



# IPART WATER REGULATORY FRAMEWORK REVIEW

Public Hearing

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# Strong support for the 3Cs model

Big departure from IPART's past regulatory approach and process

Relies on genuine and meaningful engagement

Our responsibility and our challenge to do this well, capturing service levels, customer experience and costs – the customer value proposition





# Delivering customer value aligns with our strategy

**Outcomes**

We will build on our already strong performances with our community, enabling **better community and customer outcomes and increased advocacy**

We will **improve customer ease, success, sentiment and satisfaction** by delivering services that meet their expectations

We will **improve understanding of customer and community expectations** by **turning data into insights and actions**

We will **optimise digital platforms to improve customer experience and deliver efficient services**

## Customers and communities at the heart of all we do

Outcomes	Objectives
We will build on our already strong performances with our community, enabling better community and customer outcomes and increased advocacy.	 Increase community trust
We will improve customer ease, success, sentiment and satisfaction by delivering services that meet their expectations.	 Improve customer experience
We will improve understanding of customer and community expectations by turning data into insights and actions.	 Improve customer and community understanding
We will optimise digital platforms to improve customer experience and deliver efficient services.	 Improve community focus
	 Increase digital services

**2024**

**Future state**

We captured, accessed and analysed relevant **data** to draw **insights** and gain a **deeper understanding** of customer and community expectations to deliver the outcomes they desire. We improved our services, processes and behaviours and created a **customer-centric culture**, supported by **technology**, to deliver better customer experiences and outcomes.



# We've started talking with customers about the 2024 proposal

Phase 1: Asking customers about the outcomes and experiences that matter most

6 x listening post workshops across each LGA with 20 people each

6 x focus groups with 15 people each

Interviews with our Customer and Community Advisory Group

External stakeholder interviews

Phase 2: Using a mix of techniques to test priorities, outcomes, experiences and willingness to pay

Phase 3: A deliberative forum format, using internal and external presenters – develop and agree a suite of customer outcomes



## We want to hear from you

We want to understand what our customers value most and what they expect from us.

**Share your views with us and you'll receive a \$100 gift card for your participation.**

This feedback will help us shape the commitment we make about our prices and services, as well as inform our next price submission to IPART.

### How to get involved

We're running online workshops at the end of August and into September. There are six workshops in total, one for each of the Local Government Areas we service (Newcastle, Lake Macquarie, Port Stephens, Maitland, Cessnock and Dungog). Register your interest today.



[Register here](#)



# A new framework for the regulator and the regulated

A fundamental shift for the Tribunal, Secretariat and the regulated water businesses

New model, first round, no precedent

Best shot at our best offer – refine and improve over multiple reviews

<b>Act fairly</b>	<p>While IPART will make decisions at arm's length, we need to support each business for this framework to be successful.</p> <p>We expect water businesses to propose their strongest customer value proposition. Our assessment will reflect the quality of the proposal, not our historical experience with the business.</p>
<b>Openness</b>	<p>We will maintain an open-door policy during the regulatory period up to the point of lodging a pricing proposal and encourage businesses to check-in with IPART as they develop pricing proposals.</p> <p>We will seek to proactively engage with board directors, executive leadership teams and regulatory teams, to ensure businesses understand the objectives behind this framework and have confidence in its application.</p>
<b>Tailored approach</b>	<p>We will focus on matters that materially impact customer value. We will not conduct line-by-line examinations to try to bring costs down, or downgrade proposals.</p> <p>Businesses will be rewarded for their efforts, rather than penalised for small oversights or errors.</p>
<b>Earned autonomy</b>	<p>We commit to streamline reviews where a business can demonstrate better customer value for money and provide well-justified and transparent plans.</p> <p>High standards of performance will also be rewarded with lower regulatory burden. IPART's focus will be on areas where improvement may be needed. This supports businesses in taking responsibility for customer outcomes over the long-term.</p>
<b>Customer-centric</b>	<p>We expect each water businesses to engage with its customers. We will not unnecessarily pre-suppose what is in the long-term interests of customers. The businesses will agree with its customers how these long-term interests are met.</p> <p>We will hold businesses to account for their commitments and ensure that engagement is genuine and provided all customers appropriate influence on the outcomes and value for money.</p>
<b>Continuous improvement</b>	<p>We are committed to listening to feedback on the regulatory framework from water businesses and customers, and to continuously improve how it is applied to improve outcomes for customers into the future.</p>