

Customer Outcomes



Reliable Supply

Customer Outputs	Metric	Target	2020/21 YTD	Comments
1. Our regulated systems are delivering water to meet our customers' demands	1.1 Percentage of time a customer demand can be met	99%	100%	<i>This service standard applies to bulk water customers.</i>
2. We maximise harvesting opportunities – to deliver the best water outcomes for our customers	2.1 Up to 100 per cent of design storage capacity	100%	100%	<i>This service standard applies to our water storages across the region.</i>



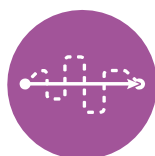
Credible Business

Customer Outputs	Metric	Target	2020/21 YTD	Comments
3. The person who answers your call can usually answer your question	3.1 First point-of-call resolution	2020/21: 64%	86.9%	<i>Targets in this standard will increase each year.</i>
4. We take quick action on complaints to reach resolutions for our customers	4.1 Complaints to Energy Water Ombudsman Victoria per 1000 customers each year	<1.00	0.24	
	4.2 We respond to complaints in writing within three business days	100%	100%	



Fair Pricing

Customer Outputs	Metric	Target	2020/21 YTD	Comments
5. Any pricing changes are predictable.	5.1 Pricing remains at or below the levels proposed in GMW's Price Submission 2020-2024.	100%	100%	



**Efficient
Operations**

Customer Outputs	Metric	Target	2020/21 YTD	Comments
6. Our customers are getting water when and where they need it	6.1 GMID irrigators: Flow rate is within 10% of ordered	80%	90%	
	6.2 GMID irrigators: Water is delivered on the day requested	95%	95%	
	6.3 Water districts: Supply interruptions do not exceed 96 hours	100%	100%	
	6.4 Pumped irrigation: Irrigation orders are delivered on the day requested	98%	99.5%	
	6.5 Pumped irrigation: Supply interruptions do not exceed eight hours in the summer months and 48 hours in the winter	80%	90%	
7. Drains are maintained to remove excess run-off	7.1 Drains are maintained to a level that they are available to remove run-off	98%	100%	
8. We offer timely transactions for our customers	8.1 We process all allocation trade applications within five business days	90%	98.7%	
	8.2 We process all water share applications within five business days	95%	82%	<i>Unexpected resource constraints at the start of the year and working from home due to Covid-19, affected our overall performance in these Standards.</i>
	8.3 We process all change of ownership applications within five business days	90%	77.2%	
9. Our delivery systems efficiently deliver water from storage to our customer	9.1 Water delivered to customer properties through the closed piped network as a percentage of water extracted	92%	92%	
	9.2 Water delivered to customer properties through the open channel network as a percentage of water extracted.	85%	85%	<i>Preliminary results pending hydrographically verified data.</i>



Responsive Services

Customer Outputs	Metric	Target	2020/21 YTD	Comments
10. Our diversions customers have access to the water resource monitoring data they need	10.1 Within two weeks of it being submitted	90%	100%	
11. We comply with the Local Management Rules we developed with our customers for unregulated streams and groundwater	11.1 Access to unregulated stream flows is managed in accordance with restriction triggers in Local Management Rules	100%	100%	
	11.2 Customer access to groundwater is managed through seasonal allocations which are announced in accordance with relevant management plans	100%	100%	
12. Our customers know when restrictions on unregulated streams are in place	12.1 Customers receive notification in writing (through SMS, email or written letters) within 24 hours	100%	100%	
13. We maintain the minimum required flow rates in our rivers	13.1 Flow requirements as specified in the relevant bulk entitlements	98%	99.7%	
14. Our customers are informed of seasonal determinations on time, every time	14.1 As per the defined time frames	100%	100%	
15. Our customers are informed about risk of spill announcements on time, every time	15.1 As per the defined time frames	100%	100%	



Simple Systems

Customer Outputs	Metric	Target	2020/21 YTD	Comments
16. Our customers are informed by SMS when there is a supply interruption and again when it is restored	16.1 Within two hours	100%	100%	
17. We answer our customers' calls quickly and effectively	16.1 Calls are answered within 60 seconds	85%	83%	<i>This year our call answering was slightly slower, mainly due to the use of a remote phone system during Covid19 lockdown periods.</i>