

2010-11 WATER PERFORMANCE REPORT

BARWON 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 \$778 in 2009-10 to \$843 in 2010-11.

Tenants who are not billed fixed charges had their average household bills increase from \$244 in 2009-10 to \$255 in 2010-11.

Household Consumption

Average household consumption in 2010-11 of 142 kL continued a downward trend evident over the last five years.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Barwon Water's customers overall reliability of 51 minutes in 2010-11 was an improvement compared to 53 minutes in 2009-10.

Sewer system reliability

In 2010-11 Barwon Water reported 30 sewer blockages per 100km of sewer main, down from 40 in 2009-10.

Water Quality

Barwon 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

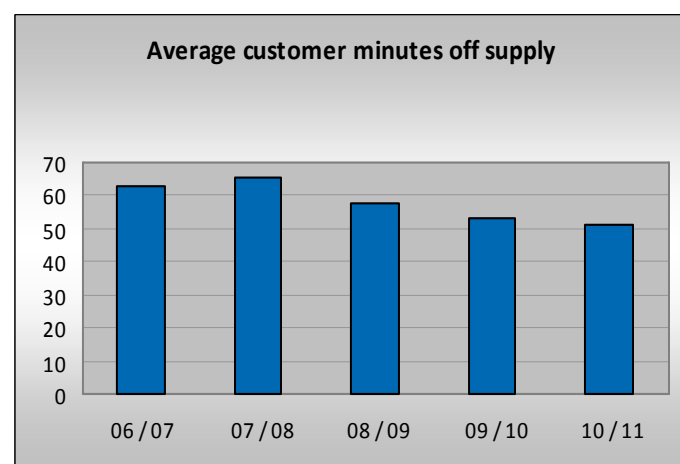
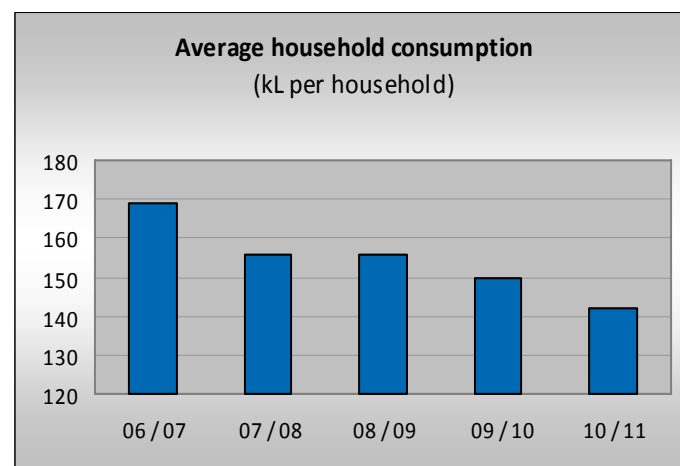
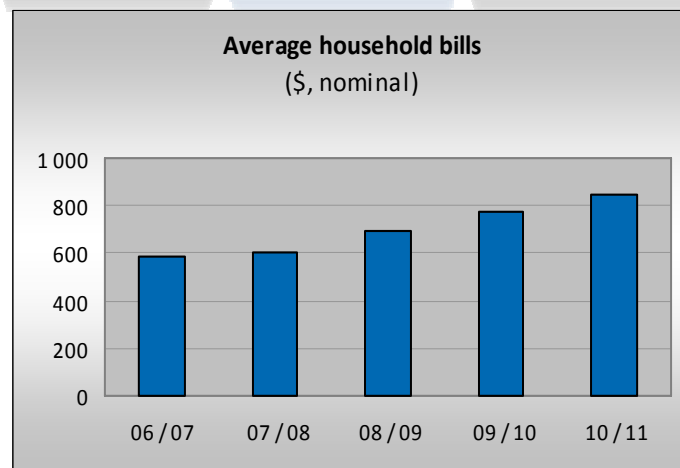
Barwon Water recycled 9 per cent of treated effluent in 2010-11, compared to 16 per cent in 2009-10, as demand for recycled water for agricultural purposes fell.

Major Projects

Preferred site reassessment needed for the Apollo Bay/Skenes Creek bulk water supply because of an unexpected planning decision about a residential development proposal for one of the potential sites. Protracted negotiations for acquisition of the land for the storage at the preferred site have caused delays.

The Anglesea Borefield project was commissioned in late 2009. Drilling is progressing at final production bore site.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
137 305	\$ 843	142 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	127 173	130 550	132 907	134 118	137 305
Sewerage customers	113 941	116 958	119 221	120 613	123 628
Length of water main (km)	3 431	3 472	3 545	3 614	3 670
Length of sewer main (km)	2 221	2 245	2 272	2 303	2 338
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	169	156	156	150	142
Average household bills (\$, nominal)					
Owner occupiers	583	606	692	778	843
Tenants	267	266	223	244	255
Legal action for non-payment - domestic (per 100 customers)	0.01	0.01	0.00	0.00	0.01
Restrictions for non-payment - domestic (per 100 customers)	0.09	0.10	0.08	0.09	0.07
Hardship grants	57	0	0	0	428
Billing and affordability complaints	30	16	19	20	46
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	96 401	92 102	98 562	102 721	102 351
account line	72 780	71 935	78 599	84 534	85 828
fault line	23 621	20 167	19 963	18 187	16 523
Account line and fault line					
average time to connect to an operator (seconds)	27	25	37	36	36
calls answered in 30 seconds (percent)	96	96	96	96	97
Total complaints - all categories	810	525	498	608	650
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	660	751	696	661	719
unplanned	1 062	987	876	740	637
total (per 100km water main)	50	50	44	39	37
Average duration of interruptions (minutes)					
planned	170	188	187	192	185
unplanned	127	114	109	106	93
Average customer minutes off supply - total	63	66	58	53	51
planned	35	44	39	38	40
unplanned	27	21	18	15	11
Bursts and leaks (per 100km water main)	62	49	48	39	31
Sewer blockages (per 100km sewer main)	51	40	39	41	30
Water supply reliability and pressure complaints	21	21	25	24	24
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	519	312	278	314	275
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	18	14	17	16	9
Biosolids - reused (percent)	217	120	112	55	128
CO2e - total (tonnes)	58 100	54 094	52 485	52 348	57 170
Sewer odour complaints	101	45	50	48	28