Water Business Profiles Supplement

Water performance report 2019–20

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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


- 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

Average household water use (kilolitres): 160 kL

Typical household bill (owner occupier): $1,032

Typical household bill (tenant): $292

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.

Essential Services Commission Water business profiles supplement
Central Highlands Water

Supply map

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Central Highlands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>2,865,755</td>
<td>72,128</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>157 kL</td>
<td>151 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 1,033</td>
<td>$ 1,232</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 452</td>
<td>$ 290</td>
</tr>
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</table>

Water supply restrictions – residential

Typical household bill: $ 290

Service reliability

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

Complaints

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

Service reliability

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

Supply map

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Coliban Water</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of water customers:</strong></td>
<td>77,709</td>
<td>2,865,755</td>
</tr>
<tr>
<td><strong>Average household water use (kilotres)</strong></td>
<td>194 kL</td>
<td>157 kL</td>
</tr>
<tr>
<td><strong>Typical household bill (owner occupier):</strong></td>
<td>$1,347</td>
<td>$1,033</td>
</tr>
<tr>
<td><strong>Typical household bill (tenant):</strong></td>
<td>$436</td>
<td>$452</td>
</tr>
</tbody>
</table>

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

Water supply restrictions – residential

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

<table>
<thead>
<tr>
<th>Melbourne</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>488,191</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>145 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$966</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$480</td>
</tr>
</tbody>
</table>

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.

- 37% Water quality
- 29% Water supply reliability
- 25% Flow rate / Water pressure
- 5% Payment issues
- 5% Sewerage service quality and reliability
- 1% Sewage odour
- Other

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.
East Gippsland Water

Supply map

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>24,448</td>
<td>2,865,755</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>153 kL</td>
<td>157 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1,207</td>
<td>$1,033</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$333</td>
<td>$452</td>
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</tbody>
</table>

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

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.
Goulburn Valley Water

Key facts

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

Supply map

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.

Complaints distribution:
- Water quality: 51%
- Water supply reliability: 2%
- Flow rate / Water pressure: 10%
- Payment issues: 1%
- Sewage service quality and reliability: 1%
- Sewage odour: 5%
- Other: 29%

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

Key facts

Number of water customers: 32,052 Statewide 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

<table>
<thead>
<tr>
<th></th>
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<th>Lower Murray Water</th>
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<tbody>
<tr>
<td>Number of water customers:</td>
<td>34,311</td>
<td>2,865,755</td>
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<tr>
<td>Average household water use (kilolitres):</td>
<td>489 kL</td>
<td>157 kL</td>
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<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 985</td>
<td>$ 1,033</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 290</td>
<td>$ 452</td>
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</tbody>
</table>

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.
North East Water

Supply map

Key facts

<table>
<thead>
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<tbody>
<tr>
<td>Number of water customers:</td>
<td>52,707</td>
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<tr>
<td>Average household water use (kilolitres):</td>
<td>214 kL</td>
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<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 938</td>
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<tr>
<td>Typical household bill (tenant):</td>
<td>$ 491</td>
</tr>
</tbody>
</table>

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.
South East Water

Melbourne supply map

Water supply restrictions – residential

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers</td>
<td>792,546</td>
<td>2,865,755</td>
</tr>
<tr>
<td>Average household water use (kilolitres)</td>
<td>145 kL</td>
<td>157 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier)</td>
<td>$970</td>
<td>$1,033</td>
</tr>
<tr>
<td>Typical household bill (tenant)</td>
<td>$487</td>
<td>$452</td>
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</tbody>
</table>

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.

Essential Services Commission Water business profiles supplement
Supply map

Key facts

Number of water customers: 20,956

Average household water use (kilolitres): 115 kL

Typical household bill (owner occupier): $993

Typical household bill (tenant): $213

Statewide

Number of water customers: 2,865,755

Average household water use (kilolitres): 157 kL

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

Typical household bill (tenant): $452

South Gippsland Water

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.
Supply map

Water supply restrictions – residential

Key facts

Statewide

Number of water customers: 43,603
Average household water use (kilolitres): 141 kL
Typical household bill (owner occupier): $1,098
Typical household bill (tenant): $199

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.
Western Water

Supply map

Water supply restrictions – residential

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

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.

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

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

Essential Services Commission Water business profiles supplement
Supply map

Key facts

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

Water supply restrictions – residential

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Melbourne supply map</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>839,516</td>
<td>2,865,755</td>
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<tr>
<td>Average household water use (kilolitres):</td>
<td>148 kL</td>
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</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 1,056</td>
<td>$ 1,033</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 519</td>
<td>$ 452</td>
</tr>
</tbody>
</table>

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.