

31 October 2025

Building resilience, delivering customer value, and planning for the future

Westernport Water's 2025 Annual Report has been tabled in Parliament. The report highlights our commitment to a future where customer value, climate resilience, environmental protection, and a thriving workforce are central to everything we do.

Maintaining financial discipline remained a key focus for Westernport Water in 2024-25 with a modest net profit after tax of \$98,000 and low debt levels.

Safeguarding water and wastewater services remained central to Westernport Water's operations, with several major projects completed, including the \$5.9M San Remo Bridge Pipeline Bracket Renewal Project and the Cowes Wastewater Treatment Plant Masterplan.

The delivery of the Work Smart Action Plan streamlined processes and introduced staff-driven technology improvements to increase efficiency across the business.

Westernport Water continued to engage honestly and transparently with our customers. The Customer Assessment Panel reviewed and provided feedback on our annual performance through the *Annual Watermark* publication.

Customer satisfaction with drinking water quality rose by 2 percent from last year to 74 per cent. The organisation also facilitated \$1.19 million in financial assistance to customers experiencing hardship through a range of programs.

Under the Climate Change Strategy 2023–28, Westernport Water made progress on key sustainability initiatives, including energy-efficiency upgrades and the completion of the Floating Wetland Pilot Project. Learnings from this research are now shaping the design of a proposed recycled water wetland and storage system at the King Road Wastewater Treatment Plant, part-funded by the Australian and Victorian Governments.

Partnerships with Traditional Owners and the wider community remained strong, with Westernport Water advancing its second Innovate Reconciliation Action Plan and supporting the Bass Coast Reconciliation Network.

As the business looks ahead, Westernport Water remains committed to delivering customer value, protecting the environment, and safeguarding water security across every aspect of its operations.

Quotes attributable to Managing Director, Dona Tantirimudalige

"Westernport Water's performance this year reflects the dedication of our people and our ongoing commitment to delivering essential services for our community."

"By working together with our customers, partners and Traditional Owners, we're shaping a sustainable future where water connects people, place and prosperity."

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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.