



Water Business Profiles Supplement

Water performance report 2019–20

9 December 2020



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How to use this supplement



This supplement to our Water performance report 2019–20 provides a snapshot of the 16 urban water businesses in Victoria in alphabetical order.

What you will find in this supplement

Supply map: This map illustrates the water business's service region. For metropolitan Melbourne water businesses, this map shows the Port Phillip Bay area.

Key facts: Some key facts on customer size, average household water use and the typical annual bills (owner occupied and tenant) are reported with statewide averages for comparison.

Water supply restrictions: The number of customers that had their water supply restricted for overdue debt is provided for the last five years in a bar graph.

Complaints: Total customer complaints for 2019–20 are reported with the breakdown of complaint categories illustrated in a chart.

Service reliability: Key water supply and sewerage reliability measures are provided with average time off water supply represented in a bar graph.

Read all of our 2019–20 water performance resources

Find all of our 2019–20 performance information at www.esc.vic.gov.au/water-performance-reports, including:

- our report comparing the performance of the 16 urban water businesses
- these water business profiles that provide a snapshot of each business's performance
- a summary of the data behind our tables and charts in the report.



Barwon Water



Supply map

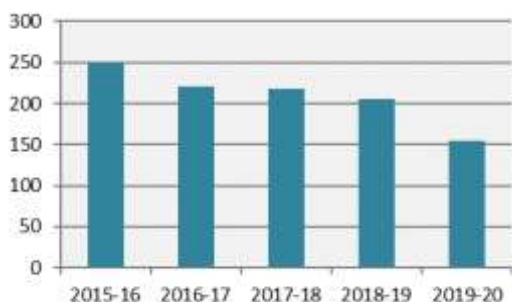


Key facts

Statewide

| | | |
|--|-----------------|-----------|
| Number of water customers: | 165,804 | 2,865,755 |
| Average household water use (kilolitres): | 160 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 1,032 | \$ 1,033 |
| Typical household bill (tenant): | \$ 292 | \$ 452 |

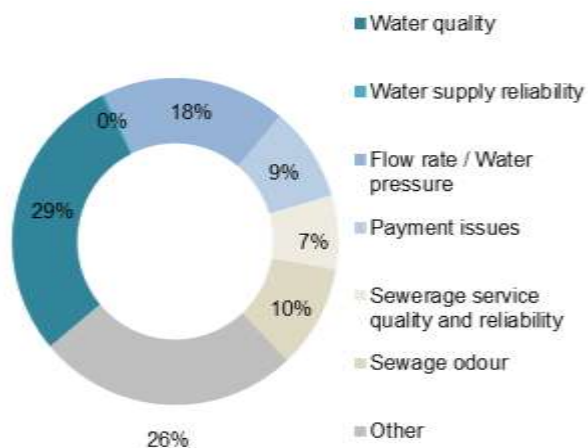
Water supply restrictions – residential



154 residential customers had their water supply restricted for overdue debt, 51 fewer residential customers than in 2018-19.

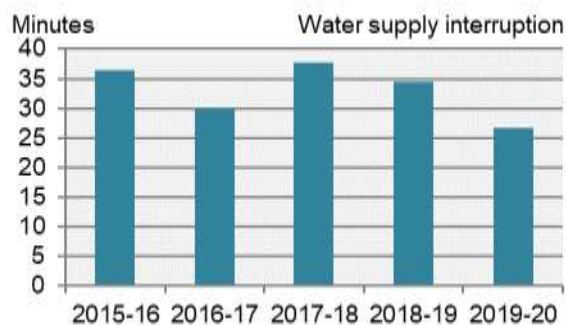
Complaints

686 complaints were received by the business, 6 fewer than the total in 2018-19.



Service reliability

Customers experienced an average of 27 minutes without water supply due to planned and unplanned interruptions.



99.6 per cent of sewer spills were contained in 5 hours.



Central Highlands Water



Supply map



Key facts

Statewide

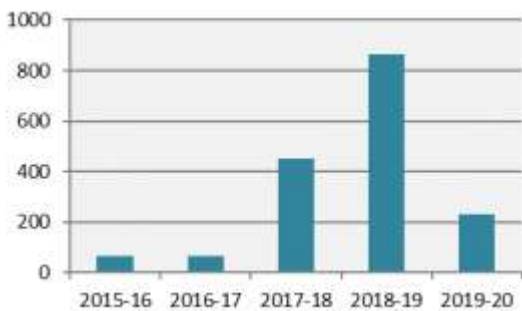
Number of water customers: **72,128** 2,865,755

Average household water use (kilolitres): **151 kL** 157 kL

Typical household bill (owner occupier): **\$ 1,232** \$ 1,033

Typical household bill (tenant): **\$ 290** \$ 452

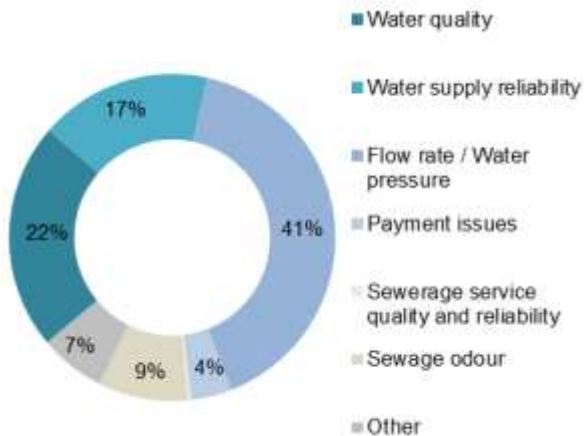
Water supply restrictions – residential



230 residential customers had their water supply restricted for overdue debt, 632 fewer residential customers than in 2018-19.

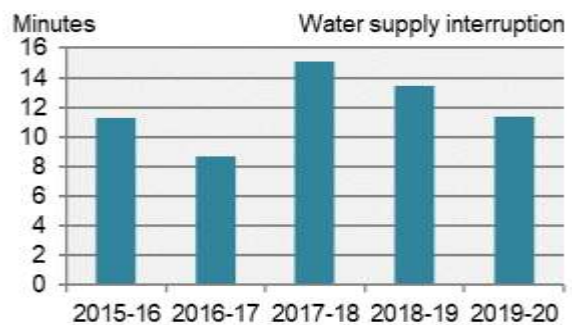
Complaints

369 complaints were received by the business, 246 fewer than the total in 2018-19.



Service reliability

Customers experienced an average of 11 minutes without water supply due to planned and unplanned interruptions.



97.2 per cent of sewer spills were contained in 5 hours.



Coliban Water



Supply map

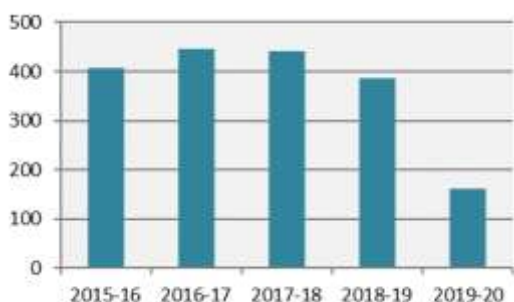


Key facts

Statewide

| | | |
|--|-----------------|-----------|
| Number of water customers: | 77,709 | 2,865,755 |
| Average household water use (kilolitres): | 194 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 1,347 | \$ 1,033 |
| Typical household bill (tenant): | \$ 436 | \$ 452 |

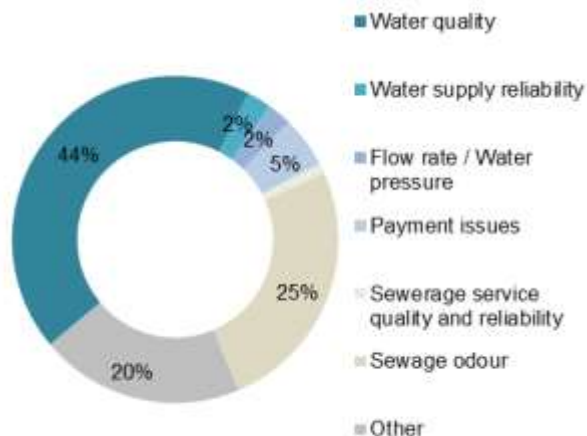
Water supply restrictions – residential



162 residential customers had their water supply restricted for overdue debt, 225 fewer residential customers than in 2018-19.

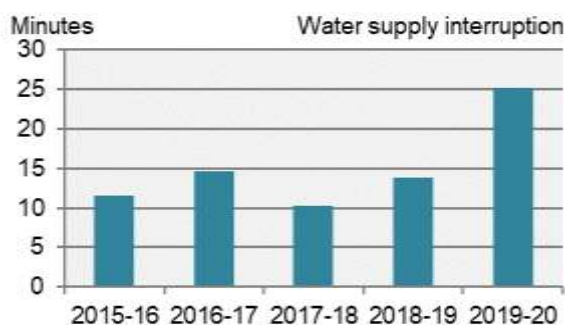
Complaints

494 complaints were received by the business, 1 more than the total in 2018-19.



Service reliability

Customers experienced an average of 25 minutes without water supply due to planned and unplanned interruptions.



99.8 per cent of sewer spills were contained in 5 hours.





Melbourne supply map

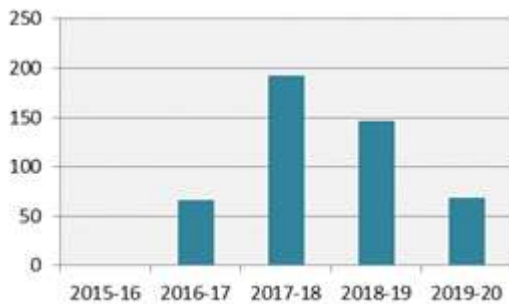


Key facts

Statewide

| | | |
|---|----------------|-----------|
| Number of water customers: | 488,191 | 2,865,755 |
| Average household water use (kilolitres): | 145 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 966 | \$ 1,033 |
| Typical household bill (tenant): | \$ 480 | \$ 452 |

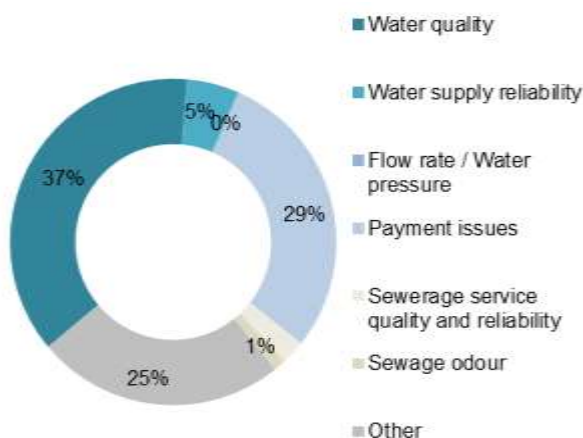
Water supply restrictions – residential



68 residential customers had their water supply restricted for overdue debt, 79 fewer residential customers than in 2018-19.

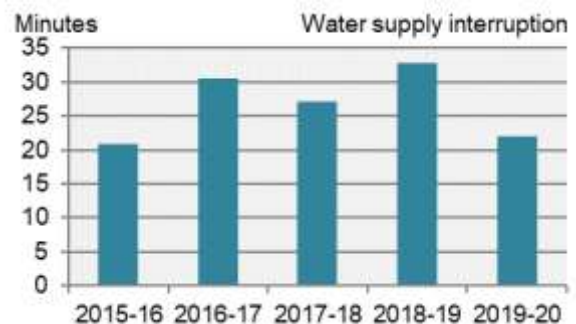
Complaints

1,988 complaints were received by the business, 363 more than the total in 2018-19.



Service reliability

Customers experienced an average of 22 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Supply map



Key facts

Statewide

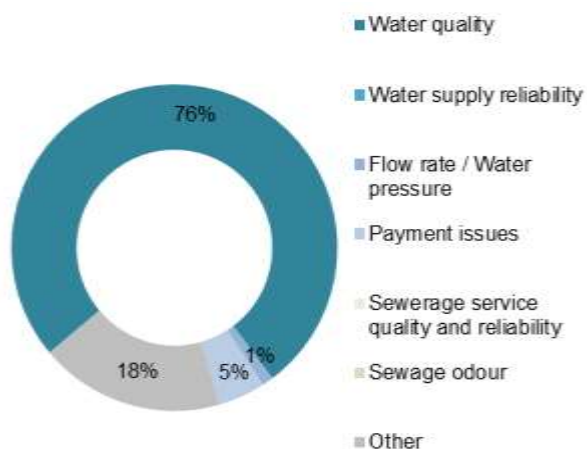
| | | |
|---|-----------------|-----------|
| Number of water customers: | 24,448 | 2,865,755 |
| Average household water use (kilolitres): | 153 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 1,207 | \$ 1,033 |
| Typical household bill (tenant): | \$ 333 | \$ 452 |

Water supply restrictions – residential

East Gippsland Water restricted 1 of its customers' water supply in 2019-20, compared to 0 in the four years prior.

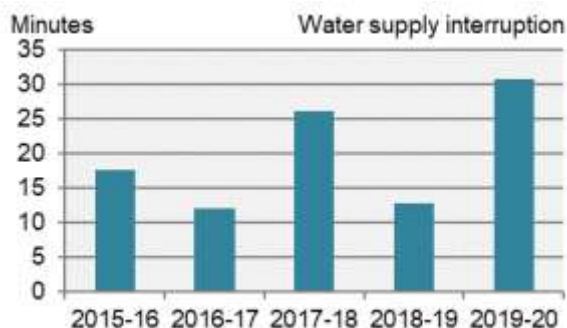
Complaints

87 complaints were received by the business, 1 fewer than the total in 2018-19.



Service reliability

Customers experienced an average of 31 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Supply map

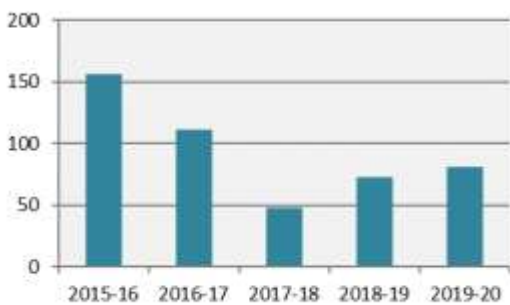


Key facts

Statewide

| | | |
|--|-----------------|-----------|
| Number of water customers: | 71,963 | 2,865,755 |
| Average household water use (kilolitres): | 161 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 1,323 | \$ 1,033 |
| Typical household bill (tenant): | \$ 333 | \$ 452 |

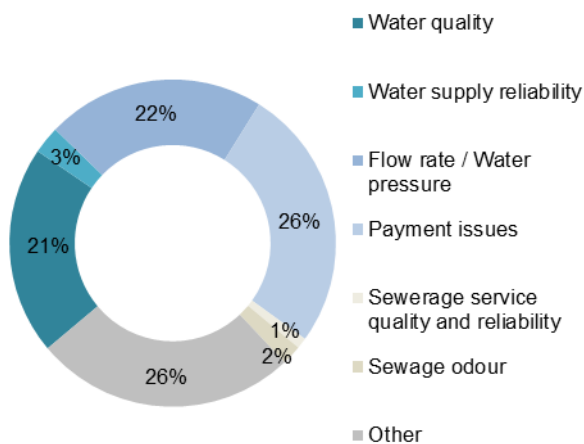
Water supply restrictions – residential



81 residential customers had their water supply restricted for overdue debt, 8 more residential customers than in 2018-19.

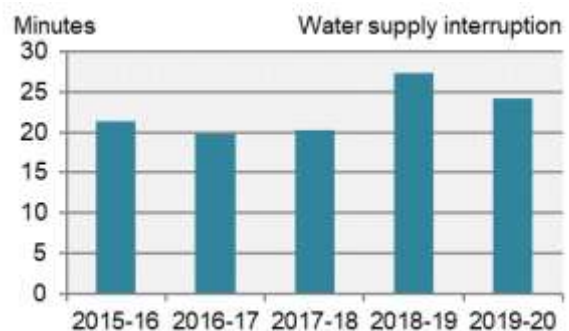
Complaints

660 complaints were received by the business, 348 fewer than the total in 2018-19.



Service reliability

Customers experienced an average of 24 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Supply map

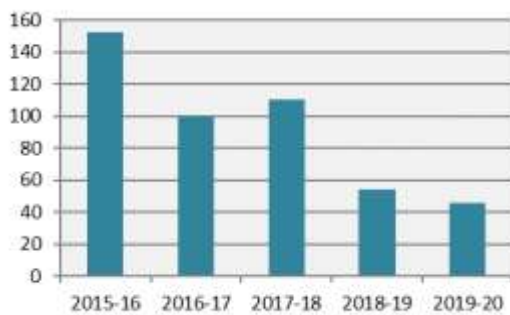


Key facts

Statewide

| | | |
|---|---------------|-----------|
| Number of water customers: | 60,279 | 2,865,755 |
| Average household water use (kilolitres): | 261 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 907 | \$ 1,033 |
| Typical household bill (tenant): | \$ 302 | \$ 452 |

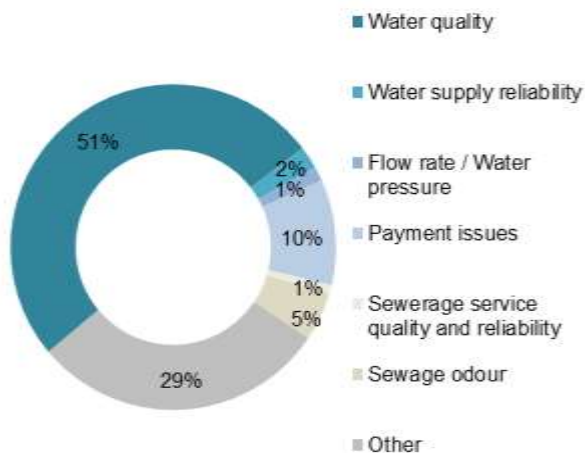
Water supply restrictions – residential



46 residential customers had their water supply restricted for overdue debt, 8 fewer residential customers than in 2018-19.

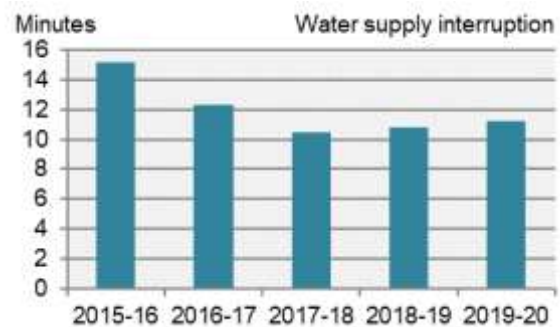
Complaints

353 complaints were received by the business, 84 more than the total in 2018-19.



Service reliability

Customers experienced an average of 11 minutes without water supply due to planned and unplanned interruptions.

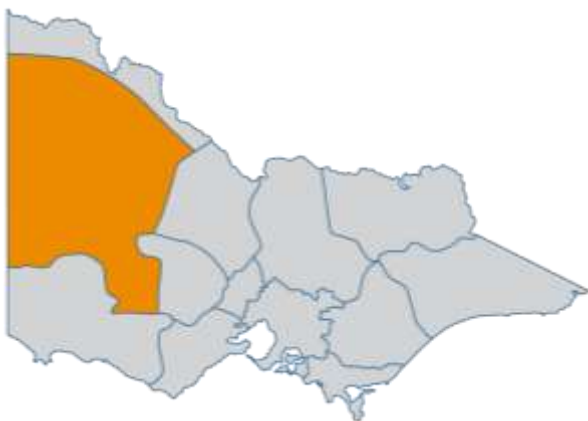


97.4 per cent of sewer spills were contained in 5 hours.





Supply map

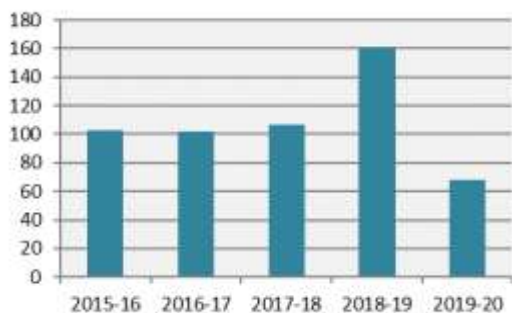


Key facts

Statewide

| | | |
|--|-----------------|-----------|
| Number of water customers: | 32,052 | 2,865,755 |
| Average household water use (kilolitres): | 241 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 1,381 | \$ 1,033 |
| Typical household bill (tenant): | \$ 429 | \$ 452 |

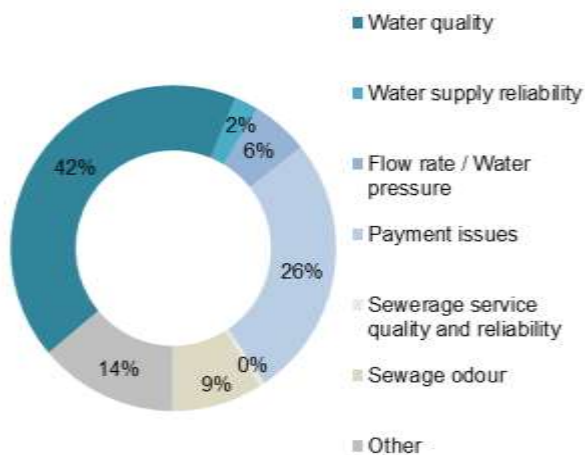
Water supply restrictions – residential



68 residential customers had their water supply restricted for overdue debt, 93 fewer residential customers than in 2018-19.

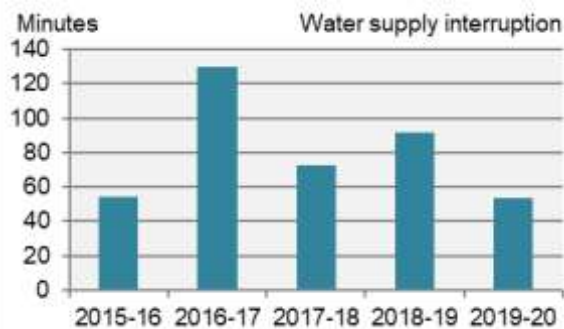
Complaints

210 complaints were received by the business, 65 more than the total in 2018-19.



Service reliability

Customers experienced an average of 54 minutes without water supply due to planned and unplanned interruptions.



99 per cent of sewer spills were contained in 5 hours.



Lower Murray Water



Supply map

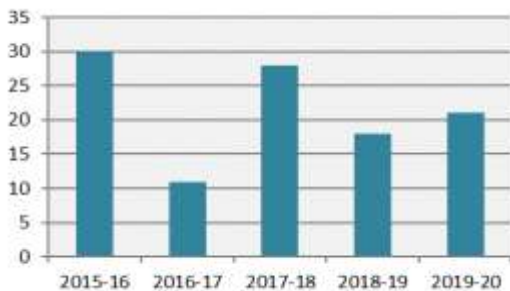


Key facts

Statewide

| | | |
|---|---------------|-----------|
| Number of water customers: | 34,311 | 2,865,755 |
| Average household water use (kilolitres): | 489 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 985 | \$ 1,033 |
| Typical household bill (tenant): | \$ 290 | \$ 452 |

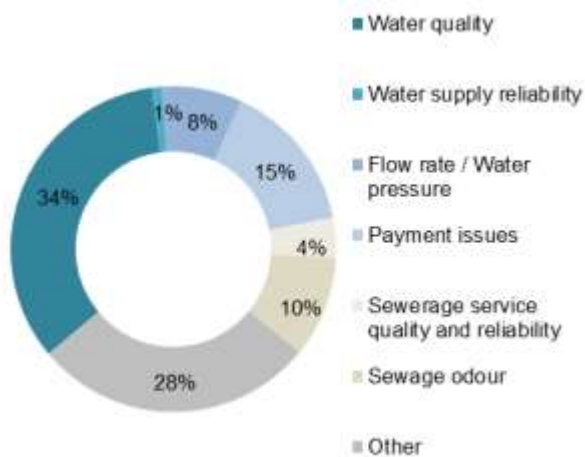
Water supply restrictions – residential



21 residential customers had their water supply restricted for overdue debt, 3 more residential customers than in 2018-19.

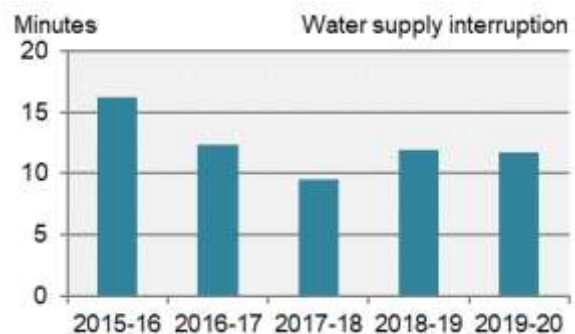
Complaints

100 complaints were received by the business, 8 fewer than the total in 2018-19.



Service reliability

Customers experienced an average of 12 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Supply map

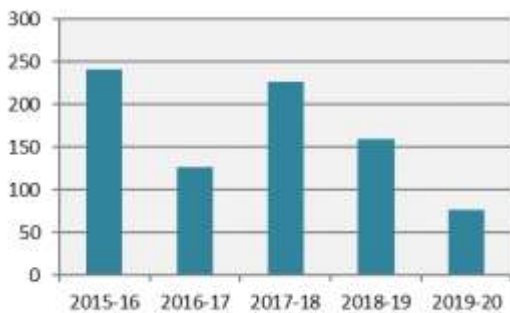


Key facts

Statewide

| | | |
|--|---------------|-----------|
| Number of water customers: | 52,707 | 2,865,755 |
| Average household water use (kilolitres): | 214 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 938 | \$ 1,033 |
| Typical household bill (tenant): | \$ 491 | \$ 452 |

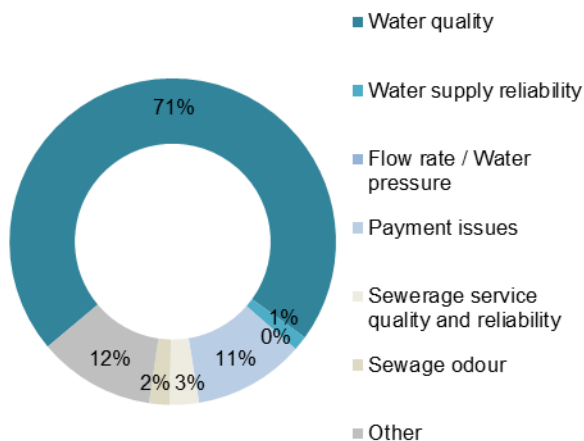
Water supply restrictions – residential



76 residential customers had their water supply restricted for overdue debt, 84 fewer residential customers than in 2018-19.

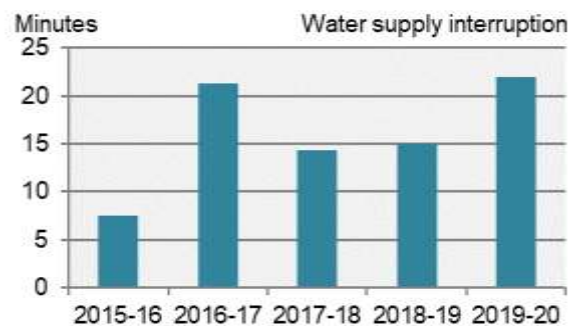
Complaints

346 complaints were received by the business, 150 more than the total in 2018-19.



Service reliability

Customers experienced an average of 22 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Melbourne supply map

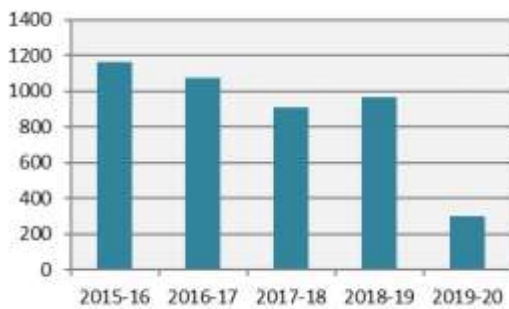


Key facts

Statewide

| | | |
|--|----------------|-----------|
| Number of water customers: | 792,546 | 2,865,755 |
| Average household water use (kilolitres): | 145 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 970 | \$ 1,033 |
| Typical household bill (tenant): | \$ 487 | \$ 452 |

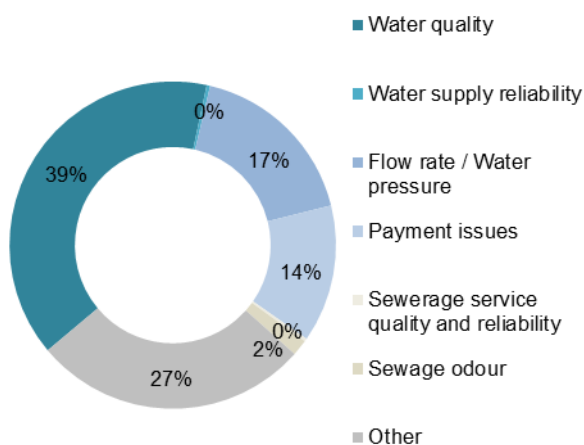
Water supply restrictions – residential



302 residential customers had their water supply restricted for overdue debt, 664 fewer residential customers than in 2018-19.

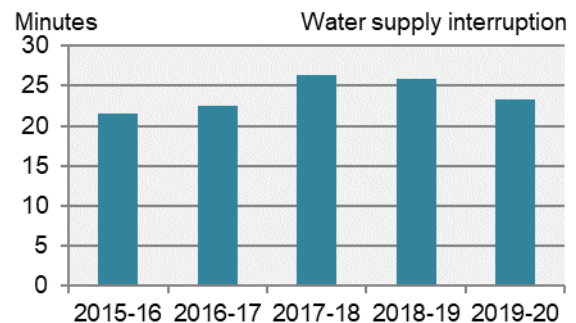
Complaints

4,146 complaints were received by the business, 578 more than the total in 2018-19.



Service reliability

Customers experienced an average of 23 minutes without water supply due to planned and unplanned interruptions.



99.8 per cent of sewer spills were contained in 5 hours.





Supply map

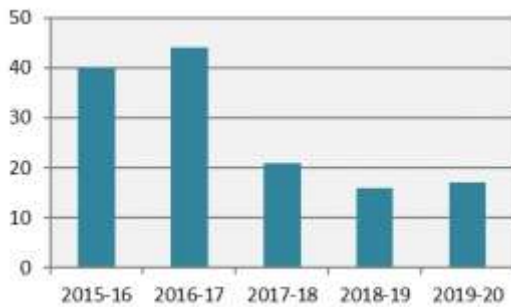


Key facts

Statewide

| | | |
|--|---------------|-----------|
| Number of water customers: | 20,956 | 2,865,755 |
| Average household water use (kilolitres): | 115 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 993 | \$ 1,033 |
| Typical household bill (tenant): | \$ 213 | \$ 452 |

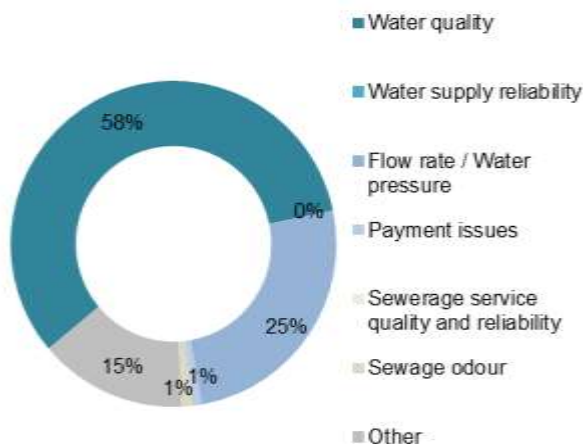
Water supply restrictions – residential



17 residential customers had their water supply restricted for overdue debt, 1 more residential customer than in 2018-19.

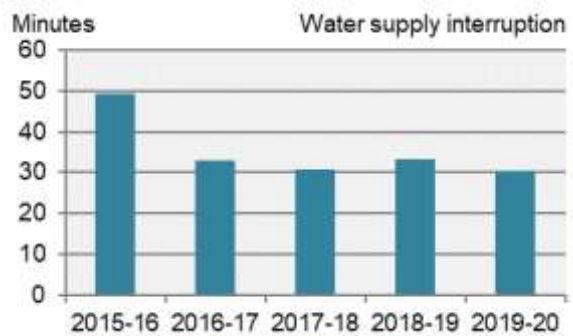
Complaints

102 complaints were received by the business, 41 fewer than the total in 2018-19.



Service reliability

Customers experienced an average of 30 minutes without water supply due to planned and unplanned interruptions.



93.8 per cent of sewer spills were contained in 5 hours.



Wannon Water



Supply map

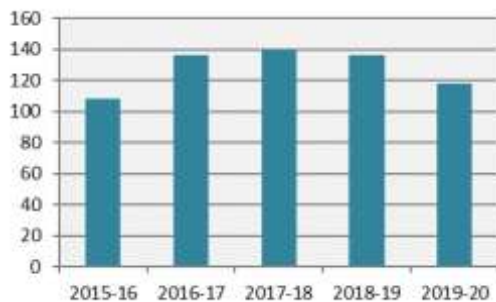


Key facts

Statewide

| | | |
|--|-----------------|-----------|
| Number of water customers: | 43,603 | 2,865,755 |
| Average household water use (kilolitres): | 141 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 1,098 | \$ 1,033 |
| Typical household bill (tenant): | \$ 199 | \$ 452 |

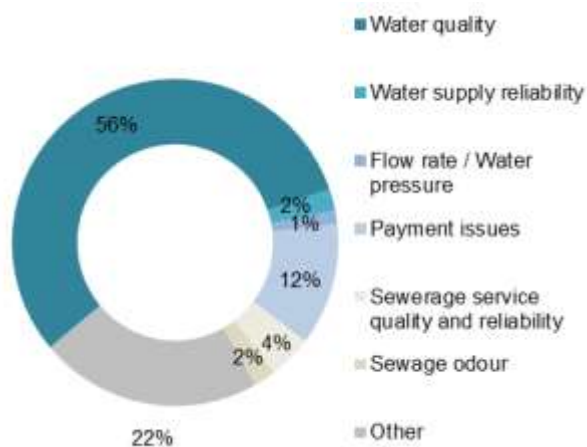
Water supply restrictions – residential



118 residential customers had their water supply restricted for overdue debt, 18 fewer residential customers than in 2018-19.

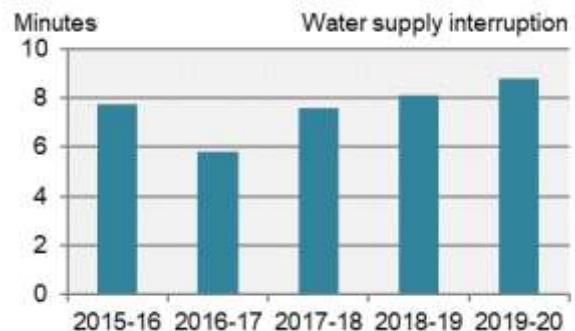
Complaints

231 complaints were received by the business, 24 fewer than the total in 2018-19.



Service reliability

Customers experienced an average of 9 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Supply map

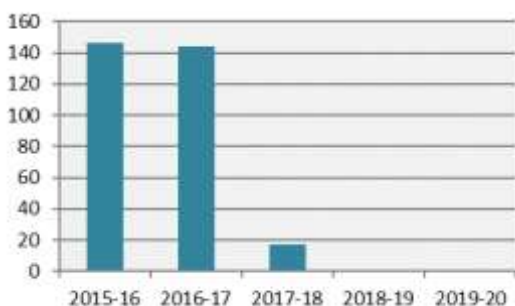


Key facts

Statewide

| | | |
|--|-----------------|-----------|
| Number of water customers: | 72,286 | 2,865,755 |
| Average household water use (kilolitres): | 178 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 1,014 | \$ 1,033 |
| Typical household bill (tenant): | \$ 239 | \$ 452 |

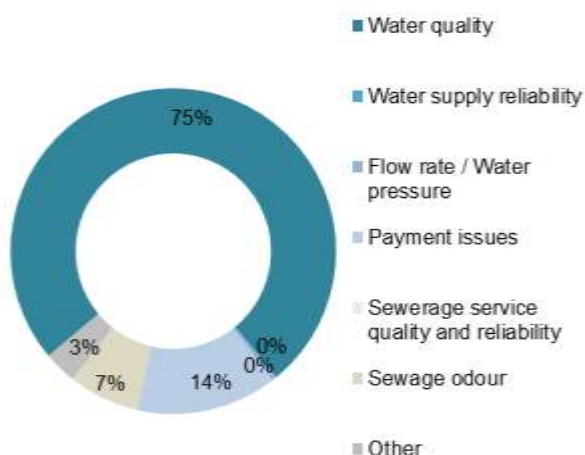
Water supply restrictions – residential



1 residential customer had their water supply restricted for overdue debt, 1 more residential customer than in 2018-19.

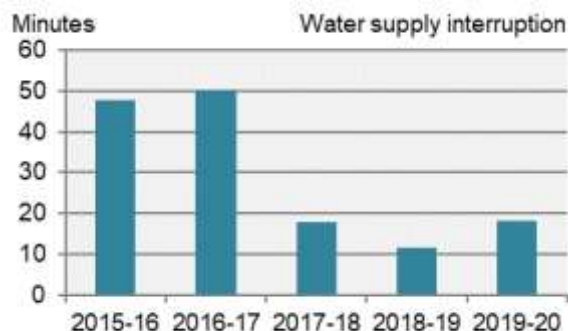
Complaints

214 complaints were received by the business, 37 more than the total in 2018-19.



Service reliability

Customers experienced an average of 18 minutes without water supply due to planned and unplanned interruptions.



98.6 per cent of sewer spills were contained in 5 hours.





Supply map

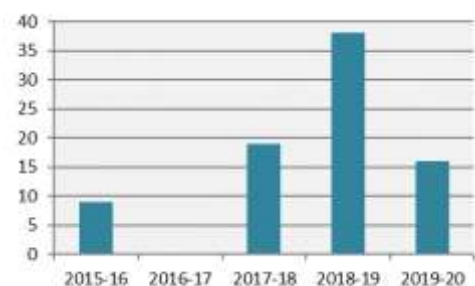


Key facts

Statewide

| | | |
|--|-----------------|-----------|
| Number of water customers: | 17,265 | 2,865,755 |
| Average household water use (kilolitres): | 87 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 1,172 | \$ 1,033 |
| Typical household bill (tenant): | \$ 176 | \$ 452 |

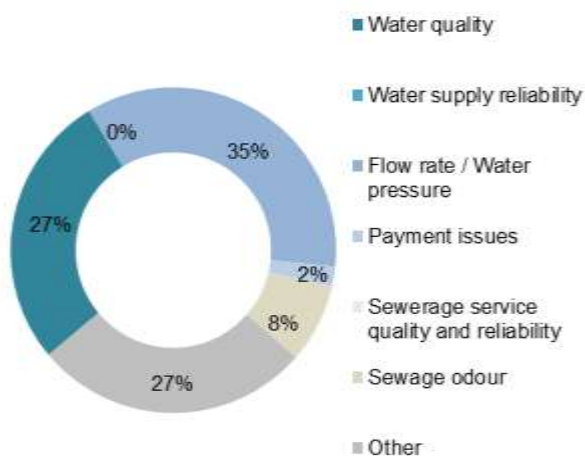
Water supply restrictions – residential



16 residential customers had their water supply restricted for overdue debt, 22 fewer residential customers than in 2018-19.

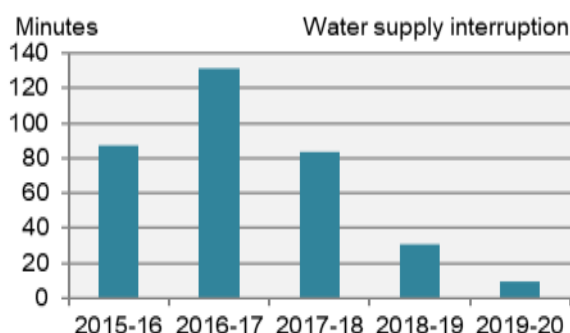
Complaints

51 complaints were received by the business, 47 fewer than the total in 2018-19.



Service reliability

Customers experienced an average of 10 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Melbourne supply map

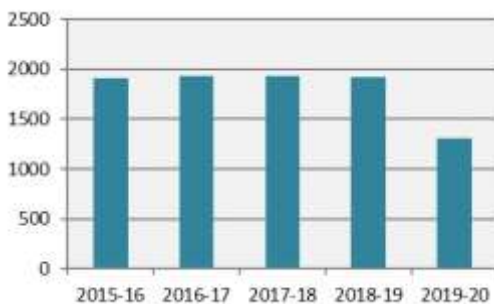


Key facts

Statewide

| | | |
|--|-----------------|-----------|
| Number of water customers: | 839,516 | 2,865,755 |
| Average household water use (kilolitres): | 148 kL | 157 kL |
| Typical household bill (owner occupier): | \$ 1,056 | \$ 1,033 |
| Typical household bill (tenant): | \$ 519 | \$ 452 |

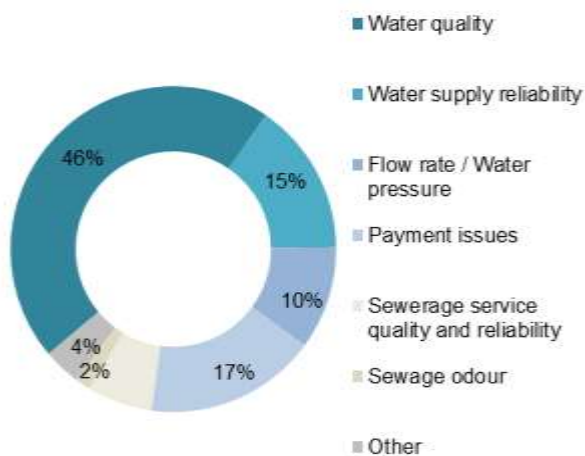
Water supply restrictions – residential



1,304 residential customers had their water supply restricted for overdue debt, 621 fewer residential customers than in 2018-19.

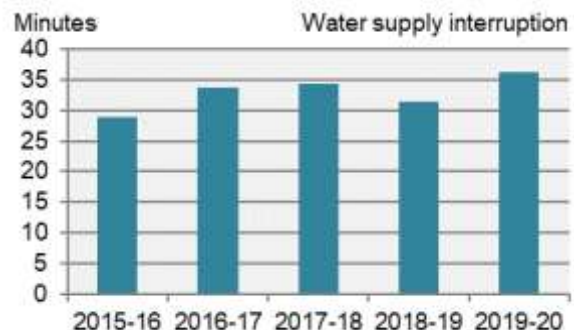
Complaints

9,238 complaints were received by the business, 915 fewer than the total in 2018-19.



Service reliability

Customers experienced an average of 36 minutes without water supply due to planned and unplanned interruptions.



99 per cent of sewer spills were contained in 5 hours.

