

2012-13 WATER PERFORMANCE REPORT

EAST GIPPSLAND WATER



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 fact-sheet 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 \$1017 in 2011-12 to \$1135 in 2012-13.

However, tenants who are not billed fixed charges had their average household bills increase from \$207 in 2011-12 to \$257 in 2012-13.

Household Consumption

Average household consumption in 2012-13 was 158 kL, which is 20 kL higher than in 2011-12.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. East Gippsland Water's customers experienced an average of 41 minutes off supply in 2012-13, a decrease from the average of 46 minutes reported in 2011-12.

Sewer system reliability

In 2012-13 East Gippsland Water reported 4 sewer blockages per 100km of sewer main, up from 3 in 2011-12.

Water Quality

East Gippsland 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

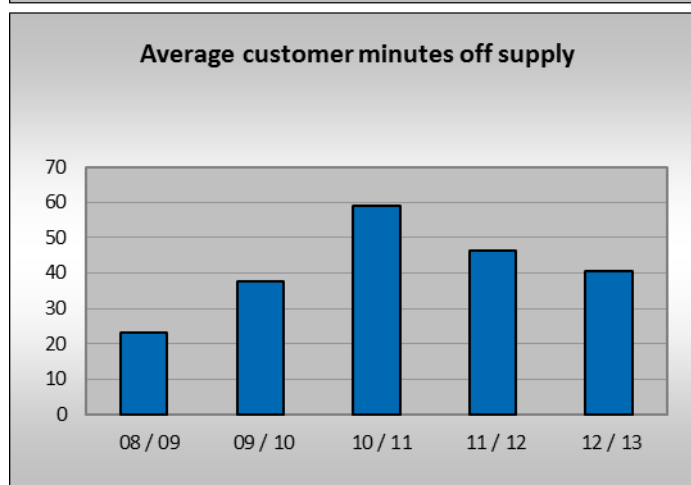
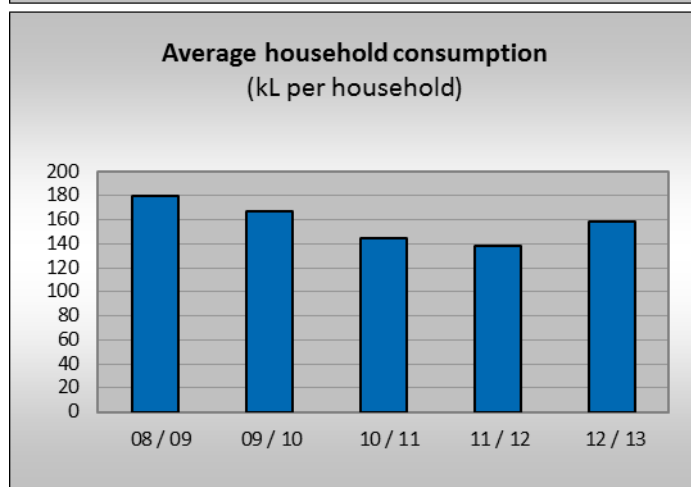
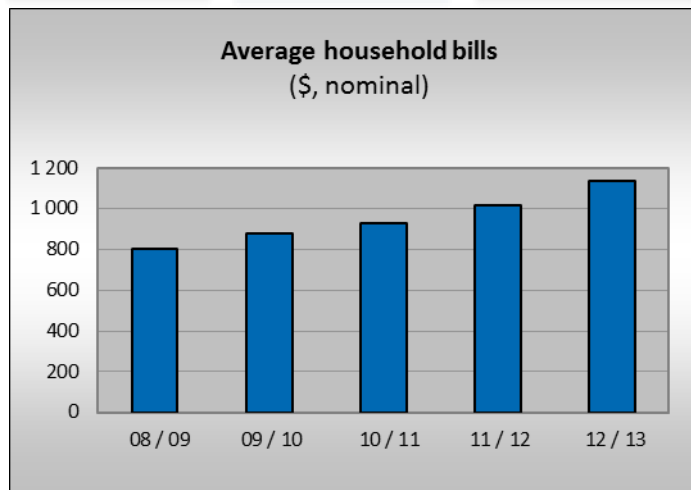
East Gippsland Water recycled 99 per cent of treated effluent, an increase from 90 per cent in 2011-12, and consistent with previous years.

Major Projects

The major project Mitchell River Water Supply Strategy Works was completed, delivering a new water treatment plant, water storage, and multiple pipe upgrades and storage covers. The Kalimna West Water Supply project was also completed as part of these Supply Strategy Works.

The Bairnsdale Wastewater Treatment Plant project was deferred to allow for a larger project scope, and is now scheduled for completion in 2015-16.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
22 220	\$1135	158 kL



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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	20 703	21 095	21 501	21 890	22 220
Sewerage customers	17 305	17 589	17 906	18 328	18 561
Length of water main (km)	884	888	899	907	924
Length of sewer main (km)	579	593	610	631	659
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	180	167	145	138	158
Average household bills (\$, nominal)					
Owner occupiers	805	878	932	1 017	1 135
Tenants	205	209	198	207	257
Legal action for non-payment - residential (per 100 customers)	0.16	0.07	0.05	0.10	0.18
Restrictions for non-payment - residential (per 100 customers)	0.09	0.07	0.06	0.03	0.00
Hardship grants	0	4	24	140	137
Payment issues complaints	4	1	3	20	7
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	27 555	22 423	24 231	22 476	20 578
account line	27 555	22 423	24 231	22 476	20 578
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)					5
calls answered in 30 seconds (per cent)	96	96	95	96	100
Total complaints - all categories	152	96	87	44	28
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	57	77	87	74	55
unplanned	80	69	78	63	70
total (per 100km water main)	15	16	18	15	14
Average duration of interruptions (minutes)					
planned	107	154	181	171	196
unplanned	109	72	60	92	71
Average customer minutes off supply - total	23	38	59	46	41
planned	11	32	54	40	34
unplanned	12	6	5	6	6
Bursts and leaks (per 100km water main)	11	11	10	7	8
Sewer blockages (per 100km sewer main)	17	16	9	3	4
Water supply reliability and pressure complaints	27	8	9	3	2
DRINKING WATER QUALITY	2008-09	2009-10	2010-11	2011-12	2012-13
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	27	25	25	7	6
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	100	100	99	90	99
Biosolids - reused (per cent)	0	0	82	0	0
CO2e - total (tonnes)	8 525	8 846	8 687	8 378	8 442
Sewer odour complaints	5	5	9	4	1