

## Coliban Water – 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 2023-2024 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. We will supply high quality water you can trust	Green	Grey	Grey	Grey	Grey	Green
2. We will provide services to meet the needs of our customers now and into the future	Green	Grey	Grey	Grey	Grey	Green
3. We will reduce our environmental footprint and achieve a socially responsible, sustainable business for future generations	Green	Grey	Grey	Grey	Grey	Green
4. Our investment will support the economic prosperity of our region	Green	Grey	Grey	Grey	Grey	Green
5. We will support customers in need	Green	Grey	Grey	Grey	Grey	Green
Overall, for reporting year	Green	Grey	Grey	Grey	Grey	Green

## **Business comments**

We are pleased to report our 2023-24 performance against the five Customer Outcomes. Of the 19 Performance Measures adopted to track our performance, this year we have assessed 16 measures as green, one red, one amber, with the remaining measure not yet applicable. Our self-assessed rating was jointly informed by our customers.

We presented interim data and our own self-assessment for all Performance Measures to a forum of customers on 15 June 2024. The forum comprised 19 customers from our three ongoing Customer Advisory Groups (Northern Urban, Southern Urban, and Rural). The forum was given the opportunity to discuss our performance with a panel of business subject matter experts. Customer attendees were then asked to provide their views on performance for individual measures and outcomes, including a traffic light rating of each measure and written feedback.

We used the feedback from the forum to reconsider our self-assessment, resulting in a green assessment overall, with all 5 individual Customer Outcomes assessed as green. The two measures assessed as amber and red were evaluated alongside other satisfactory performance measures, resulting in achievement of the respective outcome overall.

As part of our commitment to ongoing engagement with our customers, we will close the loop with forum attendees at the next round of quarterly CAG meetings in September 2024 where we will present the final business performance alongside forum feedback, provide answers to submitted questions and continue to explore deliberative panel recommendations from the PS23 process. We expect that CAG participants and 2024 forum attendees will form the nucleus for the 2025 customer forum.

Further information on each Customer Outcome including feedback from customers can be found under each Outcome 1 – 5 below.

**Outcome 1: We will supply high quality water you can trust**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Water quality samples that are non-compliant with Schedule 2 of the <i>Victorian Water Quality Regulations (2015)</i>	No. samples	Target		0	0	0	0	0
		Actual		13				
b. Water supply systems with greater than 20 metres pressure at least 90% of the time	No. water supply systems (19 total)	Target		14	15	16	17	18
		Actual		15				
c. Water supply systems with 95% of water quality samples meeting relevant aesthetic parameters in the <i>Australian Drinking Water guidelines (2011)</i> .	No. water supply systems (19 total)	Target		15	16	17	18	19
		Actual		19				
d. Average customer minutes off water supply (unplanned only)	Ave. minutes per customer	Target		15	14	13	12	11
		Actual		9.8				
e. Towns on water restrictions (not including <i>Permanent Water Saving Rules</i> )	No. towns	Target		0	0	0	0	0
		Actual		0				

How is CW tracking for outcome 1 in the regulatory period so far? **GREEN (MET)**

**Business comment**

Performance measure 1a is red with 13 non-compliant water quality samples in the year. All were THM exceedances in the Laanecoorie system. THM forms in water due to the disinfection process when natural organic material in the raw source water reacts with chlorine used to treat the water. Ongoing poor source water quality in the Laanecoorie system across the December 2023 to February 2024 period during an uplift in the free

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chlorination program to improve network health and ongoing protection to public health resulted in all the non-compliant samples occurring within this three-month period.

Forum attendees were comfortable with an overall green rating for Outcome 1 given four out of five measures met or exceeded targets and the reasons provided for the THM exceedances.

**Outcome 2: We will provide services to meet the needs of our customers now and into the future**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Impacted customers (with digital metering) notified when persistent leak above 60 litres per hour	% impacted customers	Target		90%	95%	100%	100%	100%
		Actual		92%				
b. Impacted customers notified ahead of time of a planned water outage	% impacted customers	Target		100%	100%	100%	100%	100%
		Actual		100%				
c. Inbound customer contacts that experience first-call resolution	% inbound calls	Target		-	-	-	60%	75%
		Actual		n/a				
d. Customers receiving digital bills	% of customers	Target		25%	30%	35%	42%	50%
		Actual		25%				

How is CW tracking for outcome 2 in the regulatory period so far? **GREEN (MET)**

**Business comment**

Forum attendees noted the measures under Outcome 2 are key to customer trust in the business, in particular measures 2a and 2b where Coliban Water proactively contacts customers to advise of leaks or planned outages. Customers agreed that our performance for Outcome 2 justified a green rating.

Some feedback received suggests that first call resolution (a measure that applies from 2026-27) is an ambitious but worthwhile goal. One customer felt that the business should set higher targets for the rollout of digital billing.

**Outcome 3: We will reduce our environmental footprint and achieve a socially responsible, sustainable business for future generations**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Biodiversity enhancement measures undertaken, including pest plant & animal control and strategic native revegetation	Hectares of land	Target		20	25	30	35	40
		Actual		20				
b. Sewer mains inspected and cleaned	Km sewer mains	Target		270	290	310	330	350
		Actual		325				
c. Reduce net greenhouse gas emissions from electricity consumption (decreased consumption, use of offsets, Green Power, etc)	Tonnes CO2-e from electricity consumption	Target		19,000	0	0	0	0
		Actual		15,409				
d. Completion of annual catchment improvement works (fencing, weed control, other activities)	% annual works plan	Target		100%	100%	100%	100%	100%
		Actual		100%				
e. Water saving and efficiency education provided to customers, including via school visits, community events, survey responses and website tracking	No. people reached	Target		2,500	3,100	3,750	4,400	5,000
		Actual		7,460				

How is CW tracking for outcome 3 in the regulatory period so far? **GREEN (MET)**

**Business comment**

Customers overwhelmingly supported a green rating for Outcome 3, with all measures having met or exceeded 2023-24 targets. Coliban Water far exceeded its outreach and education goal in 2023-24 (measure 3e), nearly tripling the target number of people provided education on water saving

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and efficiency measures. Based on this result, we will undertake additional consultation with customers in the various advisory groups in coming months to establish more challenging targets for future years for this measure.

Coliban Water met its target for CO<sub>2</sub>-e emissions from electricity consumption for the year. This year's result was more than 25% down compared to 2022-23, due to improvements in operations, commissioning of behind the meter solar systems at key sites (total production of 369 MWh electricity) and the business voluntarily surrendering its Large Generation Certificate (LGC) holdings (offsetting 4,419 tonnes CO<sub>2</sub>-e).

Customers were very supportive of initiatives to educate young customers and to improve our environmental performance. One attendee questioned if the business is 'aggressive' enough regarding future environmental targets, while another was interested in understanding how Coliban Water will meet its future greenhouse emissions target (zero tonnes from 2024-25).

**Outcome 4: Our investment will support the economic prosperity of our region**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Support local employment through inclusion of ‘local benefit’ evaluation criterion in open tenders	% open tenders	Target		100%	100%	100%	100%	100%
		Actual		100%				
b. Delivery of proposed capital budget for <i>Big Water Build</i> over the regulatory period. Delivering $\pm 10\%$ any approved annual target and $\pm 5\%$ for the full regulatory period	% budget capital works	Target		100%	100%	100%	100%	100%
		Actual		97.6%				

How is CW tracking for outcome 4 in the regulatory period so far? **GREEN (MET)**

**Business comment**

Coliban Water advised customers that it anticipated a \$81.9M full-year capital spend for 2023-24, or 87% of the annual target. With some delays experienced in the delivery of our Top 10 capital projects, Coliban Water self-assessed our performance as amber. Feedback from the customer forum supported this self-assessment. A decision to bring forward some expenditure planned for the latter years of PS23 late in the financial year resulted in higher capital expenditure than forecast. The final capital expenditure result of \$91.9M or 97.6% of target is within acceptable tolerances, however investment in the Top 10 capital projects remains at approximately 60% of the annual forecast. With improved performance for measure 4b but underspend on Top 10 projects, we have upheld the decision to rate that measure amber but to rate performance for Outcome 4 as green overall.

Of the two measures adopted for this outcome, customers overwhelmingly agreed that the *Big Water Build* is a key platform for the business to meet current and future business and local community needs. Customers understood that delays in certain capital projects may occur as the business ramps up its investment pipeline. Forum attendees were very supportive of the business supporting local employment by ensuring local businesses were given a fair opportunity to tender for capital projects.

Sentiment for Outcome 4 was generally otherwise ‘green’, but it must be acknowledged that the delivery of the capital investment program is a high priority for customers and there was some concern that it was not met in 2023-24 (noting it is a cumulative 5-year target).



**Outcome 5: We will support customers in need**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Financial support requests (Utility Relief Grants and Coliban Assist program) processed within 2 business days	% of requests	Target		90%	90%	95%	95%	95%
		Actual		95%				
b. Customers surveyed in annual Customer Satisfaction Survey are aware of financial assistance support available	% of surveyed customers	Target		62%	64%	66%	68%	70%
		Actual		67%				
c. Financial assistance provided to customers in need via the Coliban Assist program	\$ (nominal)	Target		\$570,000	\$570,000	\$570,000	\$570,000	\$570,000
		Actual		\$573,729				

How is CW tracking for outcome 5 in the regulatory period so far? **GREEN (MET)**

**Business comment**

Coliban Water self-rated measure 5c amber with an interim financial support figure of \$493,000, or 86% of target. We self-rated Outcome 5 as green overall with other measures having met or exceeded targets. Forum attendees were very supportive of the ramp up of financial support for customers experiencing hardship this regulatory period. Forum attendees endorsed Coliban Water’s self-rating of amber for measure 5c and green overall for Outcome 5, as despite failing to meet the target for hardship support it was a significant step up from \$300,000 financial assistance provided in the previous financial year.

We note that by 30 June the total hardship support provided to customers in need in 2023-24 was over \$573,000, exceeding the annual target. We are very pleased with this result given the increased focus on hardship and the nearly doubling of financial assistance provided compared to 2022-23. We have changed the rating for measure 5c to green to reflect this improved performance.