

2014-15 WATER PERFORMANCE REPORT

CITY WEST WATER — FACT SHEET



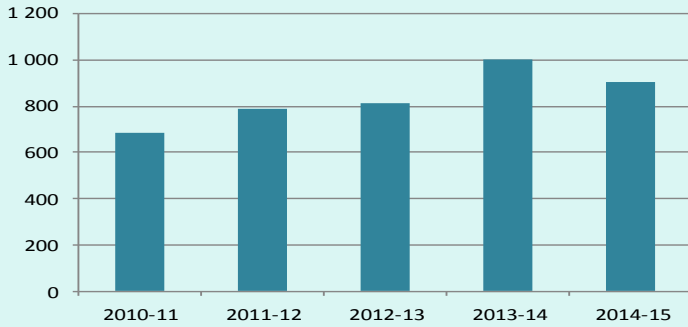
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

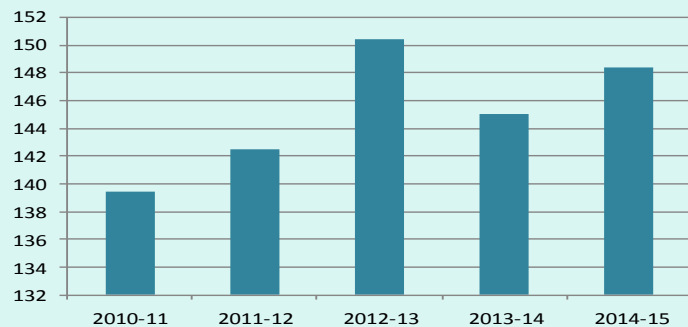
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill decreased from \$1000 in 2013-14 to \$904.
- Tenants who are not billed fixed charges had their bills decrease from \$532 in 2013-14 to \$439.

Average Household Consumption (kilolitres)



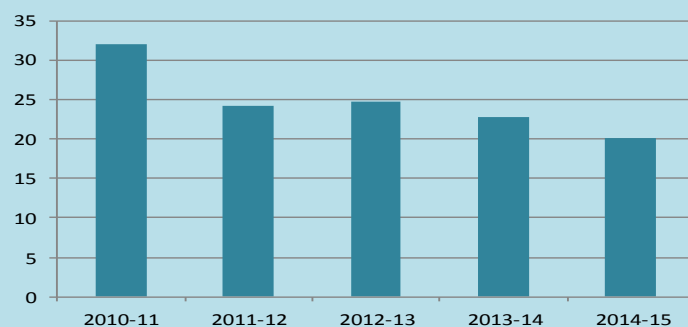
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 29 146 in 2013-14 to 28 415.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 20 minutes off supply (3 minutes better than 2013-14).



WATER CUSTOMERS

414 224

16% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$904

Statewide \$1006

AVERAGE HOUSEHOLD CONSUMPTION

148 kL

Statewide 159 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Derrimut interceptor sewer
- Office relocation
- West Werribee low level reservoir and Werribee West — 750mm inlet/outlet main

On schedule

- Aquifer storage and recovery
- Stormwater projects (various)
- West Werribee dual water supply scheme

Delayed

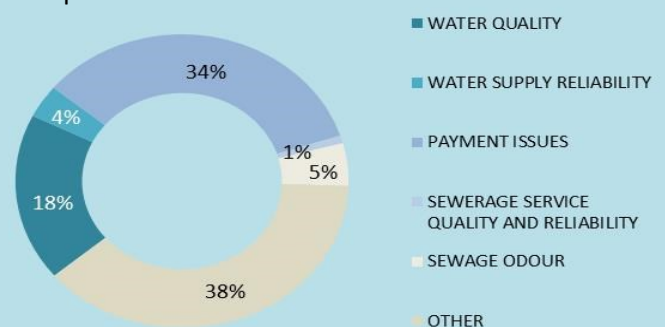
- Program Arrow

Sewer System Reliability

- 17 sewer blockages per 100km of sewer main, an increase from 16 reported blockages in 2013-14.

Complaints

- 1 421 complaints were received by the business, up 101 from 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.)	368 261	379 086	389 551	403 185	414 224
Number of sewer customers (No.)	364 835	375 643	386 099	399 764	410 794
Length of water main (km)	4 506	4 561	4 716	4 746	4 826
Length of sewer main (km)	3 980	4 044	4 093	4 118	4 164
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	139	143	150	145	148
Average household bills (\$, nominal)					
Owner occupiers	687	791	813	1 000	904
Tenants	347	405	426	532	439
Number of customers on flexible payment (Instalment) plans (No.)	24730	27499	24438	29146	28415
Number of Hardship grants approved (No.)	380	460	504	511	391
Number of legal actions initiated for non-payment of bill - residential (No.)	481	490	620	631	414
Number of restrictions applied for non-payment of bill - residential (No.)	0	0	0	0	0
Number of payment issue complaints (No.)	579	554	465	627	483
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	419 991	402 823	386 765	406 448	409 467
account line	331 489	320 985	294 267	324 224	330 107
fault line	88 502	81 838	92 498	82 224	79 360
Average time to connect to an operator - account and fault line (seconds)	59	160	90	26	22
Total number of complaints - all categories (No.)	1 262	1 388	1 295	1 320	1 421
Number of complaints to ombudsman (EWOV) (No.)	325	410	444	429	429
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	48.6	41.7	48.6	45.9	41.2
Average duration of interruptions (minutes)					
planned	146	134	122	123	117
unplanned	147	131	121	115	112
Average customer minutes off supply - total	32	24	25	23	20
Water main bursts and leaks (per 100km water main)	41.1	33.2	52.2	39.9	37.1
Number of water supply reliability and flow rate complaints (No.)	29	18	67	43	52
Sewer main blockages (per 100km sewer main)	20.5	15.4	15.0	16.2	17.0
Sewer spills from reticulation and branch sewers (per 100km sewer main)	3.1	3.1	2.8	2.7	3.2
Number of sewerage service quality & reliability complaints (No.)	28	31	19	19	12
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.)	220	267	268	180	262
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	3	24	18	3	3
Biosolids - reused (per cent)	100	100	100	100	100
Total CO2 equivalent emissions (tonnes)	-1 225	-1 651	9 841	10 310	11 102
Number of sewer odour complaints (No.)	108	102	85	89	67