

2015-16 WATER PERFORMANCE REPORT

CENTRAL HIGHLANDS WATER — FACT SHEET



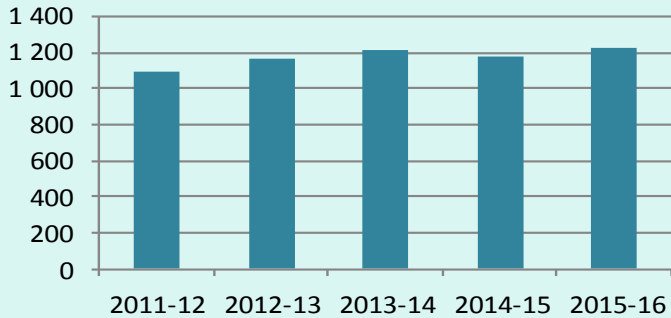
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

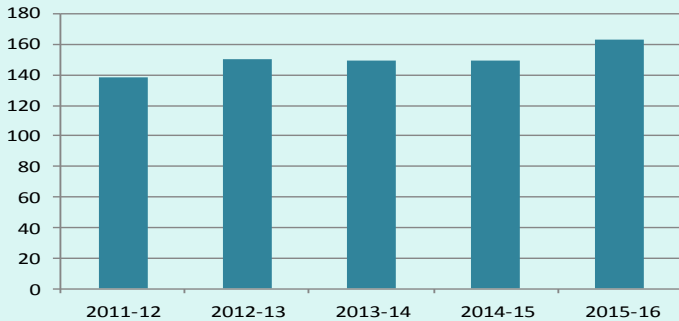
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$1184 in 2014-15 to \$1225.
- Tenants who are not billed fixed charges had their bills increase from \$267 in 2014-15 to \$298.

Average Household Consumption (kilolitres)



Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 4 323 in 2014-15 to 3 703.

WATER CUSTOMERS

67 022

3% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1225

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

163 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Lexton water supply project
- Living Victoria/Living Ballarat — Ballarat West aquifer storage and recovery project

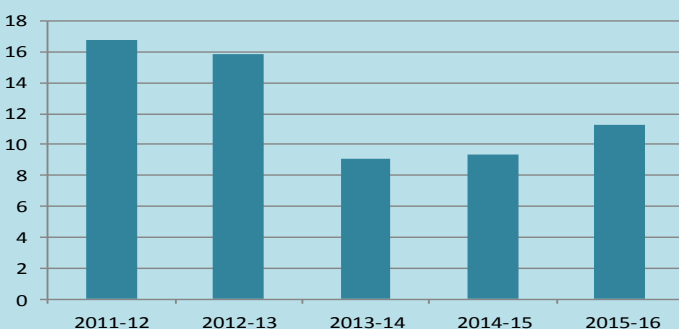
On schedule

- Ballarat South flow containment project — Ballarat South outfall sewer
- Ballarat South wastewater treatment plant augmentation works
- Ballarat West urban growth zone
- Blackwood sewerage
- Maryborough water quality improvement project
- Raw water pipeline replacement

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 11 minutes off supply (2 minutes more than in 2014-15).

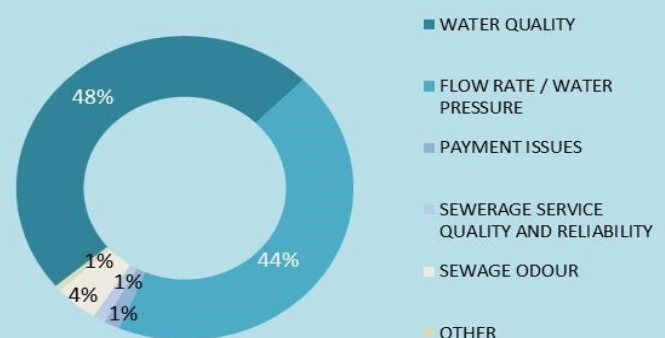


Sewer System Reliability

- 23 sewer blockages per 100km of sewer main, an increase from 20 reported blockages in 2014-15.

Complaints

- 335 complaints were received by the business, up 125 from the total in 2014-15.



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GENERAL	2011-12	2012-13	2013-14	2014-15	2015-16
Number of water customers (No.)	62 763	63 934	65 188	66 192	67 022
Number of sewer customers (No.)	52 714	53 918	55 399	56 486	57 448
Length of water main (km)	2 417	2 466	2 478	2 511	2 523
Length of sewer main (km)	1 272	1 336	1 358	1 377	1 393
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	138	150	150	149	163
Average household bills (\$, nominal)					
Owner occupiers	1 096	1 169	1 218	1 184	1 225
Tenants	224	257	273	267	298
Number of customers on flexible payment (Instalment) plans (No.)	4530	4642	4977	4323	3703
Number of Hardship grants approved (No.)	25	41	33	34	221
Number of legal actions initiated for non-payment of bill - residential (No.)	24	10	6	15	54
Number of restrictions applied for non-payment of bill - residential (No.)	130	150	97	130	63
Number of payment issue complaints (No.)	80	87	28	11	5
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	55 452	53 544	52 516	48 637	50 545
account line	53 493	52 446	52 516	48 637	50 545
fault line	1 959	1 098	0	0	0
Average time to connect to an operator - account and fault line (seconds)	37	32	31	43	17
Total number of complaints - all categories (No.)	518	863	541	210	335
Number of complaints to ombudsman (EWOV) (No.)	53	53	37	41	42
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	14.6	12.9	12.6	15.1	13.2
Average duration of interruptions (minutes)					
planned	232	181	112	134	143
unplanned	128	142	104	69	109
Average customer minutes off supply - total	17	16	9	9	11
Water main bursts and leaks (per 100km water main)	22.3	23.4	22.8	20.7	18.8
Number of water supply reliability and flow rate complaints (No.)	176	495	271	113	148
Sewer main blockages (per 100km sewer main)	12.4	16.9	18.8	19.7	22.6
Sewer spills from reticulation and branch sewers (per 100km sewer main)	2.8	2.2	2.7	8.9	8.0
Number of sewerage service quality & reliability complaints (No.)	5	1	1	1	4
DRINKING WATER QUALITY	2011-12	2012-13	2013-14	2014-15	2015-16
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.)	211	249	209	80	162
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	17	18	16	15	19
Biosolids - reused (per cent)	100	115	132	319	100
Total CO2 equivalent emissions (tonnes)	14 797	14 567	16 271	16 277	29 779
Number of sewer odour complaints (No.)	7	7	11	2	14