

2020 community report

In 2017, we spoke with our customers about what they expect from us and what they'd like us to focus on over the next five years. The feedback we received helped shape our 2018 pricing submission to the Essential Services Commission, and eventually our five year plan. We promised we'd let you know how we're delivering on that plan. One year in, we're proud to report to our customers on how we're doing so far.

Do our job well

We promised to ensure our water quality always meets the *Safe Drinking Water Act*. We also promised to ensure sewer spills within a house caused by us would be contained within an hour, and planned interruptions would be carried out within the time we said.

We recorded one sewer spill within a house caused by us, which was contained within an hour. All planned interruptions were completed within our advised times. 100% of the water we supplied was compliant with the *Safe Drinking Water Act* and met E.Coli standards. To meet water quality standards, we complete weekly water testing and independent sample testing.



Be easy to deal with

We promised we'd be easy to deal with and resolve 88% of all customer enquiries at the first point of contact.

96% of all enquiries to our call centre were resolved at first point of contact. During 2018-19, the Energy and Water Ombudsman Victoria received 23 referrals on behalf of our customers, none of which required further action. This is the second year we've been able to resolve all matters and avoid any escalation.



Be affordable and fair



We promised to be affordable, fair and maintain services to customers who are experiencing hardship.

We are delivering on our promise to keep prices stable. Our focus on the most vulnerable in our community has helped increase the amount of customers entering into payment plans, and 2,164 customers have entered our hardship program to help manage their bills. We also successfully implemented our new customer information system, putting customers at the centre of everything we do.

Prepare and protect

We promised to prepare for future growth and protect the environment.

100% of all bio solids delivered to our organics recycling business were reused in the last 12 months. Our eight lagoon-based wastewater treatment plants allow us to irrigate treated wastewater. We provide some of this recycled water to a number of local farmers and sporting grounds, supporting local industry and community sporting groups. 100% of the water we recycle is invested back into Gippsland.



Be involved

We promised to spend at least \$30,000 per year on community benefit programs.

We've kept our promise, and are continuing to provide funding to community groups across our service area. For example, Bug Blitz Trust used their community support program funding to give 420 Sale-based students hands-on learning about sustainable fishing and waterway health through a series of field days. They also engaged an expert in freshwater ecology and fish to help educate the students.



Other achievements

- We invested over \$42 million into capital works projects to strengthen and upgrade our network.
- We replaced the liner and cover on the Newborough Basin without interrupting water supply to the Newborough township or Energy Australia's Yallourn power station.
- We completed vapour testing in parts of Morwell to ensure there were no leaks or faults that could cause potential health hazards.
- We started work on building the new Sale Outfall Sewer Pump Station to cater for future population growth.

Areas for improvement

We're working hard to improve our services across all areas. While we've achieved most of our targets, our target for CO2 emissions - 431,000 tonnes - fell slightly short at 437,300 tonnes. We're doing more in this space and are continuing to work hard to reduce our emissions.