

Previously City West Water service area (performance 1 July – 31 December 2021)

Our performance

Overall, our performance has improved and remains on track for 2021-22. We have improved our performance on servicing a growing Melbourne while maintaining our performance on our other five outcomes.

	Met	On track	Not yet met	2020-21	Mid 2021-22
					
Services to my home and business are safe, reliable and efficiently managed					
Customer service is accessible and my enquiries are resolved promptly					
Billing and payment options are efficient and convenient					
Customers in hardship are supported					
The whole of the water cycle is managed in an environmentally sustainable way					
GWW (previously CWW) is a valued partner in servicing a growing Melbourne					
Overall					

In 2020-21, we did not meet all the indicators that underpin our commitment to supporting and servicing a growing Melbourne. These indicators include information application turnarounds, new customer contribution applications turnarounds and new meter supply and assembly installation turnarounds.

Since then, we have improved our turnaround times by working with industry to smooth our application timing, developed new processes and trained extra staff to provide capacity during busy periods. We expect to achieve our targets by the end of 2021-22. Like our performance in 2020-21, some challenges have continued into the first half of 2021-22:

- four customers experienced a minor sewer spill caused by wet wipe blockages in the system
- a high number of customers experienced four or more unplanned water interruptions
- we received a high number of water quality and payment issue complaints
- we had a high number of estimated meter reads driven by COVID-19 restrictions.

Note: Some of the indicators that underpin our outcomes are only reported annually and were not included in our self-assessment of our performance. These include annual surveys on customer sentiment and carbon emissions.

Previously Western Water service area (performance 1 July – 31 December 2021)

Our performance

Overall, our performance remains on track for 2021-22. For the first half of 2021-22, we have maintained our performance on our outcomes.

	Met	On track	Not yet met	2020-21	Mid 2021-22
					
Fair and affordable charges for all customers					
Reliable, safe services to existing and new customers					
Innovative approaches to addressing customer needs					
Care of the environment					
Sustainable contribution to the community and regional liveability					
Overall					

Like our performance in 2020-21, some challenges have continued into the first half of 2021-22:

- we continue to experience above target sewer spills, although trending down
- the number of educational presentations to students has been impacted by the pandemic and restrictions imposed
- the volume of reuse of recycled water is lower than expected due to the above average rainfall supplementing its use.

Note: Some of the indicators that underpin our outcomes are only reported annually and were not included in our self-assessment of our performance. These include annual surveys on customer sentiment and carbon emissions.