

Annual Watermark

Our 2018-19 performance
explained



WESTERNPORT
WATER



Better tasting water

Output	2017-18	2018-19	Target 2018-23	
Customers (%) satisfied with drinking water via annual telephone survey	73	64*	> 70	☹️
Number of Safe Drinking Water Act non-compliances (water sampling and audit)	0	0	0	😊
Number of water quality complaints per 100 customers	0.18	0.22	< 0.22	😊

* Customer satisfaction was below target which may be due to the increase in holiday home owners participating in the annual survey. This market segment is historically less satisfied with our drinking water.

Achievements

- Installation of a vertical profiler in Candowie Reservoir to increase understanding of raw water and to provide early warning of changes to water quality.
- The cleaning of water mains occurred in various townships to improve the performance of the water distribution network.
- Construction of an Ultraviolet Disinfection Water Treatment Filter allows for a multi-barrier approach to removing pathogens from drinking water (2017-18).

Water Quality Improvement Program

Over the next year, we will customise a water quality database to analyse trends to optimise the treatment process. Also a Powder Activated Carbon Upgrade will further remove organics and improve the taste of water.



Affordable and responsive services

Output	2017-18	2018-19	Target 2018-23	
Average time (minutes) to attend water bursts and leaks – priority 1	16.5	2	< 30	😊
Average time (minutes) to attend water bursts and leaks – priority 2	31	40.4*	< 35	☹️
Average time (minutes) to attend water bursts and leaks – priority 3	235.2	43.4	< 300	😊
Telephone calls answered within 30 seconds (%)	98	97.3	> 97	😊
Number of hardship grants approved	58	30	> 25	😊

* Dryer conditions led to an increase in bursts and leaks which contributed to a longer than anticipated response time.

Achievements

- Provided \$870,112 assistance to customers in financial hardship through concession rebates, utility relief grants, hardship grants and water efficiency household audits.
- Westernport Water was ranked second best for value for money according to the Essential Services Commission August 2019 customer survey.

Phillip Island Water Supply Security Project

In 2020, an additional treated water storage tank will be constructed enabling a reduction in water supply interruptions for customers.



Reliable water and wastewater services

Output	2017-18	2018-19	Target 2018-23	
Number of water supply interruptions – unplanned and planned per 100km	40.1	27.3	< 46	😊
Number of sewer main blockages per 100km	6.0	6.1*	< 4.1	☹️
Average total customer minutes off water supply – unplanned and planned	126.4	112.7	< 103	☹️

* The introduction of remote camera sewer assessments will inform us of the condition of sewer mains.

Achievements

- Recorded a 32% reduction in water supply interruptions (per 100km)
- Over 1,000 customer water meters were renewed as part of an annual replacement program.

Cowes Wastewater Treatment Plant Upgrade

Phillip Island and San Remo's population is growing and the existing capacity of the plant will not meet future projected demand by 2021. Therefore major upgrades will occur in 2021, to allow for growth up to 2036.





A more sustainable community

Output	2017-18	2018-19	Target 2018-23	
Number of community education engagements	27	23	> +22	😊

Output	2017-18	2018-19	Target 2022-23	
Net Greenhouse Gas Emissions (CO2-e tonnes) produced	6,637	6,920	< 5,974	😞
Effluent reuse (%)	21	23.5	> 25	😊

Achievements

- Delivered a Choose Tap Hospitality initiative in partnership with local cafés and eateries, promoting free and convenient access to tap water.
- Produced and supplied over 20 ML of Class B recycled water to irrigate pasture and crops as part of a trial initiative.
- Installed four water refill stations under the Community Hydration Program.

Zero Emissions Water (ZEW)

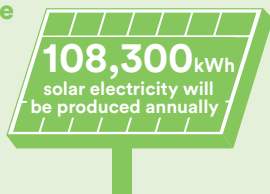
Westernport Water has partnered with 13 water corporations, to purchase renewable energy from a solar farm.



ZEW will reduce
80,000 tonnes
solar of greenhouse gas
emissions a year

Emissions Reduction Pledge

Westernport Water will invest \$0.411M to install 202 solar panels at key sites over the next few months.



Our goal at Westernport Water is to provide quality products and services that meet your needs and expectations.



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