

Westernport 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 2021-22 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 key outcomes and overall.

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Reliable water and wastewater services	Yellow	Green	Yellow	Red	Grey
2. Better tasting water	Yellow	Yellow	Yellow	Red	Grey
3. Affordable and responsive services	Yellow	Green	Green	Yellow	Grey
4. A more sustainable community	Yellow	Yellow	Yellow	Yellow	Grey
Overall	Yellow	Yellow	Yellow	Yellow	Grey

Business comments

Westernport Water’s output targets represent a 5-year annual average with the exception of Output 4a and 4b, which are applicable for 2022-23. As a consequence, where performance is below the anticipated 5-year annual average, it has been highlighted as amber (behind, but recoverable). Throughout the regulatory period if Westernport Water believes that it can no longer achieve the 5-year annual average, it will be highlighted red (not achieved). Performance at the outcome level reflects the lowest performing output within the group.

Outcome 1: Reliable water and wastewater services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of water supply interruptions – unplanned and planned	Number per 100km	Target	NA	NA	46.0	46.0	46.0	46.0	46.0
		Actual	42.4	40.1	27.3	17.9	17.5	29.5	
b Number of sewer main blockages	Number per 100km	Target	10	10	4.1	4.1	4.1	4.1	4.1
		Actual	7.4	6.0	6.1	3.8	5.4	7.7	
c Average total customer minutes off water supply – unplanned and planned	Customer minutes	Target	150.0	150.0	103.0	103.0	103.0	103.0	103.0
		Actual	130.9	126.4	112.7	83.1	141.7	126.5	

Overall outcome 1 performance for the regulatory period so far:

Business comment

- A: Planned and unplanned interruptions increased by 68.6% from 2020-21, the highest number of interruptions in the last 5 years due to an increased number of planned works. However, results remain well under the target.
- B: Sewer blockages remain above average. A total of 30 sewer main blockages were reported in 2021-22, 87.8% over target. These increases are attributed to the La Nina weather pattern causing significant root infiltration. Analysis of preventative maintenance programs in progress. The 2021-22 target has contributed to the five year target average not being achieved.
- C: Above target because of planned mains cleaning in Cowes, and two water main bursts that were complex to repair. One burst was due to a fallen tree damaging a water main and powerlines. Repair could not be completed until the site was safe, delaying time to restore services.

Outcome 2: Better tasting water

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers satisfied with drinking water (via survey)	Percentage of customers surveyed	Target	NA	NA	70%	70%	70%	70%	70%
		Actual	69%	73%	64%	69%	72%	66%	
b Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	NA	NA	0	0	0	0	0
		Actual	0	0	0	0	0	0	
c Number of water quality complaints	Number per 100 customers	Target	NA	NA	0.22	0.22	0.22	0.22	0.22
		Actual	0.12	0.18	0.22	0.08	0.95	0.25	

Overall outcome 2 performance for the regulatory period so far:



Business comment

- A: A water quality event in the previous year caused customer satisfaction levels to drop to 66% in 2021-22. These issues have now been addressed. This has now contributed to the five year target average not being achieved.
- C: Naturally occurring taste compounds in the raw water, changes within network operations and chlorine residuals all contributed to Westernport Water not achieving the target. This has now contributed to the five year target average not being achieved.

Outcome 3: Affordable and responsive services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Average time to attend water bursts and leaks – priority 1	Minutes	Target	30.0	30.0	30.0	30.0	30.0	30.0	30.0
		Actual	6.6	16.5	2.0	0.0	0.0	1.0	
b Average time to attend water bursts and leaks – priority 2	Minutes	Target	90.0	90.0	35.0	35.0	35.0	35.0	35.0
		Actual	27.5	31.0	40.4	30.6	34.7	64.1	
c Average time to attend water bursts and leaks – priority 3	Minutes	Target	450.0	450.0	300.0	300.0	300.0	300.0	300.0
		Actual	276.9	235.2	43.4	45.6	50.4	148.3	
d Telephone calls answered within 30 seconds	Percentage	Target	90%	90%	97%	97%	97%	97%	97%
		Actual	99%	98%	97%	97%	97%	97%	
e Number of hardship grants approved	Number	Target	NA	NA	25	25	25	25	25
		Actual	2	58	30	107	259	238	

Overall outcome 3 performance for the regulatory period so far:

Business comment

- A: Attendance times have remained consistently low throughout the years. One priority 1 burst occurred during 2021-22. Due to similar system alerts in the past the team proactively identified a potential issue and were onsite at the time of the burst, resulting in a short response time.
- B: Increase was caused by an incident not being logged on time by overnight call centre. Process now amended. Current climatic conditions also resulted in higher than average water mains bursts and leaks.
- C: Despite a 194% increase from 2020-21, average time to respond remains well under the target of 300 minutes.
- E: We were pleased to provide hardship support over and above our target in response to the ongoing impacts of the pandemic.

Outcome 4: A more sustainable community

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Effluent reuse	Percentage	Target	NA	NA	On track	On track	On track	On track	25%
		Actual	20%	21%	24%	14%	7.4%	17.9%	
b Net Greenhouse Gas Emissions	CO ₂ -e tonnes	Target	NA	NA	On track	On track	On track	On track	5,974
		Actual	6,476	6,637	6,920	6,460	6,704	5,973	Achieved
c Number of community education engagements	Number	Target	NA	22	22	22	22	22	22
		Actual	22	27	23	23	12	29	

Overall outcome 4 performance for the regulatory period so far:

Business comment

- A: Effluent target not met due to the Class A Treatment Plant being offline for membrane replacement during the irrigation season. Effluent reuse was still higher than in 2020-21, and we expect to meet this target by June 2023.
- B: Reduction of 150 tonnes CO₂-e (e = equivalent) due to new solar panels at CWTP and the voluntary surrender of 368 MWh credits, equal to 368 tonnes CO₂-e from the Zero Emissions Water (ZEW) – Power Purchase Agreement (PPA).
- C: Planned community events and face-to-face engagements exceeded targets due to a focused effort on engagement.