

2010-11 WATER PERFORMANCE REPORT

GOULBURN VALLEY WATER



The Essential Services Commission has published its seventh annual report on the performance of the Victorian urban water businesses that provide water and sewerage services. This factsheet provides information to consumers on the performance of their water business.

Household bills

Based on the average household consumption, an owner occupier's average household bill increased from \$654 in 2009-10 to \$662 in 2010-11.

However, tenants who are not billed fixed charges had their average household bills decrease from \$196 in 2009-10 to \$168 in 2010-11.

Household Consumption

Average household consumption of 199 kL in 2010-11 was the lowest reported over the last five years, down from 261 kL in 2009-10.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Goulburn Valley Water's customers experienced an average of 14 minutes off supply in 2010-11, the same level as that in 2009-10.

Sewer system reliability

In 2010-11 Goulburn Valley Water reported 21 sewer blockages per 100km of sewer main, down from 25 reported in 2009-10.

Water Quality

Goulburn Valley Water reported that all customers received water that met the microbiological (measured by *E. Coli* levels) and turbidity requirements of the Safe Drinking Water Regulations 2005.

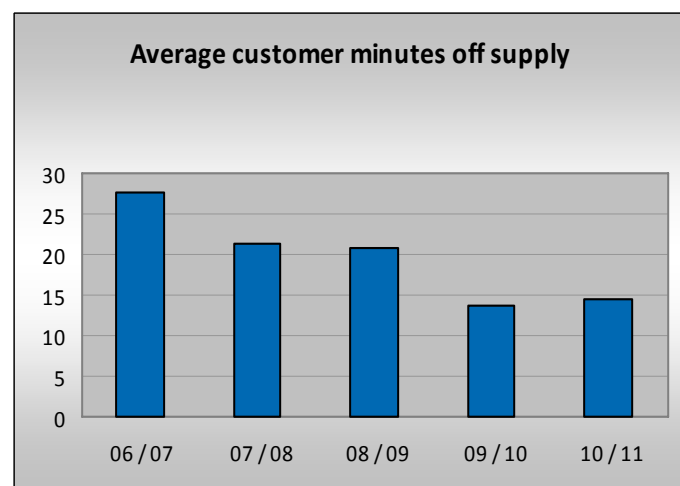
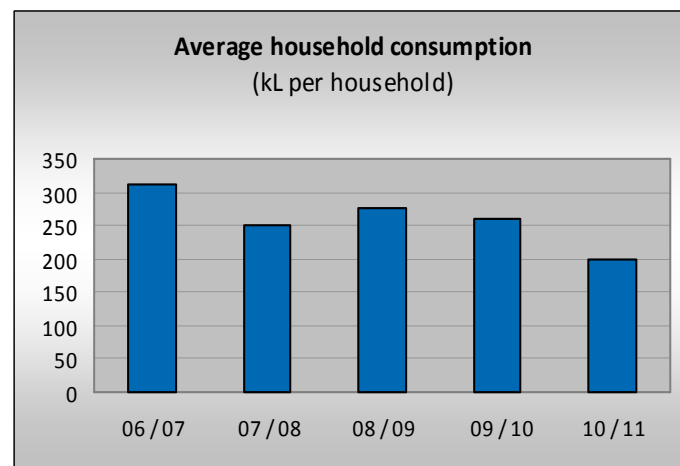
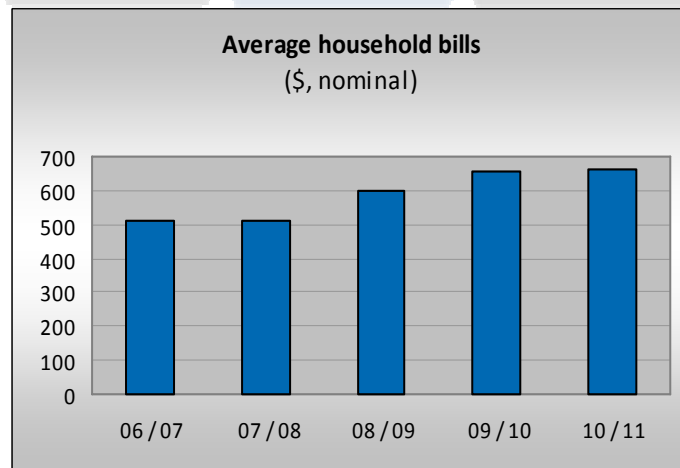
Recycling

Goulburn Valley Water recycled 40 per cent of its treated effluent in 2010-11, substantially lower than 92 per cent in 2009-10, due to high rainfall producing more effluent and reducing demand for recycled water, particularly for agricultural purposes.

Major Projects

Originally due in 2009-10, the construction for the Alexandra-Eildon pipeline was completed on time in May 2010, however commissioning difficulties delayed completion of the project. The issues have since been resolved and the pipeline is now commissioned.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
53 830	\$ 662	199 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	51 305	52 033	52 621	52 929	53 830
Sewerage customers	43 328	43 952	44 571	46 378	47 218
Length of water main (km)	1 677	1 694	1 734	1 739	1 751
Length of sewer main (km)	1 151	1 170	1 189	1 194	1 207
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	311	251	276	261	199
Average household bills (\$, nominal)					
Owner occupiers	512	513	600	654	662
Tenants	171	147	184	196	168
Legal action for non-payment - domestic (per 100 customers)		0.00	0.08	0.25	0.01
Restrictions for non-payment - domestic (per 100 customers)	1.37	1.11	1.78	1.40	0.42
Hardship grants	51	22	64	54	76
Billing and affordability complaints	10	15	14	47	53
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	39 732	34 575	32 539	34 313	34 347
account line	27 228	25 496	25 003	27 567	28 198
fault line	12 504	9 079	7 536	6 746	6 149
Account line and fault line					
average time to connect to an operator (seconds)	28	26	25	25	24
calls answered in 30 seconds (percent)	98	98	98	98	98
Total complaints - all categories	670	593	472	880	520
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	126	107	101	69	106
unplanned	353	320	385	327	216
total (per 100km water main)	29	25	28	23	18
Average duration of interruptions (minutes)					
planned	106	101	119	73	104
unplanned	121	110	96	93	104
Average customer minutes off supply - total	28	21	21	14	14
planned	6	5	5	2	6
unplanned	22	16	15	12	8
Bursts and leaks (per 100km water main)	39	27	33	26	18
Sewer blockages (per 100km sewer main)	27	21	25	25	21
Water supply reliability and pressure complaints	209	193	95	394	67
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	355	221	214	267	354
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	86	93	97	92	40
Biosolids - reused (percent)	115	62	40	205	6
CO ₂ e - total (tonnes)	35 586	29 983	32 707	29 742	24 122
Sewer odour complaints	57	43	49	48	28