

Urban 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 value for money.	Green	Yellow	Yellow			Yellow
2. Provide customers with reliable and safe drinking water.	Yellow	Yellow	Yellow			Yellow
3. Provide customers with reliable sewerage services.	Green	Green	Green			Green
4. Provide customer service avenues that are responsive to resolve requests/enquiries.	Green	Green	Yellow			Green
5. Service our communities in a socially responsible and environmentally sustainable manner.	Yellow	Green	Green			Yellow
Overall, for reporting year	Yellow	Yellow	Yellow			Yellow

Business comments

For the third year under Water Plan 5 (WP5) our performance against our targets for the Urban Outcomes report has again seen a consistent performance across all outcome areas resulting in a self-assessment rating of amber.

We continue to see strong results for our levels of performance and service delivery for our customers. We have very strong levels of customer satisfaction with our water (90%) and sewer services (95%). Both these parameters increased when compared to last year.

We have had a slight increase in our level of value for money rating (78%) during this current assessment period too.

We have now implemented our new billing and customer relationship service. This has meant we are now able to provide e-billing services to customers.

Due to the drier weather conditions experienced across our region, our water treatment plants processed and supplied a record volume of water to our urban residential customers. This equated to approximately 564 kilolitres per person, an increase of ten (10) percent compared to previous year.

This dry season has meant a lot of water being supplied which means that our customers are currently some of the highest users in the state.

Outcome 1: Provide customers with 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	81%	79%	76%	78%		
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	+/- 2.89M	+/- 3.01M	+/- 3.10M	+/- 3.23M	+/- 3.24M
		Actual		+0.73M	+3.2M	+2.6M		
C: Delivery of top 10 'Urban' 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	On Track	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: Value for money stays at levels previously experienced over past years.

Outcome 1B: Performance aligns with the prescribed benchmark and improves on last year, signalling stronger value for money over time.

Outcome 1C: The project to improving level of service (Pressure) in Red Cliffs Water Distribution commenced in FY25 with the concept design, planning and approvals complete. The Design and Construct tender was awarded Q1 of FY26, with construction forecast for completion Q3 FY27. Delays during Planning and Design phase have led to delays in construction commencement. While construction is now progressing well, long lead items and supply chain management remain live challenges to the project. All remaining projects remain on schedule.

Outcome 2: Provide customers with reliable and safe drinking water

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A: Number of Safe Drinking Water Act reportable non-compliances	Number of reportable incidents	Target	0	0	0	0	0	0
		Actual	0	0	1	1		
B: Customer satisfaction of water service. 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	91%	90%	89%	90%		
C: Customer satisfaction of water quality. 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	90%	88%	88%	91%		
D: Water taste and odour complaints	Total per annum	Target	=<25	=<25	=<25	=<25	=<25	=<25
		Actual	19	49	26	9		
E: Boil water notices issued	Total per annum	Target	0	0	0	0	0	0
		Actual	0	0	0	0		

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

Business comment

Outcome 2A: A routine sample collected from the Kerang Water Sampling Locality had a manganese result that exceeded the Australian Drinking Water Guideline health-based value. Under the Safe Drinking Water Regulations 2025, a Section 18 notification was submitted to the Department of Health in accordance with the reporting requirements outlined in the Safe Drinking Water Act 2003.

Outcome 2B: Water service levels of satisfaction have remained steady.

Outcome 2C: Water quality satisfaction has a slight increase but remains very consistently high.

Outcome 2D: All water taste and odour complaints were investigated by our Water Quality team and resolved by mains flushing and increasing our poly activated carbon treatment process.

Outcome 2E: No boil water notices were issued.

Outcome 3: Provide customers with reliable sewerage services

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A: Unplanned sewerage supply interruptions	No per 1,000 customers. LMW main	Target	=<5	=<5	=<5	=<5	=<5	=<5
		Actual	2.95	3.03	0	4.23		
B: Customer satisfaction of sewerage service. 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	94%	94%	92%	95%		
C: Odour complaints (including sewerage systems and treatment plants)	Total per annum	Target	=<10	=<10	=<10	=<10	=<10	=<10
		Actual	1	4	7	4		
D: Number of sewer spills in houses caused by LMW assets failure	Total per annum	Target	=<3	=<3	=<3	=<3	=<3	=<3
		Actual	0	0	0	0		
E: Number of customers receiving more than 3 sewer blockages in the year	Total per annum	Target	0	0	0	0	0	0
		Actual	0	0	0	0		

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

Business comment

Outcome 3A: Unplanned sewerage supply interruptions remained below the specified target, representing a positive performance outcome.

Outcome 3B: Satisfaction with the sewer system remains high. A slight increase over the previous year.

Outcome 3C: Odour complaints (including sewerage systems and treatment plants) remained below the specified target, representing a positive performance outcome.

Outcome 3D: LMW recorded no sewer spills in houses this year.

Outcome 3E: No customers received any sewer blockages this year.

Outcome 4: Provide customer service avenues that are responsive to resolve requests/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	12%		
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	78%	79%	80%	83%		

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

Business comment

Outcome 4A: A new methodology using a new system has been implemented for this outcome.

Outcome 4B and C: The new customer portal with e-billing is now available so we expect this figure will grow annually.

Outcome 4D: Responsiveness to inquiries has had a slight increase over the previous season.

Outcome 5: 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 EPA reportable sewage spills per annum	Total per annum	Target	=<2	=<2	=<2	=<2	=<2	=<2
		Actual	0	1	4	0		
B: Compliance of Wastewater Treatment Plants EPA license conditions – Number of reportable incidents	Number	Target	0	0	0	0	0	0
		Actual	0	1	0	1		
C: Percentage of electrical energy from renewable sources – 26/27 & 27/28 years should be 100%	%	Target	100% by 2025	N/A	N/A	100%	100%	100%
		Actual		N/A	N/A	100%		
D: Percentage of wastewater received at treatment plants that is recycled	%	Target	60%	60%	60%	60%	60%	60%
		Actual	47.37	58.82	68.64	66.23%		

How is LMW tracking for Outcome 5 in the regulatory period so far?

Business comment

Outcome 5A: There was no sewage spills reported to the EPA.

Outcome 5B: The EPA issued an improvement notice for Robinvale wastewater treatment plant for breach of Class C quality.

Outcome 5D: There was a drop in recycled water used due to the above average summer rainfall.



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