

Western Water – Outcomes – 2018–2020

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. Fair and affordable charges for all customers	Green				
2. Reliable, safe services to existing and new customers	Green				
3. Innovative approaches to addressing customer needs	Green				
4. Care of the environment	Yellow				
5. Sustainable contribution to the community and regional liveability	Green				
Overall	Green				

Business comments

As Western Water’s performance was strong in the majority of outcomes the overall rating is green. The one orange rating was due to net greenhouse gas emissions being slightly above the interim target, albeit still on track to meet the reduction pledge, and a reduction in customer

satisfaction rating achieved from an on-line survey, on the way Western Water is perceived to care for the environment. During 2018-19 Western Water elected to use an on-line survey utilising approximately half the customer base of registered customer email addresses. This was a departure from previous surveys (conducted via phone to 600 residential and 200 business customers) and produced slightly different results. Western Water is proposing to run both methodologies in parallel in 2019-20 in an attempt to better understand any underlying causes for the deviations.

Outcome 1: Fair and affordable charges for all customers

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Tariff structure review with customers completed by late 2019	Met/not met	Target	NA	NA	NA	Met			
		Actual	NA	NA	On track				
b Customer satisfaction that the price of water services represents value for money (via survey)	Average rating out of 10	Target	NA	NA	≥6	≥6			
		Actual	6.2	6.2	6.4				
c Customer hardship program participants who have cleared outstanding debt	Percentage of participants	Target	NA	NA	≥20%	≥20%			
		Actual	NA	NA	17.6%				

Overall outcome 1 performance for the regulatory period so far:



Business comment

Western Water is focused on delivering fair and affordable services to customers. Western Water has achieved slightly less than target in recorded cleared hardship customer participants, due to a temporary extension in retention period being in place to ensure customers could demonstrate capability of managing their debt beyond the program.

Outcome 2: Reliable, safe services to existing and new customers

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Planned water supply interruptions during peak hours or longer than notified	Number of interruptions	Target	0	0	0	0			
		Actual	0	0	14				
b Water quality complaints	Number per 1000 customers	Target	NA	NA	≤4	≤4			
		Actual	2.35	2.62	2.01				
c Average response time to priority 1 water incidents	Minutes	Target	25	25	≤30	≤30			
		Actual	20	21.8	23.2				
d Average response time to priority 1 sewer spills	Minutes	Target	24.21	24.21	≤30	≤30			
		Actual	22.5	23.1	27				
e Average planned water supply interruptions per customer	Number per customer	Target	0.09	0.09	<0.10	<0.10			
		Actual	0.17	0.08	0.04				
f Average duration of planned water supply interruptions	Minutes	Target	180	180	≤240	≤240			
		Actual	166	123	155				
g Customers experiencing more than 3 sewer service interruptions	Number	Target	2	2	0	0			
		Actual	0	0	0				

h Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	-	-	-	-				
		Actual	5	0	1					

Overall outcome 2 performance for the regulatory period so far:



Business comment

For the first time Western Water failed to meet its target of zero planned interruptions during peak times or interruptions longer than notified. The failure was due to a contractor commencing preparation work 20 minutes prior to the planned shut time and encroaching into the residential peak period. The works resulted in a hydrant shifting and bursting, which caused an interruption of water supply and extended shut time due to complications with making good to 14 properties, resulting in payment of 2 x GSLs for each of the affected customers. Whilst this event is not the result of a failure of Western Water practices, it highlights the need to reiterate to contractors the requirement to abide by the specified times for conducting work.

Outcome 3: Innovative approaches to addressing customer needs

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Emergency calls answered within 30 seconds (after customer has selected emergency fault option)	Percentage	Target	NA	100%	100%	100%			
		Actual	99%	100%	95%				
b Customers on e-billing	Percentage	Target	NA	11%	15%	≥20%			
		Actual	7%	11%	17.8%				
c SMS communication solution report prepared prior to 2020 price submission	Met/not met	Target	NA	NA	On track	Met			
		Actual	NA	NA	On track				
d Digital metering cost-benefit report prepared prior to 2020 price submission	Met/not met	Target	NA	NA	On track	Met			
		Actual	NA	NA	On track				
e Online services and information solution report prepared prior to 2020 price submission	Met/not met	Target	NA	NA	On track	Met			
		Actual	NA	NA	On track				

Overall outcome 3 performance for the regulatory period so far:



Business comment

The review and subsequent extension of operational hours of the Western Water Operations Centre is expected to address the current number of emergency calls being transferred to external provider resulting in call answering delays.

Outcome 4: Care of the environment

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Net greenhouse gas emissions	Tonnes CO ₂ e	Target	31,449	34,113	35,638	36,223	33,146	30,754	29,480
		Actual	32,226	33,282	37,798				
b Customer satisfaction with the way that Western Water cares for the environment (via survey)	Average rating out of 10	Target	NA	NA	≥8	≥8			
		Actual	7.9	7.8	7.6				

Overall outcome 4 performance for the regulatory period so far:



Business comment

Western Water remains on track to achieving net emission reduction by 2024-25, despite actual greenhouse gas emissions being slightly behind the internal target for 2018-19.

Customer satisfaction is slightly below target. As specified earlier, this may be due to a change in survey methodology from phone to on-line. Western Water is proposing to run both methods in parallel next year, which should provide more insight to the result variance.

Western Water has rated these both amber however, as care of the environment remains a focus, we are confident that there are sufficient processes in place to improve our environmental performance.

Outcome 5: Sustainable contribution to the community and regional liveability

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Preschools and primary schools in its region receiving education presentations by Western Water	Percentage	Target	NA	NA	≥80%	≥80%			
		Actual	91.9%	92.5%	93%				
b Engage with over 1000 customers via Water Matters website, email, social media and face to face events	Met/not met	Target	NA	NA	Met	Met			
		Actual	NA	NA	Met				
c Customers agree that Western Water is a valuable member of the community (4 or 5 out of 5, via survey)	Percentage	Target	NA	NA	≥70%	≥70%			
		Actual	74%	81%	67%				

Overall outcome 5 performance for the regulatory period so far:



Business comment

Western Water's contribution towards the community through demand for education programs and engagement remains a strength as reflected in indicators 5a & 5b.

Customer satisfaction in 5c is slightly below target. As specified earlier, this may be due to a change in survey methodology from phone to on-line. Western Water are proposing to run both methods in parallel next year which should provide more insight to the variance. At this stage Western Water does not believe there has been a shift in value as a member of the community as this is not reflected in feedback received from customers. Further engagement activity is planned for the future.