Water business profiles supplement

Water performance report 2016-17

1 March 2018
An appropriate citation for this paper is:
Essential Services Commission 2018, Water business profiles supplement: Water performance report 2016-17, 1 March

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How to use this supplement

This supplement to our *Water performance report 2016-17* 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 2016-17 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 2016–17 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

Statewide

- Number of water customers: 154,266
- Average household water use (kilolitres): 158 kL
- Typical household bill (owner occupier): $986
- Typical household bill (tenant): $265

Barwon Water Supply map

Key facts

- Number of water customers: 2,700,000
- Average household water use (kilolitres): 157 kL
- Typical household bill (owner occupier): $1016
- Typical household bill (tenant): $439

Major projects

- Apollo Bay bulk water supply expansion (Completed)
- Pettavel water basin upgrade (Completed)
- West Lara transfer system (Completed)
- Aireys Inlet pipeline (Completed)
- Black Rock water reclamation plant hydraulic capacity upgrade (Deferred)
- Torquay West high level feeder main (Deferred)
- Inverleigh low level feeder main (Cancelled)

Complaints

665 complaints were received by the business, 8 less than the total in 2015-16.

Service reliability

Customers experienced an average of 30 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

<table>
<thead>
<tr>
<th>Statewide</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>68,251</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>150 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 1212</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 277</td>
</tr>
</tbody>
</table>

Statewide

| Number of water customers: | 2,700,000 |
| Average household water use (kilolitres): | 157 kL |
| Typical household bill (owner occupier): | $ 1016 |
| Typical household bill (tenant): | $ 439 |

Major projects

- (Completed)
- (On schedule)
- Living Victoria/Living Ballarat West aquifer storage and recovery project
- Lexton water supply project
- Maryborough water quality improvement project

Complaints

470 complaints were received by the business, 135 more than the total in 2015-16.

Service reliability

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

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

Water business profiles supplement
Coliban Water

Supply map

Key facts

Statewide

Number of water customers: 74,163
Average household water use (kilolitres): 185 kL
Typical household bill (owner occupier): $1305
Typical household bill (tenant): $409

Number of water customers: 2,700,000
Average household water use (kilolitres): 157 kL
Typical household bill (owner occupier): $1016
Typical household bill (tenant): $439

Major projects

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

Complaints

638 complaints were received by the business, 164 more than the total in 2015-16.

Water quality: 71%
Flow rate / Water pressure: 8%
Payment issues: 19%
Sewage odour: 1%
Other: 1%

Service reliability

Customers experienced an average of 15 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>Melbourne supply</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>444,681</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>147 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 933</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 452</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

1460 complaints were received by the business, 757 less than the total in 2015-16.

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.
East Gippsland Water

Supply map

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>East Gippsland</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>23,460</td>
<td>2,700,000</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>148 kL</td>
<td>157 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1143</td>
<td>$1016</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$280</td>
<td>$439</td>
</tr>
</tbody>
</table>

Major projects

- (Completed)
- (On schedule)
- (Deferred)

- Bairnsdale sewer master plan bridge sewer pump station
- Bairnsdale wastewater treatment plant upgrade

~ Sarsfield — additional tank or liner
~ Paynesville main supply pipeline (stage 2)

Complaints

95 complaints were received by the business, 53 more than the total in 2015-16.

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

Water quality

Payment issues

Sewerage service quality and reliability

Sewage odour

Other
Gippsland Water

Supply map

Key facts

<table>
<thead>
<tr>
<th>Statewide</th>
<th>Gippsland Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>68,772</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>166 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1258</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$321</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

747 complaints were received by the business, 110 more than the total in 2015-16.

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

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Goulburn Valley Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water</td>
<td>57,873</td>
<td>2,700,000</td>
</tr>
<tr>
<td>customers:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average household</td>
<td>242 kL</td>
<td>157 kL</td>
</tr>
<tr>
<td>water use (kilolitres)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Typical household</td>
<td>$ 883</td>
<td>$ 1016</td>
</tr>
<tr>
<td>bill (owner occupier)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Typical household</td>
<td>$ 279</td>
<td>$ 439</td>
</tr>
<tr>
<td>bill (tenant):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Major projects

✔ (Completed)  ❌ (Delayed)  ~ (Deferred)

✔ Marysville new water treatment plant
✔ Numurkah water treatment plant upgrade
~ Cobram — MGC unfluoridated water pipeline

Complaints

314 complaints were received by the business, 66 less than the total in 2015-16.

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.
Supply map

Key facts

- **Number of water customers:**
  - Statewide: 2,700,000
  - Local: 31,728

- **Average household water use (kilolitres):**
  - Statewide: 157 kL
  - Local: 210 kL

- **Typical household bill (owner occupier):**
  - Statewide: $1,016
  - Local: $1,301

- **Typical household bill (tenant):**
  - Statewide: $439
  - Local: $361

Major projects

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

- Deferred
  - Irrigation network decommissioning
  - Rupanyup sewerage scheme
  - Upgrade of Donald wastewater and reuse system

Complaints

- 155 complaints were received by the business, 78 less than the total in 2015-16.

Service reliability

- Customers experienced an average of 129 minutes without water supply due to planned and unplanned interruptions.

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

Supply map

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Lower Murray</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers</td>
<td>33,395</td>
<td>2,700,000</td>
</tr>
<tr>
<td>Average household water use (kilolitres)</td>
<td>434 kL</td>
<td>157 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier)</td>
<td>$ 906</td>
<td>$ 1016</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 239</td>
<td>$ 439</td>
</tr>
</tbody>
</table>

Major projects

- (Completed) — (Delayed) ~ (Deferred)
  - Mildura water supply strategy
  - Red Cliffs WTP upgrade
  - Mildura trunk extension
  - Mildura emergency sewer overflow storages

- WTP water quality improvements
- WTP PLC replacement
- ~ Relocation of 14th Street tower
- ~ Merbein sewage diversion to Koorlong WWTP

Complaints

197 complaints were received by the business, 99 more than the total in 2015-16.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water quality</td>
<td>65%</td>
</tr>
<tr>
<td>Water supply reliability</td>
<td>2%</td>
</tr>
<tr>
<td>Flow rate / Water pressure</td>
<td>6%</td>
</tr>
<tr>
<td>Payment issues</td>
<td>17%</td>
</tr>
<tr>
<td>Sewerage service quality and reliability</td>
<td>1%</td>
</tr>
<tr>
<td>Sewage odour</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
</tr>
</tbody>
</table>

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>
<th></th>
<th>North East Water</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>50,273</td>
<td>2,700,000</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>198 kL</td>
<td>157 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 859</td>
<td>$ 1016</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 430</td>
<td>$ 439</td>
</tr>
</tbody>
</table>

Major projects

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

Complaints

144 complaints were received by the business, 59 more than the total in 2015-16.

Service reliability

Customers experienced an average of 21 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>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>743,040</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>150 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 998</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 500</td>
</tr>
</tbody>
</table>

Major projects

- ✔ 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

2193 complaints were received by the business, 303 less than the total in 2015-16.

Service reliability

Customers experienced an average of 23 minutes without water supply due to planned and unplanned interruptions.

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

Supply map

Key facts

<table>
<thead>
<tr>
<th>Statewide</th>
<th>South Gippsland Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>20,048</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>120 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$962</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$211</td>
</tr>
</tbody>
</table>

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

125 complaints were received by the business, 22 more than the total in 2015-16.

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.

Water quality

- 73%
- 7%
- 3%
- 4%
- 13%

Flow rate / Water pressure

Payment issues

Sewage odour

Other

Average time off water supply

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>70</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
</tbody>
</table>

Essential Services Commission Water business profiles supplement
Wannon Water

Supply map

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Wannon Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>2,700,000</td>
<td>42,766</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>157 kL</td>
<td>136 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 1016</td>
<td>$ 1069</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 439</td>
<td>$ 178</td>
</tr>
</tbody>
</table>

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

- 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

470 complaints were received by the business, 135 more than the total in 2015-16.

- Water quality: 54%
- Water supply reliability: 20%
- Payment issues: 17%
- Sewerage service quality and reliability: 3%
- Sewage odour: 4%
- Other: 2%

Service reliability

Customers experienced an average of 6 minutes without water supply due to planned and unplanned interruptions.

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

Supply map

Key facts

<table>
<thead>
<tr>
<th>Statewide</th>
<th>62,234</th>
<th>2,700,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>179 kL</td>
<td>157 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$ 943</td>
<td>$ 1016</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$ 223</td>
<td>$ 439</td>
</tr>
</tbody>
</table>

Major projects

- (Delayed) ~ (Deferred) ✗ (Cancelled)
- Sunbury recycled water plant (RWP) upgrade
- Bacchus Marsh sewer rising main Geelong Road
- Rockbank outfall sewer (rising main)
- ~ 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

206 complaints were received by the business, 123 less than the total in 2015-16.

Service reliability

Customers experienced an average of 50 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
Westernport Water

Supply map

Key facts

<table>
<thead>
<tr>
<th></th>
<th>Westernport Water</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of water customers:</td>
<td>16,320</td>
<td>2,700,000</td>
</tr>
<tr>
<td>Average household water use (kilolitres):</td>
<td>84 kL</td>
<td>157 kL</td>
</tr>
<tr>
<td>Typical household bill (owner occupier):</td>
<td>$1101</td>
<td>$1016</td>
</tr>
<tr>
<td>Typical household bill (tenant):</td>
<td>$134</td>
<td>$439</td>
</tr>
</tbody>
</table>

Major projects

✓ (Completed) ★ (On schedule) ~ (Delayed)
- Candowie upgrade project
- Cowes wastewater reticulation — new rising mains
- Cowes wastewater treatment plant upgrade
- Ian Bartlett water purification plant tertiary treatment
- San Remo basin cover replacement

Complaints

470 complaints were received by the business, 135 more than the total in 2015-16.

Service reliability

Customers experienced an average of 131 minutes without water supply due to planned and unplanned interruptions.

![Water quality chart]

<table>
<thead>
<tr>
<th></th>
<th>2012-13</th>
<th>2013-14</th>
<th>2014-15</th>
<th>2015-16</th>
<th>2016-17</th>
<th>Average time off water supply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water quality</td>
<td>200</td>
<td>150</td>
<td>100</td>
<td>50</td>
<td>100</td>
<td>100 per cent of sewer spills were contained in 5 hours.</td>
</tr>
</tbody>
</table>
Yarra Valley Water

Melbourne supply map

Key facts

<table>
<thead>
<tr>
<th>Statewide</th>
<th></th>
<th>Melbourne supply map</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of water customers:</strong></td>
<td>783,886</td>
<td>2,700,000</td>
</tr>
<tr>
<td><strong>Average household water use (kilolitres):</strong></td>
<td>148 kL</td>
<td>157 kL</td>
</tr>
<tr>
<td><strong>Typical household bill (owner occupier):</strong></td>
<td>$ 1033</td>
<td>$ 1016</td>
</tr>
<tr>
<td><strong>Typical household bill (tenant):</strong></td>
<td>$ 506</td>
<td>$ 439</td>
</tr>
</tbody>
</table>

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

8607 complaints were received by the business, 4178 more than the total in 2015-16.

| Water quality | 34% |
| Water supply reliability | 10% |
| Flow rate / Water pressure | 7% |
| Payment issues | 1% |
| Sewerage service quality and reliability | 5% |
| Sewage odour | 14% |
| Other | 28% |

Service reliability

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

- 95.2 per cent of sewer spills were contained in 5 hours.