



Share your thoughts. Shape our future



Our services - Help shape the services our customers need.

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.

Guaranteed Service Levels

Guaranteed Service Levels (GSLs) are a guarantee to our customers that they will be supplied with a minimum level of service. If we fail to meet these minimum levels, we will make a payment in the form of a rebate to the affected customer.

GSLs aim to minimise the impact of issues such as unplanned interruptions to water services and sewage spills.

- In the case of an emergency (e.g. where our water mains burst), we often need to turn the water off without warning. This is referred to as an "unplanned interruption". We will give customers a \$100 rebate if they experience more than two unplanned water interruptions in any 12-month period.
- If customers experience a sewer spill on their property, we will provide a rebate of \$100, or, if the spill is in a customer's house, the rebate will be \$500.
- For residential customers who are finding it difficult to pay, we will provide a \$300 rebate if we restrict their water supply, or take legal action against them before trying to contact them to let them know what support options are available.

Customers do not have to claim a rebate as they are provided automatically. Please note, the rebate will be made to the customer occupying the property and will not be given if an event is caused by, or the responsibility of, the customer concerned or a third party.

Questions: Do you think we have the right mix of GSLs? Are there any other GSLs you think are important?

Digital metering

We're always looking for innovative ways to save water and identify network efficiencies for our customers.

As part of a state-wide initiative, we're supporting a business case to understand the value of digital water metering.

If introduced, the conventional water meter at a customer's property would be fitted with an electronic logging device to collect data at regular intervals. This information would be fed back through our IT systems, allowing us to automatically record water use at the property and store the information for billing purposes.

Potential benefits include:

- Monitoring water use and alerting to high use or spikes

- Identifying leaks and flow issues faster and more accurately
- Identifying areas where water - and money - can be saved.
- Quicker, safer and more efficient meter reading (without the need to access customer properties)
- Providing more accurate bills
- Remotely monitoring meters in real time
- Optimising the life cycle of your meter.

Question: What benefits or challenges can you see for moving to digital metering over time?

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.

Three of those promises relate to our services:



To provide safe and reliable water supplies



To ensure the long-term resilience of our services



To be responsive and willing to adapt as customers' needs change



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.



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.

Further information:

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