

2010-11 WATER PERFORMANCE REPORT

SOUTH EAST 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 substantially from \$619 in 2009-10 to \$722 in 2010-11.

Tenants who are not billed fixed charges had their average household bills increase from \$316 in 2009-10 to \$357 in 2010-11.

Household Consumption

Average household consumption in 2010-11 of 136 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 East Water's customers experienced an average of 21 minutes off supply in 2010-11, very consistent with previous years.

Sewer system reliability

In 2010-11 South East Water reported 17 sewer blockages per 100km of sewer main, down from 23 in 2009-10. This is the lowest rate recorded in the last five years.

Water Quality

South East 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.

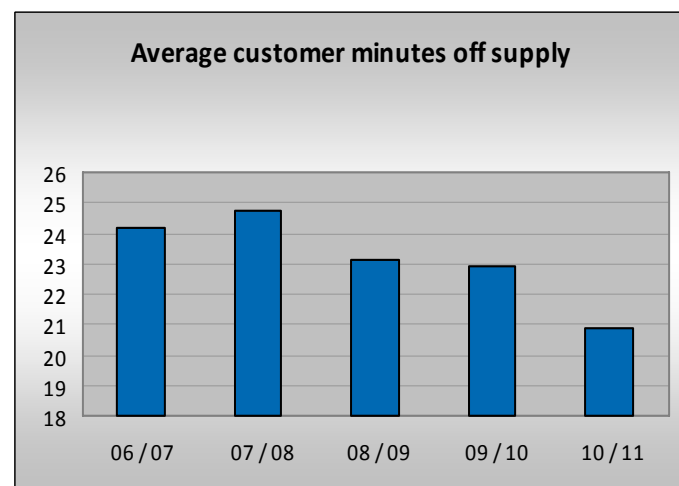
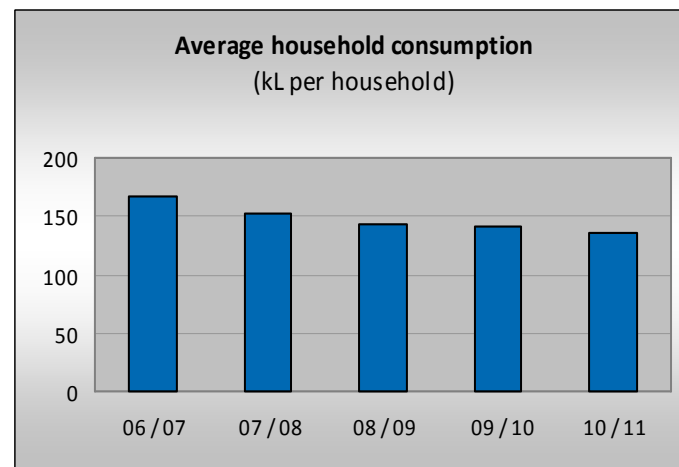
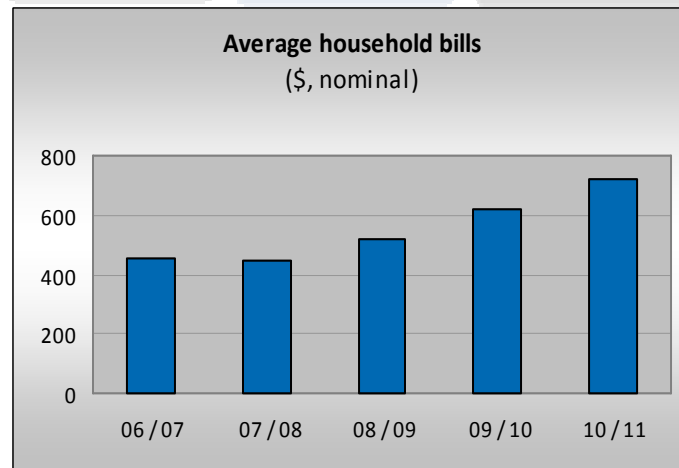
Recycling

South East Water recycled 11 per cent of its treated effluent, down from 24 per cent in 2009-10, as demand for agricultural purposes all but disappeared. The majority of sewage from South East Water customers is treated by Melbourne Water who recycled 14 per cent of effluent treated.

Major Projects

The Hastings industrial project and Flinders-Shoreham sewer backlog scheme connections were delivered on schedule in 2010-11. The Pakenham-Narre Warren sewer project has been partially commissioned to allow treated effluent to be transferred to the Eastern Treatment Plant, and will be fully operational by the end of 2011.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
656 324	\$ 722	136 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	615 859	625 862	637 778	647 375	656 324
Sewerage customers	580 948	591 427	603 418	613 099	623 835
Length of water main (km)	8 496	8 585	8 668	8 748	8 831
Length of sewer main (km)	7 905	8 033	8 153	8 282	8 438
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	167	152	143	141	136
Average household bills (\$, nominal)					
Owner occupiers	454	448	520	619	722
Tenants	254	240	271	316	357
Legal action for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.00	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.02	0.07	0.11	0.14	0.09
Hardship grants	371	359	567	748	600
Billing and affordability complaints	102	158	356	330	220
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	632 753	634 535	597 357	593 626	553 962
account line	421 015	420 893	401 950	439 520	448 055
fault line	211 738	213 642	195 407	154 106	105 907
Account line and fault line					
average time to connect to an operator (seconds)	20	19	22	23	13
calls answered in 30 seconds (percent)	97	97	97	95	95
Total complaints - all categories	1 768	1 749	1 738	1 682	2 240
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	310	472	556	554	440
unplanned	2 720	2 530	2 668	2 382	2 183
total (per 100km water main)	36	35	37	34	30
Average duration of interruptions (minutes)					
planned	210	208	167	176	188
unplanned	88	90	84	82	88
Average customer minutes off supply - total	24	25	23	23	21
planned	6	7	5	6	6
unplanned	18	17	18	16	15
Bursts and leaks (per 100km water main)	43	40	38	34	30
Sewer blockages (per 100km sewer main)	21	21	22	23	17
Water supply reliability and pressure complaints	428	387	450	399	444
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	1 140	1 119	809	833	1 294
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	29	22	28	24	11
Biosolids - reused (percent)	218	100	83	145	111
CO ₂ e - total (tonnes)	29 115	27 113	24 488	29 023	31 361
Sewer odour complaints	53	35	27	34	34