

Wannon 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. Provide safe and reliable water supplies	Green	Green	Grey	Grey	Grey
2. Provide sewerage services that protect public health and the environment	Green	Green	Grey	Grey	Grey
3. Ensure the long-term resilience of our services	Green	Green	Grey	Grey	Grey
4. Be responsive and willing to adapt as customers' needs change	Green	Green	Grey	Grey	Grey
5. Protect and enhance the environment in line with community expectations	Yellow	Yellow	Grey	Grey	Grey
6. Partner with customer communities and helping our region flourish	Green	Green	Grey	Grey	Grey
7. Ensure we provide great value	Red	Red	Grey	Grey	Grey
Overall	Green	Green	Grey	Grey	Grey

Business comments

Overall we rate our performance as being achieved. Predominantly we have achieved great results in areas of importance to our customers with exceptions and plans to rectify these outlined in this report.

Outcome 1: Provide safe and reliable water supplies

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	–	0	0	0	0	0	0
		Actual	2	7	2	5			
b Percentage of surveyed customers satisfied with water quality (score of 5 or more out of 10)	Percentage of customers surveyed	Target	–	88%	Improving trend over the period				
		Actual	88%	79%	81%	82%			
c Percentage of surveyed customers who experienced water service interruptions, that are satisfied with Wannon Water's management of the interruption (score of 5 or more out of 10)	Percentage of customers surveyed	Target	–	83%	83%	83%	83%	83%	83%
		Actual	83%	94%	87%	88%			

Overall outcome 1 performance for the regulatory period so far:



Business comment

Two instances of non-compliance with the Safe Drinking Water Act occurred during the year in Cavendish. Both were minor in nature, and occurred as a result of organics in the water system. Treatment process optimisation ensured compliance was rectified. Our water was safe to consume at all of our locations, including Cavendish, for the whole year. Pleasingly customers' satisfaction with water quality increased during the year and our management of water service interruptions remains ahead of expectations.

Three minor non-conformances were noted during a Safe Drinking Water Act Audit in relation to the establishment of preventative measures, establishment and implantation of critical control points and the quantification of microbial risk. These were considered minor non-conformances because self-identification and progress to rectify the issues was evident to the auditors.

Our 2020 customer survey results show that our customer's satisfaction with water quality has increased over time. It also showed that satisfaction with aspects of water quality varied greatly by area, reflecting the varied water sources in our region.

Outcome 2: Provide sewerage services that protect public health and the environment

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Percentage of customers who experienced sewer spills on or within their property, that are satisfied with Wannon Water's management of the spill (score of 3 or more out of 5)	Percentage of customers surveyed	Target	–	NA	Improving trend over the period				
		Actual	Not measured	Not measured	96%	100%			

Overall outcome 2 performance for the regulatory period so far:



Business comment

Sewer spills are not pleasant for our customers or employees. This drives our performance and the results reflect the importance we place on effectively managing a spill should it occur.

Our 2020 customer survey results show that the proportion of customers very satisfied with their sewerage services is increasing over time.

Outcome 3: Ensure the long-term resilience of our services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Maintain top quartile rank in WSAA Asset Management Customer Value Benchmarking Result	Achieved/Not Achieved	Target	–	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
		Actual	Achieved	Achieved	Achieved	Achieved			
b Number of towns placed on water restrictions in a year	Number	Target	–	0	0	0	0	0	0
		Actual	0	0	0	0			

Overall outcome 3 performance for the regulatory period so far:



Business comment

We manage more than \$1 billion dollars of assets that are critical in delivering services to customers. We therefore place a high level of importance on effective management of these assets. An external assessment of our asset management system occurred in 2017. Compared to best practice Wannon Water placed in the top quartile of participant entities. We expect similar benchmarking results when the next assessment is undertaken in 2020.

No towns were placed on water restrictions during the year. Whilst this result is somewhat climate dependant, proactive planning and significant works undertaken to secure water supplies in our region have provided a greater level of certainty that water restrictions will be a rare occurrence for our customers.

Our 2020 customer survey results show that satisfaction with ensuring the long term resilience of water and sewerage services increased significantly this year.

Outcome 4: Be responsive and willing to adapt as customers' needs change

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of instances of two-way engagement to inform the development of Wannon Water's Corporate Plan	Number	Target	–	≥ 500	≥ 500	≥ 500	≥ 500	≥ 500	≥ 500
		Actual	Not measured	Not measured	1,661	2,124			
b Development and implementation of customer on-line portal, MyWannonWater, by end June 2019	Achieved/Not Achieved	Target	–	NA	Achieved	N/A	N/A	N/A	N/A
		Actual	NA	NA	Not Achieved	N/A	N/A	N/A	N/A
c Number of customers using on-line portal (once portal established)	Number	Target	–	NA	N/A	N/A	N/A	N/A	N/A
		Actual	NA	NA	N/A	1,209	N/A	N/A	N/A
d Number of customer interactions with on-line portal	Number	Target	–	NA	N/A	New measure	2,500	3,000	3,500
		Actual	NA	NA	N/A	2,194			

Overall outcome 4 performance for the regulatory period so far:



Business comment

We continued to build on the significant enhancements in our community engagement activities in recent years. In 2019/20 we achieved an increase of nearly 500 on last year's strong result. Our flagship engagement initiative, the Wannon Water Engagement Cycle, garnered valuable insights from residential, small business, industrial, rural and vulnerable customers, and traditional owners. Engagement with community groups also helped us explore expectations of Wannon Water in protecting the environment, providing value for money and strengthening communities.

Our *myWannonWater* customer portal went live in July 2019, narrowly missing our proposed end of June 2019 deadline. Our customers told us they wanted increased channels to communicate and transact with us and *myWannonWater* is meeting that desire. Our 1,209 registered *myWannonWater* users had 2,194 interactions with the system. Interactions steadily increased during the year. We are pleased with the uptake from our customers.

Our 2020 customer survey results show that satisfaction with our responsiveness and willingness to adapt as customer needs change increased significantly this year.

Outcome 5: Protect and enhance the environment in line with community expectations

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Compliance with Amalgamated EPA Licence (annual median result for all Water Reclamation Plants)	Percentage	Target	–	100%	100%	100%	100%	100%	100%
		Actual	97.8%	99.0%	96.1%	96.0%			
b Compliance with bulk entitlement and groundwater licences	Achieved/Not Achieved	Target	–	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
		Actual	Achieved	Achieved	Achieved	Achieved			
c Percentage emissions reduction compared to baseline of 31,626 tonnes CO ₂ emissions	Percentage	Target	–	9.9%	26.6%	29.0%	22.4%	18.8%	24.5%
		Actual	8.8%	3.0%	3.6%	15.7%			

Overall outcome 5 performance for the regulatory period so far:



Business comment

Wannon Water expects to report 3 non-compliances with our EPA Amalgamated Licence. Warrnambool's plant performance was affected by an increase in waste from a major customer. Whilst this issue is currently managed operationally, the planned upgrade at this plant is expected to enhance the plant's ability to deal with increased loads. Wannon Water had already commenced a significant upgrade to screening at the Warrnambool plant when an incident resulted in litter such as fat balls, plastic products and cotton buds were discharged to the ocean. The completed works reduce the likelihood of these incidents occurring in the future. We experienced challenges at the Heywood plant due to increased algae growth, and at the Camperdown, Hamilton, Terang, Dunkeld and Mortlake plants where storage capacity was exceeded during winter 2019 requiring temporary releases of treated wastewater.

We made significant progress towards achieving our Carbon Neutrality plans during the year, reducing our CO₂ emissions by 12% compared to the prior year. The emissions reduction benefit following the completion of the Portland Wind Turbine part way through the year is the main driver of the results. We remain below the voluntary target that we set in 2017 however our focus is achieving our 2025 obligation to deliver a 40% reduction.

Our 2020 customer survey tells us that our customers are increasingly satisfied with our efforts protecting and enhancing the environment in line with their expectations and reducing our carbon emissions. Our customer survey results also tell us customers have increasing satisfaction with our sewerage services, and that concerns about pollution to the environment is very low.

Outcome 6: Partner with customer communities and helping our region flourish

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Percentage of customers surveyed who are satisfied with Wannon Water's performance partnering with communities to help its region flourish (score of 5 or more out of 10)	Percentage of customers surveyed	Target	–	54%	54%	54%	54%	54%	54%
		Actual	Not measured	54%	55%	58%			
b Percentage of regional stakeholders surveyed who are satisfied with Wannon Water's performance partnering on areas of regional priority (score of 5 or more out of 10)	Percentage of stakeholders surveyed	Target	–	78%	78%	78%	78%	78%	78%
		Actual	Not measured	78%	78%	78%			
c Percentage of surveyed customers who engaged with Wannon Water satisfied with the engagement process (score of 4 or 5 out of 5)	Percentage of customers surveyed	Target	–	Not measured	New measure	92%	92%	92%	92%
		Actual	Not measured	Not measured	92%	97%			

Overall outcome 6 performance for the regulatory period so far:



Business comment

These results inform us that our customers and stakeholders appreciate our approach and actions taken to improve the success of our region. We identified four themes where we aim to deliver shared value for the organisation and our communities. These themes are regional prosperity, education, training & volunteering, health & wellbeing and natural environment.

An important part of measuring the effectiveness of our customer engagement is assessing whether the engagement was valued by those involved. This sentiment is captured via a short survey of those customers who participated in our direct engagement sessions. Of those engaged this year, 97% either agreed or strongly agreed that the engagement session was a worthwhile use of their time, an increase from 92% in 2018/19.

Our 2020 customer survey results show that satisfaction with us partnering with their communities and helping our region flourish increased significantly this year.

Outcome 7: Ensure we provide great value

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers satisfied (5-8) or very satisfied (9-10) with value for money (from Customer Value Survey) (score of 5 or more out of 10)	Percentage of customers surveyed	Target	–	84%	84%	84%	84%	84%	84%
		Actual	84%	84%	78%	80%			

Overall outcome 7 performance for the regulatory period so far:



Business comment

The perceived value of our service increased significantly from previous years with 30% of customers in our 2020 customer survey rating our services as ‘excellent’ value. A further 50% were satisfied with the value they receive.

Continuing last year’s increase, overall satisfaction with Wannon Water over the last 12 months increased significantly with 55% of our customers expressing very high levels of satisfaction. During the year we heard customers express that the key drivers of their overall satisfaction included information, customer service, cost of water and charges, water quality and water supply reliability. Key projects and initiatives that address these areas of customer feedback are included in our Corporate Plan 2020-25. Affordability remains a focus and an average residential customer can expect their bill to fall by \$8 in 2020-21. The experiences our customers have when they interact with us is important to us. A number of initiatives were implemented during the past two years, with further plans in 2020-21 and future years. Our proactive asset planning and works program will ensure that our customers continue to enjoy a high level of water and sewerage services.