

Western 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. Fair and affordable charges for all customers	Green	Green			
2. Reliable, safe services to existing and new customers	Green	Green			
3. Innovative approaches to addressing customer needs	Green	Green			
4. Care of the environment	Yellow	Yellow			
5. Sustainable contribution to the community and regional liveability	Green	Yellow			
Overall	Green	Green			

Business comments

Overall Western Water’s performance was strong in 2019/20 with more measures rating green than last year. However, performance for some outcomes appear to have declined compared to the previous year as the pandemic impacted three measures causing them to rate orange – these

were emergency calls (3a), education visits (5a) and corporate perceptions (5c). Net greenhouse gas emissions (4a) have not yet met target. This should be rectified through offsets obtained from the industry's Large Scale Renewable Energy Project. Improved processes have been identified to address the missed target for zero planned interruptions during peak times or interruptions longer than notified (2a).

The key recommendations from engagement on Western Water's customer outcomes were to retain the existing customer outcomes for the 2020 price submission (PS20), retaining strong focus on fair and affordable charges and quality services. Some measures for the outcomes required review for PS20 and reflect the following customer priorities and feedback:

- ensure good communication when services are interrupted
- set a higher target for value for money measure
- increase the target for the number of customers on e-billing for the next three years, and
- replace those measures that are no longer relevant for PS20.

Outcome 1: Fair and affordable charges for all customers

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Tariff structure review with customers completed by late 2019	Met/not met	Target	N/A	N/A	N/A	Met	N/A	N/A	N/A
		Actual	N/A	N/A	On track	Completed			
b Customer satisfaction that the price of water services represents value for money (via survey)	Average rating out of 10	Target	N/A	N/A	≥6	≥6	≥6.5	≥6.5	≥6.5
		Actual	6.2	6.2	6.4	7.6			
c Customer hardship program participants who have cleared outstanding debt	Percentage of participants	Target	N/A	N/A	≥20%	≥20%	≥20%	≥20%	≥20%
		Actual	N/A	N/A	17.6%	34%			

Overall outcome 1 performance for the regulatory period:



Business comment

Western Water is focused on delivering fair and affordable services to customers. Western Water has completed measures and/or improved beyond target during 2019/20 with completion of the Tariff Structure Review and significant improvement in the value for money measure and the number of customers in our hardship program clearing outstanding debt.

Outcome 2: Reliable, safe services to existing and new customers

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Planned water supply interruptions during peak hours or longer than notified	Number of interruptions	Target	0	0	0	0			
		Actual	0	0	14	58			
b Water quality complaints	Number per 1000 customers	Target	N/A	N/A	≤4	≤4	≤4	≤4	≤4
		Actual	2.35	2.62	2.01	2.3			
c Average response time to priority 1 water incidents	Minutes	Target	25	25	≤30	≤30	≤30	≤30	≤30
		Actual	20	21.8	23.2	30			
d Average response time to priority 1 sewer spills	Minutes	Target	24.21	24.21	≤30	≤30	≤30	≤30	≤30
		Actual	22.5	23.1	27	30			
e Average planned water supply interruptions per customer	Number per customer	Target	0.09	0.09	<0.10	<0.10			
		Actual	0.17	0.08	0.04	0.05			
f Average duration of planned water supply interruptions	Minutes	Target	180	180	≤240	≤240			
		Actual	166	123	155	190			
g Customers experiencing more than 3 sewer service interruptions	Number	Target	2	2	0	0	0	0	0
		Actual	0	0	0	0			

h	Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0	0
			Actual	5	0	1	0			
i	Customers experiencing more than 5 water supply interruptions	Number	Target	0	0	0	0	0	0	0
			Actual							

Overall outcome 2 performance for the regulatory period:



Business comment

Western Water was unable to meet its target of zero planned interruptions during peak times or interruptions longer than notified due to a single event that impacted 58 customers. The issue was caused by a fault in the pre-implementation phase when staff incorrectly assumed operational valve settings in the network. This resulted in a hydraulic air lock when supply was initially reinstated in the network, and this further delayed a complete return of supply. Subsequent updates to the planned shutdown procedure will ensure pre-implementation works are completed by field crews prior to any planned shutdowns being booked into the system.

Outcome 3: Innovative approaches to addressing customer needs

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Emergency calls answered within 30 seconds (after customer has selected emergency fault option)	Percent age	Target	N/A	100%	100%	100%			
		Actual	99%	100%	95%	94%			
b Customers on e-billing	Percent age	Target	N/A	11%	15%	≥20%	≥20%	≥20%	≥20%
		Actual	7%	11%	17.8%	26%			
c SMS communication solution report prepared prior to 2020 price submission	Met/not met	Target	N/A	N/A	On track	Met	N/A	N/A	N/A
		Actual	N/A	N/A	On track	Completed			
d Digital metering cost-benefit report prepared prior to 2020 price submission	Met/not met	Target	N/A	N/A	On track	Met	N/A	N/A	N/A
		Actual	N/A	N/A	On track	Completed			
e Online services and information solution report prepared prior to 2020 price submission	Met/not met	Target	N/A	N/A	On track	Met	N/A	N/A	N/A
		Actual	N/A	N/A	On track	Completed			
f Customers mobile numbers registered for SMS communications	Percent age	Target	≥75%	≥75%	≥75%	≥75%	≥75%	≥75%	≥75%
		Actual							

g	Customers email accounts registered for communications and engagement	Percent age	Target	≥50%	≥50%	≥50%	≥50%	≥50%	≥50%	≥50%
			Actual							
h	Customer portal usage (% unique new customers registered)	Percent age	Target	0	0	0	0	≥10%	≥10%	≥10%
			Actual							

Overall outcome 3 performance for the regulatory period:



Business comment

Western Water received close to 3,800 faults and emergency calls in 2019/20. Limited resources in Western Water's Operations Control Centre, particularly during the pandemic, have impacted the proportion of emergency calls answered within 30 seconds so we were not able to achieve the 100% target set.

Outcome 4: Care of the environment

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Net greenhouse gas emissions	Tonnes CO ₂ e	Target	31,449	34,113	35,638	36,223	≤ 35,638	≤ 35,638	≤ 35,638
		Actual	32,226	33,282	37,798	38,257			
b Customer satisfaction with the way that Western Water cares for the environment (via survey)	Average rating out of 10	Target	N/A	N/A	≥8	≥8	≥8	≥8	≥8
		Actual	7.9	7.8	7.6	8.4			
c Number of sewer spills	Number	Target	0	0	0	0	0	0	0
		Actual	0	0	0	0	0	0	0

Overall outcome 4 performance for the regulatory period so far:



Business comment

While customer satisfaction that Western Water cares for the environment has significantly improved this year, our performance on greenhouse gas emissions reduction did not meet target. This was due to unexpected delays of the industry's Large-Scale Renewable Energy Project connection to the electricity grid. Once connected, Western Water will use a portion of the energy produced from the project as an offset for our local energy consumption.

Outcome 5: Sustainable contribution to the community and regional liveability

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Preschools and primary schools in its region receiving education presentations by Western Water	Percentage	Target	N/A	N/A	≥80%	≥80%	≥90%	≥90%	≥90%
		Actual	91.9%	92.5%	93%	76%			
b Engage with over 1000 customers via Water Matters website, email, social media and face to face events	Met/Not Met	Target	N/A	N/A	Met	Met	N/A	N/A	N/A
		Actual	N/A	N/A	Met	Met			
c Customers agree that Western Water is a valuable member of the community (4 or 5 out of 5, via survey)	Percentage	Target	N/A	N/A	≥70%	≥70%	≥70%	≥70%	≥70%
		Actual	74%	81%	67%	N/A			
d Minimise usage	Average litres per person per day	Target					≤185	≤185	≤185
		Actual							
e Develop Sunbury IWM Plan	Met/Not Met	Target					On track	On track	Met
		Actual							
f Reuse of recycled water produced in Western Irrigation Network	Percentage	Target					≥75%	≥75%	≥75%
		Actual							
g Deliver Western Water Reconciliation Action Plan to plan	Met/Not Met	Target					On track	On track	Met
		Actual							

Overall outcome 5 performance for the regulatory period so far:



Business comment

Significant community engagement over a variety of channels was undertaken over 2019/20 to inform the development of Western Water's Price Submission and a range of other projects. In total, more than 4,000 customers contributed to PS20.

The pandemic negatively impacted the other two measures for this outcome.

1. Western Water was unable to conduct education presentations in preschools or primary schools in Term 2 2020, reducing our presentation coverage to 76%. Target would have been met had the pandemic not occurred.
2. Because our annual customer survey was undertaken in early May, Western Water chose to limit the questionnaire to critical service-related questions to minimise any impost on customers. As a result, data was not captured on whether customers view Western Water as a valuable member of the community in 2020. This question will be asked in the 2021 survey.