



Customer Outcomes Report

22/23

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 strategic direction 22/23



To deliver water and sewerage services and improve the lives of people in south-west Victoria.



OUR FOCUS IS ON:

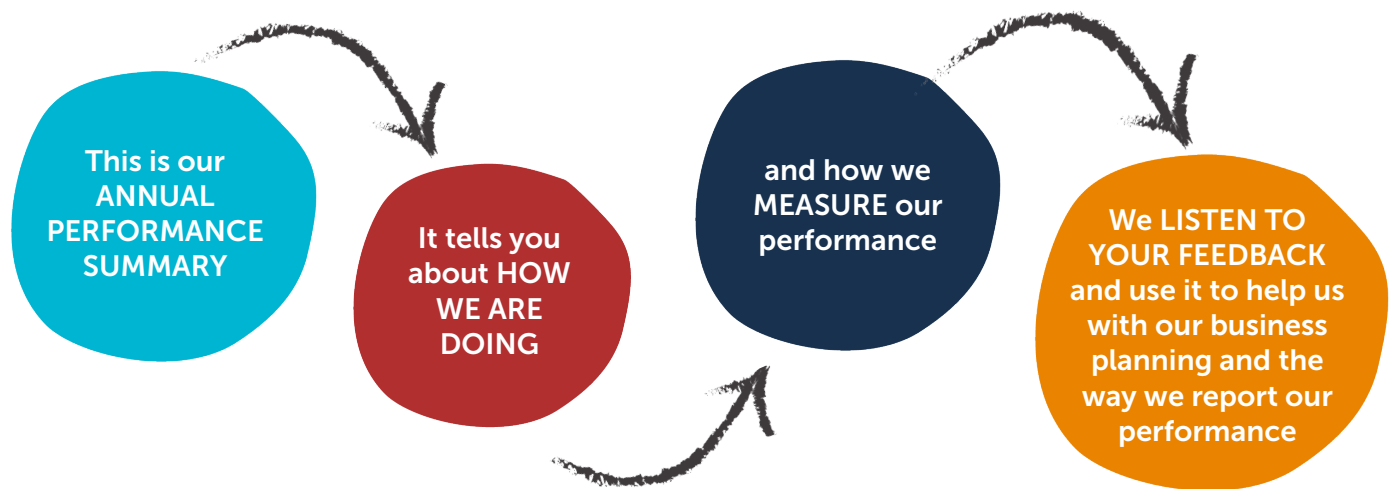
- Value for customers
- Stronger communities
- Performance culture
- Business excellence

OUTCOMES:

- Our customers consider us great value**
- Our community partnerships help this region flourish**
- Our people are engaged, high performing and love working at Wannon Water**
- Our business is resilient and our practices effective**

Introduction

In our Price Submission 2018-23 we set out seven outcomes which reflected the things that matter most to our customers.



This report provides a summary of how we performed against these outcomes for 2022/23.

Summary



In the final year of our five-year pricing period, we rate our performance as being achieved and consider that we have performed well overall.

Of our seven outcomes commitments we classify one as red and six as green by traffic light status (red, amber, green). Of our 15 individual indicators, 13 were green, 1 was amber and 1 was red. We have assigned 'green' status for overall performance on balance.

Predominantly we have achieved great results in areas of importance to our customers. As always, there are opportunities for improvement and our Price Submission 2023-28 prioritises initiatives that, when delivered, should address areas of customer concern.

Our customer and community engagement program continues, and as reflected in our Price Submission 2023-28, customer insights drive what is important for us to deliver.

Our performance

Outcome 1: Provide safe and reliable water supplies	18/19 Actual	19/20 Actual	20/21 Actual	21/22 Actual	22/23 Actual	22/23 Target
Number of Safe Drinking Water Act non-compliances (water sampling and audit)	2	5	1	0	0	0
Percentage of surveyed customers satisfied with water quality (who scored us 5 or more out of 10)	81%	82%	80%	77%	76%	Improving trend over time
Percentage of surveyed customers who experienced water service interruptions who are satisfied with Wannon Water's management of the interruption (who scored us 5 or more out of 10)	87%	88%	92%	90%	89%	83%
<p>Providing safe and reliable drinking water is an important deliverable. We have a comprehensive water quality monitoring program that ensures the water we supply across 34 customer zones is safe to drink. This was the case in all our serviced locations for the whole year.</p> <p>Our customer survey results continue to show that satisfaction with aspects of water quality varied greatly by area, reflecting the varied water sources in our region. Dissatisfaction with water quality, specifically taste, continues to stem primarily from Portland, Heywood and Port Fairy. Our Price Submission 2023-28 proposed to deliver improved water quality for these communities. Federal Government funding has provided us the certainty to deliver this exciting project and its many benefits for those communities. We will now move ahead with the next phase of approvals and construction, and work with our communities to determine the most appropriate sequence for delivery in the coming years.</p>						
Outcome 2: Provide sewerage services that protect public health and the environment	18/19 Actual	19/20 Actual	20/21 Actual	21/22 Actual	22/23 Actual	22/23 Target
Percentage of customers who experienced sewer spills, on or within their property, who are satisfied with Wannon Water's management of the spill (who scored us 3 or more out of 5)	96%	100%	100%	100%	94%	Improving trend over the period
<p>Sewer spills are not pleasant for our customers or employees. This drives our performance and the results reflect the importance we place on effectively managing a spill should it occur.</p> <p>Two customers expressed dissatisfaction regarding their experience of our management of a sewer spill at their property. A total of 215 sewer spills on or within customer properties were managed by our team during the five-year period. Overall, 98 per cent of customers were satisfied with our management of the spill.</p> <p>Our customer survey results for each of the five years consistently showed that customers' satisfaction with our sewerage services remained high with 93 per cent expressing they were satisfied or very satisfied.</p>						
Outcome 3: Ensure the long-term resilience of our services	18/19 Actual	19/20 Actual	20/21 Actual	21/22 Actual	22/23 Actual	22/23 Target
Maintain top quartile rank in WSAA Asset Management Customer Value Benchmarking Result	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
Number of towns placed on water restrictions in a year	0	0	0	0	0	0
<p>We manage more than \$1 billion of assets that are critical in delivering services to customers. We therefore place a high level of importance on effective management of these assets. Compared to best practice asset management systems, Wannon Water placed in the top quartile of entities who participated in an external assessment.</p> <p>No towns were placed on water restrictions during the year. Proactive planning and significant works undertaken to secure water supplies in our region have provided a greater level of certainty that water restrictions will be a rare occurrence for our customers.</p>						

Our performance

Outcome 4: Be responsive and willing to adapt as customers needs change	18/19 Actual	19/20 Actual	20/21 Actual	21/22 Actual	22/23 Actual	22/23 Target
Number of instances of two-way engagement to inform the development of Wannon Water's Corporate Plan	1,661	2,124	1,359	1,895	2,122	≥ 500
Development and implementation of online customer portal <i>myWannonWater</i> , by end June 2019	Not achieved	Implemented	N/A	N/A	N/A	N/A
Number of customers using online portal (once portal established)	N/A	1,209	N/A	N/A	N/A	N/A
Number of customer interactions with the online portal	N/A	2,194	2,739	3,410	3,947	3,500
<p>Our annual Wannon Water Engagement Cycle (WVEC) continues to mature each year. The 2022/23 WVEC followed an intensive multi-year engagement program in service of our Urban Water Strategy and the Price Submission 2023-28.</p> <p>Accordingly, we delivered a 'lighter touch' WVEC in 2022/23 to balance our commitment to ongoing engagement against the risk of engagement fatigue in our community. Despite this lighter approach, our instances of engagement were high. Increased face-to-face engagements following the COVID-19 pandemic was a key point of difference this year, and well received by customers and the wider community.</p> <p>Our <i>myWannonWater</i> customer portal went live in July 2019. Our customers told us they wanted increased channels to communicate and transact with us and <i>myWannonWater</i> is meeting that desire. Our registered <i>myWannonWater</i> users had 3,947 interactions with the system, a 16 per cent increase compared to last year. We are pleased with the uptake and continue to promote the benefits of it to customers.</p>						
Outcome 5: Protect and enhance the environment in line with community expectations	18/19 Actual	19/20 Actual	20/21 Actual	21/22 Actual	22/23 Actual	22/23 Target
Compliance with amalgamated EPA licence (annual median result for all sewage treatment plants)	96.1%	96.0%	97.5%	96.6%	100%	100%
Compliance with bulk entitlement and groundwater licences.	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
Percentage emissions reduction compared to baseline of 31,626 tonnes CO ₂ emissions	3.6%	15.7%	24.5%	28.9%	27.4%	24.5%
<p>We achieved 100% compliance with the quality of water discharges from sewage treatment plants in 2022/23. We reported nine non-compliances with other aspects of our EPA Amalgamated Licence. We received two odour complaints while processing biosolids at the Hamilton Sewage Treatment Plant which confirmed a non-compliance with emissions leaving the site. We reported seven unlicensed discharges to the environment from Camperdown, Cobden, Hamilton, Mortlake and Terang plants as a result of significant wet weather across our region.</p> <p>We maintained the significant progress during the five-year period towards achieving our carbon neutrality plans, reducing our CO₂ emissions by 24 per cent overall. The generation of energy from wind and solar, and the use of energy-efficient plant and equipment, are main drivers of the results. Our focus remains on achieving our obligation to achieve net-zero emissions by 2030, including a 40 per cent reduction by 2025.</p>						

Our performance

Outcome 6: Partner with our customers' communities and help our region flourish	18/19 Actual	19/20 Actual	20/21 Actual	21/22 Actual	22/23 Actual	22/23 Target
Percentage of customers surveyed who are satisfied with Wannon Water's performance partnering with communities to help its region flourish (score of 5 or more out of 10)	55%	58%	55%	51%	56%	54%
Percentage of regional stakeholders surveyed who are satisfied with Wannon Water's performance partnering on areas of regional priority (score of 5 or more out of 10)	78%	78%	80%	80%	80%	78%
Percentage of surveyed customers who engaged with Wannon Water satisfied with the engagement process (score of 4 or 5 out of 5)	92%	97%	100%	92%	96%	92%
<p>An important part of measuring the effectiveness of our customer engagement is assessing whether the engagement was valued by those involved. This sentiment is captured via a short voluntary survey of those customers who participated in our direct engagement sessions. Wannon Water has consistently recorded high levels of satisfaction for this indicator and our customers tell us they value the opportunity to provide their views on our priorities and services.</p>						
Outcome 7: Ensure we provide great value	18/19 Actual	19/20 Actual	20/21 Actual	21/22 Actual	22/23 Actual	22/23 Target
Customers satisfied (5-8) or very satisfied (9-10) with value for money - from Customer Value Survey (score of 5 or more out of 10)	78%	80%	79%	77%	76%	84%
<p>We know from the key driver analysis of our annual Customer Value Survey research that value for money and water quality are the most important driver in overall satisfaction. Our 2023 survey showed a small reduction in value for money satisfaction compared to the prior year, continuing a downward trend. The current cost of living crisis has influenced this outcome. We identified this early and our proactive customer support program helps customers in this situation.</p> <p>Water quality and taste were priorities for customers who were less than fully satisfied, and this continued to become more pronounced.</p> <p>Given the significance of water quality as a driver of customer satisfaction, customer perceptions of value for money are unlikely to increase unless there is significant investment in changing water quality, particularly in our groundwater towns. We are investing significantly to address this during our next price submission period.</p>						