

Westernport Water – Outcomes – 2018–2023

Summary table

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

Business comments

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					
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					
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	83.7					

Overall outcome 1 performance for the regulatory period so far: 

Business comment

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%					
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					
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					

Overall outcome 2 performance for the regulatory period so far:



Business comment

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

Overall outcome 3 performance for the regulatory period so far:



Business comment

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

Overall outcome 4 performance for the regulatory period so far: 

Business comment