

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 2020-21 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. Reliable water and wastewater services	Yellow	Green	Yellow		
2. Better tasting water	Yellow	Yellow	Yellow		
3. Affordable and responsive services	Yellow	Green	Green		
4. A more sustainable community	Yellow	Yellow	Yellow		
Overall	Yellow	Yellow	Yellow		

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		
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		
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		

Overall outcome 1 performance for the regulatory period so far:



Business comment

- The number of water supply interruptions per 100km remains very low and is less than half the number experienced at the end of the last regulatory period. This is expected to continue following the commissioning of the Phillip Island Water Supply Security Project, which will minimise interruptions on Phillip Island.
- The number of sewer main blockages were higher than anticipated. Westernport Water cleared 8 blockages in June 2021, the highest monthly number on record.
- Average total customer minutes off supply is higher than anticipated due to responsive air scouring in December 2020 that was undertaken after taste and odour issues were experienced in some areas of the network. This resulted in interruptions to numerous townships.

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%		
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		
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		

Overall outcome 2 performance for the regulatory period so far:



Business comment

- Customer satisfaction with drinking water improved significantly this year. While there were no non-compliance events this year, taste and odour issues affecting some townships in December contributed to a higher number of complaints this year. A debrief from the December event will lead to operational improvements and going forward.

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		
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	34.71		
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	50.44		
d Telephone calls answered within 30 seconds	Percentage	Target	90%	90%	97%	97%	97%	97%	97%
		Actual	99%	98%	97%	97%	97%		
e Number of hardship grants approved	Number	Target	NA	NA	25	25	25	25	25
		Actual	2	58	30	107	259		

Overall outcome 3 performance for the regulatory period so far:



Business comment

- Westernport Water’s attendance times have remained consistent throughout this year, providing customers with confidence that bursts and leaks will be responded to in a timely manner.
- Customer calls continued to be answered in a timely manner despite remote working arrangements stemming from COVID-19 restrictions.
- Westernport Water increased its hardship support arrangements in response to the changing financial circumstances of our customers. Funding was re-prioritised to hardship from debt recovery efforts where possible.

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%		
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		
c Number of community education engagements	Number	Target	NA	22	22	22	22	22	22
		Actual	22	27	23	23	12		

Overall outcome 4 performance for the regulatory period so far:



Business comment

- Effluent reuse is much lower this year due to higher than average rainfall, reduced irrigation at King Road Wastewater Treatment Plant from the wet weather discharge, and the non-operation of the Class A recycled water plant. Reuse targets remain on track to meet the end of regulatory period target. A new pivot irrigator was connected this year at King Road Wastewater Treatment Plant to increase reuse capacity.
- Greenhouse gas emissions increased in the second half of this year due to increased power consumption to meet higher than normal holiday season demand following restrictions on interstate and international travel. Westernport Water remains on track to meet the end of regulatory period target for emissions. A 99.6kW ground mounted solar array was installed at Cowes Wastewater Treatment Plant this year.
- Education engagements have been a challenge due to the regular application of restrictions. Planned community events and face-to-face engagements have mostly been cancelled or postponed to a later time. While 12 engagements were completed, another 13 were cancelled or postponed at short notice during this year.