

2010-11 WATER PERFORMANCE REPORT

CENTRAL HIGHLANDS 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 \$951 in 2009-10 to \$1007 in 2010-11.

Tenants who are not billed fixed charges had their average household bills increase from \$180 in 2009-10 to \$190 in 2010-11.

Household Consumption

Household consumption in 2010-11 was 125 kL, maintaining an average below 130kL for the fourth straight year.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Central Highlands Water's customers experienced an average of 25 minutes off supply in 2010-11, an increase from the 15 minutes reported in 2009-10.

Sewer system reliability

In 2010-11 Central Highlands Water reported 15 sewer blockages per 100km of sewer main. This is the lowest rate recorded in the last five years.

Water Quality

Central Highlands Water reported that 98.1 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.

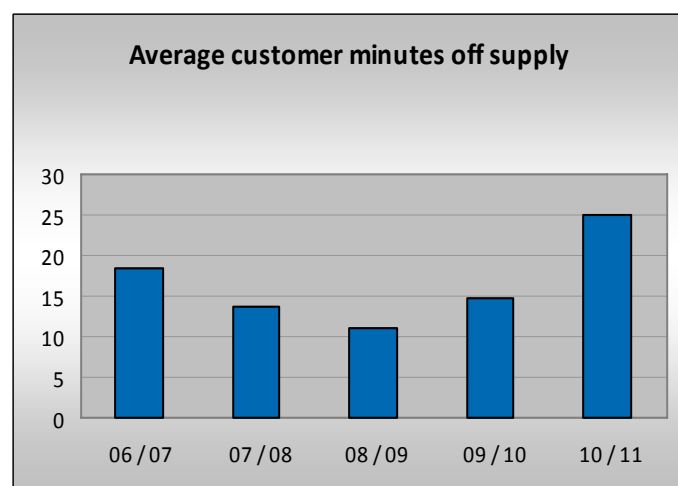
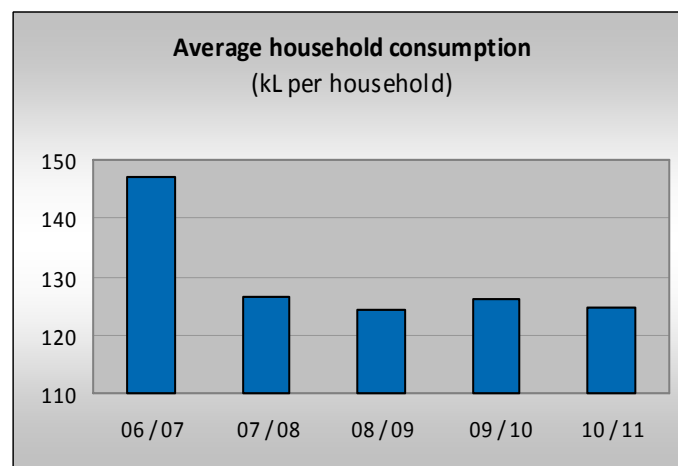
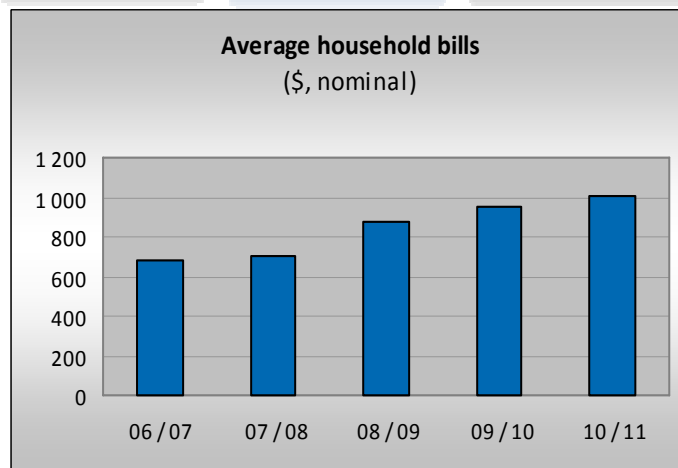
Recycling

Central Highlands Water recycled 12 per cent of treated effluent in 2010-11.

Major Projects

Works for the Country Town Water and Sewerage Schemes have commenced and consultation is ongoing. The project is programmed for completion at the end of 2012, subject to approvals and impact of wet weather.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
61 581	\$ 1007	125 kL



2010-11 WATER PERFORMANCE REPORT

CENTRAL HIGHLANDS WATER



GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	57 370	58 371	59 332	60 470	61 581
Sewerage customers	47 913	48 782	49 723	50 823	51 607
Length of water main (km)	2 164	2 194	2 309	2 325	2 404
Length of sewer main (km)	1 158	1 178	1 205	1 236	1 258
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	147	127	124	126	125
Average household bills (\$, nominal)					
Owner occupiers	680	706	881	951	1 007
Tenants	158	146	165	180	190
Legal action for non-payment - domestic (per 100 customers)	0.01	0.01	0.01	0.02	0.02
Restrictions for non-payment - domestic (per 100 customers)	0.38	0.25	0.24	0.09	0.16
Hardship grants	9	21	15	9	30
Billing and affordability complaints	72	64	130	238	179
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	60 140	53 014	55 913	55 808	54 763
account line	54 954	49 793	52 654	53 396	52 489
fault line	5 186	3 221	3 259	2 412	2 274
Account line and fault line					
average time to connect to an operator (seconds)	55	41	26	32	38
calls answered in 30 seconds (percent)	76	85	89	91	90
Total complaints - all categories	432	958	1 152	872	677
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	64	56	29	49	65
unplanned	893	554	324	291	280
total (per 100km water main)	44	28	15	15	14
Average duration of interruptions (minutes)					
planned	210	178	149	202	148
unplanned	109	130	138	140	217
Average customer minutes off supply - total	18	14	11	15	25
planned	6	4	1	4	3
unplanned	12	10	10	11	22
Bursts and leaks (per 100km water main)	25	28	29	25	21
Sewer blockages (per 100km sewer main)	25	26	23	20	15
Water supply reliability and pressure complaints	63	160	73	65	102
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	100	100	99.0	100	98.1
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	117	524	823	434	234
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	7	7	13	17	12
Biosolids - reused (percent)	104	91	103	121	115
CO ₂ e - total (tonnes)		26 223	56 483	51 251	18 782
Sewer odour complaints	6	18	13	8	20