

# 2013-14 WATER PERFORMANCE REPORT

## SOUTH GIPPSLAND 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 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 decreased from \$1003 in 2012-13 to \$992 in 2013-14.

Tenants who are not billed fixed charges had their average household bills increase slightly from \$195 in 2012-13 to \$196 in 2013-14.

### Household Consumption

Average household consumption decreased from 119 kL in 2012-13 to 118 kL in 2013-14.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. South Gippsland Water's customers experienced an average of 65 minutes off supply in 2013-14, an increase from an average of 46 minutes reported in 2012-13.

### Sewer system reliability

In 2013-14 South Gippsland Water reported 15 sewer blockages per 100km of sewer main, an improvement from the previous year's result of 17.

### Water Quality

South 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

South Gippsland Water recycled 3 per cent of its treated effluent in 2013-14, similar to prior years.

### Major Projects

#### Completed

- Agnes River augmentation — construction of off-stream storage (Replaced with Central Towns strategy)
- Leongatha wastewater treatment plant — refurbish decommissioned digestive system

#### On schedule

- Wonthaggi wastewater strategy
- Poowong/Loch/Nyora sewerage scheme
- Foster wastewater treatment plant — rising main pipeline and storage

#### Delayed

- Northern towns supply connection works — Lance Creek to Korumburra
- Northern towns supply connection works — Korumburra to Poowong

### WATER CUSTOMERS

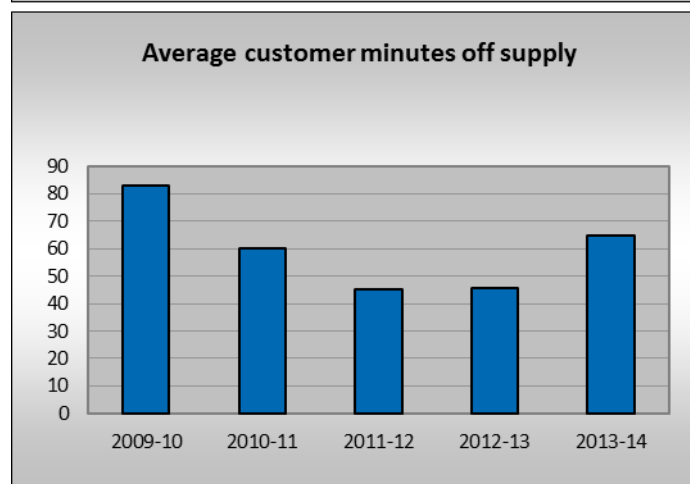
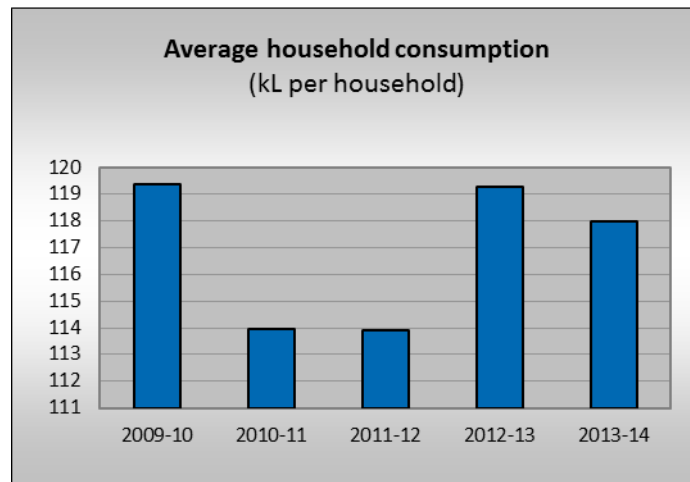
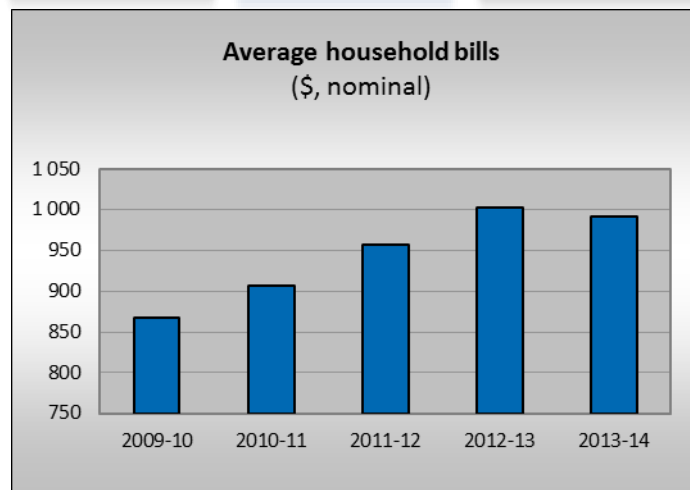
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### AVERAGE HOUSEHOLD BILL

\$ 992

### AVERAGE HOUSEHOLD CONSUMPTION

118 kL



Further information available at [www.esc.vic.gov.au](http://www.esc.vic.gov.au)

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GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	18 272	18 671	19 022	19 237	19 400
Sewerage customers	15 331	15 675	16 232	16 464	16 613
Length of water main (km)	686	689	692	695	699
Length of sewer main (km)	404	415	419	423	427
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	119	114	114	119	118
Average household bills (\$, nominal)					
Owner occupiers	868	906	958	1 003	992
Tenants	151	158	174	195	196
Legal action for non-payment - domestic (per 100 customers)	0.00	0.01	0.00	0.00	0.01
Restrictions for non-payment - domestic (per 100 customers)	0.03	0.07	0.00	0.00	0.00
Hardship grants	0	0	0	0	0
Affordability complaints	33	47	38	33	20
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	26 611	24 826	28 211	27 277	29 373
account line	26 611	24 826	28 211	27 277	29 373
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	23	24	24	28	30
calls answered in 30 seconds (per cent)	99	100	99	100	100
Total complaints - all categories	155	258	138	275	189
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	101	91	88	61	71
unplanned	179	119	101	128	151
total (per 100km water main)	41	30	27	27	32
Average duration of interruptions (minutes)					
planned	211	187	194	229	177
unplanned	92	100	95	118	139
Average customer minutes off supply - total	83	60	45	46	65
planned	63	44	36	36	34
unplanned	20	16	9	10	30
Bursts and leaks (per 100km water main)	50	39	32	42	48
Sewer blockages (per 100km sewer main)	17	15	22	17	15
Water supply reliability and pressure complaints	0	44	4	21	8
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	78	128	52	174	112
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	4	1	2	4	3
Biosolids - reused (per cent)	0	0	0	0	0
CO <sub>2</sub> e - total (tonnes)	13 209	12 560	8 154	7 550	6 872
Sewer odour complaints	2	2	1	5	10