



A more sustainable community

Output	2021-22	2020-21	Target 2022-23	
Effluent reuse (%)	17.9*	7.4	> 25	☹️
Net Greenhouse Gas Emissions (GGE) (CO2-e tonnes) produced	5,973#	6,704	< 5,974	😊
Number of community education engagements	29+	12	> 22	😊

* Target not met due to the Class A Treatment Plant being offline for membrane replacement during the irrigation season. Effluent reuse was still higher than in 2020-21, and we expect to meet this target by June 2023.

Reduction of 150 tonnes CO2-e (e = equivalent) due to new solar panels at Cowes Wastewater Treatment plant and the voluntary surrender of 368 MWh credits, equal to 368 tonnes CO2-e from the Zero Emissions Water – Power Purchase Agreement.

+ Planned community events and face-to-face engagements exceeded targets due to a focused effort on engagement.

Achievements

- Engaged with more than 1 in every 20 customers as part of the 2023 Price Review.
- Co-hosted the second annual Victorian water sector’s ‘National Water Week Online Learning Festival’.
- Transitioned 12 of 29 community engagement events online to improve accessibility for targeted customer engagement.
- An estimated 126.9 MWh reduction in demand for grid-based electricity at Cowes Wastewater Treatment Plant due to energy produced by newly installed solar panels.
- Expanded irrigation capacity at the Cowes and King Road Wastewater Treatment Plants which allowed for greater irrigation to land.
- Completed a Net Zero Strategy to assist in understanding our pathway to net-zero, supporting emission reduction targets of 90% by 2030 and net zero emissions by 2035.
- Continued to implement the Environment Management System to meet regulatory requirements.
- Continued the Class-B Recycled Water Trial to increase the reuse of treated effluent and reduce ocean outfall.

Future projects 2022-23

- Develop business cases for treatment plant energy efficiencies, and a waste to energy project for biogas co-generation.
- Install a floating wetland system at Cowes Wastewater Treatment Plant’s effluent storage lagoon, as part of the pilot project to quantify GGE and assess carbon capture. Learnings will inform a detailed design for a restorative wetland at KRWTP from 2023.
- Continue to plan towards our goal of 90% emissions reduction by 2030 and net zero emissions by 2035 in the next version of our Climate Change Strategy.
- Complete a Renewable Energy Plan to assist in meeting the Victorian Government Policy for 100% renewable energy use by 2025.
- Progress options to increase wastewater reuse from our Cowes and King Road Wastewater Treatment Plants with business cases for sustainable reuse and afforestation.
- Review Community Engagement Strategy and Education Plan to ensure that we continue to meet customer and community expectations.

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Annual Watermark

Our performance in 2021-22

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 performed in year four of our five year plan.





Better tasting water

Output	2021-22	2020-21	Target 2018-23	
Customers (%) satisfied with drinking water via annual telephone survey	66*	72	> 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	0.25#	0.95	< 0.22	☹️

* A water quality event in the previous year caused customer satisfaction levels to drop to 66% in 2021-22. These issues have now been addressed.

Naturally occurring taste compounds in the raw water, changes within network operations and chlorine residuals all contributed to Westernport Water not achieving the target.

Achievements

- Recognised as having Victoria's best tasting tap water at the 2021 Water Industry Operators Association of Australia's 'Best Tasting Tap Water' competition.
- A trial to run the water treatment plant at different flow rates was successful, minimising the chance of sediments impacting water quality.
- Improved the treatment removal process of naturally occurring manganese in the raw water storage. Manganese can contribute to discolouration resulting in dirty water.
- We continued the successful Backflow Prevention Program to stop potential contaminants from entering the drinking water network from the reverse flow of water.

Future projects 2022-23

- Review maintenance and repairs processes to ensure industry best practice principles to manage water hygiene.
- Swabbing and air scouring water pipes to clean and remove biofilm or build up for better tasting water.

Affordable and responsive services

Output	2021-22	2020-21	Target 2018-23	
Average time (minutes) to attend water bursts and leaks – priority 1	1*	0	< 30	😊
Average time (minutes) to attend water bursts and leaks – priority 2	64.1#	34.7	< 35	☹️
Average time (minutes) to attend water bursts and leaks – priority 3	148.3+	50.4	< 300	😊
Telephone calls answered within 30 seconds (%)	97	97	> 97	😊
Number of hardship grants approved	238^	259	> 25	😊

* Due to similar system alerts in the past the team proactively identified the issue and were onsite at the time of the burst.

Increase was caused by an incident not being logged on time by overnight call centre. Process now amended. Current climatic conditions also resulted in higher than average water mains bursts and leaks.

+ Despite a significant increase from 2020-21, average time to respond remains well under the target of 300 minutes.

^ We were pleased to provide hardship support over and above our target in response to the ongoing impacts of the pandemic.

Achievements

- Enabled access to \$1,034,284 worth of financial hardship assistance through concession rebates, utility relief grants, high usage leak allowance and hardship grants.
- Completed the \$625K Sewer Pump Station Electrical Switchboard upgrade to improve and maintain the reliability of the sewer system.
- Completed year four of a five-year \$1.2M Sewer Junction Rebuild Program to renew customer sewer service connections.
- Completed Stage 1 of a \$160K sewer main renewal program designed to reline the aging sewer mains and improve operations of essential services.

Future projects 2022-23

- Stage 2 of sewer main renewal program, due to commence in September 2022 (\$120K).
- Complete year four of a five-year \$1.2M Sewer Junction Rebuild Program to renew customer sewer service connections.

Reliable water and wastewater services

Output	2021-22	2020-21	Target 2018-23	
Number of water supply interruptions – unplanned and planned per 100km	29.5*	17.5	< 46	😊
Number of sewer main blockages per 100km	7.7#	5.4	< 4.1	☹️
Average total customer minutes off water supply – unplanned and planned	126.5+	141.7	< 103	☹️

* Planned and unplanned interruptions increased by 68.6% from 2020-21, due to an increased number of planned works. However, results remain well under the target.

Sewer blockages remain above average. A total of 30 sewer main blockages were reported in 2021-22, 87.8% over target. These increases are attributed to the La Nina weather pattern causing significant root infiltration. Analysis of preventative maintenance programs in progress.

+ Above target because of planned mains cleaning in Cowes, and two water main bursts that were complex to repair. One burst was due to a fallen tree damaging a water main and powerlines. Repair could not be completed until the site was safe.

Achievements

- Commissioned the \$2.1M potable water storage tank on Phillip Island, which will reduce water supply interruptions.
- Completed a \$2.3M renewal of the San Remo Basin liner and cover to provide consistent and reliable drinking water.
- Completed Cowes Wastewater Treatment Plant Stage 2 upgrade in Dec 2021. The \$5.1M upgrade provides additional treatment capacity to meet demand to 2036.
- Commenced the replacement of critical valves along our main water supply on Phillip Island to provide improved operational control.
- Completed and published our 50-year Urban Water Strategy.
- Commissioned the pressure reduction station in Cape Woolamai to regulate water pressure and prevent leaks.

Future Projects 2022-23

- Complete the \$707K Valve Replacement Project by September 2022, to maintain the water supply and reduce unplanned interruptions to Phillip Island.
- Commence \$995K of repair works to the underbridge pipelines and fittings between San Remo and Phillip Island for continued reliable water and sewage services.