Westernport 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 2018-19 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. Reliable water and wastewater services	🟡	🟢			
2. Better tasting water	🟡	🟡			
3. Affordable and responsive services	🟡	🟢			
4. A more sustainable community	🟡	🟡			
Overall	🟡	🟡			

Business comments

Westernport Water's output targets represent a 5-year annual average with the exception of Output 4a and 4b, which are applicable for 2022-23. As a consequence, where performance is below the anticipated 5-year annual average, it has been highlighted as amber (behind, but recoverable). Throughout the regulatory period if Westernport Water believes that it can no longer achieve the 5-year annual average, it will be highlighted red (not achieved). Performance at the outcome level reflects the lowest performing output within the group.

Outcome 1: Reliable water and wastewater services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of water supply interruptions – unplanned and planned	Number per 100km	Target	NA	NA	46.0	46.0	46.0	46.0	46.0
		Actual	42.4	40.1	27.3	17.9			
b Number of sewer main blockages	Number per 100km	Target	10	10	4.1	4.1	4.1	4.1	4.1
		Actual	7.4	6.0	6.1	3.8			
c Average total customer minutes off water supply – unplanned and planned	Customer minutes	Target	150.0	150.0	103.0	103.0	103.0	103.0	103.0
		Actual	130.9	126.4	112.7	83.1			

Overall outcome 1 performance for the regulatory period so far: 🟢

Business comment

- Customers have received fewer water supply interruptions and a reduction in total customer minutes off due to the provision of a temporary water supply whenever possible for planned and unplanned interruptions.
- The introduction of CCTV asset condition assessment from 2019-20 has assisted in reducing the number of sewer main blockages.
- Following recent performance improvements, Westernport Water now believes that it is back on-track to meet its outcome target for the regulatory period.

Outcome 2: Better tasting water

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers satisfied with drinking water (via survey)	Percentage of customers surveyed	Target	NA	NA	70%	70%	70%	70%	70%
		Actual	69%	73%	64%	69%			
b Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	NA	NA	0	0	0	0	0
		Actual	0	0	0	0			
c Number of water quality complaints	Number per 100 customers	Target	NA	NA	0.22	0.22	0.22	0.22	0.22
		Actual	0.12	0.18	0.22	0.08			

Overall outcome 2 performance for the regulatory period so far: ⬤

Business comment

- Customer satisfaction with drinking water improved significantly this year but remained below the 5-year average target. This improvement was supported by a reduction in water quality complaints and no non-compliance events.
- These results represent positive outcomes from Westernport Water's Water Quality Improvement Program.

Outcome 3: Affordable and responsive services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Average time to attend water bursts and leaks – priority 1	Minutes	Target	30.0	30.0	30.0	30.0	30.0	30.0	30.0
		Actual	6.6	16.5	2	0			
b Average time to attend water bursts and leaks – priority 2	Minutes	Target	90.0	90.0	35.0	35.0	35.0	35.0	35.0
		Actual	27.5	31.0	40.4	30.6			
c Average time to attend water bursts and leaks – priority 3	Minutes	Target	450.0	450.0	300.0	300.0	300.0	300.0	300.0
		Actual	276.9	235.2	43.4	45.6			
d Telephone calls answered within 30 seconds	Percentage	Target	90%	90%	97%	97%	97%	97%	97%
		Actual	99%	98%	97%	97%			
e Number of hardship grants approved	Number	Target	NA	NA	25	25	25	25	25
		Actual	2	58	30	107			

Overall outcome 3 performance for the regulatory period so far: 🟢

Business comment

- Westernport Water's attendance times have remained consistent throughout this year, providing customers with confidence that bursts and leaks will be responded to in a timely manner.

- Remote working arrangements stemming from COVID-19 restrictions placed pressure on our Customer Service Team, however the performance goal was met through enhancements to telephony allowing our agents to remain available to incoming enquiries regardless of where they were located.

- Westernport Water increased its hardship support arrangements in response to the changing financial circumstances of our customers. Funding was re-prioritised to hardship from debt recovery efforts.

Outcome 4: A more sustainable community

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Effluent reuse	Percentage	Target	NA	NA	On track	On track	On track	On track	25%
		Actual	20%	21%	24%	14%			
b Net Greenhouse Gas Emissions	CO_2-e tonnes	Target	NA	NA	On track	On track	On track	On track	5,974
		Actual	6,476	6,637	6,920	6,460			
c Number of community education engagements	Number	Target	NA	22	22	22	22	22	22
		Actual	22	27	23	23			

Overall outcome 4 performance for the regulatory period so far: ⬤

Business comment

- The 2022-23 effluent reuse target of 25% was not met in 2019-20. This can be attributed to a significant increase in inflows at both wastewater treatment plants, largely from stormwater ingress to sewerage networks and a dramatically reduced irrigation demand due to above average summer rainfall.
- Westernport Water has achieved reductions in GHG emissions compared to last year due to a reduction in electricity consumption at its water purification plant. This is attributable to the use of Melbourne Pool water, optimising the use of the aerator within Candowie Reservoir and reduced waste disposal. However, fugitive emissions (direct scope 1 emissions) from wastewater treatment increased by 23% from last year due to an increase in inflow to both wastewater treatment plants. Westernport Water will respond with a comprehensive Inflow and Infiltration Program, targeting known stormwater inflow 'hotspots'.
- Education engagement targets were met. With the implications associated with COVID-19, many planned events and engagements were cancelled or postponed, however traditional face-to-face engagements transitioned online, demonstrating the flexibility of our approach in this area and the strength of our relationships within the community.