

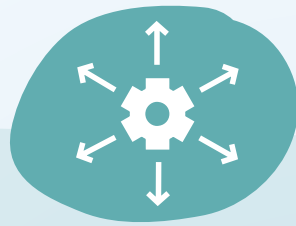
Be affordable and fair

Affordable and fair water and wastewater services for all our customers, industry and community.



What our customers said

- Keep prices for water and other services fair
- Fees and charges should be attributed to those who use them
- Help me to manage my water bill
- Support those who struggle to pay their bills.



What this means

- Our customers pay a fair price for water and wastewater services, which reflects the cost to efficiently provide services to the standards that our customers expect
- Our prices are predictable, and when we do have to change our prices, our customers understand why, when and by how much. We support all customers to keep their water use and therefore bills, low
- Big customers will cover their costs and developers will cover the cost of new customer connections in our network
- When our customers face financial difficulties or vulnerability, they will still have access to water and sewage services. Our customers in hardship are treated fairly and sensitively and can conveniently access support options that suit their needs.



Our promises and targets

- We'll never restrict a customer's water supply for not paying their bills, if we know they're in hardship (target 0)
- The number of customers that believe we provide value for money performance (70%)
- We'll make more customers aware of the customer care support we offer
- If we notice higher than normal water use at your property, we'll contact you within 5 business days to let you know (100%)
- The average cost to serve each urban customer will reduce each year.



Our Guarantee

- If a customer experiencing genuine financial difficulty has their water supply restricted for non-payment, we will pay compensation of \$300 per day off their bill to a maximum of \$900 until their service is restored.



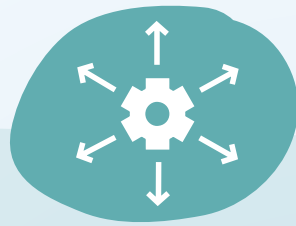
Do your job well

Provide safe, reliable water and wastewater services and keep me informed when my services are affected.



What our customers said

- Provide water that is safe to drink, at a reasonable price
- Restore interrupted services in a timely manner
- Keep me up to date on interruptions to my services so I can manage the impacts to my household or business.



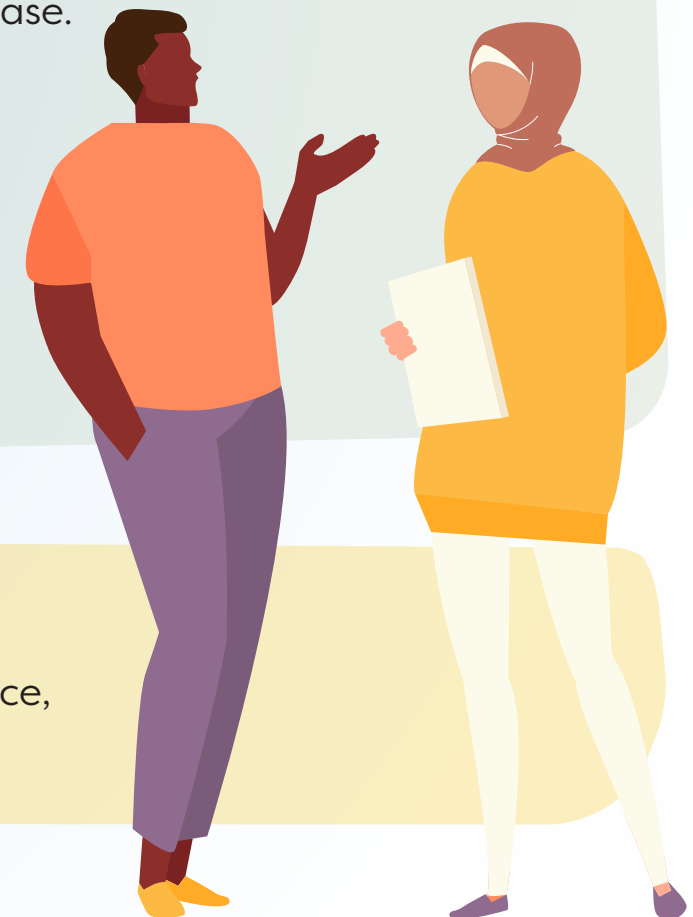
What this means

- Our customers can rely on us to provide water that is safe and fit for purpose
- Wastewater is removed efficiently and reliably and treated for reuse or safely returned to the environment
- Our water supply and wastewater infrastructure is well-maintained and there are minimal unplanned service disruptions
- Where a service disruption can't be avoided, we will keep our customers informed to minimise inconvenience.



Our promises and targets

- We will always contain sewer spills in homes within an hour to minimise stress and inconvenience for our customers (100%)
- If we know we have to interrupt services, we'll restore them within the timeframe we promised (98%)
- We'll deliver water that is always safe to drink (100%)
- The average time to rectify a sewer blockage is no more than 80 mins
- The number of customers that believe we keep them informed when their services are interrupted will increase.



Our Guarantee

- If we issue a 'boil water' alert, we will contribute \$10,000 to the affected community
- If a customer is affected by a planned interruption and not provided a minimum of five days notice, we will credit that customer \$50 on their next water bill.



Be easy to deal with

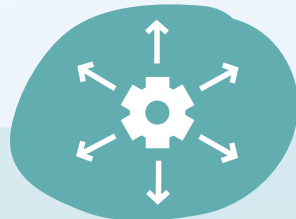
Great customer service that resolves my issues and keeps me informed.

Improved community education on things that matter like water conservation and environmental responsibility.



What our customers said

- Keep me informed in ways that suit me
- Let me know promptly and clearly when there's a planned or unplanned disruption to my services, including how long the disruption is expected to last
- Resolve my account issues or questions quickly, or make it easy for me to resolve it myself
- Educate us on the value of water and things that matter to us.



What this means

- Our customers receive a timely and efficient response to their enquiries or complaints. They are informed and can access information about their account, service disruptions and improvements in a way that's convenient for them, including self-service options or notification preferences
- Our customers are educated about our business and aware of the support we provide for people experiencing hardship and disadvantage, as well as ways they can conserve water and minimise their environmental footprint
- We will proactively engage with our customers and embrace new technologies that help enhance the customer experience. We use everyday language, and provide interpreter and translation services for our most common language groups or other needs.



Our promises and targets

- We'll always provide at least five days' notice if we know we need to interrupt your service (100%)
- Every customer who has registered their mobile number will be sent an SMS in the event of an unplanned service interruption (100%)
- The number of customers that believe we're easy to deal with will increase each year



Our Guarantee

- If a customer is affected by a planned interruption and not provided a minimum of five days' notice, we will credit that customer \$50 on their next water bill.



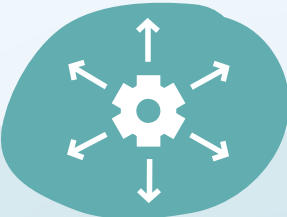
Be involved in the community

Be a present, visible community partner and support us in times of need.



What our customers said

- Be engaged and visible in our community
- Support our community in times of emergency
- Educate us on how to save water and the environmental impact of my water use
- Involve me in decisions that affect me
- Support Aboriginal community members with access to Country and career opportunities.



What this means

- Our customers are involved in decisions we make that impact them and kept informed about what we're up to
- They see us present in the community, at events and in schools. We're working in partnership with local Councils to see more permanent drinking fountains installed across the region to enhance liveability and wellbeing
- We are working to generate greater awareness of water conservation, environmental sustainability and the hardship support we provide and we are there in times of emergency, providing potable drinking water to relief centres when they need it
- Our Aboriginal community is keen to work in partnership with us to gain increased access to our land and waters for cultural use and to support younger Aboriginal people with meaningful career opportunities.



Our promises and targets

- Number of customers who see us as a valued member of the community (target 65%)



Our Guarantee

- We commit to investing a minimum of \$100k per year in programs that support the wellbeing of our communities including education campaigns, drinking fountains and sponsorship.



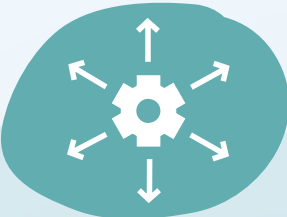
Plan for the future

A secure and reliable water supply. Resilient water and wastewater services for the future.



What our customers said

- We trust you to run the business and to make the right decisions
- We value long-term thinking and planning
- Involve and inform us in the things that impact us
- Invest in resilience in a changing climate
- Invest in water security.



What this means

- Having access to enough clean and safe water now and in the future
- Our water supply and treatment network has the capacity to accommodate a growing population, and is resilient to climate change, rainfall variability and extreme weather
- Water availability won't be a constraint to new businesses or industries getting established in our region
- We plan for the long-term and we keep customers informed early and openly about this work
- The future is uncertain, and we can't control rainfall. But we can work with our customers to reduce their water needs, secure and diversify our water resources, and increase safe recycling and reuse across our waste streams.



Our promises and targets

- We'll increase community awareness about the work we do to plan for the future (target 50%).



Our Guarantee

- If we don't meet our annual net zero emissions target, we will plant 10,000 trees.

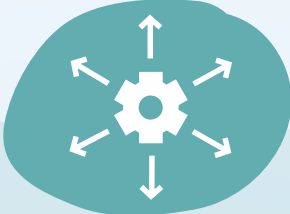
Be environmentally responsible

We provide our services to the community with minimal environmental impact and where possible, make our natural assets available for the community to enjoy.



What our customers said

- Act as stewards of the environment to protect scarce resources for future generations
- Be aware of the impact of climate change
- Don't harm our local environment
- Find opportunities to support or enhance the environment
- We are willing to invest locally in environmental offsets
- We care about the environment, but we are more concerned about bill affordability than exceeding sustainability targets.



What this means

- Our water supply and treatment network is resilient to climate change, rainfall variability and extreme events
- Our business operations will have minimal negative impact on the local environment, including our creeks, rivers, lakes and parks. Where appropriate, will contribute positively to the environment
- We will operate as responsibly as possible including innovative approaches to reducing our carbon footprint and using renewable sources of energy.



Our promises and targets

- We'll reuse all sludge from our wastewater treatment processes (100%)
- We'll achieve our annual net zero emissions target to get to zero by 2030
- All of our operations will be powered by renewable electricity by 2025.



Our Guarantee

- We commit to investing a minimum of \$100k per year in programs that support the wellbeing of our communities including education campaigns, drinking fountains and sponsorship
- If we don't meet our annual net zero emissions target, we will plant 10,000 trees.

