

Central Coast Council Water – Information for ‘Improving Performance’ public workshop on 5 April 2022

1 April 2022

1 Introduction

The Central Coast Council as a Water Supply Authority (CCC Water) should be better held accountable for delivering the services that the community wants at the standard and cost they expect.

One way to provide a level of accountability is for CCC Water to report its performance to the community. This would empower the community by helping it understand and inform service levels and know when CCC Water is not meeting expectations.

At our Public Hearing on 5 April 2022 via Zoom, we will hold an online workshop on improving performance. Through this workshop we would like to better understand what types of performance information would be meaningful to the community. This will:

- inform our final recommendations on how CCC Water can improve its performance in the future
- inform CCC Water as it moves to increase customer engagement and develop reporting measures.

At this workshop, we will be seeking your input to 3 main questions:

1. What topics or indicator areas regarding CCC Water’s performance are most important to you?
2. What performance measures would be useful for you to see?
3. How would you like the information to be provided?

Sections 2 and 3 of this Information Paper provide some context and background information ahead of the workshop and some options on each question that may help you in developing your preferences.

During the workshop, to help us get feedback we will be using some tools in Zoom including the poll, raise hand and annotation functions. Section 4 of this Information Paper shows you how to access these tools on your screen. Please check that you have the most up-to-date version of [Zoom](#) ahead of the workshop for full functionality of these tools.

2 Context

We are reviewing the prices that CCC Water can charge for its water, wastewater and other services over the next 4 years.

We found that CCC Water's performance in recent years in delivering water, wastewater and other services has not always met the community's expectations, because:

- CCC Water has not met some performance measures (which we refer to as output measures) over the past 3 years
- based on advice we received from independent consultants we found that some of CCC Water's current systems and processes need improvement
- during consultation, some customers expressed concerns around poor drinking water quality and wastewater overflows.

We consider our draft water prices would allow CCC Water to deliver good quality water and improve services to the community – now and in the future.

However, we also heard that the community lacks confidence in how CCC Water would spend the money it collects via prices. More frequent and accessible information about CCC Water's performance, including on the quality of services, would increase the level of accountability CCC Water has to the community.

We have made a draft recommendation that CCC Water should develop a new set of performance measures that reflect the community's preferences. More frequent public performance reporting on measures that are important to the community would help to:

- provide assurance to customers that their money is being appropriately spent
- enhance transparency and accountability for CCC Water's performance
- drive CCC Water to improve its performance, communication and customer engagement.

To further drive accountability, IPART intends to recommend the Minister gives us a referral to review CCC Water's performance in 2 years' time. We would also review it again at our next price review.

Table 1 shows output measures that were set in the 2019 water price review and the performance that we have considered in our current review.

Table 1 CCC Water's performance against water and wastewater output measures

Output measure		2019-20	2020-21	2021-22
Water quality complaints per 1,000 properties	Target	9	8	8
	Actual	11.7	9	9
Average frequency of unplanned interruptions per 1,000 properties	Target	115	115	115
	Actual	127.9	114.2	115
Water main breaks per 100km of main	Target	16	16	16
	Actual	12	10.2	12
Compliance with Australian Drinking Water Guidelines – microbial values (%)	Target	100	100	100
	Actual	100	100	100
Compliance with Australian Drinking Water Guidelines – chemical values (%)	Target	100	100	100
	Actual	100	99.7	100
Wastewater overflows per 100km of main	Target	32	30	28
	Actual	31	27.5	28
Wastewater overflows reported to the environmental regulator, per 100km of main	Target	1.6	1.5	1.4
	Actual	2.9	2.5	2.5
Wastewater odour complaints per 1,000 properties	Target	1.7	1.7	1.5
	Actual	2.2	1.6	1.6
Wastewater main breaks and chokes per 100km of main	Target	35.6	34	32
	Actual	32.8	30.5	32
Compliance with EPL concentration, load limits	Target	Yes	Yes	Yes
	Actual	No	No	TBC

Legend: ■ green highlighted cells indicate target met, ■ red highlighted cells indicate target not met.

Source: Frontier Economics & Mott MacDonald, Central Coast Council Water Expenditure Review – Draft Report for IPART, February 2022, p 139.

3 Background information

Question 1 - What topics do you want to hear about most?

There are several ways that we think about the performance of a water utility. For instance, regarding:

- Water quality
- Customer service and responsiveness
- Service reliability
- Environment and public health
- Financial management
- Asset management

Some of the standards for these are set by the government and some are set by the utility itself in consultation with its customers.

We have heard dissatisfaction with service in a number of these areas. We would like to hear from you on issues that matter most to you.

Question 2 - What types of data and information would be useful to you?

In our *Draft Information Paper – Improving performance*, we list examples of how performance can be measured. Measures such as these can give an overall picture of how well a utility is performing and can highlight areas in which a utility is performing well and where it might need to improve. Usually, it is best to look at a range of measures for a type of service to understand whether the overall level of service is up to scratch. Measures should also be considered over time – evidence of deterioration or improvement indicates whether further attention is needed.

CCC Water and other Councils report on a large number of measures to the Department of Planning and Environment, available online [here](#).^a Examples of measures that might be useful for customers, include:

Water quality

- Compliance with Australian Drinking Water Guidelines – microbial values (%)
- Number of water quality complaints per 1,000 properties.

In our *Draft Information Paper – Improving Performance*, we suggested that CCC Water start to report on the 'Number of water quality complaints specifically for Davistown and Saratoga region' in response to a high number of complaints from this area.

Customer service

- Proportion of customers in payment plans/financial hardship assistance
- Number of water pressure complaints per 1,000 properties.

Service reliability

- Number of water and wastewater unplanned service interruptions
- Average duration of water and wastewater interruptions
- Number of main breaks and chokes per 100 km of mains.

Hunter Water also reports on the number of properties that experience more than a specified number of unplanned outages in a year.

Environmental

- Number of wastewater overflows per 100 km of mains under dry weather conditions
- Net greenhouse gas emissions
- Compliance with EPA load limits from wastewater treatments plants.

^a Data is also submitted to National Performance Reporting Framework although we note this framework is under review.

Financial Management

- Operating result per property
- Ratio of net debt to equity

Asset management

- Leakage per km of mains per day
- Main breaks per 100km of mains

Question 3 - How would you like the information to be provided?

There are various ways for CCC Water to provide you with the information. We want to hear about the method/s and frequency that you would find useful. We welcome other ideas that you may have.

Some examples include:

- An annual report specifically about performance. This could be published on the website and/or sent to households.
- A short flyer or email sent annually.
- An informative page on the website which includes quarterly, half-yearly or annual updates with notification of updates to be posted on social media.
- An update on performance included with each quarterly bill.
- Discussion of annual results at a Council meeting.

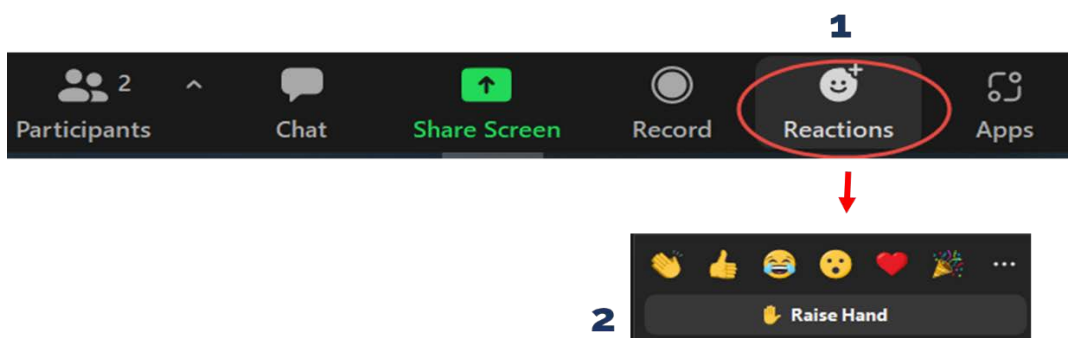
We encourage you to think about the ways in which you receive information, what works and what doesn't work for you.

4 Information about Zoom and online interaction

The workshop will include general discussion and some quick activities to allow everyone to note their preferences. We will ask participants to use the 'raise hand', 'annotate' and 'chat box' functions in Zoom.

To **raise your hand** in Zoom

1. At the bottom of your screen, click on the 'Reactions' icon.
2. Click on 'Raise Hand'.



To **annotate** in Zoom

3. Look for the green bar indicating the presenter is sharing their screen. This is usually at the top of your screen.
4. Click 'View options' – a list will drop down.
5. Click 'Annotate' – should see a bar with options.
6. Select 'Stamp' and then select your choice of stamp
 - Click the area of the screen that you want to stamp.
 - You can select and use the 'Eraser' if you make an error.
 - To stop stamping, click on 'Mouse'.

