

# 2010-11 WATER PERFORMANCE REPORT

## WESTERN 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 \$812 in 2009-10 to \$865 in 2010-11.

Tenants who are not billed fixed charges had their average household bills increase from \$194 in 2009-10 to \$204 in 2010-11.

### Household Consumption

Average household consumption in 2010-11 of 158 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. Western Water's customers experienced an average of 22 minutes off supply in 2010-11, an increase from the 15 minutes reported in 2009-10, but a better performance than the three preceding years.

### Sewer system reliability

In 2010-11 Western Water reported 22 sewer blockages per 100km of sewer main, down from 30 in 2009-10.

### Water Quality

Western 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.

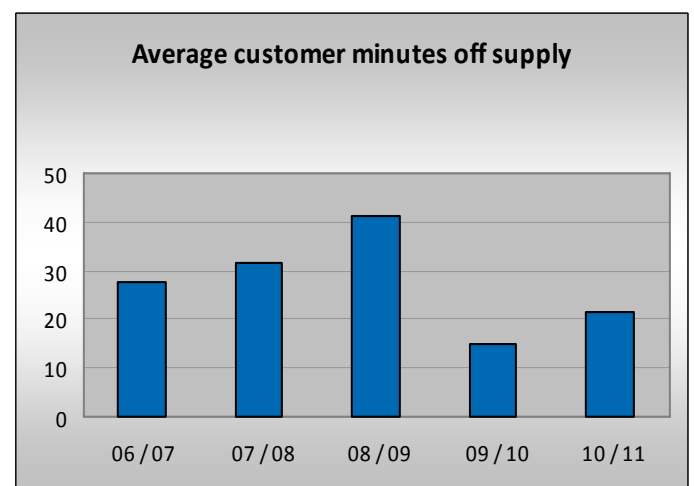
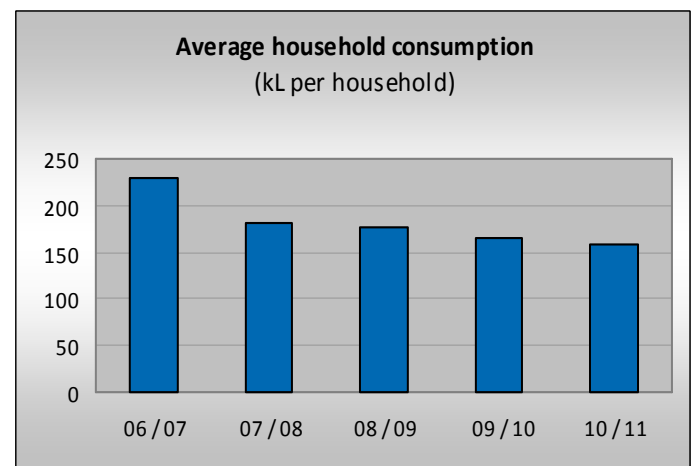
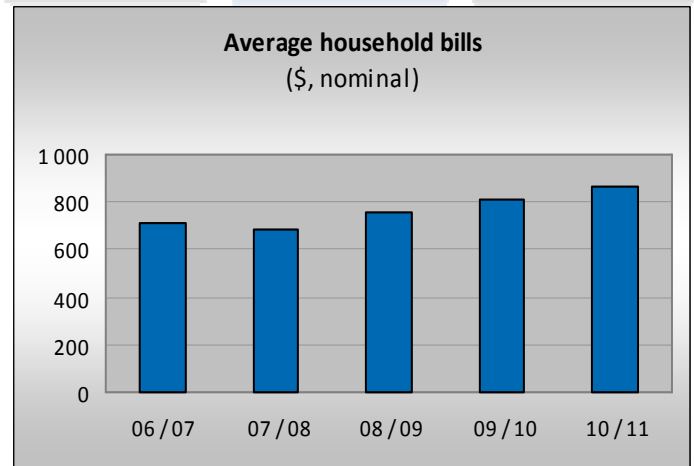
### Recycling

Western Water recycled 51 per cent of its treated effluent in 2010-11, a large decrease from previous years due to high rainfall producing more effluent and reducing demand for recycled water.

### Major Projects

The Woodend Recycled Water Plant Upgrade was completed on schedule. Originally due in 2009-10, the Merrimu Water Tank project was completed in April 2011.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
52 565	\$ 865	158 kL



# 2010-11 WATER PERFORMANCE REPORT

## WESTERN WATER



GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	46 247	47 959	49 125	51 567	52 565
Sewerage customers	40 282	41 870	43 295	45 527	46 628
Length of water main (km)	1 645	1 690	1 710	1 741	1 804
Length of sewer main (km)	991	1 024	1 048	1 086	1 120
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	230	182	176	166	158
Average household bills (\$, nominal)					
Owner occupiers	712	681	759	812	865
Tenants	195	157	185	194	204
Legal action for non-payment - domestic (per 100 customers)	0.02	0.03	0.01	0.06	0.03
Restrictions for non-payment - domestic (per 100 customers)	0.09	0.15	0.10	0.23	0.32
Hardship grants	77	138	55	116	292
Billing and affordability complaints	24	25	27	20	25
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	94 711	75 734	89 010	83 768	78 236
account line	94 711	75 734	89 010	83 768	78 236
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	29	28	21	21	20
calls answered in 30 seconds (percent)	85	90	94	95	96
Total complaints - all categories	241	264	261	155	235
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	67	84	91	83	96
unplanned	271	268	257	242	251
total (per 100km water main)	21	21	20	19	19
Average duration of interruptions (minutes)					
planned	257	209	151	110	129
unplanned	102	89	128	74	81
Average customer minutes off supply - total	27	31	41	15	22
planned	11	15	12	6	10
unplanned	17	16	29	9	11
Bursts and leaks (per 100km water main)	23	20	17	12	13
Sewer blockages (per 100km sewer main)	29	28	28	30	22
Water supply reliability and pressure complaints	2	1	2	5	1
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	186	219	215	120	195
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	83	84	88	85	51
Biosolids - reused (percent)	143	133	121	121	126
CO2e - total (tonnes)	23 958	23 484	24 503	20 846	21 620
Sewer odour complaints	0	0	1	0	0