

2013-14 WATER PERFORMANCE REPORT

CENTRAL HIGHLANDS 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 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 \$1169 in 2012-13 to \$1218 in 2013-14.

Tenants who are not billed fixed charges had their average household bills increase from \$257 in 2012-13 to \$273 in 2013-14.

Household Consumption

Household consumption in both 2012-13 and 2013-14 was 150 kL.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Central Highlands Water's customers experienced an average of 9 minutes off supply in 2013-14, an improvement from 16 minutes reported in 2012-13.

Sewer system reliability

In 2013-14 Central Highlands Water reported 19 sewer blockages per 100km of sewer main. This is an increase from 17 sewer blockages in 2012-13.

Water Quality

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

Recycling

Central Highlands Water recycled 16 per cent of treated effluent in 2013-14.

Major Projects

Completed

- Lexton water supply project

On schedule

- Living Victoria/Living Ballarat — Ballarat West aquifer storage and recovery project
- Ballarat South flow containment project — Ballarat South outfall sewer
- Ballarat South wastewater treatment plant augmentation works
- Ballarat West urban growth zone
- Maryborough water quality improvement project

Deferred

- Raw water pipeline replacement

WATER CUSTOMERS

65 188

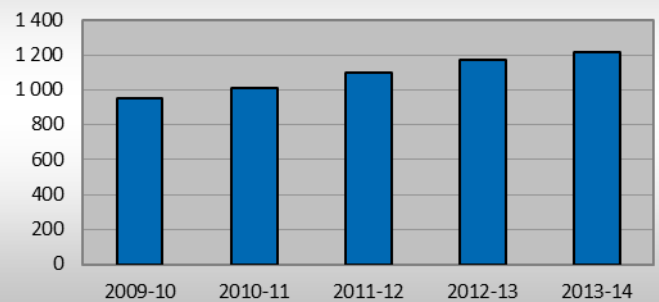
AVERAGE HOUSEHOLD BILL

\$ 1218

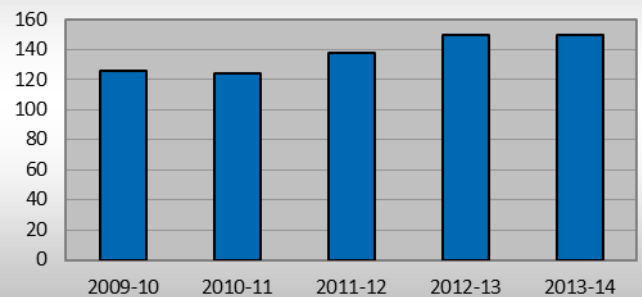
AVERAGE HOUSEHOLD CONSUMPTION

150 kL

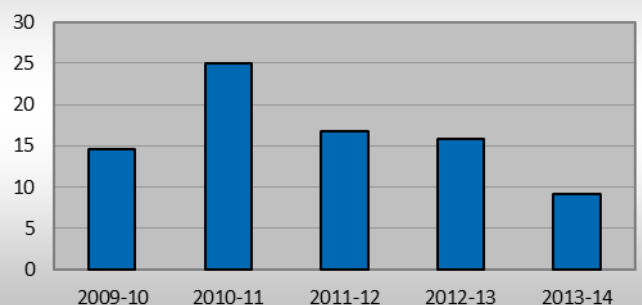
Average household bills
(\$, nominal)



Average household consumption
(kL per household)



Average customer minutes off supply



Further information available at www.esc.vic.gov.au

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GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	60 470	61 581	62 763	63 934	65 188
Sewerage customers	50 823	51 607	52 714	53 918	55 399
Length of water main (km)	2 325	2 404	2 417	2 466	2 478
Length of sewer main (km)	1 236	1 258	1 272	1 336	1 358
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	126	125	138	150	150
Average household bills (\$, nominal)					
Owner occupiers	951	1 007	1 096	1 169	1 218
Tenants	180	190	224	257	273
Legal action for non-payment - domestic (per 100 customers)	0.02	0.02	0.04	0.02	0.01
Restrictions for non-payment - domestic (per 100 customers)	0.02	0.02	0.04	0.04	0.02
Hardship grants	9	30	25	41	33
Affordability complaints	238	179	80	88	28
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	55 808	54 763	55 452	53 544	52 516
account line	53 396	52 489	53 493	52 446	52 516
fault line	2 412	2 274	1 959	1 098	0
Account line and fault line					
average time to connect to an operator (seconds)	32	38	37	32	31
calls answered in 30 seconds (per cent)	91	90	91	90	90
Total complaints - all categories	872	677	518	864	541
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	49	65	80	43	42
unplanned	291	280	272	275	271
total (per 100km water main)	15	14	15	13	13
Average duration of interruptions (minutes)					
planned	202	148	232	181	112
unplanned	140	217	128	142	104
Average customer minutes off supply - total	15	25	17	16	9
planned	4	3	6	2	1
unplanned	11	22	11	14	8
Bursts and leaks (per 100km water main)	25	21	22	23	23
Sewer blockages (per 100km sewer main)	20	15	12	17	19
Water supply reliability and pressure complaints	65	102	176	495	271
DRINKING WATER QUALITY	2009-10	2010-11	2011-12	2012-13	2013-14
Microbiological water quality compliance (per cent)	100	98	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	434	234	211	249	209
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	17	12	17	18	16
Biosolids - reused (per cent)	121	115	100	115	132
CO2e - total (tonnes)	51 251	18 782	14 797	14 567	16 271
Sewer odour complaints	8	20	7	7	11