# 2015-16 WATER PERFORMANCE REPORT COLIBAN WATER — FACT SHEET



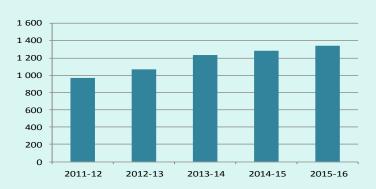


For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au

#### **CUSTOMER OUTCOMES**

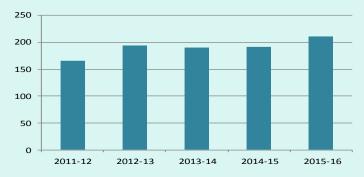
### **Average Household Bill (nominal dollars)**

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



- An owner occupier's average household bill increased from \$1286 in 2014-15 to \$1342.
- Tenants who are not billed fixed charges had their bills increase from \$415 in 2014-15 to \$458.

# **Average Household Consumption (kilolitres)**



# **Flexible Payment (Instalment) Plans**

 Number of residential customers on flexible payment plans decreased from 13 637 in 2014-15 to 12 353.

# WATER CUSTOMERS 73 228

3% of state total (2.6 million)

# AVERAGE HOUSEHOLD BILL \$1342

Statewide \$1048

# AVERAGE HOUSEHOLD CONSUMPTION 210 kL

Statewide 167 kL

#### STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

#### Completed

- Cohuna water reclamation plant refurbishment
- Rochester wastewater connection to Echuca

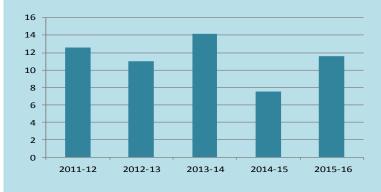
#### Delayed

- Bridgewater and Laanecoorie water treatment plant upgrades
- Coliban main channel
- Echuca and Cohuna water treatment plant upgrades
- Harcourt rural modernisation project
- Heathcote backlog sewerage

### SERVICE DELIVERY

## Water Supply Reliability

• Customers experienced an average of 12 minutes off supply (4 minutes more than in 2014-15).

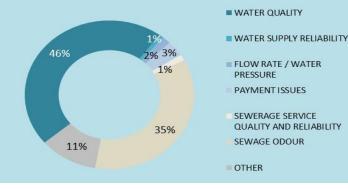


# **Sewer System Reliability**

• 54 sewer blockages per 100km of sewer main, an increase from 48 reported in 2014-15.

### **Complaints**

• 474 complaints were received by the business, up 17 from the total in 2014-15.



# **2015-16 WATER PERFORMANCE REPORT**COLIBAN WATER — FACT SHEET



Number of water customers (No.)     68 645 (257)     67 743 (258)     60 760 (258)	GENERAL	2011-12	2012-13	2013-14	2014-15	2015-16
Length of water main (km)     2 (2)     2	Number of water customers (No.)	68 045	69 479	70 893	72 117	73 228
Page   Page	Number of sewer customers (No.)	59 681	62 517	63 743	65 038	66 088
AFFORDABILITY     2011-13     201-13     201-30     201-30     201-30       Average household consumption (kL per household)     165     194     190     192     210       Average household colls (st, nominal)     308     1044     1234     1286     1348       Tenants     966     1064     1234     1286     1358       Number of customers on flexible payment (Instalment) plans (No.)     1056     1072     1214     1363     1233       Number of legal actions initiated for non-payment of bill - residential (No.)     12     20     0     0     10     10     0     0     0     10     0	Length of water main (km)	2 148	2 184	2 203	2 220	2 237
Average household consumption (kL per household)	Length of sewer main (km)	1 809	1 839	1 859	1 885	1 915
Average household bills (S, nominal)     Average household bills (S, nominal)     966     1 064     1 234     1 286     1 368       Tenants     323     398     408     418     468       Number of sustomers on flexible payment (Instalment) plans (No.)     1057     10723     12148     31837     12383       Number of legal actions initiated for non-payment of bill - residential (No.)     12     20     0     10     20       Number of payment issue complaints (No.)     164     172     199     112     2407       Number of payment issue complaints (No.)     20     18     33     20     16       Number of payment issue complaints (No.)     20     18     33     20     16       Number of payment issue complaints (No.)     65312     62972     66 60     65 198     62 78       CUSTOMER RESPONSIVENESS AND SERVICE     66 5312     62 97     66 60     65 198     62 78       Gustinine     65 5312     62 97     66 60     65 198     62 78       Fustinine     65 5312     62 97     66 60     65 198	AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Owner occupiers     966     1 064     1 234     1 286       Tenants     332     339     408     4 15     4 58       Number of customers on flexible payment (instalment) plans (No.)     1056     10723     1 2148     1 3636     1 2356       Number of Hardship grants approved (No.)     0     0     0     0     0     3     2       Number of Payment issue complaints (No.)     12     2     0     3     2       Number of payment issue complaints (No.)     164     172     199     112     2017       Use Total number of payment issue complaints (No.)     65 312     62 92     68 00     65 78     26 78       CUSTOMER RESPONSIVENESS AND SERVICE     65 312     62 927     68 00     65 78     26 27       Total number of customer calls (No.)     65 312     62 927     68 00     65 78     26 27       Built line     65 312     62 97     68 00     65 78     27     47       Average time to connect to an operator - account and fault line (seconds)     25     74     15     17 <tr< td=""><td>Average household consumption (kL per household)</td><td>165</td><td>194</td><td>190</td><td>192</td><td>210</td></tr<>	Average household consumption (kL per household)	165	194	190	192	210
Tenants     323     388     408     415     458       Number of outstomers on flexible payment (instalment) plans (No.)     10567     10723     12148     13637     12333       Number of Hardship grants approved (No.)     0     0     0     0     10     396       Number of legal actions initiated for non-payment of bill - residential (No.)     164     172     199     112     407       Number of restrictions applied for non-payment of bill - residential (No.)     164     172     199     112     407       Number of payment issue complaints (No.)     22     18     33     9     16       CUSTOMER RESPONSIVENESS AND SERVICE     20112     20121     20120     66 60     65 198     62 748       account line     6     65 312     62 972     66 60     65 198     62 748       fault line     6     0	Average household bills (\$, nominal)					
Number of customers on flexible payment (Instalment) plans (No.)     10567     10723     12148     13637     12353       Number of Hardship grants approved (No.)     0     0     0     10     10     36       Number of legal actions initiated for non-payment of bill - residential (No.)     12     20     0     3     27       Number of restrictions applied for non-payment of bill - residential (No.)     164     172     199     10     40       Number of payment issue complaints (No.)     20114     2012-12     218     33     191     40       SUSTOMER RESPONSIVENESS AND SERVICE     20114     2012-12     218     203-24     66 600     65 198     62 748       account line     65 312     62 972     66 600     65 198     62 748       full tile     0     0     0     0     0     0       Average time to connect to an operator - account and fault line (seconds)     23     21     14     14     14       Total number of complaints to ombudsman (EWOV) (No.)     50     74     79     85     77       Network RELIABI	Owner occupiers	966	1 064	1 234	1 286	1 342
Number of Hardship grants approved (No.)     0     0     0     10     308       Number of legal actions initiated for non-payment of bill - residential (No.)     12     20     0     3     27       Number of restrictions applied for non-payment of bill - residential (No.)     164     172     199     112     407       Number of payment issue complaints (No.)     20     18     33     9     156       CUSTOMER RESPONSIVENESS AND SERVICE     20112     201213     20134     20144     20146     65 73     66 600     65 198     62 78       account line     65 312     62 972     66 600     65 198     62 78       fault line     0 <td>Tenants</td> <td>323</td> <td>389</td> <td>408</td> <td>415</td> <td>458</td>	Tenants	323	389	408	415	458
Number of legal actions initiated for non-payment of bill - residential (No.)     12     20     0     3     27       Number of restrictions applied for non-payment of bill - residential (No.)     164     172     199     112     407       Number of payment issue complaints (No.)     22     18     33     9     16       CUSTOMER RESPONSIVENESS AND SERVICE     2011-12     2012-13     2013-14     2013-15     2013-16       Total number of customer calls (No.)     65 5312     66 2972     66 600     65 198     62 748       account line     65 5312     62 972     66 600     65 198     62 748       fault time     0     0     0     0     0     0       Average time to connect to an operator - account and fault line (seconds)     23     21     14     14     14       Total number of complaints - all categories (No.)     527     395     429     457     474       Number of complaints to ombudsman (EWOV) (No.)     50     74     78     85     77       Number of supply intertuptions (per 100km water main)     18 2     201-21	Number of customers on flexible payment (Instalment) plans (No.)	10567	10723	12148	13637	12353
Number of restrictions applied for non-payment of bill - residential (No.)     164     172     199     112     407       Number of payment issue complaints (No.)     22     18     33     9     16       CUSTOMER RESPONSIVENESS AND SERVICE     2011-12     2012-13     2013-14     2014-15     2015-16       Total number of customer calls (No.)     65 312     62 972     66 600     65 188     62 748       account line     60 5312     62 972     66 600     65 188     62 748       fault line     0 <t< td=""><td>Number of Hardship grants approved (No.)</td><td>0</td><td>0</td><td>0</td><td>101</td><td>396</td></t<>	Number of Hardship grants approved (No.)	0	0	0	101	396
Number of payment issue complaints (No.)     22     18     33     9     16       CUSTOMER RESPONSIVENESS AND SERVICE     2011-12     2012-13     2013-14     2014-15     2015-16       Total number of customer calls (No.)     65 312     62 972     66 600     65 198     62 748       account line     65 312     62 972     66 600     65 198     62 748       full line     0     0     0     0     0     0     0       Average time to connect to an operator - account and fault line (seconds)     23     21     14     14     14       Total number of complaints - all categories (No.)     55     375     429     457     474       Number of complaints to ombudsman (EWOV) (No.)     50     374     79     85     77       Net Total number of complaints (Per 100km water main)     18.2     14.6     10.2     9.6     13.5       Number of complaints (Per 100km water main)     18.2     14.6     10.2     9.6     13.5       Vater supply interruptions (per 100km water main)     18.2     14.6     10.2     10.2	Number of legal actions initiated for non-payment of bill - residential (No.)	12	20	0	3	27
CUSTOMER RESPONSIVENESS AND SERVICE     2011-12     2012-13     2013-14     2014-15     2015-16       Total number of customer calls (No.)     65 312     62 972     66 600     65 198     62 748       account line     65 312     62 972     66 600     65 198     62 748       fault line     0     0     0     0     0     0       Average time to connect to an operator - account and fault line (seconds)     23     21     14     14     14       Total number of complaints - all categories (No.)     527     395     429     457     474       Number of complaints to ombudsman (EWOV) (No.)     50     74     79     85     77       NETWORK RELIABILITY AND EFFICIENCY     2011-12     2012-13     2014-15     2015-15       Water supply interruptions (per 100km water main)     18.2     14.6     10.2     9.6     13.9       Planned     0     105     97     102     109       unplanned     10     11     17     11     11     11     4     8     12	Number of restrictions applied for non-payment of bill - residential (No.)	164	172	199	112	407
Total number of customer calls (No.)     65 312     62 972     66 600     65 198     62 748       account line     65 312     62 972     66 600     65 198     62 748       fault line     0     0     0     0     0       Average time to connect to an operator - account and fault line (seconds)     23     21     14     14     14       Total number of complaints - all categories (No.)     527     395     429     457     474       Number of complaints to ombudsman (EWOV) (No.)     50     74     79     455     77       NETWORK RELIABILITY AND EFFICIENCY     2011-12     2012-13     2013-14     2014-15     2015-16       Water supply interruptions (per 100km water main)     18.2     11     97     102     109       unplanned     0     105     97     102     109       unplanned     0     105     97     102     109       valer main bursts and leaks (per 100km water main)     28.5     26.7     28.6     26.1     29.1       Sewer main blockages (per 100km sewer main)	Number of payment issue complaints (No.)	22	18	33	9	16
account line     65 312     62 972     66 600     65 198     62 748       fault line     0     0     0     0     0       Average time to connect to an operator - account and fault line (seconds)     23     21     14     14     14       Total number of complaints - all categories (No.)     527     395     429     457     474       Number of complaints to ombudsman (EWOV) (No.)     50     74     79     85     77       NETWORK RELIABILITY AND EFFICIENCY     2011-12     2012-13     2013-14     2014-15     2015-16       Water supply interruptions (per 100km water main)     18.2     14.6     10.2     9.6     13.9       Average duration of interruptions (minutes)     Total 114     170     114     118     118     114     170     114     118     118     114     170     114     118     118     114     118     118     118     114     118     118     118     118     118     118     118     118     118     118     118     118 <t< td=""><td>CUSTOMER RESPONSIVENESS AND SERVICE</td><td>2011-12</td><td>2012-13</td><td>2013-14</td><td>2014-15</td><td>2015-16</td></t<>	CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
fault line     0     0     0     0     0       Average time to connect to an operator - account and fault line (seconds)     23     21     14     14     14       Total number of complaints - all categories (No.)     527     395     429     457     474       Number of complaints to ombudsman (EWOV) (No.)     50     74     79     85     77       NETWORK RELIABILITY AND EFFICIENCY     2011-12     2012-13     2013-14     2014-15     2015-16       Water supply interruptions (per 100km water main)     18.2     14.6     10.2     9.6     13.9       Average duration of interruptions (minutes)     3     14.6     10.2     9.6     13.9       planned     0     105     97     102     109       uplanned     105     114     17     114     118       Average customer minutes off supply - total     13     11     1     8     12       Water main bursts and leaks (per 100km water main)     28.5     26.7     28.6     26.1     29.1       Sewer supply reliability and flow rate complaints	Total number of customer calls (No.)	65 312	62 972	66 600	65 198	62 748
Average time to connect to an operator - account and fault line (seconds)     23     21     14     14     14       Total number of complaints - all categories (No.)     527     395     429     457     474       Number of complaints to ombudsman (EWOV) (No.)     50     74     79     85     77       NETWORK RELIABILITY AND EFFICIENCY     2011-12     2012-13     2013-14     2014-15     2015-16       Water supply interruptions (per 100km water main)     18.2     14.6     10.2     9.6     13.9       Average duration of interruptions (minutes)     Total 100     105     97     102     109       unplanned     0     105     97     102     109       4 verage customer minutes off supply - total     13     11     17     114     118       Average customer minutes off supply - total     13     11     14     8     12       Water main bursts and leaks (per 100km water main)     28.5     26.7     28.6     26.1     29.1       Number of water supply reliability and flow rate complaints (No.)     7     3     31     6	account line	65 312	62 972	66 600	65 198	62 748
Total number of complaints - all categories (No.)     527     395     429     457     77       Number of complaints to ombudsman (EWOV) (No.)     50     74     79     85     77       NETWORK RELIABILITY AND EFFICIENCY     2011-12     2012-13     2013-14     2014-15     2015-16       Water supply interruptions (per 100km water main)     18.2     14.6     10.2     9.6     13.9       Average duration of interruptions (minutes)     3     11.4     170     11.4     11.8     11.8       Planned     0     105     97     102     10.9       4 verage duration of interruptions (minutes)     11.5     11.4     170     11.4     11.8       4 verage duration of interruptions (minutes)     10.5     11.4     170     11.4     11.8     11.8       4 verage duration of interruptions (per interruptions (minutes)     10.5     11.4     11.8     11.8     11.8     11.8     11.8     11.8     11.8     11.8     11.8     11.8     11.8     11.8     11.8     11.8     11.8     11.8     11.8     12.	fault line	0	0	0	0	0
Number of complaints to ombudsman (EWOV) (No.)     50     74     79     85     77       NETWORK RELIABILITY AND EFFICIENCY     2011-12     2012-13     2013-14     2014-15     2015-16       Water supply interruptions (per 100km water main)     18.2     14.6     10.2     9.6     13.9       Average duration of interruptions (minutes)     planned     0     105     97     102     109       unplanned     0     105     114     170     114     118       Average customer minutes off supply - total     13     11     14     8     12       Water main bursts and leaks (per 100km water main)     28.5     26.7     28.6     26.1     29.1       Number of water supply reliability and flow rate complaints (No.)     7     3     11     6     12       Sewer main blockages (per 100km sewer main)     43.0     53.7     62.9     48.2     53.7       Sewer spills from reticulation and branch sewers (per 100km sewer main)     25.3     34.9     38.4     33.5     39.9       Number of sewerage service quality & reliability compliants (No.)	Average time to connect to an operator - account and fault line (seconds)	23	21	14	14	14
NETWORK RELIABILITY AND EFFICIENCY     2011-12     2012-13     2013-14     2014-15     2015-16       Water supply interruptions (per 100km water main)     18.2     14.6     10.2     9.6     13.9       Average duration of interruptions (minutes)     The properties of the p	Total number of complaints - all categories (No.)	527	395	429	457	474
Water supply interruptions (per 100km water main)   18.2   14.6   10.2   9.6   13.9     Average duration of interruptions (minutes)   0   105   97   102   109     planned   0   105   97   102   109     unplanned   105   114   170   114   118     Average customer minutes off supply - total   13   11   14   8   12     Water main bursts and leaks (per 100km water main)   28.5   26.7   28.6   26.1   29.1     Number of water supply reliability and flow rate complaints (No.)   7   3   11   6   12     Sewer main blockages (per 100km sewer main)   43.0   53.7   62.9   48.2   53.7     Sewer spills from reticulation and branch sewers (per 100km sewer main)   25.3   34.9   38.4   33.5   39.9     Number of sewerage service quality & reliability complaints (No.)   1   3   5   4   6     DRINKING WATER QUALITY   2011-12   2012-13   2013-14   2014-15   2015-16     Microbiological water quality complaints (colour, taste/odour, other) (No.)   353 <td< td=""><td>Number of complaints to ombudsman (EWOV) (No.)</td><td>50</td><td>74</td><td>79</td><td>85</td><td>77</td></td<>	Number of complaints to ombudsman (EWOV) (No.)	50	74	79	85	77
Average duration of interruptions (minutes)     Average duration of interruptions (minutes)       planned     0     105     97     102     109       unplanned     105     114     170     114     118       Average customer minutes off supply - total     13     11     14     8     12       Water main bursts and leaks (per 100km water main)     28.5     26.7     28.6     26.1     29.1       Number of water supply reliability and flow rate complaints (No.)     7     3     11     6     12       Sewer main blockages (per 100km sewer main)     43.0     53.7     62.9     48.2     53.7       Sewer spills from reticulation and branch sewers (per 100km sewer main)     25.3     34.9     38.4     33.5     39.9       Number of sewerage service quality & reliability complaints (No.)     1     3     5     4     6       DRINKING WATER QUALITY     2011-12     2012-13     2013-14     2014-15     2015-16       Microbiological water quality compliance (per cent)     100     100     100     100     100       Number of water quality comp	NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
planned     0     105     97     102     109       unplanned     105     114     170     114     118       Average customer minutes off supply - total     13     11     14     8     12       Water main bursts and leaks (per 100km water main)     28.5     26.7     28.6     26.1     29.1       Number of water supply reliability and flow rate complaints (No.)     7     3     11     6     12       Sewer main blockages (per 100km sewer main)     43.0     53.7     62.9     48.2     53.7       Sewer spills from reticulation and branch sewers (per 100km sewer main)     25.3     34.9     38.4     33.5     39.9       Number of sewerage service quality & reliability complaints (No.)     1     3     5     4     6       DRINKING WATER QUALITY     2011-12     2012-13     2013-14     2014-15     2015-16       Microbiological water quality compliance (per cent)     100     100     100     100       Number of water quality complaints (colour, taste/odour, other) (No.)     353     208     213     248     219	Water supply interruptions (per 100km water main)	18.2	14.6	10.2	9.6	13.9
unplanned     105     114     170     114     118       Average customer minutes off supply - total     13     11     14     8     12       Water main bursts and leaks (per 100km water main)     28.5     26.7     28.6     26.1     29.1       Number of water supply reliability and flow rate complaints (No.)     7     3     11     6     12       Sewer main blockages (per 100km sewer main)     43.0     53.7     62.9     48.2     53.7       Sewer spills from reticulation and branch sewers (per 100km sewer main)     25.3     34.9     38.4     33.5     39.9       Number of sewerage service quality & reliability complaints (No.)     1     3     5     4     6       DRINKING WATER QUALITY     2011-12     2012-13     2013-14     2014-15     2015-16       Microbiological water quality compliance (per cent)     100     100     99     100     100       Turbidity compliance (per cent)     100     100     100     100     100       Number of water quality complaints (colour, taste/odour, other) (No.)     353     208     213	Average duration of interruptions (minutes)					
Average customer minutes off supply - total   13   11   14   8   12     Water main bursts and leaks (per 100km water main)   28.5   26.7   28.6   26.1   29.1     Number of water supply reliability and flow rate complaints (No.)   7   3   11   6   12     Sewer main blockages (per 100km sewer main)   43.0   53.7   62.9   48.2   53.7     Sewer spills from reticulation and branch sewers (per 100km sewer main)   25.3   34.9   38.4   33.5   39.9     Number of sewerage service quality & reliability complaints (No.)   1   3   5   4   6     DRINKING WATER QUALITY   2011-12   2012-13   2013-14   2014-15   2015-16     Microbiological water quality compliance (per cent)   100   100   99   100   100     Turbidity compliance (per cent)   100   100   100   100   100     Number of water quality complaints (colour, taste/odour, other) (No.)   353   208   213   248   219     ENVIRONMENTAL PERFORMANCE   2011-12   2012-13   2013-14   2014-15   2015-16     Recycling - effluent	planned	0	105	97	102	109
Water main bursts and leaks (per 100km water main)     28.5     26.7     28.6     26.1     29.1       Number of water supply reliability and flow rate complaints (No.)     7     3     11     6     12       Sewer main blockages (per 100km sewer main)     43.0     53.7     62.9     48.2     53.7       Sewer spills from reticulation and branch sewers (per 100km sewer main)     25.3     34.9     38.4     33.5     39.9       Number of sewerage service quality & reliability complaints (No.)     1     3     5     4     6       DRINKING WATER QUALITY     2011-12     2012-13     2013-14     2014-15     2015-16       Microbiological water quality compliance (per cent)     100     100     99     100     100       Turbidity compliance (per cent)     100     100     100     100     100       Number of water quality complaints (colour, taste/odour, other) (No.)     353     208     213     248     219       ENVIRONMENTAL PERFORMANCE     2011-12     2012-13     2014-15     2014-15     2015-16       Recycling - effluent reuse (per cent of effluent)     43	unplanned	105	114	170	114	118
Number of water supply reliability and flow rate complaints (No.)     7     3     11     6     12       Sewer main blockages (per 100km sewer main)     43.0     53.7     62.9     48.2     53.7       Sewer spills from reticulation and branch sewers (per 100km sewer main)     25.3     34.9     38.4     33.5     39.9       Number of sewerage service quality & reliability complaints (No.)     1     3     5     4     6       DRINKING WATER QUALITY     2011-12     2012-13     2013-14     2014-15     2015-16       Microbiological water quality compliance (per cent)     100     100     99     100     100       Turbidity compliance (per cent)     100     100     100     100     100       Number of water quality complaints (colour, taste/odour, other) (No.)     353     208     213     248     219       ENVIRONMENTAL PERFORMANCE     2011-12     2012-13     2013-14     2014-15     2015-16       Recycling - effluent reuse (per cent of effluent)     43     41     32     37     40       Biosolids - reused (per cent)     100     100     <	Average customer minutes off supply - total	13	11	14	8	12
Sewer main blockages (per 100km sewer main)   43.0   53.7   62.9   48.2   53.7     Sewer spills from reticulation and branch sewers (per 100km sewer main)   25.3   34.9   38.4   33.5   39.9     Number of sewerage service quality & reliability complaints (No.)   1   3   5   4   6     DRINKING WATER QUALITY   2011-12   2012-13   2013-14   2014-15   2015-16     Microbiological water quality compliance (per cent)   100   100   99   100   100     Turbidity compliance (per cent)   100   100   100   100   100     Number of water quality complaints (colour, taste/odour, other) (No.)   353   208   213   248   219     ENVIRONMENTAL PERFORMANCE   2011-12   2012-13   2013-14   2014-15   2015-16     Recycling - effluent reuse (per cent of effluent)   43   41   32   37   40     Biosolids - reused (per cent)   100   100   100   132   610     Total CO2 equivalent emissions (tonnes)   33 126   33 017   31 648   44 006   56 374	Water main bursts and leaks (per 100km water main)	28.5	26.7	28.6	26.1	29.1
Sewer spills from reticulation and branch sewers (per 100km sewer main)   25.3   34.9   38.4   33.5   39.9     Number of sewerage service quality & reliability complaints (No.)   1   3   5   4   6     DRINKING WATER QUALITY   2011-12   2012-13   2013-14   2014-15   2015-16     Microbiological water quality compliance (per cent)   100   100   99   100   100     Turbidity compliance (per cent)   100   100   100   100   100     Number of water quality complaints (colour, taste/odour, other) (No.)   353   208   213   248   219     ENVIRONMENTAL PERFORMANCE   2011-12   2012-13   2013-14   2014-15   2015-16     Recycling - effluent reuse (per cent of effluent)   43   41   32   37   40     Biosolids - reused (per cent)   100   100   100   132   610     Total CO2 equivalent emissions (tonnes)   33 126   33 017   31 648   44 006   56 374	Number of water supply reliability and flow rate complaints (No.)	7	3	11	6	12
Number of sewerage service quality & reliability complaints (No.)     1     3     5     4     6       DRINKING WATER QUALITY     2011-12     2012-13     2013-14     2014-15     2015-16       Microbiological water quality compliance (per cent)     100     100     99     100     100       Turbidity compliance (per cent)     100     100     100     100     100       Number of water quality complaints (colour, taste/odour, other) (No.)     353     208     213     248     219       ENVIRONMENTAL PERFORMANCE     2011-12     2012-13     2013-14     2014-15     2015-16       Recycling - effluent reuse (per cent of effluent)     43     41     32     37     40       Biosolids - reused (per cent)     100     100     100     132     610       Total CO2 equivalent emissions (tonnes)     33 126     33 017     31 648     44 006     56 374	Sewer main blockages (per 100km sewer main)	43.0	53.7	62.9	48.2	53.7
DRINKING WATER QUALITY     2011-12     2012-13     2013-14     2014-15     2015-16       Microbiological water quality compliance (per cent)     100     100     99     100     100       Turbidity compliance (per cent)     100     100     100     100     100       Number of water quality complaints (colour, taste/odour, other) (No.)     353     208     213     248     219       ENVIRONMENTAL PERFORMANCE     2011-12     2012-13     2013-14     2014-15     2015-16       Recycling - effluent reuse (per cent of effluent)     43     41     32     37     40       Biosolids - reused (per cent)     100     100     100     132     610       Total CO2 equivalent emissions (tonnes)     33 126     33 017     31 648     44 006     56 374	Sewer spills from reticulation and branch sewers (per 100km sewer main)	25.3	34.9	38.4	33.5	39.9
Microbiological water quality compliance (per cent)   100   100   99   100   100     Turbidity compliance (per cent)   100   100   100   100   100     Number of water quality complaints (colour, taste/odour, other) (No.)   353   208   213   248   219     ENVIRONMENTAL PERFORMANCE   2011-12   2012-13   2013-14   2014-15   2015-16     Recycling - effluent reuse (per cent of effluent)   43   41   32   37   40     Biosolids - reused (per cent)   100   100   100   132   610     Total CO2 equivalent emissions (tonnes)   33 126   33 017   31 648   44 006   56 374	Number of sewerage service quality & reliability complaints (No.)	1	3	5	4	6
Turbidity compliance (per cent)   100	DRINKING WATER QUALITY	2011-12	2012-13	2013-14	2014-15	2015-16
Number of water quality complaints (colour, taste/odour, other) (No.)     353     208     213     248     219       ENVIRONMENTAL PERFORMANCE     2011-12     2012-13     2013-14     2014-15     2015-16       Recycling - effluent reuse (per cent of effluent)     43     41     32     37     40       Biosolids - reused (per cent)     100     100     100     132     610       Total CO2 equivalent emissions (tonnes)     33 126     33 017     31 648     44 006     56 374	Microbiological water quality compliance (per cent)	100	100	99	100	100
ENVIRONMENTAL PERFORMANCE     2011-12     2012-13     2013-14     2014-15     2015-16       Recycling - effluent reuse (per cent of effluent)     43     41     32     37     40       Biosolids - reused (per cent)     100     100     100     132     610       Total CO2 equivalent emissions (tonnes)     33 126     33 017     31 648     44 006     56 374	Turbidity compliance (per cent)	100	100	100	100	100
Recycling - effluent reuse (per cent of effluent)   43   41   32   37   40     Biosolids - reused (per cent)   100   100   100   132   610     Total CO2 equivalent emissions (tonnes)   33 126   33 017   31 648   44 006   56 374	Number of water quality complaints (colour, taste/odour, other) (No.)	353	208	213	248	219
Biosolids - reused (per cent)     100     100     100     132     610       Total CO2 equivalent emissions (tonnes)     33 126     33 017     31 648     44 006     56 374	ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Total CO2 equivalent emissions (tonnes) 33 126 33 017 31 648 44 006 56 374	Recycling - effluent reuse (per cent of effluent)	43	41	32	37	40
	Biosolids - reused (per cent)	100	100	100	132	610
Number of sewer odour complaints (No.) 104 136 122 139 168	Total CO2 equivalent emissions (tonnes)	33 126	33 017	31 648	44 006	56 374
	Number of sewer odour complaints (No.)	104	136	122	139	168