



What we heard in 2020

Thank you for your feedback

Your valuable contributions to our 2020 annual engagement program helped us to plan for the future and influenced our 2021–2026 Corporate Plan.

COVID-19 changed how we connect with our community and we really appreciate your understanding and willingness to adapt to our new online engagement program.



Thank you



What we heard

Our prices

A major theme that emerged was how we structure our bills according to what is a fixed price and what is a variable price. This has an impact on how some of our customers value their water services. We heard that the fixed and variable ratio in our water bill structure didn't provide enough incentive for some customers to reduce their water usage due to the majority of the bill price being fixed.

Our services

A theme emerged around taking collective action on climate change and mitigating the impacts of climate change into the future.

Customers were less concerned with water scarcity and the security of supply in 2020, compared to previous years. This was possibly due to the global pandemic being a more prominent issue, with customers adjusting to the pressures associated with the 'new normal' imposed by COVID-19.

Almost all customers who drink our water were satisfied with their water quality (93%). This is a

significant increase in satisfaction compared to 2019. We also heard that water quality remained a concern in terms of the taste, hardness and smell of water in certain communities across our region.

Our customers and COVID-19 impacts

The global pandemic in 2020 impacted communities, individuals, business sectors and households in various ways. Vulnerable customers in 2020 came from a different segment of our customer base than what has been previously recognised.

Feedback from our customers focused on facilitating access to our customer assistance program for small businesses, who were severely impacted by the pandemic.

Our customer and community engagement

Engagement with our customers in 2020 was impacted by the changing nature of the pandemic restrictions and the capacity to deliver sessions. There were limitations with working remotely, social distancing and the additional time taken to adapt to this environment.

However, more than 90% of customers who engaged with Wannon Water in 2020 were satisfied with the engagement process.

"Look at pricing and reduce the fixed charges. They give no incentive, saving on usage" - Comment from Customer Value Survey 2020.



"It's good that you are taking time for community feedback" - Your Voice online platform.



"It is a good service in regards to pressure, cleanliness, smell and softness. Has not always been this way, but for the last five years" - Comment from Customer Value Survey 2020.



Thank you



What's next for us

The feedback we receive from our community helps us to shape our annual Corporate Plan. The Corporate Plan sets out the priorities for the year ahead, and maps the path towards *going beyond water for strong communities*. A copy of the [Corporate Plan](#) is available to view on our website.

What we heard in 2020	What we are doing
Our services	
Climate change is a significant issue, especially among our sample of younger cohorts. A number of our customers want collective action on climate change and for Wannon Water to continue the conversations around becoming carbon neutral.	<ul style="list-style-type: none">Delivering carbon emissions reduction projects that provide broad community value.Increasing our understanding of and opportunities related to the Circular Economy.We've pledged to reduce carbon emissions by 40% by 2025.
Some of our customers value having water for recreational purposes, and want to know more about their urban water sources and water conservation.	<ul style="list-style-type: none">Expanding our Education Program with adult education opportunities.Using this feedback to design engagement for, and to deliver the Urban Water Strategy, particularly around environmental and economic trade-offs. For instance, our <i>Water for Community</i> rebate provides discounted water for recreational and community purposes.
Customers in certain communities shared their feedback on the taste, smell and appearance of their water supply.	<ul style="list-style-type: none">Investigating and engaging on water taste, odour and colour initiatives.Progressing the Great Tasting Water Project across Portland, Port Fairy and Heywood to secure funding to build new water treatment infrastructure.
Our prices	
Various customers shared their feedback on our bill structures and how this influenced the way they value their water supply, especially around incentives to reduce water usage.	<ul style="list-style-type: none">Using this feedback to design the engagement with our customers on the 2023–2028 Price Submission.
Many of our customers demonstrated low levels of understanding about how we charge for our services.	<ul style="list-style-type: none">Delivering communication and education initiatives to build customer understanding of what we do and how we charge for our services.
Our customers and COVID-19 impacts	
Stakeholders supporting small business expressed interest on how Wannon Water supports vulnerable businesses with the short, medium and long-term impacts of the COVID-19 pandemic.	<ul style="list-style-type: none">COVID-19 recovery, including opportunities for new ways of working.Continuing to tailor support for customers experiencing difficulty.

Keep in touch

Customer engagement is an ongoing initiative at Wannon Water.

If you would like to be involved in the future, please let us know. Email us: info@wannonwater.com.au