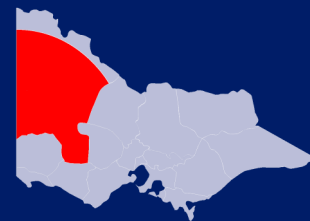


2012-13 WATER PERFORMANCE REPORT

GRAMPIANS WIMMERA MALLEE 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 \$1096 in 2011-12 to \$1211 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from \$301 in 2011-12 to \$364 in 2012-13.

Household Consumption

Average household consumption in 2012-13 was 236 kL, up from 208 kL in 2011-12.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. GWMWater's customers experienced an average of 17 minutes off supply in 2012-13, a significant improvement from the average of 52 minutes reported in 2011-12.

Sewer system reliability

In 2012-13 GWMWater reported 33 sewer blockages per 100km of sewer main, up from 22 blockages in 2011-12.

Water Quality

GWMWater reported that all customers received water that fully met the microbiological requirement (measured by *E. Coli* levels) of the Safe Drinking Water Regulations 2005. However, 98.3 per cent of customers received drinking water that met the turbidity requirements, up slightly from the previous year of 98.0 per cent.

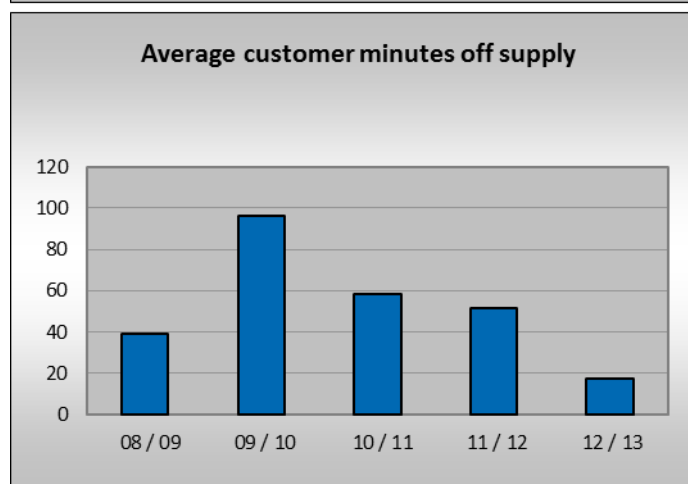
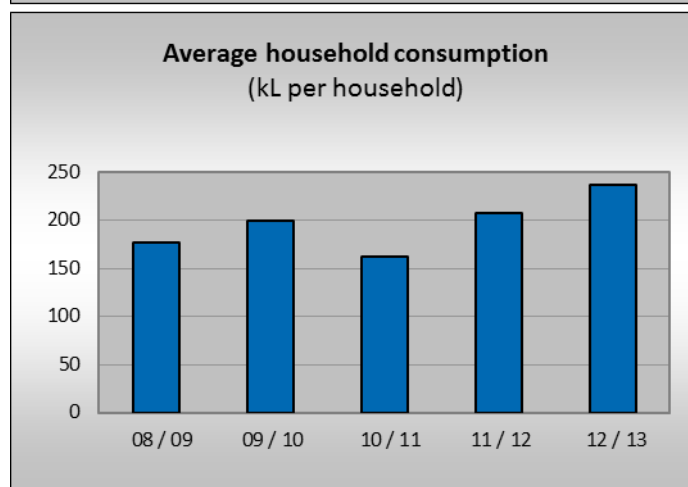
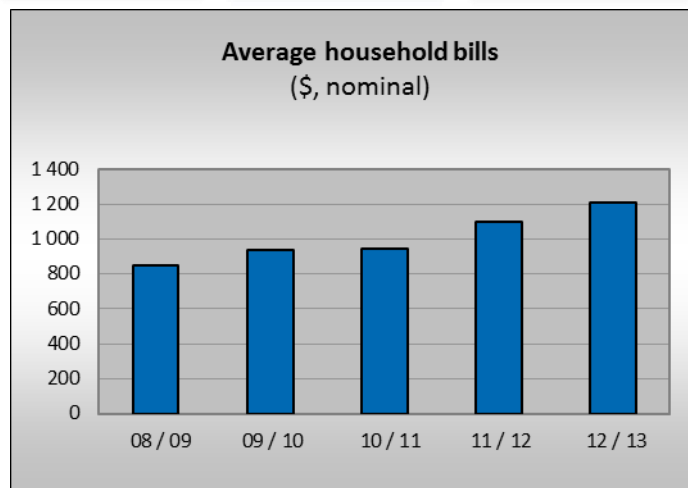
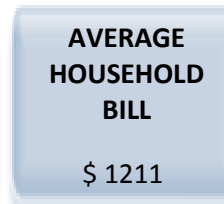
Recycling

GWMWater recycled 101 per cent of its treated effluent, a decrease from 105 per cent in 2011-12 while still running down storages.

Major Projects

Upgrades at both the St Arnaud and Stawell Waste Water Treatment Plants were completed, as were SCADA system improvements for remote monitoring and operation.

The Nhill treated water supply project is nearing completion, while the Rupanyup Sewerage Scheme and the Jeparit Water Supply projects were both reviewed this year, with construction to now commence in 2013-14 for completion in 2014-15.



2012-13 WATER PERFORMANCE REPORT

GRAMPIANS WIMMERA MALLEE WATER



GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	30 824	30 951	31 041	31 205	31 177
Sewerage customers	24 794	24 930	25 058	25 084	25 121
Length of water main (km)	1 221	1 034	1 041	1 049	1 054
Length of sewer main (km)	635	641	650	649	665
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	177	200	161	208	236
Average household bills (\$, nominal)					
Owner occupiers	852	941	947	1 096	1 211
Tenants	215	259	215	301	364
Legal action for non-payment - residential (per 100 customers)	0.02	0.00	0.00	0.04	0.03
Restrictions for non-payment - residential (per 100 customers)	0.07	0.00	0.03	0.28	0.23
Hardship grants	0	0	67	80	56
Payment issues complaints	88	507	220	366	252
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	58 861	61 895	47 170	43 237	43 932
account line	43 504	41 474	32 930	35 054	35 190
fault line	15 357	20 421	14 240	8 183	8 742
Account line and fault line					
average time to connect to an operator (seconds)	13	28	26	26	17
calls answered in 30 seconds (per cent)	89	83	78	79	91
Total complaints - all categories	345	705	722	823	669
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	150	233	199	169	80
unplanned	304	282	290	379	419
total (per 100km water main)	37	50	47	52	47
Average duration of interruptions (minutes)					
planned	130	166	151	157	67
unplanned	98	80	80	80	65
Average customer minutes off supply - total	39	96	59	52	17
planned	17	84	43	36	5
unplanned	22	12	16	16	12
Bursts and leaks (per 100km water main)	42	45	36	56	52
Sewer blockages (per 100km sewer main)	37	38	25	22	33
Water supply reliability and pressure complaints	19	12	60	32	44
DRINKING WATER QUALITY	2008-09	2009-10	2010-11	2011-12	2012-13
Microbiological water quality compliance (per cent)	99.4	100	100	100	100
Turbidity compliance (per cent)	97.6	98.6	89.0	98.0	98.3
Water quality complaints	121	109	300	289	233
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	100	99	78	105	101
Biosolids - reused (per cent)	107	134	0	0	28
CO2e - total (tonnes)	13 434	19 031	15 590	10 778	11 966
Sewer odour complaints	5	1	2	4	14