The Essential Services Commission has published its ninth annual report on the performance of the Victorian urban water businesses that provide water and sewerage services. This factsheet provides information to consumers on the performance of their water business.

**Household bills**

Based on the average household consumption, an owner occupier’s average household bill increased from $770 in 2011-12 to $832 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from $179 in 2011-12 to $232 in 2012-13.

**Household Consumption**

Average household consumption in 2012-13 was 479 kL, which was substantially higher than the 391 kL reported in 2011-12. Lower Murray Water consistently reports the highest average consumption across the state.

**Water supply reliability**

Overall reliability of a water supply network is measured by customer minutes off supply. Lower Murray Water’s customers experienced an average of 14 minutes off supply in 2012-13, a significant decrease from the 177 minutes reported in 2011-12 when it conducted an extensive air scouring program to improve water quality.

**Sewer system reliability**

In 2012-13 Lower Murray Water reported 16 sewer blockages per 100km of sewer main, an increase from 11 in 2011-12.

**Water Quality**

Lower Murray Water reported that all customers received water that met the microbiological (measured by *E. Coli* levels) and turbidity requirements of the Safe Drinking Water Regulations 2005.

**Recycling**

Lower Murray Water recycled 45 per cent of its treated effluent in 2012-13, consistent with recent years.

**Major Projects**

The Kerang Wastewater Treatment Plant upgrade project was completed in 2012-13, after considerable delays in the development of the project scope and execution plans.

Further information available at www.esc.vic.gov.au
### GENERAL

<table>
<thead>
<tr>
<th></th>
<th>2008-09</th>
<th>2009-10</th>
<th>2010-11</th>
<th>2011-12</th>
<th>2012-13</th>
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<tbody>
<tr>
<td>Water customers</td>
<td>30,549</td>
<td>31,134</td>
<td>31,484</td>
<td>31,980</td>
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<td>Sewerage customers</td>
<td>26,079</td>
<td>26,767</td>
<td>27,148</td>
<td>27,617</td>
<td>27,856</td>
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<tr>
<td>Length of water main (km)</td>
<td>897</td>
<td>903</td>
<td>899</td>
<td>902</td>
<td>906</td>
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<tr>
<td>Length of sewer main (km)</td>
<td>602</td>
<td>627</td>
<td>623</td>
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### AFFORDABILITY

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<tr>
<td>Average household consumption (kL per household)</td>
<td>381</td>
<td>411</td>
<td>313</td>
<td>391</td>
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<tr>
<td>Average household bills ($, nominal)</td>
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<tr>
<td>Owner occupiers</td>
<td>658</td>
<td>719</td>
<td>691</td>
<td>770</td>
<td>832</td>
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<tr>
<td>Tenants</td>
<td>136</td>
<td>164</td>
<td>120</td>
<td>179</td>
<td>232</td>
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<tr>
<td>Legal action for non-payment - residential (per 100 customers)</td>
<td>0.03</td>
<td>0.12</td>
<td>0.06</td>
<td>0.04</td>
<td>0.01</td>
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<tr>
<td>Restrictions for non-payment - residential (per 100 customers)</td>
<td>0.42</td>
<td>0.41</td>
<td>0.17</td>
<td>0.59</td>
<td>0.18</td>
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<td>Hardship grants</td>
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<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Payment issues complaints</td>
<td>24</td>
<td>38</td>
<td>52</td>
<td>106</td>
<td>131</td>
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### CUSTOMER RESPONSIVENESS AND SERVICE

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<th>2012-13</th>
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</thead>
<tbody>
<tr>
<td>Calls - total</td>
<td>34,599</td>
<td>32,450</td>
<td>28,192</td>
<td>22,588</td>
<td>24,094</td>
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<td>account line</td>
<td>34,599</td>
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<tr>
<td>fault line</td>
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<td>0</td>
<td>0</td>
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<tr>
<td>Account line and fault line</td>
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</tr>
<tr>
<td>average time to connect to an operator (seconds)</td>
<td>36</td>
<td>23</td>
<td>16</td>
<td>19</td>
<td>18</td>
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<tr>
<td>calls answered in 30 seconds (per cent)</td>
<td>71</td>
<td>86</td>
<td>91</td>
<td>86</td>
<td>88</td>
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<tr>
<td>Total complaints - all categories</td>
<td>154</td>
<td>115</td>
<td>222</td>
<td>254</td>
<td>186</td>
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### NETWORK RELIABILITY AND EFFICIENCY

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<tr>
<td>Water supply interruptions (total)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>planned</td>
<td>63</td>
<td>71</td>
<td>76</td>
<td>449</td>
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<tr>
<td>unplanned</td>
<td>513</td>
<td>432</td>
<td>332</td>
<td>348</td>
<td>360</td>
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<tr>
<td>total (per 100km water main)</td>
<td>64</td>
<td>56</td>
<td>45</td>
<td>88</td>
<td>49</td>
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<tr>
<td>Average duration of interruptions (minutes)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>planned</td>
<td>63</td>
<td>64</td>
<td>51</td>
<td>181</td>
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<tr>
<td>unplanned</td>
<td>65</td>
<td>66</td>
<td>55</td>
<td>55</td>
<td>51</td>
</tr>
<tr>
<td>Average customer minutes off supply - total</td>
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<td></td>
<td></td>
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<tr>
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<td>unplanned</td>
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<td>3</td>
<td>170</td>
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<tr>
<td>Bursts and leaks (per 100km water main)</td>
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<td>42</td>
<td>31</td>
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<tr>
<td>Sewer blockages (per 100km sewer main)</td>
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<td>21</td>
<td>17</td>
<td>11</td>
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<tr>
<td>Water supply reliability and pressure complaints</td>
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<td>9</td>
<td>22</td>
<td>11</td>
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### DRINKING WATER QUALITY

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<tr>
<td>Microbiological water quality compliance (per cent)</td>
<td>100</td>
<td>100</td>
<td>100</td>
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<td>100</td>
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<tr>
<td>Turbidity compliance (per cent)</td>
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<td>100</td>
<td>100</td>
<td>100</td>
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<td>Water quality complaints</td>
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<td>29</td>
<td>127</td>
<td>36</td>
<td>24</td>
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### ENVIRONMENTAL PERFORMANCE

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<tr>
<td>Recyling - effluent reuse (per cent of effluent)</td>
<td>62</td>
<td>67</td>
<td>48</td>
<td>44</td>
<td>45</td>
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<tr>
<td>Biosolids - reused (per cent)</td>
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<td>0</td>
<td>0</td>
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<tr>
<td>CO2e - total (tonnes)</td>
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<td>21,007</td>
<td>22,820</td>
<td>34,922</td>
<td>11,166</td>
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<tr>
<td>Sewer odour complaints</td>
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<td>4</td>
<td>4</td>
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