

2014-15 WATER PERFORMANCE REPORT

LOWER MURRAY WATER — FACT SHEET



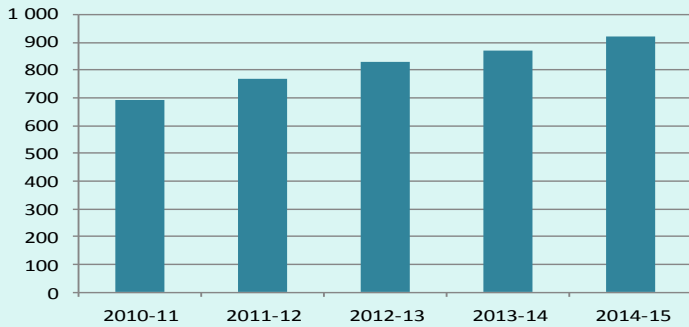
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

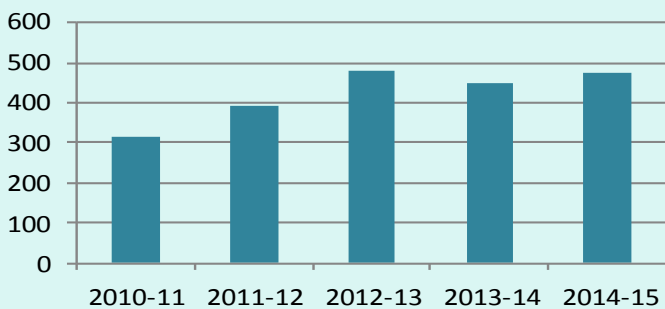
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$872 in 2013-14 to \$921.
- Tenants who are not billed fixed charges had their bills increase from \$246 in 2013-14 to \$275.

Average Household Consumption (kilolitres)



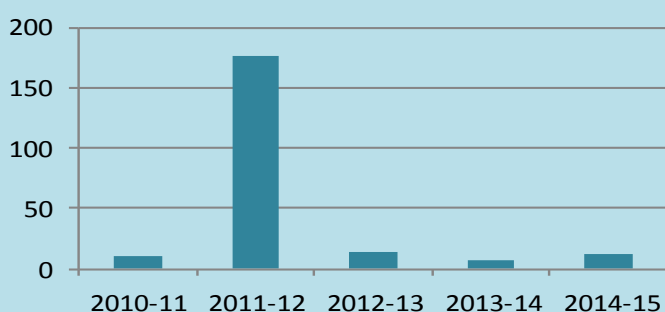
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 1 789 in 2013-14 to 1 621.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 11 minutes off supply (3 minutes more than 2013-14).



WATER CUSTOMERS

32 942

1% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$921

Statewide \$1006

AVERAGE HOUSEHOLD CONSUMPTION

475 kL

Statewide 159 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Mildura emergency sewer overflow storages
- Red Cliffs WTP upgrade

On schedule

- Mildura Trunk Extension
- Mildura water supply strategy
- WTP PLC replacement
- WTP water quality improvements

Deferred

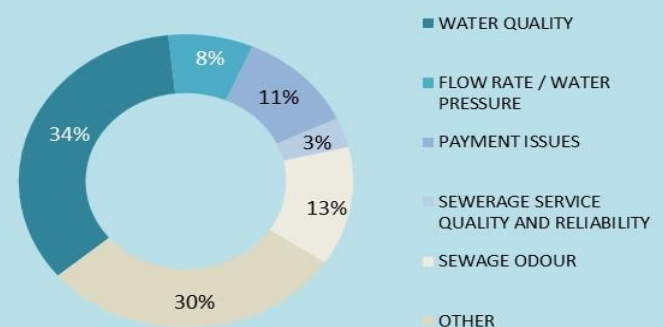
- Merebin sewage diversion to Koorlong WWTP
- Relocation of 14th Street tower

Sewer System Reliability

- 17 sewer blockages per 100km of sewer main were reported (no change from 2013-14).

Complaints

- 61 complaints were received by the business, up 16 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.)	31 484	31 980	32 246	32 581	32 942
Number of sewer customers (No.)	27 148	27 617	27 856	28 084	28 519
Length of water main (km)	899	902	906	907	915
Length of sewer main (km)	623	656	628	633	636
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	313	391	479	450	475
Average household bills (\$, nominal)					
Owner occupiers	691	770	832	872	921
Tenants	120	179	232	246	275
Number of customers on flexible payment (Instalment) plans (No.)	1375	1668	1346	1789	1621
Number of Hardship grants approved (No.)	0	0	0	0	0
Number of legal actions initiated for non-payment of bill - residential (No.)	16	10	2	9	9
Number of restrictions applied for non-payment of bill - residential (No.)	46	165	51	42	35
Number of payment issue complaints (No.)	52	106	131	11	7
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	28 192	22 588	24 094	24 641	25 333
account line	28 192	22 588	24 094	24 641	25 333
fault line	0	0	0	0	0
Average time to connect to an operator - account and fault line (seconds)	16	19	18	19	18
Total number of complaints - all categories (No.)	222	254	186	45	61
Number of complaints to ombudsman (EWOV) (No.)	8	17	10	7	10
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	45.4	88.4	49.0	42.1	31.7
Average duration of interruptions (minutes)					
planned	51	181	94	73	79
unplanned	55	55	51	43	57
Average customer minutes off supply - total	11	177	14	8	11
Water main bursts and leaks (per 100km water main)	31.1	44.1	45.1	30.0	35.4
Number of water supply reliability and flow rate complaints (No.)	22	11	5	2	5
Sewer main blockages (per 100km sewer main)	16.5	11.3	16.1	16.7	17.1
Sewer spills from reticulation and branch sewers (per 100km sewer main)	2.7	1.5	4.3	5.4	2.5
Number of sewerage service quality & reliability complaints (No.)	0	4	1	3	2
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.)	127	36	24	15	21
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	48	44	45	56	51
Biosolids - reused (per cent)	0	0	0	0	0
Total CO2 equivalent emissions (tonnes)	22 820	34 922	11 166	17 366	17 912
Number of sewer odour complaints (No.)	4	3	2	2	8