

# 2015-16 WATER PERFORMANCE REPORT

## WESTERNPORT WATER — FACT SHEET



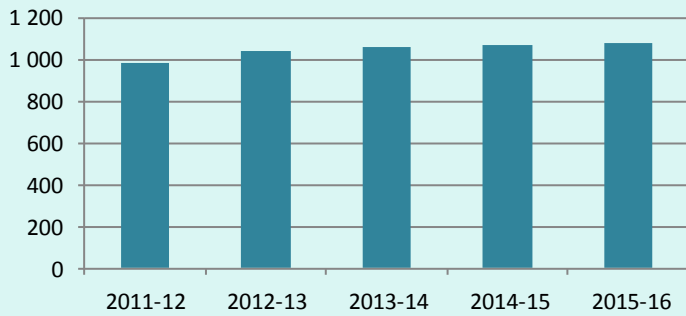
For the full report on all 16 Victorian urban water businesses visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)



### CUSTOMER OUTCOMES

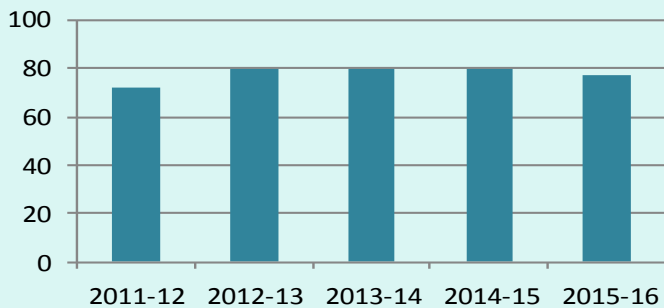
#### Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$1072 in 2014-15 to \$1079.
- Tenants who are not billed fixed charges had their bills decrease from \$129 in 2014-15 to \$125.

#### Average Household Consumption (kilolitres)



#### Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans increased from 199 in 2014-15 to 380.

### WATER CUSTOMERS

**15 972**

1% of state total (2.6 million)

### AVERAGE HOUSEHOLD BILL

**\$1079**

Statewide \$1048

### AVERAGE HOUSEHOLD CONSUMPTION

**77 kL**

Statewide 167 kL

### STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

#### Completed

- Candowie upgrade project
- Cowes wastewater reticulation — upgrade pump stations
- Cowes wastewater treatment plant upgrade

#### On schedule

- Cowes wastewater reticulation — new rising mains

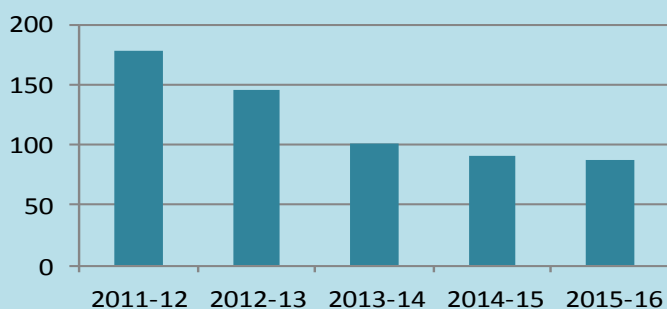
#### Delayed

- Ian Bartlett water purification plant tertiary treatment
- San Remo basin cover replacement

### SERVICE DELIVERY

#### Water Supply Reliability

- Customers experienced an average of 87 minutes off supply (5 minutes better than 2014-15).

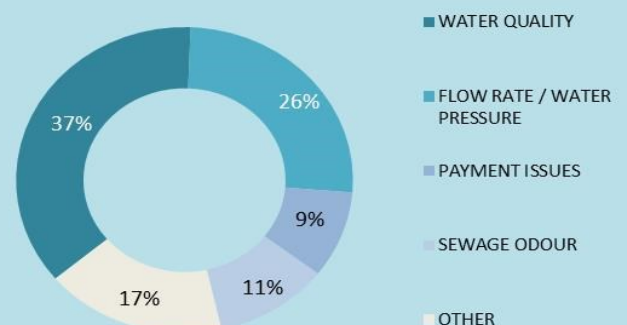


#### Sewer System Reliability

- 4 sewer blockages per 100km of sewer main, an increase from the 2 reported blockages in 2014-15.

#### Complaints

- 109 complaints were received by the business, up 32 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.)	15 358	15 567	15 726	15 708	15 972
Number of sewer customers (No.)	13 953	14 174	14 372	14 213	14 439
Length of water main (km)	453	444	474	448	451
Length of sewer main (km)	339	351	352	356	357
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	72	80	80	80	77
Average household bills (\$, nominal)					
Owner occupiers	988	1 041	1 064	1 072	1 079
Tenants	103	148	143	129	125
Number of customers on flexible payment (Instalment) plans (No.)	358	226	298	199	380
Number of Hardship grants approved (No.)	3	5	14	23	5
Number of legal actions initiated for non-payment of bill - residential (No.)	0	1	1	0	1
Number of restrictions applied for non-payment of bill - residential (No.)	13	0	83	0	9
Number of payment issue complaints (No.)	12	18	18	14	10
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	15 474	14 730	14 058	15 255	16 207
account line	13 928	13 077	12 559	13 786	14 587
fault line	1 546	1 653	1 499	1 469	1 620
Average time to connect to an operator - account and fault line (seconds)	20	21	20	16	10
Total number of complaints - all categories (No.)	145	141	213	77	109
Number of complaints to ombudsman (EWOV) (No.)	17	17	20	15	4
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	52.8	55.2	40.7	42.2	52.4
Average duration of interruptions (minutes)					
planned	145	186	167	148	148
unplanned	175	124	92	103	80
Average customer minutes off supply - total	179	147	102	92	87
Water main bursts and leaks (per 100km water main)	22.7	28.2	16.7	13.6	22.0
Number of water supply reliability and flow rate complaints (No.)	38	52	42	18	28
Sewer main blockages (per 100km sewer main)	4.7	4.6	2.8	2.0	4.2
Sewer spills from reticulation and branch sewers (per 100km sewer main)	4.4	2.8	6.3	2.0	3.6
Number of sewerage service quality & reliability complaints (No.)	2	0	0	0	0
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.)	40	18	101	28	40
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	9	18	18	19	22
Biosolids - reused (per cent)	122	43	106	135	0
Total CO2 equivalent emissions (tonnes)	7 315	6 259	6 471	6 473	6 053
Number of sewer odour complaints (No.)	20	19	14	1	12