

## City West 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 2018-19 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. Services to my home and business are safe, reliable and efficiently managed	Yellow				
2. Customer service is accessible and my enquiries are resolved promptly	Green				
3. Billing and payment options are efficient and convenient	Green				
4. Customers in hardship are supported	Green				
5. The whole of the water cycle is managed in an environmentally sustainable way	Green				
6. CWW is a valued partner in servicing a growing Melbourne	Yellow				
Overall	Green				

## **Business comments**

In 2018-19, City West Water welcomed 14,000 new connections to our network bringing our total customer base to 473,000. We delivered 105,000 ML of water, received over 390,000 calls, constructed \$124 million of assets and attended over 5,000 incidents across our network during the last year. Our operating environment and the actions we take influence the 41 individual indicators that make up our six outcome areas.

Of our six outcomes areas, we classify two as amber and four as green by RAG status (red, amber, green). Of our 41 individual indicators, 29 were green, 3 were amber and 7 were red. We have proposed to assign 'green' status for overall performance on balance. We believe this is further supported by our overall customer satisfaction reporting of 88% customer satisfaction as measured in our post contact surveys. Preventing repeat water interruptions and improving development application approvals times will be focus areas for 2019-20.

## Outcome 1: Services to my home and business are safe, reliable and efficiently managed

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Drinking Water Quality – Customer satisfaction score on water quality via CWW Customer Satisfaction Surveys (score of 7 out of 10 or higher)	Percentage	Target	–		91.0%	91.0%	91.0%	91.0%	91.0%
		Actual	92.0%	93.0%	91.5%				
b Drinking Water Quality – Number of water quality complaints per 1000 customers	Count/ thousand customers	Target	–		0.7	0.7	0.7	0.7	0.7
		Actual	1.0	0.7	1.17				
c Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	–		0	0	0	0	0
		Actual	0	0	0				
d Water and recycled water service reliability – Unplanned water supply interruptions restored within 5 hours	Percentage	Target	–		97.0%	97.0%	97.0%	97.0%	97.0%
		Actual	95.2%	97.0%	97.8%				
e Water and recycled water service reliability – Average time taken (from notification) to restore unplanned water supply interruption	Minutes	Target	–		120.0	120.0	120.0	120.0	120.0
		Actual	175.4	119.6	113.3				
f Water and recycled water service reliability - Planned water supply interruptions restored within 5 hours	Percentage	Target	–		99.0%	99.0%	99.0%	99.0%	99.0%
		Actual	97.0%	96.7%	98.8%				
g Water and recycled water service reliability – Customers experiencing more than five (i.e. 6+) unplanned water service interruptions in a year	Count	Target	–		0	0	0	0	0
		Actual	0	35	9				

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
h Water and recycled water service reliability – Customers experiencing more than three (i.e. 4+) unplanned water service interruptions in a year	Count	Target	–		126	126	126	126	126
		Actual	225	209	224				
i Water and recycled water service reliability – Number of low supply pressure events	Count	Target	–		0	0	0	0	0
		Actual	New	New	0				
j Sewerage service reliability – Customers experiencing more than three (i.e. 4+) unplanned sewerage service interruptions in a year	Count	Target	–	18	10	10	10	10	10
		Actual	0	1	0				
k Sewerage service reliability – Interruptions to sewerage services restored within 5 hours	Percentage	Target	–		98.0%	98.0%	98.0%	98.0%	98.0%
		Actual	96.6%	97.2%	99.7%				
l Sewerage service reliability – Average time (from notification) to rectify blockage/spill (main and HCB)	Minutes	Target	–		124	124	124	124	124
		Actual	150	151.9	123				
m Sewerage service reliability – Sewer spills contained within 5 hours of notification	Percentage	Target	–		100.0%	100.0%	100.0%	100.0%	100.0%
		Actual	100.0%	100%	100%				
n Sewerage service reliability – Sewer spills within a house, that are a result of a failure in our pipes	Count	Target	–		13	13	13	13	13
		Actual	23	10	8				

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
o Sewerage service reliability – Sewer spills within a house, that are a result of a failure in our pipes, not contained within 1 hour of notification	Percentage	Target	–		0	0	0	0	0
		Actual		0	0				

Overall outcome 1 performance for the regulatory period so far:



## Business comment

We hold ourselves accountable when it comes to providing core water and sewerage services – our core business. We saw mixed results in relation to our 2018-19 outcomes measures. For water services we maintained high levels of responsiveness to faults but dry soil conditions triggered a high number of repeated interruptions for a small number of customers. These customers received payments under our Guaranteed Service Level Scheme. Further, we received a higher than expected number of complaints with respect to water sourced from Greenvale Reservoir in late summer. Our sewerage service performance measures were in line with customers’ expectations and our commitments.

## Water Quality

Between late February and mid-May 2019 we received a high number of customer complaints in relation to water discolouration that supplied from Greenvale Reservoir. When our wholesale provider became aware of the issue, they altered operations to rectify the issue. At all time, water was compliant with Australian Drinking water quality requirements.

## Interruptions

### 6 or more

A burst on the water main in Somerville Rd, Yarraville in February 2019 caused 9 of our 473,000 customers to experience 6 unplanned water interruptions in a 12 month period. The bursts on this water main followed a fire in the catchment where water from the main was utilised in fire-fighting efforts. The water main has now been renewed to improve reliability of supply to customers. Our guaranteed service level scheme provides residential customers with a payment in recognition of the lower level of service they received during the year.

#### **4 or more**

Dry soil conditions across our service area in 2018-19 caused an increase in the number of bursts and leaks across our network. This led to 224 out of our 473,000 customers receiving 4 or more unplanned supply interruption. Our guaranteed service level scheme provides these customers with a payment in recognition of the lower level of service they received during the year.

## Outcome 2: Customer service is accessible and my enquiries are resolved promptly

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Calls resolved on first contact	Percentage	Target	–		75.0%	80.0%	85.0%	90.0%	90.0%
		Actual	New	New	97.2%				
b Customer correspondence (emails) responded to within one business day	Percentage	Target	–		95.0%	95.0%	95.0%	95.0%	95.0%
		Actual	New	New	77.8%				
c Customer correspondence (emails and mail) responded to within 10 business days	Percentage	Target	–		100.0%	100.0%	100.0%	100.0%	100.0%
		Actual	100%	100%	100%				
d Residential customer satisfaction with response to an enquiry via CWW survey (score of 7 out of 10 or higher)	Percentage	Target	–		85.0%	85.0%	85.0%	85.0%	85.0%
		Actual	88.0%	87%	84%				
e Non-residential customer satisfaction with response to an enquiry via CWW survey (score of 7 out of 10 or higher)	Percentage	Target	–		85.0%	85.0%	85.0%	85.0%	85.0%
		Actual	78.0%	73%	89%				
f Residential customer satisfaction with response to complaint via CWW survey (score of 7 out of 10 or higher)	Percentage	Target	–		50.0%	50.0%	50.0%	50.0%	50.0%
		Actual	45.0%	56%	36%				
g Non-residential customer satisfaction with response to a complaint via CWW survey (score of 7 out of 10 or higher)	Percentage	Target	–		50.0%	50.0%	50.0%	50.0%	50.0%
		Actual	40.0%	24%	67%				

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
h Complaints investigated by the Energy and Water Ombudsman of Victoria	Count/ thousand customers	Target	–		0.10	0.10	0.10	0.10	0.10
		Actual	0.09	0.06	0.05				

Overall outcome 2 performance for the regulatory period so far:



## Business comment

### Customer correspondence (emails) responded to within one business day

It took us longer than anticipated to implement process workflows and process automation required to achieve this target. Since March 2019, we have been responding to more than 95% of customer correspondence within 1 business day. However response rates from earlier in the year were below target. We maintained full compliance with our code requirement to respond to enquiries within 10 business days.



### Outcome 3: Billing and payment options are efficient and convenient

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Payment issue complaints	Count/ thousand customers	Target	–		1.20	1.20	1.20	1.20	1.20
		Actual	0.92	1.29	0.97				
b Estimated meter reads used for billing (of total reads)	Percentage	Target	–		≤3%	≤2%	≤2%	≤2%	≤2%
		Actual	4.5%	2.1%	2.05%				
c Customers with registered online accounts (of all accounts)	Percentage	Target	–		0.0%	10.0%	20.0%	25.0%	30.0%
		Actual	New	New	NA				

Overall outcome 3 performance for the regulatory period so far:



#### Business comment

Our customers expect timely and accurate bills. Our indicators for this outcome were within target for 2018-19. We continue to progress our projects to provide online accounts to customers in the 2019-20 financial year.

## Outcome 4: Customers in hardship are supported

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Anticipated customers on instalment plans at the end of reporting period	Count/ thousand customers	Target	–		138	138	138	138	138
		Actual	137	143	137				
b Anticipated residential customers receiving hardship grants	Count/ thousand customers	Target	–		1.2	1.2	1.2	1.2	1.2
		Actual	1.2	1.1	1.4				
c Customers taking up Water Assist to improve their water efficiency	Count	Target	–		200	200	200	200	200
		Actual	New	New	208				
d Prior to restriction being applied, CWW has undertaken reasonable endeavours to ensure customer is not in hardship	Percentage	Target	–		100%	100%	100%	100%	100%
		Actual	100%	100%	100%				

Overall outcome 4 performance for the regulatory period so far:



### Business comment

We recognise the essential nature of the services and the importance of providing options and assistance to those customers who are financially vulnerable or are in financial hardship. We have seen good results on these measures we use as indicators of our progress against this outcome commitment.

## Outcome 5: The whole of the water cycle is managed in an environmentally sustainable way

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Future water resources – Water lost from the network (of total water supplied)	Percentage	Target	–		9.3%	9.3%	9.3%	9.3%	9.3%
		Actual	9.3%	11.2%	8.3%				
b Future water resources – Water storage levels remain (in November) as per the water outlook zones in our Urban Water Strategy	Percentage	Target	–		≥40%	≥40%	≥40%	≥40%	≥40%
		Actual	69.7%	63.6%	62.9%				
c Safe treatment & disposal of sewage – Emergency relief structures compliant with requirement to not spill in dry weather	Percentage	Target	–		100.0%	100.0%	100.0%	100.0%	100.0%
		Actual	100.0%	100.0%	100.0%				
d Safe treatment & disposal of sewage – Compliance with the Environmental Protection Authority's discharge licence requirements - Number of licence non-compliances	Count	Target	–		0	0	0	0	0
		Actual	0	0	0				
e Climate change – Net-zero emissions by 2030: Greenhouse gas reductions (from 12,401 tonnes CO <sub>2</sub> e)	Percentage	Target	–		0.0%	5.0%	5.0%	60.0%	70.0%
		Actual	0.0%	0.0%	NA				
f Liveability – Stormwater partnerships in place	Count	Target	–		7	7	8	8	9
		Actual	6	6	7				

Overall outcome 5 performance for the regulatory period so far:



## **Business comment**

We have a balanced work program that aims to manage the resources we control in a sustainable manner. This includes local measures such as stormwater harvesting and water education as well as central system interventions such as ordering water from the Victorian Desalination Project. We manage the wastewater system to avoid spills and to recycle effluent for productive uses in line with our customers' expectations. We saw good progress on the measures supporting this outcome area during 2018-19.

## Outcome 6: CWW is a valued partner in servicing a growing Melbourne

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Standard plumbing applications completed on time (within 10 business days, from 2020-21 five business days)	Percentage	Target	–		≥95%	≥95%	≥95%	≥95%	≥95%
		Actual	New	New	73.4%				
b Pressure and flow information applications processed on time (within 10 business days, from 2020-21 five business days)	Percentage	Target	–		≥95%	≥95%	≥95%	≥95%	≥95%
		Actual	New	New	98.6%				
c Asset information applications processed on time (within 10 business days, from 2020-21 two business days)	Percentage	Target	–		≥95%	≥95%	≥95%	≥95%	≥95%
		Actual	New	New	90.6%				
d Standard new customer contribution applications processed within 45 business days	Percentage	Target	–		≥95%	≥95%	≥95%	≥95%	≥95%
		Actual	New	New	79.9%				
e Standard 20mm new meter supply and assembly installed within 10 business days of CWW consent	Percentage	Target	–		≥95%	≥95%	≥95%	≥95%	≥95%
		Actual	New	New	95.9%				

Overall outcome 6 performance for the regulatory period so far:



### Business comment

In 2018-19, we saw high rates of urban development and construction activity across our service area. This resulted in higher than anticipated numbers of land development applications, plumbing applications and property connection applications. Coupled with these increased volumes, it has taken us longer than anticipated to implement the process workflows and automations required to achieve this new set of targets. We continue to

work towards faster application turnaround times and anticipate that we will achieve 2019-20 targets and are on track to implement even faster turnaround times in line with our outcome commitments for this area in 2020-21.

**Standard plumbing applications completed on time (within 10 business days, from 2020-21 five business days)**

As application volumes stabilise and as we embed our new processes, we expect to achieve our target moving forward.

**Asset information applications processed on time (within 10 business days, from 2020-21 two business days)**

As application volumes stabilise and as we embed our new processes, we expect to achieve our target moving forward.

**Standard new customer contribution applications processed within 45 business days**

We had significantly improved results towards the end of the financial year, with 93% of our applications being processed on time. As application volumes stabilise and as we embed our new processes, we expect to achieve our target moving forward.