Be there when I need you

How we performed

Overall, customers provided very positive feedback about their experience with Westernport Water, with 93% of customers who interacted with us reporting that we were easy to deal with. Customer complaints remained below target levels and improved compared with the previous year. We also maintained excellent network performance, recording no Priority 1 water main bursts or leaks during the reporting period.

Our Performance	2025-26	2024-25	Target 2025-26
Number of customer complaints (per 100 customers)	**0.27**	0.35	< 0.6
Average response time (min) to Priority 1 bursts and leaks	**0**	57	< 30
Average response time (min) to Priority 2 bursts and leaks	**25.78**	24	< 35
Customer satisfaction with 'Ease of Effort' (% of survey respondents)	**93%**	96%	> 89%

Customer Assessment Panel

Westernport Water is performing exceptionally well in being there when customers need it. Staff are accessible, professional and easy to deal with, and issues are generally addressed quickly. Phone response times and the response to bursts were also praised.

We commend the team for delivering excellent customer service and note that these results are being achieved by a relatively small team working in a challenging environment. One Panel member described Westernport Water as the kind of utility service customers should not have to think about because they can trust that it will be there when needed.

We encourage Westernport Water to maintain these high standards and promote its good performance more widely to customers. One participant who experienced a burst water main was pleased with the prompt repair but said there was an opportunity to improve follow-up communication about reinstatement work.

Overall, the Panel considers Westernport Water's performance very strong, and the team should be congratulated.

The Panel also shares its appreciation for the opportunity to engage through the Customer Assessment Panel and Annual Watermark.

Keep my essential services affordable

How we performed

We increased customer support by 10% to help customers in need throughout the year, awarding 272 hardship grants and facilitating 530 utility relief grant payments from the Victorian Government. Overall, we connected customers to over $1.33M in support, including concessions, rebates, relief grants and high usage leak allowances.

Our Performance	2025-26	2024-25	Target 2025-26
Number of hardship grants approved	**272**	269	> 50
Number of Utility Relief Grant Scheme payments	**530**	432	> 53

Customer Assessment Panel

Overall, the Panel values Westernport Water's support for customers in hardship. Westernport Water is performing very well in supporting customers to keep essential services affordable.

The Panel appreciates its positive and proactive approach to supporting people experiencing hardship, and the range of assistance available. It is heartening to see that Westernport Water upholds a duty of care to the community and this is evidence that Westernport Water considers customers' private circumstances.

We commend Westernport Water for helping people in need by making relief available where warranted.

Overall, we are comfortable with this support being funded by all customers, and describe it as customers helping their neighbours, or a 'pay-it-forward' approach. Some Panel members said they had been unaware that hardship grants were available, suggesting there may be an opportunity to increase awareness of this support.

We do note some concerns about affordability more generally, particularly the level of fixed charges compared with usage charges. One participant noted that Westernport Water should ensure it is managing operational efficiency to control costs for all customers.

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 pledged to deliver the outcomes and performance sought by customers during the 2023 Price Review process and introduced a Customer Assessment Panel to directly 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 2025-26.

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WESTERNPORT WATER

CUSTOMER UPDATE

Annual Watermark

Performance summary 2025-26

Take a look at how we performed in the third 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

Customer satisfaction with the quality of drinking water reached a record high of 79%. Customer complaints decreased, and there were no non-compliances under the Safe Drinking Water Act. We maintained our strong performance by meeting all customer commitments related to the delivery of high-quality drinking water. Additionally, all water quality samples and audits were fully compliant with legislative requirements.

Our Performance	2025-26	2024-25	Target 2025-26	
Customers (%) satisfied with drinking water via annual Customer Satisfaction Survey	**79**	74	> 69	☺
Number of water quality complaints (per 100 customers)	**0.08**	0.18	< 0.22	☺
Number of *Safe Drinking Water Act* non-compliances (water sampling and audit)	**0**	0	0	☺

Customer Assessment Panel

Westernport Water provides high-quality drinking water. We are pleased with the improvement in customer satisfaction, the low level of complaints and, most importantly, the continued compliance of water sampling and audits.

We commend Westernport Water for the consistency and quality of the water across the year despite big fluctuations in population, and the challenges of delivery. We also recognise Westernport Water's responsiveness to complaints. Westernport Water 's senior leaders make themselves available to talk to the community. We encourage the organisation to keep doing what is working, and suggest sharing the satisfaction, complaint and compliance results with customers.

Despite the good work, taste and odour remain an issue in some localities and during lower-use periods. We encourage Westernport Water to continue working towards consistent water quality throughout the year.

Two participants encouraged further improvement in customer satisfaction, and suggested that the 69 per cent satisfaction target seemed low.

Overall, the Panel considers the outcomes very acceptable and commends Westernport Water for its consistency.

Reduce environmental impact and adapt to climate change

How we performed

We delivered and met all customer commitments for this Outcome. Nitrogen discharged to ocean remained within the annual target, with a slight reduction in effluent nitrogen load compared to the previous year. Effluent reuse exceeded target levels, driven by dry weather conditions and the availability of irrigation equipment, supporting improved environmental outcomes.

Our Performance	2025-26	2024-25	Target 2025-26	
Nutrients Discharged to the Ocean	**1.03**	1.04	< 1.2	☺
Net Greenhouse Gas Emissions (GGE) (CO2-e tonnes) produced	**3,189**	5,598	< 5,598	☺
Volume of Effluent Reused	**343.3**	503.2	> 267	☺

Customer Assessment Panel

Westernport Water continues to make strong progress in reducing its environmental impact and delivered an impressive reduction in greenhouse gas emissions, which we see as an extraordinary result. We also appreciate the ongoing efforts to reduce energy use, increase reclaimed water reuse and limit how much wastewater gets discharged to the ocean.

Westernport Water should do more publicity about its progress.

The corporation should continue reducing emissions towards net zero. One participant suggested a focus on self-sufficiency and opportunities for partnerships or technology projects, while another suggested expanding the third-pipe network (Recycled Water) and encouraging household rainwater collection and use.

Some Panel members questioned the cost and priority of climate action during a cost-of-living crisis.

Overall, the Panel believes Westernport Water is performing strongly on this outcome and should continue this work.

Resolve sewer blockages quickly

How we performed

We continued to deliver reliable wastewater services meeting both targets, with incidents related to sewer blockages responded to in an average of 28.9 minutes and rectified within 121.54 minutes on average. Customer confidence remained strong, with those expressing an opinion rating wastewater management and performance 8.4 out of 10.

Our Performance	2025-26	2024-25	Target 2025-26	
Average time (min) to respond to Sewer Blockages	**28.97**	27.14	<35	☺
Average time (min) to rectify Sewer Blockages	**121.54**	96.30	<150	☺

Customer Assessment Panel

Last financial year, Westernport Water resolved sewer blockages quickly. The Panel considers an average response of 28.9 minutes to be within the parameters, and appreciates that issues are generally resolved within a couple of hours or on the same day. Blockages are relatively rare, and Westernport Water continues to meet its targets on this Outcome.

We commend the prompt response to blockages, and encourage Westernport Water to keep focusing on preventing them. We are also pleased to hear of early detection and prevention work to reduce future impacts. We expect that this planning ahead should save money and resources in future years, and we are curious to know if the frequency of blockages declines over time.

We have noticed that response and rectification times have increased year on year. One participant described the increase as disappointing, although they also acknowledged the positive performance against target and recognised that some increase may be expected as communities grow. Another Panel member questioned whether response-time targets could be tightened.

Overall, Westernport Water's performance is considered solid and appreciated.

Keep water interruptions to a minimum

How we performed

The average duration of unplanned water supply interruptions was 25.45 minutes, well below our target of 85 minutes, reflecting our continued focus on restoring services quickly when disruptions occur. The number of planned and unplanned interruptions per customer was 0.45 for the year, which exceeded our target. This result was primarily driven by an increase in planned interruptions associated with our network scouring program, an important activity that helps maintain water quality and network performance.

Our Performance	2025-26	2024-25	Target 2025-26	
Average duration of unplanned water supply interruptions	**25.45**	95	<85	☺
Number of planned & unplanned water supply interruptions (per customer)	**0.45**	0.4	<0.4	😐

Customer Assessment Panel

Westernport Water has kept water interruptions to a minimum. The Panel appreciates the significant improvement in the duration of interruptions and the prompt response to maintenance issues. This result exceeds expectations and is a strong reflection of the service and commitment of a relatively small field team covering a large area.

Many of the interruptions were planned as part of preventative maintenance work to improve water quality and network performance. We support Westernport Water in managing the trade-off between availability and quality, and in taking proactive measures to prevent unplanned outages. We would like to understand whether preventative programs are delivering long-term improvements.

Reporting on these measures could be made clearer by separating planned, unplanned, and out-of-hours emergencies. We also note the importance of advising customers in advance about the expected duration of planned interruptions.

We encourage Westernport Water to maintain low response times and to keep up its efforts at training the team, and using new technologies to help minimise disruptions.

Overall, the Panel considers Westernport Water's performance very good compared to that of other similar water providers.