

What we heard in 2023

Each year, we hear from customers across the region about our services, their priorities and aspirations.



Last year, our community engaged with us by completing an online or phone survey, popping in to see us throughout our community roadshow, or being part of our Regional Advisory Forum.

This feedback helped inform the development of our 2024-28 Corporate Plan and our five-year engagement plan, and support the development of key capital programs including Quality Water for Wannon.

How we gathered feedback

449

face-to-face

250

phone surveys

2,281

online surveys

281

unsolicited feedback

Who we engaged with

3,311

people

5

councils

Small towns

Our Regional Advisory Forum

Residential customers

Business customers

Rural customers

Stakeholders

What we heard in 2023

What we're doing in 2024/25

Water quality

Water quality and taste is a key area for improvement, particularly in Port Fairy, Portland and Heywood.

- Starting work on the multi-year Quality Water for Wannon Program to improve the taste of water in all three towns.

Affordability

Our customers want us to keep bills affordable.

There is a higher rate of vulnerability for customers due to cost-of-living impacts.

- Delivering the 2024/25 commitments in our 'Build' Financial Inclusion Action Plan to improve financial inclusion and resilience for our customers.
- Implementing year two of our 2023-28 Customer Experience Strategy, with a focus on improving our support for customers in need.
- Managing resources efficiently to ensure we maintain our financial sustainability.
- Increasing debt responsibly to minimise customer bill increases.

Service levels

Most customers are satisfied with existing service levels and want us to maintain them.

- Continuing to meet or exceed our service standards.
- Maintaining and renewing assets to ensure our water and sewerage services are reliable into the future.
- Upgrading the Warrnambool Sewage Treatment Plant to meet the needs of housing and economic growth, and investigating alternative methods to further treat sewage and trade waste.
- Ensuring our service delivery operators are trained to high levels of competency.

Water security

Customers value water conservation and education to promote water saving in the home and in industry.

They want to know more about how we will maintain and protect our water quality for the future.

- Understanding the impact of climate change on our assets and continuing our adaptation planning.
- Collaborating with other agencies and councils through Integrated Water Management to better plan, manage and use all water sources, including an expansion of the roof water harvesting system in Warrnambool.
- Taking action to reduce pressure on the water resources from the Gellibrand River, particularly in summer.
- Continuing our Every Drop Counts education campaign to promote water efficiency across South West Victoria.

Next steps

Feedback is regularly considered by our Board, helping with annual and long-term planning.

Future work in our engagement program includes:

- Maturing our First Nations engagement approach.
- Considering gender equity in more detail.
- Seeking ways to consolidate all the data and feedback we receive to help us make informed decisions.

More information

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

Email us at:

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