

2011-12 WATER PERFORMANCE REPORT

NORTH EAST 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 \$735 in 2010-11 to \$804 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$338 in 2010-11 to \$394 in 2011-12.

Household Consumption

Average household consumption in 2011-12 was 179 kL, an increase from the 167 kL reported in 2010-11.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. North East Water's customers experienced an average of 28 minutes off supply in 2011-12, an increase from previous years which ranged from 8 to 10 minutes.

Sewer system reliability

In 2011-12 North East Water reported 9 sewer blockages per 100km of sewer main, down from the previous years' performances of 11.

Water Quality

North East 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

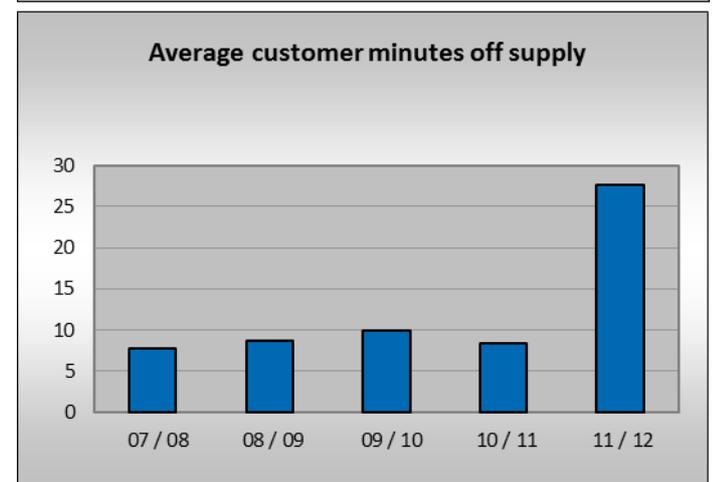
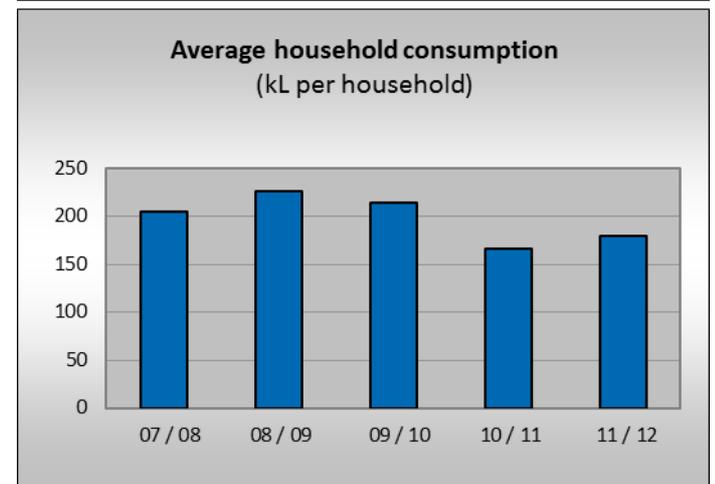
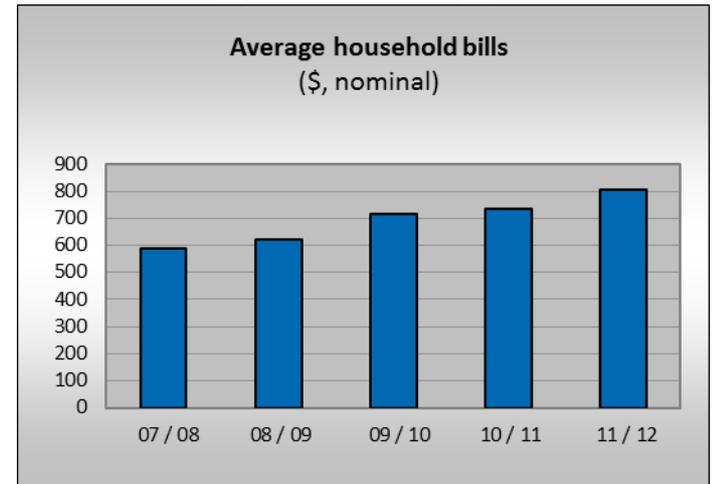
North East Water recycled 25 per cent of its treated effluent in 2011-12.

Major Projects

Six projects have been delayed and are now due for completion in 2013. These projects include the Bright/Porepunkah off-stream storage, Loombah Dam improvements, Regional Headquarters, Beechworth Sewerage Treatment Plant upgrade, Wangaratta Waste Water Treatment Plant Winter Storage improvement and Corryong Water Treatment Plant.

The Leneva Trunk Sewer project has been deferred indefinitely due to the Wodonga Council's focus moving away from the currently undeveloped growth corridor to other areas.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
46 845	\$ 804	179 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	43 705	44 686	45 468	46 159	46 845
Sewerage customers	38 638	38 980	39 864	40 602	41 249
Length of water main (km)	1 520	1 615	1 643	1 625	1 654
Length of sewer main (km)	1 036	1 071	1 078	1 086	1 101
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	205	226	213	167	179
Average household bills (\$, nominal)					
Owner occupiers	587	623	717	735	804
Tenants	140	256	333	338	394
Legal action for non-payment - domestic (per 100 customers)	0.04	0.09	0.06	0.01	0.03
Restrictions for non-payment - domestic (per 100 customers)	0.44	0.36	0.45	0.50	0.42
Hardship grants	0	0	2	2	0
Billing and affordability complaints	2	1	8	12	14
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	19 928	22 606	25 275	27 691	28 932
account line	19 892	22 571	24 780	26 732	27 778
fault line	36	35	495	959	1 154
Account line and fault line					
average time to connect to an operator (seconds)	13	15	11	11	10
calls answered in 30 seconds (percent)	93	91	95	96	97
Total complaints - all categories	107	79	132	107	145
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	67	52	73	84	98
unplanned	132	197	206	185	244
total (per 100km water main)	13	15	17	17	21
Average duration of interruptions (minutes)					
planned	79	68	108	96	129
unplanned	89	90	92	81	199
Average customer minutes off supply - total	8	9	10	8	28
planned	2	1	4	3	5
unplanned	6	8	6	5	22
Bursts and leaks (per 100km water main)	14	18	17	13	18
Sewer blockages (per 100km sewer main)	11	12	13	11	9
Water supply reliability and pressure complaints	4	6	7	5	14
DRINKING WATER QUALITY	2007-08	2008-09	2009-10	2010-11	2011-12
Microbiological water quality compliance (percent)	99	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	52	26	91	59	91
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	28	30	33	16	25
Biosolids - reused (percent)	0	0	279	116	0
CO2e - total (tonnes)	24 473	32 922	36 587	35 671	38 432
Sewer odour complaints	22	15	12	8	8