

2012-13 WATER PERFORMANCE REPORT

GOULBURN VALLEY 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 \$759 in 2011-12 to \$864 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from \$223 in 2011-12 to \$293 in 2012-13.

Household Consumption

Average household consumption was 276 kL in 2012-13, an increase from 234 kL the previous year.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Goulburn Valley Water's customers experienced an average of 19 minutes off supply in 2012-13, a 7 minute increase from the previous year average of 12 minutes.

Sewer system reliability

In 2012-13 Goulburn Valley Water reported 22 sewer blockages per 100km of sewer main, up from 18 reported in 2011-12.

Water Quality

Goulburn Valley 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.

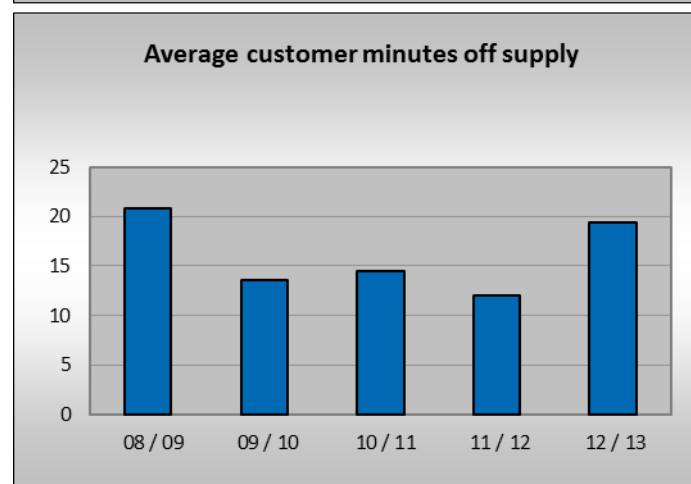
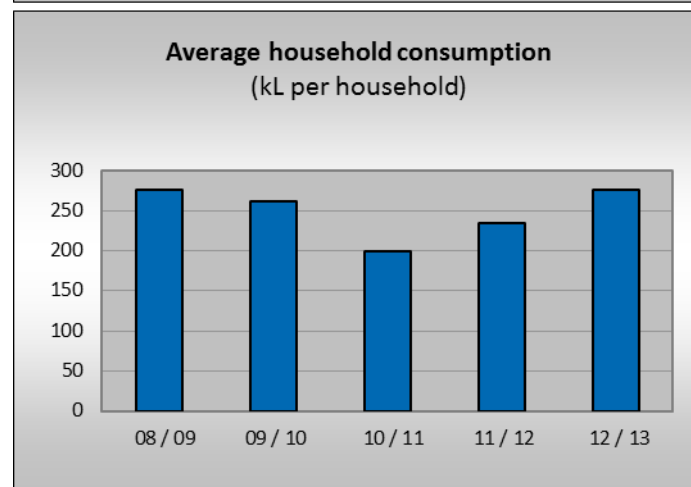
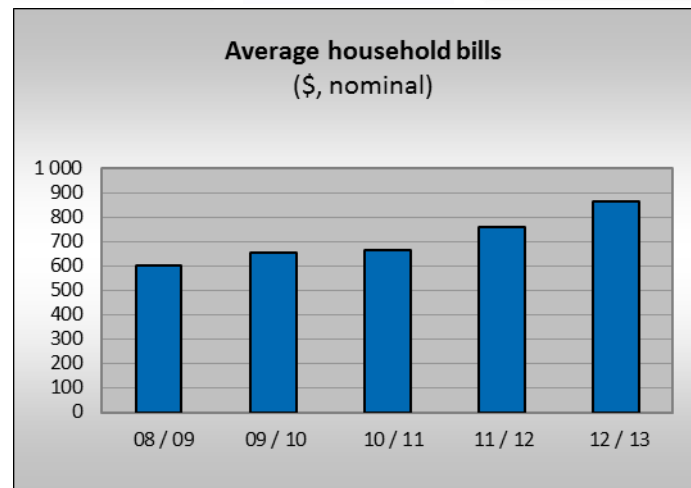
Recycling

Goulburn Valley Water recycled 80 per cent of its treated effluent in 2012-13, consistent with 79 per cent in 2011-12.

Major Projects

Goulburn Valley Water had no major projects scheduled for completion in 2012-13, and no overdue projects carried over from previous years.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
55 305	\$ 864	276 kL



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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	52 621	52 929	53 830	54 666	55 305
Sewerage customers	44 571	46 378	47 218	47 908	48 493
Length of water main (km)	1 734	1 739	1 751	1 792	1 794
Length of sewer main (km)	1 189	1 194	1 207	1 226	1 233
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	276	261	199	234	276
Average household bills (\$, nominal)					
Owner occupiers	600	654	662	759	864
Tenants	184	196	168	223	293
Legal action for non-payment - residential (per 100 customers)	0.08	0.25	0.01	0.01	0.03
Restrictions for non-payment - residential (per 100 customers)	1.78	1.40	0.42	0.42	0.46
Hardship grants	69	64	86	104	192
Payment issues complaints	14	47	53	75	32
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	32 539	34 313	34 347	34 204	37 175
account line	25 003	27 567	28 198	28 358	31 066
fault line	7 536	6 746	6 149	5 846	6 109
Account line and fault line					
average time to connect to an operator (seconds)	25	25	24	25	25
calls answered in 30 seconds (per cent)	98	98	98	97	98
Total complaints - all categories	472	880	520	459	325
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	101	69	106	111	110
unplanned	385	327	216	277	359
total (per 100km water main)	28	23	18	22	26
Average duration of interruptions (minutes)					
planned	119	73	104	80	76
unplanned	96	93	104	97	128
Average customer minutes off supply - total	21	14	14	12	19
planned	5	2	6	3	4
unplanned	15	12	8	9	15
Bursts and leaks (per 100km water main)	33	26	18	22	29
Sewer blockages (per 100km sewer main)	25	25	21	18	22
Water supply reliability and pressure complaints	95	394	67	46	11
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	214	267	354	276	180
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	97	92	40	79	80
Biosolids - reused (per cent)	40	205	6	63	296
CO ₂ e - total (tonnes)	32 707	29 742	24 122	42 453	46 926
Sewer odour complaints	49	48	28	26	30