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

Business comments

For the third year under Water Plan 5 (WP5) our performance against our targets for the Rural Outcomes report continues to demonstrate strong performance across most outcome areas.

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

During the 2025-26 period, we implemented our new billing and customer relationship management systems. This has enabled customers to now receive accounts and other services electronically. This was a key outcome we wanted to deliver in the WP5.

The value for money rating this year increased (83%) which is pleasing to see that customers are seeing the money they are spending is providing the services they require.

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.

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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 *value for money*. 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%**	**83%**		
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**	**+2.3M**		
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**	**On Track**		

* 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 remains strong in this category. This has been our best result so far during this water planning period.

Outcome 1B: The operational expenditure is marginally above the prescribed benchmark, mainly due to higher pumping costs.

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%**	**99.84%**		
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**	**1401.00**		

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

Business comment

Outcome 2A: Delivery has remained stable in recent years and continues to exceed the 98% target.

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-four (64) interruptions compared with sixty-six (66) in the previous year with similar average interruption duration times.

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%**	**55%**		
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**	**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**	**13%**		
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%**	**82%**		

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

Business comment

Outcome 3A: A new methodology using a new system has been implemented in this season for this outcome.

Outcome 3B and C: We have recently initiated our new customer billing portal with e-billing availability, and we expect this to grow annually.

Outcome 3D: A good result with increased satisfaction.

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**	**0**		
B: Customer *overall* 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%**	**88%**		
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**	**100%**		

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: LMW met its renewable energy target in 2025 and continues to meet its 100% renewable energy obligation.

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