

# 2014-15 WATER PERFORMANCE REPORT

## WANNON WATER — FACT SHEET



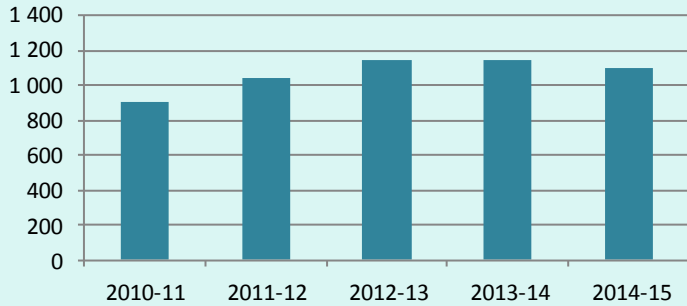
For the full report on all 16 Victorian urban water businesses visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)



### CUSTOMER OUTCOMES

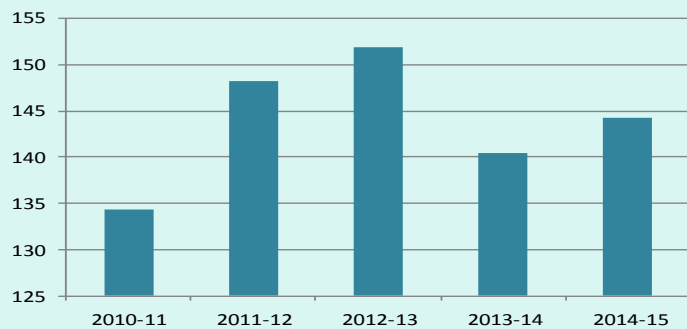
#### Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill decreased from \$1140 in 2013-14 to \$1101.
- Tenants who are not billed fixed charges had their bills decrease from \$253 in 2013-14 to \$197.

#### Average Household Consumption (kilolitres)



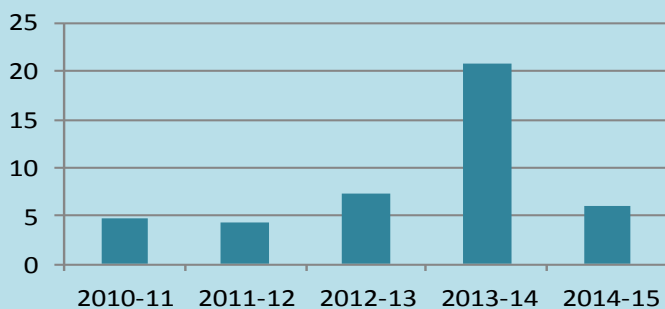
#### Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 5 539 in 2013-14 to 4 642.

### SERVICE DELIVERY

#### Water Supply Reliability

- Customers experienced an average of 6 minutes off supply (15 minutes better than 2013-14).



### WATER CUSTOMERS

**42 261**

*2% of state total (2.6 million)*

### AVERAGE HOUSEHOLD BILL

**\$1101**

*Statewide \$1006*

### AVERAGE HOUSEHOLD CONSUMPTION

**144 kL**

*Statewide 159 kL*

### STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

#### Completed

- Curdie Vale bore construction
- Dutton Way sewerage and water services
- West Portland sewerage services

#### On schedule

- Casterton water treatment plant clarifier
- Cobden and Casterton water reclamation plant irrigation
- Heywood and Hamilton water reclamation plant irrigation
- Portland reclamation plant wind energy project

#### Delayed

- Construct new bore at Wyatt St Portland

#### Deferred

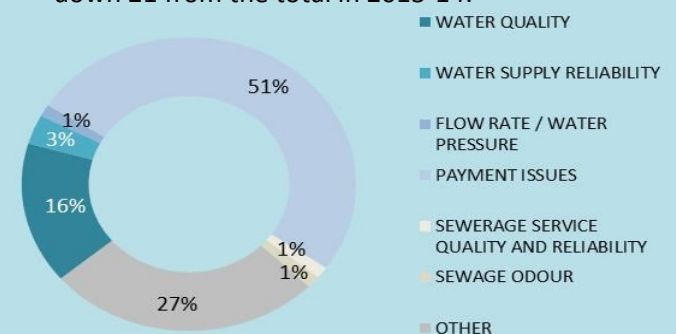
- Water tower and pump station in Wollaston and Wangoom Road Warrnambool

### Sewer System Reliability

- 13 sewer blockages per 100km of sewer main, an increase from 12 reported blockages in 2013-14.

### Complaints

- 154 complaints were received by the business, down 21 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.)	40 671	41 236	41 550	42 008	42 261
Number of sewer customers (No.)	34 251	34 690	35 009	35 419	35 839
Length of water main (km)	1 821	1 877	1 877	1 882	1 882
Length of sewer main (km)	886	882	884	910	919
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	134	148	152	140	144
Average household bills (\$, nominal)					
Owner occupiers	902	1 044	1 148	1 140	1 101
Tenants	192	240	265	253	197
Number of customers on flexible payment (Instalment) plans (No.)	3557	3942	5150	5539	4642
Number of Hardship grants approved (No.)	252	134	243	372	308
Number of legal actions initiated for non-payment of bill - residential (No.)	62	38	9	8	74
Number of restrictions applied for non-payment of bill - residential (No.)	102	128	116	165	165
Number of payment issue complaints (No.)	207	166	149	72	78
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	40 877	44 692	35 264	37 040	35 417
account line	40 877	44 692	35 264	37 040	35 417
fault line	0	0	0	0	0
Average time to connect to an operator - account and fault line (seconds)	7	7	7	8	11
Total number of complaints - all categories (No.)	446	301	232	175	154
Number of complaints to ombudsman (EWOV) (No.)	46	39	60	36	31
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	7.6	5.5	8.4	9.6	6.8
Average duration of interruptions (minutes)					
planned	113	196	201	172	199
unplanned	66	89	111	101	91
Average customer minutes off supply - total	5	4	7	21	6
Water main bursts and leaks (per 100km water main)	12.2	10.9	12.7	10.5	9.7
Number of water supply reliability and flow rate complaints (No.)	24	19	7	13	7
Sewer main blockages (per 100km sewer main)	10.4	8.3	10.7	11.5	13.4
Sewer spills from reticulation and branch sewers (per 100km sewer main)	9.1	7.6	6.3	8.6	9.6
Number of sewerage service quality & reliability complaints (No.)	17	5	5	10	2
DRINKING WATER QUALITY	2010-11	2011-12	2012-13	2013-14	2014-15
Microbiological water quality compliance (per cent)	100	99	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Number of water quality complaints (colour, taste/odour, other) (No.)	108	54	35	25	24
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	7	12	17	12	20
Biosolids - reused (per cent)	100	100	100	91	95
Total CO2 equivalent emissions (tonnes)	28 578	33 753	30 714	29 095	31 725
Number of sewer odour complaints (No.)	7	6	8	2	2