

Appendix E

Strategic Planning Day Outcomes

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Western Water Customer Advisory Group and Community Reference Groups Strategic Planning Day Tuesday 25th July 2006

WORKSHOP NOTES

Customer Service Standards

Existing Requirements of Western Water – Are They Adequate?

Group A

- Accept current as is – definable and easy to understand.

Group B

Existing levels

- Discussion about the 2-day minimum notification for planned interruptions.
- Others consider seem fair

Group C

- Happy with overall levels.
- But what is best practice?
- Would be interested in tracking critical timing of faults and incidences impacting commercial/industry – unplanned interruptions to water supply a higher priority
- WW meeting most of them, but should keep stretching.

Guarantee Service Levels – Monetary Payment for Default

Group A

- Penalties don't work, better focus on celebration
- Create measures (balanced score card)

Group B

- Did not support it.
- Rather just focus on delivery of critical service
- Other ways customers can pursue outcome desired other than monetary fairness.

Group C

- May be well received, but would not want forms, need to be automatic
- Perhaps better to consider non-monetary reimbursement or gift.
- Or \$25 water saving gift pack.
- Some sort of recognition that did not deliver of service levels would be a positive.

Quarterly Billing

Group A

- Why change something that is working?
- Happy to save the \$250k and bill 3 times a year

Group B

- Leave status quo (but not a total consensus).
- Maybe assist some people with cash flow issues.

Group C

- If change may then may get bill at same time as council.
- Customers not asking for it – perception is that it is 4 times.
- Positive for WW is increased cash flow.
- Pursue cost neutrality by issuing bills on-line.
- What are benefits vs. costs for Western Water?

Rising Block Tariffs for Commercial Customers

- Need to conduct analysis – Commercial customer circumstances to understand ramifications.
- Explore water management approach for high users.
 - o Work with them.
 - o Assist them to get a lower cost outcome.
- Prefer not to be the first mover on this issue relative to other water companies.
- Post analysis explore alternative strategies.
- Overall would like an outcome that achieves 'equity' across our customer base.
- Pricing may not be the only mechanism for influencing change in consumption behaviours.

Benevolent / Not for profits

- Agreed to apply standardisation.

Variable Wastewater Charges

- At this point in time not convinced that this strategy will positively shape behaviour relative to the administrative and equity issues that it would raise.

Vacant Land

- Service fee should apply so that common costs are shared.
- Holistic approach is important.

New Customer Contribution

Basis for NCC's is very appropriate.

- Developer should be expected to pay for the development of the asset with the community sharing in the cost of maintaining it.
- There is no apparent advantage to the end consumer by reducing it.

Recycled water tariffs & charges

- The proposed charges considered reasonable and considered but important future running and capital costs are factored in.
- NCC should reflect actual cost rather than ESC prescribed NCC, as it is a case for the future.
- Tariffs should be at a level that ensured there is no disincentive to this type of development.
- In the future need to review user behaviour of recycled water.