Overall – combining multiple elements  
  
Input

Mr Andrew Dilley

1/178 Nepean Hwy  
Aspendale

3280

30st January 2023

Dear Mr. Dilley

In alignment with our strategic corporate objectives, Wannon Water is pleased to announce its partnership with Vic Gov's initiative to improve water infrastructure. Pursuant to regulatory compliance, all residents are instructed to adhere to stipulated guidelines on water usage. Updates about the water main repairs, being handled by the maintenance team, will be provided to customers when deemed necessary.

As part of our ongoing efforts, there are 5 water mains under repair, and we've upgraded seventeen pump stations, replaced 23 valves, and installed forty-five kilometers of pipeline. This work supports a 12-million-dollar investment in sustainable water distribution.

Overall this relates to 1200 man hours of work.

The project should be complete by 12th March 2025.

For inquiries, contact customer service at 1300926666 or (03)55656655, between 8:15 AM and 17:00 hours.

## Output

\*\*Wannon Water's Exciting Partnership\*\*

We’re thrilled to share that Wannon Water is partnering with the Victorian Government to enhance our water infrastructure. This collaboration aligns with our strategic goals to provide better services for everyone in our community.

\*\*Water usage guidelines\*\*

To ensure compliance with regulations, we ask all residents to follow the guidelines on water usage. Your cooperation is essential to help us maintain a reliable water supply.

\*\*Update on repairs\*\*

Our maintenance team is hard at work on five water mains. We’ve also upgraded seventeen pump stations, replaced 23 valves, and installed 45 kilometers of pipeline. This important work is part of our $12 million investment in sustainable water distribution.

\*\*Project timeline and support\*\*

In total, this project involves approximately 1200 hours of work. We expect to complete everything by 12 March 2025.

If you have any questions, please reach out to our customer service team at 1300 926 666 or (03) 5565 6655 between 8:15am and 5pm. We're here to help!

## Sample 1 – too formal

Input

According to our customer policy I require that you contact the call centre for a time period in which a plumber can attend your premises and provide further advice concerning your problem.

Output

"Please reach out to our call center. They can help you find a time for a plumber to visit and offer more advice on your issue."

## Sample 2 – too technical

Input

The outage to your water supply was caused by tree-root infiltration of the water main running from the Plantation Road reservoir into the Port Campbell reticulated network. Your incident was one of 50 customers impacted by this problem. It was resolved by a team of Wannon Water Treatment Operations employees supported by contractors who were able to identify the problem and repair the impacted section of pipe. We regret any inconvenience caused.

Output

Your water supply was interrupted due to tree roots getting into the main line that connects the Plantation Road reservoir to the Port Campbell network. You were one of 50 customers affected by this issue. Our dedicated team at Wannon Water, along with contractors, quickly identified the problem and fixed the damaged pipe. We apologize for any inconvenience this caused you.

Here’s an example of a message that is **not informative** (opposite of clear, concise, and simple):

**Non-Informative Example:**

"In alignment with our strategic corporate objectives, it is imperative that we elucidate the multifaceted methodologies underpinning the synergistic implementation of our water distribution paradigms, thereby ensuring optimized hydraulic efficiency and sustainable resource allocation across the operational infrastructure framework."

Response

We need to explain how we manage our water distribution system. This will help us use our resources wisely and keep everything running smoothly.

**Non-Neighborly Example:**

"Pursuant to regulatory compliance, all residents are hereby instructed to adhere to the stipulated guidelines regarding water usage, failing which, punitive actions may be enforced without prior notification."

Response

"We ask all residents to follow the guidelines for water usage. This helps us ensure everyone has access to water. If these guidelines aren’t followed, there may be consequences."  
  
"We ask all residents to follow the guidelines for water use. If these guidelines aren’t followed, we may have to take action. Thank you for your cooperation!"

**Non-Local Leader Example:**

"The water main was being repaired by the maintenance team, and updates regarding the progress of this work will eventually be provided to customers as deemed necessary."

Response:

"The water main was being repaired by the maintenance team, and updates regarding the progress of this work will eventually be provided to customers as deemed necessary."

Poorly formatted phone number  
  
**Poorly Formatted Phone Number Example:**

"If you have any questions, please contact our customer service team at 1300926666 or (03)55656655."

Response  
  
"If you have questions, reach out to our friendly customer service team at 1300 926 666 or (03) 5565 6655."

**Poor Grammar Example:**

"wannon water's team is proud to annouce its partnership with vic govt's initiative. were working to improve our region's infrastructure. the projects funding will support upgrades to customers pipelines."

Response

We’re excited to announce our partnership with the Victorian Government! Together, we're working to enhance our region's infrastructure. This project will help fund upgrades to our customers' pipelines.

**Poorly Formatted Number Examples**

a poor example using bad formatting of numbers

- (1-9) not being spelled out over 9 not being written fully

dollars and percentages (good – always use numerals)

temperatures (good - always use numerals\_

measurements (good - first instance the unit is spelled out then subsequently is is abbreviated)

dates (eg good is 5 February 1995, bad is the 5th of February 1995)

times (bad is the 24 hour clock)

input

"There are 5 water mains currently under repair. We’ve also upgraded seventeen pump stations and replaced 23 valves as part of the 12-million-dollar investment. Additionally, fourty five kilometers of pipeline have been installed."

Response

"We're currently repairing five water mains. We've upgraded seventeen pump stations and replaced twenty-three valves as part of our $12 million investment. Plus, we've installed forty-five kilometers of new pipeline."

Input

"The project costs twenty five million dollars, and an additional 10 percent of that amount will be used for maintenance. Customers' bills may increase by five percent or $15 dollars depending on usage."

response

"This project will cost $25 million, with an extra 10% set aside for maintenance. You might see a 5% increase in your bill, which could be up to $15, depending on your usage."

Input

"3 teams worked on installing 15 pipelines. The temperature ranged from minus 2 degrees to thirty degrees Celsius during the project. A total of eight hundred residents were notified, and 12 water mains were repaired."

Response  
  
"Three teams installed 15 new pipelines, braving temperatures from minus 2 to 30 degrees Celsius. We notified 800 residents about the work, and we repaired 12 water mains along the way."

Input  
  
"The new pipeline is 15 km long and has a diameter of 50 centimeters. It can carry up to 2,000 l of water per hour. The project also included the installation of 5 new pump stations across 20 hectares of land."

Response  
  
"We’ve built a new pipeline that stretches 15 kilometers and is 50 centimeters wide. It can transport up to 2,000 liters of water every hour. This project also added five new pump stations across 20 hectares."

Input

"The project began on the 5th of February, 1995, and was completed on March 10th, 1996. A significant milestone was achieved on the 20th of June in the year 1995."

response

"We started the project on February 5, 1995, and wrapped it up on March 10, 1996. On June 20, 1995, we reached an important milestone."

Guide: date month year eg 10 March 1996

Now fixed

input

"The meeting will start at 14:30 and is expected to conclude by 16:00. Lunch will be provided between 12:00 and 13:00."

response

"The meeting starts at 2:30 PM and will wrap up by 4:00 PM. We’ll provide lunch from 12:00 to 1:00 PM."

Guide:

* Lowercase am/pm
* No space between number and am/pm
* No 00, eg 4:00 becomes just 4

Now fixed

## Testing redaction

Input

Dear Mr Dilley

According to our records you are very late with your payment for your last water bill.

Should we not reveive your payment in 7 days we will start legal proceedings

Output

Subject: Important: Payment Reminder

Dear [First Name],

We want to remind you that your payment for your last water bill is overdue.

Please arrange for the payment within 7 days to avoid any further action.

If you have already made the payment, kindly disregard this notice.

Thank you for your attention to this matter.

Best regards,

Wannon Water

**Input**  
  
Mr John Doe

2/12 Smith Street

Beaconsfield South

Victoria, 3280.

1/1/2026

Dear John

I'm writing to you to inform you that under our obligations in the Water Act we must access your inlet pipe for urgent repairs.

Should you refuse this request we will prosecute you to the full extent of the law.

We understand that your email address is:

john.doe@somedomain.com

and your credit card number is: 1234 1234 1234 1234

regards

Uneighbourly water authority

**Output**

\*\*Accessing Your Inlet Pipe for Urgent Repairs\*\*

1 January 2026

Dear John,

I’m reaching out to let you know that we need to access your inlet pipe for urgent repairs, as required by the Water Act.

Your cooperation is important. If we can’t access the pipe, we may have to take further action.

We have your email address on file: [REDACTED EMAIL].

Thank you for your understanding.

Warm regards,

Wannon Water

**Input**  
Mr John Doe

2/12 Smith Street

Beaconsfield South

Victoria, 3280.

1/1/2026

Dear John

I'm writing to you to inform you that under our obligations in the Water Act we must access your inlet pipe for urgent repairs.

Should you refuse this request we will prosecute you to the full extent of the law.

We understand that your email address is:

john.doe@somedomain.com

and your credit card number is: 1234 1234 1234 1234

can we also confirm your address is

2/12 Smith Street

Beaconsfield South

Victoria, 3280.

regards

Uneighbourly water authority

**Output**

\*\*Notice of Urgent Repairs\*\*

1 January 2026

Dear John,

We need to let you know that, under the Water Act, we must access your inlet pipe for urgent repairs.

If you are unable to grant us access, please understand that we may need to take legal action.

We have your email address as [REDACTED EMAIL]. Could you please confirm that your address is [REDACTED ADDRESS]?

Thank you for your cooperation.

Best regards,

Wannon Water