



YARRA VALLEY OVERVIEW WATER



ABOUT YVW

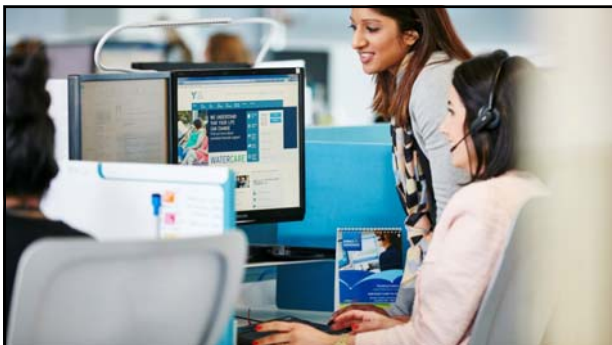
- Melbourne's largest water retailer
- Serving 1.8 million people
- <Revenue \$900M pa
- <Assets \$4.2B
- 19,200kms of pipes
- 9 sewage treatment plants
- 520 employees



ABOUT YVW

Our service area





- Last year we dramatically reduced Energy and Water Ombudsman Victoria (EWOV) complaints for our organisation.
- We went from having the highest EWOV complaint ratio to the lowest.

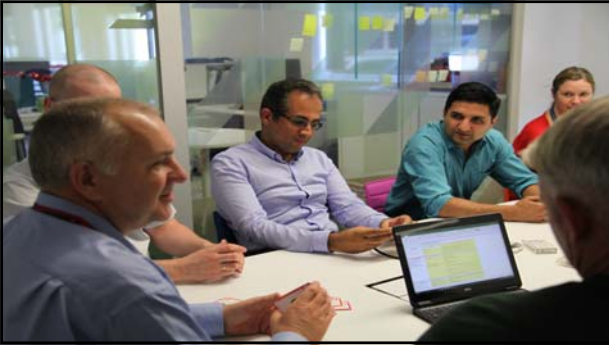
Period	Complaint Ratio
Start	High
Peak	Very High
Mid	Medium-High
End	Lowest

- In 2013/14 we averaged 54 assisted referral complaints from EWOV a month.
- We set a goal of 47 per month, and in 2014/15 we achieved 32 per month.
- In the first two months of 15/16 we reduced this figure to 24 EWOV complaints a month.







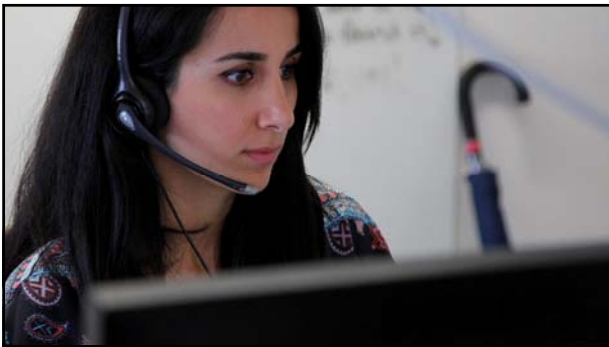




However, a year is a long time....










THE WAY WE WORK ENABLES EXTRAORDINARY PERFORMANCE



Yarra Valley Water has maintained the lowest metropolitan water business complaint ratio to the Energy and Water Ombudsman of Victoria.

There was a 6% increase in cases across the water industry, with Yarra Valley Water only increasing 3% and receiving 4 EWOV complaints more than last year.

16



