

Westernport Water – Outcomes – 2023-2028

Summary table

Outcome	23-24	24-25	25-26	26-27	27-28	Overall for the period to date
1. Provide me with high-quality drinking water						
2. Reduce your environmental impact and adapt to climate change						
3. Resolve sewer blockages quickly						
4. Keep water interruptions to a minimum						
5. Be there when I need you						
6. Keep my essential services affordable						
Overall, for reporting year						

Business comments

On balance, Westernport Water has delivered its commitments to customers throughout 2024-25. Improvement opportunities exist for the average duration of unplanned water interruptions and response times to Priority 1 bursts (noting that only one occurred).

As a consequence of missing Outcome 4 over two consecutive years, Westernport Water will invest \$25,000 in a community led cause as per our performance management review that was agreed by customers in the 2023 Price Review.

In other areas, Westernport Water outperformed its targets delivering greater value to customers. These areas included: drinking water satisfaction, effluent reuse, water quality complaints, hardship grants, and Utility Relief Grant scheme payments.

Throughout this regulatory period, Westernport Water is assessing its performance using the following approach:

- 1) Traffic lights are allocated to **outputs** based on a pass (green) or fail (red). Traffic lights are allocated to **outcomes** on balance – more passes than fails (green), more fails than passes (red), same amount of passes and fails (orange).
- 2) Throughout July/August, Westernport Water meets with our Customer Assessment Panel and presents our performance in detail to the Panel. Customer opinions are sought and influence our focus in future years.
- 3) Our performance and customer commentary is published in our 'Annual Watermark' and distributed to every customer with a copy of their bill in Q2 of the financial year. It is also available to customers via our website.

Outcome 1: High-quality drinking water

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Customer satisfaction with drinking water – customers answering ‘Yes’ to ‘Are you satisfied with your drinking water?’ (via the annual customer satisfaction survey)	Percentage of survey respondents	Target	>70%	>67%	>68%	>69%	>70%	>70%
		Actual	75%	72%	74%			
b. Number of water quality complaints	Number per 100 customers	Target	<0.22	<0.22	<0.22	<0.22	<0.22	<0.22
		Actual	0.11	0.15	0.18			
c. Number of <i>Safe Drinking Water Act</i> non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0
		Actual	0	0	0			
d. Delivery of Water Quality Continuous Improvement Program by 2026-27	Project status	Target		On-Track	On-Track	On-Track	Complete	
		Actual		On-Track	On-Track			
e. Delivery of Community Drinking Water Education Program by 2027-28	Project status	Target		On-Track	On-Track	On-Track	On-Track	Complete
		Actual		On-Track	On-Track			

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



Business comment

All output targets have been met in 2024-25.

Outcome 2: Reduce your environmental impact and adapt to climate change

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Nutrients discharged to the ocean (target does not apply in extreme wet weather years as defined by EPA license conditions.)	Tonnes of nitrogen discharged per 1000 sewer connections	Target	N/A	<1.2	<1.2	<1.2	<1.2	<1.2
		Actual	0.8	0.94	1.04			
b. Net greenhouse gas emissions	CO2-e Tonnes	Target	<5974	<5,974	<5,598	<5,598	<5,598	<4,199
		Actual	6,611	5,659	5,598			
c. Volume of effluent reused (target does not apply in extreme wet weather years as defined by EPA license conditions.)	ML per annum	Target	N/A	>267	>267	>267	>267	>267
		Actual	347	319.6	503.2			

d. Delivery of Recycled Water Wetland Storage Project by 2027-28	Project status	Target	On-Track	On-Track	On-Track	On-Track	Complete
		Actual	On-Track	On-Track			
e. Delivery of Bio-Gas Waste to Energy Project by 2025-26	Project status	Target	On-Track	On-Track	Complete		
		Actual	Under Review	Cancelled			

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



Business comment

Most output targets have been met in 2024-25. Westernport Water recorded a significant increase in the volume of effluent reused due to dry conditions and a high irrigation volume at King Road Wastewater Treatment Plant. Large-scale generation certificates were surrendered to meet our commitment for net greenhouse gas emissions.

The Biogas Waste to Energy facility at Cowes Wastewater Treatment Plant was found to be unfeasible following investigation. A Master Plan for the Cowes WWTP has been developed, which will provide a pathway to meet the intended outcomes for this project in the years ahead.

Outcome 3: Resolve sewer blockages quickly

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Average sewer blockage response time	Minutes to respond	Target	N/A	<35	<35	<35	<35	<35
		Actual	58.1	28.26	27.14			
b. Average sewer blockage rectification time	Minutes to rectify	Target	N/A	<150	<150	<150	<150	<150
		Actual	229.4	107.08	96.30			

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



Business comment

All output targets have been met in 2024-25.

Outcome 4: Keep water interruptions to a minimum

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Average duration of unplanned water supply interruptions	Minutes	Target	N/A	<85	<85	<85	<85	<85
		Actual	93.8	139	95			
b. Average number of planned and unplanned water supply interruptions per customer	Number per customer	Target	<0.4	<0.4	<0.4	<0.4	<0.4	<0.4
		Actual	0.42	0.4	0.4			

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



Business comment

One of two output targets have been met in 2024-25. Whilst the average duration of unplanned water supply interruptions fell by 32% in the last 12 months, the complexity of some interruptions meant that Westernport Water missed the target for a second consecutive year. As per our performance management regime, Westernport Water will now contribute \$25,000 to a community-led cause in response to missing an outcome over two consecutive years.

Outcome 5: Be there when I need you

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Number of customer complaints	Number per 100 customers	Target	N/A	<0.6	<0.6	<0.6	<0.6	<0.6
		Actual	0.58	0.29	0.35			
b. Average response time to Priority 1 bursts and leaks	Minutes	Target	30	<30	<30	<30	<30	<30
		Actual	0	6	57			
c. Average Response time to Priority 2 bursts and leaks	Minutes	Target	35	<35	<35	<35	<35	<35
		Actual	39.2	36	24			
d. Customer satisfaction with ease of effort – (customers answering 'Yes' to 'Have you been in touch with your water corporation in the last 12 months? And would you say that they are easy to deal with?' (via annual customer satisfaction survey))	Percentage of survey respondents	Target	N/A	>89%	>89%	>89%	>89%	>89%
		Actual	88%	92%	96%			

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



Business comment

Most output targets have been met in 2024-25. Only one Priority 1 burst occurred in the last 12 months.

Outcome 6: Keep my essential services affordable

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Number of hardship grants approved	Number	Target	25	>100	>75	>50	>50	>50
		Actual	229	198	289			
b. Number of utility relief grant scheme payments	Number	Target	N/A	>53	>53	>53	>53	>53
		Actual	266	394	432			

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



Business comment

All output targets have been met in 2024-25.