

## Southern Rural Water – Outcomes – 2018–2023

*In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2020-21 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	18-19	19-20	20-21	21-22	22-23
1	SRW provides great customer service	Yellow	Green	Green	Green	Grey
2	SRW's water supply system enables good practice irrigation	Green	Green	Green	Green	Grey
3	SRW manages water resources well, maintaining a good balance between my needs as a water user and the sustainability of the resource	Green	Green	Green	Green	Grey
4	SRW works with me to manage my needs and entitlements	Green	Red	Red	Yellow	Grey
	Overall	Green	Yellow	Yellow	Green	Grey

### Business comments


We have met or exceeded targets for 14 out of 20 indicators, with a further five being close to or largely met. High rainfall and the introduction of new infrastructure have impacted our ability to achieve some of our targets. However, the successful commissioning of new infrastructure will lead to improvements in the future. Higher rainfall led to a record low demand for water where, in the Macalister Irrigation Area, customers ordered 50% less water than in 2020/21. The low demand generated some operational difficulties (e.g., channel pool performance and delivery efficiencies were negatively impacted as proportionally more water was needed to be conveyed through the system to meet low water delivery volumes) but it did not impact customers with all orders fulfilled.

The only area where we did not meet or largely meet our target was in the area of water sales. This was due to the complexities of converting savings to entitlements. However, the unseasonably wet year resulted in little demand for such water.

Overall, we were able to maintain customer service levels throughout 2021/22 despite not all targets having been met.

## Outcome 1: SRW provides great customer service

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Applications completed within set timeframes	Percentage	Target	–	90%	90%	90%	90%	90%	90%
		Actual	89.3%	90.4%	88.4%	96.5%	94%	90%	

Overall outcome 1 performance for the regulatory period so far: 

### Business comment

We have continued to exceed our target for application processing.

## Outcome 2: SRW's water supply system enables good practice irrigation

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Delivery volume accuracy (WID) – Deliveries are >90% of order volume or within 0.1 megalitre.	Percentage deliveries	Target	–	98%	98%	98%	98%	98%	98%
		Actual	97.40%	96.6%	98%	99%	98%	99%	
b Delivery volume accuracy (BMID) – Deliveries are >90% of order volume or within 0.1 megalitre.	Percentage deliveries	Target	–	98%	98%	98%	98%	98%	98%
		Actual	96.20%	96.9%	97%	99%	99%	95%	
c Channel pool performance (MID) – Pool levels are within specified ranges.	Percentage deliveries	Target	–	75%	78%	79%	81%	82%	85%
		Actual	71.60%	69.4%	69%	75%	72%	75%	
d Delivery efficiency (MID) – Water released into the system that is actually delivered to customers.	Percentage	Target	–	80%	80%	82%	85%	85%	85%
		Actual	80.50%	78.6%	80%	77%	77%	76%	
e Delivery efficiency (WID) – Water released into the system that is actually delivered to customers.	Percentage	Target	–	60%	70%	75%	80%	80%	80%
		Actual	58.80%	62.3%	71%	74%	76%	76%	
f Delivery efficiency (BMID) – Water released into the system that is actually delivered to customers.	Percentage	Target	–	60%	70%	75%	80%	80%	80%
		Actual	73.30%	75.9%	71%	74%	87%	84%	
g Customers with access to the Demand Management System (MID)	Percentage	Target	–	NA	40%	50%	60%	70%	75%
		Actual	NA	25%	61%	61%	61%	73%	
h Delivery reliability (MID) – Orders unaffected by unplanned interruptions.	Percentage	Target	–	100%	99%	99%	99%	99%	99%
		Actual	100%	100%	100%	100%	100%	100%	
i Delivery reliability (WID) – Orders unaffected by unplanned interruptions.	Percentage	Target	–	100%	99%	99%	99%	99%	99%
		Actual	100%	99.1%	100%	100%	100%	100%	
j Delivery reliability (BMID) – Orders unaffected by unplanned interruptions.	Percentage	Target	–	100%	99%	99%	99%	99%	99%
		Actual	100%	99.5%	100%	100%	100%	100%	

Overall outcome 2 performance for the regulatory period so far:

### Business comment

Despite some operational challenges, we have continued to provide high levels of service with 100% of all orders delivered in all three irrigation districts.

Higher rainfall led to a record low demand for water where, in the Macalister Irrigation Area, customers ordered some 68,088 ML of water compared to 138,149 ML in 2020/1 and a 30-year average of 153,951 ML. This impacted some of our operations but not our service levels:

- Channel pool performance in the Macalister Irrigation District was below our target due to the unseasonably wet year and some transitioning challenges as we move to a more modernised district. The wet season also impacted delivery efficiency across our districts (i.e., the volume of water delivered versus the amount of water discharged from our storages.). Losses (i.e., evaporation, seepage etc) remain relatively constant, hence in a low demand year, system efficiencies decline.

**Outcome 3: SRW manages water resources well, maintaining a good balance between my needs as a water user and the sustainability of the resource**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Water is harvested at the maximum possible rate for Pykes Creek and Merrimu storages (when dam capacity is available)	Percentage of time	Target	–	New	>95%	>95%	>95%	>95%	>95%
		Actual	New	New	97%	100%	100%	100%	
b Salinity of recycled water delivered (WID)	Electrical conductivity (µS/cm)	Target	–	≤1,800	≤1,800	≤1,800	≤1,800	≤1,800	≤1,800
		Actual	≤1,800	≤1,800	≤1,800	≤1,800	≤1,800	≤1,800	
c Headworks release within 10% or 5 megalitres of ordered flow (Werribee system)	Percentage of time	Target	–	NA	95%	95%	95%	95%	95%
		Actual	97.70%	97.5%	99%	100%	100%	100%	
d Headworks release within 10% or 1 megalitre of ordered flow (Maribyrnong system)	Percentage of time	Target	–	NA	95%	95%	95%	95%	95%
		Actual	99.40%	98.8%	98%	100%	100%	100%	
e Headworks release within 10% of ordered flow (Latrobe system)	Percentage of time	Target	–	NA	95%	95%	95%	95%	95%
		Actual	98%	94%	100%	100%	100%	100%	

Overall outcome 3 performance for the regulatory period so far:

**Business comment**

We have met or exceeded all of our targets in this area.

### Outcome 4: SRW works with me to manage my needs and entitlements

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customer contacts to promote water trading	Number	Target	–	NA	1,000	1,000	1,000	1,000	1,000
		Actual	486	843	1,015	927	657	311	
b Release of additional water entitlements - WID	Megalitres	Target	–	NA	0	1300	533	0	0
		Actual	0	0	0	0	0	0	
c Release of additional water entitlements - BMID	Megalitres	Target	–	NA	0	200	167	0	0
		Actual	0	0	0	0	0	0	
d Release of additional water entitlements - MID	Megalitres	Target	–	NA	800	800	800	7,300	800
		Actual	755	7,394	742	177	0	0	

Overall outcome 4 performance for the regulatory period so far:

#### Business comment

COVID-19 has continued to have a significant impact on our ability to meet with customers on-farm, resulting in fewer opportunities to promote water trading between customers. Very few customers were seeking trading opportunities this year due to wet conditions. This reduced the need for SRW to make contact with customers to facilitate trade.

Our targets for release of additional water entitlements were based on capturing savings through our irrigation modernisation projects and making this water available to customers. This involves a complex process, working with DELWP to validate the savings and convert them to shares, which are signed off by the Minister for Water so that they can then be traded.

This measure is also greatly impacted by seasonal variation, given it was a wetter season, water is more plentiful and there is less incentive to buy more water which is in part reflected in overall low demand for water in 2021/22.