Southern Rural 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 2024-25 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. Reliable water						
2. Sustainable water						
3. Great service						
4. Value community member						
5. Fair and reasonable prices (Operating and capital expenditure)						
Overall, for reporting year						

Business comments

Southern Rural Water (SRW) met its performance outcomes for 2025-26.

Outcome 1: Reliable water

Output	Unit		23-24	24-25	25-26	26-27	27-28
Percentage of all orders from district customers delivered on day that was confirmed (MID | WID | BMID combined)	%	Target	95	95	95	95	95
		Actual	**95**	**95.4**	**95***		
MID: Total number of unplanned disruptions of more than 10 days	Number	Target	1	0	0	0	0
		Actual	**0**	**0**	**0**		
WID Water quality: Events where recycled water cannot be supplied for 5 consecutive days due to high salinity (≥1,800 μS/cm) or blue green algae	Number	Target	2	2	2	2	2
		Actual	**1**	**1**	**1****		
WID: Number of unplanned disruptions of 3+ days.	Number	Target	1	1	1	0	0
		Actual	**0**	**0**	**0**		
BMID: Number of unplanned disruptions of 3+ days.	Number	Target	1	1	1	0	0
		Actual	**0**	**1**	**1**		
BE customers: Bulk Entitlement orders delivered on time.	%	Target	100	100	100	100	100
		Actual	**100**	**100**	**100**		

Business comment

SRW met its performance objectives for Outcome 1: Reliable water.

**The Werribee Irrigation District experienced another prolonged recycled water outage event resulting from an outbreak of Blue Green Algae at Melbourne Water's Western Treatment Plant. SRW and MW are working closely on research trials to manage future Blue Green Algal blooms. MW and SRW are also in discussions on a potential rebate on recycled water contract payments given the prolonged period of outage. Any rebate will be passed through in full to Werribee Recycled water customers by SRW. During the outage customers were still able to access river water and groundwater with potable water also available through the reticulation network.

Outcome 2: Sustainable water

Output	Unit		23-24	24-25	25-26	26-27	27-28
All incidents of unauthorised use investigated within 1 week of being reported/suspected.	%	Target	100	100	100	100	100
		Actual	**100**	**100**	**100**		
MID: permanent water entitlements offered for sale.	Megalitres	Target	1000	1000	1000	1000	1000
		Actual	**1000**	**1000**	**1000**		
MID: Percentage of water released that is delivered to MID customers	%.	Target	85	85	90	90	90
		Actual	**85**	**86**	**85**		
BMID: Percentage of water released that is delivered to BMID customers	%	Target	80	80	85	85	85
		Actual	**89**	**87**	**92**		
WID: Percentage of water released that is delivered to WID customers	%	Target	80	80	85	85	85
		Actual	**74**	**83**	**81**		

Business comment

SRW met its performance objectives for Outcome 2: Sustainable water.

Seven (7) Unauthorised water take and use reports were received in 2025/26. All of these investigations commenced within 5 business days of receipt of the report. Regulatory performance including complex investigations and subsequent compliance actions are reported separately to DEECA.

The sale of 1,000 ML of high reliability water shares were offered for sale in the Macalister Irrigation District in May, although not all of it was sold.

Delivery efficiencies across irrigation districts were achieved, supported by modernisation investments.

We did not meet our delivery efficiency target due to the commissioning of modernisation works.

Outcome 3: Great service

Output	Unit		23-24	24-25	25-26	26-27	27-28
Customer formal (i.e. written) complaints	Number of complaints per 1,000 customers.	Target	<2	<2	<2	<1	<1
		Actual	**0.09**	**0.45**	**0.04**		
All formal written complaints responded to within 10 business days.	%	Target	90	90	90	90	90
		Actual	**94**	**100**	**100**		
Applications that do not require public notification completed within set timeframes	% of applications completed	Target	90	90	90	90	90
		Actual	**97**	**94**	**95**		
MID: Drainage - rainfall events (up to 84mm in 24hrs) resulting in complaints of water being on grazing properties for more than 4 days	Number	Target	5	4	3	2	1
		Actual	**0**	**0**	**0**		
WID: Drainage - rainfall events (up to 75mm in 6hrs) resulting in complaints of water being on properties for more than 24 hours	Number	Target	5	4	3	2	1
		Actual	**0**	0	**0**		

Business comment

SRW met its performance objectives for Outcome 3: Great service.

Outcome 4: Community value

Output	Unit		23-24	24-25	25-26	26-27	27-28
CO2 emissions.	Net tonnes	Target	800	600	0	0	0
		Actual	**561**	**0**	**0**		
Environmental flows are released in accordance with the order	% of releases delivered.	Target	100	100	100	100	100
		Actual	**100**	**100**	**100**		

Business comment

SRW met its performance objectives for Outcome 4: Community value.

We achieved net zero emissions through using 100% renewable energy, behind the meter solar projects, efficiency upgrades, and the rollout of zero-emission vehicles. Our remaining emissions have been offset with Australian Carbon Credit Unit (ACCU).

Outcome 5: Fair and reasonable prices

Output	Unit		23-24	24-25	25-26	26-27	27-28
Controllable operating costs (+/- 5% of determination benchmark)	$m 22-23	Target	$24.7	$24.5	$24.2	$24.0	$23.7
		Actual	**$24.6**	**$24.7**	**$24.1**		
Capital expenditure (cumulative)	$m 22-23	Target	$48	$74	$91	$110	$125
		Actual	**$36.5**	**$58**	**$82**		
Efficiency improvements	$k of savings	Target	0	**$550**	$950	$1200	$1400
		Actual	**0**	**$450**	**$950**		

Business comment

Note – Financial year 2023-24 and 2024-25 results have been updated to match final regulatory accounts submitted to the Essential Services Commission. Financial year 2025-26 results are preliminary and subject to end of year financial audit.

SRW met its performance objectives for Outcome 5: Fair and reasonable prices.

Our operating costs were within target.

Cumulative capital expenditure is $9m lower than the target. Maturity of SRW's asset management processes is re-prioritising expenditure towards preventative maintenance rather than asset replacement and refurbishment. As a result, we expect that capital expenditure will remain less than forecast across the 5-year term of the 2023 price determination, with an associated modest increase to (asset maintenance) operating expenditure (above the price determination allowance) in 2026-27 and 2027-28.

This year saw the realisation of ongoing efficiency savings, with lower staffing levels across the business, along with ongoing reforms to our licensing business, fleet and the delivery of irrigation services.

We are developing a predictive modelling tool that will support a greater focus on operational expenditure for best whole of life asset management.