

2011-12 WATER PERFORMANCE REPORT

SOUTH GIPPSLAND 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 \$906 in 2010-11 to \$958 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$158 in 2010-11 to \$174 in 2011-12.

Household Consumption

Average household consumption in 2011-12 of 114 kL is consistent with the previous year.

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 45 minutes off supply in 2011-12, a decrease from the 60 minutes reported in 2010-11, and continuing an improving trend.

Sewer system reliability

In 2011-12 South Gippsland Water reported 22 sewer blockages per 100km of sewer main, an increase from the previous year of 15.

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 2 per cent of its treated effluent in 2011-12.

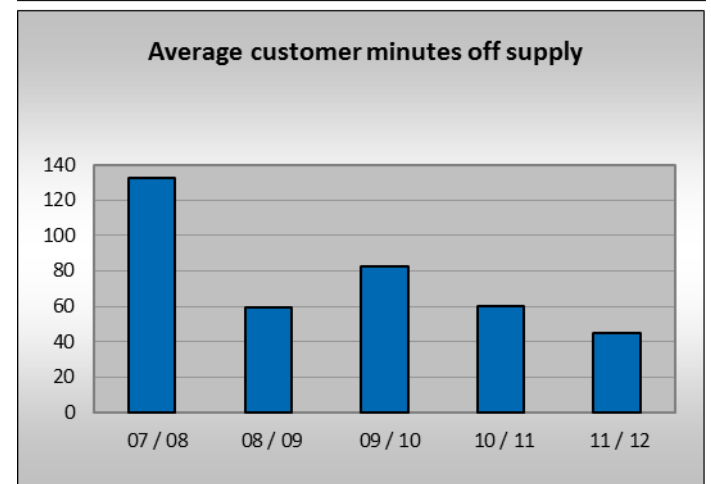
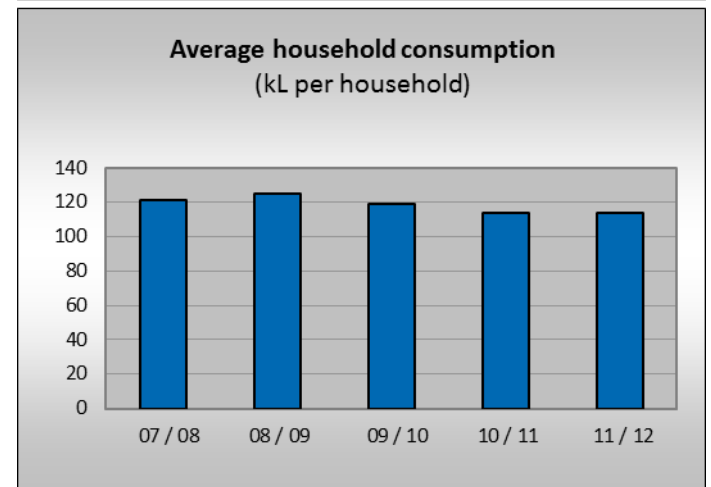
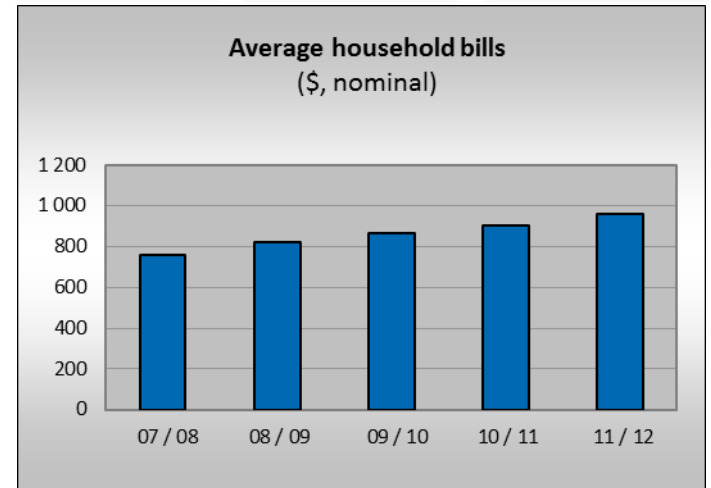
Major Projects

The Meeniyan Sewerage Scheme, Yarram Bore Project and Korumburra & Leongatha Wastewater Treatment Plants Sludge Dewatering projects have all been completed.

The Wonthaggi Wastewater Strategy Works has incurred delays in acquiring Crown land for new facilities, and has also been impacted by wet weather. The expected completion date is June 2014.

The Agnes River Augmentation project to construct off-stream storage has been replaced with the Central Towns Strategy, which will link Fish Creek, Foster and Toora water supply systems. This new project is included in Water Plan 3 for completion in 2015.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
19 022	\$ 958	114 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	17 481	17 879	18 272	18 671	19 022
Sewerage customers	14 607	14 954	15 331	15 675	16 232
Length of water main (km)	626	661	686	689	692
Length of sewer main (km)	373	401	404	415	419
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (KL per household)	122	125	119	114	114
Average household bills (\$, nominal)					
Owner occupiers	758	824	868	906	958
Tenants	121	142	151	158	174
Legal action for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.01	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.31	0.30	0.34	0.24	0.29
Hardship grants	0	8	0	0	0
Billing and affordability complaints	20	30	33	47	38
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	25 035	24 684	26 611	24 826	28 211
account line	25 035	24 684	26 611	24 826	28 211
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	21	21	23	24	24
calls answered in 30 seconds (percent)	99	99	99	100	99
Total complaints - all categories	264	200	155	258	138
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	120	52	101	91	88
unplanned	225	174	179	119	101
total (per 100km water main)	55	34	41	30	27
Average duration of interruptions (minutes)					
planned	274	238	211	187	194
unplanned	101	100	92	100	95
Average customer minutes off supply - total	132	60	83	60	45
planned	97	29	63	44	36
unplanned	36	30	20	16	9
Bursts and leaks (per 100km water main)	69	51	50	39	32
Sewer blockages (per 100km sewer main)	14	17	17	15	22
Water supply reliability and pressure complaints	22	4	0	44	4
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	159	113	78	128	52
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	4	4	4	1	2
Biosolids - reused (percent)	0	0	0	0	0
CO ₂ e - total (tonnes)	6 895	11 458	13 209	12 560	8 154
Sewer odour complaints	13	6	2	2	1