

2013-14 WATER PERFORMANCE REPORT

EAST GIPPSLAND 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 fact-sheet 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 decreased from \$1135 in 2012-13 to \$1116 in 2013-14.

However, tenants who are not billed fixed charges had their average household bills increase from \$257 in 2012-13 to \$282 in 2013-14.

Household Consumption

Average household consumption in 2013-14 was 151 kL, down from 158 kL in 2012-13.

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 29 minutes off supply in 2013-14, an improvement from the average of 41 minutes reported in 2012-13.

Sewer system reliability

In 2013-14 East Gippsland Water reported 5 sewer blockages per 100km of sewer main, up from 4 in 2012-13.

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 96 per cent of treated effluent, a small decrease from 99 per cent in 2012-13, and consistent with previous years.

Major Projects

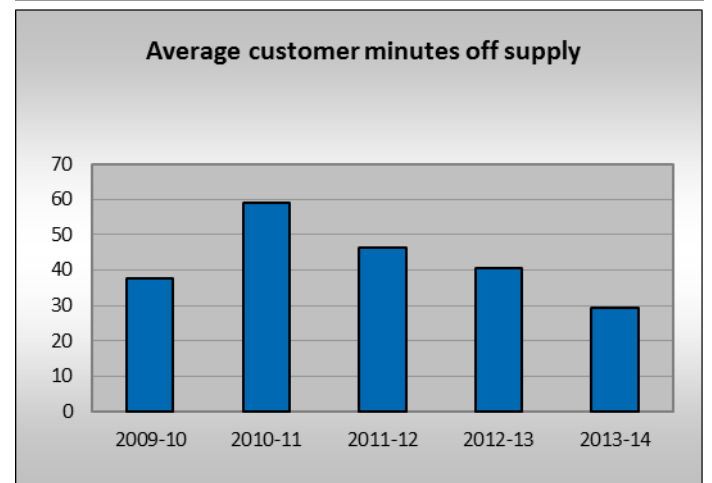
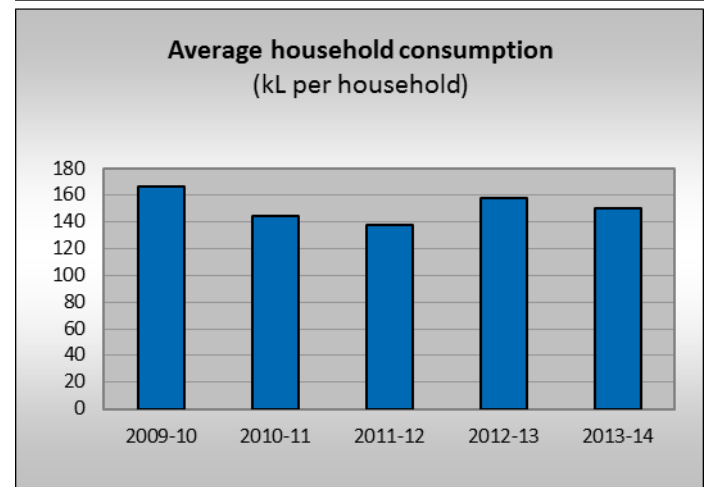
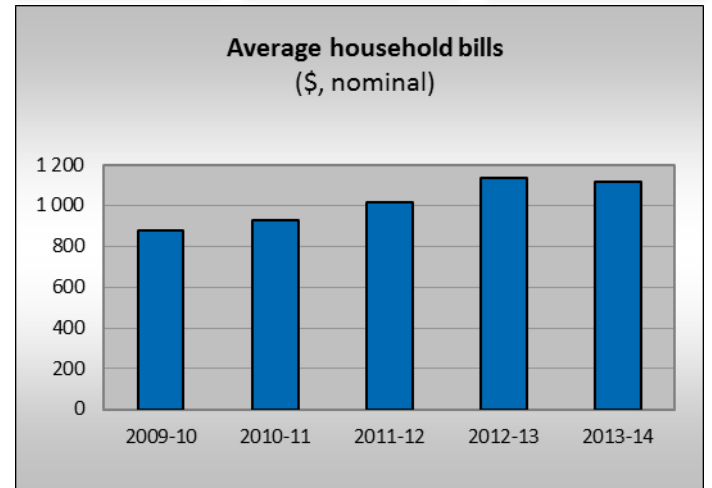
On schedule

- Bairnsdale sewer master plan bridge sewer pump station
- Bairnsdale wastewater treatment plant upgrade

Deferred

- Sarsfield — additional tank or liner
- Paynesville main supply pipeline (stage 2)

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
22 565	\$1116	151 kL



2013-14 WATER PERFORMANCE REPORT

EAST GIPPSLAND WATER



GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	21 095	21 501	21 890	22 220	22 565
Sewerage customers	17 589	17 906	18 328	18 561	18 853
Length of water main (km)	888	899	907	924	928
Length of sewer main (km)	593	610	631	659	684
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	167	145	138	158	151
Average household bills (\$, nominal)					
Owner occupiers	878	932	1 017	1 135	1 116
Tenants	209	198	208	257	282
Legal action for non-payment - domestic (per 100 customers)	0.07	0.05	0.10	0.18	0.11
Restrictions for non-payment - domestic (per 100 customers)	0.00	0.81	0.14	0.14	0.03
Hardship grants	1	14	140	137	197
Affordability complaints	1	3	20	7	8
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	22 423	24 231	22 476	20 580	19 866
account line	22 423	24 231	22 476	20 580	19 866
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)				5	6
calls answered in 30 seconds (per cent)	96	95	96	99	100
Total complaints - all categories	96	87	44	28	31
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	77	87	74	55	84
unplanned	69	78	63	70	79
total (per 100km water main)	16	18	15	14	18
Average duration of interruptions (minutes)					
planned	154	181	171	196	120
unplanned	72	60	92	71	76
Average customer minutes off supply - total	38	59	46	41	29
planned	32	54	40	34	24
unplanned	6	5	6	6	6
Bursts and leaks (per 100km water main)	11	10	7	8	8
Sewer blockages (per 100km sewer main)	16	9	3	4	5
Water supply reliability and pressure complaints	8	9	3	2	2
DRINKING WATER QUALITY	2009-10	2010-11	2011-12	2012-13	2013-14
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	25	25	7	6	11
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	100	99	90	99	96
Biosolids - reused (per cent)	0	82	0	0	0
CO2e - total (tonnes)	8 846	8 687	8 378	8 442	8 098
Sewer odour complaints	5	9	4	1	0