



A more sustainable community

Output	2019-20	2018-19	Target 2022-23	
Effluent reuse (%)	14 *	23.5	> 25	☹️
Net Greenhouse Gas Emissions (CO ₂ -e tonnes) produced	6,460 +	6,920	< 5,974	😐
Number of community education engagements	23 #	23	> +22	😊

* Effluent reuse targets were not met due to a significant increase in inflows to our wastewater treatment plants and a dramatically reduced irrigation demand due to above average summer rainfall.

+ Reduction in GHG emissions due to reduced electricity consumption at water treatment plant, optimising use of the aerator within Candowie Reservoir and reduced waste disposal. However, fugitive emissions from wastewater treatment increased by 10% due to an increase in storm-water inflow.

Education engagement targets were met, despite many planned events and engagements being cancelled or postponed due to COVID-19 restrictions. Traditional face-to-face engagements transitioned online, demonstrating the flexibility of our approach in this area.

Achievements

- 202 solar panels installed at Westernport Water sites which will generate 108,300 kWh electricity annually.
- Installed two new water refill stations under the Community Hydration Program.
- 14,000 trees irrigated with treated wastewater.
- 237 ML water reused in 2019-20.
- Class-B Recycled Water trial increased water reuse and reduced ocean outfall.

Future projects 2020-23

- Carbon offset options for irrigation.
- Expansion of irrigation at Westernport Water's wastewater treatment plants.
- 99Kw solar panels will be installed at Cowes Wastewater Treatment Plant.

Westernport Water is committed to achieving the outcomes customers desire through improvements to water supply interruptions, customer satisfaction with drinking water, attendance times, hardship measures, effluent reuse & net greenhouse gas emissions.

Ultimately, customers are seeking greater affordability, improved water quality, investment in the environment, and sustained performance through a focus on renewal activity.

This brochure provides detailed information on our performance in the areas that are considered important to customers.

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

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Annual Watermark

Our 2019-20 performance

We are committed to delivering the outcomes and performance that customers sought as part of the 2018 Price Review engagement process. Take a look at how we're progressing.





Better tasting water

Output	2019-20	2018-19	Target 2018-23	
Customers (%) satisfied with drinking water via annual telephone survey	69 *	64	> 70	😊
Number of <i>Safe Drinking Water Act</i> non-compliances (water sampling and audit)	0	0	0	😊
Number of water quality complaints per 100 customers	0.08	0.22	< 0.22	😊

* 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 our Water Quality Improvement Program.

Achievements

Water Quality Improvement Program (\$0.8 M)

We have made improvements to our water treatment process and undertaken maintenance to ensure that our pipes remain clean. Projects completed in 2019-20 include:

- Real-time water quality monitoring of Grantville water storage to provide customers better tasting water.
- An upgrade to the Powder Activated Carbon treatment process at Candowie Reservoir, removing organics from raw water and improving taste.
- Backflow prevention program will reduce the potential for contaminated water to reverse flow from a private property, into the water network, under rare circumstances.

Future projects 2020-23

- Ongoing maintenance of our water distribution system and enhanced monitoring of the raw water supply in Candowie Reservoir.
- Water main cleaning to improve the quality of water supply by air scouring water pipes and removing any biofilm or build up.

Affordable and responsive services

Output	2019-20	2018-19	Target 2018-23	
Average time (minutes) to attend water bursts and leaks – priority 1	0	2	< 30	😊
Average time (minutes) to attend water bursts and leaks – priority 2	30.6 *	40.4	< 35	😊
Average time (minutes) to attend water bursts and leaks – priority 3	45.6	43.4	< 300	😊
Telephone calls answered within 30 seconds (%)	97 #	97.3	> 97	😊
Number of hardship grants approved	107 +	30	> 25	😊

* Attendance times to bursts and leaks have remained consistent, despite changed working conditions due to COVID-19.

Our Customer Service Team continued to answer calls in a timely manner despite working remotely due to an improved business telephony system.

+ Hardship support, government assistance and flexible payment options were a priority due to the changing financial circumstances of our customers.

Achievements

- Provided and facilitated \$931,772 assistance to customers through concession rebates, utility relief grants, hardship grants and water efficiency household audits.
- Commenced construction of a \$2.7 M treated water storage tank on Phillip Island, which will reduce water supply interruptions in the future.

Future projects 2020-23

- \$1 M switchboard upgrade will help to improve and maintain the reliability of the sewer system.



Reliable water and wastewater services

Output	2019-20	2018-19	Target 2018-23	
Number of water supply interruptions – unplanned and planned per 100km	17.9 #	27.3	< 46	😊
Number of sewer main blockages per 100km	3.8 *	6.1	< 4.1	😊
Average total customer minutes off water supply – unplanned and planned	83.1 #	112.7	< 103	😊

Customers have incurred fewer water supply interruptions and reduced total customer minutes off water supply due to the provision of a temporary water supply during planned and unplanned interruptions.

* The introduction of CCTV remote camera sewer assessment in 2019-20 assisted in reducing the number of sewer main blockages compared to 2018-19.



Achievements

- The water main renewal project completed in Ventor will improve service reliability and water quality, and reduce maintenance and repair costs due to failure.

Future Projects 2020-23

- Cowes Wastewater Treatment Plant \$3.4 M upgrade will increase the clarifier capacity to meet future growth projections.
- The Water Pressure Management Program targets areas of high water pressure, which can cause pipes to leak and water mains to burst.
- Over the next three years, Westernport Water will spend approximately \$1.5 M to replace ageing pipes across the service area.
- As part of the Asset Renewal Program, over the next four years we will replace a further 1,000 ageing water meters to ensure reliable meter readings are maintained.