

28 October 2021

Record capital investment and hardship support

Westernport Water is pleased to announce that its 2021 Annual Report was released today.

Westernport Water's annual report once again highlights strong operational performance, customer support and financial responsibility. The corporation continues to plan for the future and is committed to maintaining high quality water and wastewater services, while accommodating growth and responding to climate change.

A record \$9.2M capital works program was completed in 2020-21, delivering improvements in priority areas for our customers. Projects included the completion of the Phillip Island Water Supply Security Project at Wimbledon Heights to reduce water interruptions; the installation of permanent generators to provide a more reliable and resilient wastewater network; commencement of significant works at the Cowes Wastewater Treatment Plant to accommodate future growth; and large-scale solar installations to reduce electricity consumption, costs, and greenhouse gas emissions.

Westernport Water continued to record strong operational performance in key areas. This included fewer water supply interruptions, better than target attendance times, and strong customer service response times. Most importantly, this was achieved safely. This year, Westernport Water was recognised as the highest performing participating water corporation in the 2021 National Global Safety Index Survey, which benchmarks organisational safety culture.

The past 12 months was difficult for our customers and community due to the difficulties arising from coronavirus (COVID-19) impacts. Like others in the Victorian water sector, Westernport Water continued to take proactive steps to provide targeted relief to customers, residential or commercial, that are doing it tough. In addition to providing payment flexibility and suspending all debt recovery efforts, Westernport Water facilitated or delivered a record number of rebates and grants to our customers (over \$980,000).

Quotes attributed to Managing Director Dona Tantirimudalige.

"I was appointed as Managing Director on 1 September this year and was impressed with how the organisation has adapted to the changing work arrangements that have challenged us all."

"Our team is passionate about the role we play in providing the community with essential water and wastewater services and building a better future for our people, our customers, and our community."

"As the new Managing Director, I'm looking forward to leading Westernport Water and building on its strong performance, while continuing to find new ways to support our customers and the community."

"Once again, customers are encouraged to visit our website and have their say on the future of their water and wastewater services."

To read Westernport Water's annual report, learn more about customer support options, or provide feedback on our products and services, please visit westernportwater.com.au.



We acknowledge the Traditional Custodians of the land on which we live, work and learn, the Bunurong People. We pay our respects to their Elders past and present.

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Media enquiries to Manager Communications and Engagement on 1300 720 711 or email | communications@westernportwater.com.au



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