

Our performance

*How we performed against our commitments
to our customers for the 2018–23 regulatory
period*



Delivering on what our customers told us

Like all Victorian water corporations, every 5 years we put forward a proposal called a 'price submission' to the Essential Services Commission (ESC). This outlines the charges, support and projects we propose to deliver our customers and community for the next 5 years.

To prepare for the 2018–23 period, we connected with customers to develop 5 outcomes, along with measures and targets to track our performance, based on what mattered most to them.

In line with ESC expectations, we self-assess our performance. The ESC also rank the performance of water businesses as whole.

How we rated our 2018–23 performance against customer outcomes



Overall, we're pleased we continued to supply high-quality, reliable services and deliver value to our customers throughout the 2018–23 regulatory period.

- Complaints about water quality and instances of unplanned service interruptions are low and within target, and we had only one instance of water quality non-compliance in 2022–23.
- We've improved our notification of customers when unplanned interruptions occur and exceeded our target for completing planned interruptions on time.
- We acknowledge that customer satisfaction and perceptions of value for money are within tolerance, but below target. We have work already

underway to improve customer satisfaction in this area, and we'll continue working towards strengthening our performance.

- We're pleased we've been able to provide support to more customers experiencing hardship through our Customer Care program and to reach customers earlier when they need our help.
- We understand the importance of getting the basics right, warning and informing our customers, making water fair and affordable for all, improving customer experience and supporting communities and the environment.

What the ESC said

In their annual outcomes report in October 2023, the ESC stated, *"we consider businesses generally delivered their outcome commitments in the 2018–23 period, reinforcing our findings from our 2023 price review."*

They also acknowledged macro factors and their impact on water businesses: *"The 2018–23 period saw a number of significant events, including the COVID-19 pandemic, wetter-than-usual weather resulting in flooding across the state, higher inflation and global supply chain pressures. In particular, the pandemic created new challenges and required a major shift in focus for businesses."*

We're proud to have navigated through these challenging times and delivered on 4 of our 5 customer outcomes, narrowly missing the fifth. We look forward to building upon this level of service during 2023–28.

Our future commitments

To inform our prices and services for the 2023–28 period, customers told us that they'd like us to continue to focus on the same 5 outcomes (***'Get the basics right, always', 'Warn me, inform me', 'Fair and affordable for all', 'Make my experience better', 'Support my community, protect my environment'***).

Customers also told us that they'd like us to continue to improve and build on the services we offer, and plan for the future – and so, to reflect their expectations, we've:

- committed to major new projects and programs
- modified and enhanced our guaranteed service level commitments
- refined our measures and targets and committed to reporting 6-monthly on how we're tracking against them.

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How to get in touch

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