

# 2009-10 WATER PERFORMANCE REPORT

## SOUTH EAST WATER



The Essential Services Commission has published its sixth 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 \$520 in 2008-09 to \$619 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$271 in 2008-09 to \$316 in 2009-10.

### Household Consumption

Average household consumption in 2009-10 of 141 kL continued a downward trend evident over the last five years. Water restrictions remained in place over 2009-10 in the metropolitan area.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. South East Water's overall reliability of 23 minutes in 2009-10 was consistent with that reported over the past five years.

### Sewer system reliability

In 2009-10 South East Water reported 23 sewer blockages per 100km of sewer main. This is highest rate recorded in the last five years.

### Water Quality

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

### Recycling

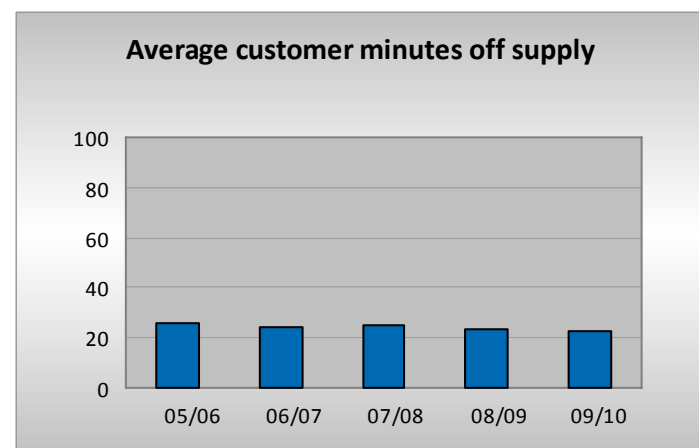
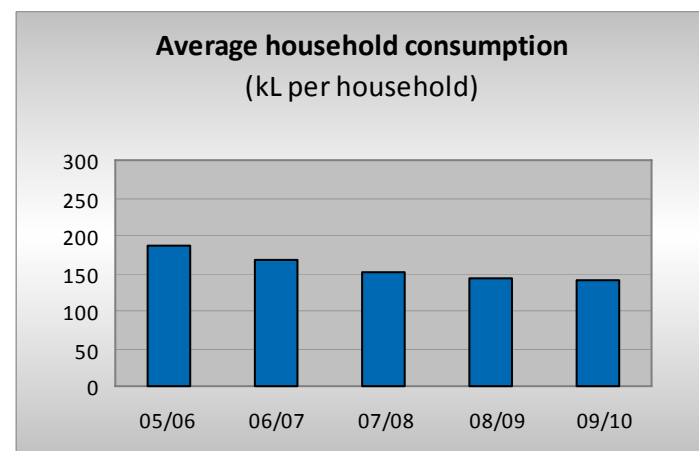
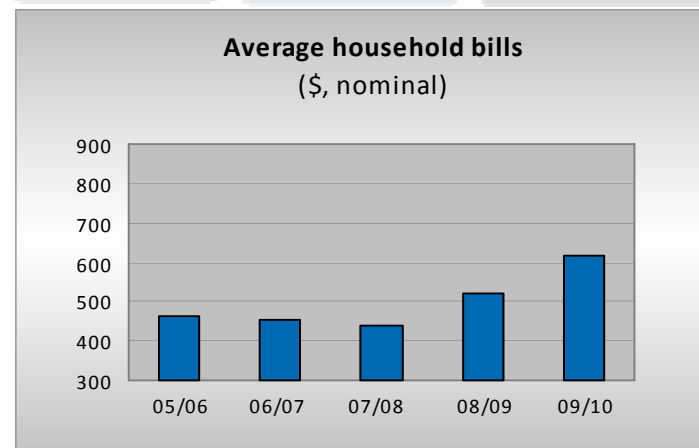
South East Water recycled 24 per cent of its treated effluent. The majority of sewage from South East Water customers is treated by Melbourne Water who recycled 28 per cent of effluent treated.

### Major Projects

None of South East Water's nominated major projects were due for completion in 2009-10.

Melbourne Water (wholesale supplier of water to South East Water) completed a number of scheduled projects including the Sugarloaf pipelines, while works at the Eastern Treatment Plant to upgrade sludge processing and nitrification/denitrification processes and the Werribee aqueduct are expected to be completed in late 2010.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
647 375	\$ 619	141 kL



# 2009-10 WATER PERFORMANCE REPORT

## SOUTH EAST WATER



GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	605 070	615 859	625 862	637 778	647 375
Sewerage customers	570 355	580 948	591 427	603 418	613 099
Length of water main (km)	8 434	8 496	8 585	8 668	8 748
Length of sewer main (km)	7 830	7 905	8 033	8 153	8 282
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	187	167	152	143	141
Average household bills (\$, nominal)					
Owner occupiers	463	453	438	520	619
Tenants	272	253	234	271	316
Legal action for non-payment - domestic (per 100 customers)	0.01	0.00	0.00	0.00	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.03	0.02	0.07	0.11	0.14
Hardship grants	308	371	359	567	748
Billing and affordability complaints	149	102	158	356	330
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	563 937	632 753	634 535	597 357	593 626
account line	399 993	421 015	420 893	401 950	439 520
fault line	163 944	211 738	213 642	195 407	154 106
Account line and fault line					
average time to connect to an operator (seconds)	23	20	19	22	23
calls answered in 30 seconds (percent)	98	97	97	97	95
Total complaints - all categories	1 732	1 768	1 749	1 738	1 682
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	2 783	3 030	3 002	3 224	2 936
planned	473	310	472	556	554
unplanned	2 310	2 720	2 530	2 668	2 382
total (per 100km water main)	33	36	35	37	34
Average duration of interruptions (minutes)					
planned	199	210	208	167	176
unplanned	85	88	90	84	82
Average customer minutes off supply - total	26	24	25	23	23
planned	10	6	7	5	6
unplanned	16	18	17	18	16
Bursts and leaks (per 100km water main)	32	43	40	38	34
Sewer blockages (per 100km sewer main)	16	21	21	22	23
Water supply reliability and pressure complaints	463	428	387	450	399
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	1 036	1 140	1 119	809	833
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	19	29	22	28	24
Biosolids - reused (percent)	321	218	100	83	145
Net greenhouse gas emission (CO <sub>2</sub> e tonnes)	33 470	29 115	27 113	24 488	29 023
Sewer odour complaints	37	53	35	27	34