Appendix E

Strategic Planning Day Outcomes

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Western Water Customer Advisory Group and Community Reference Groups Strategic Planning Day Tuesday 25th July 2006

WORKSHOP NOTES

Customer Service Standards

Existing Requirements of Western Water – Are They Adequate?

Group A

Accept current as is – definable and easy to understand.

Group B

Existing levels

- Discussion about the 2-day minimum notification for planned interruptions.
- Others consider seem fair

Group C

- Happy with overall levels.
- But what is best practice?
- Would be interested in tracking critical timing of faults and incidences impacting commercial/industry – unplanned interruptions to water supply a higher priority
- WW meeting most of then, but should keep stretching.

Guarantee Service Levels – Monetary Payment for Default

Group A

- Penalties don't work, better focus on celebration
- Create measures (balanced score card)

Group B

- Did not support it.
- Rather just focus on delivery of critical service
- Other ways customers can pursue outcome desired other than monetary fairness.

Group C

- May be well received, but would not want forms, need to be automatic
- Perhaps better to consider non-monetary reimbursement or gift.
- Or \$25 water saving gift pack.
- Some sort of recognition that did not deliver of service levels would be a positive.

Quarterly Billing

Group A

- Why change something that is working?
- Happy to save the \$250k and bill 3 times a year

Group B

- Leave status quo (but not a total consensus).
- Maybe assist some people with cash flow issues.

Group C

- If change may then may get bill at same time as council.
- Customers not asking for it perception is that it is 4 times.
- Positive for WW is increased cash flow.
- Pursue cost neutrality by issuing bills on-line.
- What are benefits vs. costs for Western Water?

Rising Block Tariffs for Commercial Customers

- Need to conduct analysis Commercial customer circumstances to understand ramifications.
- Explore water management approach for high users.
 - o Work with them.
 - o Assist them to get a lower cost outcome.
- Prefer not to be the first mover on this issue relative to other water companies.
- Post analysis explore alternative strategies.
- Overall would like an outcome that achieves 'equity' across our customer base.
- Pricing may not be the only mechanism for influencing change in consumption behaviours.

Benevolent / Not for profits

Agreed to apply standardisation.

Variable Wastewater Charges

 At this point in time not convinced that this strategy will positively shape behaviour relative to the administrative and equity issues that it would raise.

Vacant Land

- Service fee should apply so that common costs are shared.
- Holistic approach is important.

New Customer Contribution

Basis for NCC's is very appropriate.

- Developer should be expected to pay for the development of the asset with the community sharing in the cost of maintaining it.
- There is no apparent advantage to the end consumer by reducing it.

Recycled water tariffs & charges

- The proposed charges considered reasonable and considered but important future running and capital costs are factored in.
- NCC should reflect actual cost rather than ESC prescribed NCC, as it is a case for the future.
- Tariffs should be at a level that ensured there is no disincentive to this type of development.
- In the future need to review user behaviour of recycled water.