

2014-15 WATER PERFORMANCE REPORT

BARWON WATER — FACT SHEET



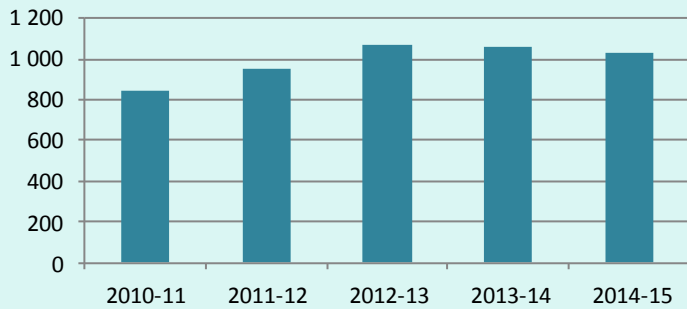
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

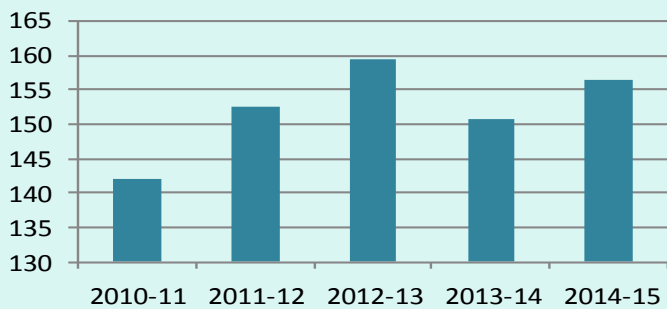
Average Household Bill (nominal dollars)

- A bill is calculated from the average household consumption of water at the actual price.



- An owner occupier's average household bill decreased from \$1055 in 2013-14 to \$1029.
- Tenants who are not billed fixed charges had their bills decrease from \$337 in 2013-14 to \$302.

Average Household Consumption (kilolitres)



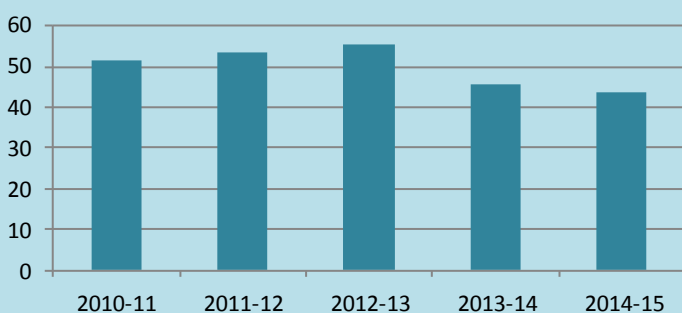
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 10 995 in 2013-14 to 8 962.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 44 minutes off supply (a 1 minute improvement on 2013-14).



WATER CUSTOMERS

148 214

6% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1029

Statewide \$1006

AVERAGE HOUSEHOLD CONSUMPTION

156 kL

Statewide 159 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Apollo Bay bulk water supply expansion
- Pettavel water basin upgrade

On schedule

- Aireys Inlet pipeline (replaces Aireys Inlet Water Treatment Plant Upgrade)
- Black Rock water reclamation plant hydraulic capacity upgrade
- West Lara transfer system

Deferred

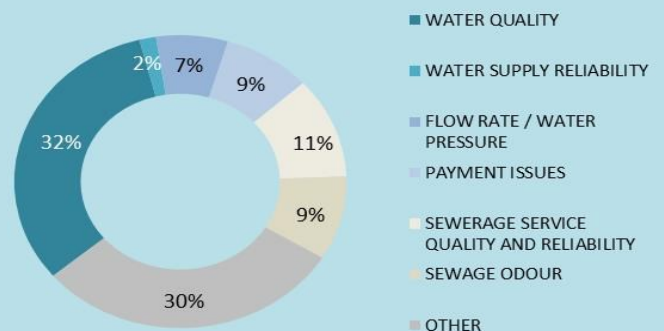
- Inverleigh low level feeder main
- Torquay West high level feeder main

Sewer System Reliability

- 35 sewer blockages per 100km of sewer main, an increase from 29 reported blockages in 2013-14.

Complaints

- 616 complaints were received by the business, 49 less than the total in 2013-14.



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GENERAL	2010-11	2011-12	2012-13	2013-14	2014-15
Number of water customers (No.)	137 305	139 927	142 494	145 600	148 214
Number of sewer customers (No.)	123 628	125 805	128 326	130 618	132 877
Length of water main (km)	3 670	3 722	3 815	3 903	4 031
Length of sewer main (km)	2 338	2 378	2 448	2 459	2 483
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	142	153	160	151	156
Average household bills (\$, nominal)					
Owner occupiers	843	953	1 066	1 055	1 029
Tenants	255	301	354	337	302
Number of customers on flexible payment (Instalment) plans (No.)	5682	6618	7632	10995	8962
Number of Hardship grants approved (No.)	428	909	1 227	1 749	2 703
Number of legal actions initiated for non-payment of bill - residential (No.)	7	6	0	0	0
Number of restrictions applied for non-payment of bill - residential (No.)	84	234	226	237	225
Number of payment issue complaints (No.)	46	52	94	125	53
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	102 351	106 115	112 430	119 516	115 953
account line	85 828	88 125	91 547	100 687	97 766
fault line	16 523	17 990	20 883	18 829	18 187
Average time to connect to an operator - account and fault line (seconds)	36	36	37	43	20
Total number of complaints - all categories (No.)	650	606	781	665	616
Number of complaints to ombudsman (EWOV) (No.)	75	59	102	141	93
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	36.9	36.6	38.7	35.3	34.6
Average duration of interruptions (minutes)					
planned	185	191	185	173	173
unplanned	93	114	107	93	88
Average customer minutes off supply - total	51	53	56	45	44
Water main bursts and leaks (per 100km water main)	31.3	34.1	43.6	31.0	29.1
Number of water supply reliability and flow rate complaints (No.)	24	11	35	34	53
Sewer main blockages (per 100km sewer main)	29.6	24.5	25.2	29.0	35.4
Sewer spills from reticulation and branch sewers (per 100km sewer main)	12.7	11.6	12.3	14.4	17.2
Number of sewerage service quality & reliability complaints (No.)	50	32	42	32	69
DRINKING WATER QUALITY	2010-11	2011-12	2012-13	2013-14	2014-15
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Number of water quality complaints (colour, taste/odour, other) (No.)	275	246	296	227	198
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	9	15	20	19	20
Biosolids - reused (per cent)	128	151	214	207	248
Total CO2 equivalent emissions (tonnes)	57 170	56 422	37 960	39 943	38 849
Number of sewer odour complaints (No.)	28	46	45	39	57