



Customer Outcomes Report

18/19



About Wannon Water

Wannon Water is Victoria's second largest regional urban water corporation by area, covering 23,500 square kilometres and a total population of 100,400.

Our region extends from the Otway Ranges to the South Australian border.

Each day we deliver clear, fresh drinking water to more than 43,000 customers in 34 towns. We also take away sewage and trade waste from 37,000 customers across 16 sewerage systems, which we treat and return safely to the environment.

Our 14 water supply systems are diverse and include rivers and streams, deep geothermal aquifers, and shallow aquifer systems.

As a key regional organisation, Wannon Water also strives to be an influential community partner, contributing to the wellbeing and prosperity of the region as a whole.



Our strategic direction



We provide safe, reliable, innovative and sustainable water services and strengthen communities in south-west Victoria



OUR FOCUS IS ON:

Value for customers

Stronger communities

Performance culture

Business excellence

2023 OUTCOMES:



Our customers consider us great value



Our community partnerships help this region flourish



Our people are engaged, high performing and love working at Wannon Water



Our business is resilient and our practices effective

Introduction

In our Price Submission 2018-23 we set out seven outcomes which reflected the things that matter most to our customers.



This report provides a summary of how we performed against these outcomes for 2018/19.

Summary



Predominantly we have achieved great results in areas of importance to our customers with some exceptions.

Plans to rectify the outcomes where we have not met targets are outlined in this report.

Our performance

	Measure	Target	Actual performance
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Outcome one: Provide safe and reliable water supplies



Number of Safe Drinking Water Act non-compliances (water sampling and audit)

0

2

Percentage of surveyed customers satisfied with water quality (score of 5 or more out of 10)

> 79%

81%

Percentage of surveyed customers who experienced water service interruptions who are satisfied with Wannon Water's management of the interruption (score 5 or more out of 10)

83%

87%

Two instances of non-compliance with the Safe Drinking Water Act occurred during the year in Cavendish. Both were minor in nature, and occurred as a result of organics in the water system. This was quickly rectified with a swift change in the treatment process.

Our water was safe to consume at all of our locations, including Cavendish, for the whole year. Pleasingly customers' satisfaction with water quality increased during the year and our management of water service interruptions, despite decreasing on the prior year, remains ahead of expectations.

Outcome two: Provide sewerage services that protect public health and the environment



Percentage of customers who experienced sewer spills, on or within their property, who are satisfied with Wannon Water's management of the spill (score 3 or more out of 5)

N/A - new measure

96%

Sewer spills are not pleasant for our customers or employees. This drives our performance and the results reflect the importance we place on effectively managing a spill should it occur.

Outcome three: Ensure the long-term resilience of our services



Maintain top quartile rank in WSAA Asset Management Customer Value Benchmarking Result

Achieved

Achieved

Number of towns placed on water restrictions in a year

0

0

We manage more than \$1 billion of assets that are critical in delivering services to customers. We therefore place a high level of importance on effective management of these assets. An external assessment of our asset management system occurred in 2017. Compared to best practice, Wannon Water placed in the top quartile of participant entities. We expect similar benchmarking results when the next assessment is undertaken in 2020.

No towns were placed on water restrictions during the year. While this result is somewhat climate dependent, proactive planning and significant works to secure water supplies in our region have provided a greater level of certainty that water restrictions will be a rare occurrence for our customers.

Our performance

	Measure	Target	Actual performance
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Outcome four: Be responsive and willing to adapt as customers' needs change



Number of instances of two-way engagement to inform the development of Wannon Water's Corporate Plan

≥ 500

1,661

Development and implementation of online customer portal myWannonWater, by end June 2019

Achieved

Not achieved

We have greatly enhanced our engagement with the community in recent years. To have achieved more than three times the targeted instances of engagement during the year is really pleasing. In addition to our annual customer survey, we engaged with 39 key stakeholder groups and hosted six 'come-to' sessions. They included residential, small business, rural and major customers, non-bill payers and vulnerable customer groups.

Our myWannonWater customer portal was developed during 2018/19. Our customers told us they wanted increased channels to communicate and transact with us and myWannonWater will meet that desire. We take information security seriously and ensuring the security of customer's data was a main contributor to the minor delay in implementation. With a staged roll-out approach over the July 2019 – January 2020 period, myWannonWater was opened to select customers during July 2019.

Outcome five: Protect and enhance the environment in line with community expectations



Compliance with amalgamated EPA licence (annual median result for all sewage treatment plants)

100%

96.1%

Compliance with bulk entitlement and groundwater licences.

Achieved

Achieved

Percentage emissions reduction compared to baseline of 31,626 tonnes CO2 emissions

26.6%

3.6%

During the year two sewer treatment plants were not able to achieve full compliance, however there was no detrimental impact on the environment. The Warrnambool plant was affected by an increase in waste from a major customer. Whilst this issue is currently managed operationally, the planned capacity upgrade at this plant is expected to increase the plant's ability to deal with the impact of these types of loads. The Heywood plant had challenges meeting licence conditions during the colder months when it is difficult to remove nitrogen from the waste.

Our Carbon Neutrality plans made significant progress during the year, although we did not meet the voluntary target that we set in 2017. Construction of the Portland Wind Turbine made significant progress, although delays in the program meant commissioning will now occur early in 2019/20. We expect that the full emissions reduction benefit will be realised from 2019/20 onwards. Our Carbon Sequestration project generated the equivalent of 7554 tonnes of federally recognised Australian Carbon Credit Units during the year, although a considered decision was made not to surrender these eligible offsets during this reporting period.

Our performance

	Measure	Target	Actual performance
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Outcome six: Partner with our customers' communities and help our region flourish



Percentage of customers surveyed who are satisfied with Wannon Water's performance partnering with communities to help its region flourish (score of 5 or more out of 10)

54%

55%

Percentage of regional stakeholders surveyed who are satisfied with Wannon Water's performance partnering on areas of regional priority (score of 5 or more out of 10)

78%

78%

Percentage of surveyed customers who engaged with Wannon Water satisfied with the engagement process (score of 4 or 5 out of 5)

N/A - new measure

92%

These results inform us that our customers and stakeholders appreciate our approach and actions taken to improve the success of our region. We identified four themes where we aim to deliver shared value for the organisation and our communities. These themes are regional prosperity, education, training & volunteering, health & wellbeing and natural environment.

The effectiveness of engagement with our customers is partially measured by whether the engagement was valued by those involved. Customers who participated in 'deep-dive' engagements were surveyed regarding this, with 92% agreeing that our engagement with them was a worthwhile use of their time.

Outcome seven: Ensure we provide great value



Customers satisfied (5-8) or very satisfied (9-10) with value for money (from Customer Value Survey) (score of 5 or more out of 10)

84%

78%

During the year we heard customers express matters of importance impacting their satisfaction levels including usage price, cost of services, taste of the water and water quality. Customers also told us that the key drivers of their overall satisfaction are water supply, information, customer service, value for money, water quality and sewerage services. Key projects and initiatives that address these areas of customer feedback are included in our Corporate Plan 2019-24.

Affordability remains a focus with residential customer bills increasing by less than consumer price index each year until 2023. The review of the rural water surcharge will conclude during 2019/20, and progressing our taste of water initiatives will continue.

The experiences our customers have when they interact with us is important to us. A number of initiatives were implemented during 2018/19, with further plans in 2019/20 and future years. Our proactive asset planning and works program will ensure that our customers continue to enjoy a high level of water and sewerage services.