



What we heard in 2021

Thank you for your feedback

To everyone who spoke to us in 2021 by participating in a focus group or interview, completing an online or phone survey, or popping into a stall at the Small Town Roadshow, thank you for your time and valuable insights.

Your feedback is being used to inform the development of our 2023 – 2028 Price Submission and 2022-2027 Urban Water Strategy. More information on these is available on our [website](#).



How we engaged

Our engagement was conducted in a number of ways during the year including:

- 12 focus groups, with 56 participants in total across a range of community groups
- Online surveys through our Engage and Explore portal, a Customer Value Survey and other recurring online surveys
- Phone surveys
- Speaking with 65 community members in person at our Small Town Roadshow that visited Mortlake, Terang, Peshurst and Cobden
- Face-to-face meetings with some strategic customers (major industry) and developers in the region
- Speaking with Traditional Owners.

We asked about our prices, our services and strategies for a resilient future.

What we heard

High-level feedback so far includes:

Affordability

- Our customers want us to keep bills affordable.
- Most people think bills are at a reasonable level now.
- There is support for further assistance for customers finding it difficult to pay their bills.

Service levels

- Most customers are satisfied with existing service levels and want us to maintain them.

Water quality

- Some customers want improvements to water quality (taste), particularly in towns with a groundwater supply.

Bill structure

- Some customers want changes to the bill structure (fixed versus variable charges).

Climate change

- Most customers support us taking action to become carbon neutral as soon as possible.

Water security

- Customers value water conservation and education to promote water savings at a household and industry level

Next steps

We will continue our engagement in 2022, focusing on a deeper dive into our Price Submission engagement.

Work is well underway to plan for and recruit a Community Panel for our deliberative engagement, with two deliberative forum sessions planned from April to May 2022.

Feedback from the Community Panel, technical reviews and broad engagement since 2019 will all be considered in the development of the Price Submission.

More information about the Community Panel and how to be involved will be available soon.

Final feedback provided in 2022

Following the deliberative engagement process, we will provide detailed feedback to customers and community about what we've heard and how this has influenced the development of our Price Submission and Urban Water Strategy.

If you would like further information, please don't hesitate to contact us:

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