



Customer Outcomes
Performance Report

2020-21

Acknowledgement of Country

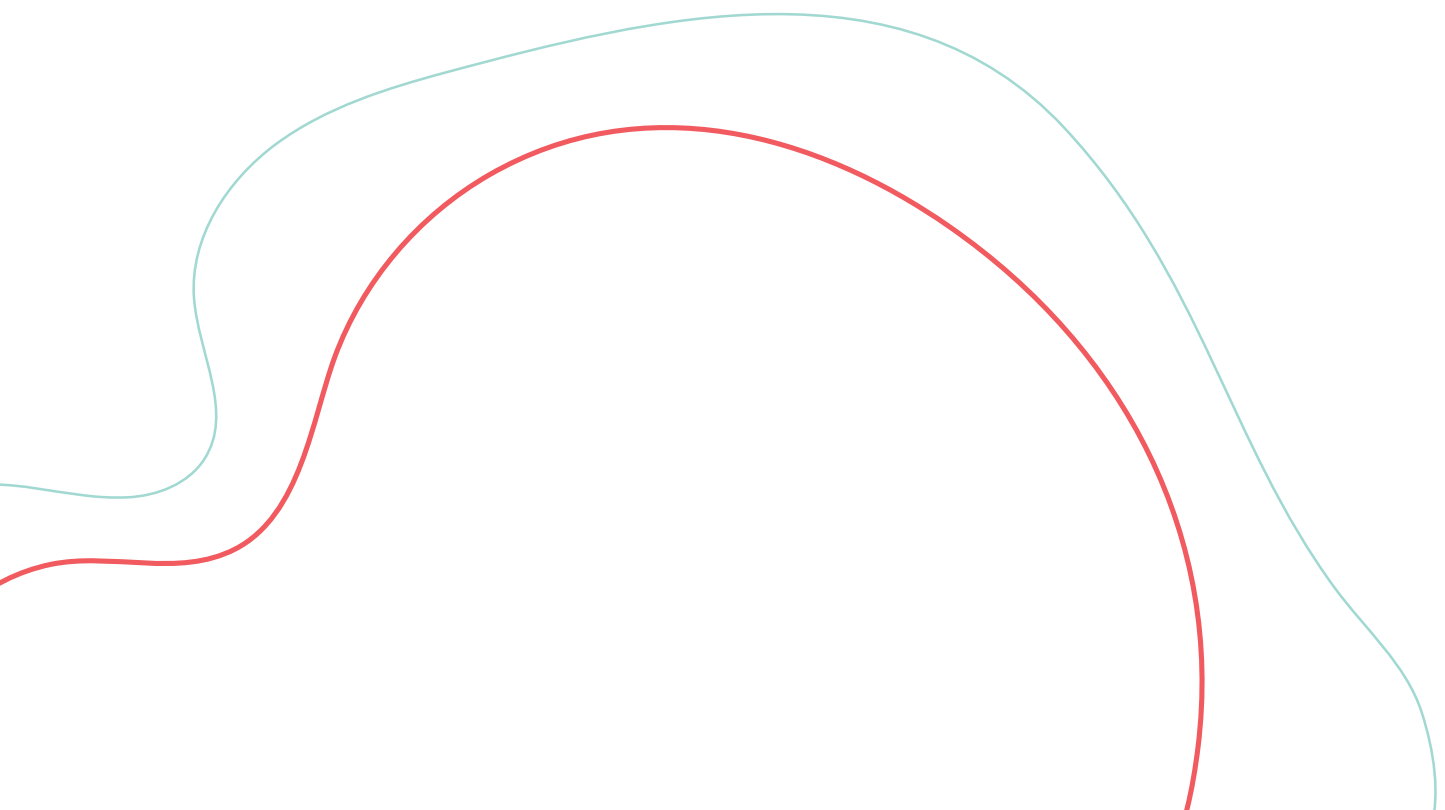
Greater Western Water respectfully acknowledges Aboriginal and Torres Strait Islander peoples as Australia's first peoples.

We respectfully acknowledge the Traditional Owners of the lands and waters upon which we work, operate and rely, the people of the Kulin Nation. We pay our deepest respects to their Elders, past, present and emerging.

We acknowledge the continued cultural, social and spiritual connections that Aboriginal and Torres Strait Islander peoples have with the lands and waters, and recognise and value that the Traditional

Owner groups have cared for and protected them for thousands of generations.

In the spirit of reconciliation, we remain committed to working in partnership with local Traditional Owners to ensure their ongoing contribution to the future of the water management landscape while maintaining their cultural and spiritual connections.



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About Greater Western Water

On 1 July 2021, Greater Western Water became the new water corporation for Melbourne's CBD and north-western region, bringing together the areas previously known as City West Water and Western Water.

Greater Western Water has a 3,700 square kilometre service area, stretching from Melbourne's CBD, inner and north-west suburbs through the Melton and Sunbury growth corridors to Bacchus Marsh and the Macedon Ranges. Greater Western Water brings together the best of City West Water and Western Water to continue to meet the growing demands of this fast-growing region and maintain the reliable, efficient and affordable water services that are so important to our customers and community.

As Greater Western Water, we have an opportunity to align and update our processes so that we can deliver our services

more efficiently to all our customers. We are developing our first Price Submission as Greater Western Water and will work with the community to understand and incorporate what is important to them into our future outcome commitments.

In the interim, we continue to operate under each of the Essential Services Commission's determinations for City West Water and Western Water for the remainder of the regulatory period (until 30 June 2023). These determinations, and their subsequent customer commitments, will continue to apply to each of our service areas.

As a result, we continue to report on our performance against our customer outcomes for customers in Greater Western Water's City West Water and Western Water areas separately.

This document reports on our performance against our customer outcomes for:

- Greater Western Water (previously City West Water) area - Part A
- Greater Western Water (previously Western Water) area - Part B

Figure 1. Greater Western Water's service area (consisting of historical City West Water and Western Water service areas)





**Part A:
Greater Western
Water Customer
Performance
Outcomes
(previously City
West Water)**

Summary

Every five years, we submit a Price Submission to the Essential Services Commission, which sets out our commitments to our customers.

Our commitments

For the current five-year period, our commitments to our customers in Greater Western Water's (previously City West Water) relate to the following six outcomes:

1. Services to my home and business are safe, reliable and efficiently managed.
2. Customer service is accessible and my enquiries are resolved promptly.
3. Billing and payment options are efficient and convenient.
4. Customers in hardship are supported.
5. The whole of the water cycle is managed in an environmentally sustainable way.
6. Greater Western Water (previously City West Water) is a valued partner in servicing a growing Melbourne.

Our performance

Despite the challenges presented by the coronavirus (COVID-19) pandemic, our integration to form Greater Western Water and high growth in our service area, we are pleased to report overall performance against our customer outcomes is 'on track'.

In 2020-21, we met our target for 30 of the 41 measures that are used to assess our performance. We improved on our performance in 2019-20 and we are meeting our targets against three of our six outcomes and are close on the remaining three.

In 2020-21, we delivered better value to our customers by:

- improving the process to identify customers who experience high numbers of unplanned interruptions, so we can ensure that future interruptions are planned
- dedicating skilled staff to proactively manage aesthetic water quality, improving our responsive to water supply interruptions and sewer spills and blockages
- dedicating more contact centre staff to support customers impacted by the pandemic.

Over the next year we will continue to improve outcomes for customers by:

- improving and increasing online services and processing of applications
- monitoring our water and sewer infrastructure and managing repeat interruptions so that we can better plan work and keep customers informed
- working with the development and construction industry to streamline timing of applications, simplifying internal processes and training extra staff to increase capacity during busy periods.
























Major projects

In 2020-21 we completed several major projects to secure our water supply and deliver reliable services for years to come. These included:

- installing more recycled water pipes in the growing western region
- connecting to the Melbourne-Geelong pipeline to secure our water supply
- renewing ageing assets, such as the Lonsdale Street sewer main and Nicholson Street water main.

We also started work on other projects to be delivered over the coming years, including:

- constructing new sewage infrastructure in the outer western suburbs, including the Mt Atkinson Sewer Outlet to connect new developments to our extensive sewerage network
- upgrading West Werribee Sewage Pump Station to take sewage from the growth areas to be treated at Western Treatment Plant.

	Met	On track	Not yet met		
					
				2019-20	2020-21
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		

Outcome 1: Services to my home and business are safe, reliable and efficiently managed

We aim to give customers reliable services so they feel confident that:

- when they turn on a tap in the kitchen or bathroom, their water is safe for drinking and will flow at a reasonable pressure
- when they flush a toilet, let the plug out of a sink or have a shower, their wastewater will disappear seamlessly into the sewer
- if something does go wrong with their water supply or wastewater disposal, the problem will be attended to and resolved in a timely and efficient manner.

While water supply interruptions were reduced from 2019-20, the number of customers experiencing high levels of interruptions was still too high.

We continue to monitor and prioritise customers who experience a high number of unplanned interruptions. However, an incident in late 2020, driven by unusual circumstances, resulted in three customers experiencing six unplanned interruptions.

In 2020-21 we replaced more than 26km of water pipes across our network and will continue to replace and renew pipes to ensure continual supply to our customers.

The high level of dirty water complaints (relating to colour) continued in 2020-21. We are working with our bulk water supplier to ensure that water quality remains high next year, and we are building capacity to better understand root causes of complaints across our network.

Our sewer network performed well over the last year and we have consistently maintained low interruptions and blockages. We relined more than 17km of our older pipes. This investment ensures that we will meet our sewer service and reliability commitments every year.

Outcome 1 – Water services

2020-21

	Results	Target	Status
Number of low supply pressure events	0	0	●
Customers experiencing >3 (4+) unplanned water supply interruptions in a year	196	86	●
Customers experiencing >5 (6+) unplanned water supply interruptions in a year	3	0	●
Unplanned water supply interruptions restored within five hours (by affected customer)	97.3%	97.0%	●
Planned water supply interruptions restored within five hours (by affected customer)	98.1%	99.0%	●
Average time taken (from notification) to restore unplanned water supply interruption, minutes (by affected customer)	113	120	●

Customers experiencing more than three (4+) unplanned water service interruptions in a year

Customers experiencing more than five (6+) unplanned water service interruptions in a year

Although we fell short of our targets in 2020-21 for customers experiencing high numbers of unplanned water service interruptions, fewer customers experienced more than three unplanned water supply interruptions.




Customers who experience three unplanned interruptions are identified, monitored to determine if conditions will deteriorate, and managed to ensure that we can plan and prepare them for interruptions.

Some customers may experience a fourth unplanned interruption. When this happens, we provide temporary water supplies and initiate work to renew the water main to prevent further unplanned interruptions. This process has reduced the number of extreme unplanned water supply interruptions and we expect fewer customers to experience a high level of unplanned water supply interruptions in the future.

In 2020-21, three customers experienced six unplanned interruptions. These customers were not transferred to temporary water supply due to the location of the water main, security fencing preventing access to the site, inability to contact the customers and our GIS (geographic information system) incorrectly displaying the location of the property service connection. We have reviewed our process so this does not occur again.

Outcome 1 – Water quality

2020-21

	Results	Target	Status
Customer satisfaction score on water quality via Customer Satisfaction Surveys	94.7%	91%	
Water quality complaints per 1,000 customers	2.11	0.70	
Compliance with drinking water quality standards	100%	100%	

Drinking Water Quality – Number of water quality complaints per 1,000 customers

Unfortunately, we continued to receive a higher than expected number of complaints about water quality in 2020-21. Most of these complaints related to the colour of the water rather than its taste or odour.

We are:

- building our capacity to manage water quality by ensuring staff have the required skills and can focus on water quality
- undertaking a mains cleaning trial (to be completed in 2022)
- implementing a new water quality analysis process to improve reporting and understanding of complaints.

This work is critical as the relatively low number of complaints in our network makes it challenging to isolate the cause. The work will give us a more detailed understanding of the root cause of complaints, which will help us improve our response.

While the number of complaints about water colour may remain higher than historical averages, our current activities and focus on longer-term initiatives should result in a decrease in complaints.

Outcome 1 – Sewerage services

2020-21

	Results	Target	Status
Customers experiencing >3 (4+) sewer blockages in a year (no.)	0	6	
Sewer blockages restored within five hours (by affected customers)	99.4%	98%	
Average time (from notification) to rectify blockage/spill (main and house connection branch), minutes (events)	118	124	
Sewer spills contained within five hours of notification	100%	100%	
Sewer spills within a house, that are a result of a failure in our pipes	11	13	
Sewer spills within a house, that are a result of a failure in our pipes, not contained within one hour of notification	0	0	

Outcome 2: Customer service is accessible and my enquiries are resolved promptly

We strive to provide exceptional customer service and to be accessible and easy to deal with.

Our customer base is diverse and includes people of all ages, genders, cultural backgrounds, languages, socio-economic situations and technological abilities. We are committed to providing services that are accessible and timely, with the highest levels of customer service for everyone.

Over the last year, we implemented a new framework to increase the number of customer queries that are

resolved at the first contact. As a result, more than 95 per cent of calls are resolved on first contact (above target) and almost all emails are responded to within one business day.

We are always working to make our services more accessible and responsive. This is reflected in the residential customer satisfaction survey results which show we have met or exceeded all our targets.

While we fell short on the business customers' satisfaction survey results, we have improved since 2019-20. Over the next year, we will work on a business segmentation project, research plan, service re-imagined program and process improvements to deliver faster resolution times and improve business customer satisfaction.

Outcome 2

2020-21

	Results	Target	Status
Calls resolved on first contact	96.1%	85%	●
Customer correspondence (emails) responded to within one business day	98.7%	95%	●
Customer correspondence responded to within 10 business days	100%	100%	●
Residential customer satisfaction with response to an enquiry	90%	85%	●
Non-residential customer satisfaction with response to an enquiry	83%	85%	●
Residential customer satisfaction with response to complaint	60%	50%	●
Non-residential customer satisfaction with response to a complaint	50%	50%	●
Complaints to the Energy and Water Ombudsman of Victoria (excluding all referrals) per 1,000 customers	0.04	0.10	●

Outcome 3: Billing and payment options are efficient and convenient

We aim to provide billing options that meet our customers' needs, that are simple, accurate and timely, and include convenient options for receiving and paying bills.

Over the last year, we have:

- worked to understand customer expectations around billing and payment options, which has influenced our investigation into a new, more agile billings and collections system
- extended e-billing to non-residential customers
- introduced a 'rapid service response' using real time data on customer interactions to provide customers with the best information to help them control their bill through our customer portal and other channels.

We ended 2020-21 with fewer MyAccount customers registrations than we had expected. As MyAccount promotion increases, we are confident more customers will register.

Throughout the pandemic, our highest priority is keeping our customers protected and water meter readers safe. As a result, a large number of bills relied on estimated meter reads.

We are pleased to report that payment issue complaints were below target again. In 2021-22, as Greater Western Water, we are working towards a new agile billing and collections system that will be even more convenient for our customers.

Outcome 3

2020-21

	Results	Target	Status
Payment issue complaints per 1,000 customers	1.20	1.20	●
Estimated meter reads used for billing (proportion of total reads)	10.7%	2.00%	●
Customers with registered online accounts (proportion of all accounts)	14.0%	20.0%	●

Estimated meter reads used for billing (of total reads)

Pandemic restrictions meant we could not safely read some meters, for example in shops, houses, office buildings and apartment blocks where meters are indoors. We expect that as the pandemic continues, the number of estimated meter reads for billing purposes will continue to be higher than our target.

Customers with registered online accounts (of all accounts)

In 2019-20, we introduced MyAccount, an online portal where customers can access, store and pay bills.

MyAccount is being rolled out to all residential customers in a phased approach. We set an ambitious target to have 10 per cent of residential customers registered in 2019-20 and 20 per cent in 2020-21. MyAccount became available to all customers in May 2020, later than planned. Registrations have doubled since last year and we expect them to continue to increase steadily as we promote the portal.

Outcome 4: Customers in hardship are supported

We aim to support customers and employees experiencing hardship, vulnerability or the impacts of family violence.

Supporting customers in hardship has been a focus of our response to the economic and social impacts of coronavirus (COVID-19). Our community and care program, launched in early 2020, continued into 2020-21. The program included a phone hotline staffed by a dedicated team trained to manage complex customer situations.


Customers facing financial hardship and family violence can access confidential support options. In addition to our usual support for customers, we have suspended all legal actions and debt collections and removed water restrictors. We're also offering payment extensions of up to three months, providing case management for longer term debt relief and

providing referrals to financial counsellors. We have also extended payment plans to businesses and are deferring trade waste charges.

The impacts of the pandemic are reflected in our performance indicators with more customers than ever needing assistance.

Outcome 4

2020-21

	Results	Target	Status
Customers on instalment plans (per 1,000 customers)	51.2	40	
Residential customers receiving Hardship Grants (per 1,000 customers)	1.91	1.2	
Number of customers taking up Water Assist (no.)	88	200	
Prior to restriction being applied, GWW (previously CWW) has undertaken reasonable endeavours to ensure customer is not in hardship	100%	100%	

Number of customers taking up Water Assist (no.)

We fell well short of our target for the number of customers taking up Water Assist to improve their water efficiency in 2020-21. Water Assist is a Victorian Government plumbing program that helps customers reduce their residential water use by identifying leaking pipes or appliances. The program includes a residential water efficiency audit, appliance retrofit and advice.

Due to coronavirus restrictions, we have not been able to offer Water Assist audits.

We will be looking for other ways to help vulnerable customers assess their water use. Campaigns for the program will begin again with letters sent to customers with high consumption.

Outcome 5: The whole of the water cycle is managed in an environmentally sustainable way

We aim to responsibly manage our valuable water resources for the benefit of current and future generations.

We continue to diversify our supplies to ensure water supplies are available now and into the future, for a range of uses, from drinking water to watering recreational open spaces. We manage the water cycle with liveability and wellbeing in mind by providing water for green spaces and incorporating Traditional Owners and Aboriginal values in our water cycle planning processes.

Over the last year we:

- worked with Melbourne Water, South East Water, Yarra Valley Water and Western Water on the Sewerage Strategy Implementation Plan and the Greater Melbourne Urban Water and System Strategy
- participated in integrated water management forums to create more liveable communities in the west
- funded three new stormwater harvesting projects through round two of the Stormwater Harvesting Partnering Fund and worked on delivering projects from round one
- collaborated with partners to implement the Greening the West Strategy 2020-25.

In 2020-21, we reduced net carbon emissions from our operations by five per cent. We continued to work towards reducing our greenhouse gas emissions and exploring a pathway to carbon neutrality by 2030.

Outcome 5

2020-21

	Results	Target	Status
Water lost from the network (% of total water supplied)	7.8%	9.3%	●
Water storage levels remain at or above 40% (in November) as per the water outlook zones in our Urban Water Strategy	75.4%	40.0%	●
Emergency relief structures compliant with requirement to not spill in dry weather (CP)	100%	100%	●
Compliance with the Environment Protection Authority's discharge licence requirements - Number of licence non-compliances	0	0	●
Progress towards our goal of achieving net-zero emissions by 2030 (climate change)	5%	5%	●
Stormwater partnerships in place	15	8	●

Outcome 6: Greater Western Water (previously City West Water) is a valued partner in servicing a growing Melbourne

As Melbourne rapidly grows, we aim to work collaboratively with stakeholders in the development community to ensure waste and sewerage services are delivered in a timely and efficient manner.

As a service provider for some of Melbourne's fastest growing areas, we have a responsibility to support growth and future liveability. We do this by rolling out new water and sewerage services in growth areas and existing residential areas and delivering new and upgraded water and sewerage services to an ever-changing commercial and industrial customer base.

As in 2019-20, we continued to see unprecedented rates of urban development and construction activity across Melbourne's west, which presents challenges for us in processing applications. In 2020-21, our customer base grew by 16,800 new residential and non-residential customers, which is 1,800 more new customers than 2019-20.

We also set ourselves more ambitious targets for 2020-21 that require us to automate some processes, simplify internal processes, address technology constraints and train extra staff to provide support during busy periods.

While these efforts are improving processing times for customer contribution applications, we fell short due to the faster turnaround targets.

Outcome 6

2020-21

	Results	Target	Status
95% of standard plumbing applications completed within 5 business days	30.9%	95%	●
95% of pressure and flow information applications processed within 5 business days	98.9%	95%	●
95% of asset information applications processed within 2 business days	63.6%	95%	●
95% of new customer contribution applications processed within 45 business days	99.0%	95%	●
95% of standard 20mm new meter supply and assembly installed within 10 business days of application	90.7%	95%	●

95% of asset information applications processed within 2 business days + 95% of standard plumbing applications completed within 5 business days

While we improved our turnaround times in 2020-21, we set ourselves more ambitious targets for the services we provide.

For example, we increased the proportion of standard plumbing applications completed within 10 business days from 50 per cent in 2019-20 to 74 per cent in 2020-21 and we increased the proportion of asset information applications processed within 10 business days from 74 per cent to 96 per cent.

However, in 2020-21 we stepped up these targets to halve the time to turnaround standard plumbing application and pressure/flow information requests (from 10 to five business days) and asset information requests (from 10 down to two business days).

Our ability to meet these ambitious targets was affected by the need to focus on the integration with Western Water and capture processes across both organisations, and by government requirements due to coronavirus which meant that our contractor for standard 20mm new meter supply and assembly installations was required to suspend works and was therefore unable to meet usual timeframes.

We expect high growth to continue in our service area into 2021-22 and beyond. Our integration with Western Water to form Greater Western Water presents us the opportunity to work with industry to smooth out application timing, to develop new processes and to train extra staff to provide capacity during busy periods. We expect this work will improve our performance against our stepped-up targets in 2021-22.

**Part B: Greater
Western Water
Customer
Outcomes Report
(previously Western
Water)**

Summary

We submitted a Price Submission to the Essential Services Commission in 2020.

Our commitments

Our commitments to our customers in Greater Western Water (previously Western Water) for the current period relate to the following five outcomes:

1. Fair and affordable charges for all customers
2. Reliable, safe services to existing and new customers
3. Innovative approaches to addressing customer needs
4. Care of the environment
5. Sustainable contribution to the community and regional liveability

Our performance

In 2020-21, the ongoing pandemic, our integration to form Greater Western Water and high growth in our service area presented challenges for us to deliver on our commitments. Despite this, we are pleased to report our overall performance against our customer outcomes is 'met'.

In 2020-21, we met our target for 18 of the 21 measures we use to assess our performance, which is an improvement on the previous year. We're meeting our targets against four outcomes and we're close on the remaining outcome.

In 2020-21, we delivered better value to our customers by:

- offering a range of supports for customers experiencing financial hardship due to the pandemic
- continuing investment to ensure that we meet our sewer service and reliability commitments
- promoting and reaching out to customers to increase online interactions such as subscriptions to our customer portal and e-billing services

- positioning ourselves as a valuable member of the community, for example through grants, media presence, encouraging water conservation and delivering on actions set out in our Reconciliation Action Plan.
















In 2021-22 we will continue to improve on our customer commitments by:

- improving online services and processing of applications
- monitoring our water and sewer infrastructure and managing repeat interruptions so that we can better plan work and keep customers informed
- working with industry to streamline application timing, simplifying internal processes and training extra staff to increase capacity during busy periods.

Major projects

In 2020-21 we completed several major projects and started work on others, including:

- completed work on the Bacchus Marsh rising main, a critical asset, which has increased the flow rate from the pump station and enhanced environmental compliance
- commenced work on the new Melton South Exford Road sewer pump station and rising main to cater for significant growth in the area and ensure that our reliability of service is maintained.

	Met	On track	Not yet met		
					
				2019-20*	2020-21
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					

*Indicators underpinning customer outcomes in 2019-20 differ to indicators in 2020-21 due to the update through the 2020 Greater Western Water (previously Western Water) Price Submission

Outcome 1: Fair and affordable changes for all customers

We aim to provide reliable services that are fair and affordable for all customers.

Over the last year, the pandemic has disrupted lives, causing financial hardship and negatively impacting on people’s wellbeing across our service area.

We are proud that we can offer a range of support options for customers in financial hardship.

We are pleased to report that more than 40 per cent of customers in the hardship program cleared outstanding debts in 2020-21. We were also pleased that customers assessed our value for money higher than our long-term trend, with a survey score of 6.9 out of 10.

As Greater Western Water, we now have a broader team to support customers who find themselves either continuously in financial hardship or experiencing it for the first time. We expect to improve customer satisfaction by delivering lower prices than originally set in the 2020 Greater Western Water (previously Western Water) Price Determination.

Outcome 1

2020-21

	Results	Target	Status
Customer satisfaction that the price of water services represents value for money (via survey)	6.9	≥6.5	●
Customer hardship program participants who have cleared outstanding debt	41.7%	≥20.0%	●

Outcome 2: Reliable, safe services to existing and new customers

We aim to give customers reliable services so they feel confident that:

- **when they turn on a tap in the kitchen or bathroom, their water is safe for drinking and will flow at a reasonable pressure**
- **when they flush a toilet, let the plug out of a sink or have a shower, their wastewater will disappear seamlessly into the sewer**
- **if something does go wrong with their water supply or wastewater disposal, the problem is attended to and resolved in a timely and efficient manner.**

Our customers expect high quality services from our network and we hold ourselves accountable when it comes to providing core water and sewerage services.

Our water and sewer network performed well again over the last year. We met or exceeded all six reliability targets in 2020-21 and had no major sewer spills (priority 1) in the region. This is a result of our investment in the network through renewals and preventative maintenance, and more stable weather conditions. Through continued investment,

we will meet our sewer service and reliability commitments every year. Beyond these indicators, we've seen significant improvements in other measures of reliability, including shorter time off water supply.

In 2020-21, we saw an increase in dirty water complaints. Over the last year, we have undertaken a range of activities to improve our understanding of the root cause of complaints and ensure our actions are not creating unintended consequences.

We expect to continue to deliver high quality and reliable services to our community in 2021-22.

Outcome 2

2020-21

	Results	Target	Status
Water quality complaints	2.71	≤4	●
Average response time to priority 1 water incidents	21.75	≤30	●
Average response time to priority 1 sewer spills	No spills	≤30	●
Customers experiencing more than 3 sewer service interruptions	0	0	●
Number of Safe Drinking Water Act non-compliances (water sampling and audit)	0	0	●
Customers experiencing more than 5 water supply interruptions	0	0	●

Outcome 3: Innovative approaches to addressing customer needs

We pride ourselves on providing accessible and timely advice to customers and continue to strive to communicate and engage with customers in ways that suit their needs.

In 2020-21, we met all our Outcome 3 targets and commitments.

We reached out to customers to connect with them during the pandemic. Our customers were more open to online interactions and there was a significant increase in subscriptions to our customer portal and customers using e-billing.

We expect to continue to meet these targets into 2021-22. As Greater Western Water we have the opportunity to share business practices, implement new ways of communicating using technology, and provide better access to our customers.

We will work closely with our customers to develop the 2023 price submission and understand how we can use technology to communicate and engage with them.

Outcome 3

2020-21

	Results	Target	Status
Customers on e-billing	32%	≥20%	●
Customers' mobile numbers registered for SMS communications	77.5%	≥75%	●
Customers' email accounts registered for communications and engagement	55%	≥50%	●
Customer portal usage (% unique new customers registered)	25.94%	≥10%	●

Outcome 4: Care of the environment

Our customers told us they want us to demonstrate care for the environment by reducing greenhouse gas emissions and setting an ambitious target to reduce sewer spills to zero.

We set performance targets around each of these and track customer satisfaction with the way we care for the environment.

In 2020-21, we met two of three targets and saw an improving trend on the third target.

Over the last year, gross greenhouse gas emissions for the Greater Western Water (previously Western Water) area were 35,469 tonnes and

we surrendered 2,371 Large-scale Generation Certificates to achieve net greenhouse gas emissions of 33,146 tonnes. This meant we achieved our targets for 2020-21.

While there were more sewer spills in 2020-21 than desired, there has been a significant decrease since 2019-20 due to our Sewer Spill Prevention Strategy.

We expect to continue to deliver on our commitments to reduce greenhouse gas emissions as we look to invest in long-term cost-effective solutions.

Our ambitious commitments and activities position us as a leader in environmental care and is reflected in our score of 8.3 out of 10 for customer satisfaction with the way our business cares for the environment.

Outcome 4

2020-21

	Results	Target	Status
Net greenhouse gas emissions	33,146	≤35,638	●
Customer satisfaction with the way that GWW (previously WW) cares for the environment (via survey)	8.3	≥8	●
Number of sewer spills	49	0	●

Number of sewer spills

Although we experienced a higher than desired number of sewer spills in 2020-21, there has been a significant decrease in sewer spills on previous years with 49 across the region, down from 72 the previous year.

This improvement is a result of our Sewer Spill Prevention Strategy which continues to evolve to deal with our ageing infrastructure and growing network.

None of the 49 sewer spills in 2020-21 were a Priority 1 spill, meaning that they did not result in a public health concern, did not cause any significant damage to property, and did not discharge to a sensitive receiving environment.

While this is significant progress, we will continue to work to deliver an outcome that benefits both customers and the environment while meeting requirements of the General Environmental Duty (GED) put in place by the EPA.

Outcome 5: Sustainable contribution to the community and regional liveability

We aim to contribute to our community in a sustainable way and recognise the important role we play in regional liveability by supporting our diverse communities, regional prosperity and ensuring that water resources are managed efficiently for the long term.

In 2021-22, we achieved four of our six performance commitments for Outcome 5.

We continue to encourage water conservation through promotional and educational programs to reduce usage per person.

We want to be a valuable member of the community and we do this by attending community events, offering grants and sponsorships, and through our media presence.







We continued to support liveability through integrated water management (IWM) solutions, for example through the development of the Sunbury IWM Plan with Melbourne Water and Department of Environment, Land, Water.

We delivered actions set out in our Reconciliation Action Plan which has been expanded and on track to deliver in 2022.

We are pleased to see that our efforts are reflected in higher recognition by customers of us being a valuable member of the community.

Outcome 5

2020-21

	Results	Target	Status
Preschools and primary schools in its region receiving education presentations by GWW (previously WW)	60%	≥90%	
Customers agree that GWW (previously WW) is a valuable member of the community (4 or 5 out of 5, via survey)	82%	≥70%	
Minimise usage	174.6	≤185	
Develop Sunbury IWM Plan	On track	On track	
Reuse of recycled water produced	47.8%	≥75%	
Deliver GWW (previously WW) Reconciliation Action Plan to plan	On track	On track	

Preschools and primary schools in its region receiving education presentations by Greater Western Water (previously Western Water)

Due to the pandemic and the restrictions imposed, many face-to-face events were postponed. This impacted on programs and activities with preschools and primary schools, including our Reconciliation Gardens Program with Schools and water efficiency education presentations. We plan to recommence once schools can manage this in a COVID-safe way.

Reuse of recycled water produced

In 2020-21, average water usage per household decreased to 174.6L per person per day, which is below our target of 185L per person per day. This was driven by above average rainfall across our service area, as customers used less potable and recycled water on gardens.

We also reused less recycled water in our Western Irrigation Network than targeted due to the above average rainfall, which reduced demand for irrigation water.

We continue to work with customers to raise awareness of ways to manage their water use and control their bills. We are also looking at new ways to manage the water cycle in our region and are on track with our project partners and local communities to explore new sources of water for the Sunbury region.



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