

























Previously City West Water area (performance 1 July 2022 – 31 December 2022)

Our performance

Overall, we have maintained most of the improvements in our measures that we made in 2021-22 and are on track to meet most of our targets in 2022-23.

	Met	On track	Not yet met	2021-22	Mid 2022-23
					
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. We are a valued partner in servicing a growing Melbourne					
Overall					

Our performance on outcome 3 has improved as the percentage of estimated meter reads for billing purposes has fallen and is now closer to pre-pandemic levels.

We have maintained the improvements in our sewerage network reliability and developer application turnaround times – despite high growth and increased construction activity in our service area.

We are also on track to meet our net zero emission targets for 2022-23 and we continue to respond to our customer enquiries and complaints as quickly as possible.

However, some challenges from 2021-22 have continued into the first half of 2022-23:

- While we delivered safe water, we received a high number of water quality complaints compared to our targets.
- We are committed to supporting customers experiencing hardship, however the number of instalment plans fell as we undertook a data clean of our billing systems to remove broken payment arrangements.
- Some customers continue to experience a high number of unplanned water supply interruptions and the average time taken to restore water interruptions was longer than expected.

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.

Previously Western Water area (performance 1 July 2022 – 31 December 2022)

Our performance

Overall, we have maintained our performance against our targets in 2021-22 and remain on track to meet most of our targets in 2022-23.

	Met	On track	Not yet met	2021-22	Mid 2022-23
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	●			●	●
Overall	●			●	●

Compared to this time last year, we have received less than half the number of water quality complaints. We attribute this to a range of activities, such as a proactive flushing and mains cleaning program. We have also improved our response times for water supply interruptions from 41 minutes in 2021-22 to 24 minutes for the first half of 2022-23.

However, some challenges from 2021-22 have continued into the first half of 2022-23:

- We reused less recycled water than expected due to the above average rainfall across our area supplementing its use.
- We have paused registering customers to receive communications and engagement as we work on integrating our separate billing systems.

- The number of sewer spills continued to be higher than our target of zero. When spills happen, we provide additional support, including a rebate in recognition of the lower level of service received if a spill occurs inside a home and if there are more than three sewer interruptions within 12 months.

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.