

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Net greenhouse gas emissions (as Western Water – No longer applicable beyond 30 June 2021)	≤ 35,638	N/A	N/A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%	●
Customers agree that Western Water is a valuable member of the community (4 or 5 out of 5, via survey)	≥70%	75%	●
Minimise usage	≤185	163.8	●
Develop Sunbury IWM Plan	On track	Not met	●
Reuse of recycled water produced	≥75%	32.8%	●
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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