

2010-11 WATER PERFORMANCE REPORT

EAST GIPPSLAND WATER



The Essential Services Commission has published its seventh 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 \$878 in 2009-10 to \$932 in 2010-11.

However, tenants who are not billed fixed charges had their average household bills decrease from \$209 in 2009-10 to \$198 in 2010-11.

Household Consumption

Average household consumption in 2010-11 was 145 kL, the lowest level in the last five years.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. East Gippsland Water's customers experienced an average of 59 minutes off supply in 2010-11, an increase from the 38 minutes reported in 2009-10, and the highest in the last five years.

Sewer system reliability

In 2010-11 East Gippsland Water reported 9 sewer blockages per 100km of sewer main, down from 16 in 2009-10, and the best performance in the last five years.

Water Quality

East 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.

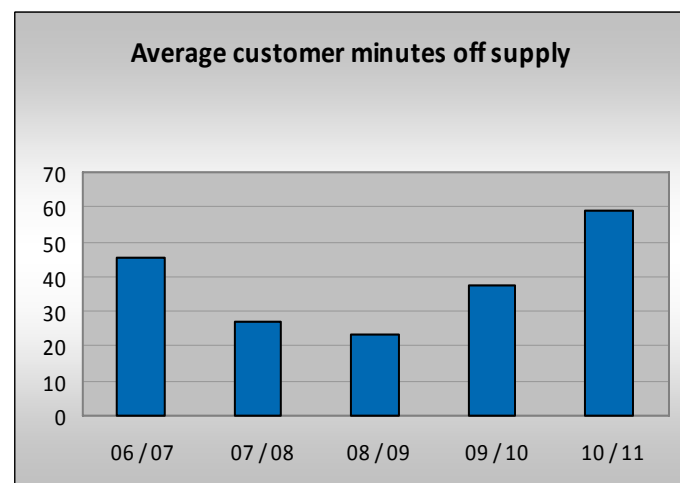
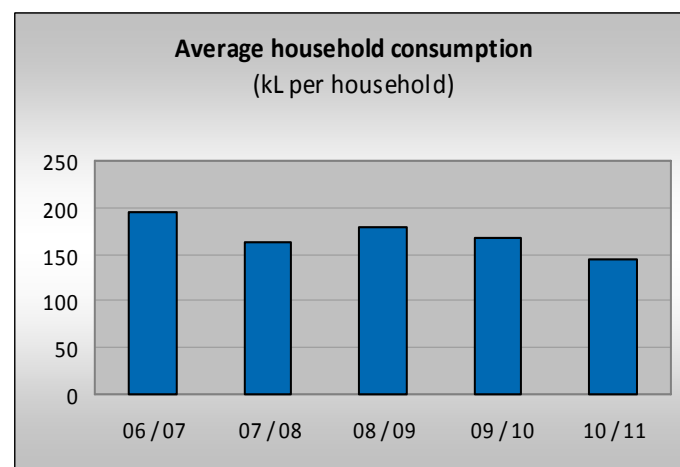
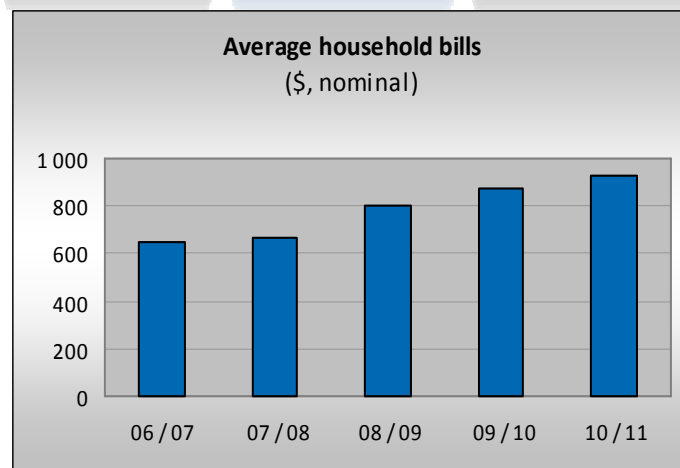
Recycling

East Gippsland Water recycled 99 per cent of treated effluent, almost repeating full recycling achieved every previous year since 2005-06.

Major Projects

Originally due in 2009-10, the Banksia Peninsula Sewerage Scheme was completed in June 2010, while the Tambo Bluff water and sewerage components were put into service in July 2011. Some outstanding minor works and pump station commissioning at Tambo Bluff are due to be completed shortly.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
21 501	\$ 932	145 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	20 025	20 332	20 703	21 095	21 501
Sewerage customers	16 005	16 409	17 305	17 589	17 906
Length of water main (km)	838	877	884	888	899
Length of sewer main (km)	579	576	579	593	610
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	195	163	180	167	145
Average household bills (\$, nominal)					
Owner occupiers	645	667	805	878	932
Tenants	166	149	205	209	198
Legal action for non-payment - domestic (per 100 customers)	0.20	0.14	0.16	0.07	0.05
Restrictions for non-payment - domestic (per 100 customers)	0.00	0.00	0.09	0.07	0.06
Hardship grants	0	0	0	1	14
Billing and affordability complaints	23	12	4	1	3
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	32 944	27 663	27 555	22 423	24 231
account line	32 944	27 663	27 555	22 423	24 231
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)					
calls answered in 30 seconds (percent)	95	95	96	96	95
Total complaints - all categories	156	122	152	96	87
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	52	81	57	77	87
unplanned	113	102	80	69	78
total (per 100km water main)	20	21	15	16	18
Average duration of interruptions (minutes)					
planned	188	73	107	154	181
unplanned	121	77	109	72	60
Average customer minutes off supply - total	45	27	23	38	59
planned	20	15	11	32	54
unplanned	26	11	12	6	5
Bursts and leaks (per 100km water main)	9	11	11	11	10
Sewer blockages (per 100km sewer main)	16	15	17	16	9
Water supply reliability and pressure complaints	15	12	27	8	9
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	95	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	43	31	27	25	25
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	100	100	100	100	99
Biosolids - reused (percent)	0	0	0	0	82
CO2e - total (tonnes)	7 927	7 973	8 525	8 846	8 687
Sewer odour complaints	1	2	5	5	9