

# 2013-14 WATER PERFORMANCE REPORT

## LOWER MURRAY WATER



The Essential Services Commission has published its tenth 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 \$832 in 2012-13 to \$872 in 2013-14.

Tenants who are not billed fixed charges had their average household bills increase from \$232 in 2012-13 to \$246 in 2013-14.

### Household Consumption

Average household consumption in 2013-14 was 450 kL, lower than the 479 kL reported in 2012-13. 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 8 minutes off supply in 2013-14, a decrease from the 14 minutes reported in 2012-13, and the lowest in the state.

### Sewer system reliability

In 2013-14 Lower Murray Water reported 17 sewer blockages per 100km of sewer main, a slight increase from 16 in 2012-13.

### 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 56 per cent of its treated effluent in 2013-14, consistent with recent years.

### Major Projects

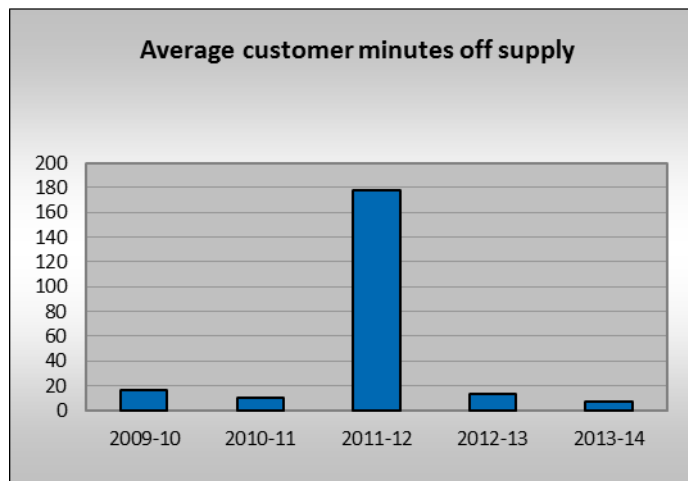
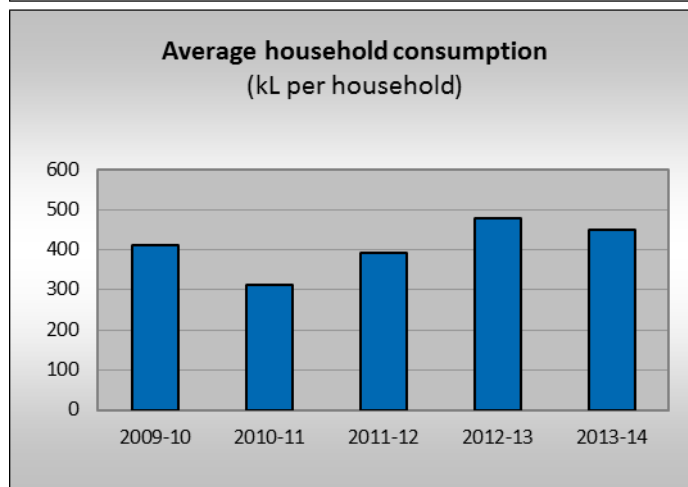
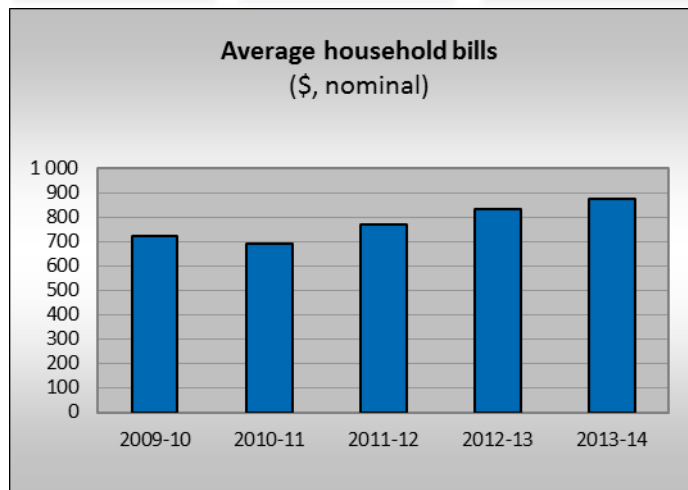
#### Completed

- Mildura emergency sewer overflow storages

#### On schedule

- Mildura Trunk Extension
- Mildura water supply strategy
- Red Cliffs WTP upgrade
- WTP water quality improvements
- WTP PLC replacement
- Merebin sewage diversion to Koorlong WWTP

<b>WATER CUSTOMERS</b>	<b>AVERAGE HOUSEHOLD BILL</b>	<b>AVERAGE HOUSEHOLD CONSUMPTION</b>
32 581	\$ 872	450 kL



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GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	31 134	31 484	31 980	32 246	32 581
Sewerage customers	26 767	27 148	27 617	27 856	28 084
Length of water main (km)	903	899	902	906	907
Length of sewer main (km)	627	623	656	628	633
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	411	313	391	479	450
Average household bills (\$, nominal)					
Owner occupiers	719	691	770	832	872
Tenants	164	120	179	232	246
Legal action for non-payment - domestic (per 100 customers)	0.12	0.06	0.04	0.01	0.03
Restrictions for non-payment - domestic (per 100 customers)	0.08	0.05	0.00	0.00	0.00
Hardship grants	0	0	0	0	0
Affordability complaints	38	52	106	131	11
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	32 450	28 192	22 588	24 094	24 641
account line	32 450	28 192	22 588	24 094	24 641
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	23	16	19	18	19
calls answered in 30 seconds (per cent)	86	91	86	88	86
Total complaints - all categories	115	222	254	186	45
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	71	76	449	84	83
unplanned	432	332	348	360	299
total (per 100km water main)	56	45	88	49	42
Average duration of interruptions (minutes)					
planned	64	51	181	94	73
unplanned	66	55	55	51	43
Average customer minutes off supply - total	17	11	177	14	8
planned	3	3	170	6	4
unplanned	13	7	8	7	4
Bursts and leaks (per 100km water main)	42	31	44	45	30
Sewer blockages (per 100km sewer main)	21	17	11	16	17
Water supply reliability and pressure complaints	9	22	11	5	2
DRINKING WATER QUALITY	2009-10	2010-11	2011-12	2012-13	2013-14
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	29	127	36	24	15
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	67	48	44	45	56
Biosolids - reused (per cent)	0	0	0	0	0
CO2e - total (tonnes)	21 007	22 820	34 922	11 166	17 366
Sewer odour complaints	4	4	3	2	2