

2013-14 WATER PERFORMANCE REPORT

WESTERNPORT 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 \$1041 in 2012-13 to \$1058 in 2013-14.

Tenants who are not billed fixed charges had their average household bills increase from \$120 in 2012-13 to \$143 in 2013-14.

Household Consumption

Average household consumption in 2013-14 was 80 kL, unchanged from the previous year. Westernport Water consistently has the state's lowest average household consumption due to its highly seasonal customer base.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Westernport Water's customers experienced an average of 102 minutes off supply in 2013-14, a decrease from 147 minutes reported in 2012-13, but still the highest in the state.

Sewer system reliability

In 2013-14 Westernport Water reported 3 sewer blockages per 100km of sewer main, down from 5 reported in 2012-13, and the state's best performance.

Water Quality

Westernport 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

Westernport Water recycled 18 per cent of its treated effluent in 2013-14, unchanged from 2012-13.

Major Projects

Completed

- Candowie upgrade project

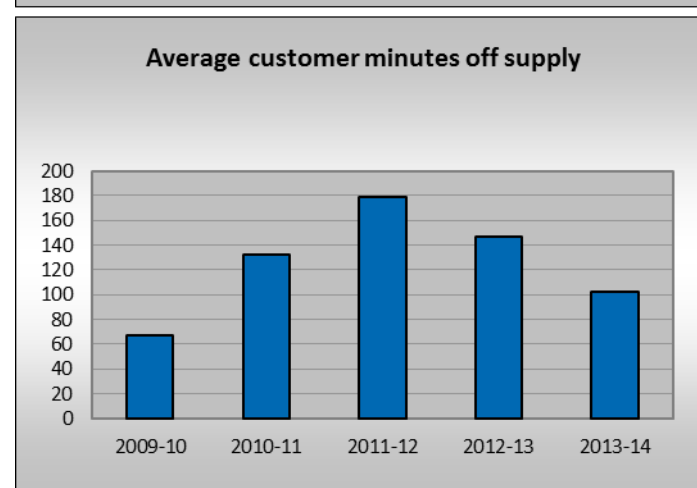
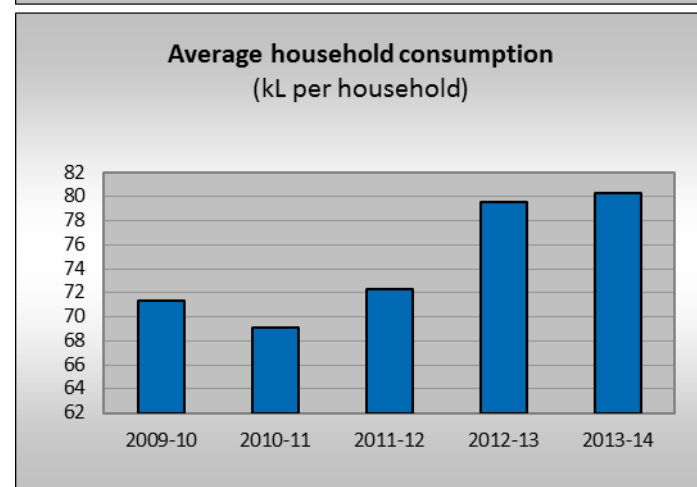
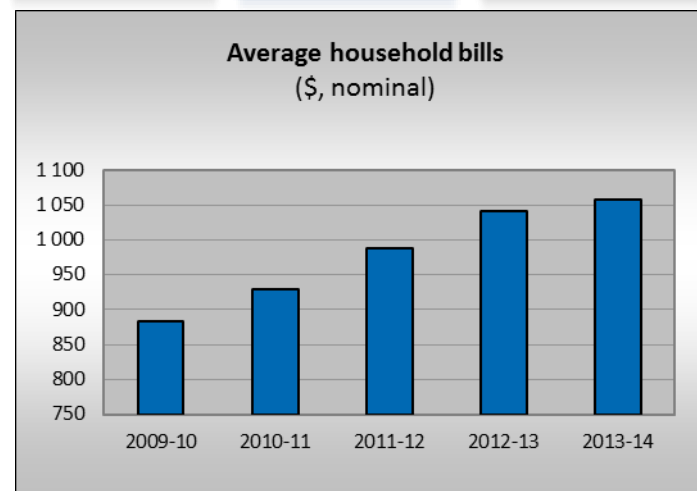
On schedule

- Coves wastewater reticulation — upgrade pump stations
- Coves wastewater reticulation — new rising mains
- San Remo basin cover replacement
- Coves wastewater treatment plant upgrade

Delayed

- Ian Bartlett water purification plant tertiary treatment

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
15 726	\$ 1058	80 kL



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GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	14 808	15 104	15 358	15 567	15 726
Sewerage customers	13 438	13 715	13 953	14 174	14 372
Length of water main (km)	382	425	453	444	474
Length of sewer main (km)	363	337	339	351	352
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	71	69	72	80	80
Average household bills (\$, nominal)					
Owner occupiers	883	929	988	1 041	1 058
Tenants	91	93	103	120	143
Legal action for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.01	0.01
Restrictions for non-payment - domestic (per 100 customers)	0.00	0.09	0.09	0.00	0.00
Hardship grants	7	5	3	5	14
Affordability complaints	20	8	12	18	18
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	18 266	15 882	15 474	14 730	14 058
account line	16 791	14 477	13 928	13 077	12 559
fault line	1 475	1 405	1 546	1 653	1 499
Account line and fault line					
average time to connect to an operator (seconds)	20	20	20	21	20
calls answered in 30 seconds (per cent)	94	93	95	95	98
Total complaints - all categories	94	65	145	141	213
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	54	69	87	59	55
unplanned	144	107	152	186	138
total (per 100km water main)	52	41	53	55	41
Average duration of interruptions (minutes)					
planned	131	158	145	186	167
unplanned	69	118	175	124	92
Average customer minutes off supply - total	67	133	179	147	102
planned	40	93	62	91	76
unplanned	28	40	117	56	26
Bursts and leaks (per 100km water main)	28	17	23	28	17
Sewer blockages (per 100km sewer main)	4	9	5	5	3
Water supply reliability and pressure complaints	7	8	38	52	42
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	47	25	40	18	101
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	16	11	9	18	18
Biosolids - reused (per cent)	0	170	122	43	106
CO2e - total (tonnes)	4 317	4 344	7 315	6 259	6 471
Sewer odour complaints	6	3	20	19	14