


## Westernport Water – Outcomes – 2023-2028

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2023-2024 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	23-24	24-25	25-26	26-27	27-28	Overall for the period to date
1. Provide me with high-quality drinking water	Green	Grey	Grey	Grey	Grey	Green
2. Reduce your environmental impact and adapt to climate change	Green	Grey	Grey	Grey	Grey	Green
3. Resolve sewer blockages quickly	Green	Grey	Grey	Grey	Grey	Green
4. Keep water interruptions to a minimum	Yellow	Grey	Grey	Grey	Grey	Yellow
5. Be there when I need you	Green	Grey	Grey	Grey	Grey	Green
6. Keep my essential services affordable	Green	Grey	Grey	Grey	Grey	Green

Overall, for reporting year



## Business comments

On balance, Westernport Water has delivered its commitments to customers throughout 2023-24. Improvement opportunities exist for the average duration of unplanned water interruptions and response times to Priority 2 bursts. In both instances, results were heavily affected by the circumstances surrounding individual events. In other areas, Westernport Water outperformed its targets delivering greater value to customers. These areas included: drinking water satisfaction, effluent reuse, water quality complaints, hardship grants, and Utility Relief Grant scheme payments.

Throughout this regulatory period, Westernport Water will assess its performance using the following approach:

- 1) Traffic lights will be allocated to **outputs** based on a pass (green) or fail (red). Traffic lights will be allocated to **outcomes** on balance – more passes than fails (green), more fails than passes (red), same amount of passes and fails (orange).
- 2) Throughout July/August, Westernport Water will establish a Customer Assessment Panel and present its performance in detail to the Panel. Customer opinions will be sought and continue to influence our focus in future years.
- 3) Our performance and customer commentary will be published in our 'Annual Watermark' and distributed to every customer with a copy of their bill in Q2 of 2024-25. It will also be available to customers via our website.

**Outcome 1: High-quality drinking water**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Customer satisfaction with drinking water – customers answering ‘Yes’ to ‘Are you satisfied with your drinking water?’ (via the annual customer satisfaction survey)	Percentage of survey respondents	Target	>70%	>67%	>68%	>69%	>70%	>70%
		Actual	75%	72%				
b. Number of water quality complaints	Number per 100 customers	Target	<0.22	<0.22	<0.22	<0.22	<0.22	<0.22
		Actual	0.11	0.15				
c. Number of <i>Safe Drinking Water Act</i> non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0
		Actual	0	0				
d. Delivery of Water Quality Continuous Improvement Program by 2026-27	Project status	Target		On-Track	On-Track	On-Track	Complete	
		Actual		On-Track				
e. Delivery of Community Drinking Water Education Program by 2027-28	Project status	Target		On-Track	On-Track	On-Track	On-Track	Complete
		Actual		On-Track				

How is WPW tracking for outcome 1 in the regulatory period so far?



**Business comment**

**Outcome 2: Reduce your environmental impact and adapt to climate change**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Nutrients discharged to the ocean (target does not apply in extreme wet weather years as defined by EPA license conditions.)	Tonnes of nitrogen discharged per 1000 sewer connections	Target	N/A	<1.2	<1.2	<1.2	<1.2	<1.2
		Actual	0.8	0.94				
b. Net greenhouse gas emissions	CO2-e Tonnes	Target	<5974	<5,974	<5,598	<5,598	<5,598	<4,199
		Actual	6,611	5,659				
c. Volume of effluent reused (target does not apply in extreme wet weather years as defined by EPA license conditions.)	ML per annum	Target	N/A	>267	>267	>267	>267	>267
		Actual	347	319.6				

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d. Delivery of Recycled Water Wetland Storage Project by 2027-28	Project status	Target	On-Track	On-Track	On-Track	On-Track	Complete
		Actual	On-Track				
e. Delivery of Bio-Gas Waste to Energy Project by 2025-26	Project status	Target	On-Track	On-Track	Complete		
		Actual	Under Review				

How is WPW tracking for outcome 2 in the regulatory period so far?



**Business comment**

Outcome 2e: A feasibility study was completed in 2023-24 and found that a Bio-Gas Waste to Energy Project would not be financially viable or the most effective technical option during this period. Westernport Water has commenced investigating alternative solutions to achieve the same outcome (ie. reduce Scope 1 and Scope 2 emissions at Cowes Wastewater Treatment Plant).

**Outcome 3: Resolve sewer blockages quickly**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Average sewer blockage response time	Minutes to respond	Target	N/A	<35	<35	<35	<35	<35
		Actual	58.1	28.26				
b. Average sewer blockage rectification time	Minutes to rectify	Target	N/A	<150	<150	<150	<150	<150
		Actual	229.4	107.08				


How is WPW tracking for outcome 3 in the regulatory period so far?



**Business comment**

**Outcome 4: Keep water interruptions to a minimum**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Average duration of unplanned water supply interruptions	Minutes	Target	N/A	<85	<85	<85	<85	<85
		Actual	93.8	139				
b. Average number of planned and unplanned water supply interruptions per customer	Number per customer	Target	<0.4	<0.4	<0.4	<0.4	<0.4	<0.4
		Actual	0.42	0.4				


How is WPW tracking for outcome 4 in the regulatory period so far? 

**Business comment**

Outcome 4a: A single unplanned water main burst on the Kilcunda supply main resulted in interruptions to three localities for an extended period. The interruption was due to a third party damaging the water main. Over 400 customers were interrupted for 7.5 hours. Due to this unplanned water main burst, subsequent repair and long outage time, the result could not be recovered. The average unplanned water supply without this third-party damage would have been 87.04 minutes. Learnings from the event will inform our response plans with the aim of improving our performance against this target in the future.

**Outcome 5: Be there when I need you**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Number of customer complaints	Number per 100 customers	Target	N/A	<0.6	<0.6	<0.6	<0.6	<0.6
		Actual	0.58	0.29				
b. Average response time to Priority 1 bursts and leaks	Minutes	Target	30	<30	<30	<30	<30	<30
		Actual	0	6				
c. Average Response time to Priority 2 bursts and leaks	Minutes	Target	35	<35	<35	<35	<35	<35
		Actual	39.2	36.38				
d. Customer satisfaction with ease of effort – (customers answering ‘Yes’ to ‘Have you been in touch with your water corporation in the last 12 months? And would you say that they are easy to deal with?’ (via annual customer satisfaction survey))	Percentage of survey respondents	Target	N/A	>89%	>89%	>89%	>89%	>89%
		Actual	88%	92%				

How is WPW tracking for outcome 5 in the regulatory period so far? 

**Business comment**

Outcome 5c: One Priority 2 burst was initially reviewed and incorrectly identified as a likely slow flowing leak from a stormwater drain. Due to competing priorities, the first available team responded in approximately three hours. The average response time without this outlier would be 28.23 minutes. Learnings from the event will inform our response plans with the aim of improving our performance against this target in the future.



**Outcome 6: Keep my essential services affordable**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Number of hardship grants approved	Number	Target	25	>100	>75	>50	>50	>50
		Actual	229	198				
b. Number of utility relief grant scheme payments	Number	Target	N/A	>53	>53	>53	>53	>53
		Actual	266	394				

How is WPW tracking for outcome 6 in the regulatory period so far?



**Business comment**

Outcome 6: Westernport Water outperformed targets to support customers with the payment of bills. These results were achieved by driving process improvements and increasing customer awareness. Customer feedback has been positive in regard to the assistance provided.