

Healthy People:

428 GL
HIGH QUALITY
DELIVERED TO CUSTOMERS
AND THE COMMUNITY

Providing long term water security for our community by developing 50 year strategies in supply and sewage.

332 GL
OF SEWAGE
REMOVED AND TREATED

INTEGRATED THE FIRST
DESALINATED WATER ORDER
INTO MELBOURNE'S SUPPLY SYSTEM
with
100% COMPLIANCE

\$150M STAGE 2
CONSTRUCTION AT WTP

 NITROGEN REMOVAL PLANT WITH CAPACITY TO TREAT 140 MILLION LITRES of wastewater per day

Replacement of the 25W cover has ensured the WTP can now meet 100% of its energy demand

\$8M ODOUR
TREATMENT FACILITY
REDUCING SITE EMISSIONS BY 20%
AT EASTERN TREATMENT PLANT



Clearwater delivered IWM capacity building programs to 600 water professionals across Melbourne and regional Victoria

\$104.85M
IN WATER SUPPLY
CAPITAL EXPENDITURE


\$115.1M IN SEWERAGE
TREATMENT
CAPITAL EXPENDITURE

\$51.5M IN SEWER
TRANSFER ASSET
CAPITAL EXPENDITURE

14,705 
PARTICIPANTS
in education and citizen science
programs

 Procured new radar imaging and CCTV technology in our sewer maintenance program, increasing our asset condition management approach, a first for Australia

Healthy Places:

BEGAN IMPLEMENTING
65 ACTIONS
OF THE FLOOD
STRATEGY 

Collaborating with local council and partners to better understand flood risks


SUPPORTING
LIVEABLE
COMMUNITIES


Shared pathway agreements, Our Space, Your Place and master planning along Moonee Ponds Creek.

23 GL
OF RECYCLED
WATER
SUPPLIED
TO CUSTOMERS 



\$20M ON EMBANKMENT
UPDATES
for
28 FLOOD-RETARDING
BASINS

**FLOOD RISK
MANAGEMENT**
PROJECT OF THE YEAR

BY FLOODPLAN MANAGEMENT AUSTRALIA
DELIVERS REAL-TIME FLOOD PREDICTIONS THAT WILL ENABLE MELBOURNE WATER TO ISSUE FASTER, MORE PRECISE FLOOD WARNINGS VIA THE BOM, ALLOWING EARLIER ACTION TO MITIGATE IMPACTS OF FLOODING

 Melbourne Water supported the development industry to deliver capital works in growth areas

including
5 FLOOD-RETARDING
BASINS 

8 KM OF WATERWAY
REJUVENATION 

20 KM OF UNDERGROUND
PIPE 

and
8 NEW WETLANDS
providing stormwater
treatment and habitats
for diverse flora and fauna 

Managing sustainable urban growth challenges through Integrated Water Management efforts including Arden Macauley precinct.

Healthy Environment:


Small business engagement
guidelines launched with
Victoria Small Business
Commissioner

\$8.4M
IN GRANTS
to local government and waterways
stakeholders to improve our waterway health

REVISED
ENVIRONMENTAL
STEWARDSHIP STRATEGY.

25 GL
OF ENVIRONMENTAL
WATER DELIVERED

Collaborating with community and stakeholders to support design of the next Healthy Waterways Strategy 

Finalised the new 10 year Port Phillip Bay Environmental Management Plan (EMP) following extensive community consultation and development.


5 NEW
HYDRO-ELECTRICITY
PLANTS IN 2016-17

Our current program can generate 69,540 megawatt hours of renewable energy, avoiding 75,800 tonnes of carbon dioxide emissions, equivalent to taking more than 29,200 cars off the road.


**FROG
CENSUS**
APP WITH 85%
INCREASE
VOLUNTEER
ENGAGEMENT,
DELIVERING
RECORDINGS
OF RARE AND
ENDANGERED
FROG SPECIES

**50-YEAR
COMMUNITY VISION
FOR THE YARRA**
AS PART OF THE YARRA STRATEGIC PLAN

370,000 dry tonnes of biosolids
beneficially reused

Customer Focus:

CUSTOMER EXPERIENCE TRANSFORMATION

SETTING CLEAR ROAD MAP OF INVESTMENT IN

2017-18

— THE EXPANSION OF THE —
RELATIONSHIP MANAGEMENT FRAMEWORK



Working in collaboration and partnership to make our relationships two-way.

CUSTOMER REPUTATION
INCREASED TO



80.2

RECONCILIATION ACTION PLAN

- Cultural awareness training •
- Indigenous trainees commencing work in 2017 •
- 60 staff attendance at a traditional Smoking Ceremony •

Inspired People:

MELBOURNE WATER'S ENGAGEMENT

↑ INCREASED BY ↑
6.25%

over the 2016/17 year, making a **20%** increase over the last two years.



CAREER DEVELOPMENT CENTRE

LAUNCHED TO ENABLE ALL MELBOURNE WATER EMPLOYEES TO CONNECT TO LIFELONG LEARNING ON OUR JOURNEY TO BECOMING A LEARNING ORGANISATION.

GENDER EQUITY TARGETS FOR 2020 ON TRACK

WOMEN IN MANAGEMENT ROLES UP FROM **28%** IN 2014-15 TO **39%** AS AT THE END OF JUNE 2017.



CURRENT TOTAL RECORDABLE INJURY FREQUENCY RATE



(TRIFR) Down more than **43%** from last year's result of **5.51**
= 3.15

78% INCREASE IN EMPLOYEE PERCEPTION OF OUR WELLBEING PROGRAM
OVER 2400 ENGAGEMENTS

Continuous Improvement:

PROCUREMENT OF LEADING EDGE ASSET CONDITION

MONITORING TECHNOLOGY



(DRONES, LONG RANGE CCTV AND SUBMERSIBLE)

better understanding of asset condition, resulting in improved safety outcomes at a reduced cost

Automation program delivering more comprehensive data via moving physical asset monitoring infrastructure onto an internet cloud environment, bringing significant cost and time efficiencies.



90% OF PRODUCT QUALITY TESTING DATA

STREAMLINED ACROSS THE ORGANISATION INTO A CENTRAL DATABASE (more than 50,000 results)

Improving productivity and monitoring trends to improve outcomes and service for our customers.

LAUNCHED NEW ONLINE PORTAL



FACILITATING
32 DIFFERENT DEVELOPMENT APPLICATION TYPES

Working towards making it easier for our customers to deal with us

\$7.23M INVESTED ACROSS
60 RESEARCH PROGRAMS
improving service delivery assist customers and the water sector

Financial Sustainability:

\$150.4M
NET PROFIT AFTER TAX



\$1,791.4M REVENUE

CONTINUING TO DRIVE A STRONG FOCUS ON COMMERCIAL DECISIONS

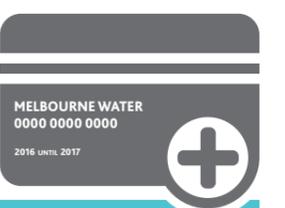
Financial Sustainability Strategy

Raising commercial acumen across the business, and ensure that all decisions are made considering the implication on cost to our customers.

POSITIVE CREDIT RATING

FOR 2016/17

Resulting in CONSIDERABLE SAVINGS over the next 3 years, and increase our ability to meet our obligations and deliver additional services to the community.



11% PRICE REDUCTIONS
& A SAVING OF **\$9.57M**

ACROSS A STRONGER, SAFER WATER SECTOR, VIA INDUSTRY COLLABORATION IN CHEMICAL PROCUREMENT

