

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 2025-26 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						
2. We will provide services to meet the needs of our customers now and into the future						
3. We will reduce our environmental footprint and achieve a socially responsible, sustainable business for future generations						
4. Our investment will support the economic prosperity of our region						
5. We will support customers in need						
Overall, for reporting year						

Business comments

We are pleased to report overall 'green' performance for financial year 2025-26, the third year of this regulatory period. Out of 18 performance measures used to assess our performance against the five outcomes, we have assessed 16 (89%) green (met) and two amber, with no measures rated red.

We again presented interim-final performance measure results to customers at our Annual Customer Forum, held at Quality Hotel Lakeside, Bendigo on 13 June 2026. 20 customers attended the forum, drawn from memberships of our three standing Customer Advisory Groups (Northern Urban, Southern Urban, and Rural) to ensure fair representation from across our region. While data presented was interim, it aligned closely to full year results.

We have again used customer ratings and feedback to inform our self-assessment ratings. All five Customer Outcomes were rated green by forum attendees. The overall pulse check results indicated a clear positive level of agreement across all outcome statements, confirming customers believe Coliban Water is delivering on its 2023–28 Customer Outcome commitments.

Customer views on achievement of each Customer Outcome (Customer Forum 13 June 2026)

Outcome	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree
1. We will supply high quality water you can trust	6	3	0	0	0	0
2. We will provide services to meet the needs of our customers now and into the future	8	4	1	0	0	0
3. We will reduce our environmental footprint and achieve a socially responsible, sustainable business for future generations	7	4	2	0	0	0
4. Our investment will support the economic prosperity of our region	6	7	0	0	0	0
5. We will support customers in need	8	5	0	0	0	0

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	0	0		
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	17	18		
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	19	19		
d. Average customer minutes off water supply (unplanned only)	Ave. minutes per customer	Target		15	14	13	12	11
		Actual		9.8	10.1	7.04		
e. Towns on water restrictions (not including <i>Permanent Water Saving Rules</i>)	No. towns	Target		0	0	0	0	0
		Actual		0	0	0		

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

Business comment

Outcome 1 consists of all measures for the quality of the water we deliver and its supply; we are therefore pleased to report every measure as met in 2025-26. Highlights include continued zero Schedule 2 non-compliances with Victorian Water Quality Regulations (measure 1a), high system pressure performance with 18 of 19 water supply systems meeting target (measure 1b), and outstanding supply reliability with average customer minutes off supply at just 7.04 minutes against a target of 13 (measure 1d). All five measures were rated green for the year.

Results presented to the Annual Customer Forum on 13 June 2026 were interim year-to-date figures and are consistent with full year performance. Data presented at the forum showed 1d at 7.04 minutes, which is well below the annual target of 13 minutes.

Customers at the forum rated Outcome 1 as green and were highly complimentary of our water quality performance. Attendees were particularly impressed with the 130,000 samples tested with zero non-compliances and the very low average outage time. Coliban Water winning the Victoria's best water award in 2026 was highlighted as a notable achievement, with participants suggesting this should be promoted more widely to the community. Customers also raised the importance of continued investment in community education on future water security, and noted that increasing reliance on booster pumps as towns grow geographically will be an important future consideration.

Some attendees provided feedback that while no towns are currently on restrictions beyond *Permanent Water Saving Rules (PWSR)* measures, there is continued awareness of the drying climate and the need for proactive resource management. Customers support continued investment in community education on water security strategies, including storage and aquifer recharge, to prepare for drier conditions.

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%	100%	100%		
b. Impacted customers notified ahead of time of a planned water outage	% impacted customers	Target		100%	100%	100%	100%	100%
		Actual		100%	100%	100%		
c. Inbound customer contacts that experience first-call resolution	% inbound calls	Target		-	-	-	60%	75%
		Actual		n/a	n/a	n/a		
d. Customers receiving digital bills	% of customers	Target		25%	30%	35%	42%	50%
		Actual		25%	33%	37%		

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

Business comment

We have again reported green for all measures in Outcome 2, with all measures meeting or exceeding annual targets (noting 2c is not assessed until 2026-27). All forum attendees agreed that Coliban Water has met the requirements for this outcome.

Customers were particularly supportive of digital metering and leak detection (measure 2a), with one forum participant sharing a personal example of receiving a leak alert after inadvertently leaving a hose running for four days. Support for the availability of both digital and paper billing was noted as positive (measure 2d). Feedback raised questions about eligibility for the *Plumber Assist* program, with a suggestion to broaden eligibility given wider cost-of-living pressures. Customers also expressed caution about linking First Call Resolution (FCR) results directly to staff performance

assessments, noting the subjective nature of some enquiries. Customer hardship support was highlighted as a strength, with strong recognition of Coliban Water's responsiveness to customers in financial difficulty.

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	48.7	40		
b. Sewer mains inspected and cleaned	Km sewer mains	Target		270	290	310	330	350
		Actual		325	439	217		
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	21,108	0		
d. Completion of annual catchment improvement works (fencing, weed control, other activities)	% annual works plan	Target		100%	100%	100%	100%	100%
		Actual		100%	100%	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
		Target*		2,500	5,000	5,500	6,000	6,500
		Actual		7,460	8,299	6,251		

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

Business comment

Customer Outcome 3 has one measure rated amber in 2025-26 (measure 3b: sewer mains inspected and cleaned), with 217.3 km inspected against a target of 310 km. However, given strong overachievement in the first two years of the regulatory period (325 km in 23-24 and 370 km in 24-25),

cumulative performance remains well on track. With four of five measures meeting or exceeding targets and positive customer sentiment at the forum, we have rated Outcome 3 green for 2025-26.

Net greenhouse gas emissions from electricity consumption have reached zero tonnes CO₂-e in 2025-26 (measure 3c), meeting the target for the first time this regulatory period. This follows the net zero obligations that came into effect from 1 July 2025. Biodiversity enhancement work reached 40 hectares (measure 3a, target 30 ha), and the annual catchment improvement works program was completed at 100% (measure 3d). Water saving and efficiency education reached 6,251 people (measure 3e), exceeding the 5,500 target.

Forum attendees rated Outcome 3 green overall. Customers expressed strong support for biodiversity and environmental initiatives, including revegetation programs, wildlife protections (including efforts for growling grass frogs and platypus habitat), and willow removal. The amber rating for measure 3b was well-understood by attendees, with customers acknowledging that the result should be assessed cumulatively across the regulatory period. Participants also raised questions about benchmarking performance through WSAA comparisons, weed management programs extending to smaller catchment dams, and potential opportunities for methane capture and energy generation from operations.

Results presented at the Annual Customer Forum on 13 June 2026 were interim year-to-date figures and are consistent with full year performance.

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%	100%	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%	97.7%	99.6%		

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

Business comment

With both measures meeting the target and support from forum attendees, we have rated Outcome 4 as met for 2025-26. 100 percent of open tenders included 'local benefit' as a criterion for assessment (measure 4a), and cumulative capital investment over the first three years of the PS23 regulatory period reached 99.6% of target (measure 4b), well within the $\pm 10\%$ tolerance and on track for full delivery by end of the regulatory period.

Forum attendees supported the goal of Coliban Water's investment providing direct benefit to the local region and local businesses. Customers found the deep dive on measure 4a informative and appreciated learning about the Coliban Inclusive Jobs program. Feedback again questioned how 'local' is defined in procurement, and whether local benefit as a tender evaluation criterion demonstrably translates into tangible local economic outcomes.

Coliban Water acknowledges this feedback. We continue to look for ways to better demonstrate the connection between our procurement practices, local investment, and tangible community economic benefits. One customer also raised interest in whether Coliban Water would accept private donations to support projects, indicating appetite for broader community contribution and involvement.

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%	99%	99%		
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%	68%	65%		
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	\$515,505	\$551,424		

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

Business comment

We have assessed Outcome 5 as met overall, with two measures rated amber and one green. Measure 5a (financial support requests processed within 2 business days) was rated green at 99%, well above the 95% target. Measures 5b (customer awareness of financial assistance) and 5c (financial assistance provided) were rated amber, with 5b at 65% against a 66% target, and 5c at \$551,424 against a \$570,000 target. Both amber measures remain close to target. Overall meeting this outcome was supported by all forum attendees. Customer views were based on interim figures presented at the June 2026 forum, which are consistent with full year performance for 5a and 5b; the 5c year-to-date figure at the time of the forum was \$551,424.

Forum attendees were highly supportive of Coliban Water's proactive and compassionate approach to supporting customers in hardship. The deep dive on the Coliban Assist program was well received. Key themes from customer feedback included: a desire for a dedicated disaster relief fund rather than drawing on the existing financial assistance budget; questions about the types of counselling available to financially stressed customers and the extent of partnerships with external welfare organisations such as Anglicare Victoria; a suggestion to strengthen promotion of financial

assistance programs to improve customer awareness; and a question about whether unspent financial assistance funding could be redirected to provide broader customer affordability relief. One participant noted that not meeting the financial assistance spend target should not be viewed negatively if lower customer demand reflects reduced hardship. We note the suggestion regarding cumulative targeting of measure 5c from previous years remains under consideration.