

2011-12 WATER PERFORMANCE REPORT

WESTERNPORT WATER



The Essential Services Commission has published its eighth 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 \$929 in 2010-11 to \$988 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$93 in 2010-11 to \$104 in 2011-12.

Household Consumption

Average household consumption in 2011-12 was 72 kL, a slight increase from the previous year of 69 kL.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Westernport Water's customers experienced an average of 179 minutes off supply in 2011-12, an increase from the 133 minutes reported in 2010-11.

Sewer system reliability

In 2011-12 Westernport Water reported 5 sewer blockages per 100km of sewer main.

Water Quality

Westernport 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

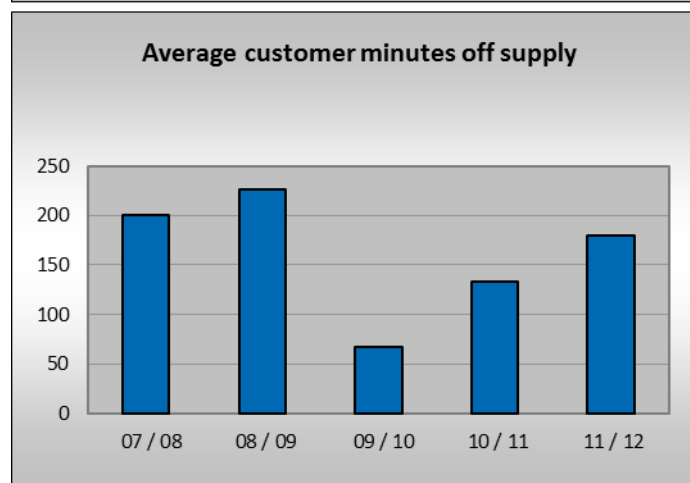
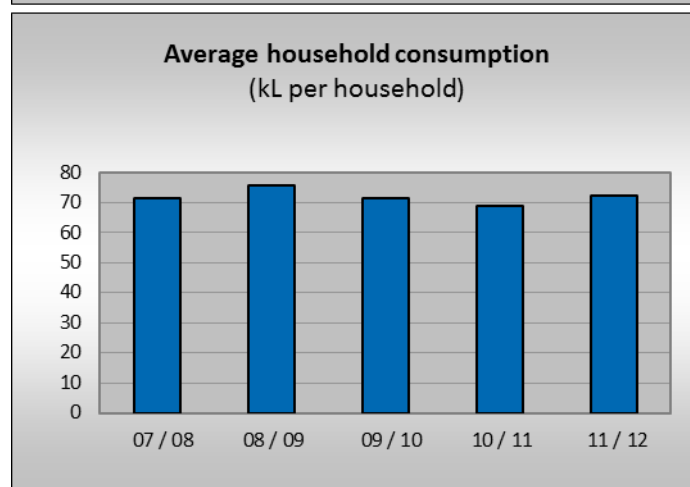
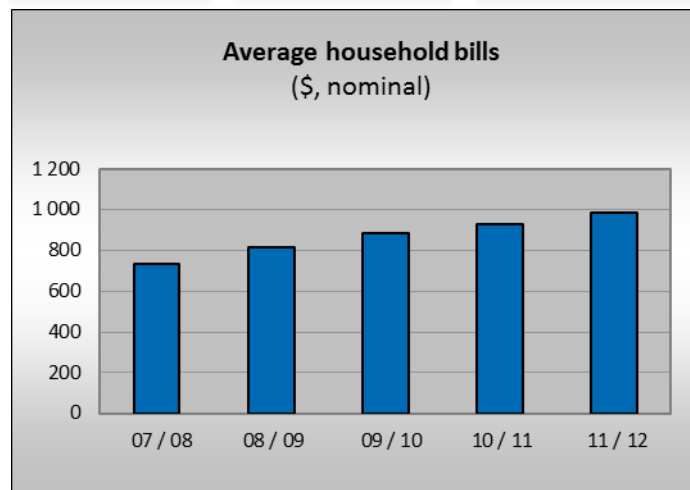
Westernport Water recycled 9 per cent of its treated effluent in 2011-12.

Major Projects

The Bass River Pipeline extension to Ian Bartlett Water Treatment Plant, Water quality improvement through tertiary treatment, and Cowes WWTP Stage 3 upgrade have all been deferred until Water Plan 3 or later.

The Bass River Augmentation has been deemed unnecessary until 2035 and the Cowes Basin Reactivation project has been cancelled as installation of the Under-Channel Pipeline has secured water supply to Phillip Island.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
15 358	\$ 988	72 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	14 305	14 517	14 808	15 104	15 358
Sewerage customers	12 875	13 111	13 438	13 715	13 953
Length of water main (km)	374	374	382	425	453
Length of sewer main (km)	308	308	363	337	339
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	71	76	71	69	72
Average household bills (\$, nominal)					
Owner occupiers	736	816	883	929	988
Tenants	80	89	91	93	104
Legal action for non-payment - domestic (per 100 customers)	0.34	0.01	0.00	0.00	0.00
Restrictions for non-payment - domestic (per 100 customers)	1.13	0.56	1.38	0.63	0.09
Hardship grants	4	1	7	5	3
Billing and affordability complaints	29	23	20	8	12
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	13 395	17 275	18 266	15 882	15 474
account line	13 084	16 817	16 791	14 477	13 928
fault line	311	458	1 475	1 405	1 546
Account line and fault line					
average time to connect to an operator (seconds)	22	20	20	20	20
calls answered in 30 seconds (percent)	94	96	94	93	95
Total complaints - all categories	247	129	94	65	145
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	30	104	54	69	87
unplanned	157	133	144	107	152
total (per 100km water main)	50	63	52	41	53
Average duration of interruptions (minutes)					
planned	284	178	131	158	145
unplanned	102	110	69	118	175
Average customer minutes off supply - total	200	226	67	133	179
planned	140	156	40	93	62
unplanned	60	70	28	40	117
Bursts and leaks (per 100km water main)	23	28	28	17	23
Sewer blockages (per 100km sewer main)	7	7	4	9	5
Water supply reliability and pressure complaints	9	11	7	8	38
DRINKING WATER QUALITY	2007-08	2008-09	2009-10	2010-11	2011-12
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	147	44	47	25	40
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	20	19	16	11	9
Biosolids - reused (percent)	0	0	0	170	122
CO2e - total (tonnes)	4 872	4 490	4 317	4 344	7 315
Sewer odour complaints	19	14	6	3	20