

2009-10 WATER PERFORMANCE REPORT

WESTERN WATER



The Essential Services Commission has published its sixth 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 \$759 in 2008-09 to \$812 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$185 in 2008-09 to \$194 in 2009-10.

Household Consumption

Average household consumption in 2009-10 of 166 kL continued a downward trend evident over the last five years. Water restrictions remained in place over 2009-10 in the metropolitan area.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Western Water's overall reliability of 15 minutes in 2009-10 was an improvement compared to a the 41 minutes in 2008-09. The improvement can be largely credited to a decrease in minutes off supply resulting from planned interruptions.

Sewer system reliability

In 2009-10 Western Water reported 30 sewer blockages per 100km of sewer main.

Water Quality

Western Water reported that customers received water that met the microbiological (measured by E'Coli levels) and turbidity requirements of the Safe Drinking Water Regulations (2005).

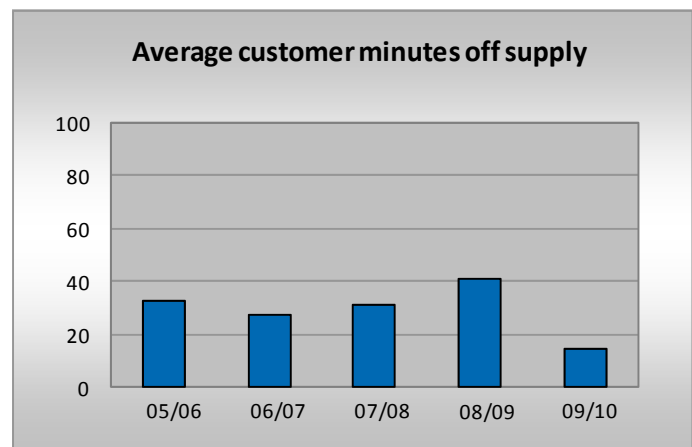
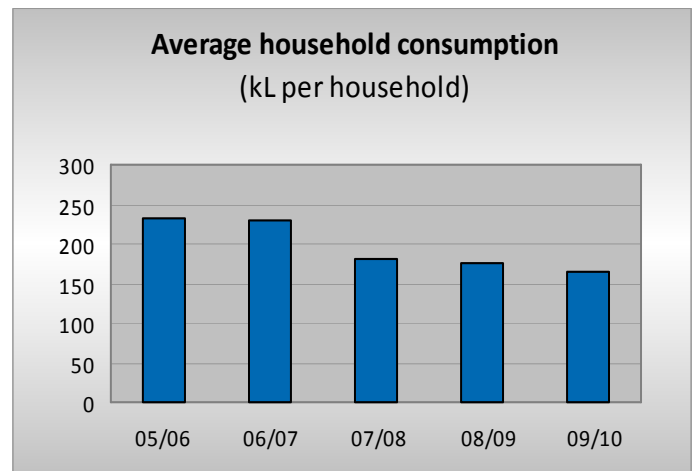
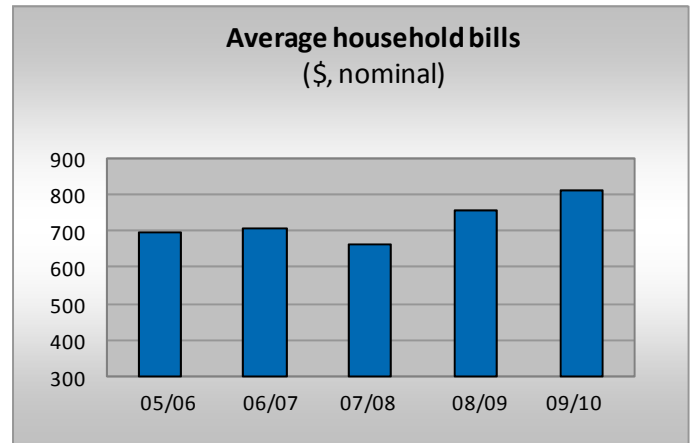
Recycling

Western Water recycled 85 per cent of its treated effluent in 2009-10.

Major Projects

The Merrimu Water Tank project is scheduled for completion by April 2011. The project formed part of a dual contract delivery strategy with another tank site as Rosslyne Reservoir causing a delay but is should result in cost savings for both projects.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
51 567	\$ 812	166 kL



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GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	45 917	46 247	47 959	49 125	51 567
Sewerage customers	38 893	40 282	41 870	43 295	45 527
Length of water main (km)	1 621	1 645	1 690	1 710	1 741
Length of sewer main (km)	995	991	1 024	1 048	1 086
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	232	230	182	176	166
Average household bills (\$, nominal)					
Owner occupiers	697	713	665	759	812
Tenants	190	196	153	185	194
Legal action for non-payment - domestic (per 100 customers)	0.00	0.02	0.03	0.01	0.06
Restrictions for non-payment - domestic (per 100 customers)	0.17	0.09	0.15	0.10	0.23
Hardship grants	40	77	138	55	116
Billing and affordability complaints	24	24	25	27	20
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	87 484	94 711	75 734	89 010	83 768
account line	87 484	94 711	75 734	89 010	83 768
fault line					
Account line and fault line					
average time to connect to an operator (seconds)	25	29	28	21	21
calls answered in 30 seconds (percent)	89	85	90	94	95
Total complaints - all categories	308	241	264	261	155
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	428	338	352	348	325
planned	103	67	84	91	83
unplanned	325	271	268	257	242
total (per 100km water main)	26	21	21	20	19
Average duration of interruptions (minutes)					
planned	215	257	209	151	110
unplanned	94	102	89	128	74
Average customer minutes off supply - total	33	27	31	41	15
planned	16	11	15	12	6
unplanned	17	17	16	29	9
Bursts and leaks (per 100km water main)	22	23	20	17	12
Sewer blockages (per 100km sewer main)	27	29	28	28	30
Water supply reliability and pressure complaints	8	2	1	2	5
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	232	186	219	215	120
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	81	83	84	88	85
Biosolids - reused (percent)	60	143	133	121	121
Net greenhouse gas emission (CO ₂ e tonnes)	23 192	23 958	23 484	24 503	20 846
Sewer odour complaints	3	0	0	1	0