

## Wannon 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 2020-21 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. Provide safe and reliable water supplies	Green	Green	Yellow	Green	Grey
2. Provide sewerage services that protect public health and the environment	Green	Green	Green	Green	Grey
3. Ensure the long-term resilience of our services	Green	Green	Green	Green	Grey
4. Be responsive and willing to adapt as customers' needs change	Green	Green	Green	Green	Grey
5. Protect and enhance the environment in line with community expectations	Yellow	Yellow	Green	Green	Grey
6. Partner with customer communities and helping our region flourish	Green	Green	Green	Green	Grey
7. Ensure we provide great value	Red	Red	Red	Red	Grey
Overall	Green	Green	Green	Green	Grey

## **Business comments**

In this fourth year of our five year (2018- 2023) pricing period, we rate our performance as being achieved and consider that we have performed well overall. We remain on track to achieve our outcome commitments during this period.


Of our seven outcomes commitments we classify one as red and six as green by traffic light status (red, amber, green). Of our 15 individual indicators, 11 were green, 3 were amber and 1 was red. We have assigned 'green' status for overall performance on balance.

Predominantly we have achieved great results in areas of importance to our customers. As always, there are opportunities for improvement. Plans to rectify some aspects we want to improve for our customers are outlined in this report.

Our ongoing customer and community engagement program continues, and we plan to share these outcomes with customers to gain further insights into what is important to them.

**Outcome 1: Provide safe and reliable water supplies**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	–	0	0	0	0	0	0
		Actual	2	7	2	5	1	0	
b Percentage of surveyed customers satisfied with water quality (score of 5 or more out of 10)	Percentage of customers surveyed	Target	–	88%	Improving trend over the period				
		Actual	88%	79%	81%	82%	80%	77%	
c Percentage of surveyed customers who experienced water service interruptions, that are satisfied with Wannon Water's management of the interruption (score of 5 or more out of 10)	Percentage of customers surveyed	Target	–	83%	83%	83%	83%	83%	83%
		Actual	83%	94%	87%	88%	92%	90%	

Overall outcome 1 performance for the regulatory period so far: 

**Business comment**

Providing safe and reliable drinking water is an important deliverable. We have a comprehensive water quality monitoring program that ensures the water we supply across 34 customer zones is safe to drink. This was the case in all our serviced locations for the whole year.


Customers' satisfaction with water quality dropped by 3 per cent compared to last year. Our 2022 customer survey results show that satisfaction with aspects of water quality varied greatly by area, reflecting the varied water sources in our region. Dissatisfaction with water quality, specifically taste, continues to stem primarily from Portland, Heywood and Port Fairy. We have been actively engaging with these communities (and beyond) about a possible solution and are considering investment in our next price submission period to begin to address this issue. We have been advocating at various levels of government for funding and will continue to do so.

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Our management of water service interruptions remains ahead of expectations. Customer satisfaction has remained at very high levels, with the five year rolling average being 90 per cent.

**Outcome 2: Provide sewerage services that protect public health and the environment**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Percentage of customers who experienced sewer spills on or within their property, that are satisfied with Wannon Water's management of the spill (score of 3 or more out of 5)	Percentage of customers surveyed	Target	–	NA	Improving trend over the period				
		Actual	Not measured	Not measured	96%	100%	100%	100%	

Overall outcome 2 performance for the regulatory period so far: 


**Business comment**

Sewer spills are not pleasant for our customers or employees. This drives our performance and the results reflect the importance we place on effectively managing a spill should it occur.

Our 2022 customer survey results showed that 74 per cent (2021: 76 per cent) of customers knew their property was connected to Wannon Water’s sewerage services. Customer’s satisfaction with our sewerage services remained high with 93 per cent expressing they were satisfied or very satisfied.

**Outcome 3: Ensure the long-term resilience of our services**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Maintain top quartile rank in WSAA Asset Management Customer Value Benchmarking Result	Achieved/Not Achieved	Target	–	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
		Actual	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	
b Number of towns placed on water restrictions in a year	Number	Target	–	0	0	0	0	0	0
		Actual	0	0	0	0	0	0	

Overall outcome 3 performance for the regulatory period so far: 

**Business comment**

We manage more than \$1 billion dollars of assets that are critical in delivering services to customers. We therefore place a high level of importance on effective management of these assets. Compared to best practice asset management systems, Wannon Water placed in the top quartile of entities who participated in an external assessment.

No towns were placed on water restrictions during the year. Proactive planning and significant works undertaken to secure water supplies in our region have provided a greater level of certainty that water restrictions will be a rare occurrence for our customers.

### Outcome 4: Be responsive and willing to adapt as customers' needs change

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of instances of two-way engagement to inform the development of Wannon Water's Corporate Plan	Number	Target	–	≥ 500	≥ 500	≥ 500	≥ 500	≥ 500	≥ 500
		Actual	Not measured	Not measured	1,661	2,124	1,359	1,895	
b Development and implementation of customer on-line portal, MyWannonWater, by end June 2019	Achieved/Not Achieved	Target	–	NA	Achieved	N/A	N/A	N/A	N/A
		Actual	NA	NA	Not Achieved	N/A	N/A	N/A	N/A
c Number of customers using on-line portal (once portal established)	Number	Target	–	NA	N/A	N/A	N/A	N/A	N/A
		Actual	NA	NA	N/A	1,209	N/A	N/A	N/A
d Number of customer interactions with on-line portal	Number	Target	–	NA	N/A	New measure	2,500	3,000	3,500
		Actual	NA	NA	N/A	2,194	2,739	3,410	

Overall outcome 4 performance for the regulatory period so far:



### Business comment

Our engagement activities continue to grow and improve year on year. In 2021/22, despite the ongoing challenges of engaging in a pandemic, we delivered a comprehensive engagement program to satisfy the requirements of our annual Wannon Water Engagement Cycle (WVEC), the Urban Water Strategy and the Price Submission 2023-28.

We have adapted our mix of engagement methodology to include face-to-face and online tools to maximise opportunities for our customers to provide us with informed feedback. Our WVEC garnered valuable insights from residential, small business, industrial, rural and vulnerable customers, and

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traditional owners. A Community Panel deliberative engagement process also helped us explore customer expectations of Wannon Water in prioritising our future capital expenditure, bill structure and customer outcomes.

Our *myWannonWater* customer portal went live in July 2019. Our customers told us they wanted increased channels to communicate and transact with us and *myWannonWater* is meeting that desire. Our registered *myWannonWater* users had 3,410 interactions with the system, a 24 per cent increase compared to last year. We are pleased with the uptake and continue to promote the benefits of it to customers.



**Outcome 5: Protect and enhance the environment in line with community expectations**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Compliance with Amalgamated EPA Licence (annual median result for all Water Reclamation Plants)	Percentage	Target	–	100%	100%	100%	100%	100%	100%
		Actual	97.8%	99.0%	96.1%	96.0%	97.5%	96.6%	
b Compliance with bulk entitlement and groundwater licences	Achieved/Not Achieved	Target	–	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
		Actual	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	
c Percentage emissions reduction compared to baseline of 31,626 tonnes CO <sub>2</sub> emissions	Percentage	Target	–	9.9%	26.6%	29.0%	22.4%	18.8%	24.5%
		Actual	8.8%	3.0%	3.6%	15.7%	24.5%	28.9%	

Overall outcome 5 performance for the regulatory period so far:



**Business comment**

We reported seven non-compliances with our EPA Amalgamated Licence in 2021/22. We received two odour complaints while processing biosolids at the Hamilton Sewage Treatment Plant which confirmed a non-compliance with emissions leaving the site. We experienced challenges with increased, naturally occurring, algal growth impacting treatment capability within lagoons at Hamilton, Cobden and Heywood, resulting in treated wastewater discharges exceeding EPA licence limits. Volumetric storage capacity was exceeded during winter requiring temporary releases of treated wastewater at the Casterton and Mortlake plants. We have active plans in place for reduce ingress of rainwater at Mortlake to prevent this happening in the future. We also experienced challenges at our Camperdown biosolids drying facility when a stockpile internally combusted, causing an emission of smoke to be released beyond the premises boundary. An excavator was used to spread the stockpile to cool the material and control measures put in place to monitor the piles.

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We continued to make significant progress during the year towards achieving our Carbon Neutrality plans, reducing our CO<sub>2</sub> emissions by 25 per cent in the past three years. The generation of energy from wind and solar and use of energy efficient plant and equipment are main drivers of the results. Our focus remains on achieving our obligation to achieve net zero emissions by 2030, including a 40 per cent reduction by 2025.

**Outcome 6: Partner with customer communities and helping our region flourish**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Percentage of customers surveyed who are satisfied with Wannon Water's performance partnering with communities to help its region flourish (score of 5 or more out of 10)	Percentage of customers surveyed	Target	–	54%	54%	54%	54%	54%	54%
		Actual	Not measured	54%	55%	58%	55%	51%	
b Percentage of regional stakeholders surveyed who are satisfied with Wannon Water's performance partnering on areas of regional priority (score of 5 or more out of 10)	Percentage of stakeholders surveyed	Target	–	78%	78%	78%	78%	78%	78%
		Actual	Not measured	78%	78%	78%	80%	80%	
c Percentage of surveyed customers who engaged with Wannon Water satisfied with the engagement process (score of 4 or 5 out of 5)	Percentage of customers surveyed	Target	–	Not measured	New measure	92%	92%	92%	92%
		Actual	Not measured	Not measured	92%	97%	100%	92%	

Overall outcome 6 performance for the regulatory period so far:




**Business comment**

These results, together with feedback from our Community Panel, inform us that our customers and stakeholders appreciate our approach and actions taken to improve the success of our region. We identified four themes where we aim to deliver shared value for the organisation and our communities. These themes are regional prosperity, education, training & volunteering, health & wellbeing and natural environment.

An important part of measuring the effectiveness of our customer engagement is assessing whether the engagement was valued by those involved. This sentiment is captured via a short survey of those customers who participated in our direct engagement sessions. Wannon Water has consistently recorded high levels of satisfaction for this indicator.

**Outcome 7: Ensure we provide great value**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers satisfied (5-8) or very satisfied (9-10) with value for money (from Customer Value Survey) (score of 5 or more out of 10)	Percentage of customers surveyed	Target	–	84%	84%	84%	84%	84%	84%
		Actual	84%	84%	78%	80%	79%	77%	

Overall outcome 7 performance for the regulatory period so far: 

**Business comment**

We know from the key driver analysis of our annual Customer Value Survey research that, for those customers who contacted us in the past 12 months, value for money was the most important driver in overall satisfaction. For those who had not contacted us, water quality was the key driver (in 2022, noting it ranked second in 2021).

Value for money is becoming less influential and water quality is becoming more influential as a key driver over time. Water quality and taste were priorities for customers who were less than fully satisfied, and this is becoming more pronounced.

Given the significance of water quality as a driver of our key metrics, customer perceptions of value for money are unlikely to increase unless there is significant investment in changing water quality, particularly in our groundwater towns. We are considering investment in our next price submission period to begin to address this issue.

Customers who were very satisfied with the value for money offered by Wannon Water felt that the costs continue to be ‘fair’. Affordability remains a focus for us with customer bills increasing by less than CPI for each of the past 10 years.