

2015-16 WATER PERFORMANCE REPORT

LOWER MURRAY WATER — FACT SHEET



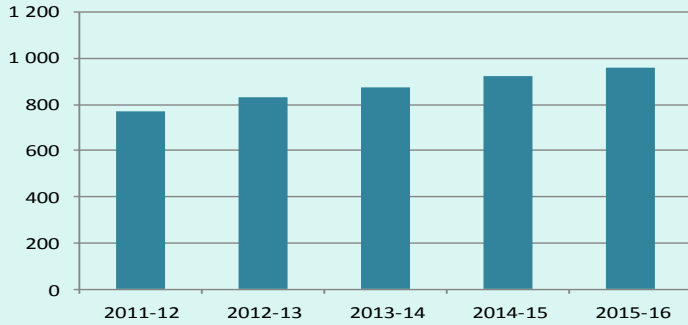
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

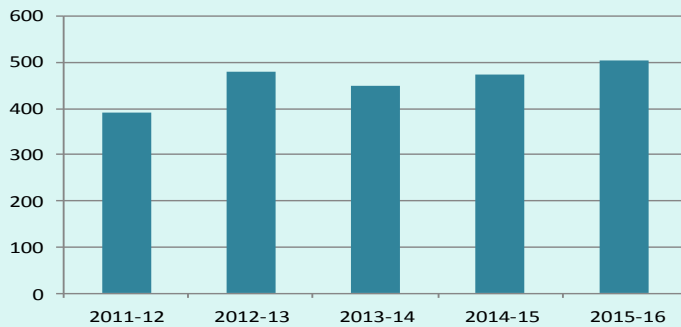
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$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 \$1048

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

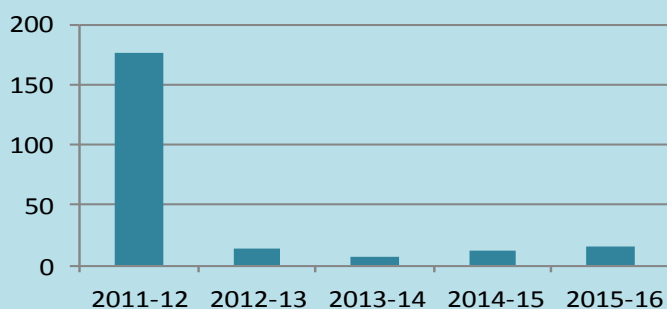
Deferred

- 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).

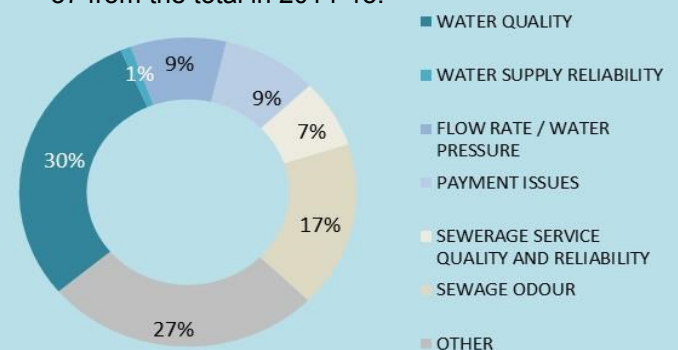


Sewer System Reliability

- 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.



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GENERAL	2011-12	2012-13	2013-14	2014-15	2015-16
Number of water customers (No.)	31 980	32 246	32 581	32 942	33 244
Number of sewer customers (No.)	27 617	27 856	28 084	28 519	28 691
Length of water main (km)	902	906	907	915	921
Length of sewer main (km)	656	628	633	636	640
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	391	479	450	475	504
Average household bills (\$, nominal)					
Owner occupiers	770	832	872	921	959
Tenants	179	232	246	275	302
Number of customers on flexible payment (Instalment) plans (No.)	1668	1346	1789	1621	2128
Number of Hardship grants approved (No.)	0	0	0	0	0
Number of legal actions initiated for non-payment of bill - residential (No.)	10	2	9	9	3
Number of restrictions applied for non-payment of bill - residential (No.)	165	51	42	35	30
Number of payment issue complaints (No.)	106	131	11	7	9
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	22 588	24 094	24 641	25 333	25 558
account line	22 588	24 094	24 641	25 333	25 558
fault line	0	0	0	0	0
Average time to connect to an operator - account and fault line (seconds)	19	18	19	18	19
Total number of complaints - all categories (No.)	254	186	45	61	98
Number of complaints to ombudsman (EWOV) (No.)	17	10	7	10	15
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	88.4	49.0	42.1	31.7	32.4
Average duration of interruptions (minutes)					
planned	181	94	73	79	80
unplanned	55	51	43	57	54
Average customer minutes off supply - total	177	14	8	11	16
Water main bursts and leaks (per 100km water main)	44.1	45.1	30.0	35.4	32.0
Number of water supply reliability and flow rate complaints (No.)	11	5	2	5	10
Sewer main blockages (per 100km sewer main)	11.3	16.1	16.7	17.1	15.6
Sewer spills from reticulation and branch sewers (per 100km sewer main)	1.5	4.3	5.4	2.5	2.8
Number of sewerage service quality & reliability complaints (No.)	4	1	3	2	7
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.)	36	24	15	21	29
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	44	45	56	51	49
Biosolids - reused (per cent)	0	0	0	0	0
Total CO2 equivalent emissions (tonnes)	34 922	11 166	17 366	17 912	20 015
Number of sewer odour complaints (No.)	3	2	2	8	17