

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

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. A swift change in treatment process 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, despite decreasing on the prior year, remains ahead of expectations.

## 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%				

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.

### 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				
b Number of towns placed on water restrictions in a year	Number	Target	–	0	0	0	0	0	0
		Actual	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.

## 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				
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				
c Number of customers using on-line portal (once portal established)	Number	Target	–	NA	N/A	To be established following 2019-20			
		Actual	NA	NA	N/A				

Overall outcome 4 performance for the regulatory period so far:



### Business comment

We have greatly enhanced our engagement with the community in recent years. To have achieved more than three times the targeted instances of engagement during the year is really pleasing. In addition to our annual customer survey, we engaged with 39 key stakeholder groups and hosted 6 'come-to' sessions. We engaged with residential, small business, rural and major customers, non-bill payers and vulnerable customer groups.

Our *myWannonWater* customer portal was developed during 2018-19. Our customers told us they wanted increased channels to communicate and transact with us and *myWannonWater* will meet that desire. We take information security seriously and ensuring the security of customer's data was a main contributor to the minor delay in implementation. With a staged rollout approach over the July 2019 – January 2020 period, *myWannonWater* was opened to select customers during July 2019.

## 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%				
b Compliance with bulk entitlement and groundwater licences	Achieved/Not Achieved	Target	–	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
		Actual	Achieved	Achieved	Achieved				
c Percentage emissions reduction compared to baseline of 31,626 tonnes CO <sub>2</sub> emissions	Percentage	Target	–	9.9%	26.6%	29.0%	22.4%	18.8%	24.5%
		Actual	8.8%	3.0%	3.6%				

Overall outcome 5 performance for the regulatory period so far:



### Business comment

During the year two sewer treatment plants were not able to achieve full compliance, however there was no detrimental impact on the environment. The Warrnambool plant was affected by an increase in waste from a major customer. Whilst this issue is currently managed operationally, the planned capacity upgrade at this plant is expected to increase the plant's ability to deal with the impact of these types of loads. The Heywood plant had challenges meeting licence conditions during the colder months when it is difficult to remove nitrogen from the waste.

Our Carbon Neutrality plans made significant progress during the year, although we did not meet the voluntary target that we set in 2017. Construction of the Portland Wind Turbine made significant progress, although delays in the program meant commissioning will now occur early in 2019-20. We expect that the full emissions reduction benefit will be realised from 2019-20 onwards. Our Carbon Sequestration project generated the equivalent of 7,554 tonnes of federally recognised Australian Carbon Credit Units during the year, although a considered decision was made not to surrender these eligible offsets during this reporting period.

## 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%				
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%				
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%				

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.

The effectiveness of engagement with our customers is partially measured by whether the engagement was valued by those involved. Customers who participated in 'deep-dive' engagements were surveyed regarding this, with 92% agreeing that our engagement with them was a worthwhile use of their time.



## 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%				

Overall outcome 7 performance for the regulatory period so far:



### Business comment

During the year we heard customers express matters of importance impacting their satisfaction levels including usage price, cost of services, taste of the water and water quality. Customers also told us that the key drivers of their overall satisfaction are water supply, information, customer service, value for money, water quality and sewerage services. Key projects and initiatives that address these areas of customer feedback are included in our Corporate Plan 2019-24. Affordability remains a focus with residential customer bills increasing by less than consumer price index each year until 2023. The review of the rural water surcharge will conclude during 2019-20, and progressing our taste of water initiatives will continue. The experiences our customers have when they interact with us is important to us. A number of initiatives were implemented during 2018-19, with further plans in 2019-20 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.