

2013-14 WATER PERFORMANCE REPORT

SOUTH EAST WATER



The Essential Services Commission has published its tenth 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 \$857 in 2012-13 to \$1068 in 2013-14.

Tenants who are not billed fixed charges had their average household bills increase from \$439 in 2012-13 to \$576 in 2013-14.

Household Consumption

Average household consumption increased slightly from 148 kL in 2012-13 to 149 kL in 2013-14 and still well below pre-drought consumption levels.

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 23 minutes off supply in 2013-14, similar to previous years which range from 21 to 24 minutes.

Sewer system reliability

In 2013-14 South East Water reported 15 sewer blockages per 100km of sewer main, up from 12 reported in 2012-13.

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 24 per cent of its treated effluent, similar to 23 per cent reported in 2012-13.

Major Projects

On schedule

- Mt Martha treatment plant — long term sludge upgrade
- Lang treatment plant upgrade
- Dromana–Portsea backlog scheme

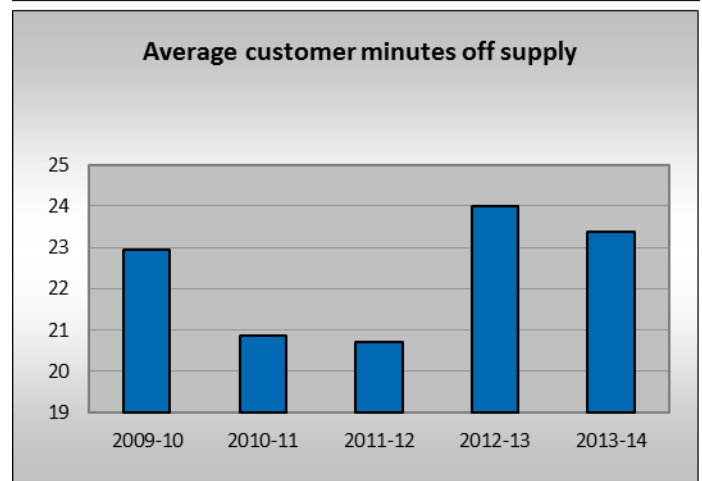
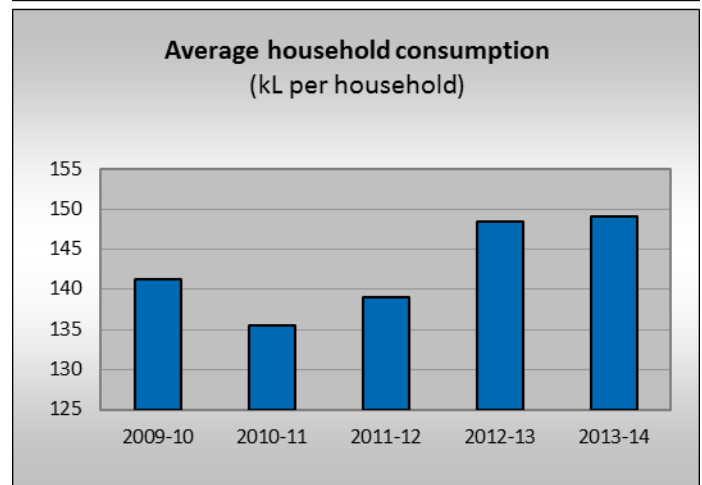
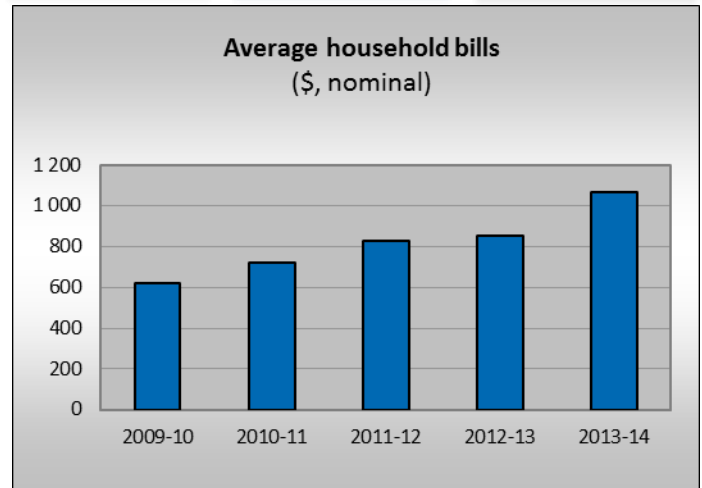
Delayed

- Sherbrooke sewer backlog scheme reticulation
- Pound Road sewerage pump station
- Cranbourne recycled water tank

Deferred

- Boneo treatment plant capacity upgrade

| WATER CUSTOMERS | AVERAGE HOUSEHOLD BILL | AVERAGE HOUSEHOLD CONSUMPTION |
|-----------------|------------------------|-------------------------------|
| 695 741 | \$ 1068 | 149 kL |



2013-14 WATER PERFORMANCE REPORT

SOUTH EAST WATER



| GENERAL | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---------|---------|---------|---------|---------|
| Water customers | 647 375 | 656 324 | 669 953 | 682 450 | 695 741 |
| Sewerage customers | 613 099 | 623 835 | 637 211 | 645 928 | 664 221 |
| Length of water main (km) | 8 748 | 8 831 | 8 951 | 9 296 | 9 432 |
| Length of sewer main (km) | 8 282 | 8 438 | 8 570 | 8 659 | 8 761 |
| AFFORDABILITY | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
| Average household consumption (kL per household) | 141 | 136 | 139 | 148 | 149 |
| Average household bills (\$, nominal) | | | | | |
| Owner occupiers | 619 | 722 | 829 | 857 | 1 068 |
| Tenants | 316 | 357 | 411 | 439 | 576 |
| 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 | 0.01 | 0.01 | 0.01 | 0.02 |
| Hardship grants | 748 | 600 | 407 | 413 | 440 |
| Affordability complaints | 330 | 220 | 144 | 262 | 437 |
| CUSTOMER RESPONSIVENESS AND SERVICE | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
| Calls - total | 593 626 | 553 962 | 565 827 | 557 071 | 610 837 |
| account line | 439 520 | 448 055 | 461 821 | 457 742 | 510 797 |
| fault line | 154 106 | 105 907 | 104 006 | 99 329 | 100 040 |
| Account line and fault line | | | | | |
| average time to connect to an operator (seconds) | 23 | 13 | 14 | 36 | 30 |
| calls answered in 30 seconds (per cent) | 95 | 95 | 91 | 83 | 88 |
| Total complaints - all categories | 1 682 | 2 240 | 2 358 | 3 010 | 3 241 |
| NETWORK RELIABILITY AND EFFICIENCY | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
| Water supply interruptions (total) | | | | | |
| planned | 554 | 440 | 431 | 593 | 447 |
| unplanned | 2 382 | 2 183 | 2 273 | 2 431 | 2 709 |
| total (per 100km water main) | 34 | 30 | 30 | 33 | 33 |
| Average duration of interruptions (minutes) | | | | | |
| planned | 176 | 188 | 160 | 150 | 175 |
| unplanned | 82 | 88 | 87 | 89 | 91 |
| Average customer minutes off supply - total | 23 | 21 | 21 | 24 | 23 |
| planned | 6 | 6 | 5 | 7 | 5 |
| unplanned | 16 | 15 | 16 | 17 | 18 |
| Bursts and leaks (per 100km water main) | 34 | 30 | 30 | 31 | 31 |
| Sewer blockages (per 100km sewer main) | 23 | 17 | 12 | 12 | 15 |
| Water supply reliability and pressure complaints | 399 | 444 | 489 | 559 | 591 |
| DRINKING WATER QUALITY | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
| Microbiological water quality compliance (per cent) | 100 | 100 | 100 | 100 | 100 |
| Turbidity compliance (per cent) | 100 | 100 | 100 | 100 | 100 |
| Water quality complaints | 833 | 1 294 | 1 330 | 1 832 | 1 860 |
| ENVIRONMENTAL PERFORMANCE | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
| Recycling - effluent reuse (per cent of effluent) | 24 | 11 | 17 | 23 | 24 |
| Biosolids - reused (per cent) | 145 | 111 | 110 | 91 | 157 |
| CO2e - total (tonnes) | 29 023 | 31 361 | 33 554 | 40 211 | 36 645 |
| Sewer odour complaints | 34 | 34 | 21 | 19 | 30 |