

2015-16 WATER PERFORMANCE REPORT

NORTH EAST WATER — FACT SHEET



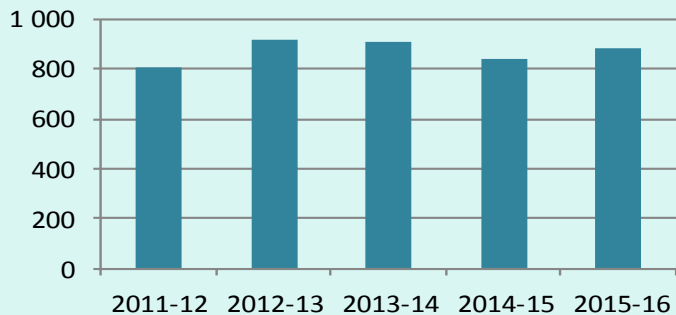
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

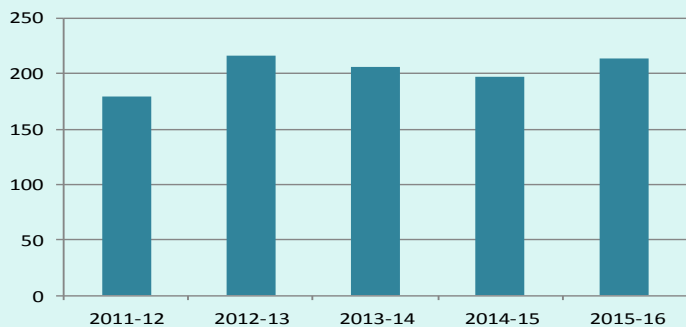
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$843 in 2014-15 to \$885.
- Tenants who are not billed fixed charges had their bills increase from \$418 in 2014-15 to \$458.

Average Household Consumption (kilolitres)



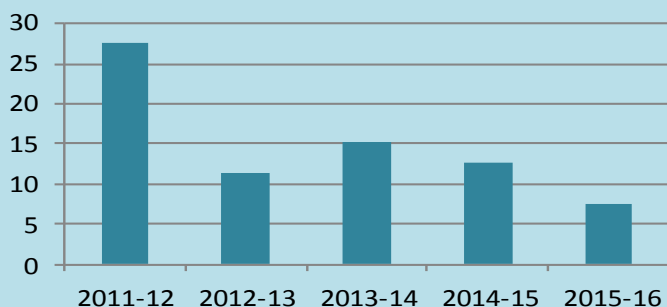
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 3 494 in 2014-15 to 3 061.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 7 minutes off supply (6 minutes better than 2014-15).



WATER CUSTOMERS

49 576

2% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$885

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

214 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Bright off-river storage

On schedule

- Beechworth clearwater storage tank
- Bright water treatment plant
- Goorambat Security of Supply

Delayed

- Servicing unserviced communities (small towns) — Moyhu sewerage system

Deferred

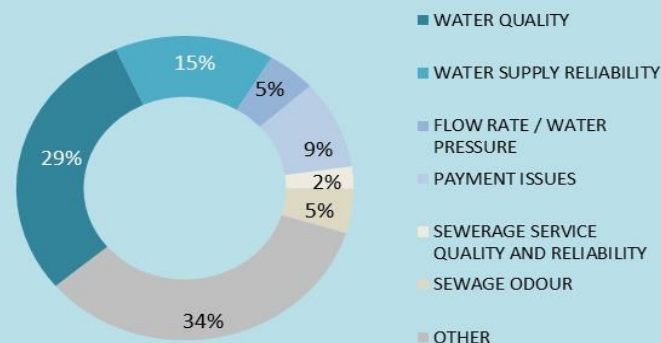
- Wangaratta wastewater treatment stage 1 upgrade
- Yackandandah reclaimed water management

Sewer System Reliability

- 10 sewer blockages per 100km of sewer main, an increase on 9 reported in 2014-15.

Complaints

- 85 complaints were received by the business, down 43 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.)	46 845	47 499	48 285	49 114	49 576
Number of sewer customers (No.)	41 249	41 878	43 074	44 006	44 780
Length of water main (km)	1 654	1 672	1 716	1 737	1 595
Length of sewer main (km)	1 101	1 119	1 167	1 172	1 189
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	179	216	206	197	214
Average household bills (\$, nominal)					
Owner occupiers	804	922	911	843	885
Tenants	394	503	487	418	458
Number of customers on flexible payment (Instalment) plans (No.)	1853	3060	3130	3494	3061
Number of Hardship grants approved (No.)	0	3	19	27	54
Number of legal actions initiated for non-payment of bill - residential (No.)	12	19	6	9	1
Number of restrictions applied for non-payment of bill - residential (No.)	176	156	166	203	241
Number of payment issue complaints (No.)	14	8	11	32	8
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	28 932	27 762	32 739	36 342	39 349
account line	27 778	26 550	31 252	33 499	36 090
fault line	1 154	1 212	1 487	2 843	3 259
Average time to connect to an operator - account and fault line (seconds)	10	9	17	15	15
Total number of complaints - all categories (No.)	145	77	73	128	85
Number of complaints to ombudsman (EWOV) (No.)	18	44	37	44	35
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	20.7	20.0	17.9	18.4	12.8
Average duration of interruptions (minutes)					
planned	129	121	85	77	88
unplanned	199	87	102	105	108
Average customer minutes off supply - total	28	11	15	13	7
Water main bursts and leaks (per 100km water main)	18.0	21.3	13.3	12.5	8.7
Number of water supply reliability and flow rate complaints (No.)	14	4	7	22	17
Sewer main blockages (per 100km sewer main)	9.1	5.7	9.7	8.8	9.6
Sewer spills from reticulation and branch sewers (per 100km sewer main)	1.1	1.2	1.6	1.3	1.0
Number of sewerage service quality & reliability complaints (No.)	4	4	3	5	2
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.)	91	34	17	19	25
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	25	32	25	32	32
Biosolids - reused (per cent)	0	0	0	496	0
Total CO2 equivalent emissions (tonnes)	38 432	39 637	41 521	41 162	43 862
Number of sewer odour complaints (No.)	8	3	0	8	4