Wannon Water – Outcomes – 2018–2023

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
Provide safe and reliable water supplies					
2. Provide sewerage services that protect public health and the environment					
3. Ensure the long-term resilience of our services					
4. Be responsive and willing to adapt as customers' needs change					
5. Protect and enhance the environment in line with community expectations					
6. Partner with customer communities and helping our region flourish					
7. Ensure we provide great value					
Overall					

Outcome 1: Provide safe and reliable water supplies

	Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23	
а	Number of Safe Drinking Water Act non-compliances	Number	Target	-	0	0	0	0	0	0	
	(water sampling and audit)		Actual	2	7						
b	Percentage of surveyed customers satisfied with water quality (score of 5 or more out of 10)	Percentage of customers surveyed	Target	-	88%	Improving trend over the period					
			Actual	88%	79%						
С	Percentage of surveyed customers who experienced	Percentage of customers surveyed	Target	-	83%	83%	83%	83%	83%	83%	
	water service interruptions, that are satisfied with Wannon Water's management of the interruption (score of 5 or more out of 10)		Actual	83%	94%						

Overall outcome 1 performance for the regulatory period so far:

Outcome 2: Provide sewerage services that protect public health and the environment

	Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
8	·	Percentage of	Target	-	NA	Improvin	g trend o	ver the pe	eriod	
	spills on or within their property, that are satisfied with Wannon Water's management of the spill (score of 5		Actual	Not measured	Not measured					
	or more out of 10)									

Overall outcome 2 performance for the regulatory period so far: (

Outcome 3: Ensure the long-term resilience of our services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Maintain top quartile rank in WSAA Asset	Achieved/Not	Target	-	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
Management Customer Value Benchmarking Result	Achieved	Actual	Achieved	Achieved					
b Number of towns placed on water restrictions in a Numb	Number	Target	-	0	0	0	0	0	0
year		Actual	0	0					

Overall outcome 3 performance for the regulatory period so far: (

Outcome 4: Be responsive and willing to adapt as customers' needs change

Ou	ıtput	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
info	umber of instances of two-way engagement to orm the development of Wannon Water's orporate Plan	Number	Target Actual	– Not measured	≥ 500 Not measured	≥ 500	≥ 500	≥ 500	≥ 500	≥ 500
	evelopment and implementation of customer on-line rtal, MyWannonWater, by end June 2019	Achieved/Not Achieved	Target Actual	- NA	NA NA	Achieved	N/A	N/A	N/A	N/A
	imber of customers using on-line portal (once portal tablished)	Number	Target Actual	- NA	NA NA	N/A	To be es	stablished		

Overall outcome 4 performance for the regulatory period so far:

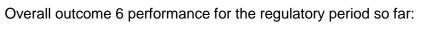
Outcome 5: Protect and enhance the environment in line with community expectations

	Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
а	Compliance with Amalgamated EPA Licence (annual	Percentage	Target	-	100%	100%	100%	100%	100%	100%
	median result for all Water Reclamation Plants)		Actual	97.8%	99.0%					
b	Compliance with bulk entitlement and groundwater	Achieved/Not	Target	-	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
	licences Achi	Achieved	Actual Actual	Achieved	Achieved					
С	Percentage emissions reduction compared to Percentage emissions CO ₂ emissions	Percentage	Target	-	9.9%	26.6%	29.0%	22.4%	18.8%	24.5%
			Actual	8.8%	3.0%					

Overall outcome 5 performance for the regulatory period so far:

Outcome 6: Partner with customer communities and helping our region flourish

	Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
	Percentage of customers surveyed who are satisfied	customers	Target	-	54%	54%	54%	54%	54%	54%
	with Wannon Water's performance partnering with communities to help its region flourish (score of 5 or more out of 10)		Actual	Not measured	54%					
b	Percentage of regional stakeholders surveyed who are satisfied with Wannon Water's performance partnering on areas of regional priority (score of 5 or more out of 10)	Percentage of Target	-	78%	78%	78%	78%	78%	78%	
		stakeholders surveyed	Actual	Not measured	78%					
С	Percentage of surveyed customers who engaged with Percentage of Wannon Water satisfied with the engagement customers process (score of 4 or 5 out of 5) surveyed	9	Target	-	Not measured	New mea	sure, 2018	3-19 result	will set tar	get for
		surveyed	Actual	Not measured	Not measured					



Outcome 7: Ensure we provide great value

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers satisfied (5-8) or very satisfied (9-10) with		Target	-	84%	84%	84%	84%	84%	84%
value for money (from Customer Value Survey) (score of 5 or more out of 10)	customers surveyed	Actual	84%	84%					

Overall outcome 7 performance for the regulatory period so far:

