



# Share your thoughts. Shape our future



## **Our resilient future** - Help shape our response to climate change, water security and community needs.

At Wannon Water, we provide our customers with the water and sewerage services they need to build healthy and strong communities. As a not-for-profit organisation, we prioritise what we are investing in to make sure we are meeting our customers' needs and expectations while also keeping their bills affordable. We're keen to hear your views so we can make the right decisions for the future.

### **Responding to climate change**

Wannon Water recognises the importance of playing our part to reduce greenhouse gas emissions and keep the global temperature rise to no more than two degrees.

We have a strong track record as an environmentally sustainable business and are committed to enhancing our environmental performance through climate change mitigation and adaptation.

We have already pledged to reduce greenhouse gas emissions by 40 per cent by the year 2025 and achieve net-zero carbon emissions by 2050.

In 2005, our emissions were almost 40,000 tonnes. We're on track to reduce this to 19,000 tonnes by 2025 and we now intend to achieve carbon neutrality by 2040 - 10 years ahead of our target.

Our Carbon Neutrality Action Plan outlines the key initiatives we've implemented including a wind turbine at the Portland Sewage Treatment Plant, solar panel systems at facilities in Warrnambool and Hamilton, and a carbon offset project.

Future projects may include expanding our tree planting programs and our renewable energy projects

Energy is a significant operational cost for our business so these initiatives will not only help the environment, but provide future savings for our customers.

*Question: Do you think we could be doing more to reduce our carbon emissions?*

### **Secure and sustainable water supplies**

We provide services to 34 towns across a 23,500-square-kilometre region that features a diverse range of water sources - from surface water catchments to deep geothermal aquifers.

Our Urban Water Strategy guides us in delivering reliable, efficient, safe and environmentally responsible water and sewerage services for the next 50 years. It identifies better ways to service customers while maintaining a sustainable future.

The strategy is reviewed every five years to ensure that we are on the right track and we can meet the changing

expectations of our customers. It involves considering the essential needs of homes, businesses, industry and our green spaces that promote health and wellbeing.

Our current planning aims to avoid subjecting residential customers to any significant water restrictions. This is a proactive step used during non-drought conditions where we intervene when necessary to either increase supply or reduce demand before placing restrictions on household water use.

Our customers are therefore freely able to use the water we provide according to our [Permanent Water Saving Rules](#).

These are common sense guidelines that apply every day of the year to help all of us use water efficiently. They include:

- Vehicles can be cleaned at any time with a bucket or a handheld hose fitted with a trigger nozzle
- A handheld hose can be used at any time if it is fitted with a trigger nozzle
- A residential garden or lawn can be watered at any time using a handheld hose fitted with a trigger nozzle. A sprinkler or a watering system can only be used between 6pm and 10am
- Fountains must use recycled water.

*Note: Additional restrictions apply in droughts.*

*Questions: Do you agree with these rules or would you prefer to see an increased focus on saving water? If you had to limit water use in dry times, what would be your most important priorities?*

## Partnering with our communities

Our strategic direction of going **beyond water for strong communities** outlines our commitment to a stronger Wannon Water and a stronger region. We partner with regional organisations and community groups to improve health and wellbeing, education and training and environmental outcomes to foster regional prosperity. We do this through three streams:

**Ripple Effect** programs directly partner with and support our communities. They include collaborating on region-wide initiatives and a \$45,000 community grants program.

**Water for Community** programs are Wannon Water corporate initiatives that support our communities. Examples include:

- The Water for Community rebate which supports physical and mental health, providing \$144,000 each year to non-for-profit organisations who use water on public green open spaces or sporting facilities

- Our Financial Inclusion Action Plan (FIAP) outlines how we support the financial resilience of our customers, communities, employees and suppliers.

Our **Community Leadership Program** harnesses the skills of our workforce to support initiatives in our region, including corporate volunteering.

It also provides development opportunities for our employees and stronger connections with their communities.

Our approach to stronger communities does not require significant extra resources. Instead, we find smart ways to maximise public value as part of our 'business as usual' work.

*Question: What do you think about Wannon Water's approach to supporting our communities?*

## Our customer promises

Four years ago, we asked our customers what mattered most to them and we made some promises that reflect what they told us.

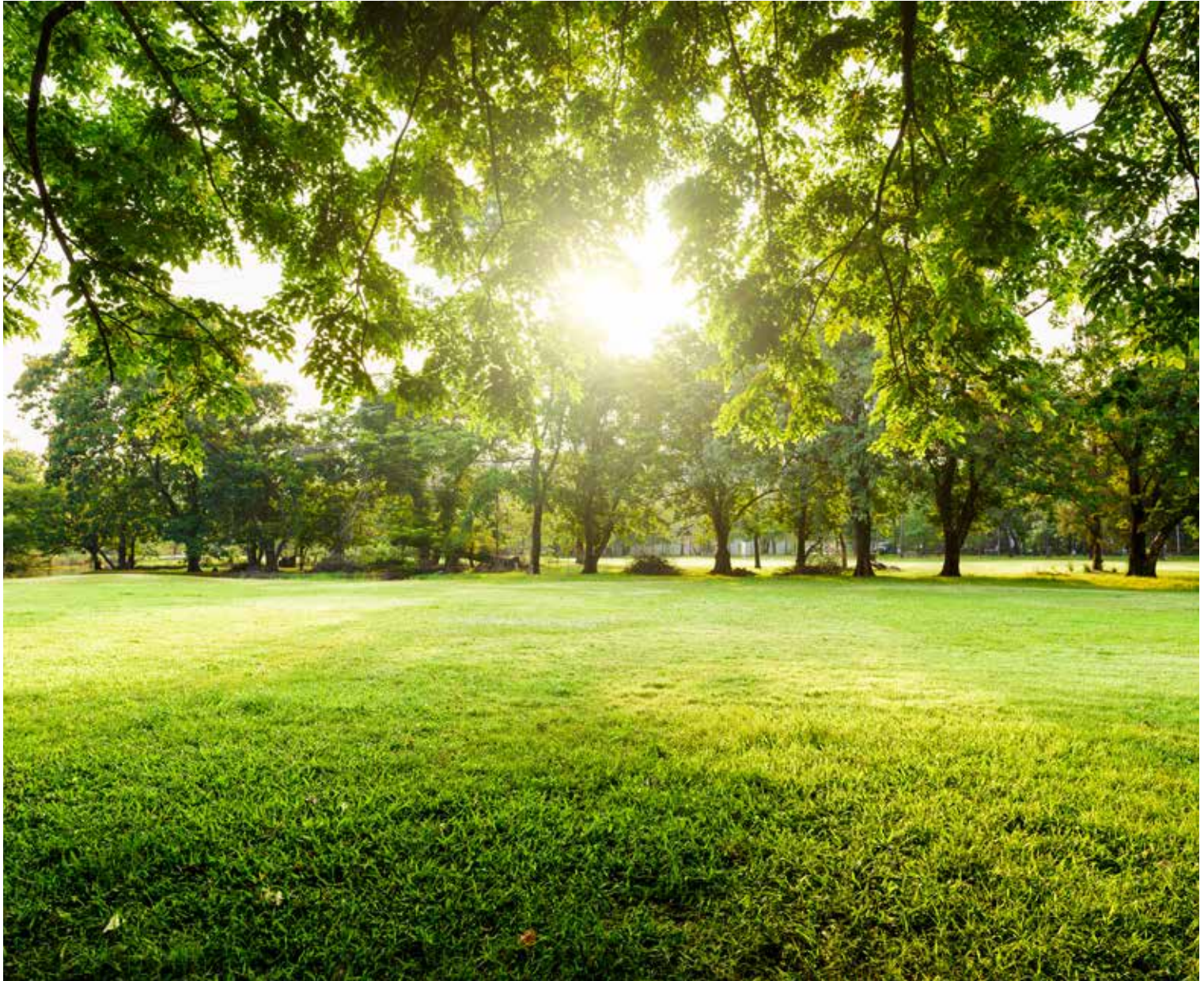
As part of our annual community engagement, we continue to check in to ensure those promises are still relevant and to help us plan for the future.

Four of those promises relate to our resilient future:



*Question: Are there other promises you think we should be making?*





## Your feedback is important

Every five years we have to prepare a Price Submission to the Essential Services Commission (ESC) that sets out our business plan and justifies the water and sewerage charges on our customers' bills. It's a balancing act.

We consider operating and capital costs, and the requirement to accommodate further growth and development in the region, and set our tariffs and charges accordingly.

Feedback from our customers and community is a fundamental part of the development of our business plan and the Price Submission process.

We want to understand your current view of our products and services, plus what you expect of us in the future.

Put simply, we aim to provide the services you value the most - and deliver them as efficiently as possible.

That's why we encourage you to take part in our engagement program. It all starts with a simple scan of the QR code below.

**Further information:**

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