

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

In 2018-19, Westernport Water has reported mixed annual results, but has plans in place to meet its 5-year targets.

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				
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				
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				

Overall outcome 1 performance for the regulatory period so far:



Business comment

Customers have received less water supply interruptions due to the provision of a temporary water supply during all water main renewals. The delivery of the Phillip Island Water Security Supply Project in coming years is expected to reduce the average total customer minutes off water supply. Likewise, Westernport Water plans to introduce CCTV asset condition assessment from 2019-20, which is expected to reduce the number of sewer main blockages.

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%				
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				
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				

Overall outcome 2 performance for the regulatory period so far:



Business comment

Customer satisfaction with drinking water was below target. This may be due to the higher proportion of holiday home owners that participated in the survey than normal. This market segment is historically less satisfied with our drinking water. Inconsistencies in the make-up of survey participants are expected to even out over the regulatory period.

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				
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				
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				
d Telephone calls answered within 30 seconds	Percentage	Target	90%	90%	97%	97%	97%	97%	97%
		Actual	99%	98%	97.3%				
e Number of hardship grants approved	Number	Target	NA	NA	25	25	25	25	25
		Actual	2	58	30				

Overall outcome 3 performance for the regulatory period so far:



Business comment

Westernport Water only received one P1 burst in 2018-19. In this instance, the burst created a significant drop in water pressure that triggered a SCADA alarm enabling an immediate response. The number of Priority 2 bursts increased in 2018-19 from 32 to 51 due to dryer conditions leading to a higher than anticipated response time. Two staff were on modified light duties during 2018-19, which enabled them to specifically focus on responding to P3 bursts and leaks, improving response times.

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%	23.5%				
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				
c Number of community education engagements	Number	Target	NA	22	22	22	22	22	22
		Actual	22	27	23				

Overall outcome 4 performance for the regulatory period so far:



Business comment

The favourable increase in reuse is due to a Class B pilot project and an extended dry period. The unfavourable increase in Net Greenhouse Gas Emissions is due to the removal of alum sludge from Westernport Water's water treatment plant, which is not an annual project. The first phase of additional solar installations will be delivered in 2019-20, which is intended to reduce Net Greenhouse Gas Emissions.