

2015-16 WATER PERFORMANCE REPORT

WESTERN WATER — FACT SHEET



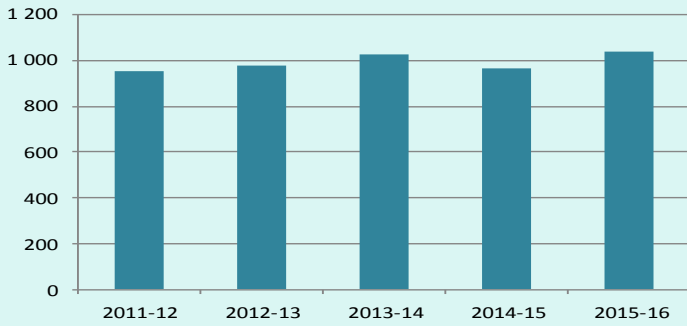
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

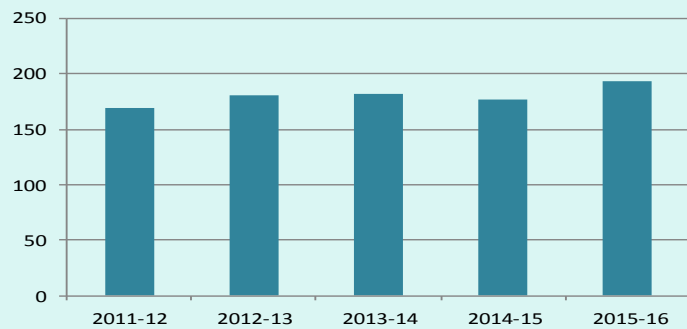
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$964 in 2014-15 to \$1037.
- Tenants who are not billed fixed charges had their bills increase from \$190 in 2013-14 to \$236.

Average Household Consumption (kilolitres)



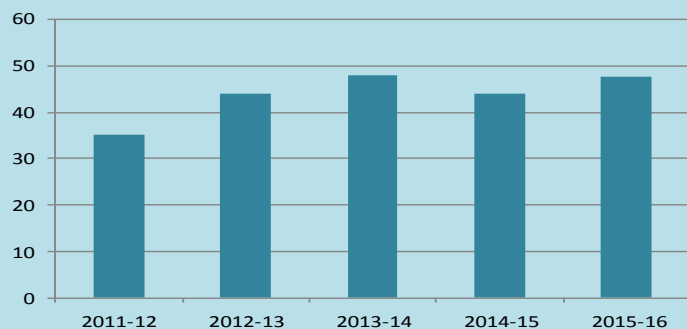
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans increased from 3 533 in 2014-15 to 4 464.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 48 minutes off supply (4 minutes more than 2014-15).



WATER CUSTOMERS

60 158

2% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1037

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

193 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

On schedule

- Bacchus Marsh RWP winter storage lagoon
- Bacchus Marsh sewer rising main Geelong Road

Delayed

- Sunbury recycled water plant (RWP) upgrade

Deferred

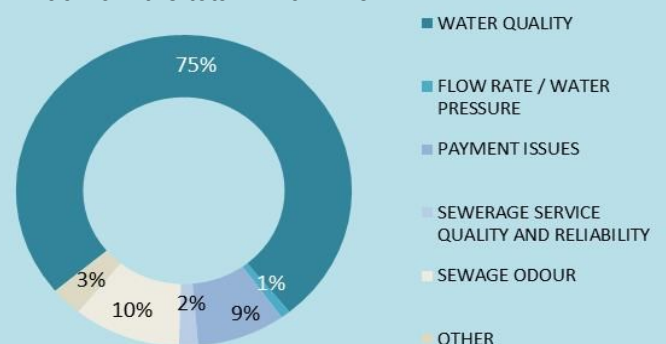
- Bacchus Marsh rising main
- Melton Class A RWP upgrade
- Rockbank outfall sewer (rising main)
- Sunbury additional water storage — Bald Hill tank
- Surbiton Park RWP upgrade (digester)

Sewer System Reliability

- 14 sewer blockages per 100km of sewer main, a decrease from 16 blockages reported in 2014-15.

Complaints

- 329 complaints were received by the business, up 96 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.)	54 073	55 481	56 930	58 477	60 158
Number of sewer customers (No.)	48 138	49 555	51 004	52 564	54 197
Length of water main (km)	1 855	1 888	2 055	1 924	1 961
Length of sewer main (km)	1 149	1 185	1 205	1 231	1 257
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	169	181	182	178	193
Average household bills (\$, nominal)					
Owner occupiers	956	977	1 026	964	1 037
Tenants	245	265	283	190	236
Number of customers on flexible payment (Instalment) plans (No.)	4239	3699	3939	3533	4464
Number of Hardship grants approved (No.)	468	474	547	679	339
Number of legal actions initiated for non-payment of bill - residential (No.)	18	33	52	0	32
Number of restrictions applied for non-payment of bill - residential (No.)	109	119	111	43	146
Number of payment issue complaints (No.)	30	24	25	23	28
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	67 322	62 410	65 620	54 752	52 453
account line	67 322	62 410	65 620	50 178	41 372
fault line	0	0	0	4 574	11 081
Average time to connect to an operator - account and fault line (seconds)	19	20	19	18	21
Total number of complaints - all categories (No.)	219	220	265	233	329
Number of complaints to ombudsman (EWOV) (No.)	44	38	50	26	55
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	22.0	21.6	20.5	20.5	20.8
Average duration of interruptions (minutes)					
planned	145	174	150	159	163
unplanned	67	129	77	95	93
Average customer minutes off supply - total	35	44	48	44	48
Water main bursts and leaks (per 100km water main)	13.9	18.8	13.3	12.2	13.3
Number of water supply reliability and flow rate complaints (No.)	6	3	8	2	4
Sewer main blockages (per 100km sewer main)	15.6	12.7	15.7	15.5	14.1
Sewer spills from reticulation and branch sewers (per 100km sewer main)	7.7	5.7	7.4	4.5	5.1
Number of sewerage service quality & reliability complaints (No.)	0	4	0	0	6
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.)	168	180	221	197	247
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	64	65	75	72	83
Biosolids - reused (per cent)	117	115	44	163	77
Total CO2 equivalent emissions (tonnes)	17 287	15 644	15 217	30 646	31 900
Number of sewer odour complaints (No.)	0	0	2	1	34