

# Western Water – Outcomes – 2018–2020

## Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Fair and affordable charges for all customers					
2. Reliable, safe services to existing and new customers					
3. Innovative approaches to addressing customer needs					
4. Care of the environment					
5. Sustainable contribution to the community and regional liveability					
Overall					

## Business comments

## 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	N/A	N/A	N/A	Met			
		Actual	N/A	N/A					
b Customer satisfaction that the price of water services represents value for money (via survey)	Average rating out of 10	Target	N/A	N/A	≥6	≥6			
		Actual	6.2	6.2					
c Customer hardship program participants who have cleared outstanding debt	Percentage of participants	Target	N/A	N/A	≥20%	≥20%			
		Actual	N/A	N/A					

Overall outcome 1 performance for the regulatory period so far: 

### Business comment

## 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					
b Water quality complaints	Number per 1000 customers	Target	N/A	N/A	≤4	≤4			
		Actual	2.35	2.62					
c Average response time to priority 1 water incidents	Minutes	Target	25	25	≤30	≤30			
		Actual	20	21.8					
d Average response time to priority 1 sewer spills	Minutes	Target	24.21	24.21	≤30	≤30			
		Actual	22.5	23.1					
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					
f Average duration of planned water supply interruptions	Minutes	Target	180	180	≤240	≤240			
		Actual	166	123					
g Customers experiencing more than 3 sewer service interruptions	Number	Target	2	2	0	0			
		Actual	0	0					

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

Overall outcome 2 performance for the regulatory period so far: 

**Business comment**

### 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	N/A	100%	100%	100%			
		Actual	99%	100%					
b Customers on e-billing	Percentage	Target	N/A	11%	15%	≥20%			
		Actual	7%	11%					
c SMS communication solution report prepared prior to 2020 price submission	Met/not met	Target	N/A	N/A	On track	Met			
		Actual	N/A	N/A					
d Digital metering cost-benefit report prepared prior to 2020 price submission	Met/not met	Target	N/A	N/A	On track	Met			
		Actual	N/A	N/A					
e Online services and information solution report prepared prior to 2020 price submission	Met/not met	Target	N/A	N/A	On track	Met			
		Actual	N/A	N/A					

Overall outcome 3 performance for the regulatory period so far:



### Business comment

## 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 <sub>2</sub> e	Target	31,449	34,113	35,638	36,223	33,146	30,754	29,480
		Actual	32,226	33,282					
b Customer satisfaction with the way that Western Water cares for the environment (via survey)	Average rating out of 10	Target	N/A	N/A	≥8	≥8			
		Actual	7.9	7.8					

Overall outcome 4 performance for the regulatory period so far: 

### Business comment

## 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	N/A	N/A	≥80%	≥80%			
		Actual	91.9%	92.5%					
b Engage with over 1000 customers via Water Matters website, email, social media and face to face events	Met/not met	Target	N/A	N/A	Met	Met			
		Actual	N/A	N/A					
c Customers agree that Western Water is a valuable member of the community (4 or 5 out of 5, via survey)	Percentage	Target	N/A	N/A	≥70%	≥70%			
		Actual	74%	81%					

Overall outcome 5 performance for the regulatory period so far: 

### Business comment