

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 2022-23 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	Green
2. Provide sewerage services that protect public health and the environment	Green	Green	Green	Green	Green
3. Ensure the long-term resilience of our services	Green	Green	Green	Green	Green
4. Be responsive and willing to adapt as customers' needs change	Green	Green	Green	Green	Green
5. Protect and enhance the environment in line with community expectations	Yellow	Yellow	Green	Green	Green
6. Partner with customer communities and helping our region flourish	Green	Green	Green	Green	Green
7. Ensure we provide great value	Red	Red	Red	Red	Red
Overall	Green	Green	Green	Green	Green

Business comments

In the final year of our five year pricing period, we rate our performance as being achieved and consider that we have performed well overall.

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, 13 were green, 1 was 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 and our Price Submission 2023-28 prioritises initiatives that, when delivered, should address areas of customer concern.

Our customer and community engagement program continues, and as reflected in our Price Submission 2023-28, customer insights drive what is important for us to deliver.

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	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%	76%
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%	89%

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.

Our customer survey results continue to 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. Our 2023-28 Price Submission proposed to deliver improved water quality for these communities. Federal Government funding has provided us the certainty to deliver this exciting project and its many benefits for those communities. We will now move ahead with the next phase of approvals and construction, and work with our communities to determine the most appropriate sequence for delivery in the coming years.

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%	94%

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.

Two customers expressed dissatisfaction regarding their experience of our management of a sewer spill at their property. A total of 215 sewer spills on or within customer properties were managed by our team during the five year period. Overall a 98 per cent of customers were satisfied with our management of the spill.

Our customer survey results for each of the five years consistently showed that 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	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	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	2,122
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	3,947

Overall outcome 4 performance for the regulatory period so far:



Business comment

Our annual Wannon Water Engagement Cycle (WVEC) continues to mature each year. The 2022/23 WVEC followed an intensive multi-year engagement program in service of our Urban Water Strategy and the Price Submission 2023-28. Accordingly, we delivered a 'lighter touch' WVEC in 2022/23 to balance our commitment to ongoing engagement against the risk of engagement fatigue in our community. Despite this lighter approach, our instances of engagement were high. Increased face-to-face engagements following the COVID-19 pandemic was a key point of difference this year, and well received by customers and the wider community.

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 3,947 interactions with the system, a 16 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%	100%
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	Achieved
c Percentage emissions reduction compared to baseline of 31,626 tonnes CO ₂ 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%	27.4%

Overall outcome 5 performance for the regulatory period so far:



Business comment

We achieved 100% compliance with the quality of water discharges from sewage treatment plants in 2022/23. We reported nine non-compliances with other aspects of our EPA Amalgamated Licence. 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 reported seven unlicensed discharges to the environment from Camperdown, Cobden, Hamilton, Mortlake and Terang Plants as a result of significant wet weather across the Wannon Water region.

We maintained the significant progress during the five year period towards achieving our Carbon Neutrality plans, reducing our CO₂ emissions by 24 per cent during the five year period. 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%	56%
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%	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%	96%

Overall outcome 6 performance for the regulatory period so far:



Business comment

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 voluntary survey of those customers who participated in our direct engagement sessions. Wannon Water has consistently recorded high levels of satisfaction for this indicator and our customers tell us they value the opportunity to provide their views on our priorities and services.

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%	76%

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 value for money and water quality are the most important driver in overall satisfaction. Our 2023 survey showed a small reduction in value for money satisfaction compared to the prior year, continuing a downward trend. The current cost of living crisis has influenced this outcome. We identified this early and our proactive customer support program helps customers in this space.

Water quality and taste were priorities for customers who were less than fully satisfied, and this continued to becoming more pronounced.

Given the significance of water quality as a driver of customer satisfaction, 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 investing significantly to address this during our next price submission period.