Be there when I need you

How we performed

Overall, customers have provided positive feedback in relation to dealing with Westernport Water. 92% of customers that dealt with us recently stated that we were easy to deal with and we received half of the number of complaints that we did last year. We narrowly missed our target average response time to 'Priority 2 bursts and leaks' by 1.4 minutes.

Customer Assessment Panel

"Westernport Water performs well overall in the Outcome 'Be there when I need you', but the Panel has some concerns that the target for average response time to Priority 2 bursts and leaks has not been met.

The Panel recognises that using an average as a reporting metric is problematic, and a suggestion is to report the number of responses meeting the required response time rather than the average time. The Panel also suggests better promotion of existing reporting tools like Snap Send Solve, or to create an app or a text-based urgent contact system to make it easier for customers to report issues.

Despite these suggestions, the Panel notes the great achievements of Westernport Water with a high customer satisfaction rate of 92% and halving the number of complaints year-on-year. The panel appreciated Westernport Water's helpfulness and willingness to address issues.

Though improvements can be made in response times, overall Westernport Water's performance in 'being there when needed' is strong and appreciated".

Our Performance	2023-24	2022-23	Target 2023-24	
Number of customer complaints (per 100 customers)	.29	.58	< 0.6	☺
Average response time (min) to Priority 1 bursts and leaks	6	0	< 30	☺
Average response time (min) to Priority 2 bursts and leaks	36.38	39.2	< 35	😐
Customer satisfaction with 'Ease of Effort' (% of survey respondents)	92%	88%	> 89%	☺

Keep my essential services affordable

How we performed

Westernport Water continued to help customers in need throughout the year, awarding 198 hardship grants and facilitating 394 utility relief grant payments. Overall, Westernport Water connected customers to over $1M in support, including concessions, rebates, relief grants and high usage leak allowances.

Customer Assessment Panel

"Westernport Water has performed well in 'keeping essential services affordable'. The Panel acknowledges that Westernport Water has met its targets providing hardship grants and utility relief payments and commends them for providing these supports. The Panel recommends improved communication to all customers about these supports.

The Panel has some concerns about how the metrics on grants align with the broader outcome of keeping essential services affordable and note that the metrics do not measure affordability for all customers. The Panel recommends increased transparency, communication, and improvements on metrics to capture their performance on affordability more broadly.

Overall, the Panel applauds Westernport Water for its efforts to assist those in hardship and for maintaining affordability amid rising costs of living".

Our Performance	2023-24	2022-23	Target 2023-24	
Number of hardship grants approved	198	229	> 100	☺
Number of Utility Relief Grant Scheme payments	394	266	> 53	☺

Customer Assessment Panel

Westernport Water is committed to transparent and honest engagement with customers and the community to ensure decisions align with customer needs, wants, and values.

As part of our promise, we have pledged to deliver the outcomes and performance sought by customers during the 2023 Price Review process and introduce a Customer Assessment Panel to provide feedback on our performance through our Annual Watermark.

The customer-led assessment of our performance is provided in this brochure and further detail is available on our website.

Scan this QR code using your smart phone to learn more of what the Customer Assessment Panel said about our performance.

Contact us for more information about our performance results 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

2 Boys Home Road, Newhaven 3925

WESTERNPORT WATER

CUSTOMER UPDATE

Annual Watermark

Performance summary 2023-24

Take a look at how we performed in the first year of our five year plan for 2023-2028. In this Annual Watermark we provide performance information for each customer commitment, including commentary from customers who helped to assess our performance.

- High-quality drinking water ☺
- Reduce environmental impact & adapt to climate change ☺
- Resolve sewer blockages quickly ☺
- Keep water interruptions to a minimum 😐
- Be there when I need you ☺
- Keep my essential services affordable ☺

WESTERNPORT WATER

High-quality drinking water

How we performed

Following record results in 2022-23, Westernport Water continued its strong performance by meeting all customer commitments relating to the delivery of high-quality drinking water. All water quality samples and audits were compliant with legislation and very few, only 0.15 customers per every 100 customers, raised a complaint about their water quality. Approximately 7 out of every 10 customers stated that they were satisfied with their drinking water.

Customer Assessment Panel

"We think Westernport Water is doing a commendable job in most areas, particularly in terms of compliance with regulations and their efforts in continuous improvement. The fact that they meet or exceed their targets and have a strong commitment to improving water quality is appreciated. Some of us love the taste of the water, which is a positive note.

However, more could be done, especially in regard to customer satisfaction with the taste of the water. Many of us feel that the current satisfaction target of 67% is not ambitious enough, considering 72% of customers reported being satisfied. We believe Westernport Water should aim higher to meet the expectations of a greater proportion of customers. Taste, in particular, is a recurring issue, with a significant number of us noting that about a third of customers are not satisfied with taste. The variation in taste, possibly due to seasonal changes, is a concern that some of us feel needs more attention.

There is also some frustration with fluctuations in water pressure, which impacts our overall experience. Additionally, while communication has been praised by some, others feel that more transparency and education could help improve satisfaction, particularly for part-time residents.

In summary, while we recognise and appreciate the efforts and successes of Westernport Water, we think there's room for improvement, especially in enhancing the taste of the water and raising the bar on customer satisfaction targets".

Our Performance	2023-24	2022-23	Target 2023-24	
Customers (%) satisfied with drinking water via annual telephone survey	72	75	> 67	☺
Number of water quality complaints (per 100 customers)	0.15	0.11	< 0.22	☺
Number of *Safe Drinking Water Act* non-compliances (water sampling and audit)	0	0	0	☺

Reduce environmental impact and adapt to climate change

How we performed

Westernport Water delivered a 14% reduction in net greenhouse gas emissions as it continues on its path toward achieving net zero by 2035. Our target for wastewater reuse was exceeded by approximately 50ML. By finding ways to reuse our wastewater, such as irrigation, we were able to limit the amount of nutrients that were discharged to the ocean and also meet our agreed goal in this area.

Customer Assessment Panel

"Westernport Water has made great progress in reducing its environmental impact and adapting to climate change, particularly in the areas of greenhouse gas emissions and overall environmental efforts. The Panel appreciates the thoughtful and forward-thinking approach that Westernport Water has demonstrated.

However, the Panel is concerned about the increase in nutrient discharge, which rose by nearly 20% last year. While weather events played a role, this issue remains a significant concern that needs attention.

We also believe that there is room for improvement in how Westernport Water communicates its efforts to the community. Many customers feel that they are not well-informed about the positive work being done. More effective communication, such as regular newsletters or educational materials could help customers better understand and appreciate the company's environmental initiatives.

While the performance in reducing environmental impact is strong and meets all targets, better communication and addressing the increasing nutrient discharge are areas that could enhance Westernport Water's efforts in this outcome".

Our Performance	2023-24	2022-23	Target 2023-24	
Nutrients Discharged to the Ocean	.94	0.8	< 1.2	☺
Net Greenhouse Gas Emissions (GGE) (CO2-e tonnes) produced	5,659	6,611	< 5,974	☺
Volume of Effluent Reused	319.6	347	> 267	☺

Resolve sewer blockages quickly

How we performed

We understand that when something happens to our sewer network, customers expect us to respond promptly and resolve the issue as soon as possible. Over the last 12 months, we were able to cut our response and resolution times in half. From the moment we are notified, we will have a crew arrive in 28 minutes on average and have the problem fixed well within two hours.

Customer Assessment Panel

"Westernport Water has done an excellent job in addressing sewer blockages. The Panel recognises the challenges posed by aging infrastructure, yet despite these challenges, Westernport Water's performance has been impressive. Halving the response and resolution times is a significant achievement, and it's clear they are putting in the effort to address issues promptly.

We were also impressed by their innovative use of technology, such as CCTV inspections of pipes, which helps ensure that problems are identified and dealt with effectively. We believe that the low number of blockages in the year is a result of their excellent maintenance practices.

The Panel note that there are challenges with aging infrastructure, however Westernport Water is doing well in this Outcome and their efforts in resolving sewer blockages quickly are appreciated".

Our Performance	2023-24	2022-23	Target 2023-24	
Average time (min) to respond to Sewer Blockages	28.26	58.1	<35	☺
Average time (min) to rectify Sewer Blockages	107.08	229.4	<150	☺

Keep water interruptions to a minimum

How we performed

Water interruptions are a necessary part of maintaining our network. Whether for proactive maintenance reasons, such as flushing the network to ensure our water mains remain clean, or for responding to bursts or leaks. Unfortunately, Westernport Water was unable to meet its target to limit the average duration of interruptions to 85 minutes. A single unplanned water main burst that was caused by third party damage to our main affected over 400 customers for 7.5 hours. Without this incident, our average would have been 87 minutes instead of 139 minutes. Westernport Water continues to focus on initiatives to minimise the impact of water interruptions on our customers.

Customer Assessment Panel

"The Panel recognises that Westernport Water has not met its target in 'Average duration of unplanned water supply interruptions'. The Panel notes that in this instance the average metric was skewed by one significant incident that was beyond the corporation's control. We also recognise that in this instance, Westernport Water chose to prioritise water quality and long-term improvements, which impacted their performance in this area. We encourage Westernport Water to keep investing in repair and renewal efforts and to minimise interruptions.

Westernport Water's communication about water interruptions is a strong point, with clear explanations about ongoing infrastructure upgrades. Maintaining or improving communications may help to manage customer expectations around supply interruptions.

Overall, while there is room for improvement, the Panel feels that Westernport Water is performing well and should be recognised for its commitment to water quality and infrastructure improvements".

Our Performance	2023-24	2022-23	Target 2023-24	
Average duration of unplanned water supply interruptions	139	93.8	<85	😐
Number of planned & unplanned water supply interruptions (per customer)	0.4	0.42	<0.4	☺