



**19/20**

# **Customer Outcomes Report**

FREE TAP WA



# 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



**Our purpose: To deliver water and sewerage services and improve the lives of people in south-west Victoria**



OUR FOCUS IS ON:

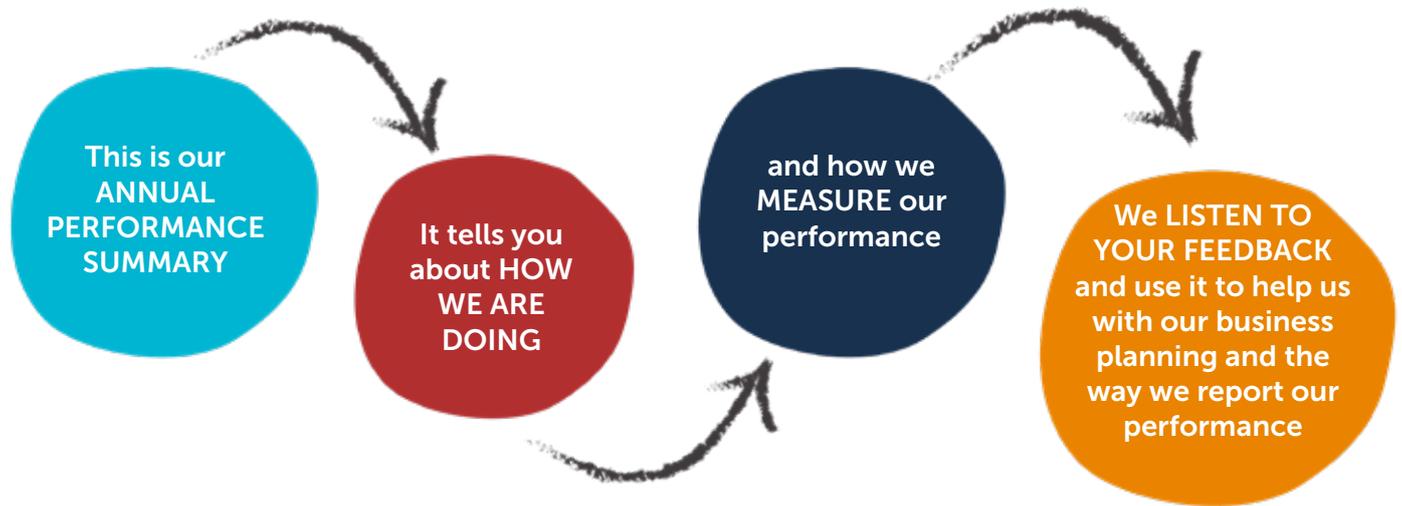
- Value for customers
- Stronger communities
- Performance culture
- Business excellence

2025 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 2019/20.

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## Summary



Overall, we rate our performance as being achieved.

Predominantly we have achieved great results in areas of importance to our customers with some exceptions and plans to rectify these are outlined in this report.

# Our performance

Outcome 1:	Provide safe and reliable water supplies	18/19 Target	18/19 Actual	19/20 Target	19/20 Actual
	Number of Safe Drinking Water Act non-compliances (water sampling and audit)	0	2	0	5
	Percentage of surveyed customers satisfied with water quality (who scored us 5 or more out of 10)	Improving trend over time	81%	Improving trend over time	82%
	Percentage of surveyed customers who experienced water service interruptions who are satisfied with Wannon Water's management of the interruption (who scored us 5 or more out of 10)	83%	87%	83%	88%

Two instances of non-compliance with the *Safe Drinking Water Act* occurred during the year in Cavendish. Both were minor and occurred as a result of organics in the water system. Treatment process optimisation ensured compliance was rectified. Our water was safe to consume at all locations, including Cavendish, for the whole year.

Three minor non-conformances were noted during a *Safe Drinking Water Act* Audit in relation to the establishment of preventative measures, establishment and implantation of critical control points, and the quantification of microbial risk. These were considered minor non-conformances because self-identification and progress to rectify the issues was evident to the auditors.

Our 2020 customer survey results show that our customers' satisfaction with water quality has increased over time. It also showed that satisfaction with aspects of water quality varied greatly by area, reflecting the varied water sources in our region.

Outcome 2:	Provide sewerage services that protect public health and the environment	18/19 Target	18/19 Actual	19/20 Target	19/20 Actual
	Percentage of customers who experienced sewer spills, on or within their property, who are satisfied with Wannon Water's management of the spill (who scored us 3 or more out of 5)	Improving trend over time	96%	Improving trend over time	100%

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. Our 2020 customer survey results show that the proportion of customers very satisfied with their sewerage services is increasing over time.

Outcome 3:	Ensure the long-term resilience of our services	18/19 Target	18/19 Actual	19/20 Target	19/20 Actual
	Maintain top quartile rank in WSAA Asset Management Customer Value Benchmarking Result	Achieved	Achieved	Achieved	Achieved
	Number of towns placed on water restrictions in a year	0	0	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 undertaken 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 2020 customer survey results show that satisfaction with ensuring the long-term resilience of water and sewerage services increased significantly this year

# Our performance

Outcome 4:	Be responsive and willing to adapt as customers needs change	18/19 Target	18/19 Actual	19/20 Target	19/20 Actual
	Number of instances of two-way engagement to inform the development of Wannon Water's Corporate Plan	≥ 500	1,661	≥ 500	2,124
	Development and implementation of online customer portal <i>myWannonWater</i> , by end June 2019	Achieved	Not achieved	Achieved	Achieved
	Number of customers using online portal (once portal established)	N/A	N/A	N/A	1,209
	Number of customer interactions with the online portal	-	-	New measure	2,194

We continued to build on the significant enhancements in our community engagement activities in recent years. In 2019/20 we achieved an increase of nearly 500 on last year's strong result. Our flagship engagement initiative, the Wannon Water Engagement Cycle, garnered valuable insights from residential, small business, industrial, rural and vulnerable customers, and traditional owners. Engagement with community groups also helped us explore expectations of Wannon Water in protecting the environment, providing value for money and strengthening communities.

Our *myWannonWater* customer portal went live in July 2019, narrowly missing our proposed end of June 2019 deadline. Our customers told us they wanted increased channels to communicate and transact with us and *myWannonWater* is meeting that desire. Our 1,209 registered *myWannonWater* users had 2,194 interactions with the system. Interactions steadily increased during the year. We are pleased with the uptake from our customers.

Our 2020 customer survey results show that satisfaction with our responsiveness and willingness to adapt as customer needs change increased significantly this year.

Outcome 5:	Protect and enhance the environment in line with community expectations	18/19 Target	18/19 Actual	19/20 Target	19/20 Actual
	Compliance with amalgamated EPA licence (annual median result for all sewage treatment plants)	100%	96.1%	100%	96%
	Compliance with bulk entitlement and groundwater licences.	Achieved	Achieved	Achieved	Achieved
	Percentage emissions reduction compared to baseline of 31,626 tonnes CO <sub>2</sub> emissions	26.6%	3.6%	29%	15.7%

We reported three non-compliances with our EPA Amalgamated Licence in 2019/20. The EPA issued a Pollution Abatement Notice (PAN) for the Warrnambool Sewage Treatment Plant following the introduction of a new licence condition in November 2019 "that the discharge of wastewater must not contain visible floating foam, oils, grease or litter". We had already started a significant upgrade to screening at the plant, and once this work was complete, the EPA revoked the PAN. We experienced challenges at the Heywood plant due to an algae outbreak, and at the Camperdown, Hamilton, Terang, Dunkeld and Mortlake plants where storage capacity was exceeded during winter 2019 requiring temporary releases of recycled water.

We made significant progress towards achieving our carbon neutrality plans during the year, reducing our CO<sub>2</sub> emissions by 12% compared to the prior year. The emissions reduction benefit following the completion of the Portland Wind Turbine part way through the year is the main driver of the result. We remain below the voluntary target that we set in 2017, however our focus is achieving our 2025 obligation to deliver a 40% reduction.

Our 2020 customer survey tells us that our customers are increasingly satisfied with our efforts protecting and enhancing the environment in line with their expectations and reducing our carbon emissions. The survey results also tell us customers have increasing satisfaction with our sewerage services, and that concerns about pollution to the environment is very low.

# Our performance

Outcome 6:	Partner with our customers' communities and help our region flourish	2018/19 Target	2018/19 Actual	2019/20 Target	2019/20 Actual
	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%	54%	58%
	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%	78%	78%
	Percentage of surveyed customers who engaged with Wannon Water satisfied with the engagement process (score of 4 or 5 out of 5)	New measure	92%	92%	97%

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.

An important part of measuring the effectiveness of our customer engagement is assessing whether the engagement was valued by those involved. This sentiment is captured via a short survey of those customers who participated in our direct engagement sessions. Of those engaged this year, 97% either agreed or strongly agreed that the engagement session was a worthwhile use of their time, an increase from 92% in 2018/19.

Our 2020 customer survey results show that satisfaction with us partnering with their communities and helping our region flourish increased significantly this year.

Outcome 7:	Ensure we provide great value	2018/19 Target	2018/19 Actual	2019/20 Target	2019/20 Actual
	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%	84%	80%

The perceived value of our service increased significantly from previous years with 30% of customers in our 2020 customer survey rating our services as 'excellent' value. A further 50% were satisfied with the value they receive.

Continuing last year's increase, overall satisfaction with Wannon Water over the last 12 months increased significantly with 55% of our customers expressing very high levels of satisfaction. During the year we heard customers express that the key drivers of their overall satisfaction included information, customer service, cost of water and charges, water quality and water supply reliability. Key projects and initiatives that address these areas of customer feedback are included in our Corporate Plan 2020-25.

Affordability remains a focus and an average residential customer can expect their bill to fall by \$8 in 2020-21.

The experiences our customers have when they interact with us is important to us. A number of initiatives were implemented during the past two years, with further plans in 2020-21 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.