Wannon 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. Ongoing reliability of water and sewerage services						
2. Ongoing protection of the environment through action and education, prioritising Country and our communities						
3. Fair and reasonable bills for all						
4. Improved water quality in identified communities						
5. Improved customer experience of our products and services						
6. Active partnerships for healthy and resilient communities						
Overall, for reporting year						

Business comments

Nearing the mid-point of the 2023–2028 regulatory period, we have made steady progress across most of our outcome commitments, achieving or largely achieving a majority of targets. Strong customer satisfaction continues for the reliability of water and sewerage services despite external challenges such as extended dry weather impacting asset performance and increasing interruptions. However, the business has struggled to meet targets for reducing unplanned interruptions and sewer spills, highlighting infrastructure vulnerability under dry conditions.

Environmental outcomes have proven challenging, with continued non-compliance events related to EPA licence conditions due to odour issues, nutrient limits, and capacity constraints at various treatment plants. On a more positive note, we met our mandatory emissions target with the help of self-generated renewable energy certificates. Customer outcomes such as value for money perceptions and hardship support program awareness have improved, and the Net Promoter Score improved significantly. While satisfaction with water quality in Portland, Heywood, and Port Fairy remains a focus area, incremental improvements have been recorded, and the major Quality Water for Wannon project is progressing. Community partnership outcomes are tracking well, particularly in regional stakeholder satisfaction.

Overall, we remain committed to continuous improvement with clear awareness of areas requiring monitoring or additional effort.

Outcome 1: Ongoing reliability of water and sewerage services

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers surveyed who agree they can rely on their sewerage service from Wannon Water (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		8.6	8.6	8.6	8.6	8.6
		Actual	**8.8**	**8.8**	**8.9**			
b Average satisfaction score of customers surveyed with water supply reliability (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		9	9	9	9	9
		Actual	**8.9**	**9.0**	**8.9**			
c Number of customers who experienced two or more unplanned interruptions to their water service	Number	Target		≤86	≤416*	≤416	≤416	≤416
		Actual	**624**	**651**	**501**			
d Number of sewer spills to customer properties	Number	Target		≤35	≤35	≤35	≤35	≤35
		Actual	**35**	**31**	**53**			
e Number of unplanned water interruptions	Number	Target		≤119	≤119	≤119	≤119	≤119
		Actual	**166**	**171**	**231**			
f Number of residential sewer supply interruptions	Number	Target		≤79	≤79	≤79	≤79	≤79
		Actual	**66**	**61**	**56**			

How is WNW tracking for outcome 1 in the regulatory period so far?

Business comment

Customers responses to our 2025 Customer Value Survey continue to be ‘very satisfied’ with the reliability of our water supply and sewerage services, with 73 per cent ‘very satisfied’ with the reliability of the water supply and 71 per cent ‘very satisfied’ with the reliability of the sewerage services.

A second year of dry weather in our region continued to impact ground conditions. Underground pipes are more volatile to breakage in these conditions, leading to increased occurrences of water interruptions. Tree roots continued to block sewer pipes as they sought moisture in the dry soils, leading to a high number of sewer spills. Notably, 92 per cent of the 231 unplanned water interruptions were restored within five hours and 91% of customers who experienced sewer spills on or within their property were satisfied with our management of the spill.

* Note: Our ‘equal to or less than 86’ target in 2023/24 for the number of customers experiencing two or more unplanned water interruptions is an error. Future year targets were amended at the beginning of 2024/25 to reflect the four-year average from 2020-2024.

Outcome 2: Ongoing protection of the environment through action and education, prioritising Country and our communities

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Number of non-compliance events with our EPA Amalgamated Licence	Number	Target		≤5	≤5	≤5	≤5	≤5
		Actual	**0**	**6**	**7**			
b Annual greenhouse gas emissions created directly from our operations (scope one)	Tonnes CO2-e	Target		19,954	14,417	6,980	6,980	6,980
		Actual	**22,950**	**19,954**	**18,976**			
c Install disinfection system as the first step of the Warrnambool Sewage Treatment Plant upgrade by 31 December 2025	Project status	Target		On track	On track	Complete	N/A	N/A
		Actual	**N/A**	**On track**	**On track**			
d Complete an evaluation study report which identifies alternative wastewater disposal methodologies for further upgrades of the Warrnambool Sewage Treatment Plant by 30 June 2025	Project status	Target		On track	On track	Complete	N/A	N/A
		Actual	**N/A**	**On track**	**On track**			

How is WNW tracking for outcome 2 in the regulatory period so far?

Business comment

This year, there were seven times when we didn't meet EPA rules at some of our biosolids facilities and sewer treatment plants. Strong odours were reported offsite from our Camperdown and Hamilton facilities during normal biosolids processing. At the Hamilton plant, the amount of nitrogen and phosphorus in the wastewater was too high. Both Hamilton and Heywood plants had trouble meeting their limits because dry weather limited release of treated water. At Warrnambool, the plant is at full capacity and its treatment processes were impacted by receiving more waste than it was licenced to treat. Plant reviews and upgrades are underway to address these issues.

In 2024/25, we met our mandatory greenhouse gas emissions target of 18,976 tonnes of carbon dioxide. The target in our Price Submission was lower, however after setting that target we received a direction from our Minister with a higher target – reduce our emissions to 18,976 tonnes of carbon dioxide by June 2025. Our actual emissions before any offsets in 2024/25 were higher than expected because we had to use a lot more electricity to pump water during the long period of dry weather. To reach our mandatory target, we used 9,857 renewable energy certificates from our own wind and solar power, and from a group we're part of called Zero Emissions Water.

Installing stage one of the disinfection system at the Warrnambool Sewage Treatment Plant is on track to be complete by December 2025.

Because of changes to community engagement, research, sewer treatment plant upgrades, and work with the Project Reference Group, the Environment Protection Authority has granted more time to finish the evaluation study. The new completion date is 30 June 2026. Overall the project is on track.

Outcome 3: Fair and reasonable bills for all

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customer satisfaction with services in terms of value for money (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		7	7	7	7.1	7.2
		Actual	**6.8**	**6.5**	**6.7**			
b Percentage of customers surveyed who are aware of financial/customer support program (answering 'yes' via the annual customer value survey)	Percentage of survey responses	Target		40%	45%	50%	55%	60%
		Actual	**39%**	**47%**	**51%**			
c Percentage of a residential customer's bill that is variable (Group A, owner, average kL water use)	Percentage	Target		19.00%	19.20%	19.40%	19.60%	19.90%
		Actual	**16.52%**	**17.72%**	**17.95%**			

How is WNW tracking for outcome 3 in the regulatory period so far?

Business comment

Customers said in our 2025 Customer Value Survey that value for money is one of the most important things we can deliver. In 2025, more customers thought they were getting good value. This was mostly because they were happier with the cost, the quality of the water, and how reliable the supply was. Customers who had contact with us said water quality mattered most for value, while others said getting clear, useful information was most important. These results show that keeping prices fair, water safe, and communication clear helps customers feel they're getting value for money.

Due to our promotion activities, over half of customers surveyed were aware of our financial hardship support measures. This is a significant uplift from 39 per cent two years ago.

Customers told us they would like more of their bill to be variable, not fixed. This would help them better manage their water use and take advantage of water efficiency savings. During the year, the variable part of the bill went up by 0.23 per cent, which was what we expected. The result of 17.95 per cent was lower than our goal because the starting point in 2022/23 was much lower than we had planned. Reaching 19 per cent by 2027/28 now seems unlikely. We expect the variable share to rise by about 0.20 per cent each year for the next three years. We are still aiming for our longer-term target of 23 per cent by 2033. However, because tariffs are fixed until 2028, we'll need to revisit this during our next Price Submission.

Outcome 4: Improved water quality in identified communities

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Surveyed customers' satisfaction with their water quality (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		7.3	7.3	7.5	7.7	8
		Actual	**7.2**	**7.2**	**7.3**			
b Surveyed customers' satisfaction with their water quality in terms of taste (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		6.6	6.6	7	7.2	7.2
		Actual	**6.6**	**6.6**	**6.6**			
c Percentage of surveyed customers in Area 1 (Portland, Heywood, Port Fairy) who drink the water we supply (answering 'yes' via the annual customer value survey)	Percentage of survey responses	Target		47%	47%	55%	62%	69%
		Actual	**43%**	**43%**	**48%**			
d Surveyed customers from Area 1 (Portland, Heywood, Port Fairy) who are satisfied with water quality in terms of taste (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		3.7	3.7	4.5	5.2	5.9
		Actual	**3.9**	**3.7**	**4.6**			
e Install additional water treatment to improve taste of water in at least one of Portland, Heywood or Port Fairy communities by 2026	Project status	Target		On track	On track	Complete	N/A	N/A
		Actual	**N/A**	**On track**	**Slightly behind**			

How is WNW tracking for outcome 4 in the regulatory period so far?

Business comment

Customer responses to our 2025 Customer Value Survey shows a steady satisfaction with overall water quality, with scores improving to meet our targets in 2024/25. While satisfaction with water taste remains consistent at 6.6 out of 10, there were positive shifts in Area 1 (Portland, Heywood, Port Fairy), where the percentage of customers drinking our water rose to 48%, and taste satisfaction improved from 3.7 to 4.6. Like previous years though, customers in Area 1 reported low levels of satisfaction in comparison to other areas. Portland, Heywood, Port Fairy are all supplied with deep groundwater which is high in naturally occurring mineral salts. While the water is safe to drink and the supply is very reliable, many people find the taste is less palatable and this leads to reduced consumption and low satisfaction.

We are committed to improving water quality for those communities. The $52 million Quality Water for Wannon Program, jointly funded by the Australian Government through its National Water Grid Fund and Wannon Water, continues to progress as we work toward delivering water treatment to all three communities by 2029. We have continued to engage with our communities and interested stakeholders and progressed early infrastructure design work. While our original customer commitment was to install additional water treatment in at least one of the towns by 2026, practical completion for the first town is being guided by our procurement strategy, which is currently underway, and is now forecast for July 2027.

Outcome 5: Improved customer experience of our products and services

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers who experience water service interruptions that are satisfied with Wannon Water's management of the interruption (answering 5+ out of 10 in the annual customer survey)	Percentage of survey responses	Target		94.0%	95.0%	96.0%	97.0%	98.0%
		Actual	**89%**	**83%**	**90%**			
b Customers who experienced sewer spills on or within their property, that are satisfied with Wannon Water's management of the spill (answering 3+ out of 5 on a follow-up call)	Percentage of check in responses	Target		100.0%	100.0%	100.0%	100.0%	100.0%
		Actual	**94%**	**88%**	**91%**			
c Net Promoter Score	Number	Target		+16	+18	+20	+22	+24
		Actual	**+13**	**+11**	**+16**			

How is WNW tracking for outcome 5 in the regulatory period so far?

Business comment

Customer responses to our 2024 Customer Value Survey showed most customers who had their water service interrupted were happy with how we handled the issue. Overall satisfaction with service interruptions increased to 90 per cent, which is better than last year. Nearly half of these customers said they were "very satisfied". The main reasons people felt positive were that the water came back on quickly and they received good communication. Only a small number of customers were unhappy, and they mostly mentioned problems with water pressure or chemicals in the water. This shows we are doing a good job helping customers when water service is interrupted.

34 customers who experienced a sewer spill responded to a follow-up call, with four customers dissatisfied with the management of the spill. Dissatisfaction was linked to repeated incidents, slow response times, poor communication, and inadequate clean-up. This shows that sewer spills

remain a challenging issue and an area where customers expect better service and quicker action. The average satisfaction rating was 4.4 out of 5, indicating an overall high level of satisfaction with our management of sewer spills.

Our Net Promoter Score went up to +16, showing more customers are happy to recommend our services. This happened because more people gave high scores, and fewer gave average ones. Older customers and females were more likely to recommend Wannon Water. However, people in Area 1 were less happy, with more giving low scores. Overall, the results show that more customers are feeling positive about Wannon Water.

Outcome 6: Active partnerships for healthy and resilient communities

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Regional stakeholders surveyed who are satisfied with Wannon Water's performance partnering on areas of regional priority (answering 4+ out of 5 in the regional stakeholder survey)	Percentage of survey responses	Target		80%	80%	80%	80%	80%
		Actual	**80%**	**80%**	**89%**			
b Customers who are satisfied with Wannon Water's performance partnering with communities to help its region flourish (answering 5+ out of 10 in the annual customer survey)	Percentage of survey responses	Target		55%	55%	55%	55%	55%
		Actual	**56%**	**56%**	**53%**			

How is WNW tracking for outcome 6 in the regulatory period so far?

Business comment

Regional stakeholder satisfaction with our partnering in areas of regional need increased during the year, reaching a strong 89 per cent. While customer satisfaction was slightly below our target at 53 per cent, we remain focused on building value for our customers, building value for our community and making our collective contribution to a better region.

Our annual *Ripple Effect* Program is one example of our partnering to help communities flourish. Sixteen organisations and schools across South West Victoria received a share of our $44,000 *Ripple Effect* community grant funding during the year. The initiatives supported represent a total community investment of over $200,000 and address areas of regional priority: health and wellbeing, education and volunteering, the environment, and regional prosperity.