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 $921 in 2014-15 to $959.
- Tenants who are not billed fixed charges had their bills increase from $275 in 2014-15 to $302.

Average Household Consumption (kilolitres)

Flexible Payment (Instalment) Plans
- Number of residential customers on flexible payment plans increased from 1,621 in 2014-15 to 2,128.

WATER CUSTOMERS
33,244
1% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL
$959
Statewide $1,048

AVERAGE HOUSEHOLD CONSUMPTION
504 kL
Statewide 167 kL

STATUS OF MAJOR PROJECTS
Scheduled for 1 July 2013 to 30 June 2018

Completed
- Mildura emergency sewer overflow storages
- Mildura Trunk Extension
- Mildura water supply strategy
- Red Cliffs WTP upgrade

Delayed
- WTP PLC replacement
- WTP water quality improvements

Deferred
- Merebin sewage diversion to Koorlong WWTP
- Relocation of 14th Street tower

SERVICE DELIVERY

Water Supply Reliability
- Customers experienced an average of 16 minutes off supply (5 minutes more than 2014-15).

Sewer System Reliability
16 sewer blockages per 100km of sewer main were reported, one less than in 2014-15.

Complaints
- 98 complaints were received by the business, up 37 from the total in 2014-15.

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers (No.)</td>
<td>31,980</td>
<td>32,246</td>
<td>32,581</td>
<td>32,942</td>
<td>33,244</td>
</tr>
<tr>
<td>Number of sewer customers (No.)</td>
<td>27,617</td>
<td>27,856</td>
<td>28,084</td>
<td>28,519</td>
<td>28,691</td>
</tr>
<tr>
<td>Length of water main (km)</td>
<td>902</td>
<td>906</td>
<td>907</td>
<td>915</td>
<td>921</td>
</tr>
<tr>
<td>Length of sewer main (km)</td>
<td>656</td>
<td>628</td>
<td>633</td>
<td>636</td>
<td>640</td>
</tr>
</tbody>
</table>

## AFFORDABILITY

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average household consumption (kL per household)</td>
<td>391</td>
<td>479</td>
<td>450</td>
<td>475</td>
<td>504</td>
</tr>
<tr>
<td>Average household bills ($, nominal)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner occupiers</td>
<td>770</td>
<td>832</td>
<td>872</td>
<td>921</td>
<td>959</td>
</tr>
<tr>
<td>Tenants</td>
<td>179</td>
<td>232</td>
<td>246</td>
<td>275</td>
<td>302</td>
</tr>
<tr>
<td>Number of customers on flexible payment (Instalment) plans (No.)</td>
<td>1668</td>
<td>1346</td>
<td>1789</td>
<td>1621</td>
<td>2128</td>
</tr>
<tr>
<td>Number of Hardship grants approved (No.)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Number of legal actions initiated for non-payment of bill - residential (No.)</td>
<td>10</td>
<td>2</td>
<td>9</td>
<td>9</td>
<td>3</td>
</tr>
<tr>
<td>Number of restrictions applied for non-payment of bill - residential (No.)</td>
<td>165</td>
<td>51</td>
<td>42</td>
<td>35</td>
<td>30</td>
</tr>
<tr>
<td>Number of payment issue complaints (No.)</td>
<td>106</td>
<td>131</td>
<td>11</td>
<td>7</td>
<td>9</td>
</tr>
</tbody>
</table>

## CUSTOMER RESPONSIVENESS AND SERVICE

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of customer calls (No.)</td>
<td>22,588</td>
<td>24,094</td>
<td>24,641</td>
<td>25,333</td>
<td>25,558</td>
</tr>
<tr>
<td>account line</td>
<td>22,588</td>
<td>24,094</td>
<td>24,641</td>
<td>25,333</td>
<td>25,558</td>
</tr>
<tr>
<td>fault line</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average time to connect to an operator - account and fault line (seconds)</td>
<td>19</td>
<td>18</td>
<td>19</td>
<td>18</td>
<td>19</td>
</tr>
<tr>
<td>Total number of complaints - all categories (No.)</td>
<td>254</td>
<td>186</td>
<td>45</td>
<td>61</td>
<td>98</td>
</tr>
<tr>
<td>Number of complaints to ombudsman (EWOV) (No.)</td>
<td>17</td>
<td>10</td>
<td>7</td>
<td>10</td>
<td>15</td>
</tr>
</tbody>
</table>

## NETWORK RELIABILITY AND EFFICIENCY

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Water supply interruptions (per 100km water main)</td>
<td>88.4</td>
<td>49.0</td>
<td>42.1</td>
<td>31.7</td>
<td>32.4</td>
</tr>
<tr>
<td>Average duration of interruptions (minutes)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>planned</td>
<td>181</td>
<td>94</td>
<td>73</td>
<td>79</td>
<td>80</td>
</tr>
<tr>
<td>unplanned</td>
<td>55</td>
<td>51</td>
<td>43</td>
<td>57</td>
<td>54</td>
</tr>
<tr>
<td>Average customer minutes off supply - total</td>
<td>177</td>
<td>14</td>
<td>8</td>
<td>11</td>
<td>16</td>
</tr>
<tr>
<td>Water main bursts and leaks (per 100km water main)</td>
<td>44.1</td>
<td>45.1</td>
<td>30.0</td>
<td>35.4</td>
<td>32.0</td>
</tr>
<tr>
<td>Number of water supply reliability and flow rate complaints (No.)</td>
<td>11</td>
<td>5</td>
<td>2</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Sewer main blockages (per 100km sewer main)</td>
<td>11.3</td>
<td>16.1</td>
<td>16.7</td>
<td>17.1</td>
<td>15.6</td>
</tr>
<tr>
<td>Sewer spills from reticulation and branch sewers (per 100km sewer main)</td>
<td>1.5</td>
<td>4.3</td>
<td>5.4</td>
<td>2.5</td>
<td>2.8</td>
</tr>
<tr>
<td>Number of sewerage service quality &amp; reliability complaints (No.)</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>7</td>
</tr>
</tbody>
</table>

## DRINKING WATER QUALITY

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Microbiological water quality compliance (per cent)</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Turbidity compliance (per cent)</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Number of water quality complaints (colour, taste/odour, other) (No.)</td>
<td>36</td>
<td>24</td>
<td>15</td>
<td>21</td>
<td>29</td>
</tr>
</tbody>
</table>

## ENVIRONMENTAL PERFORMANCE

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Recycling - effluent reuse (per cent of effluent)</td>
<td>44</td>
<td>45</td>
<td>56</td>
<td>51</td>
<td>49</td>
</tr>
<tr>
<td>Biosolids - reused (per cent)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total CO2 equivalent emissions (tonnes)</td>
<td>34,922</td>
<td>11,166</td>
<td>17,366</td>
<td>17,912</td>
<td>20,015</td>
</tr>
<tr>
<td>Number of sewer odour complaints (No.)</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>8</td>
<td>17</td>
</tr>
</tbody>
</table>