

What we heard in 2024



Each year we listen to our customers and community to find out what's important to them about our services and expectations for the future. The feedback we receive helps us to see how we're performing and informs our decisions for the future.

Last year, our community engaged with us by completing an online or phone survey, chatting to us in person, or being part of our Regional Advisory Forum. As part of our community roadshow we visited five country shows and six small towns across our region.

How we gathered feedback

1,795

online
surveys

276

phone
surveys

316

face-to-face
engagement

599

project
specific
engagement

320

unsolicited
feedback

Who we engaged with

3,306

people

5

local
government
areas

Small
towns

Regional
Advisory
Forum

Residential
customers

Business
customers

Rural
customers

Stakeholders

Customers and community outcomes

During our face-to-face engagements our customers and community told us that we should focus on sustainability.



WE'RE RELIABLE

Ongoing reliability of water and sewerage services



WE'RE SUSTAINABLE

Ongoing protection of the environment through action and education, prioritising Country and our communities



WE'RE SUPPORTIVE

Fair and reasonable bills for all



WE'RE RESPONSIVE

Improved water quality in identified communities



WE'RE VALUED

Improved customer experience of our products and services



WE'RE INFLUENTIAL

Active partnerships for healthy and resilient communities

What we heard in 2024

What we're planning to do in 2025/26

Water quality

The key area for improvement continues to be water quality, particularly in Port Fairy, Portland and Heywood – but also in small communities such as Dartmoor, Merino and Caramut.

- Continue the work on the multi-year Quality Water for Wannon program to improve the taste of water in all three towns.
- Seek to understand more about customers' interest in water quality improvements in towns other than Port Fairy, Portland and Heywood.
- Consider an approach for appropriately managing expectations for customers with water quality issues in other towns.

Billing affordability

Our customers continue to say that our bills feel less affordable.

- Promote and ensure easy access to our range of customer support measures.
- Continue our engagement and education with vulnerable customers.
- Develop and distribute education materials about our bill structure to increase customer understanding.
- Ensure we consider gender equity in all our engagements.
- Implement year three of our 2023-28 Customer Experience Strategy, including improving our support for customers in need.
- Develop and maintain regional and sector networks to enhance customer support for those experiencing vulnerability.
- Delivering the 2025/26 commitments in our 'Build' Financial Inclusion Action Plan to improve financial inclusion and resilience for our customers.

What we heard in 2024

What we're planning to do in 2025/26

Sustainability and reliability

Our communities are interested in what we are doing to ensure we have enough water for the future and want to know more about our sustainability projects and environmental impacts.

- Understand the impact of climate change on our assets and continue our adaptation planning.
- Collaborate with other agencies and councils through Integrated Water Management to better plan, manage and use all water sources, including continuing to explore opportunities to expand the roof water harvesting system catchment in Warrnambool.
- Take action to reduce pressure on the water resources from the Gellibrand River, particularly in summer.
- Continue our Every Drop Counts education campaign to promote water efficiency across South West Victoria.
- Continue to expand our education program and respond to customer needs and what they want to know.
- Continue to deliver our Net Zero Roadmap, including informing communities of our actions as appropriate.

Next steps

The feedback we received is considered by our Board, helping with annual and long-term planning.

Future work in our engagement program includes:

- Continuing to mature our approach to First Nations and Traditional Owner engagement which includes establishing a First Nations Engagement and Partnership Framework.
- Continuing to mature our engagement and education with vulnerable customers.
- Embedding the outcomes from our gender equity audit in our engagements.
- Reviewing the Regional Advisory Forum (RAF) and other customer advisory groups to ensure they provide value for us and participants.

- Consolidating our customer data and feedback in an easy to access and understand format.
- Introducing a Stakeholder Perceptions Review annual pulse check.
- Piloting an engagement maturity assessment approach for the International Association of Public Participation (IAP2).

We're dedicated to keeping our connection with customers and community strong. That's why we'll continue to listen so we can provide the best outcomes for our community.

More information

Click on the barcode to go directly to our engagement site or visit us at:
engage.wannonwater.com.au

Email us at: engagement@wannonwater.com.au

