

Rural Outcomes

2023 - 2028



LOWER MURRAY
WATER

Summary | 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 2024-2025 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. Provide customers with value for money.	Green	Green	Yellow	Yellow	Yellow	Green
2. Provide customers with water when they need it.	Green	Green	Yellow	Yellow	Yellow	Green
3. Provide customer service channels that are responsive to resolve requests and enquiries.	Green	Green	Yellow	Yellow	Yellow	Green
4. Service our communities in a socially responsible and environmentally sustainable manner.	Green	Green	Yellow	Yellow	Yellow	Green
Overall, for reporting year	Green	Green	Yellow	Yellow	Yellow	Green

Business comments

For the second year under the new Water Plan (WP5) our performance against our targets for the Rural Outcomes report has again seen strong performance across all outcome areas resulting in a self-assessment rating of green.

Due to drier conditions across the region LMW experienced a significant increase in water pumping volumes and water orders being placed by our irrigation customers across all districts, despite this we maintained minimal interruptions to the delivery of water.

LMW's 2023-24 Customer Satisfaction Survey demonstrated significant improvements across all measured outcomes following the strategic decision to reintroduce paper-based survey options alongside online methods. This change addressed declining response rates experienced since 2020 and resulted in substantially higher participation levels, providing a more comprehensive and representative assessment of customer sentiment. The enhanced survey methodology has delivered positive results across value for money perceptions, service responsiveness, and overall satisfaction metrics.

In February 2025, we engaged consulting group Ricardo to assist with the preparation of a new Rural Masterplan 2050. This strategy will enable us to assess our rural services to identify efficiencies within the system, opportunities for further investment or the removal of redundant infrastructure. Exploring everything from commodity market opportunities and crop diversification to asset reconfiguration, RM2050 is the first step in planning to secure the future viability of our rural system, services and region.

Outcome 1: Provide customers value for money

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A: Customer Satisfaction of overall services <i>value for money</i> . Measured by respondents who select a rating of satisfied, very satisfied, and extremely satisfied in an annual survey	% of respondents	Target	TBA	=/>22/23	=/>23/24	=/>24/25	=/>25/26	=/>26/27
		Actual	N/A*	61%	74%			
B: Total controllable opex expenditure within 10% of LMW forecasted PS5 benchmark opex over regulatory period (Plus annual CPI adjustments)	\$ under or over benchmark*	Target	N/A	+/- 1.81M	+/- 1.87M	+/- 1.97M	+/- 2.04	+/- 2.04M
		Actual		-0.73M	+1.30M			
C: Delivery of top 10 'Rural' capital projects on time and budget. (Budget within 10% of forecast set by annual corporate plan, timing set by regulatory period)	Project status	Target	Complete 2028	On Track	On Track	On Track	On Track	Complete
		Actual	Complete 2028	Delayed	Delayed			

* Benchmark and 10% target have been adjusted by CPI

How is LMW tracking for Outcome 1 in the regulatory period so far?

Business comment

Outcome 1A: Customer satisfaction with value for money has shown substantial improvement, increasing by 13% compared to the previous year's result. This significant uplift reflects positively on LMW's service delivery and pricing structure, indicating that customers are increasingly recognising the value proposition offered by the organisation.

Outcome 1B: 2024-25 controllable opex costs are within the 10% tolerance, with the draft actual result being \$1.30 million (7.0%) above the benchmark. The unfavourable variance to benchmark is primarily due to additional pumping activities, including materially higher electricity costs, with treated water flows this financial year being above well average. Administration costs are also higher than benchmark, partly due to additional employees required to deliver services to our customers. Noting that the controllable Rural opex costs exclude the Sunraysia Water Efficiency Project (SWEP) expenses of \$2.04 million and Rural Master Plan 2050 costs of \$0.33 million, as these programs are fully funded by the Government. Total controllable opex for the regulatory period to date is slightly higher than the benchmark by \$0.57m (1.6%).

Outcome 1C: The commencement of the proposed capital works program, consisting of decommissioning and removal of redundant irrigation infrastructure, was deferred and will be delivered in conjunction with other decommissioning projects to achieve both financial and delivery efficiencies. There is no material impact on customer services due to the infrastructure being non-operational. The completion of this program remains on schedule to be completed by the end of FY28.

Outcome 2: Provide customers with water when they need it

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A: Irrigation district water orders delivered on time	% water orders delivered	Target	=>98%	≥98%	≥98%	≥98%	≥98%	≥98%
		Actual	99.1%	99.8%	99.86%			
B: Improve system reliability and maintain or reduce unplanned outage times	Average time of unplanned water ordering restrictions	Target	NA	=<22/23	=<23/24	=<24/25	=<25/26	=<26/27
		Actual	1795.26	1310.78	1436.00			

How is LMW tracking for Outcome 2 in the regulatory period so far?

Business comment

Outcome 2A: Our rural irrigation customers placed a total of 137,480 water orders and 137,284 were delivered on time with 196 not delivered due to planned maintenance activities. Compared to the previous year LMW experienced a significant increase of 19,144 water orders placed due to the drier weather conditions and in addition to this we maintained our above target performance.

Outcome 2B: Restrictions on the water ordering system are placed by the Irrigation Operations team when unplanned pipeline or channel repairs are undertaken by our maintenance crews. Our rural customers (excluding Robinvale) are unable to place water orders during these times, this year we recorded sixty-six (66) interruptions compared with fifty-one (51) in the previous year, an increase of fifteen (15) resulting in additional interruption time.

Outcome 3: Provide customer service channels that are responsive to resolve requests and enquiries

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A: Customer requests/enquiries resolved within the defined response time (Mean Time to Resolve)	%	Target	N/A	N/A	≥60%	≥65%	≥70%	≥75%
		Actual	N/A	N/A	85%			
B: Resolve customer requests/enquiries 'First Time Right' (requests not reopened or recurring from same customer)	%	Target	N/A	N/A	≥60%	≥65%	≥70%	≥75%
		Actual	N/A	N/A	N/A			
C: Customers registered for self-service portal	% of total customers	Target	N/A	N/A	20%	30%	40%	50%
		Actual	N/A	N/A	N/A			
D: Customer satisfaction of responsiveness to enquiries/requests. Measured by respondents who select a rating of satisfied, very satisfied, and extremely satisfied in an annual survey	% of respondents	Target	2022/23 Result	≥22/23	≥23/24	≥24/25	≥25/26	≥26/27
		Actual	63%	74%	78%			

How is LMW tracking for Outcome 3 in the regulatory period so far?

Business comment

Outcome 3A: Our Rural and Urban customer teams responded to five thousand and seventy eight (5078) requests/ enquiries relating to a variety of services for which only fifteen (15) percent were not processed within our benchmark standard. In addition, our annual survey result for customer satisfaction of “responsiveness” to enquires/ requests similarly reflects customer sediment.

Outcome 3B and C: The implementation of our new Customer Relationship Management System including e-billing portal and online applications was paused in 2023 to commence a replan. Program is expected for completion by June 2026.

Outcome 3D: Customer satisfaction regarding responsiveness to enquiries and requests has improved by 4% to reach 78%. This positive trend demonstrates LMW's continued commitment to timely and effective customer service delivery, with enhanced processes contributing to improved customer experience in this critical service area.

Outcome 4: Service our communities in a socially responsible and environmentally sustainable manner

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A: Number of non-compliance incidents with EPA General Environmental Duty (GED)	Number	Target	0	0	0	0	0	0
		Actual	1	0	0			
B: Customer <i>overall</i> satisfaction of LMW. Measured by respondents who select a rating of satisfied, very satisfied, and extremely satisfied in an annual survey	% of respondents	Target	TBA	=≥22/23	=≥23/24	=≥24/25	=≥25/26	=≥26/27
		Actual	73%	72%	82%			
C: Percentage of electrical energy from renewable sources 26/27 & 27/28 target should be 100%	%	Target	100% by 2025	N/A	N/A	100%	100%	100%
		Actual		N/A	N/A			

How is LMW tracking for Outcome 4 in the regulatory period so far?

Business comment

Outcome 4A: No non-compliances were recorded with the EPA.

Outcome 4B: Overall customer satisfaction with LMW has increased by 10% to achieve a score of 82%. This strong result reflects the cumulative impact of service improvements across multiple areas and indicates that customers are experiencing enhanced satisfaction with LMW's overall service delivery and organisational performance.



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