

Westernport 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 2023-2024 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. 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

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		>67%	>68%	>69%	>70%	>70%
		Actual						
b. Number of water quality complaints	Number per 100 customers	Target		<0.22	<0.22	<0.22	<0.22	<0.22
		Actual						
c. Number of <i>Safe Drinking Water Act</i> non-compliances (water sampling and audit)	Number	Target		0	0	0	0	0
		Actual						
d. Delivery of Water Quality Continuous Improvement Program by 2026-27	Project status	Target		On-Track	On-Track	On-Track	Complete	
		Actual						
e. Delivery of Community Drinking Water Education Program by 2027-28	Project status	Target		On-Track	On-Track	On-Track	On-Track	Complete
		Actual						

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

Business comment

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		<1.2	<1.2	<1.2	<1.2	<1.2
		Actual						
b. Net greenhouse gas emissions	CO2-e Tonnes	Target		<5,974	<5,598	<5,598	<5,598	<4,199
		Actual						
c. Volume of effluent reused (target does not apply in extreme wet weather years as defined by EPA license conditions.)	ML per annum	Target		>267	>267	>267	>267	>267
		Actual						

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

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

Business comment

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		<35	<35	<35	<35	<35
		Actual						
b. Average sewer blockage rectification time	Minutes to rectify	Target		<150	<150	<150	<150	<150
		Actual						

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

Business comment

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		<85	<85	<85	<85	<85
		Actual						
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
		Actual						

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

Business comment

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		<0.6	<0.6	<0.6	<0.6	<0.6
		Actual						
b. Average response time to Priority 1 bursts and leaks	Minutes	Target		<30	<30	<30	<30	<30
		Actual						
c. Average Response time to Priority 2 bursts and leaks	Minutes	Target		<35	<35	<35	<35	<35
		Actual						
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		>89%	>89%	>89%	>89%	>89%
		Actual						

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

Business comment

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		>100	>75	>50	>50	>50
		Actual						
b. Number of utility relief grant scheme payments	Number	Target		>53	>53	>53	>53	>53
		Actual						

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

Business comment