Water business profiles supplement

Water performance report 2017-18

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How to use this supplement

This supplement to our *Water performance report 2017-18* 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.

**Major projects:** A status summary of major projects that water businesses are delivering for their customers. Further details on individual projects can be found in the *Status of major projects supplement*.

**Complaints:** Total customer complaints for 2017-18 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 2017–18 water performance resources**


- our report comparing the performance of the 16 urban water businesses
- a supplement discussing how water businesses are tracking on major project delivery
- 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.
Supply map

Key facts

- **Number of water customers:**
  - Barwon: 158,109
  - Statewide: 2,700,000

- **Average household water use (kilolitres):**
  - Barwon: 163 kL
  - Statewide: 160 kL

- **Typical household bill (owner occupier):**
  - Barwon: $1,013
  - Statewide: $1,041

- **Typical household bill (tenant):**
  - Barwon: $288
  - Statewide: $454

Major projects

- ✓ Apollo Bay bulk water supply expansion
- ✓ Pettavel water basin upgrade
- ✓ West Lara transfer system
- ✓ Aireys Inlet pipeline

- − Black Rock water reclamation plant hydraulic capacity upgrade
- ~ Torquay West high level feeder main
- × Inverleigh low level feeder main

Complaints

454 complaints were received by the business, 211 less than the total in 2016-17.

Service reliability

Customers experienced an average of 38 minutes without water supply due to planned and unplanned interruptions.

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

Supply map

Key facts

<table>
<thead>
<tr>
<th>Statewide</th>
<th>Central Highlands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>69,565</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>157 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1248</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$297</td>
</tr>
</tbody>
</table>

Major projects

- (Completed) ★ (On schedule) − (Delayed)
- Living Victoria/Living Ballarat West aquifer storage and recovery project
- Lexton water supply project
- Maryborough water quality improvement project
- Blackwood sewerage
- Ballarat South flow containment project
- Ballarat South wastewater treatment plant augmentation works
- Ballarat West urban growth zone
- Raw water pipeline replacement

Complaints

587 complaints were received by the business, 117 more than the total in 2016-17.

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

Service reliability

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

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

Essential Services Commission Water business profiles supplement
Coliban Water

Supply map

Key facts

<table>
<thead>
<tr>
<th>Statewide</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>75,238</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>200 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1366</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$451</td>
</tr>
</tbody>
</table>

Statewide

Major projects

- Rochester wastewater connection to Echuca
- Harcourt rural modernisation project
- Cohuna water reclamation plant refurbishment
- Bridgewater and Laanecoorie water treatment plant upgrades
- Coliban main channel
- Heathcote backlog sewerage
- Echuca and Cohuna water treatment plant upgrades

Complaints

400 complaints were received by the business, 238 less than the total in 2016-17.

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.

Essential Services Commission Water business profiles supplement
City West Water

Melbourne supply map

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>459,044</td>
</tr>
<tr>
<td>2,700,000</td>
<td></td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>142 kL</td>
</tr>
<tr>
<td>160 kL</td>
<td></td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$931</td>
</tr>
<tr>
<td>$1,041</td>
<td></td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$444</td>
</tr>
<tr>
<td>$454</td>
<td></td>
</tr>
</tbody>
</table>

Major projects

- Storm water projects (Keilor Public Golf Course, Paisley Park, Laverton Recreational Reserve, Afton Street, Lake Caroline, Laverton Recreational Reserve)
- Office relocation
- Aquifer storage and recovery (construction)
  - West Werribee dual water supply scheme
  - Program Arrow (corporation transformation program)

Complaints

1529 complaints were received by the business, 69 more than the total in 2016-17.

- Water quality
- Water supply reliability
- Payment issues
- Sewerage service quality and reliability
- Sewage odour
- Other

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.

Essential Services Commission Water business profiles supplement
Supply map

Key facts

<table>
<thead>
<tr>
<th>Statewide</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>23,760</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>157 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1191</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$314</td>
</tr>
</tbody>
</table>

Major projects

- ✔ (Completed)
  - Bairnsdale sewer master plan bridge sewer pump station
- ⚫ (Deferred)
  - Sarsfield Tank
- ✭ (On schedule)
  - Wy Yung Basins Storage Upgrade
  - Paynesville Wastewater Treatment Plant
  - Bairnsdale wastewater treatment plant upgrade
  - Sarsfield — additional tank or liner
  - Paynesville main supply pipeline (stage 2)

Complaints

87 complaints were received by the business, 8 less than the total in 2016-17.

Service reliability

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

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

Supply map

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>69,788</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>168 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 1290</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 332</td>
</tr>
</tbody>
</table>

Major projects

- (Completed)
- Drouin wastewater treatment plant upgrade
- Warragul-Hazel Creek trunk sewer (stage three)
- Loch Sport sewerage scheme
- Sale water treatment plant upgrade

Complaints

609 complaints were received by the business, 138 less than the total in 2016-17.

Service reliability

Customers experienced an average of 20 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

Statewide

- Number of water customers: 58,662
- Average household water use (kilolitres): 264 kL
- Typical household bill (owner occupier): $925
- Typical household bill (tenant): $310
- Statewide: 2,700,000
- 160 kL
- $1041
- $454

Major projects

- Marysville new water treatment plant
- Numurkah water treatment plant upgrade
- Cobram — MGC unfluoridated water pipeline
- ~ Kilmore wastewater management facility additional winter storage
- ~ Mansfield wastewater management facility additional winter storage
- ~ Shepparton water treatment plant upgrade

Complaints

227 complaints were received by the business, 87 less than the total in 2016-17.

Service reliability

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

Water quality

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

94.1 per cent of sewer spills were contained in 5 hours.
GWMWater

Supply map

Key facts

| Statewide | 
|------------------|---|
| Number of water customers: | 31 826 | 2,700,000 |
| Average household water use (kilolitres): | 236 kL | 160 kL |
| Typical household bill (owner occupier): | $ 1374 | $ 1041 |
| Typical household bill (tenant): | $ 415 | $ 454 |

Major projects

 Completed) − (Delayed) ~ (Deferred)

 Donald, Wycheproof, Rupanyup and Minyip treated water supply
 Wimmera Mallee Pipeline augmentation
 Intelligent rural pipeline networks

Complaints

161 complaints were received by the business, 6 more than the total in 2016-17.

- 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 73 minutes without water supply due to planned and unplanned interruptions.

96.8 per cent of sewer spills were contained in 5 hours.
Lower Murray Water

Supply map

Key facts

<table>
<thead>
<tr>
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<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>33,719</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>492 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$970</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$287</td>
</tr>
</tbody>
</table>

Major projects

- (Completed) — (Delayed) ~ (Deferred)
- Mildura water supply strategy
- Red Cliffs WTP upgrade
- Mildura emergency sewer overflow storages
- WTP water quality improvements
- WTP PLC replacement
- Relocation of 14th Street tower
- Mildura trunk extension
- Merbein sewage diversion to Koorlong WWTP

Complaints

78 complaints were received by the business, 119 less than the total in 2016-17.

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.
North East Water

Supply map

Key facts

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>51,094</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>208 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 892</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 456</td>
</tr>
</tbody>
</table>

Major projects

- (Completed) ★ (On schedule) — (Delayed)
- Bright off-river storage
- Servicing unserviced communities (small towns) — Moyhu sewerage system
- Bright water treatment plant
- Beechworth clearwater storage tank
- Goorambat Security of Supply
- ★ Yackandandah reclaimed water management
- Wangaratta wastewater treatment stage 1 upgrade

Complaints

176 complaints were received by the business, 32 more than the total in 2016-17.

- 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 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>Statewide</th>
<th>Melbourne supply map</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>762,245</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>150 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1018</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$513</td>
</tr>
</tbody>
</table>

Major projects

- ✓ (Completed) ★ (On schedule) ~ (Deferred)
  - ✓ Sherbrooke sewer backlog scheme reticulation
  - ✓ Pound Road sewerage pump station
  - ✓ Cranbourne recycled water tank
  - ✓ Mt Martha treatment plant upgrade
  - ★ Lang Lang treatment plant upgrade
  - ★ Dromana–Portsea backlog scheme
  - ~ Boneo treatment plant capacity upgrade

Complaints

2891 complaints were received by the business, 698 more than the total in 2016-17.

Service reliability

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

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

Supply map

Key facts

- **Number of water customers:**
  - South Gippsland: 20,372
  - Statewide: 2,700,000

- **Average household water use (kilolitres):**
  - South Gippsland: 118 kL
  - Statewide: 160 kL

- **Typical household bill (owner occupier):**
  - South Gippsland: $978
  - Statewide: $1041

- **Typical household bill (tenant):**
  - South Gippsland: $212
  - Statewide: $454

Major projects

- (Completed) — (Delayed) ~ (Deferred)
  - Leongatha wastewater treatment plant (refurbish decommissioned digestive system)
  - Poowong/Loch/Nyora sewerage scheme
  - Northern towns supply connection works (Lance Creek to Korumburra)
  - Northern towns supply connection works (Korumburra to Poowong)
  - Foster wastewater treatment plant (rising main pipeline and storage)

Complaints

200 complaints were received by the business, 75 more than the total in 2016-17.

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.

Essential Services Commission Water business profiles supplement
Supply map

Major projects

- Curdie Vale bore construction
- Construct new bore at Wyatt St Portland
- Casterton water treatment plant clarifier
- Heywood and Hamilton water reclamation plant irrigation works

Complaints

396 complaints were received by the business, 112 more than the total in 2016-17.

Service reliability

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

<chart>

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

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

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Wannon Water</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>43,070</td>
<td>2,700,000</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>144 kL</td>
<td>160 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1,098</td>
<td>$1,041</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$198</td>
<td>$454</td>
</tr>
</tbody>
</table>

<chart>
Supply map

Key facts

Statewide

- Number of water customers: 64,981
- Average household water use (kilolitres): 184 kL
- Typical household bill (owner occupier): $1012
- Typical household bill (tenant): $252

Major projects

- (Completed) − (Delayed) ∼ (Deferred) × (Cancelled)
- Rockbank outfall sewer (rising main)
- Sunbury recycled water plant (RWP) upgrade
- Bacchus Marsh sewer rising main Geelong Road
- Surbiton Park RWP upgrade (digester)
- Sunbury additional water storage (Bald Hill tank)
- Bacchus Marsh rising main
- Melton Class A RWP upgrade
- Bacchus Marsh RWP winter storage lagoon

Complaints

216 complaints were received by the business, 10 more than the total in 2016-17.

Service reliability

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

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

Supply map

Key facts

<table>
<thead>
<tr>
<th>Statewide</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>16,529</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>84 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 1124</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 137</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>16,529</td>
<td>2,700,000</td>
</tr>
<tr>
<td>84 kL</td>
<td>160 kL</td>
</tr>
<tr>
<td>$ 1124</td>
<td>$ 1041</td>
</tr>
<tr>
<td>$ 137</td>
<td>$ 454</td>
</tr>
</tbody>
</table>

Major projects

- Candowie upgrade project
- Cowes wastewater reticulation — upgrade pump stations
- Cowes wastewater treatment plant upgrade
- Cowes wastewater reticulation — new rising mains
- Ian Bartlett water purification plant tertiary treatment
- San Remo basin cover replacement

Complaints

104 complaints were received by the business, 7 less than the total in 2016-17.

Service reliability

Customers experienced an average of 84 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

- Number of water customers: 802,130 (Yarra Valley Water) vs. 2,700,000 (Statewide)
- Average household water use (kilolitres): 151 kL (Yarra Valley Water) vs. 160 kL (Statewide)
- Typical household bill (owner occupier): $1064 (Yarra Valley Water) vs. $1041 (Statewide)
- Typical household bill (tenant): $529 (Yarra Valley Water) vs. $454 (Statewide)

Major projects

- Warrandyte North sewerage project
- Amaroo branch sewer
- Epping branch sewer tunnel
- Donvale sewerage project
- Lockerbie branch sewer

Complaints

8914 complaints were received by the business, 307 more than the total in 2016-17.

Service reliability

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

Water quality
- 30%
- 29%
- 20%
- 9%
- 3%
- 7%
- 1%

Water supply reliability
- 29%
- 15%
- 7%
- 3%
- 1%
- 4%
- 4%

Payment issues
- 29%

Sewerage service quality and reliability
- 29%

Sewage odour
- 9%

Other
- 9%

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