

Wannon Water

Customer Outcomes Report

2025-2026



Our vital role

Every day, we supply South West Victoria with sustainable water services, while leading our communities towards a healthier, more prosperous future. It's a commitment that we're proud to make to the region we call home.

We're your local, dependable experts

From the South Australian border to the Otways. From the Grampians to the coast. Our services take care of more than 30 communities, including residents, farmers, businesses and industries. It's our responsibility to supply you with fresh water, from source to tap, and manage sewage to protect your health and wellbeing.

Putting people first comes naturally to us so we're here to help with more affordable, reliable and personalised service. You'll see us around, in towns and on streets, maintaining and upgrading the pipes, pump stations and treatment plants we all need.

We're making a real and positive difference

As locals, we're driven to shape our region for the better. We're committed to working with our communities and strategic partners to support the health and wellbeing of our people and protect our natural environment. We simply believe it's the right thing to do and it all comes back to our greater vision to go beyond water for stronger communities.

It's about delivering sustainable water services together with positive change for our region – and we're proud to be leading the way.



Our purpose and vision



Our region



Introduction

In our Price Submission 2023-28 we set out six customer outcomes that reflect the things that matter most to our customers.

This is our annual performance summary that tells you how we're performing against these outcomes. We've listened to your feedback over the past year, and we use this to help with our business planning and the way we report our performance.



Customer Outcomes

2023-2028

We're reliable

Ongoing reliability of water and sewerage services.

We're sustainable

Ongoing protection of the environment through action and education, prioritising Country and our communities.

We're supportive

Fair and reasonable bills for all.

We're responsive

Improved water quality in identified communities.

We're valued

Improved customer experience of our products and services.

We're influential

Active partnerships for healthy and resilient communities.

Summary



In the third year of the 2023–28 Price Submission commitments, there were strong results across several customer and operational measures alongside some ongoing challenges.

Customer satisfaction with the reliability of our water and sewerage services remained high and operational performance improved, with fewer customers experiencing multiple or unplanned water interruptions. Important milestones were also achieved at the Warrnambool Sewage Treatment Plant, including completion of stage one of the disinfection project and the evaluation study for future treated effluent management options.

Environmental compliance exceeded target levels, customer awareness of our hardship support programs remained strong, and regional stakeholder satisfaction continued to exceed target levels.

However, customer perceptions of value for money remained below target and Net Promoter Score declined, indicating ongoing challenges in customer perceptions of affordability, water quality and overall value.

Water quality outcomes continue to be significantly influenced by progress on the Quality Water for Wannon Program. The customer targets for Outcome 4 were established on the assumption that additional water treatment infrastructure would be operational by this stage of the regulatory period.

While the program continues to progress, delivery remains behind the original schedule, delaying the expected customer benefits and contributing to performance against several water quality measures remaining below target. These targets are expected to remain challenging until the infrastructure is delivered and customers begin experiencing the anticipated improvements in drinking water quality.

As we move into the second half of the regulatory period, we remain focused on delivering our major commitments and improving customer outcomes.

Outcomes	2023-24	2024-25	2025-26	Overall for the period to date
Ongoing reliability of water and sewerage services	Met target	Close or largely met	Close or largely met	Close or largely met
Ongoing protection of the environment through action and education, prioritising Country and our communities	Met target	Met target	Met target	Met target
Fair and reasonable bills for all	Close or largely met	Close or largely met	Close or largely met	Close or largely met
Improved water quality in identified communities	Close or largely met	Met target	Not met	Close or largely met
Improved customer experience of our products and services	Not met	Close or largely met	Close or largely met	Close or largely met
Active partnerships for healthy and resilient communities	Met target	Met target	Met target	Met target

■ Met target
 ■ Close or largely met
 ■ Not met

Our performance

Outcome 1: We're reliable

Ongoing reliability of water and sewerage services

Output	2023-24	2024-25	2025-26	
	Actual	Actual	Actual	Target
Customers surveyed who agree they can rely on their sewerage service from Wannon Water (average score from 1-10, via the annual customer value survey)	8.8	8.9	8.8	8.6
Average satisfaction score of customers surveyed with water supply reliability (average score from 1-10, via the annual customer value survey)	9.0	8.9	8.8	9
Number of customers who experienced two or more unplanned interruptions to their water service	651	501	451	≤416
Number of sewer spills to customer properties	31	53	53	≤35
Number of unplanned water interruptions	171	231	147	≤119
Number of residential sewer supply interruptions	61	56	58	≤79

■ Met target
 ■ Close or largely met
 ■ Not met

Performance against this outcome improved during the year, however not all targets were achieved. Customer satisfaction with the reliability of our water and sewerage services remained strong, although customer satisfaction with water supply reliability was slightly below target. Fewer customers experienced multiple water interruptions compared with previous years. Despite these improvements, a third consecutive year of dry conditions continued to impact asset performance, contributing to unplanned water interruptions and sewer spills remaining above target levels. Dry soils increase pipe movement and breakage, while tree roots seeking moisture increase the risk of sewer blockages and spills. Improving network resilience under these conditions remains a key focus of our preventative maintenance programming and asset renewal planning.

*Note: Our 'equal to or less than 86' target in 2023/24 for the number of customers experiencing two or more unplanned water interruptions is an error. Future year targets were amended at the beginning of 2024/25 to reflect the four-year average from 2020-2024.

Outcome 2: We're sustainable

Ongoing protection of the environment through action and education, prioritising Country and our communities

Output	2023-24	2024-25	2025-26	
	Actual	Actual	Actual	Target
Number of non-compliance events with our EPA Amalgamated Licence	6	7	1	≤5
Annual greenhouse gas emissions created directly from our operations (scope one)	19,954	18,976*	4,013	6,980
Install disinfection system as the first step of the Warrnambool Sewage Treatment Plant upgrade by 31 December 2025	On track	On track	Complete	Complete
Complete an evaluation study report which identifies alternative wastewater disposal methodologies for further upgrades of the Warrnambool Sewage Treatment Plant by 30 June 2025	On track	On track	Complete	Complete

■ Met target
 ■ Close or largely met
 ■ Not met

Performance against this outcome was strong, with all measures meeting their target. During the year we achieved two key milestones at the Warrnambool Sewage Treatment Plant, completing stage one of the disinfection system and finalising the evaluation study investigating future wastewater disposal methodologies. Both projects represent important investments in improving environmental performance and supporting the long-term sustainability of our sewerage treatment operations.

Together with improved environmental compliance performance, these results demonstrate positive progress against our commitment to protect the environment.

*The emissions target for 2024/25 was revised following a Ministerial direction issued after submission of our 2023-28 Price Submission. The revised target required Wannon Water to reduce emissions to 18,976 tonnes of carbon dioxide equivalent by 30 June 2025.



Our performance

Outcome 3: We're supportive

Fair and reasonable bills for all

Output	2023-24	2024-25	2025-26	
	Actual	Actual	Actual	Target
Customer satisfaction with services in terms of value for money (average score from 1-10, via the annual customer value survey)	6.5	6.7	6.5	7
Percentage of customers surveyed who are aware of financial/customer support program (answering 'yes' via the annual customer value survey)	47%	51%	51%	50%
Percentage of a residential customer's bill that is variable (Group A, owner, average kL water use)	19.07%*	20.08%*	19.21%*	19.40%

■ Met target
 ■ Close or largely met
 ■ Not met

Customer perceptions of value for money remain an important area of focus. Satisfaction with value for money remained below target during the year, reflecting ongoing cost-of-living pressures and increasing customer expectations. Awareness of our customer support programs remained strong, with more than half of surveyed customers aware of the financial assistance available to support those experiencing hardship.

The variable component of residential customer bills was slightly below target in 2025/26. This result was influenced by a reduction in average water consumption compared with 2024/25, when prolonged dry conditions resulted in unusually high water use and a corresponding increase in the variable component of bills. As water consumption returned to more typical levels, the proportion of bills that is variable reduced.

*Previously reported results for this measure have been updated to correct an error in the source data and ensure consistent reporting across years.



Outcome 4: We're responsive

Improved water quality in identified communities

Output	2023-24	2024-25	2025-26	
	Actual	Actual	Actual	Target
Surveyed customers' satisfaction with their water quality (average score from 1-10, via the annual customer value survey)	7.2	7.3	7.1	7.5
Surveyed customers' satisfaction with their water quality in terms of taste (average score from 1-10, via the annual customer value survey)	6.6	6.6	6.5	7
Percentage of surveyed customers in Area 1 (Portland, Heywood, Port Fairy) who drink the water we supply (answering 'yes' via the annual customer value survey)	43%	48%	48%	55%
Surveyed customers from Area 1 (Portland, Heywood, Port Fairy) who are satisfied with water quality in terms of taste (average score from 1-10, via the annual customer value survey)	3.7	4.6	4.0	4.5
Install additional water treatment to improve taste of water in at least one of Portland, Heywood or Port Fairy communities by 2026	On track	Slightly behind	Slightly behind	Complete

■ Met target
 ■ Close or largely met
 ■ Not met

Customer satisfaction with water quality remains a challenge, particularly in Portland, Heywood and Port Fairy, where naturally occurring mineral salts continue to influence customer perceptions of drinking water taste and quality. While several customer measures were below target during the year, these targets were established on the assumption that some additional water treatment infrastructure delivered through the Quality Water for Wannon Program would already be operational and providing customer benefits by this stage of the regulatory period.

The Quality Water for Wannon Program remains our key initiative for improving water quality outcomes in these communities. While the project continues to progress, delivery remains behind the original schedule, meaning the anticipated improvements in water quality, taste and drinking water consumption have not yet been realised. As a result, the progressively increasing targets for Outcome 4 remain challenging to achieve until the new treatment infrastructure is commissioned and customers begin to experience the expected improvements in water quality.

Our performance

Outcome 5: We're valued

Improved customer experience of our products and

Output	2023-24	2024-25	2025-26	
	Actual	Actual	Actual	Target
Customers who experience water service interruptions that are satisfied with Wannon Water's management of the interruption (answering 5+ out of 10 in the annual customer survey)	83%	90%	90%	96%
Customers who experienced sewer spills on or within their property, that are satisfied with Wannon Water's management of the spill (answering 3+ out of 5 on a follow-up call)	88%	91%	100%*	100%
Net Promoter Score	+11	+16	+7	+20

■ Met target
 ■ Close or largely met
 ■ Not met

Our 2026 Customer Value Survey showed most respondents whose water service was interrupted during the year were happy with how we handled the issue. Overall satisfaction with interruptions was maintained at 90 per cent. Of these customers, 39% were "very satisfied", citing the quick restoration of water supplies and provision of good communication as reasons for their high rating.

Customers who experienced a sewer spill and participated in a follow-up call were satisfied with Wannon Water's management of the incident, resulting in a satisfaction rate of 100 per cent. Feedback indicated positive experiences with the response provided and the management of the spill.

Our Net Promoter Score decreased by 9 points to +7, mainly due to a proportion of Promoters converting to Passives. Similar to previous years, older customers and females were more likely to recommend Wannon Water. However, a greater proportion of customers in Portland, Heywood and Port Fairy rated us lower for satisfaction due to perceptions of drinking water taste and quality.

*The reported 2025/26 result is based on 13 customer follow-up responses recorded between 1 July and 26 August 2025. Customer satisfaction follow-up calls for sewer spill incidents were temporarily paused during the year due to resourcing pressures and increased workload within the team. The follow-up process has now recommenced and customer feedback will continue to be collected and reported going forward.

Outcome 6: We're influential

Active partnerships for healthy and resilient communities

Output	2023-24	2024-25	2025-26	
	Actual	Actual	Actual	Target
Regional stakeholders surveyed who are satisfied with Wannon Water's performance partnering on areas of regional priority (answering 4+ out of 5 in the regional stakeholder survey)	80%	89%	85%	80%
Customers who are satisfied with Wannon Water's performance partnering with communities to help its region flourish (answering 5+ out of 10 in the annual customer survey)	56%	53%	52%	55%

Met target
 Close or largely met
 Not met

Our 2026 Stakeholder Perceptions Pulse Survey recorded a strong result for regional stakeholder satisfaction, with 98% of respondents satisfied with Wannon Water's performance in partnering on areas of regional priority and 85% strongly agreeing. While customer satisfaction was slightly below our target, we remain focused on building value for our customers and our community, and, collectively, contributing to a better region.

Our annual Ripple Effect program is one example of our partnering to help communities flourish. Twelve organisations and schools across South West Victoria received a share of our \$44,000 Ripple Effect community grant funding during the year. The initiatives supported areas of regional priority: health and wellbeing; education and volunteering; the environment; and regional prosperity. We also distributed more than 1,700 items of merchandise, including water bottles, sports prize packs, tote bags, back sacks, garden hose trigger nozzles, buckets and shower timers to members and students of 22 community groups, sporting clubs and schools.

The Water for Community program also funds accessible water refill units in public spaces and portable units at community events, encouraging people to avoid single-use plastic for drinking water. We supported 44 community events - with our Thirst Aid Station booked for 19 of these. The program has provided free water to tens of thousands of people across the region and saved thousands of single-use plastic bottles from landfill.





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