



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.



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 +	6,460	< 5,974	😐
Number of community education engagements	12 #	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!

www.westernportwater.com.au



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WATER

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.



WESTERNPORT
WATER



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.



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.

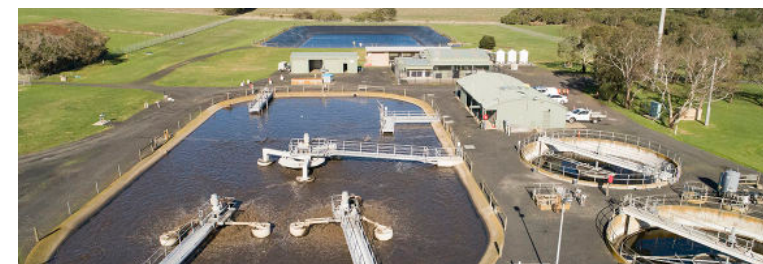


Reliable water and wastewater services

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.

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)

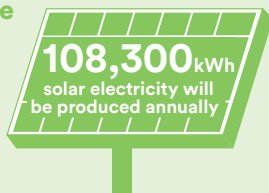
Westernport Water has partnered with 13 water corporations, to purchase renewable energy from a solar farm.




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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