

Previously City West Water area (performance 1 July 2023 – 31 December 2023)

Our performance

Overall, we have maintained our previous performance and are working to improve in key areas.
























	Met	On track	Not yet met	2022-23	Mid 2023-24
					
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					

Table 1: Performance against City West Water outcomes, as committed to in 2018

In the first half of 2023-24, we delivered mixed performance results.

We have maintained the improvements in our sewerage network reliability, with no customers experiencing more than three sewer blockages and the time taken to rectify sewer blockages or spills decreasing.

Some of the challenges we faced in 2022-23 remain, specifically for outcome 3. We have seen an increase in the number of complaints relating to bill amounts (with customers citing concerns around maintaining personal finances) and recent changes to direct debit payments. We have still not met our target for customers registering for online accounts (30 per cent of central customers) with the ongoing pause of promotion of online offerings as we integrate our billing systems.

Other challenges in the first half of 2023-24:

- While we always delivered safe water compliant with the *Australian Drinking Water Guidelines*, we marginally exceeded our target number of water quality complaints. These complaints were mainly related to water colour, rather than taste and odour.
- Some customers continue to experience a relatively high number of unplanned water supply interruptions, however no customer experienced more than five in a year. The average time taken to restore water interruptions was longer than expected due to several complex bursts that required immediate shutdown of the affected asset's supply for public safety.
- We are reassessing our systems' efficiencies and organisation priorities to support the delivery of outcome 6, and better meet our turnaround targets for plumbing and asset information applications.

Previously Western Water area (performance 1 July 2023– 31 December 2023)

Our performance

Overall, we have maintained the improvements made over previous years and remain on track to meet most of our targets in 2023-24.

	Met	On track	Not yet met	2022-23	2023-24
					
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					

Table 2: Performance against Western Water outcomes, as committed to in 2020.

We continued to meet targets across most outcomes and have generally improved on last year’s results. For outcome 3, there has been an increase in the number of customers signing up for SMS notifications and e-billing.

While we are currently below our overall target for outcome 4, we are on track to meet our emissions targets for 2023-24. We have also improved in the satisfaction ratings given by our customers on how we care for the environment from 7.2 in 2022-23, to 7.5 by mid-2023-24, bringing us closer to our target rating of 8.0 or higher (satisfaction rating out of 10). However, the number of sewer spills is still above target, and we are working to improve the resilience of our network. These spills were mainly the result of blockages in our system that were exacerbated by wet conditions.

We produced more recycled water in the first half of 2023-24, however we are still below our outcome 5 percentage target for recycled water reused. This was due to higher rainfall which limited opportunities to use recycled water for irrigation as soils were wet and cool for a longer period. Overall, the percentage reused increased from 16 per cent this time last year, to 53 per cent in December 2023.

As part of our contribution to our community’s liveability and sustainability (outcome 5), we provide primary and preschools with presentations on water literacy and water saving. For 2023-24, the number of presentations we delivered in the previous Western Water area was above the 45 per cent mid-year target (51 per cent of schools). We have also extended the program to the previous City West Water area, meaning we have delivered 519 presentations and reached 13,896 participants in preschools/schools and community groups across our entire service region.

Improving performance across GWW service area

As we work to further integrate our two businesses, we are looking at ways to better meet our performance goals. While 2023-24 is our final year using our previous City West Water and Western Water targets, they still represent key priorities for GWW. In 2024-28, we will be investing in new water and sewerage infrastructure, treatment, system renewals and technologies to better meet the needs of our customers and our growing service region. The table below highlights priority improvement areas.

Priority area	Improvement actions
Water quality complaints	We are improving service partner and field crew processes to reduce the likelihood of complaints resulting from the activities we undertake to renew or maintain our water supply network.
	We are developing and implementing ongoing pipe flushing programs in areas where a consistently high number of complaints are experienced to improve the appearance of the water we supply.
Water network reliability	Customers who experience three or more unplanned interruptions are identified, the area is monitored to determine whether conditions may deteriorate, and the situation is managed so further interruptions are limited.
	Our guaranteed service level scheme provides customers who experience more than three unplanned interruptions in a year with a payment in recognition of the lower level of service they received.
Water loss from our network	We are ramping up our meter replacement program, prioritising the replacement of our oldest meters.
	To prevent water loss, we are continuing to develop and improve our asset management plans, planning and delivering water main renewals, trialling leak detection technology and undertaking targeted leak surveys.
	We are working with Melbourne Water to ensure measurements at our bulk meter points are accurate.
Customer satisfaction results	As more customers experience an increase in the cost of living, we have received more complaints relating to financial pressures on households and small businesses. This reflects trends seen across the Victorian water sector, with increased complaints and decreased customer satisfaction being recorded by all corporations. To address this, we have extended our customer support program to cover both residential and small non-residential customers.
	The volume of complaints we have received has led to reduced customer satisfaction, as our response times were slower than usual. We are currently working on a new billing system that will allow staff to provide more direct customer support, while also delivering customers more control over their bill.

Table 3: Improvement actions against key priority areas