

Customer outcomes

2019/20 performance

In developing Price Submission 2018-20, Western Water worked with customers to develop a series of customer outcomes and targets. Our performance against these in 2018/19 is set out below.

Customer outcome 1: Fair and affordable charges

Measures	Target	2018/19 Result	2019/20 Result
Tariff structure review with customers completed by late 2019	On track	On track	Completed
Customer satisfaction that the price of water services represents value for money (average survey score out of 10)	6.2	6.4	7.6
Customer hardship program participants who have cleared outstanding debt	20%	17.6%	34%

Customer outcome 2: Reliable, safe services

Measures	Target	2018/19 Result	2019/20 Result
Planned water supply interruptions during peak hours or longer than notified (number of affected customers)	0	14	58 ¹
Water quality complaints (per 1000 customers)	<4	2.01	2.3
Average response time to priority 1 water incidents (minutes)	25	23.2	30
Average response time to sewer spills (minutes)	30	27	30
Average planned water supply interruption per customers	0.10	0.04	0.05
Average duration of planned water supply interruptions (minutes)	240	155	190
Customers experiencing more than 3 sewer service interruptions	0	0	0
Number of <i>Safe Drinking Water Act</i> non-compliances (water sampling and audit)	-	1	0

1. In a single event in 2019, 58 customers experienced a planned water supply interruption which extended into peak hours (completed at 6.50pm) and took longer than notified (6.9 hours vs 5 hours). The interruption was planned to connect a new water main in the Deanside area. The issue was caused by a fault in the pre-implementation phase when staff incorrectly assumed operational valve settings in the network, this resulted in a hydraulic air lock when supply was initially reinstated, further delaying return to supply. Subsequent updates to the planned shutdown procedure will ensure pre-implementation works are completed by field crews prior to any planned shutdowns being booked into the system.

Customer outcome 3: Innovative approaches to addressing customer needs

Measures	Target	2018/19 Result	2019/20 Result
Emergency calls answered within 30 seconds (after customer has selected emergency fault option)	100%	95%	94% ²
Customers on ebilling	15%	17.8%	26%
SMS communication solution report prepared prior to 2020 price submission	On track	On track	Completed
Digital metering cost-benefit report prepared prior to 2020 price submission	On track	On track	Completed
Online services and information solution report prepared prior to 2020 price submission	On track	On track	Completed

2. Western Water's Operation Control Centre (OCC) received a total of 3,782 Faults & Emergency calls in FY19/20. Call queuing began in January 2020 (with calls being answered in 30 seconds 98% of the time). From 1 April to 30 June, pandemic-related personal and other wellbeing issues have reduced staffing in the OCC, resulting in decreased percentage of calls answered within 30 seconds (typically only 2 staff have been available to answer phones with 3 staff available for a total of 20 days).

Customer outcome 4: Care of the environment

Measures	Target	2018/19 Result	2019/20 Result
Net greenhouse gas emissions (tonnes CO ₂ e)	35,638	37,798	38,257 ³
Customer satisfaction with the way that Western Water cares for the environment (average survey score out of 10)	7.8	7.6	8.4

3. The 2019/20 result did not meet target (5.6% above the target set at 36,223 for the year) due to delays in the connection of the industry's Large Scale Renewable Energy Project to the electricity grid. Once connected, Western Water will use a portion of the energy produced from the project as an offset our local energy consumption.

Customer outcome 5: Sustainable contribution to the community and regional liveability

Measures	Target	2018/19 Result	2019/20 Result
Preschools and primary schools in its region receiving education presentations by Western Water	80%	93%	76% ⁴
Engage with over 1000 customers via Water Matters website, email, social media and face to face events	Met	Met	Met
Customers agree that Western Water is a valuable member of the community (% survey respondents selecting a rating of 4 or 5 out of 5)	70%	67%	N/A ⁵

4. Results did not meet target as no preschool or primary school presentations were able to take place in Term 2 2020 due to COVID-19.

5. Result is not available. Due to customer surveying occurring during the initial months of the coronavirus pandemic, Western Water reduced its customer survey questionnaire to essential service measurements only. This measurement was postponed until 2021.