

Greater Western Water (previously City West Water area) – Outcomes – 2018–2023

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2022-23 reporting year. The business has given itself a “traffic light” rating (green = met target, red = not met, yellow = close or largely met) for its performance on each measure, outcome and an overall rating. The business has provided its own comments about its performance on each outcome and overall.

On 1 July 2021, City West Water and Western Water integrated to form Greater Western Water (GWW). This report relates to our performance against outcomes committed to customers in the GWW area that was previously serviced by City West Water. We have a separate report for customers in the GWW area that was previously serviced by Western Water for 2022-23.

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Services to my home and business are safe, reliable and efficiently managed	Yellow	Yellow	Yellow	Yellow	Yellow
2. Customer service is accessible and my enquiries are resolved promptly	Green	Green	Green	Green	Yellow
3. Billing and payment options are efficient and convenient	Green	Green	Yellow	Red	Red
4. Customers in hardship are supported	Green	Yellow	Green	Green	Yellow
5. The whole of the water cycle is managed in an environmentally sustainable way	Green	Green	Green	Green	Green
6. CWW is a valued partner in servicing a growing Melbourne	Yellow	Yellow	Yellow	Green	Green
Overall	Green	Yellow	Yellow	Yellow	Yellow

Business comments

2022-23 marked our second full year as Greater Western Water, 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 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.

Our operating environment

Our operating environment and the actions we take influence the 41 unique indicators that make up the Greater Western Water's (previously City West Water) six outcome commitments made in our 2018 price submission.

In late October 2020, the Minister for Water announced the integration of City West Water and Western Water to form Greater Western Water on the 1 July 2021. Our integration with Western Water to form Greater Western Water has been a great opportunity to align and update most of our processes so that we can deliver our services more efficiently to our existing and new customers.

In 2022-23, the community across our service area of 3,700 square kilometres, stretching from Melbourne's CBD and inner and north-west suburbs to Bacchus Marsh and the Macedon Ranges, continued to be impacted by high population growth and rising costs of living throughout the year. We have seen the impact of these challenges through our customer satisfaction measures.

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.

We are finalising our first price submission as Greater Western Water and are working with our community to understand what is important to them and how we can incorporate this into our future outcome commitments. We have a lasting commitment to provide additional hardship and vulnerability support to our customers as we emerge from the pandemic and into a period of higher cost of living.

Customer outcomes

Our six outcome commitments for customers in our area previously serviced by City West Water reflect the roles that water and sewerage services play in the lives of our customers and our growing community. Of these six outcome commitments, we classify two as green, three as amber, and one as red by RAG status (red, amber, green).

Of our 41 individual indicators, 23 were green, eight amber and 10 red – a slight reduction on our 2021-22 customer outcomes performance. This was primarily driven by external factors (cost of living pressures) which increased the amount of customer complaints and applications for support while decreasing customer satisfaction, and a pause on active promotion of our online offerings as we integrate our billing system.

In the region previously serviced by Western Water, we have five outcome commitments for customers covering similar themes that is covered by the Greater Western Water (Western Water) outcomes submission.

We have assigned an 'amber' status for overall performance across our outcomes on balance.

Outcome 1: Services to my home and business are safe, reliable and efficiently managed

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Drinking Water Quality – Customer satisfaction score on water quality via CWW Customer Satisfaction Surveys (score of 7 out of 10 or higher)	Percentage	Target	–		91.0%	91.0%	91.0%	91.0%	91.0%
		Actual	92.0%	93.0%	91.5%	92.0%	94.7%	93%	89%
b Drinking Water Quality – Number of water quality complaints per 1000 customers	Count/ thousand customers	Target	–		0.7	0.7	0.7	0.7	0.7
		Actual	1.0	0.7	1.17	1.53	2.11	1.79	2.09
c Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	–		0	0	0	0	0
		Actual	0	0	0	0	0	0	0
d Water and recycled water service reliability – Unplanned water supply interruptions restored within 5 hours	Percentage	Target	–		97.0%	97.0%	97.0%	97.0%	97.0%
		Actual	95.2%	97.0%	97.9%	97.0%	97.3%	96.5%	93.3%
e Water and recycled water service reliability – Average time taken (from notification) to restore unplanned water supply interruption	Minutes	Target	–		120.0	120.0	120.0	120.0	120.0
		Actual	175.4	119.6	112.7	114.5	112.8	120.8	142.5
f Water and recycled water service reliability - Planned water supply interruptions restored within 5 hours	Percentage	Target	–		99.0%	99.0%	99.0%	99.0%	99.0%
		Actual	97.0%	96.7%	98.6%	95.9%	98.1%	98.5%	97.1%
g Water and recycled water service reliability – Customers experiencing more than five (i.e. 6+) unplanned water service interruptions in a year	Count	Target	–		0	0	0	0	0
		Actual	0	35	9	0	3	0	0

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
h Water and recycled water service reliability – Customers experiencing more than three (i.e. 4+) unplanned water service interruptions in a year	Count	Target	–		126	86	86	86	86
		Actual	225	209	246	245	196	358	202
i Water and recycled water service reliability – Number of low supply pressure events	Count	Target	–		0	0	0	0	0
		Actual	New	New	0	0	0	0	0
j Sewerage service reliability – Customers experiencing more than three (i.e. 4+) unplanned sewerage service interruptions in a year	Count	Target	–	18	10	6	6	6	6
		Actual	0	1	0	0	0	0	0
k Sewerage service reliability – Interruptions to sewerage services restored within 5 hours	Percentage	Target	–		98.0%	98.0%	98.0%	98.0%	98.0%
		Actual	96.6%	97.2%	99.7%	99.6%	99.4%	98.9%	99.3%
l Sewerage service reliability – Average time (from notification) to rectify blockage/spill (main and HCB)	Minutes	Target	–		124	124	124	124	124
		Actual	150	151.9	123	121	118	123	123
m Sewerage service reliability – Sewer spills contained within 5 hours of notification	Percentage	Target	–		100.0%	100.0%	100.0%	100.0%	100.0%
		Actual	100.0%	100%	100%	100%	100%	100.0%	99.3%
n Sewerage service reliability – Sewer spills within a house, that are a result of a failure in our pipes	Count	Target	–		13	13	13	13	13
		Actual	23	10	8	5	11	10	13

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
o Sewerage service reliability – Sewer spills within a house, that are a result of a failure in our pipes, not contained within 1 hour of notification	Percentage	Target	–		0	0	0	0	0
		Actual		0	0	0	0	0	0

Note: As GWW, our annual customer satisfaction survey on water quality does not differentiate customers previously serviced by City West Water or Western Water. The findings represent a whole of GWW level of satisfaction.

Overall outcome 1 performance for the regulatory period:



Business comment

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

In 2022-23, we again saw mixed results with most indicators rated green (eight out of 15), four indicators rated amber and three rated red.

Drinking water quality

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

Aesthetic-related complaints in our 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 that varies in colour depending on the catchment source.¹

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:

¹ 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.

- 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.

Water network reliability and average time taken to restore an unplanned interruption

While the number of customers experiencing more than three unplanned water service interruptions has decreased since 2021-22, we fell short of our target in 2022-23. Specifically, 202 customers experienced four unplanned water service interruptions over the past 12 months. No customer experienced five or more unplanned water service interruptions in the last 12 months.

We continue to monitor and prioritise customers who experience a high number of unplanned interruptions. Customers who experience three unplanned interruptions are identified, monitored to determine whether conditions will deteriorate, and managed so that further interruptions are planned rather than unplanned. However, some customers may experience a fourth 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 these customers with a payment in recognition of the lower level of service they received during the year.

Sewer service reliability

We are proud to report that since 2018-19, no customers have experienced more than three unplanned sewerage service interruptions within a year.

Our spill and blockage rectification times improved in 2022-23. However, the percentage of sewer spills contained within five hours of notification dropped marginally below the target of 100 per cent for the first time in this regulatory period. This was largely due to poor access to affected assets, with crews being unable to access maintenance holes to clear blockages when arriving onsite and having to locate other maintenance holes to undertake works from.

Overall self-rating:

Weighing the above reasons, we consider our performance for Outcome 1 as '*amber*'.


While we largely met our targets for sewerage service reliability, we fell short of some of our targets for water service reliability.

Outcome 2: Customer service is accessible, and my enquiries are resolved promptly

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Calls resolved on first contact	Percentage	Target	–		75.0%	80.0%	85.0%	90.0%	90.0%
		Actual	New	New	97.2%	96.9%	96.1%	96.1%	96.6%
b Customer correspondence (emails) responded to within one business day	Percentage	Target	–		95.0%	95.0%	95.0%	95.0%	95.0%
		Actual	New	New	77.8%	99.6%	98.7%	100.0%	100.0%
c Customer correspondence (emails and mail) responded to within 10 business days	Percentage	Target	–		100.0%	100.0%	100.0%	100.0%	100.0%
		Actual	100%	100%	100%	100%	100%	100.0%	100.0%
d Residential customer satisfaction with response to an enquiry via CWW survey (score of 7 out of 10 or higher)	Percentage	Target	–		85.0%	85.0%	85.0%	85.0%	85.0%
		Actual	88.0%	87%	84%	90.0%	90%	91%	82%
e Non-residential customer satisfaction with response to an enquiry via CWW survey (score of 7 out of 10 or higher)	Percentage	Target	–		85.0%	85.0%	85.0%	85.0%	85.0%
		Actual	78.0%	73%	89%	77%	83%	69%	74%
f Residential customer satisfaction with response to complaint via CWW survey (score of 7 out of 10 or higher)	Percentage	Target	–		50.0%	50.0%	50.0%	50.0%	50.0%
		Actual	45.0%	56%	36%	53%	60%	57%	34%
g Non-residential customer satisfaction with response to a complaint via CWW survey (score of 7 out of 10 or higher)	Percentage	Target	–		50.0%	50.0%	50.0%	50.0%	50.0%
		Actual	40.0%	24%	67%	33%	50%	44%	25%

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
h Complaints investigated by the Energy and Water Ombudsman of Victoria	Count/ thousand customers	Target	–		0.10	0.10	0.10	0.10	0.10
		Actual	0.09	0.06	0.05	0.04	0.04	0.03	0.04

Note: As GWW, our annual customer satisfaction survey on water quality does not differentiate customers previously serviced by City West Water or Western Water. The findings represent a whole of GWW level of satisfaction.

Overall outcome 2 performance for the regulatory period: 

Business comment

We are constantly striving to provide exceptional customer service, 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. Of our eight outcome measures, four were green, one amber and three red.

While we continued to successfully deliver against our outcomes of for customer correspondence, we have 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.

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 being placed 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 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 currently working on a new billing system that will allow customers more control over their bill and completion of the system will allow staff to provide more direct customer support.

Overall self-rating:

While we have continued to perform strongly against our resolution and response measures, we consider the decline in customer satisfaction relative to prior years impacted our overall rating for 2022-23.


For the above reasons, we consider our overall 2022-23 performance for Outcome 2 was '*amber*'.

Outcome 3: Billing and payment options are efficient and convenient

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Payment issue complaints	Count/ thousand customers	Target	–		1.20	1.20	1.20	1.20	1.20
		Actual	0.92	1.29	0.97	1.18	1.20	1.45	1.87
b Estimated meter reads used for billing (of total reads)	Percentage	Target	–		≤3%	≤2%	≤2%	≤2%	≤2%
		Actual	4.5%	2.1%	2.05%	1.85%	10.7%	9.6%	3.2%
c Customers with registered online accounts (of all accounts)	Percentage	Target	–		0.0%	10.0%	20.0%	25.0%	30.0%
		Actual	New	New	NA	3.6%	14.0%	21.0%*	28.8%^

*Data on the number of customers with registered online accounts (of all accounts) for 2021-22 represents 10 months' worth of data – specifically July 2021 to April 2022.

^ Data for 2022-23 is potentially understated as it represents 11 months of data, and 10 months' worth of data for 2021-22.

Overall outcome 3 performance for the regulatory period: 

Business comment

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

Our performance for this outcome has been significantly impacted by 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 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.

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. We know our customers are concerned about their bills due to the increasing cost of living pressures being felt across the economy. 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.

Other sources of complaints have been around our 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 designed and rolled out 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 on understanding 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.

Estimated meter reads used for billing (of total reads)

Since the unwinding of pandemic restrictions in the second half of 2021-22, estimated meter readings have reduced in volume and are continuing to trend down - however we remain above pre-pandemic levels. This is due to a lack of access to shops and businesses that are still closed or empty. We have also experienced an increase in meters hidden under bushes in overgrown yards due to increased rainfall, which prevents readers from safety locating and obtaining readings.

Overall self-rating:

While we continue to support our customers with flexible payment options, cost of living pressures and temporary unavailability of some payment options has impacted our performance against these measures.

The introduction of our new billing system will provide more efficient and convenient payment options to our customers, however we consider our overall performance to be '*red*' for 2022-23.

Outcome 4: Customers in hardship are supported

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Anticipated customers on instalment plans at the end of reporting period	Count/ thousand customers	Target	–		138	40	40	40	40
		Actual	137	143	137	50.6	51.2	34.9	33.5
b Anticipated residential customers receiving hardship grants	Count/ thousand customers	Target	–		1.2	1.2	1.2	1.2	1.2
		Actual	1.2	1.1	1.4	0.48	1.91	1.45	1.15
c Customers taking up Water Assist to improve their water efficiency	Count	Target	–		200	200	200	200	200
		Actual	New	New	208	105	88	136	213
d Prior to restriction being applied, CWW has undertaken reasonable endeavours to ensure customer is not in hardship	Percentage	Target	–		100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%	100%	100%

Overall outcome 4 performance for the regulatory period:



Business comment

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 DFFH's Utility Relief Grant scheme.

Anticipated customers on instalment plans

The number of customers on payment plans is consistent with last year's volumes across GWW – but we have seen a slight drop in the number of customers in the previous City West 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 look to identify customers who may need support in addition to promoting this and other financial support options by posting on social media, our website and via customer bills.

Supporting customers experiencing hardship

We are committed to supporting customers experiencing hardship.

The changing economic climate and rising cost of living has resulted in a significant increase in the total number of customers participating in our support programs. As a business, our customers hardship program includes a dedicated team and hotline that provides tailored options to residential and small non-residential customers experiencing hardship, and an additional range of support for customers who may be finding themselves for the first time in financial hardship.

Payment difficulty support applications are assessed and reviewed on a case-by-case basis so that each customer receives the assistance option that is most appropriate to their individual circumstance. Payment assistance options include payment plans, Utility Relief Grants, leak adjustments or a combination of options. We do not necessarily use a hardship grant in every case. The slight decline in the number of customers receiving hardship grants was the result of an increased number of customers taking up Water Assist programs and more customers taking up individualised support.

We will continue to provide support for customers who experience hardship in 2023-24 and are committed to reflecting this in our upcoming price submission.


Overall self-rating:

Upon weighing our performance, we consider our performance for Outcome 4 to be '*amber*'.

Outcome 5: The whole of the water cycle is managed in an environmentally sustainable way

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Future water resources – Water lost from the network (of total water supplied)	Percentage	Target	–		9.3%	9.3%	9.3%	9.3%	9.3%
		Actual	9.3%	11.2%	8.3%	6.7%	7.8%	9.5%	11.5%
b Future water resources – Water storage levels remain (in November) as per the water outlook zones in our Urban Water Strategy	Percentage	Target	–		≥40%	≥40%	≥40%	≥40%	≥40%
		Actual	69.7%	63.6%	62.9%	63.8%	75.4%	90.0%	97.9%
c Safe treatment & disposal of sewage – Emergency relief structures compliant with requirement to not spill in dry weather	Percentage	Target	–		100.0%	100.0%	100.0%	100.0%	100.0%
		Actual	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
d Safe treatment & disposal of sewage – Compliance with the Environmental Protection Authority's discharge licence requirements - Number of licence non-compliances	Count	Target	–		0	0	0	0	0
		Actual	0	0	0	0	0	0	0
e Climate change – Net-zero emissions by 2030: Greenhouse gas reductions (from 12,401 tonnes CO ₂ e) – as City West Water – No longer applicable beyond 30 June 2021 (see indicator f)	Percentage	Target	–		0.0%	5.0%	5.0%	60.0%	70.0%
		Actual	0.0%	0.0%	NA	0.0%	5.0%	N/A	N/A
f Climate change – Net-zero emissions by 2030: Net greenhouse gas emissions - as Greater Western Water from 1 July 2021	Tonnes CO ₂ e	Target					47,419	40,598	39,358
		Actual					44,927	39,435	34,440
g Liveability – Stormwater partnerships in place	Count	Target	–		7	7	8	8	9

	Actual	6	6	7	13	15	15	14
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Overall outcome 5 performance for the regulatory period: 

Business comment

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).

Water lost from network

2022-23 saw a slight increase in water lost from our network. This was mainly due to ageing customer water meters within our water supply network as the replacement of these meters has been delayed and contributed to the shortfall against our target. We are ramping up our meter replacement program to address this challenge and are targeting our oldest meters as a priority. We have reviewed our billing system to ensure we have billed customers correctly and recorded meter reads accurately and in a timely manner.

We have reviewed non-revenue water programs, including leak detection programs, to ensure they fit with our integrated business and investment goals. We continue to develop and improve our asset management plans, plan and construct water main renewals, trial leak detection technology, and undertake targeted leak surveys. We are also working with Melbourne Water to ensure measurements at our bulk meter points are accurate.

Greenhouse gas emissions

Our outcome measures on net greenhouse gas emissions vary between our areas previously serviced by City West Water and Western Water. For the area previously serviced by City West Water, we measure delivery and commitment to net zero emissions by 2030 through the percentage reduction from our baseline tonnes of emissions.

As GWW, these measures are not appropriate in capturing a whole of business view on our net greenhouse gas emissions. However, we remain committed to honouring our current outcomes and measures. With integration we adopted a new consistent measure that represents our net greenhouse gas emissions as GWW for the remainder of the reporting period (until 30 June 2024) and will have consolidated measures outlined in our 2024 price submission.

Our *Statement of Obligations* and *2030 Strategy* commits GWW to net zero emissions by 2030. For customers in our area previously serviced by City West Water, this is a continuation of our existing commitments. Although our corporate strategy represents a ‘step up’ on our existing emission reduction targets established in our price submissions, we have maintained the existing commitments for the remainder of the period.

Our targets for our new measure represent the existing emission reduction targets established in our 2018 and 2020 price submissions for customer serviced by City West Water and Western Water respectively. See below for breakdown.

We continue to deliver on our emission target of net zero by 2030. Although we did need to rely on the purchase of some carbon offsets in 2022-23, we expect in future to reduce offsets and invest in long-term solutions.

Measure	2018-19	2019-20	2020-21	2021-22	2022-23
City West Water emissions target (% reduction of CO ₂ e from 12,401 tonnes)	0%	0%	5%	60%	70%
City West Water equivalent target in tonnes of emissions (tonnes of CO ₂ e)	12,401	12,401	11,781	4,960	3,720
Western Water emissions target (tonnes of CO ₂ e)	35,638	36,223	35,638	35,638	35,638
Combined Greater Western Water emissions target as per price submission commitments (tonnes of CO ₂ e)	48,039	48,624	47,419	40,598	39,358

Overall self-rating:

On balance, we consider our overall Outcome 5 performance was '*green*' for commitments made in our 2018 price submission.

As Greater Western Water, our performance measure against our EPA non-compliance in this report only reflects our performance for the area previously serviced by City West Water. We are working with customers as part of our 2024 price submission to propose a single set of outcomes and measures for Greater Western Water that captures a whole of business performance.

Outcome 6: We are a valued partner in servicing a growing Melbourne

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Standard plumbing applications completed on time (within 10 business days, from 2020-21 five business days)	Percentage	Target	–		≥95%	≥95%	≥95%	≥95%	≥95%
		Actual	New	New	73.4%	50.2%	30.9%	99.2%	98.4%
b Pressure and flow information applications processed on time (within 10 business days, from 2020-21 five business days)	Percentage	Target	–		≥95%	≥95%	≥95%	≥95%	≥95%
		Actual	New	New	98.6%	99.3%	98.9%	96.3%	98.0%
c Asset information applications processed on time (within 10 business days, from 2020-21 two business days)	Percentage	Target	–		≥95%	≥95%	≥95%	≥95%	≥95%
		Actual	New	New	90.6%	74.5%	63.6%	95.2%	86.4%
d Standard new customer contribution applications processed within 45 business days	Percentage	Target	–		≥95%	≥95%	≥95%	≥95%	≥95%
		Actual	New	New	79.9%	98.5%	99.0%	98.3%	98.5%
e Standard 20mm new meter supply and assembly installed within 10 business days of CWW consent	Percentage	Target	–		≥95%	≥95%	≥95%	≥95%	≥95%
		Actual	New	New	95.9%	95.9%	90.7%	73.0%	99.7%

Overall outcome 6 performance for the regulatory period:



Business comment

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 and pressure and flow applications measures as a Greater Western Water. 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.

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

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

Overall self-rating:

While we did not meet our target for asset information applications, we have improved or maintained turnaround times during a period of unexpected high growth. On balance, we consider our overall Outcome 6 performance was '*green*'.