

Our performance

July–December 2023


A summary of how we performed against our commitments to our customers for the 2023–28 regulatory period

Get the basics right, always



Meet safe drinking water standards

Number of non-compliances to the Safe Drinking Water Act (sampling and water audit)

Target (annual)	0
Result (6-months)	0 

*We're proud we continued to deliver safe, high-quality drinking water to our customers in this first 6 months.
*Our positive results have been driven by our chlorination strategy, which makes sure the water in our storages and networks remains safe, and a solid program of maintenance and testing.



Multiple unplanned disruptions: water, sewer and water quality

Customers experiencing more than 5 unplanned disruptions in a rolling 12-month period


Target (annual)	<450
Result (6-months)	365 

*We're pleased we achieved a result well under target for the first 6 months of our new combined disruptions measure.
*This is largely due to our water and sewer mains renewals program, which see us continue to target assets in poor condition and with a history of multiple failures before they impact customers or the environment.
*Due to wet conditions, we also experienced very low numbers of bursts and leaks across our network.



Water saved through digital detection of network leaks

Volumes in megalitres (from network leaks)

Target (annual)	0
Result (6-months)	0 

*We'll start reporting the savings realised through digital detection of networks leaks in 2024–25.
*In the meantime, we continue to detect and repair leaks, the data from which will help with the calculations we'll use to report on this measure from next year.

Warn me, inform me



Customer savings through repair of property leaks detected by digital meters

Dollars in millions

Target (annual)	\$1.1
Result (6-months)	\$1.9

*We're proud that by alerting our customers early of continuous flows detected by our digital meters, they've saved more off their bills than initially forecast, through the timely repair of leaks.



Customers notified of unplanned water supply disruptions

As a percentage of total customers affected

Target (annual)	72%
Result (6-months)	78%

*Our success in reducing impacts to customers depends on the amount of contact details we have in the geographic area impacted by the service disruption.
 *Results will fluctuate until we can collect more customers' contact details across all our service region. We currently collect new customers' details / those who have changed address via the notice of sale and we're looking at best ways to capture more existing customers' details.



Water knowledge of South East Water customers

Target (annual)	29%
Result (6-months)	N/A

*Recent research from Melbourne Water identifies the literacy of Melbourne's water customer at around 29%. We continue to work through development of our program to capture this specifically for South East Water customers.
 *Our ability to report on this measure remains a work in progress as we establish the underlying methodology.
 *Alongside our own efforts, we also look to Melbourne's metropolitan water sector for work underway to establish a consistent and efficient program.

Fair and affordable for all



Roll out of digital water meters

Percentage of existing properties upgraded

Target (annual)	17%
Result (6-months)	10%

*Our leading digital meter rollout has so far empowered close to 100,000 of our customers to save water and money, exceeding anticipated benefits to customers (see: 'Water saved through digital leak detection' measure)
 *10% of properties have a digital water meter at 31 December 2023 (against a target of 17% by 30 June 2024)
 *Delays in procuring our meter fleet mean that we may not achieve the 17% end-of-year target for digital meter installations.
 *We remain confident we can escalate delivery over the remaining rollout period to achieve the 2028 target and so more customers can receive the benefits of digital meters.



Numbers of customers supported

Customers receiving financial or payment assistance

Target (annual)	10,000
Result (6-months)	8,569

*In a time of increased cost of living pressures for some of our customers, we're pleased that our continued support of those experiencing hardship or payment difficulties has driven a considerable increase in those receiving financial or payment assistance in the first 6 months of the year.
 *It's seen the total number of our customers receiving support in the first 6 months nearly equal last year's (12 months) total.
 *Building on our outreach programs and promotion of what we offer, we're introducing new ways to engage early and discuss support options with customers, so making payments doesn't become a problem for them.



Customers with outstanding bills who have received financial or payment assistance

Percentage of customers with arrears older than 90 days who have received support

Target (annual)	47%
Result (6-months)	29%

*Despite the availability of our support options and our outreach program, the percentage of customers with outstanding bills choosing to take up support remains outside our target.
 *We anticipate that planned actions to engage with our customers with outstanding bills will increase their uptake of payment assistance.

Make my experience better



Total inbound customer contacts

Calls, portal, web and email enquiries per 100 customers

Target (annual)	63
Result (6-months)	30

*We're pleased we continued to see more customers use our online and self-service channels. Through the total number of enquiries we received from customers (30), we've slightly outperformed our mid-year target of 34.

*Responding to our customers' preferences, we continue to introduce new ways for them to complete transactions online instantly, avoiding the need for an enquiry with us.

*We're currently improving our [corporate website](#), the first of many improvements we'll introduce.



Customer satisfaction with South East Water

Overall satisfaction based on scores of 7 and above in post interaction customer surveys

Target (annual)	68%
Result (6-months)	85%

*Our high customer satisfaction for the first 6 months (including a 3% increase when compared to same time last year) highlights the positive impact our support programs are having for our customers.



Billing and prices enquiries received

Percentage of customers with arrears older than 90 days who have received support

Target (annual)	6.9
Result (6-months)	2.9

The result is more favourable than expected, which may be due to factors such as:

1. Changes to the way we bill and charge customers from 1 July 2023, which aimed to make bills simpler and easier to budget for.
2. A wetter, cooler summer period resulting in lower water consumption charges.

We'll continue to monitor and analyse this performance to see if recent trends continue.

Support my community, protect our environment



Community trust in South East Water

Overall trust based on scores of 7 and above from Brandtracker surveys

Target (annual)	68%
Result (6-months)	76%

*Our first measure of community trust is high (at 76%), which likely shows the impact of our award-winning community grants and other outreach programs on communities across our service region.



Net greenhouse gas emissions (tCO2e)

Net position determined including offsets purchased based on the NGERs reporting framework

Target (annual)	28,439
Result (6-months)	N/A

*We're working on a way we can measure and report on our greenhouse gas emissions total 6-monthly (we currently report on them annually).

*Based on previous years' performance and with ambitions to achieve our stretch target of net zero emissions by 2028 (as captured in our 2028 corporate strategy), we remain confident that we'll achieve our 2023-24 target.



Number of reportable dry weather sewer spills

Spills occurring in our sewerage network during dry weather that are required to be reported to the EPA

Target (annual)	15
Result (6-months)	11

*The number of dry weather sewer spills is higher than expected at this stage of the year, however it remains within the annual target.

*Recent spills have resulted from build ups of fats and tree roots in the network and third-party damage to our pressure sewer system.

*Through our proactive sewer mains renewal program, we continue to monitor and identify assets requiring action before spills occur, reducing impacts to customers or the environment.



Alternative water supplied to all customers

Recycled, stormwater and other IWM sources of non-potable water provided to customers as a percentage of total water supplied

Target (annual)	4.5%
Result (6-months)	N/A

*We're working on a way we can measure and report on our alternative water volumes 6-monthly (we currently report on them annually).

*Wet and cooler-than-expected weather conditions in early summer are likely to have had an impact on the demand for alternative water and may impact our ability to achieve our annual target.

*With the demand for alternative water currently largely seasonal, our organisation continues to look for other uses for it, helping reduce reliance on drinking water supplies.

Find out more

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