

## Wannon 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. Ongoing reliability of water and sewerage services						
2. Ongoing protection of the environment through action and education, prioritising Country and our communities						
3. Fair and reasonable bills for all						
4. Improved water quality in identified communities						
5. Improved customer experience of our products and services						
6. Active partnerships for healthy and resilient communities						

Overall, for reporting year						

**Business comments**

**Outcome 1: Ongoing reliability of water and sewerage services**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers surveyed who agree they can rely on their sewerage service from Wannon Water (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		8.6	8.6	8.6	8.6	8.6
		Actual						
b Average satisfaction score of customers surveyed with water supply reliability (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		9	9	9	9	9
		Actual						
c Number of customers who experienced two or more unplanned interruptions to their water service	Number	Target		≤86	≤86	≤86	≤86	≤86
		Actual						
d Number of sewer spills to customer properties	Number	Target		≤35	≤35	≤35	≤35	≤35
		Actual						
e Number of unplanned water interruptions	Number	Target		≤119	≤119	≤119	≤119	≤119
		Actual						
f Number of residential sewer supply interruptions	Number	Target		≤79	≤79	≤79	≤79	≤79
		Actual						

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

**Business comment**



**Outcome 2: Ongoing protection of the environment through action and education, prioritising Country and our communities**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Number of non-compliance events with our EPA Amalgamated Licence	Number	Target		≤5	≤5	≤5	≤5	≤5
		Actual						
b Annual greenhouse gas emissions created directly from our operations (scope one)	Tonnes CO2-e	Target		19,954	14,417	6,980	6,980	6,980
		Actual						
c Install disinfection system as the first step of the Warrnambool Sewage Treatment Plant upgrade by 31 December 2025	Project status	Target		On track	On track	Complete	N/A	N/A
		Actual						
d Complete an evaluation study report which identifies alternative wastewater disposal methodologies for further upgrades of the Warrnambool Sewage Treatment Plant by 30 June 2025	Project status	Target		On track	On track	Complete	N/A	N/A
		Actual						

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

**Business comment**

**Outcome 3: Fair and reasonable bills for all**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customer satisfaction with services in terms of value for money (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		7	7	7	7.1	7.2
		Actual						
b Percentage of customers surveyed who are aware of financial/customer support program (answering 'yes' via the annual customer value survey)	Percentage of survey responses	Target		40%	45%	50%	55%	60%
		Actual						
c Percentage of a residential customer's bill that is variable (Group A, owner, average kL water use)	Percentage	Target		19.00%	19.20%	19.40%	19.60%	19.90%
		Actual						

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

**Business comment**

**Outcome 4: Improved water quality in identified communities**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Surveyed customers satisfaction with their water quality (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		7.3	7.3	7.5	7.7	8
		Actual						
b Surveyed customers satisfaction with their water quality in terms of taste (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		6.6	6.6	7	7.2	7.2
		Actual						
c Percentage of surveyed customers in Area 1 (Portland, Heywood, Port Fairy) who drink the water we supply (answering ‘yes’ via the annual customer value survey)	Percentage of survey responses	Target		47%	47%	55%	62%	69%
		Actual						
d Surveyed customers from Area 1 (Portland, Heywood, Port Fairy) who are satisfied with water quality in terms of taste (average score from 1-10, via the annual customer value survey)	Average score of survey responses	Target		3.7	3.7	4.5	5.2	5.9
		Actual						
e Install additional water treatment to improve taste of water in at least one of Portland, Heywood or Port Fairy communities by 2026	Project status	Target		On track	On track	Complete	N/A	N/A
		Actual						

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

**Business comment**

**Outcome 5: Improved customer experience of our products and services**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers who experience water service interruptions that are satisfied with Wannon Water's management of the interruption (answering 5+ out of 10 in the annual customer survey)	Percentage of survey responses	Target		94.0%	95.0%	96.0%	97.0%	98.0%
		Actual						
b Customers who experienced sewer spills on or within their property, that are satisfied with Wannon Water's management of the spill (answering 3+ out of 5 on a follow-up call)	Percentage of check in responses	Target		100.0%	100.0%	100.0%	100.0%	100.0%
		Actual						
c Net Promoter Score	Number	Target		+16	+18	+20	+22	+24
		Actual						

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

**Business comment**

**Outcome 6: Active partnerships for healthy and resilient communities**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Regional stakeholders surveyed who are satisfied with Wannon Water's performance partnering on areas of regional priority (answering 4+ out of 5 in the regional stakeholder survey)	Percentage of survey responses	Target		80%	80%	80%	80%	80%
		Actual						
b Customers who are satisfied with Wannon Water's performance partnering with communities to help its region flourish (answering 5+ out of 10 in the annual customer survey)	Percentage of survey responses	Target		55%	55%	55%	55%	55%
		Actual						

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

**Business comment**