

Wannon Water – Outcomes – 2018–2023

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Provide safe and reliable water supplies					
2. Provide sewerage services that protect public health and the environment					
3. Ensure the long-term resilience of our services					
4. Be responsive and willing to adapt as customers' needs change					
5. Protect and enhance the environment in line with community expectations					
6. Partner with customer communities and helping our region flourish					
7. Ensure we provide great value					
Overall					

Business comments

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					
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%					
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%					


Overall outcome 1 performance for the regulatory period so far:



Business comment

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 5 or more out of 10)	Percentage of customers surveyed	Target	–	NA	Improving trend over the period				
		Actual	Not measured	Not measured					

Overall outcome 2 performance for the regulatory period so far: 

Business comment

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

Overall outcome 3 performance for the regulatory period so far: 

Business comment

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

Overall outcome 4 performance for the regulatory period so far:



Business comment

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%					
b Compliance with bulk entitlement and groundwater licences	Achieved/Not Achieved	Target	–	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
		Actual	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%					


Overall outcome 5 performance for the regulatory period so far:



Business comment

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%					
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%					
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, 2018-19 result will set target for period				
		Actual	Not measured	Not measured					

Overall outcome 6 performance for the regulatory period so far: 

Business comment

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%					

Overall outcome 7 performance for the regulatory period so far: 

Business comment