

# 2009-10 WATER PERFORMANCE REPORT

## CENTRAL GIPPSLAND 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 steeply from \$847 in 2008-09 to \$1049 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$236 in 2008-09 to \$279 in 2009-10.

### Household Consumption

Average household consumption in 2009-10 of 179 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. Central Gippsland Water's customers overall reliability of 19 minutes in 2009-10 was an improvement compared to the 21 minutes in 2008-09.

### Sewer system reliability

In 2009-10 Central Gippsland Water reported 17 sewer blockages per 100km of sewer main. This is lowest rate recorded in the last five years.

### Water Quality

Central Gippsland 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

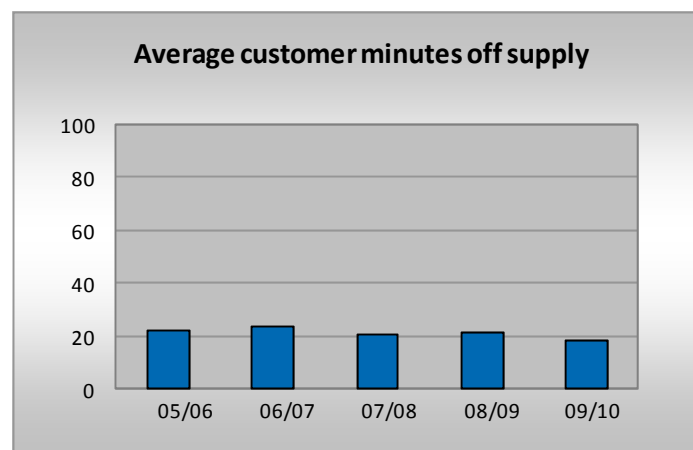
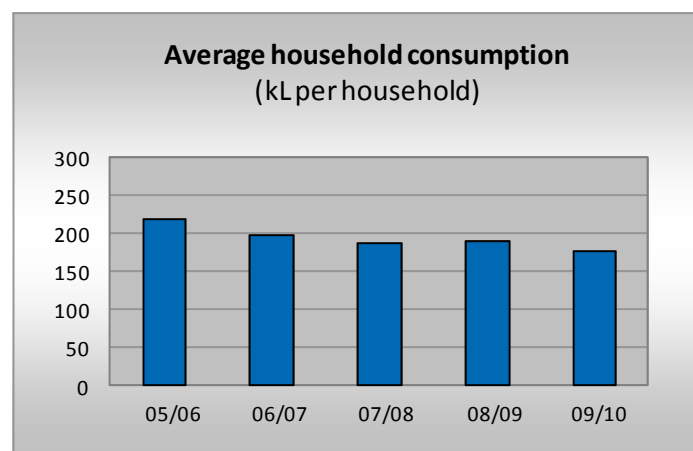
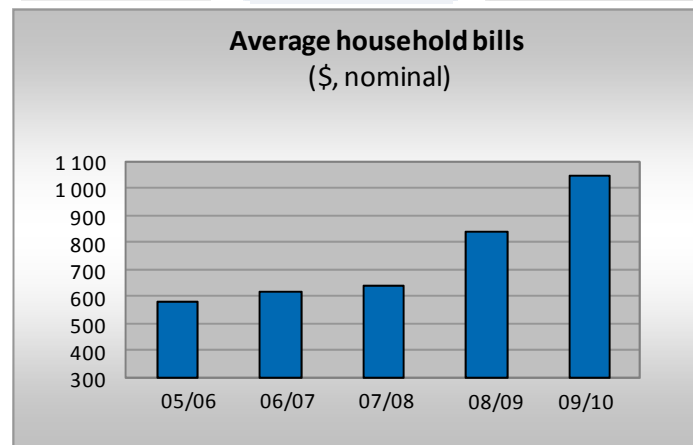
Central Gippsland Water recycled 5 per cent of its treated effluent in 2009-10.

### Major Projects

Central Gippsland Water completed its Gippsland Water Factory Micro hydro in March 2009. The Gippsland Water Factory Bio gas is due to be fully operational in January 2011.

Domestic waste stream has been operational since January 2010 and the industrial wastewater process stream will be fully operational from January 2011.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
62 417	\$ 1 049	179 kL



# 2009-10 WATER PERFORMANCE REPORT

## CENTRAL GIPPSLAND WATER



GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	58 293	59 338	59 822	61 111	62 417
Sewerage customers	49 781	50 697	51 239	52 275	53 492
Length of water main (km)	1 975	2 001	2 009	2 017	2 030
Length of sewer main (km)	1 389	1 404	1 485	1 445	1 549
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	219	200	189	191	179
Average household bills (\$, nominal)					
Owner occupiers	587	619	643	847	1 049
Tenants	201	189	178	236	279
Legal action for non-payment - domestic (per 100 customers)	0.03	0.04	0.04	0.04	0.02
Restrictions for non-payment - domestic (per 100 customers)	0.23	0.50	0.65	0.76	0.74
Hardship grants	3	8	4	0	11
Billing and affordability complaints	155	71	98	185	194
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	46 591	44 765	29 464	32 922	45 569
account line	30 481	27 671	16 988	20 375	23 644
fault line	16 110	17 094	12 476	12 547	21 925
Account line and fault line					
average time to connect to an operator (seconds)	22	20	22	22	22
calls answered in 30 seconds (percent)	89	84	87	83	84
Total complaints - all categories	357	490	452	598	643
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	500	707	538	624	571
planned	263	208	194	214	197
unplanned	237	499	344	410	374
total (per 100km water main)	25	35	27	31	28
Average duration of interruptions (minutes)					
planned	136	114	141	144	140
unplanned	84	94	86	81	80
Average customer minutes off supply - total	22	24	21	21	19
planned	16	8	12	12	11
unplanned	6	15	9	9	8
Bursts and leaks (per 100km water main)	20	37	24	26	23
Sewer blockages (per 100km sewer main)	18	20	18	19	17
Water supply reliability and pressure complaints	54	83	84	88	112
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	100	193	172	161	209
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	6	6	6	6	5
Biosolids - reused (percent)	100	100	100	100	100
Net greenhouse gas emission (CO <sub>2</sub> e tonnes)	47 418	73 860	76 596	70 886	73 288
Sewer odour complaints	0	67	50	50	56