



**Customer outcomes  
performance report**

**2022-23**

# Acknowledgment of Country

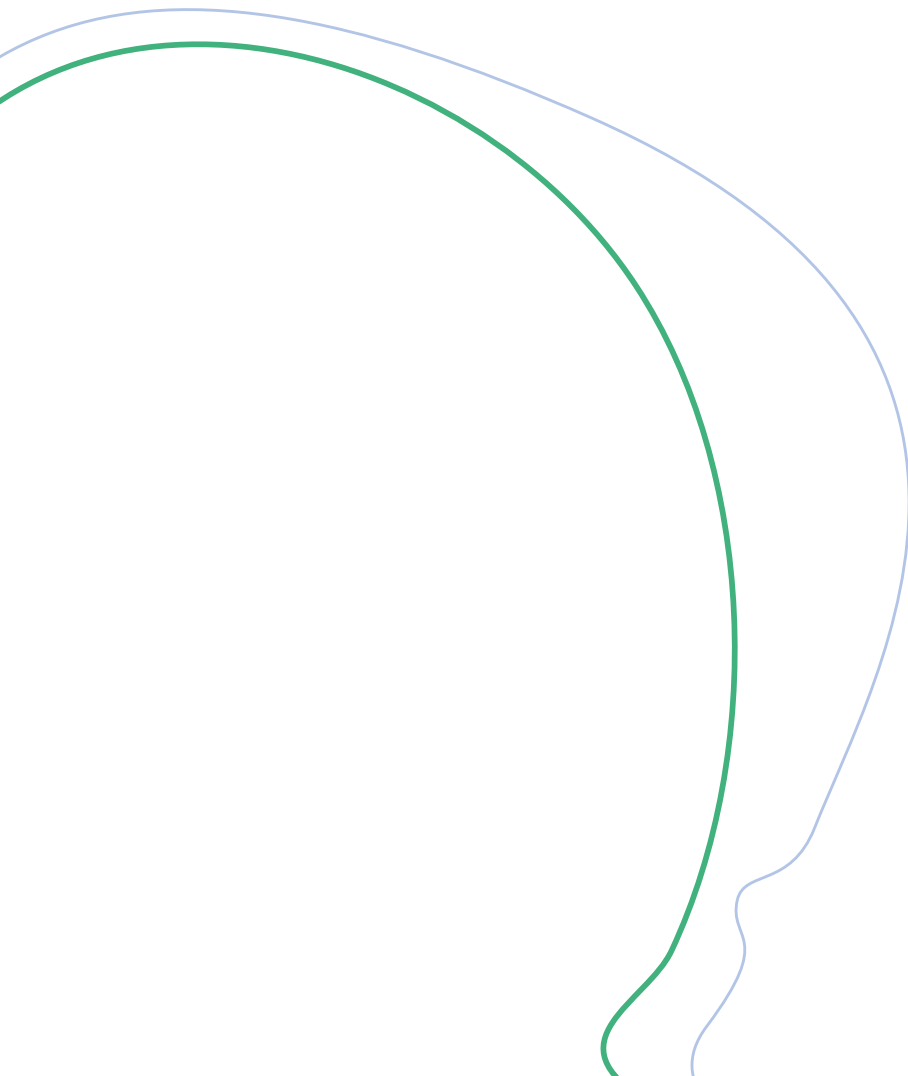
Greater Western Water respectfully acknowledges Aboriginal and Torres Strait Islander peoples as Australia's first peoples.

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

2022-23 marked our second full year as Greater Western Water (GWW), bringing together the previously serviced areas of City West Water and Western Water.

We are proud to serve the 1.44 million community members who live in our service area, welcoming 18,068 new customers in 2022-23 to our area – bringing our total customer base to 615,619.

Over the last year, we have delivered 115,171 ML of drinking water, received over 268,600 calls, laid out 390 km of mains and our crews attended and repaired over 3,990 faults across our network.

GWW's 3,700 square kilometre service area stretches from Melbourne's central business district (CBD), inner and north-west suburbs through the Melton and Sunbury growth corridors to Bacchus Marsh and the Macedon Ranges.

Our first price submission as GWW goes to the Essential Services Commission (ESC) in September 2023. As part of this submission, we have worked with our community to understand and incorporate their views and values into our future commitments.

Over the year, we have focused on transitioning our processes and systems while maintaining our outcome commitments, service offerings and service standards. We continue to report on outcome measures set in our 2018 and 2020 price submissions. With integration, we have worked to align our processes. In the interim, we continue to operate under each of the ESC's determinations for City West Water and Western Water for the remainder of this regulatory period (until 30 June 2024).

These determinations, and their subsequent customer commitments (known as outcomes), will continue to apply to each of our service areas. As a result, we continue to report on our performance against our outcomes for customers in GWW's City West Water and Western Water areas separately.

Overall, we committed to delivering 11 outcomes (six for City West Water and five for Western Water). Of these, we met, or largely met, nine of our targets.

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

## How we measure success

Each year, Victoria's water corporations provide a summary of performance against the commitments made in their price submission to the ESC.

Progress is represented using a 'traffic light' system, with outcomes being marked as 'met' (green), 'close or largely met' (amber), and 'not met' (red). Where we have not met our targets, we have provided an information box that outlines what caused the issue and how we are, or are planning, to rectify it.

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



- Previously City West Water service area
- Previously Western Water service area

- TP Treatment Plant
- RWP Recycled Water Plant

# **Part A**

# **Greater Western**

# **Water customer**

# **performance**

# **outcomes**

(previously City West Water)

# Summary

City West Water submitted a price submission to the Essential Services Commission in 2018. This report relates to the regulatory period of 2018-24, focusing on our six outcome commitments for 2022-23.

Overall, we largely met three targets (amber rating), and we did not meet one (red rating). Our overall rating is 'closely or largely met' (amber).

## Our outcomes

For 2022-23, our commitments to customers 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. We are a valued partner in servicing a growing Melbourne.

We have proposed some changes to our outcome measures where processes have aligned or where they are no longer fit-for-purpose for GWW. Where they have changed, we have maintained our existing commitments established in our previous price submissions. We expect that as we align internal processes and improve our customer offerings, more measures may need to be adjusted in consultation with customers.

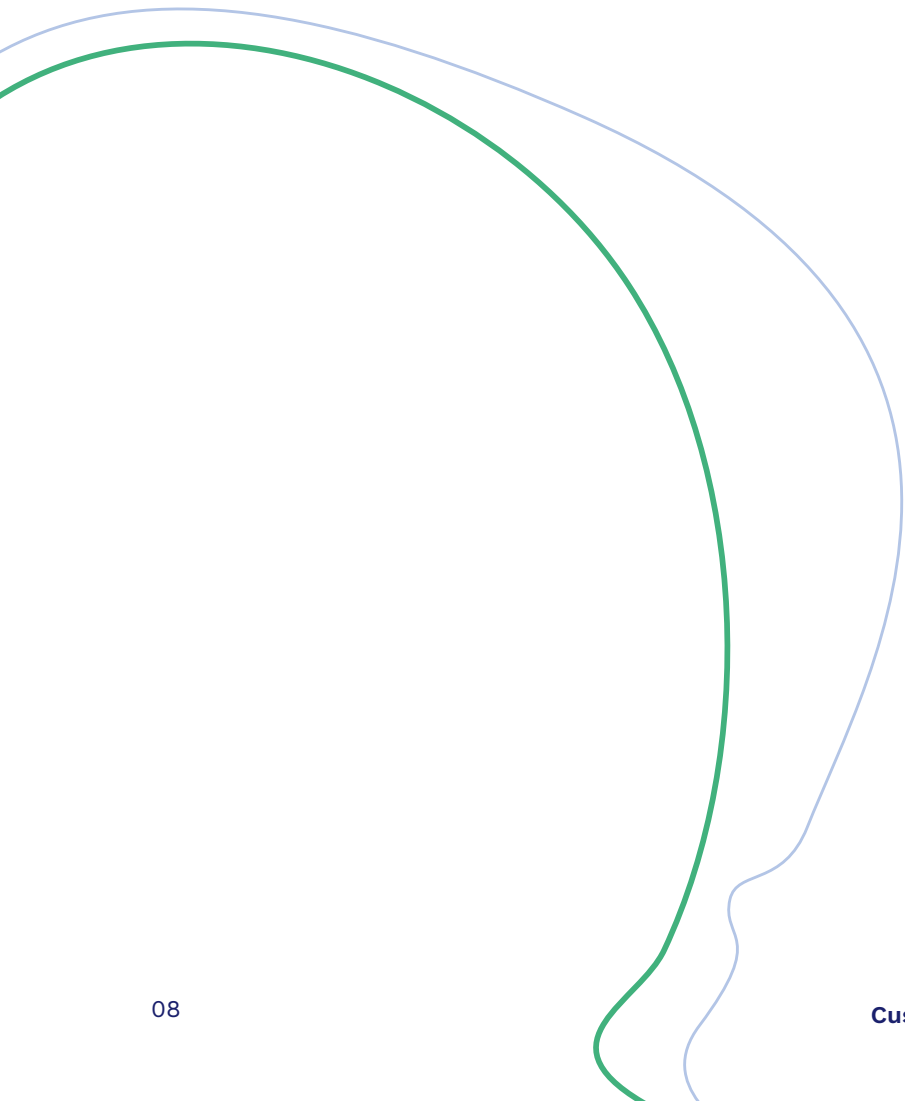
## Our performance

Overall, in 2022-23 we largely met our customer commitments while continuing our work to integrate City West Water and Western Water and managing the ongoing challenges of supply issues as a result of COVID-19 and the changing cost of living impacting our customers.

Each of our six outcomes has a series of indicators. Overall, City West Water has 41 individual indicators. In 2022-23, we met 23 of these (green), largely met eight (amber) and we did not meet 10 (red). This is a slight reduction on our 2021-22 customer outcomes performance, largely driven by the cost-of-living pressures impacting our customers and a pause on active promotion of our online support and tools as we focused on integrating City West Water and Western Water's billing systems.

Outcome	2021 22	2022 23
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	●	●
<b>Overall</b>	●	●

Met ● Largely met ● Not met ●





# Outcome 1:

## **Services to my home and business are safe, reliable and efficiently managed**

Overall rating achieved for this outcome: ● **amber (largely met)**

In 2022-23, we largely maintained or improved our water and sewer network reliability. We have not yet achieved a 'green' rating as there is still room for improvement, particularly from a water service reliability perspective.

We hold ourselves accountable when it comes to providing essential water and sewerage services – this is our core business.

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.

We continue to have relatively lower water quality complaints compared to other water corporations in Victoria. ESC's [Water Performance Report for 2021-22](#), shows that GWW has the lowest complaint rates of the metropolitan water corporations and our water quality complaints rate decreased by 10 per cent. This is an improvement on our 2019-20 ranking.

## Water services

Indicator	Target	Results	Status
Unplanned water supply interruptions restored within five hours	97%	93.3%	<span style="color: orange;">●</span>
Average time taken (from notification) to restore unplanned water supply interruption (minutes)	120	142.5	<span style="color: red;">●</span>
Planned water supply interruptions restored within five hours	99%	97.1%	<span style="color: orange;">●</span>
Customers experiencing more than 5 (6+) unplanned water service interruptions in a year	0	0	<span style="color: green;">●</span>
Customers experiencing more than three (4+) unplanned water service interruptions in a year	86	202	<span style="color: red;">●</span>
Number of low supply pressure events	0	0	<span style="color: green;">●</span>

Met ● Largely met ● Not met ●

### ● Water network reliability – average time taken to restore an unplanned interruption

The average time taken to restore unplanned water supply interruptions has increased since 2021-22 and is above target due to the number of complex bursts that took more than five hours to repair. Large and complex bursts take longer to repair and require immediate shut down of supply to the affected asset for public safety. Complex bursts can also include repairs next to other authorities' assets (including electricity and/or gas mains), where water is usually turned off earlier to prevent damage to these assets.

Our guaranteed service level scheme provides impacted customers with a payment in recognition of the lower level of service they received during the year.

### ● Customers experiencing more than three unplanned interruptions in a year

In 2022-23, we fell short of our target for customers experiencing more than three unplanned water service interruptions. 202 of our customers experienced four unplanned water service interruptions over the last 12 months. No customer experienced five or more unplanned water services interruptions, maintaining the gains of the last few years in the areas previously serviced by City West Water and Western Water.

Customers who experience three or more unplanned interruptions are identified, monitored to determine whether conditions will deteriorate and managed so that further interruptions are planned rather than unplanned.

When customers experience a fourth unplanned interruption, we provide temporary water supplies and start work to renew the water main to prevent any further interruptions. If the unplanned interruption is due to failures of other water assets, we include the area in a planned leak detection survey until the end of the year. This process has proven to be successful in reducing the number of customers experiencing many unplanned water supply interruptions in our service area.

## Water quality

Indicator	Target	Result	Status
Customer satisfaction score via City West Water customer satisfaction surveys	91%	89%	<span style="color: orange;">●</span>
Number of water quality complaints per 1,000 customers	0.7	2.09	<span style="color: red;">●</span>
Non-compliance with drinking water quality standards	0	0	<span style="color: green;">●</span>

Met ● Largely met ● Not met ●

### ● Drinking water quality

Throughout 2022-23, our service region's water quality was compliant with the *Australian Drinking Water Guidelines*.

Aesthetic-related complaints in the area previously serviced by City West Water remained stable when compared to total complaints for 2020-21 and 2021-22, with the majority relating to colour rather than taste and odour. This can be attributed to the water supply from Melbourne Water's Greenvale Reservoir, which varies in colour depending on the catchment source.<sup>1</sup>

Although customer complaints remain higher than our target, results from our annual customer satisfaction survey show that customers are generally satisfied with the level of water quality received in their homes. We can attribute this to the range of activities we undertake to improve water quality outcomes including:

- improving internal processes with our service partners and field crews to reduce the likelihood of complaints as a result of activities to renew or maintain (proactive and reactive) the water supply network

- developing and implementing ongoing pipe flushing programs across our service area where a consistent high number of complaints are experienced
- undertaking a strategic review to benchmark our water quality management system
- developing and overhauling our water sampling program to reflect the new GWW risk management framework and the entire service area.

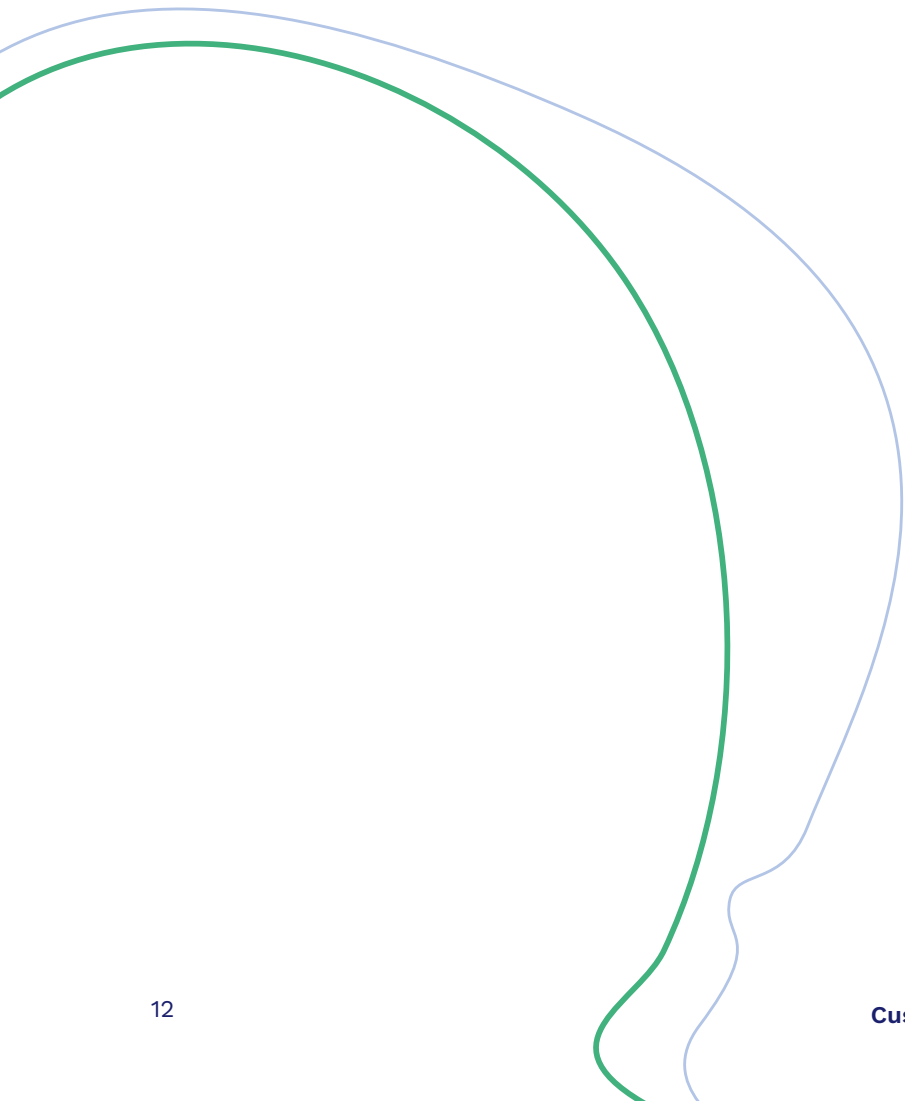
We expect to continue to deliver high quality and reliable services to all our community in 2023-24. We are working with our customers as GWW on our next price submission to understand their service level expectations and values around drinking water quality.

<sup>1</sup> Melbourne Water's bulk water supply is from protected water catchments where different levels of treatment are used depending on the source of the water from protected water catchments.

## Sewerage services

Indicator	Target	Results	Status
Customers experiencing more than 3 (4+) unplanned sewerage service interruptions in a year	6	0	●
Interruptions to sewerage services restored within five hours	98%	99.3%	●
Average time (from notification) to rectify blockage/spill (main and house connection branch) (minutes)	124	123	●
Sewer spills contained within five hours of notification	100%	99.3%	●
Sewer spills within a house, that are a result of a failure in our pipes	13	13	●
Sewer spills within a house, that are a result of a failure in our pipes, not contained within 1 hour of notification	0	0	●

Met ● Largely met ● Not met ●



## Outcome 2:

# Customer service is accessible and my enquiries are resolved promptly

Overall rating achieved for this outcome:  **amber (largely met)**

We are constantly striving to provide exceptional customer service and be accessible and easy to deal with. As we change the way we work as a business, we are looking for ways to better meet our customers' needs.

While we continued to successfully deliver against our outcomes for customer correspondence, we noted a drop in satisfaction in our responses to complaints from residential and non-residential customers. We are working to improve these measures through changes to

our customer assist programs and an easier-to-use billing system.

We remain committed to honouring our outcomes set in our previous price submissions and will provide a consolidated outcomes set around customer service in our 2024 price submission.

Of our eight outcome measures, four were green (met), one was amber (largely met) and three were red (not met).

Indicator	Target	Result	Status
Calls resolved on first contact	90%	96.6%	●
Customer correspondence (emails) responded to within one business day	95%	100%	●
Customer correspondence (emails and mail) responded to within 10 business days	100%	100%	●
Residential customer satisfaction with response to an enquiry	85%	82%	●
Non-residential customer satisfaction with response to an enquiry	85%	74%	●
Residential customer satisfaction with response to complaint	50%	34%	●
Non-residential customer satisfaction with response to a complaint	50%	25%	●
Complaints investigated by the Energy and Water Ombudsman of Victoria (per 1,000 customers)	0.10	0.04	●

Met ● Largely met ● Not met ●

### ● Residential and non-residential customer satisfaction survey results

We are committed to responding to our customers' needs. Over 2022-23, we have seen a steady increase in the number of complaints relating to bills and payments, and a decrease in customer satisfaction in our response. Data from the annual customer satisfaction survey indicated that customers' concerns about being able to pay utility bills has increased, which is consistent with increasing cost of living pressures being felt across the economy.

Many of the complaints over the last year have related to the financial pressures on households and small businesses. To support customers experiencing payment difficulties, we are extending our hardship support to cover both residential and small non-residential customers.

We note that we still have lower rates of feedback from our non-residential customers (207) when compared to our residential customer response rates. However, this is a significant increase from previous years (usually around 20 responses). This is the result of more customers experiencing payment difficulty contacting GWW regarding bills and payment.

Staff retention has also exacerbated poorer customer satisfaction to our responses due to slower response times. We are working on a new billing system that will give customers more control over their bill and allow staff to provide more direct customer support.



# Outcome 3: Billing and payment options are efficient and convenient

Overall rating achieved for this outcome: ● **amber (largely met)**

We strive to deliver on customer expectations that they receive timely and accurate bills.

Our performance for this outcome has been significantly influenced by the impact of the increasing cost of living on our customers and changes to our billing system. We have

deliberately slowed down the promotion of online accounts and online offerings as we implement a new billing system for GWW over the next year to ensure easy transfer of customer data. Promotion will ramp up again once the new billing system is in place.

Indicator	Target	Result	Status
Payment issue complaints (per 1,000 customers)	1.20	1.87	<span style="color: red;">●</span>
Estimated meter reads used for billing (of total reads)	≤2%	3.2%	<span style="color: #e67e22;">●</span>
Customers with registered online accounts (of all accounts)	30%	28.8%	<span style="color: red;">●</span>

Met ● Largely met ● Not met ●

## ● Payment issue complaints

We have seen a steady rise in the number of payment issue complaints since the unwinding of pandemic restrictions and the subsequent cost of living increase.

Affordability is always front of mind for GWW. Our 2024 price submission engagement found that affordability was the top priority for many of our customers, and we are addressing this concern through the development of our submission.

The other source of complaints has been around changes to credit card payments. To ensure that all financial transactions are safe, secure and meet PCI Data Security Standards, we have ceased all credit card payments via phone to our call centre staff. Customers who previously paid their bills over the phone have been provided with support and can continue to pay via post office payments and BPay Phone. Once our new billing system is online, secure credit card payments over the phone will be made available again.

## ● Customers with registered online accounts (of all accounts)

In 2022, we paused proactive promotion of our *MyAccount* portal while we design our new billing and accounts system to allow for a smooth changeover of systems. The new system will continue to include all the functionalities of the existing portal. Once the system is operational, we will again actively promote online accounts.

*MyAccount* was introduced to customers in May 2020, following engagement in 2019-20 to understand customer needs for billing and payments. The online portal gave customers easy access to bill payments and records. Registrations were initially strong, and we expect to see continued steady increases as promotion of the online accounts resumes with the new billing system.

# Outcome 4: Customers in hardship are supported

Overall rating achieved for this outcome: ● **amber (largely met)**

We recognise the essential nature of the services we provide and the importance of providing options and assistance to customers who may be experiencing hardship or payment difficulties.

Over the last year, we have seen significant increases in the number of customers requesting financial support and taking up Water Assist

to improve water efficiency. Compared to our 2021-22 performance, we saw a marginal decline in the number of customers receiving GWW hardship grants. This is counteracted by the increase in customers applying for the Department of Families, Fairness and Housing (DFFH) Utility Relief Grant scheme.

Indicator	Target	Result	Status
Anticipated customers on instalment plans at the end of reporting period (thousand customers)	40	33.5	●
Anticipated residential customers receiving hardship grants (thousand customers)	1.2	1.15	●
Customers taking up Water Assist to improve their water efficiency	200	213	●
Prior to restriction being applied, CWW has undertaken reasonable endeavours to ensure customer is not in hardship	100%	100%	●

Met ● Largely met ● Not met ●

## ● Anticipated customers on instalment plans

The number of customers on payment plans is consistent with last year's volumes across GWW; however, we have seen a slight drop in the number of customers on payment plans in the previous City West Water region.

This drop is the result of us continuing our focus from last year on data accuracy and removing those customers who broke their payment arrangements. We continue to support those customers who need assistance with their bills. We proactively identify customers who may need support and promote financial support options on social media, our website and via customer bills.

## Outcome 5:

# The whole of the water cycle is managed in an environmentally sustainable way

Overall rating achieved for this outcome: ● **green (met)**

In our 2018 price submission, our customers told us they wanted to see us manage our water resources responsibly for the benefit of current and future generations. This includes local measures to save water, such as stormwater harvesting and water education to schools, as well as central system interventions that increase our water supplies, such as ordering water from the Victorian Desalination Project. We manage the sewerage system to avoid spills and to recycle sewage for productive uses in line with our customers' expectations.

To date, we have co-funded 14 stormwater harvesting programs across our region to promote sustainable water management and reduce our demand on drinking water by capturing, treating and reusing stormwater to irrigate parks and reserves.

We continue to increase green spaces in Melbourne's west through initiatives like the Greening the West Strategy 2020-25 (developed with local partners), Greening the Pipeline and Chain of Ponds. Greening the West is a key element in delivering on our promises to customers. The Victorian Government's Trees for a Cooler, Greener West initiative supports community health and liveability outcomes. In 2021-22, we received funding for 500,000 trees from this program. We matched the Government's contribution to this program and used this funding throughout 2022-23 to plant trees across our service region (including our Werribee and Melton sites).

Indicator	Target	Result	Status
Water lost from the network (of total water supplied)	9.3%	11.5%	<span style="color: orange;">●</span>
Water storage levels remain (in November) as per the water outlook zones in our Urban Water Strategy	≥40%	97.9%	<span style="color: green;">●</span>
Emergency relief structures compliant with requirement to not spill in dry weather	100%	100%	<span style="color: green;">●</span>
Compliance with the Environment Protection Authority's discharge licence requirements - Number of licence non-compliances	0	0	<span style="color: green;">●</span>
Net-zero emissions by 2030: Greenhouse gas reductions (from 12,401 tonnes CO <sub>2</sub> e) – as City West Water – No longer applicable beyond 30 June 2021	60%	N/A	
Net-zero emissions by 2030: Net greenhouse gas emissions - as Greater Western Water from 1 July 2021	39,358	34,440	<span style="color: green;">●</span>
Stormwater partnerships in place	9	14	<span style="color: green;">●</span>

Met ● Largely met ● Not met ●

# Outcome 6:

## We are a valued partner in servicing a growing Melbourne

Overall rating achieved for this outcome: ● **green (met)**

One of our key roles is to help our partners deliver new water infrastructure to supply the growing communities across our service area. We have significantly improved most of our turnaround times in 2022-23 compared to 2021-22.

As in 2021-22, we saw unprecedented rates of urban development and construction activity across our region. Approximately 12,400 new residential and non-residential customers moved into the area previously serviced by City West Water in 2022-23 and we were able to meet most of our targets. We did this by automating some processes, simplifying internal processes, addressing technology constraints,

and training extra staff to provide support during busy periods.

In 2022-23, we reported new customer contribution applications and pressure and flow applications measures as GWW. However, other applications (such as plumbing and asset information requests) that require further alignment of processes and systems, are still reported as City West Water.

We expect high growth to continue in our service area into 2023-24 and we will strive to deliver value to our business customers through this time.

Indicator	Target	Result	Status
Standard plumbing applications completed on time (within 10 business days, from 2020-21 five business days)	≥95%	98.4%	<span style="color: green;">●</span>
Pressure and flow information applications processed on time (within 10 business days, from 2020-21 five business days)	≥95%	98%	<span style="color: green;">●</span>
Asset information applications processed on time (within 10 business days, from 2020-21 two business days)	≥95%	86.4%	<span style="color: red;">●</span>
Standard new customer contribution applications processed within 45 business days	≥95%	98.5%	<span style="color: green;">●</span>
Standard 20mm new meter supply and assembly installed within 10 business days of CWW consent	≥95%	99.7%	<span style="color: green;">●</span>

Met ● Largely met ● Not met ●

### ● Asset information applications processed on time

Staffing challenges during the year impacted our performance against our target for processing asset information applications as we continued to recruit, train and cross-skill our people to improve overall processing times.

# **Part B**

# **Greater Western**

# **Water customer**

# **outcomes report**

(previously Western Water)

# Summary

Western Water submitted a price submission to the Essential Services Commission in 2020. This report relates to the regulatory period of 2020-2023 and focuses on five outcomes.

Overall, we met (green) our targets in three of our five commitment areas, we largely met one target (amber), and did not meet one (red). Our overall rating is ‘met’ (green).

## Our commitments

Our commitments (known as outcomes) outline what customers can expect from us over the regulatory period.

For this regulatory period, our commitments to customers 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

We have proposed some changes to our outcome measures where processes have aligned or where they are no longer fit-for-purpose for GWW. Where they have changed, we have maintained our existing commitments established in our previous price submissions. We expect that as we better align internal processes and improve our customer offerings, more measures may need to be adjusted in consultation with customers.

## Our performance

Overall, in 2022-23, we met our customer commitments while continuing our work to integrate City West Water and Western Water and managing the ongoing challenges of supply issues as a result of COVID-19 and the changing cost of living impacting our customers.

Each outcome has a series of indicators. Overall, we have 20 individual indicators. In 2022-23, we met 14 indicators (green), largely met two (amber) and did not meet five (red). This is a slight reduction on our 2021-22 customer outcomes performance, largely driven by the cost-of-living pressures impacting our customers and a pause on active promotion of our online support and tools as we focused on integrating City West Water and Western Water’s billing systems.

Our integration with City West Water to form GWW has been a great opportunity to align and update our processes so that we can deliver our services more efficiently to our existing and new customers. This includes development of our first corporate strategy. Our immediate focus is on streamlining service delivery, while maintaining our outcome commitments, service offerings and standards.

Outcome	2021 22	2022 23
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	●	●
<b>Overall</b>	●	●

Met ● Largely met ● Not met ●



# Outcome 1:

## Fair and affordable charges for all customers

Overall rating achieved for this outcome: ● **green (met)**

GWW is committed to delivering better value for money and we understand affordability is front of mind for most customers.

Our customers have told us we need to ensure our prices and charges are fair and affordable for all customers. We also recognise the essential nature of our services and the importance of helping customers who are in financial hardship. Engagement for our 2024 price submission has found that affordability remains one of the top priorities for our customers, as well as supporting customers who experience payment difficulty or hardship.

The rising cost of living has heightened financial hardship for some customers in our service area. The GWW community and care program has

been extended in the area previously serviced by Western Water to match that offered to customers in the area previously serviced by City West Water. This program includes a dedicated team and hotline providing tailored options to customers in hardship and an additional range of supports for customers who find themselves in financial hardship for the first time. Our service delivery in this area is increasing, with support being provided to residential and small business customers.

Our measure of success for the hardship program is the percentage of participants who clear outstanding debt. We are pleased to report that over 40 per cent of customers in the hardship program cleared outstanding debts.

Indicator	Target	Results	Status
Customer satisfaction that the price of water services represents value for money (via survey)	≥6.5	6.6	<span style="color: green;">●</span>
Customer hardship program participants who have cleared outstanding debt	≥20%	41%	<span style="color: green;">●</span>

Met ● Largely met ● Not met ●

# Outcome 2:

## Reliable, safe services to existing and new customers

Overall rating achieved for this outcome: ● **green (met)**

We remain committed to honouring our outcomes as set in our respective price submissions and expect to propose a consolidated outcomes set in our upcoming price submission as GWW.

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

We have seen significant improvement from 2021-22 in the average time taken to respond to a priority 1 water incident. In 2021-22, the average time was 41 minutes; in 2022-23 the average time was 22 minutes.

There was a slight uptick in water quality complaints; however, these were within our target. We extended the customer perception surveys run by City West Water to all GWW customers. This included asking customers for their satisfaction level with drinking water quality. Customers across our area are generally satisfied with the level of quality received in their

homes. We can attribute this to the range of activities we undertake to improve water quality outcomes including:

- improving internal processes with our service partners and field crews to reduce the likelihood of complaints due to activities to renew or maintain (proactive and reactive) the water supply network
- developing and implementing ongoing pipe flushing programs where a consistent high number of complaints are experienced
- undertaking a strategic review to benchmark our water quality management system
- developing our water sampling program to reflect the GWW risk management framework and the entire service area.

We expect to continue to deliver high quality and reliable services to all customers in 2023-24. We have worked with our customers to develop our next price submission to understand their service level expectations and values on drinking water quality.

Indicator	Target	Results	Status
Water quality complaints	≤4	1.56	<span style="color: green;">●</span>
Average response time to priority 1 water incidents	≤30	22	<span style="color: green;">●</span>
Average response time to priority 1 sewer spills	≤30	26.5	<span style="color: green;">●</span>
Customers experiencing more than 3 sewer service interruptions	0	0	<span style="color: green;">●</span>
Number of Safe Drinking Water Act non-compliances (water sampling and audit)	0	0	<span style="color: green;">●</span>
Customers experiencing more than 5 water supply interruptions	0	0	<span style="color: green;">●</span>

Met ● Largely met ● Not met ●

# Outcome 3: Innovative approaches to addressing customer needs

Overall rating achieved for this outcome: ● **green (met)**

We pride ourselves on providing accessible and timely advice to customers and strive to communicate and engage with customers in ways that suits their needs. We met almost all of our Outcome 3 targets and commitments in 2022-23.

The pandemic led to more customers being open to online interactions, and subscriptions to our customer portal and the number of customers using e-billing have steadily increased

since 2020-21. However, in 2022 we paused promotion of our e-billing and customer portal as we replace and integrate our separate billings and collection systems. The new system will be implemented by July 2024.

We are working closely with customers in the development of the upcoming price submission to understand how technology can be used to communicate and engage in ways that suit their needs.

Indicator	Target	Results	Status
Customers on e-billing	≥20%	40%	<span style="color: green;">●</span>
Customers mobile numbers registered for SMS communications	≥75%	84.5%	<span style="color: green;">●</span>
Customers email accounts registered for communications and engagement	≥50%	46%	<span style="color: orange;">●</span>
Customer portal usage (percentage of new customers registered)	≥10%	31.4%	<span style="color: green;">●</span>

**Met** ● **Largely met** ● **Not met** ●

# Outcome 4:

## Care of the environment

Overall rating achieved for this outcome: ● **red (not met)**

During preparation of the 2018 and 2020 Western Water price submissions, customers gave us consistent feedback that they wanted 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 emissions and spills performance targets and track customer satisfaction with the way we care for the environment.

In 2022-23, we saw mixed results for this outcome, with two targets not met. For 2022-23, our ongoing improvements in this area were impacted by high rainfall and unprecedented flooding over much of the western part of our service area. We are continuing to update and improve our processes.

For customers in the previous Western Water service area, we measure our delivery and commitment to reducing emissions against a target measuring tonnes of emissions.

As GWW, we no longer consider these measures appropriate in capturing a whole of business view on our net greenhouse gas emissions. That said, we remain committed to honouring our outcomes and measures as set in our respective price submissions. We have proposed a new consistent measure across our area previously serviced by City West Water and the area previously serviced by Western Water that represents our net greenhouse gas emissions as GWW for the remainder of the reporting period.

Our *2030 Strategy* commits GWW to achieving net zero emissions by 2030, which is higher than our previous commitment to achieve carbon neutrality by 2050.

Indicator	Target	Results	Status
Net greenhouse gas emissions (as Western Water – No longer applicable beyond 30 June 2021)	≤ 35,638	N/A	N/A
Net greenhouse gas emissions (as Greater Western Water from 1 July 2021)	≤40,598	34,440	●
Customer satisfaction with the way that Western Water cares for the environment (via survey)	≥8	7.2	●
Number of sewer spills	0	72	●

Met ● Largely met ● Not met ●

● **Customer satisfaction on care for the environment**

Research indicates that while rising concerns about cost of living are front and centre in customers' minds, the environment remains firmly on the agenda of residents and communities across the country.

In February 2023, GWW was issued with an Environment Protection Authority infringement notice in relation to a discharge of stormwater containing sediment from an irrigation dam at the Romsey Recycled Water Plant into Deep Creek. This issue has likely influenced the latest customer rating for environmental care. We are currently engaging with the Romsey and Macedon communities to better understand their expectations and needs, and how we can best care for the local environment.

● **Sewer spills**

The number of sewer spills for the year was higher than our target of zero. This can largely be attributed to periods of flood and sustained wet weather. Our average response time remained steady (30 minutes) and we saw a downward trend in the number of sewer blockages per 100km of sewer main.

Our ongoing commitment to sewer spill prevention initiatives is delivered through asset performance data capture and development of targeted programs to address excess tree roots, high demand mains cleaning and ageing infrastructure and related failures.

# Outcome 5: Sustainable contribution to the community and regional liveability

Overall rating achieved for this outcome: ● **amber (largely met)**

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

While we have mostly maintained the gains we achieved since 2018-19, we have seen a slight downturn in our results when compared to

2021-22 due to factors outside of our control. This included the contracts with our education partners limiting the number of presentations we can deliver, wetter conditions reducing demand for recycled water, and the Sunbury Integrated Water Management (IWM) Plan being delayed by external stakeholders.

Indicator	Target	Result	Status
Preschools and primary schools in its region receiving education presentations by Western Water	≥90%	67%	<span style="color: red;">●</span>
Customers agree that Western Water is a valuable member of the community (4 or 5 out of 5, via survey)	≥70%	75%	<span style="color: green;">●</span>
Minimise usage	≤185	163.8	<span style="color: green;">●</span>
Develop Sunbury IWM Plan	On track	Not met	<span style="color: red;">●</span>
Reuse of recycled water produced	≥75%	32.8%	<span style="color: red;">●</span>
Deliver Western Water Reconciliation Action Plan to plan	N/A		

Met ● Largely met ● Not met ●

## ● Supporting community through events and education

GWW delivers education presentations to schools and preschools across our service area, including the area previously serviced by City West Water. In 2022-23 we did not deliver as many presentations as expected in the area previously serviced by Western Water due to stretching resources across the full GWW service area. By extending the program to the City West Water service area we reached nearly 18,000 students and delivered 724 presentations across the region.

We are currently working on a new GWW community education program.



### ● Development of Sunbury Integrated Water Management Plan

This work is a joint initiative led by Melbourne Water. Unfortunately, due to conflicting priorities, this project was deferred, with completion now scheduled for 2023-24.

### ● Water and recycled water use and planning

We continue to work with customers to raise awareness of how they can manage water use and control their bills. In 2022-23, the average water usage per household in the area previously serviced by Western Water decreased to 163.8 L per person per day, below our target of 185 L per person per day. This is slightly higher than our area previously serviced by City West Water, which has smaller lot sizes and higher density.

The lower average water usage per household in the area previously serviced by Western Water was mainly driven by above average rainfall across our service area, as customers used less drinking and recycled water on gardens.

Similarly, we reused less recycled water than targeted. The higher rainfall due to the third consecutive La Niña event reduced irrigation opportunities for customers as soils were wet and cooler for a longer period, creating a shorter irrigation season. As a result, there was less demand for recycled water for irrigation, despite more recycled water being produced.

We are looking at new ways to manage the water cycle in our region and are on track with project partners and local communities to explore new sources of water for the Sunbury region.

### ● Reconciliation Action Plan

GWW has a strong commitment to working towards reconciliation and recognises the important cultural and spiritual connections that First Nations people have with the lands and waters of our service area. As GWW, measuring our progress against Western Water's Reconciliation Action Plan (RAP) was no longer fit-for-purpose given the change to the service region, so a new RAP has been developed.

Our first RAP as GWW officially launches in August 2023. This 'Innovate' RAP covers the period June 2023-June 2025.

Going forward, the continuous development, review and achievement of this first and our subsequent RAPs, in partnership with Traditional Owners, is how we will demonstrate our deep commitment to reconciliation.



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