



## A more sustainable community

Output	2020-21	2019-20	Target 2022-23	
Effluent reuse (%)	7*	14	> 25	☹️
Net Greenhouse Gas Emissions (CO2-e tonnes) produced	6,704 <sup>+</sup>	6,460	< 5,974	☹️
Number of community education engagements	12 <sup>#</sup>	23	> +22	☹️

\* Effluent reuse was much lower due to higher than average rainfall, and reduced opportunity for irrigation.

+ Greenhouse gas emissions increased in the second half of this year due to increased power consumption to meet higher than normal customer demand.

# Planned community events and face-to-face engagements were mostly cancelled or postponed due to ongoing restrictions.

### Achievements

- A new pivot irrigator was connected this year at King Road Wastewater Treatment Plant to increase reuse capacity.
- 99.8Kw ground mounted solar panels were installed at Cowes Wastewater Treatment Plant.
- Installed two new water refill stations under the Community Hydration Program.
- Completed feasibility studies assessing carbon offsetting opportunities on Westernport Water's land.

### Future projects 2021-23

- Participate in a pilot trial to assess the benefits of floating wetlands in effluent lagoons for improved water quality, emissions reduction and improved biodiversity.
- Progress the Wetland Restoration Project to increase treated effluent storage.

Choose your water future

HAVE YOUR SAY

## Help shape the way Westernport Water provides water and wastewater services by having your say.

We want to hear from you to better understand what you want, need and expect from Westernport Water.

This feedback will be used to develop our next price submission, which sets out our key projects and service levels for the five year period 2023-28, including our proposed prices.

From September, we will be offering a range of opportunities for you to get involved and have your say. In doing so you can earn funds for some great community causes.

### Get involved today!

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# Annual Watermark

## Our performance in 2020-21

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	2020-21	2019-20	Target 2018-23	
Customers (%) satisfied with drinking water via annual telephone survey	72*	69	> 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	0.95+	0.08	< 0.22	😞

\* Customer satisfaction with drinking water improved significantly this year.

# There were no non-compliance events this year.

+ Taste and odour issues affecting some townships in December 2020 contributed to a higher number of complaints this year. Learnings will lead to operational improvements going forward.

### 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 2020-21 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 to reduce the likelihood of contaminated water entering the drinking water network.

#### Future projects 2021-23

- Introduction of 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.
- Replacement of the cover and liner of the enclosed water storage basin at San Remo.

## Affordable and responsive services

Output	2020-21	2019-20	Target 2018-23	
Average time (minutes) to attend water bursts and leaks – priority 1	0	0	< 30	😊
Average time (minutes) to attend water bursts and leaks – priority 2	34.71*	30.6	< 35	😊
Average time (minutes) to attend water bursts and leaks – priority 3	50.44	45.6	< 300	😊
Telephone calls answered within 30 seconds (%)	97#	97	> 97	😊
Number of hardship grants approved	259+	107	> 25	😊

\* Attendance times to bursts and leaks have remained consistent throughout this year, providing customers with confidence that bursts and leaks will be responded to in a timely manner.

# Our Customer Service Team continued to answer calls in a timely manner despite remote working arrangements stemming from COVID-19 restrictions.

+ We increased hardship support arrangements in response to the changing financial circumstances of our customers. Funding was re-prioritised to hardship from debt recovery efforts.

### Achievements

- Provided \$1,033,501 assistance to customers through concession rebates, utility relief grants, hardship grants and water efficiency household audits.
- \$1 M switchboard upgrade will help to improve and maintain the reliability of the sewer system.
- Invested \$1.2 M to renew sewer connections.

### Future projects 2021-23

- \$0.4 M Sewer main renewal program.



## Reliable water and wastewater services

Output	2020-21	2019-20	Target 2018-23	
Number of water supply interruptions – unplanned and planned per 100km	17.5#	17.9	< 46	😊
Number of sewer main blockages per 100km	5.4*	3.8	< 4.1	😞
Average total customer minutes off water supply – unplanned and planned	141.7+	83.1	< 103	😞

# The number of water supply interruptions remains low, and we expect this trend to continue with the new backup drinking water storage on Phillip Island.

\* The number of sewer main blockages were higher than anticipated. Westernport Water cleared 8 blockages in June 2021, the highest monthly number on record.

+ Average total customer minutes off supply was higher than anticipated due to responsive air scouring in December 2020 that was undertaken after taste and odour issues were experienced by some customers. This resulted in interruptions to numerous townships.

### Achievements

- Completed construction of the \$2.2 M potable water storage tank on Phillip Island, which will reduce water supply interruptions.
- Installation of a pressure reduction station in Cape Woolamai to regulate water pressure and prevent leaks and bursts to the water supply.
- Upgraded water mains in Cowes and Ventnor to ensure service reliability, improve water quality and prevent unplanned repair costs.

### Future Projects 2021-23

- Cowes Wastewater Treatment Plant \$4.98 M upgrade will provide additional treatment capacity to meet demand to 2036.
- Over the next three years, approx. \$1.5 M will be spent replacing ageing pipes, valves and fittings under the San Remo Bridge.
- Replacement of a further 1,000 ageing water meters to ensure reliable meter readings are maintained.
- Replacement of critical valves along our main water supply from San Remo to Cowes, valued at \$700K.