

2012-13 WATER PERFORMANCE REPORT

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 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 \$1185 in 2011-12 to \$1261 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from \$295 in 2011-12 to \$337 in 2012-13.

Household Consumption

Average household consumption increased to 176 kL in 2012-13 from 163 kL in 2011-12.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Gippsland Water's customers experienced an average of 41 minutes off supply in 2012-13. This is 15 minutes higher than the average of 26 minutes reported in 2011-12, reflecting increased asset failures and its air scouring program this year.

Sewer system reliability

In both 2011-12 and 2012-13 Gippsland Water reported 8 sewer blockages per 100km of sewer main.

Water Quality

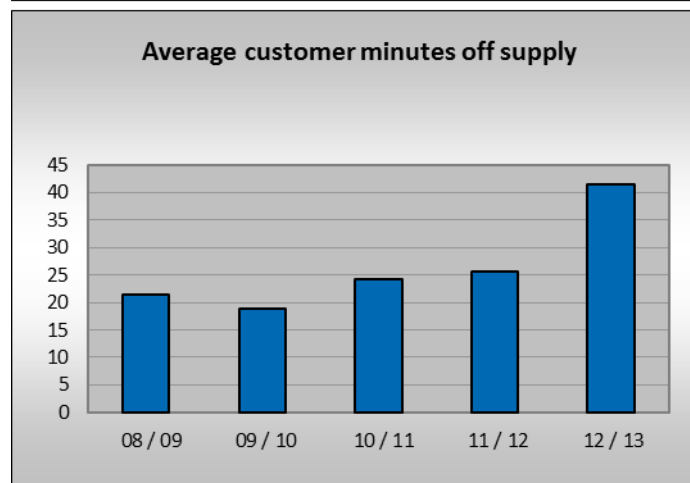
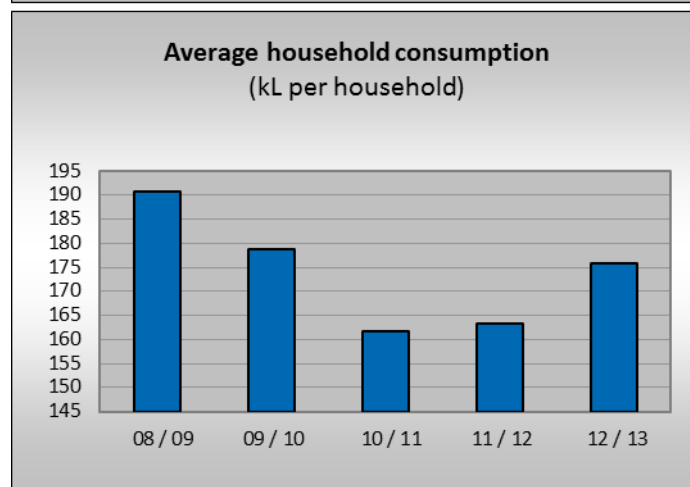
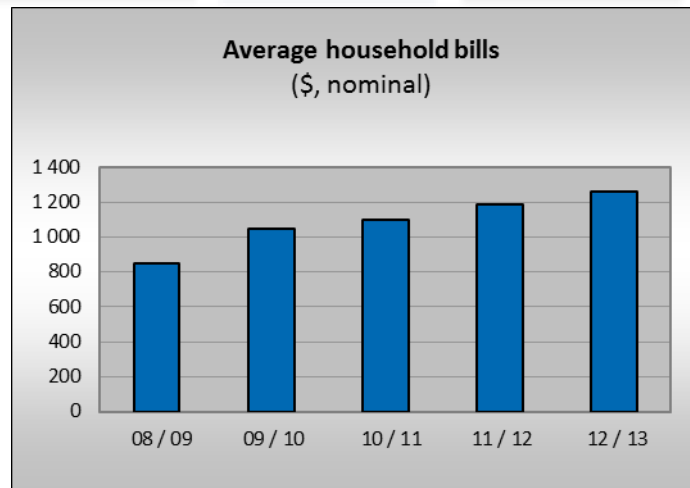
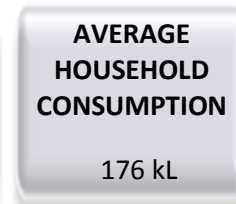
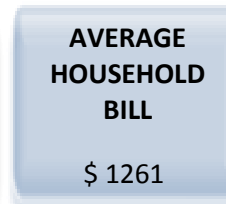
Gippsland Water reported that all customers received water that met the microbiological (measured by *E. Coli* levels) and turbidity requirements of the Safe Drinking Water Regulations 2005.

Recycling

Gippsland Water recycled 7 per cent of its treated effluent in 2012-13.

Major Projects

Gippsland Water completed waste system projects for both Coongulla and Glenmaggie. The Drouin Wastewater Treatment Plant Upgrade and the Loch Sport Sewer Project are both underway and scheduled for completion in 2015-16.



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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	61 111	62 417	63 588	64 361	65 167
Sewerage customers	52 275	53 492	52 690	55 417	56 230
Length of water main (km)	2 017	2 030	2 041	2 071	2 081
Length of sewer main (km)	1 445	1 549	1 553	1 577	1 586
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	191	179	162	163	176
Average household bills (\$, nominal)					
Owner occupiers	847	1 049	1 098	1 185	1 261
Tenants	236	279	271	295	337
Legal action for non-payment - residential (per 100 customers)	0.04	0.02	0.02	0.03	0.05
Restrictions for non-payment - residential (per 100 customers)	0.76	0.74	0.54	0.25	0.22
Hardship grants	0	550	594	671	35
Payment issues complaints	185	194	182	137	116
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	32 922	45 569	42 354	43 642	43 584
account line	20 375	23 644	22 769	23 073	22 728
fault line	12 547	21 925	19 585	20 569	20 856
Account line and fault line					
average time to connect to an operator (seconds)	22	22	22	24	22
calls answered in 30 seconds (per cent)	83	84	84	80	83
Total complaints - all categories	598	643	644	937	619
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	214	197	204	210	309
unplanned	410	374	340	363	450
total (per 100km water main)	31	28	27	28	36
Average duration of interruptions (minutes)					
planned	144	140	159	166	157
unplanned	81	80	78	75	86
Average customer minutes off supply - total	21	19	24	26	41
planned	12	11	15	17	31
unplanned	9	8	9	8	10
Bursts and leaks (per 100km water main)	26	23	23	23	34
Sewer blockages (per 100km sewer main)	19	17	14	8	8
Water supply reliability and pressure complaints	88	112	110	115	136
DRINKING WATER QUALITY	2008-09	2009-10	2010-11	2011-12	2012-13
Microbiological water quality compliance (per cent)	100	100	100	99.7	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	161	209	180	466	258
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	6	5	4	4	7
Biosolids - reused (per cent)	100	100	32	0	100
CO2e - total (tonnes)	70 886	73 288	68 798	61 727	43 065
Sewer odour complaints	50	56	29	44	24