CUSTOMER AND COMMUNITY ENGAGEMENT STRATEGY
2026-2030 SUMMARY

AQWEST
BUNBURY WATER

01

STRONG SUPPORTED COMMUNITIES

We will support vulnerable customers, build strong local partnerships and invest in community programs that strengthen resilience, inclusion and water literacy.

SATISFIED CUSTOMERS

02

We will modernise digital services, simplify processes, improve complaint handling, strengthen customer communication and increase awareness of our services.

03

SAFE AND RELIABLE DRINKING WATER

We will provide clear, timely information about water quality, proactively respond to customer concerns, and improve visibility of operational activities such as maintenance, flushing and planned works.

RECYCLED WATER

04

We will build understanding and community confidence in recycled water, supporting future opportunities for sustainable water resource management.

05

LOCAL JOBS AND SKILLS

We will invest in local employment pathways, traineeships and industry partnerships, and ensure our staff are equipped to deliver high quality customer service

ENVIRONMENTALLY SUSTAINABLE OPERATIONS

06

We will lead and support sustainable water use across the community, reduce water loss, deliver water efficiency programs and engage high water users.

07

LONG TERM FINANCIAL VIABILITY

We will help customers understand the value of water, promote affordability support and increase transparency around pricing structures.

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