



Water business profiles supplement

Water performance report 2017-18

10 December 2018



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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

Find all of our 2017-18 performance information at <https://www.esc.vic.gov.au/water/water-sector-performance-and-reporting/water-performance-reports>, including:

- 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

Statewide

Number of water customers:	158 109	2,700,000
Average household water use (kilolitres):	163 kL	160 kL
Typical household bill (owner occupier):	\$ 1013	\$ 1041
Typical household bill (tenant):	\$ 288	\$ 454

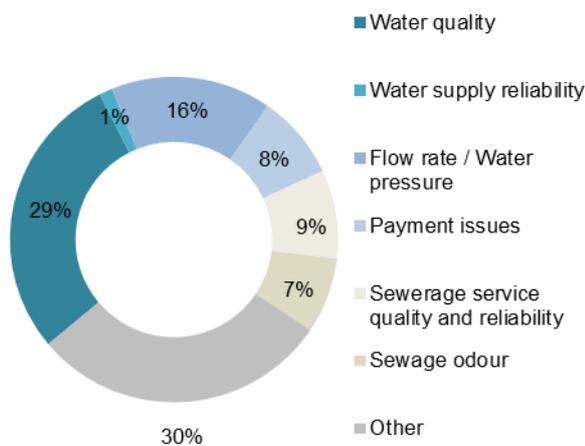
Major projects

✓ (Completed) – (Delayed) ~ (Deferred) ✗(Cancelled)

- ✓ 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

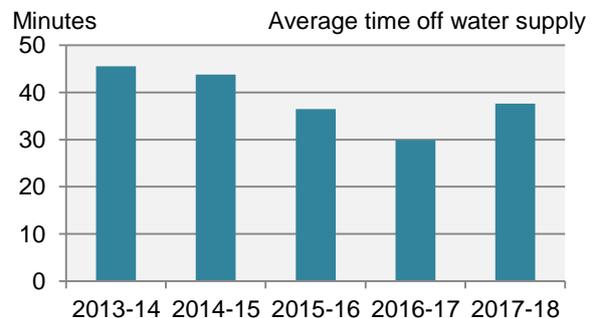
Complaints

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

Statewide

Number of water customers:	69,565	2,700,000
Average household water use (kilolitres):	157 kL	160 kL
Typical household bill (owner occupier):	\$1248	\$1041
Typical household bill (tenant):	\$297	\$454

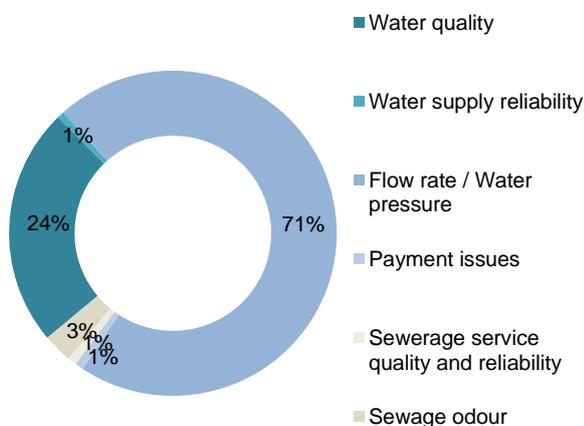
Major projects

✓ (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

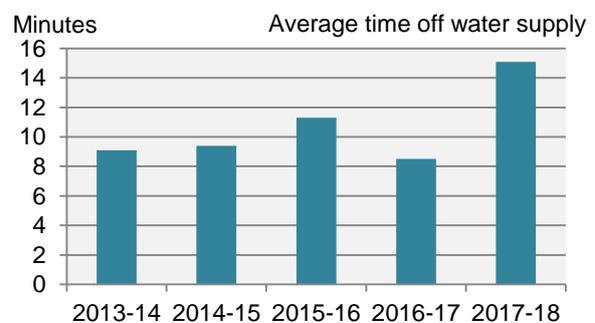
Complaints

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



Service reliability

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



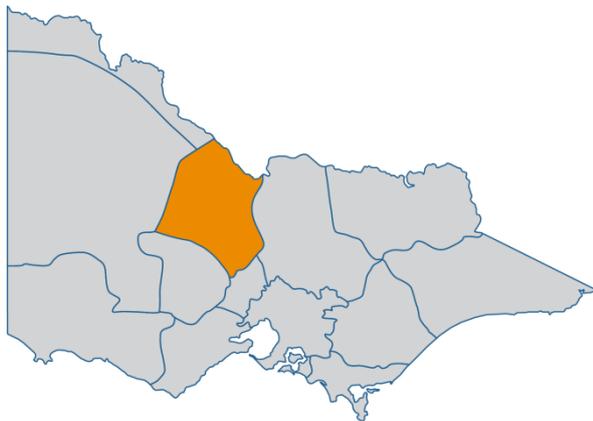
97.2 per cent of sewer spills were contained in 5 hours.



Coliban Water



Supply map



Key facts

Statewide

Number of water customers:	75,238	2,700,000
Average household water use (kilolitres):	200 kL	160 kL
Typical household bill (owner occupier):	\$ 1366	\$ 1041
Typical household bill (tenant):	\$ 451	\$ 454

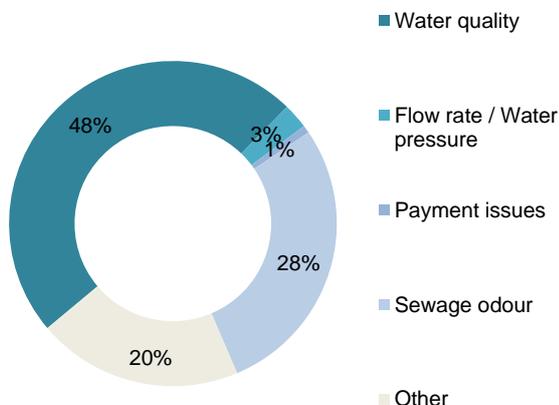
Major projects

✓ (Completed) – (Delayed) ~ (Deferred)

- ✓ 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

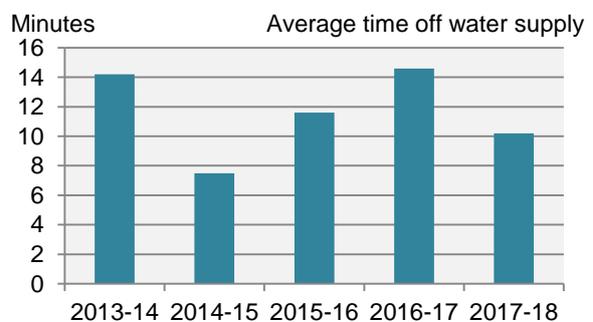
Complaints

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.

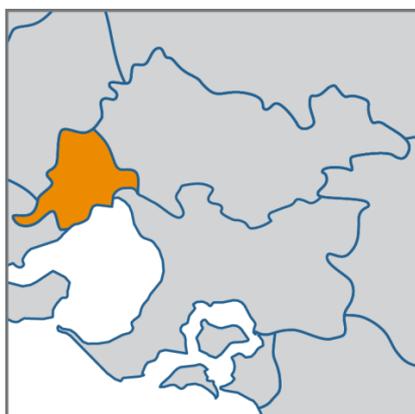


100 per cent of sewer spills were contained in 5 hours.





Melbourne supply map



Key facts

Statewide

Number of water customers:	459,044	2,700,000
Average household water use (kilolitres):	142 kL	160 kL
Typical household bill (owner occupier):	\$ 931	\$ 1041
Typical household bill (tenant):	\$ 444	\$ 454

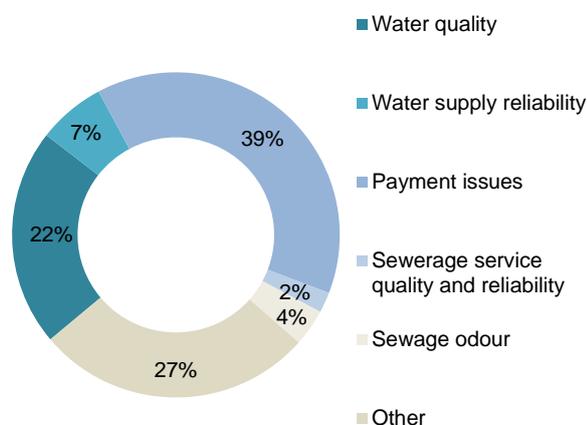
Major projects

✓ (Completed) – (Delayed)

- ✓ 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)

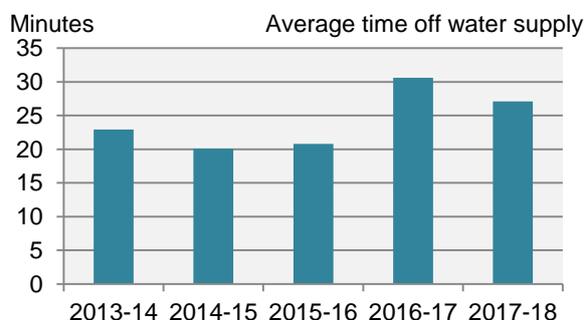
Complaints

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



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.

East Gippsland Water



Supply map



Key facts

Statewide

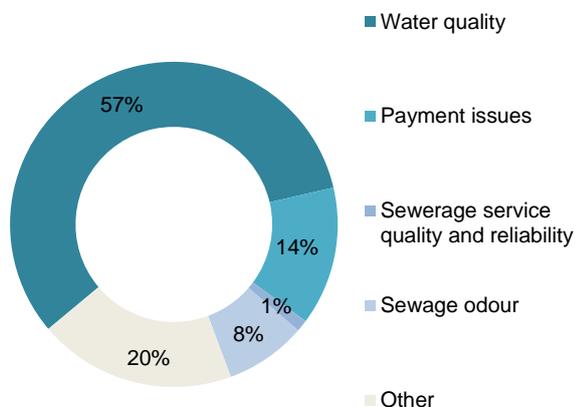
Number of water customers:	23,760	2,700,000
Average household water use (kilolitres):	157 kL	160 kL
Typical household bill (owner occupier):	\$ 1191	\$ 1041
Typical household bill (tenant):	\$ 314	\$ 454

Major projects

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

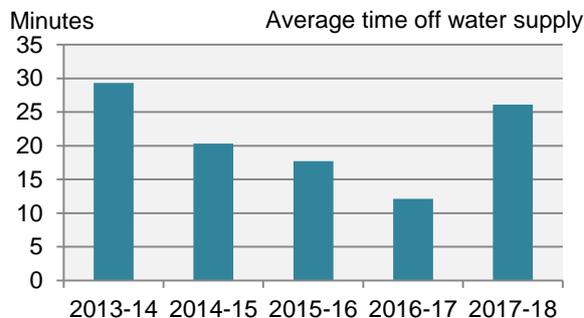
Complaints

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.





Supply map



Key facts

Statewide

Number of water customers:	69,788	2,700,000
Average household water use (kilolitres):	168 kL	160 kL
Typical household bill (owner occupier):	\$ 1290	\$ 1041
Typical household bill (tenant):	\$ 332	\$ 454

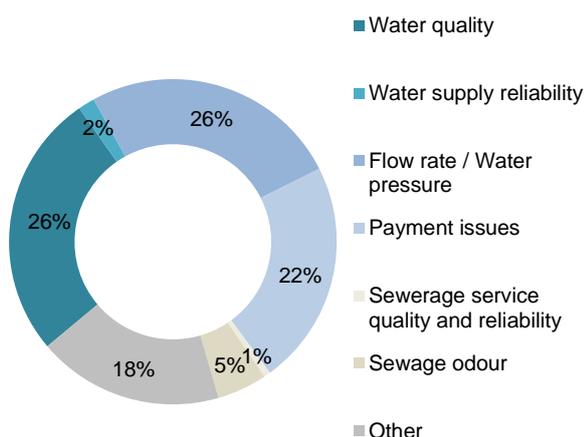
Major projects

✓ (Completed)

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

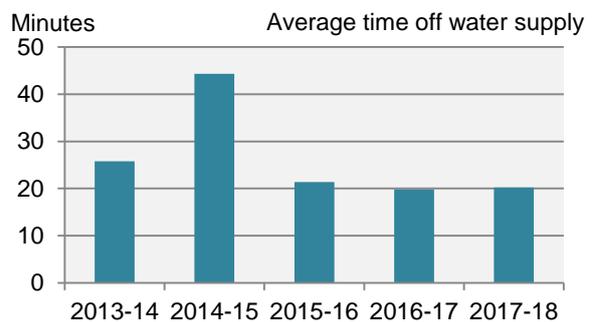
Complaints

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.





Supply map



Key facts

Statewide

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

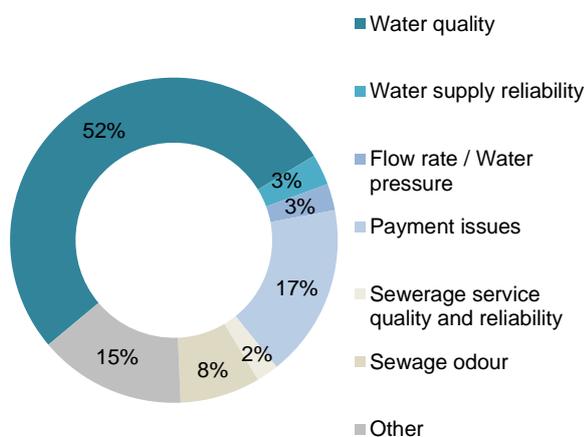
Major projects

✓ (Completed) ~ (Deferred)

- ✓ 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

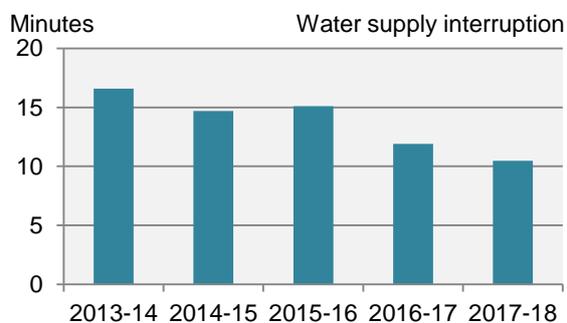
Complaints

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.

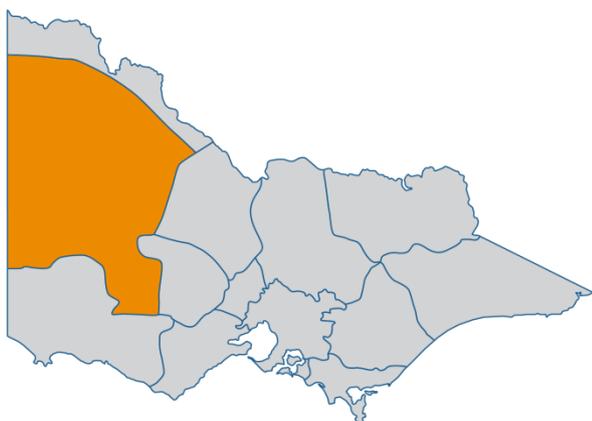


94.1 per cent of sewer spills were contained in 5 hours.





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

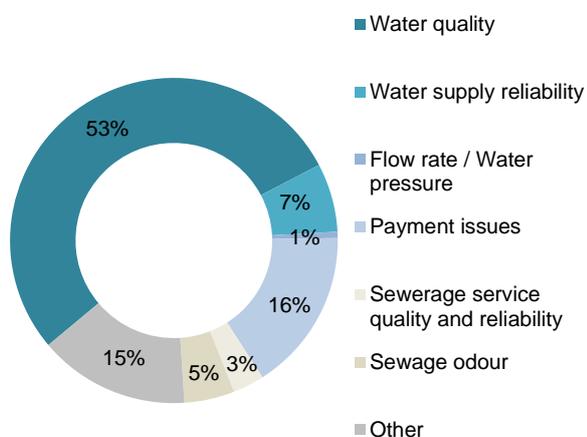
Major projects

✓ (Completed) – (Delayed) ~ (Deferred)

- ✓ Donald, Wycheproof, Rupanyup and Minyip treated water supply
- ✓ Wimmera Mallee Pipeline augmentation
- ✓ Intelligent rural pipeline networks
- Irrigation network decommissioning
- Rupanyup sewerage scheme
- South West Loddon rural supply (stage 2)
- Mallee towns treated water supply
- ~ Upgrade of Donald wastewater and reuse system

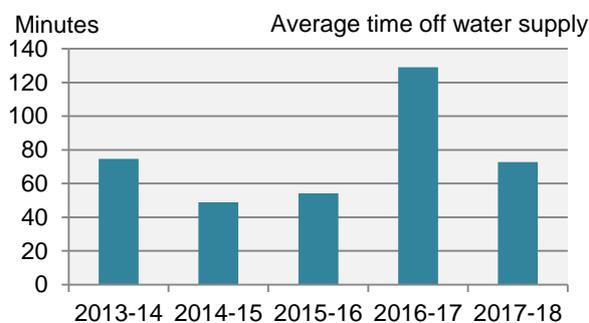
Complaints

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



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

Statewide

Number of water customers:	33,719	2,700,000
Average household water use (kilolitres):	492 kL	160 kL
Typical household bill (owner occupier):	\$ 970	\$ 1041
Typical household bill (tenant):	\$ 287	\$ 454

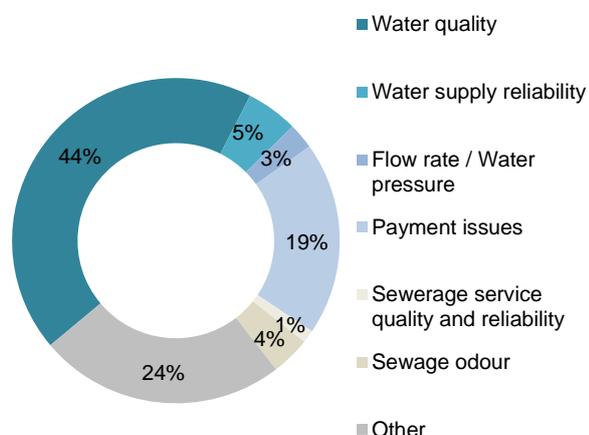
Major projects

✓ (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

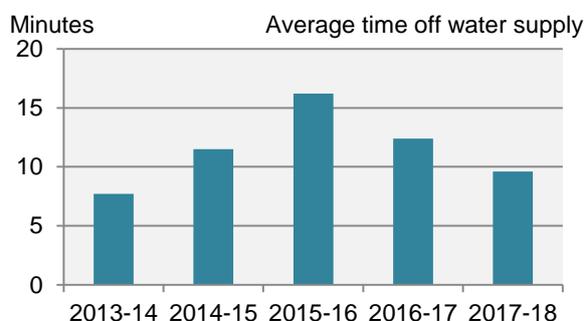
Complaints

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.





Supply map



Key facts

Statewide

Number of water customers:	51,094	2,700,000
Average household water use (kilolitres):	208 kL	160 kL
Typical household bill (owner occupier):	\$ 892	\$ 1041
Typical household bill (tenant):	\$ 456	\$ 454

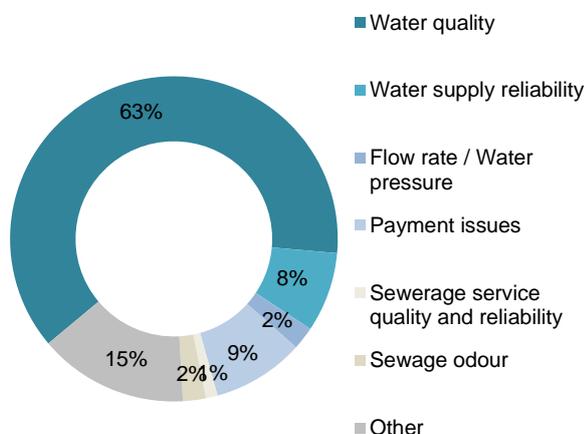
Major projects

✓ (Completed) ★ (On schedule) — (Delayed)

- ✓ Bright off-river storage
- ✓ Servicing unserved 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

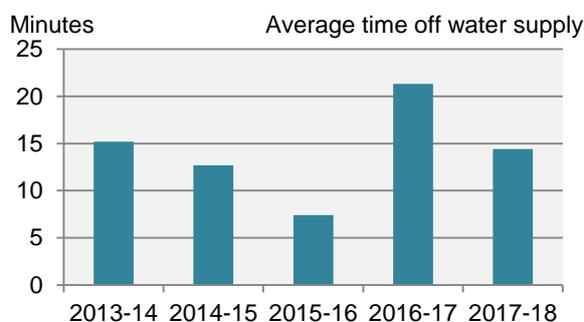
Complaints

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



Service reliability

Customers experienced an average of 14 minutes without water supply due to planned and unplanned interruptions.

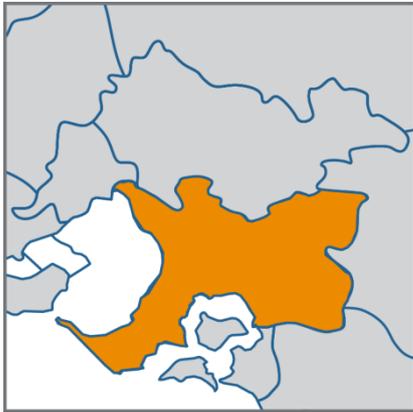


100 per cent of sewer spills were contained in 5 hours.





Melbourne supply map



Key facts

Statewide

Number of water customers:	762,245	2,700,000
Average household water use (kilolitres):	150 kL	160 kL
Typical household bill (owner occupier):	\$ 1018	\$ 1041
Typical household bill (tenant):	\$ 513	\$ 454

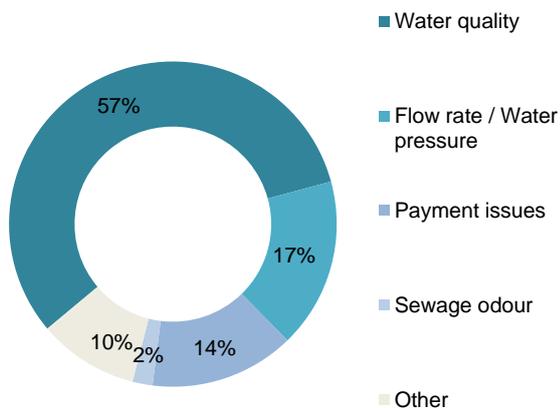
Major projects

✓ (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

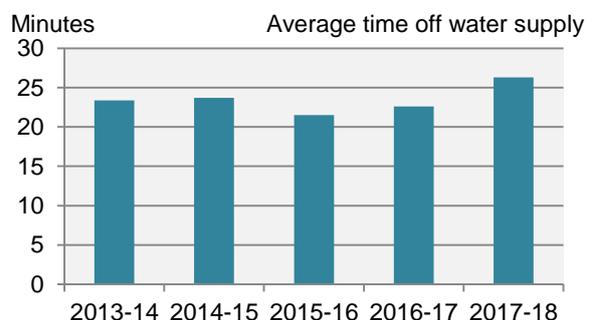
Complaints

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

Statewide

Number of water customers:	20,372	2,700,000
Average household water use (kilolitres):	118 kL	160 kL
Typical household bill (owner occupier):	\$ 978	\$ 1041
Typical household bill (tenant):	\$ 212	\$ 454

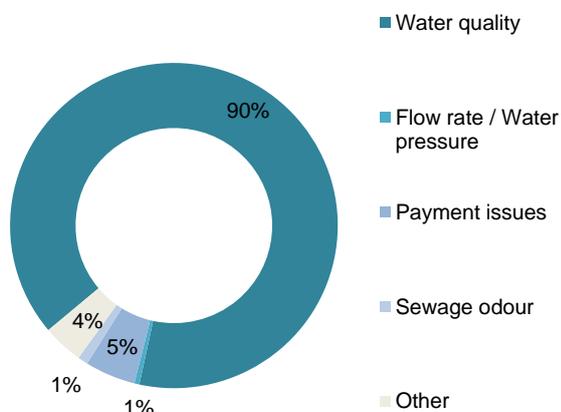
Major projects

✓ (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)

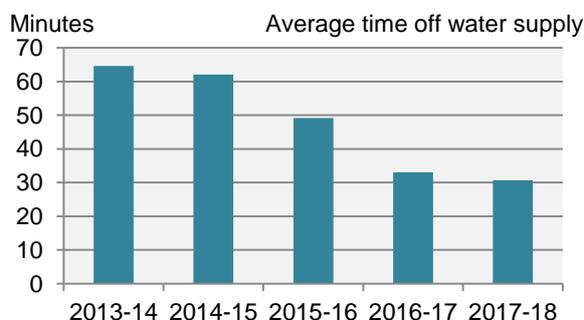
Complaints

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.



Wannon Water



Supply map



Key facts

Statewide

Number of water customers:	43,070	2,700,000
Average household water use (kilolitres):	144 kL	160 kL
Typical household bill (owner occupier):	\$ 1098	\$ 1041
Typical household bill (tenant):	\$ 198	\$ 454

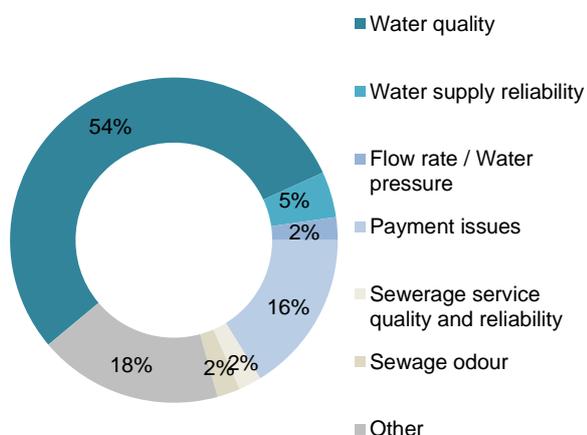
Major projects

✓ (Completed) – (Delayed) ~ (Deferred)

- ✓ Curdie Vale bore construction
- ✓ Construct new bore at Wyatt St Portland
- ✓ Casterton water treatment plant clarifier
- ✓ Heywood and Hamilton water reclamation plant irrigation works
- Cobden and Casterton water reclamation plant irrigation works
- Portland reclamation plant wind energy project
- ~ Water tower and pump stations in Wollaston and Wangoom Road Warrnambool

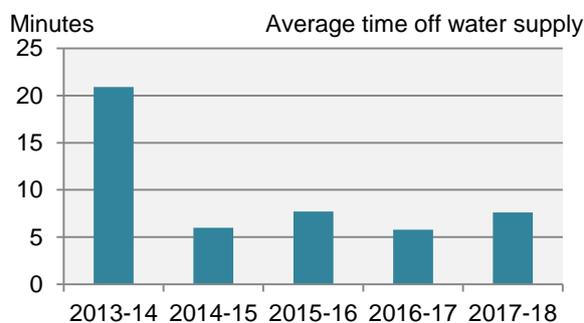
Complaints

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.



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





Supply map



Key facts

Statewide

Number of water customers:	64,981	2,700,000
Average household water use (kilolitres):	184 kL	160 kL
Typical household bill (owner occupier):	\$ 1012	\$ 1041
Typical household bill (tenant):	\$ 252	\$ 454

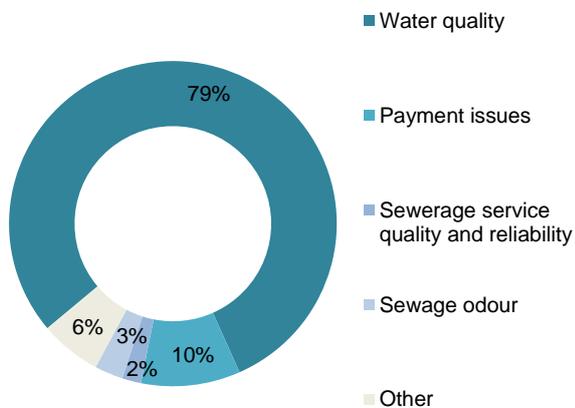
Major projects

✓ (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

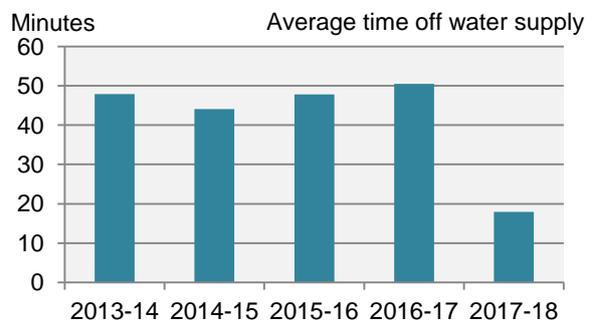
Complaints

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.





Supply map



Key facts

Statewide

Number of water customers:	16,529	2,700,000
Average household water use (kilolitres):	84 kL	160 kL
Typical household bill (owner occupier):	\$ 1124	\$ 1041
Typical household bill (tenant):	\$ 137	\$ 454

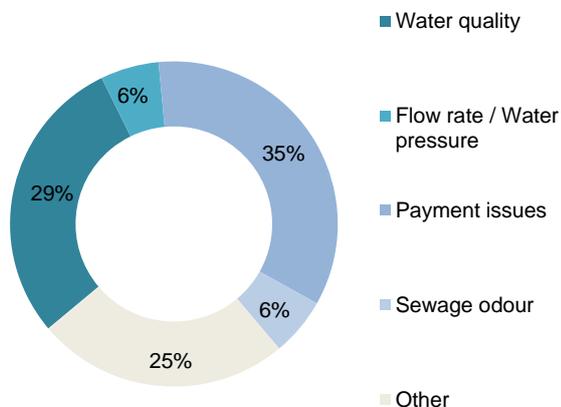
Major projects

✓ (Completed) ~ (Deferred)

- ✓ 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

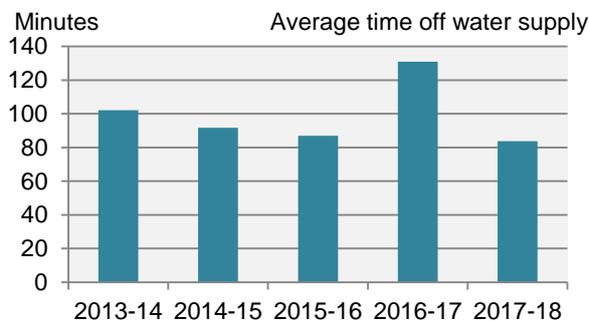
Complaints

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

Statewide

Number of water customers:	802,130	2,700,000
Average household water use (kilolitres):	151 kL	160 kL
Typical household bill (owner occupier):	\$ 1064	\$ 1041
Typical household bill (tenant):	\$ 529	\$ 454

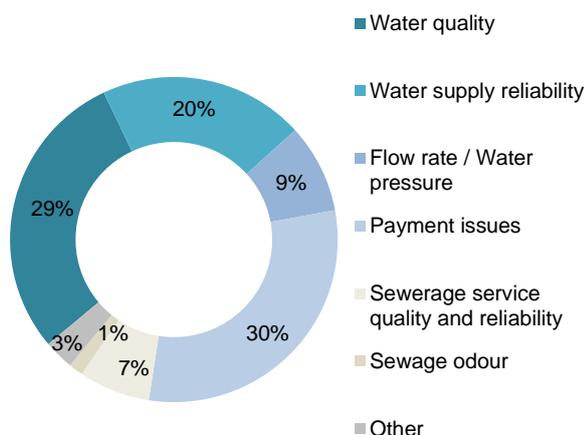
Major projects

✓ (Completed) ★ (On schedule) – (Delayed) ~ (Deferred)

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

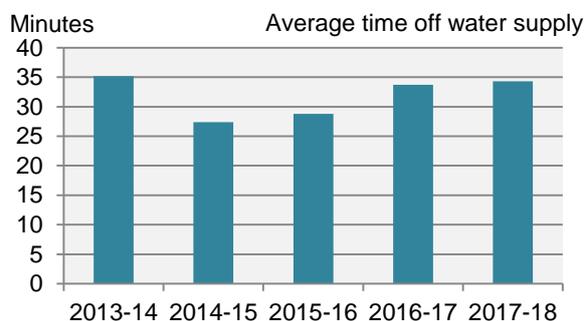
Complaints

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.



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

