

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 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 key outcomes and overall.

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Reliable water and wastewater services	Yellow	Green	Yellow	Red	Yellow
2. Better tasting water	Yellow	Yellow	Yellow	Red	Green
3. Affordable and responsive services	Yellow	Green	Green	Yellow	Yellow
4. A more sustainable community	Yellow	Yellow	Yellow	Yellow	Red
Overall	Yellow	Yellow	Yellow	Yellow	Yellow

Business comments

2022-23 Performance

Westernport Water rates its outcome performance to reflect the lowest performing output within each group. In the last 12 months, Westernport Water rated one of four commitments as met, two commitments as close or largely met, and one commitment as not met. Pleasingly, Westernport Water sustained or improved its annual performance in 11 out of 14 output areas. A key highlight was our significant improvement in customer satisfaction with drinking water, which was Westernport Water's best result on record. Disappointingly, the end-of-period target for percentage of effluent reused could not be achieved – despite delivering the greatest volume of effluent reuse. This was due to increased rainfall influencing inflow into treatment plants, and therefore impacting percentage reuse.

End-of-Period Performance (2018-23)

Westernport Water's output targets represent a 5-year annual average except for Output 4a and 4b, which are applicable to be met by 2022-23. On this basis, Westernport Water met 8 out of 14 customer commitments. This is explained in the commentary against each outcome. The overall outcome performance for the period reflects the majority output rating. For example, if the 5-year average was missed for two out of three outputs, the overall status will be red.

Performance Rebate Scheme

Westernport Water designed a unique performance rebate scheme with its customers as part of the 2018 Price Review. The scheme incentivised performance by offering residential customers a \$5 bill credit for every failed commitment up to a \$20 cap. As a result of our 2018-23 performance, Westernport Water has commenced paying each residential connected customers \$20 as part of their first bill in 2023-24.

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	17.5	29.5	26.1
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	5.4	7.7	4.3
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	141.7	126.5	113.8

Overall outcome 1 performance for the regulatory period so far:



Business comment

WPW's performance improved for each output in the last 12 months. Based on the 5-year period average, WPW missed its target for sewer main blockages and total customer minutes off water supply. The latter was missed due to an increased focus on air scouring to clean mains and improve water quality. However, the number of water supply interruptions was approximately half of what was targeted. Despite improvements from 2020-21 to 2022-23 on 1b and 1c, WPW has not met these targets.

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%	72%	66%	75%
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	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	0.95	0.25	0.11

Overall outcome 2 performance for the regulatory period so far:



Business comment

WPW's performance was maintained or improved for each output in the last 12 months. Based on the 5-year period average, WPW missed its target for drinking water satisfaction and water quality complaints. This followed one water quality event in late 2020 that contributed to dirty water and affected customer sentiment. WPW continues to maintain a strong drinking water safety record with zero noncompliance events this regulatory period.

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	0.0	0.0	1.0	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	34.7	64.1	39.2
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	50.4	148.3	97.5
d Telephone calls answered within 30 seconds	Percentage	Target	90%	90%	97%	97%	97%	97%	97%
		Actual	99%	98%	97%	97%	97%	97%	97%
e Number of hardship grants approved	Number	Target	NA	NA	25	25	25	25	25
		Actual	2	58	30	107	259	238	229

Overall outcome 3 performance for the regulatory period so far:



Business comment

WPW's performance targets were met for each output in the last 12 months apart from priority 2 attendance times, which was narrowly missed. Based on the 5-year period average, WPW missed only one output, which was again priority 2 attendance times. This measure was affected by resource allocation to more critical events. Hardship grants exceeded targets due to a reallocation of funds from debt recovery to hardship in accordance with customer feedback.

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%	7.4%	17.9%	18%
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	6,704	5,973	Achieved 2021-22 (6,611)
c Number of community education engagements	Number	Target	NA	22	22	22	22	22	22
		Actual	22	27	23	23	12	29	24

Overall outcome 4 performance for the regulatory period so far:



Business comment

WPW's performance target for community engagement was met in the last 12 months, however targets were missed for effluent percentage reuse and net greenhouse gas emissions. In terms of 5-year performance, outputs 4a and 4b were both designed as capacity targets, meaning that WPW had to demonstrate by the end of the period (as projects were delivered) that the target could be met. In 2021-22, Westernport Water met its target for net greenhouse gas emissions. The target for effluent reuse was unable to be met. Whilst the actual volume of effluent reuse increased, the percentage was below target due to increased inflow to the treatment plants during wet weather events. Westernport Water met its 5-year performance goal for the number of community education engagements.