

2009-10 WATER PERFORMANCE REPORT

BARWON WATER



The Essential Services Commission has published its sixth 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 \$692 in 2008-09 to \$778 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$223 in 2008-09 to \$244 in 2009-10.

Household Consumption

Average household consumption in 2009-10 of 150 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 53 minutes in 2009-10 was an improvement compared to 58 minutes in 2008-09.

Sewer system reliability

In 2009-10 Barwon Water reported 41 sewer blockages per 100km of sewer main.

Water Quality

Barwon Water reported that customers received water that met the microbiological (measured by E'Coli levels) and turbidity requirements of the Safe Drinking Water Regulations (2005).

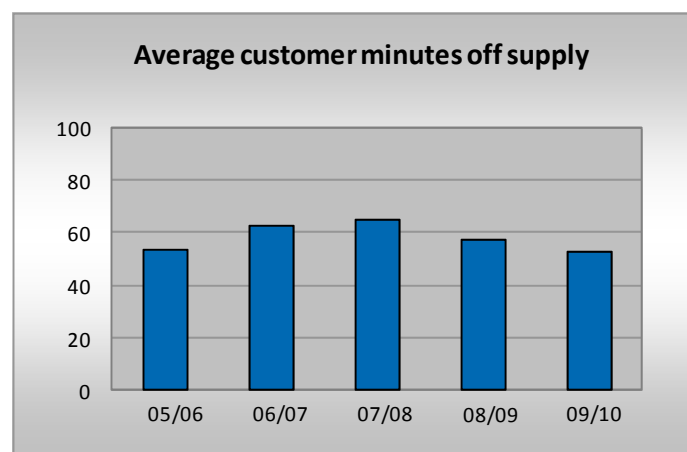
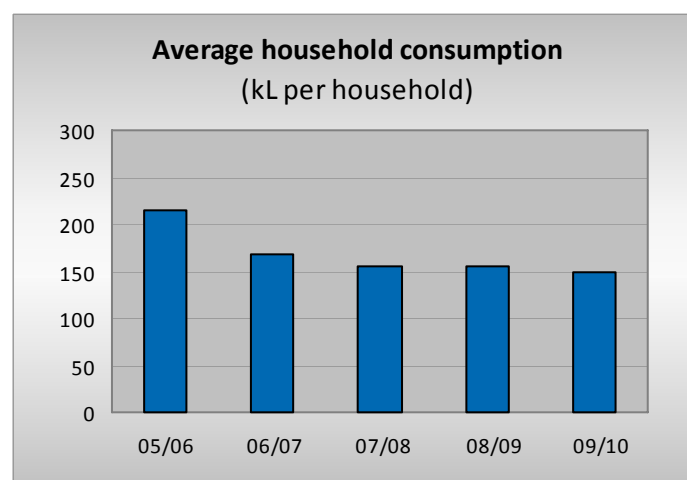
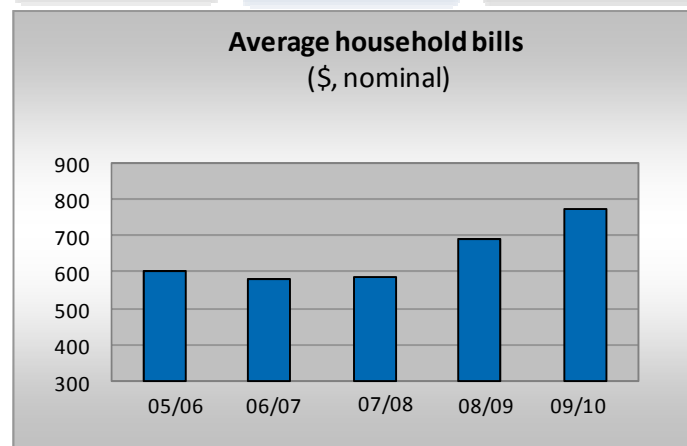
Recycling

Barwon Water recycled 16 per cent of treated effluent, a slight reduction from the 17 per cent of 2008-09.

Major Projects

Commission of the Anglesea Borefield project occurred in November 2009, and the ongoing works involve completion of the final production bore site and installation of monitoring infrastructure required in accordance with Bulk Entitlement. The drilling of this final bore site is due for completion in the first half of 2011.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
134 118	\$ 778	150 kL



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GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	125 044	127 173	130 550	132 907	134 118
Sewerage customers	112 062	113 941	116 958	119 221	120 613
Length of water main (km)	3 399	3 431	3 472	3 545	3 614
Length of sewer main (km)	2 183	2 221	2 245	2 272	2 303
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	216	169	156	156	150
Average household bills (\$, nominal)					
Owner occupiers	608	583	591	692	778
Tenants	317	267	259	223	244
Legal action for non-payment - domestic (per 100 customers)	0.03	0.01	0.01	0.00	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.03	0.09	0.10	0.08	0.09
Hardship grants	54	57	0	0	0
Billing and affordability complaints	14	30	16	19	20
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	79 448	96 401	92 102	98 562	102 721
account line	60 259	72 780	71 935	78 599	84 534
fault line	19 189	23 621	20 167	19 963	18 187
Account line and fault line					
average time to connect to an operator (seconds)	24	27	25	37	36
calls answered in 30 seconds (percent)	97	96	96	96	96
Total complaints - all categories	1 010	810	525	498	608
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	1 528	1 722	1 738	1 572	1 401
planned	626	660	751	696	661
unplanned	902	1 062	987	876	740
total (per 100km water main)	45	50	50	44	39
Average duration of interruptions (minutes)					
planned	186	170	188	187	192
unplanned	99	127	114	109	106
Average customer minutes off supply - total	54	63	66	58	53
planned	36	35	44	39	38
unplanned	17	27	21	18	15
Bursts and leaks (per 100km water main)	50	62	49	48	39
Sewer blockages (per 100km sewer main)	41	51	40	39	41
Water supply reliability and pressure complaints	34	21	21	25	24
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	706	519	312	278	314
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	12	18	14	17	16
Biosolids - reused (percent)	67	217	120	112	55
Net greenhouse gas emission (CO ₂ e tonnes)	56 286	58 100	54 094	52 485	52 348
Sewer odour complaints	99	101	45	50	48