Water business profiles supplement

Water performance report 2018-19

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How to use this supplement

This supplement to our Water performance report 2018-19 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 2018-19 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 2018–19 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: 161,695 (161,695) 2,803,530 (2,803,530)
- Average household water use (kilolitres): 171 kL (171) 164 kL (164)
- Typical household bill (owner occupier): $1,048 (1048) $1,037 (1037)
- Typical household bill (tenant): $309 (309) $454 (454)

Water supply restrictions – residential

205 residential customers had their water supply restricted for overdue debt, 13 fewer residential customers than in 2017-18.

Complaints

692 complaints were received by the business, 238 more than the total in 2017-18.

Service reliability

Customers experienced an average of 34 minutes without water supply due to planned and unplanned interruptions.

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

Supply map

Key facts

Number of water customers: 71,054

Average household water use (kilolitres): 161 kL

Typical household bill (owner occupier): $1,266

Typical household bill (tenant): $311

Statewide

Number of water customers: 2,803,530

Average household water use (kilolitres): 164 kL

Typical household bill (owner occupier): $1,037

Typical household bill (tenant): $454

Water supply restrictions – residential

862 residential customers had their water supply restricted for overdue debt, 410 more residential customers than in 2017-18.

Complaints

615 complaints were received by the business, 28 more than the total in 2017-18.

Service reliability

Customers experienced an average of 13 minutes without water supply due to planned and unplanned interruptions.

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

Supply map

Water supply restrictions – residential

Key facts

Statewide

<table>
<thead>
<tr>
<th></th>
<th>Coliban Water</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>76,478</td>
<td>2,803,530</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>210 kL</td>
<td>164 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1,388</td>
<td>$1,037</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$473</td>
<td>$454</td>
</tr>
</tbody>
</table>

387 residential customers had their water supply restricted for overdue debt, 55 fewer residential customers than in 2017-18.

Complaints

493 complaints were received by the business, 93 more than the total in 2017-18.

Service reliability

Customers experienced an average of 14 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

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>City West Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>2,803,530</td>
<td>473,135</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>164 kL</td>
<td>145 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1,037</td>
<td>$940</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$454</td>
<td>$452</td>
</tr>
</tbody>
</table>

Water supply restrictions – residential

147 residential customers had their water supply restricted for overdue debt, 45 fewer residential customers than in 2017-18.

Complaints

1625 complaints were received by the business, 96 more than the total in 2017-18.

- Water quality: 28%
- Water supply reliability: 34%
- Payment issues: 28%
- Sewerage service quality and reliability: 6%
- Sewage odour: 2%
- Other: 2%

Service reliability

Customers experienced an average of 33 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**

East Gippsland Water has not restricted any of its customers water supply for at least the last five years.

**complaints**

88 complaints were received by the business, 1 more than the total in 2017-18.

- 65% Water quality
- 15% Payment issues
- 10% Sewerage service quality and reliability
- 9% Sewage odour
- 1% Other

**service reliability**

Customers experienced an average of 13 minutes without water supply due to planned and unplanned interruptions.

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

Water supply restrictions – residential

Key facts

- Number of water customers: 70,906 (Statewide 2,803,530)
- Average household water use (kilolitres): 177 kL (Statewide 164 kL)
- Typical household bill (owner occupier): $1,352 ($1,037)
- Typical household bill (tenant): $362 ($454)

Complaints

1008 complaints were received by the business, 399 more than the total in 2017-18.

- Water quality 38%
- Water supply reliability 19%
- Flow rate / Water pressure 14%
- Payment issues 14%
- Sewerage service quality and reliability 22%
- Sewage odour 1%
- Other 5%

Service reliability

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

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

Supply map

Key facts

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>59,499</td>
</tr>
<tr>
<td>Average household water use (kilotres):</td>
<td>285 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 949</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 335</td>
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</table>

54 residential customers had their water supply restricted for overdue debt, 56 fewer residential customers than in 2017-18.

Water supply restrictions – residential

Complaints

269 complaints were received by the business, 42 more than the total in 2017-18.

- Water quality
- Water supply reliability
- Flow rate / Water pressure
- Payment issues
- Sewerage service quality and reliability
- Sewage odour
- Other

Service reliability

Customers experienced an average of 11 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

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>31,947 2,803,530</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>246 kL 164 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1,389 $1,037</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$441 $454</td>
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</tbody>
</table>

Water supply restrictions – residential

161 residential customers had their water supply restricted for overdue debt, 54 more residential customers than in 2017-18.

Complaints

145 complaints were received by the business, 16 less than the total in 2017-18.

Service reliability

Customers experienced an average of 92 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: 34,040, 2,803,530
- Average household water use (kilolitres): 519 kL, 164 kL
- Typical household bill (owner occupier): $1,006, $1037
- Typical household bill (tenant): $313, $454

Water supply restrictions – residential

18 residential customers had their water supply restricted for overdue debt, 10 fewer residential customers than in 2017-18.

Complaints

108 complaints were received by the business, 30 more than the total in 2017-18.

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>
<tr>
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</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>51,923</td>
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<tr>
<td>Average household water use (kilolitres):</td>
<td>224 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 951</td>
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<tr>
<td>Typical household bill (tenant):</td>
<td>$ 505</td>
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</table>

Water supply restrictions – residential

160 residential customers had their water supply restricted for overdue debt, 66 fewer residential customers than in 2017-18.

Complaints

196 complaints were received by the business, 20 more than the total in 2017-18.

- Water quality
- Water supply reliability
- Flow rate / Water pressure
- Payment issues
- Sewerage service quality and reliability
- Sewage odour
- Other

Service reliability

Customers experienced an average of 15 minutes without water supply due to planned and unplanned interruptions.

96.1 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>Melbourne</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>778,018</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>148 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$956</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$469</td>
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</table>

Complaints

3568 complaints were received by the business, 677 more than the total in 2017-18.

- Water quality: 53%
- Flow rate / Water pressure: 18%
- Payment issues: 13%
- Sewage odour: 13%
- Other: 1%

Service reliability

Customers experienced an average of 26 minutes without water supply due to planned and unplanned interruptions.

- Minutes: 30
- Average time off water supply: 25

99.9 per cent of sewer spills were contained in 5 hours.
South Gippsland Water

Supply map

Water supply restrictions – residential

Key facts

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<tr>
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<th>South Gippsland Water</th>
</tr>
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<tr>
<td>Number of water customers:</td>
<td>20,692</td>
<td>2,803,530</td>
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<tr>
<td>Average household water use (kilolitres):</td>
<td>119 kL</td>
<td>164 kL</td>
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<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 999</td>
<td>$ 1037</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 218</td>
<td>$ 454</td>
</tr>
</tbody>
</table>

16 residential customers had their water supply restricted for overdue debt, 5 fewer residential customers than in 2017-18.

Complaints

143 complaints were received by the business, 57 less than the total in 2017-18.

Service reliability

Customers experienced an average of 33 minutes without water supply due to planned and unplanned interruptions.

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

Supply map

Water supply restrictions – residential

Key facts

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Number of water</td>
<td>43,302</td>
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<tr>
<td>customers:</td>
<td>2,803,530</td>
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<tr>
<td>Average household</td>
<td>147 kL</td>
</tr>
<tr>
<td>water use (kilolitres):</td>
<td>164 kL</td>
</tr>
<tr>
<td>Typical household</td>
<td>$1,113</td>
</tr>
<tr>
<td>bill (owner occupier):</td>
<td>$1,037</td>
</tr>
<tr>
<td>Typical household</td>
<td>$208</td>
</tr>
<tr>
<td>bill (tenant):</td>
<td>$454</td>
</tr>
</tbody>
</table>

136 residential customers had their water supply restricted for overdue debt, 4 fewer residential customers than in 2017-18.

Complaints

255 complaints were received by the business, 141 less than the total in 2017-18.

- Water quality
- Water supply reliability
- Flow rate / Water pressure
- Payment issues
- Sewerage service quality and reliability
- Sewage odour
- Other

Service reliability

Customers experienced an average of 8 minutes without water supply due to planned and unplanned interruptions.

96.3 per cent of sewer spills were contained in 5 hours.
Western Water

Supply map

Water supply restrictions – residential

Key facts

<table>
<thead>
<tr>
<th>Key facts</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>68,031</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>189 kL</td>
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<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 1,045</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 270</td>
</tr>
</tbody>
</table>

Western Water did not restrict any of its residential customers water supply in 2018-19 for overdue debt.

Complaints

177 complaints were received by the business, 39 less than the total in 2017-18.

Service reliability

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

97.7 per cent of sewer spills were contained in 5 hours.
Westernport Water

Supply map

Water supply restrictions – residential

Key facts

Statewide

- Number of water customers: 16,948
- Average household water use (kilolitres): 89 kL
- Typical household bill (owner occupier): $1,170
- Typical household bill (tenant): $179

38 residential customers had their water supply restricted for overdue debt, 19 more residential customers than in 2017-18.

Complaints

98 complaints were received by the business, 6 less than the total in 2017-18.

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.
Yarra Valley Water

Melbourne supply map

Water supply restrictions – residential

Complaints

10153 complaints were received by the business, 1239 more than the total in 2017-18.

- Water quality
- Water supply reliability
- Flow rate / Water pressure
- Payment issues
- Sewerage service quality and reliability
- Sewage odour
- Other

Key facts

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Number of water customers:</td>
<td>821,734 2,803,530</td>
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<td>Average household water use (kilolitres):</td>
<td>155 kL 164 kL</td>
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<td>Typical household bill (owner occupier):</td>
<td>$1,077 $1037</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$542 $454</td>
</tr>
</tbody>
</table>

1925 residential customers had their water supply restricted for overdue debt, 1 less residential customer than in 2017-18.

Service reliability

Customers experienced an average of 34 minutes without water supply due to planned and unplanned interruptions.

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