

# 2011-12 WATER PERFORMANCE REPORT

## CITY WEST WATER



The Essential Services Commission has published its eighth 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 \$687 in 2010-11 to \$791 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$347 in 2010-11 to \$404 in 2011-12.

### Household Consumption

Average household consumption in 2011-12 of 143 kL, a small increase over the previous year of 139 kL.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. City West Water's customers experienced an average of 24 minutes off supply in 2011-12, a decrease from the 32 minutes reported in 2010-11, and their best performance to date.

### Sewer system reliability

In 2011-12 City West Water reported 15 sewer blockages per 100km of sewer main, down from 20 in 2010-11. This is the lowest rate recorded in the last five years.

### Water Quality

City West 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

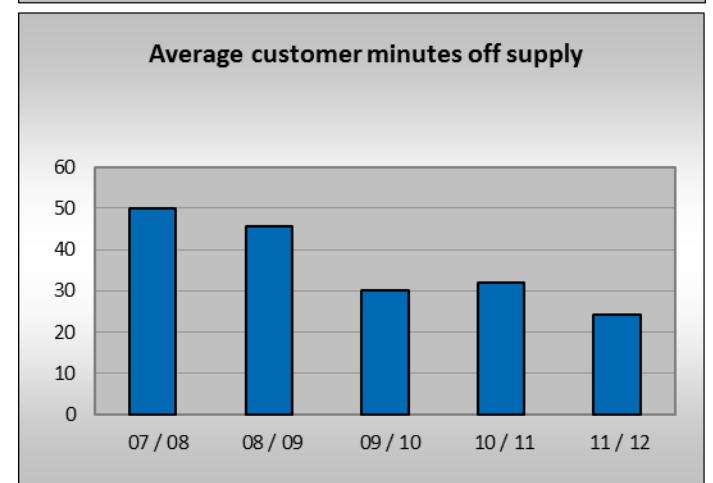
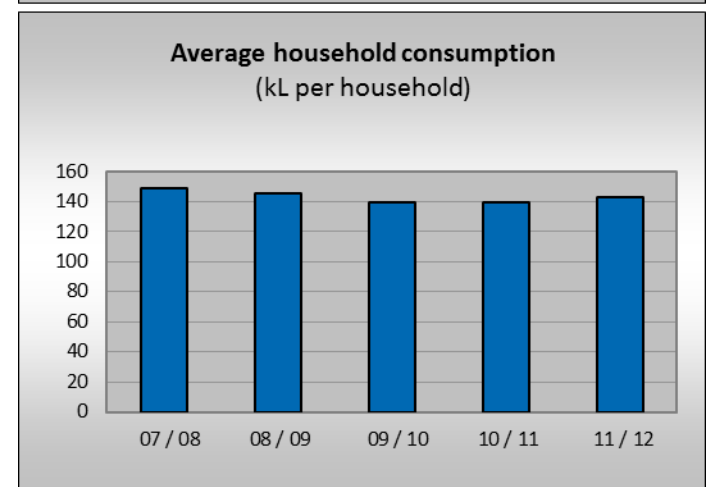
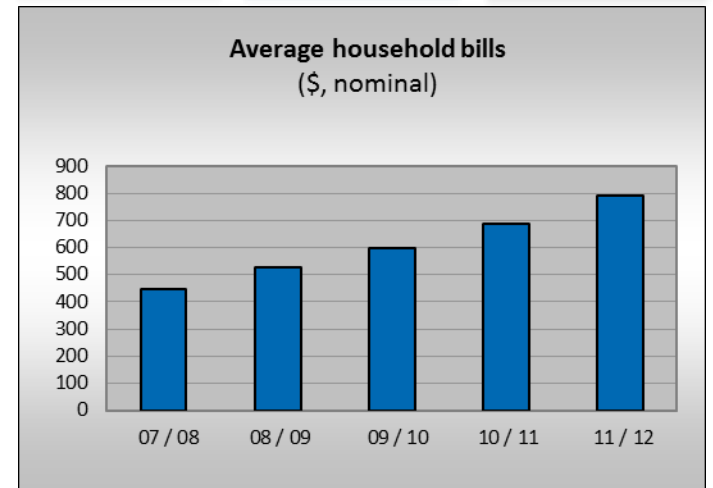
City West Water recycled 24 per cent of the effluent treated by its only treatment plant. This is a significant increase over the previous years of 3 per cent.

### Major Projects

The Derrimut interceptor sewer project has experienced delays in obtaining local government and third party approvals, and due to wet weather. It is now forecast to be completed in 2012-13.

The West Werribee dual water supply scheme project will be significantly operational in 2014 however completion of the project has been deferred to 2015-16 to accommodate completion of a section of the Regional Rail Link project.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
379 086	\$ 791	143 kL



# 2011-12 WATER PERFORMANCE REPORT

## CITY WEST WATER



GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	336 947	345 081	356 845	368 261	379 086
Sewerage customers	333 205	341 590	353 411	364 835	375 643
Length of water main (km)	4 217	4 318	4 431	4 506	4 561
Length of sewer main (km)	3 708	3 804	3 909	3 980	4 044
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	149	146	140	139	143
Average household bills (\$, nominal)					
Owner occupiers	446	527	597	687	791
Tenants	228	266	298	347	404
Legal action for non-payment - domestic (per 100 customers)	0.12	0.23	0.13	0.14	0.14
Restrictions for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.00	0.00
Hardship grants	142	250	401	548	677
Billing and affordability complaints	1 272	568	402	579	554
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	431 131	418 930	408 364	419 991	402 823
account line	339 799	322 290	322 931	331 489	320 985
fault line	91 332	96 640	85 433	88 502	81 838
Account line and fault line					
average time to connect to an operator (seconds)	94	64	61	59	160
calls answered in 30 seconds (percent)		88	86	83	56
Total complaints - all categories	2 963	1 640	1 318	1 262	1 388
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	565	577	577	572	661
unplanned	2 572	2 368	1 551	1 616	1 239
total (per 100km water main)	74	68	48	49	42
Average duration of interruptions (minutes)					
planned	130	134	142	146	134
unplanned	139	145	138	147	131
Average customer minutes off supply - total	50	46	30	32	24
planned	9	8	8	8	9
unplanned	41	37	22	24	15
Bursts and leaks (per 100km water main)	67	67	43	41	33
Sewer blockages (per 100km sewer main)	29	28	26	20	15
Water supply reliability and pressure complaints	67	44	28	29	18
DRINKING WATER QUALITY	2007-08	2008-09	2009-10	2010-11	2011-12
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	359	301	317	220	267
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	2	2	3	3	24
Biosolids - reused (percent)	100	100	100	100	100
CO <sub>2</sub> e - total (tonnes)	3 432	5 318	2 388	-1 225	-1 651
Sewer odour complaints	197	193	166	108	102