Urban)	Number	Target	150	150	150	150	150	150
		Actual	112	216	185			
t. Value of Hardship grants awarded (excluding government schemes) (Urban)	$	Target	N/A	30,000	30,000	30,000	30,000	30,000
		Actual	28,220	51,055	34,446			

Overall outcome 4 performance for the regulatory period so far:

4.a to 4q: Service standard performance has been separated into individual standards under each charter to provide more detailed information on overall performance. Prior year results have also been included and demonstrate an improvement in meeting minimum service standards to customers during the regulatory period. Our ongoing renewals and maintenance programs continue to be targeted to focus on priority areas. GWMWater's Service Standards are published in the Urban Customer Charter and Rural Customer Charter, and can be found at https://www.gwmwater.org.au/about-us/about-gwmwater
For a detailed report on GWMWater performance against these standards and to see how these and other indicators compare to other water business across Victoria, refer to the Water Industry Performance Report published by the Essential Services Commission at https://www.esc.vic.gov.au/water/sector-performance-and-reporting/water-performance-reports#tabs-container2

4.b: Three towns experienced multiple water mains breaks and interruptions during 2024/25 which resulted in 34 GSL rebates to customers. Our ongoing water mains renewals and maintenance programs continue to be targeted to focus on priority areas to reduce multiple interruptions.

4.r: The cumulative 2024/25 total controllable operating expenditure represents an interim result pending completion and audit of the 2024/25 annual regulatory accounts. The overall result is $8.1 million ($6.1 million net of additional prescribed revenue) higher than the target included in the 2023 Water Price Review. The elevated operating costs are associated with the response to prolonged dry conditions and the Grampians bushfires including associated overtime and contractor costs. Notably, electricity expenditure increased by $1.0 million (36%), driven by increased water consumption and the temporary unavailability of the Lake Fyans solar system during the pump station upgrade.

4.s: GWMWater continues to provide tailored support based on need to customers who have disclosed hardship. Significant effort has been put in during 2024/25 to more proactively identify customers who may be experiencing hardship and not currently accessing our support program. GWMWater has also offered and provided support to customers who have been affected by bushfires throughout 2024/25.

4.h: Please note change in final result for 23/24 down from 8 to 5.

Outcome 5. Healthy and Liveable Region

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Number of organisations receiving recreation water discounts	Number	Target	400	400	400	400	400	400
		Actual	423	426	426			
b. Percentage of self-generated renewable energy used in operations	Percentage	Target	80	80	80	80	80	80
		Actual	67	64.2	70.5			
c. Total projected carbon emissions	tCO2-e	Target	16,861	12,236	5,144	1,339	1,385	1,431
		Actual	13,509	12,519	14,869			
d. Percentage use of available recycled water	Percentage	Target	80	80	80	80	80	80
		Actual	76	98	87.2			
e. Non-compliance incidents with Bulk Entitlements	Number	Target	0	0	0	0	0	0
		Actual	4	4	1			

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
f. Review of Western Region Sustainable Water Strategy completed	Met	Target	-	on track	on track	met	-	-
		Actual		on track	on track			
g. Level of unaccounted water - Urban (Leakage)	Percentage	Target	10	10	10	10	10	10
		Actual	14.2	15.9	16.5			
h. Level of unaccounted water - Rural pipelines (Non-revenue water)	Percentage	Target	10	10	10	10	10	10
		Actual	15.6	15.8	10.92			

Overall outcome 5 performance for the regulatory period so far:

5.a: 426 organisations including schools received recreation water discounts in 2024/25. Recreation water discounts are funded through a recreation contribution charge collected from residential and rural households and is reported in GWMWater's Annual Report.

5.b: Roll out of Behind the Meter (BTM) Battery Energy Storage Systems (BESS) integration program is progressing well. This was initially based on GWMWater facility sites with substantial excess generation from existing solar PV systems. The BESS will be used to capture excess BTM solar generation and reduce overnight grid electricity usage. Once completed, the percentage of self-generated renewable energy used in operations will increase closer to target.

5c: Total carbon emissions are up in 2024/25 due to increased electricity consumption through the year. With a Front of Meter Solar Project fully operational from July 2025, GWMWater expects to be carbon neutral at the end of FY26. For further information including breakdown of the source and trend in carbon emissions, water consumption volumes and bulk entitlement water amounts taken refer to GWMWater's Annual Report available at https://www.gwmwater.org.au/about-us/annual-reports

5.g to 5.h: Rural level of unaccounted water is slightly over target this year. This is a 31% improvement from last year largely due to better measurement and reporting practices. A project is planned to further improve the accuracy and reliability of how unaccounted water is tracked.

More information

The 2024/25 Water Quality Annual Report will be available at:
gwmwater.org.au/about-us/annual-reports

GWMWater's Service Standards are published in the Urban Customer Charter and Rural Customer Charter, and can be found at:
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For a detailed report on GWMWater's performance against Service Standards, and to see how these and other indicators compare to other water business across Victoria, refer to the Water Industry Performance Report published by the Essential Services Commission at
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For further information including breakdown of the source and trend in carbon emissions, water consumption volumes and bulk entitlement water amounts taken refer to GWMWater's Annual Report available at:
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11 McLachlan Street
(PO Box 481)
Horsham VIC 3402

Tel: 1300 659 961

Email: info@gwmwater.org.au
Website: gwmwater.org.au