

# 2010-11 WATER PERFORMANCE REPORT

## SOUTH GIPPSLAND 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 \$868 in 2009-10 to \$906 in 2010-11.

Tenants who are not billed fixed charges had their average household bills increase from \$151 in 2009-10 to \$158 in 2010-11.

### Household Consumption

Average household consumption in 2010-11 of 114 kL continued a downward trend evident over the last five years.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. South Gippsland Water's customers experienced an average of 60 minutes off supply in 2010-11, a decrease from the 83 minutes reported in 2009-10.

### Sewer system reliability

In 2010-11 South Gippsland Water reported 15 sewer blockages per 100km of sewer main, a similar performance to previous years.

### Water Quality

South Gippsland 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.

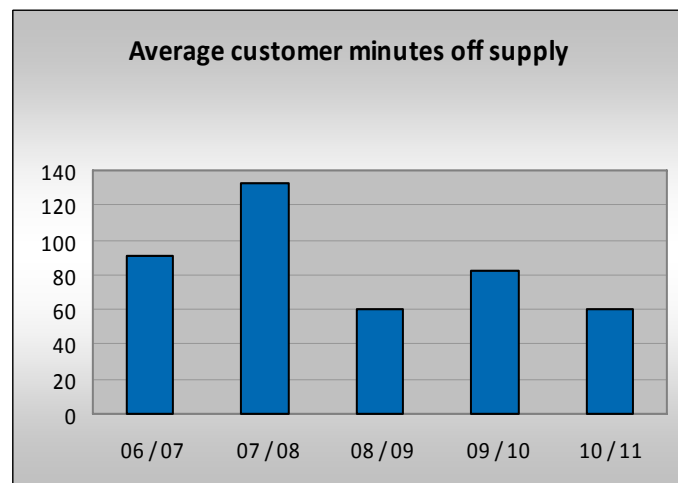
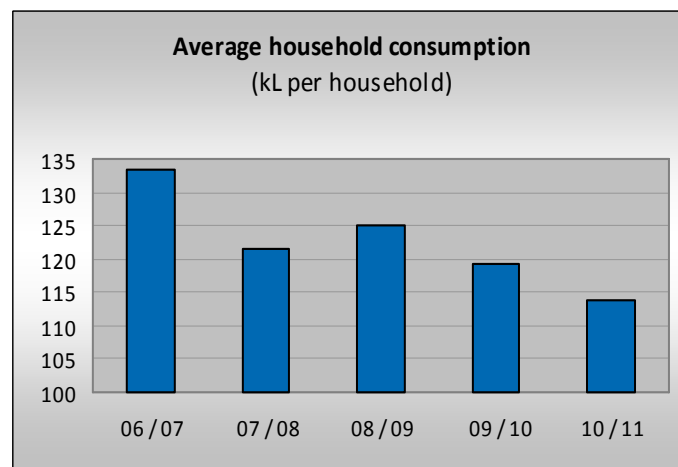
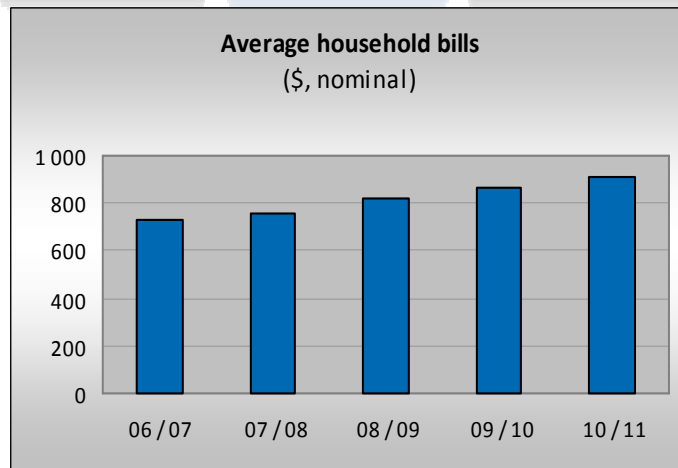
### Recycling

South Gippsland Water recycled 1 per cent of its treated effluent in 2010-11.

### Major Projects

There were no major projects originally scheduled to be delivered in 2010-11. However, the Meeniyang Sewerage Scheme which was originally scheduled for delivery in 2009-10 remains incomplete. The sewerage scheme was opened during September 2011 but wet weather has further delayed the completion of the final lagoon earthworks. It is expected to be completed by April 2012.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
18 671	\$ 906	114 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	17 173	17 481	17 879	18 272	18 671
Sewerage customers	14 381	14 607	14 954	15 331	15 675
Length of water main (km)	615	626	661	686	689
Length of sewer main (km)	451	373	401	404	415
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	133	122	125	119	114
Average household bills (\$, nominal)					
Owner occupiers	727	758	824	868	906
Tenants	117	121	142	151	158
Legal action for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.00	0.01
Restrictions for non-payment - domestic (per 100 customers)	0.30	0.31	0.30	0.34	0.24
Hardship grants	0	0	7	0	0
Billing and affordability complaints	14	20	30	33	47
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	24 944	25 035	24 684	26 611	24 826
account line	24 944	25 035	24 684	26 611	24 826
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	22	21	21	23	24
calls answered in 30 seconds (percent)	99	99	99	99	100
Total complaints - all categories	287	264	200	155	258
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	60	120	52	101	91
unplanned	167	225	174	179	119
total (per 100km water main)	37	55	34	41	30
Average duration of interruptions (minutes)					
planned	255	274	238	211	187
unplanned	116	101	100	92	100
Average customer minutes off supply - total	91	132	60	83	60
planned	62	97	29	63	44
unplanned	29	36	30	20	16
Bursts and leaks (per 100km water main)	56	69	51	50	39
Sewer blockages (per 100km sewer main)	14	14	17	17	15
Water supply reliability and pressure complaints	40	22	4	0	44
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	178	159	113	78	128
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	5	4	4	4	1
Biosolids - reused (percent)	0	0	0	0	0
CO <sub>2</sub> e - total (tonnes)	9 101	6 895	11 458	13 209	12 560
Sewer odour complaints	17	13	6	2	2