

2010-11 WATER PERFORMANCE REPORT

COLIBAN 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 \$778 in 2009-10 to \$877 in 2010-11.

Tenants who are not billed fixed charges had their average household bills increase from \$218 in 2009-10 to \$270 in 2010-11.

Household Consumption

Average household consumption in 2010-11 of 144 kL is the lowest level in the last five years.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Coliban Water's customers experienced an average of 31 minutes off supply in 2010-11, an increase from the 11 minutes reported in 2009-10, and the longest average time off supply in the last five years, due to the impacts of flooding.

Sewer system reliability

In 2010-11 Coliban Water reported 41 sewer blockages per 100km of sewer main, which continues the improving downward trend of the last five years.

Water Quality

Coliban Water reported that 98.7 per cent of their customers received drinking water that met the microbiological requirement (measured by *E. Coli* levels) of the Safe Drinking Water Regulations 2005. The turbidity requirements were met for all customers.

Recycling

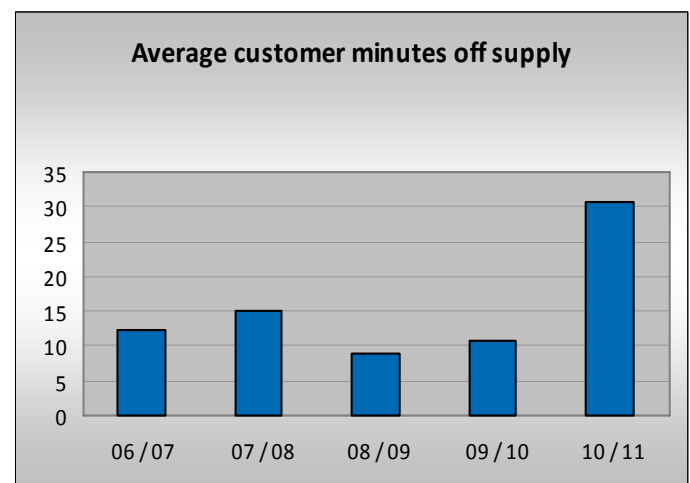
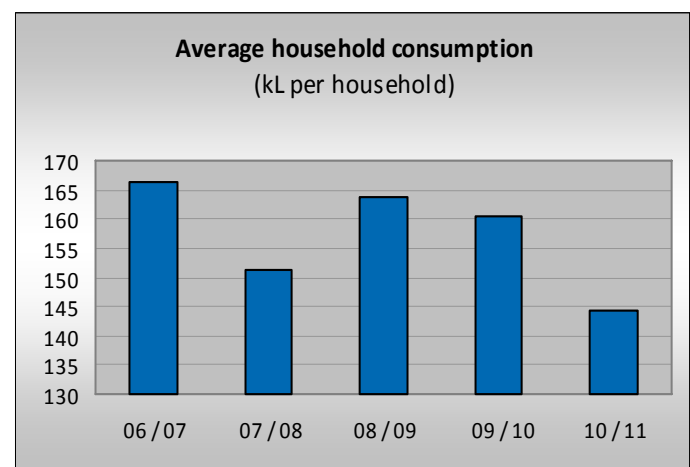
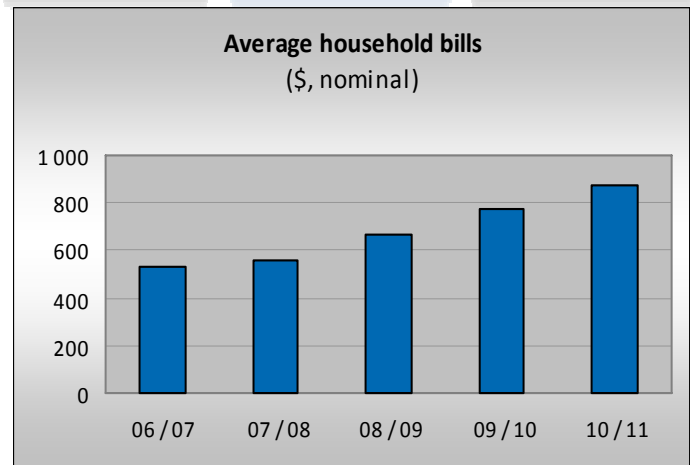
Coliban Water recycled 20 per cent of treated effluent in 2010-11, compared to 70 per cent in 2009-10, as demand for recycled water for agricultural purposes fell.

Major Projects

A contractor has been appointed to complete refurbishment works on two creek crossing structures and erosion prevention on the Coliban Main Channel. It is expected to be completed in 2011-12.

Design and construct contracts have been awarded for both Leitchville and Gunbower water treatment plant upgrades. Construction has commenced at Gunbower plant. Both upgrades are expected to be delivered in 2012.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
66 722	\$ 877	144 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	64 501	65 223	65 988	67 034	66 722
Sewerage customers	55 264	56 040	56 850	57 917	58 353
Length of water main (km)	2 115	2 135	2 151	2 137	2 128
Length of sewer main (km)	1 698	1 733	1 748	1 763	1 783
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	166	151	164	160	144
Average household bills (\$, nominal)					
Owner occupiers	534	554	662	778	877
Tenants	113	110	171	218	270
Legal action for non-payment - domestic (per 100 customers)	2.55	2.42	0.07	0.01	0.01
Restrictions for non-payment - domestic (per 100 customers)	0.51	0.59	0.50	0.47	0.20
Hardship grants	17	0	0	0	0
Billing and affordability complaints	11	9	8	47	32
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	85 016	71 496	62 576	65 990	63 900
account line	85 016	71 496	62 576	65 990	63 900
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	24	16	13	11	14
calls answered in 30 seconds (percent)	73	87	91	92	88
Total complaints - all categories	432	702	512	549	515
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	349	21	4	5	0
unplanned	681	494	408	394	371
total (per 100km water main)	49	24	19	19	17
Average duration of interruptions (minutes)					
planned	76	67	39	54	0
unplanned	113	118	103	100	274
Average customer minutes off supply - total	12	15	9	11	31
planned	3	0	0	0	0
unplanned	9	15	9	11	31
Bursts and leaks (per 100km water main)	42	38	33	25	25
Sewer blockages (per 100km sewer main)	77	60	58	52	41
Water supply reliability and pressure complaints	4	12	4	17	8
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	100	100	100	100	98.7
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	193	452	253	323	351
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	34	50	78	70	20
Biosolids - reused (percent)	39	100	100	100	100
CO2e - total (tonnes)	31 053	44 898	49 905	51 396	32 674
Sewer odour complaints	167	137	138	109	92