



## A more sustainable community

### Our Commitment

**We will work closely with our customers and community to promote sustainable water practices and reduce environmental impacts.**

### How we performed

Our performance target for community engagement was met in the last 12 months, however targets were missed for effluent percentage reuse and net greenhouse gas emissions.

In terms of 5-year performance, measures for effluent reuse and Greenhouse Gas Emissions (GGE) were both designed as capacity targets, meaning that we had to demonstrate by the end of the period (as projects were delivered) that the target could be met. In 2021-22, we met our target for net greenhouse gas emissions. The target for effluent reuse was unable to be met. Whilst the actual volume of effluent reuse increased, the percentage was below target due to increased inflow to the treatment plants during wet weather events.

Westernport Water met its 5-year performance goal for the number of community education engagements.

### Achievements

- The easing of restrictions allowed Westernport Water to reconnect with schools and take part in community events.
- Developed a new Communications & Engagement Plan 2023-26 to ensure that we continue to meet customer and community expectations.
- Completed the final year of the Climate Change Strategy 2017-23 and developed the second iteration to guide us to reach our goal of 90 per cent emissions reduction by 2030 and net zero emissions by 2035.
- Installed a floating wetland system on an effluent storage lagoon as part of a pilot project.
- Finalised year two of the Virtual Energy Network trial, sharing renewable energy between five sites, consuming 6,969 kWh of our total 11,387 kWh exported electricity.
- An estimated 209 MWh reduction in demand from grid-based electricity was replaced with generation from our four solar system sites.
- We received a grant from Sustainability Victoria for a feasibility study and functional design to investigate the viability of a waste to energy project.
- Expanded irrigation capacity at our wastewater treatment plants which allowed for greater irrigation to land.
- Completed the second iteration of the Recycled Water Strategy to guide us to reach and exceed our volumetric targets of 267 ML a year.

- Continued the Class-B Recycled Water Trial with an increase in volume from 9.3 ML in the preceding financial year to 39.2 ML in 2022-23.

Our Performance	2022-23	2021-22	Target 2022-23	
Effluent reuse (%)*	18	17.9	> 25	☹️
Net Greenhouse Gas Emissions (GGE) (CO2-e tonnes) produced*	6,611	5,973	< 5,974	😊
Number of community education engagements	24	29	> 22	😊

\* These were not intended as annual targets, but had to be met once before 2022-23 to demonstrate Westernport Water's capacity to deliver. The greenhouse gas emissions target was achieved in 2021-22. However, the effluent reuse target has not been achieved at any time during the period.



### Customer Rebate

Westernport Water designed a unique performance rebate scheme with customers as part of the 2018-23 Price Review. Due to unmet performance targets over the five years, residential home owner customers received a rebate of \$20 as part of their first bill in the 2023-24 financial year.



### Looking ahead

From 2023, Westernport Water will be introducing a new customer commitment framework, with 20 measures across six priority areas. Performance against each will be overseen by a customer panel that will report directly to the community following its evaluation.

**Contact us for more information about the financial support available or our fees and charges for 2023-24.**



1300 720 711 and select option 2 and ask to speak with our Customer Care Officer



customercare@westernportwater.com.au

[westernportwater.com.au/financialassistance](https://westernportwater.com.au/financialassistance)

2 Boys Home Road, Newhaven 3925



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# Annual Watermark

## How we performed

Take a look at how we performed in the final year of our five year plan for 2018-23. In this Annual Watermark report we provide annual and overall performance information for each customer commitment in 2022-23.

## Performance summary 2023



### Reliable water and wastewater services

One of three targets met, narrowly missing one due to a strong focus on water quality outcomes. Performance in all three areas improved over the last 12 months. 😊



### Better tasting water

Three of three targets met, maintaining or improving performance year on year. Annual customer satisfaction with drinking water was the highest recorded since surveys commenced. This has followed a sustained focus on water quality that will continue. 😊



### Affordable and responsive services

Four of five targets met, narrowly missing one target related to priority two attendance times, due to resource allocation to more critical events. 😊



### A more sustainable community

One of two applicable targets were met. Performance was affected by significant wet weather events that contributed to increased wastewater inflow. ☹️



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## Reliable water and wastewater services

### Our Commitment

We will maintain the network to ensure water and wastewater services are reliable for all customers by minimising interruptions, bursts, leaks and spills.

### How we performed

Our performance improved for each measure in the last 12 months. Overall we are pleased to have supplied high quality and reliable water and wastewater services to our customers.

Based on the 5-year average, we missed our target for sewer main blockages and total customer minutes off water supply. The latter was missed due to increased air scouring to clean mains and improve water quality. Number of water supply interruptions was approximately half of what was targeted.

### Achievements

- Service reliability and satisfaction with wastewater services remains strong, 97% of customers surveyed are satisfied.
- Commissioned the 2.3 ML treated water storage tank on Phillip Island, to reduce water supply interruptions.
- Completed replacement of the Stanley Road treated water tank roof to provide consistent and reliable drinking water.
- Completed the final year of a five-year \$1.2 M Sewer Junction Rebuild Program to renew customer sewer service connections.

Our Performance	2022-23	2021-22	Target 2018-23	
Number of water supply interruptions – unplanned and planned per 100km	26.1	29.5	< 46	😊
Number of sewer main blockages per 100km	4.3	7.7	< 4.1	😊
Average total customer minutes off water supply – unplanned and planned	113.8	126.5	< 103	😊



## Better tasting water

### Our Commitment

We will consistently deliver safe drinking water to customers in accordance with regulatory obligations, while always looking to improve taste and odour to meet customer expectations.

### How we performed

Our performance was maintained or improved for each measure in the last 12 months, contributing to better tasting water.

Based on the 5-year period average, we missed our target for drinking water satisfaction and water quality complaints. This followed one water quality event in late 2020 that contributed to dirty water and affected customer sentiment. We continue to maintain a strong drinking water safety record with zero noncompliance events this regulatory period.

### Achievements

- Achieved our highest customer satisfaction survey results with drinking water ever, 75% satisfied.
- Improved the treatment removal process of naturally occurring taste and odour compounds in the raw water storage.
- Continued to monitor and improve backflow prevention throughout the network to reduce the risk of contaminants entering the drinking water system.
- Air scoured 105 km of water mains to clean sediment for better tasting water.

Our Performance	2022-23	2021-22	Target 2018-23	
Customers (%) satisfied with drinking water via annual telephone survey	75	66	> 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	0.11	0.25	< 0.22	😊



## Affordable and responsive services

### Our Commitment

Our services will remain affordable for all customers, including those experiencing financial hardship. Our people will be accessible and responsive to customer enquiries and requests for assistance.

### How we performed

Our performance targets were met for each measure in the last 12 months apart from priority 2 attendance times, which was narrowly missed.

Based on the 5-year period average, we missed only one measure, which was again priority 2 attendance times. This measure was affected by resource allocation to more critical events. Hardship grants exceeded targets due to a reallocation of funds from debt recovery to hardship in accordance with customer feedback.

### Achievements

- Enabled access to \$1,034,242 worth of financial hardship assistance through concession rebates, utility relief and hardship grants and high usage leak allowance.
- Completed the Valve Replacement Project in September 2022 to maintain the water supply and reduce unplanned interruptions to Phillip Island.
- Completed the final year of a five-year \$1.3 M Water main renewals program to reduce service interruptions.

Our Performance	2022-23	2021-22	Target 2018-23	
Average time (min) to attend water bursts and leaks – priority 1	0	1	< 30	😊
Average time (min) to attend water bursts and leaks – priority 2	39.2	64.1	< 35	😊
Average time (min) to attend water bursts and leaks – priority 3	97.5	148.3	< 300	😊
Telephone calls answered within 30 seconds (%)	97	97	> 97	😊
Number of hardship grants	229	238	> 25	😊