

2014-15 WATER PERFORMANCE REPORT

GOULBURN VALLEY WATER — FACT SHEET



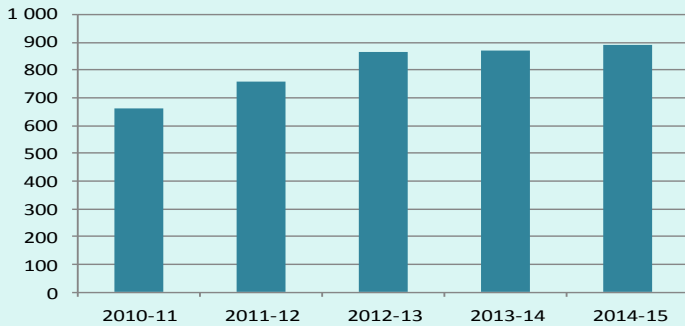
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

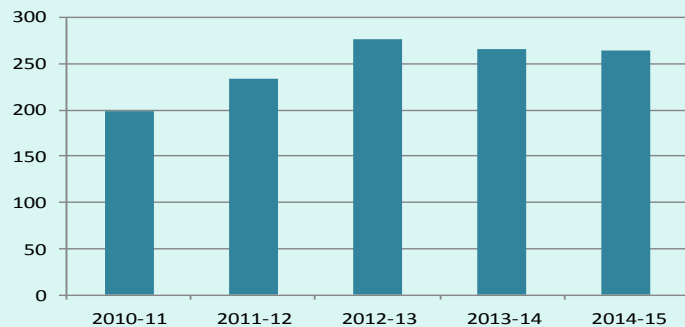
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$869 in 2013-14 to \$891.
- Tenants who are not billed fixed charges had their bills increase from \$290 in 2013-14 to \$297.

Average Household Consumption (kilolitres)



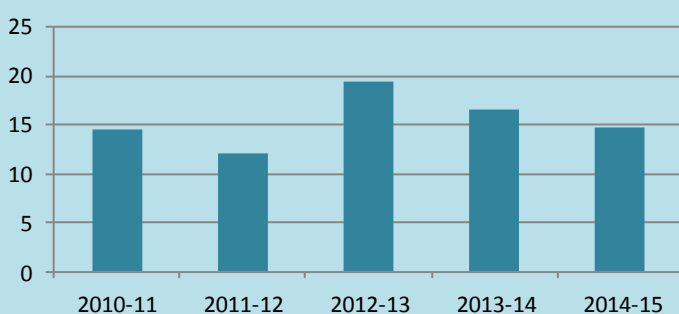
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 5 637 in 2013-14 to 5 528.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 15 minutes off supply (2 minutes better than 2013-14).



WATER CUSTOMERS

56 537

2% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$891

Statewide \$1006

AVERAGE HOUSEHOLD CONSUMPTION

265 kL

Statewide 159 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Marysville new water treatment plant

On schedule

- Numurkah water treatment plant upgrade

Delayed

- Cobram — MGC unfluoridated water pipeline
- Kilmore wastewater management facility additional winter storage
- Mansfield wastewater management facility additional winter storage

Deferred

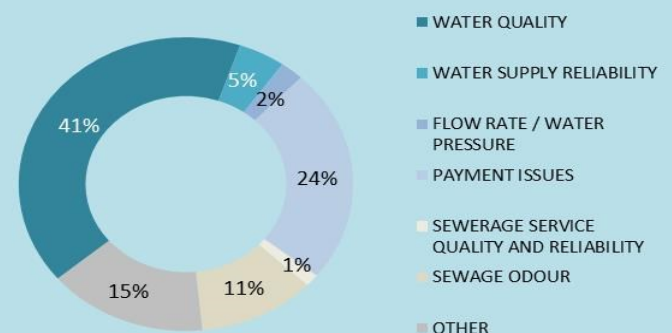
- Shepparton water treatment plant upgrade

Sewer System Reliability

- 10 sewer blockages per 100km of sewer main, an improvement from 20 reported in 2013-14.

Complaints

- 220 complaints were received by the business, down 108 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.)	53 830	54 666	55 305	55 855	56 537
Number of sewer customers (No.)	47 218	47 908	48 493	49 062	49 682
Length of water main (km)	1 751	1 792	1 794	1 807	1 819
Length of sewer main (km)	1 207	1 226	1 233	1 248	1 261
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	199	234	276	266	265
Average household bills (\$, nominal)					
Owner occupiers	662	759	864	869	891
Tenants	168	224	293	290	297
Number of customers on flexible payment (Instalment) plans (No.)	2959	4205	5708	5637	5528
Number of Hardship grants approved (No.)	76	97	192	324	686
Number of legal actions initiated for non-payment of bill - residential (No.)	6	5	14	20	5
Number of restrictions applied for non-payment of bill - residential (No.)	201	201	226	140	183
Number of payment issue complaints (No.)	53	75	32	29	52
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	34 347	34 204	37 175	29 199	33 853
account line	28 198	28 358	31 066	25 072	28 314
fault line	6 149	5 846	6 109	4 127	5 539
Average time to connect to an operator - account and fault line (seconds)	24	25	25	25	26
Total number of complaints - all categories (No.)	520	459	325	328	220
Number of complaints to ombudsman (EWOV) (No.)	26	20	31	23	30
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	18.4	21.7	26.1	23.6	18.9
Average duration of interruptions (minutes)					
planned	104	80	76	99	112
unplanned	104	97	128	100	113
Average customer minutes off supply - total	14	12	19	17	15
Water main bursts and leaks (per 100km water main)	18.3	22.2	29.4	27.5	22.6
Number of water supply reliability and flow rate complaints (No.)	67	46	11	8	15
Sewer main blockages (per 100km sewer main)	20.5	17.7	22.4	20.4	10.1
Sewer spills from reticulation and branch sewers (per 100km sewer main)	3.1	3.2	3.0	3.7	3.6
Number of sewerage service quality & reliability complaints (No.)	3	5	3	7	3
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.)	354	276	180	172	91
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	40	79	80	94	85
Biosolids - reused (per cent)	6	63	296	0	100
Total CO2 equivalent emissions (tonnes)	24 122	42 453	46 926	48 750	49 295
Number of sewer odour complaints (No.)	28	26	30	47	25