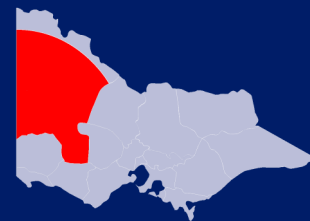


# 2013-14 WATER PERFORMANCE REPORT

## GRAMPIANS WIMMERA MALLEE 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 \$1211 in 2012-13 to \$1262 in 2013-14.

Tenants who are not billed fixed charges had their average household bills increase from \$364 in 2012-13 to \$368 in 2013-14.

### Household Consumption

Average household consumption in 2013-14 was 226 kL, down from 236 kL in 2012-13.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. GWMWater's customers experienced an average of 75 minutes off supply in 2013-14, a significant increase from the average of 17 minutes reported in 2012-13 due to power outages.

### Sewer system reliability

In 2013-14 GWMWater reported 39 sewer blockages per 100km of sewer main, up from 33 blockages in 2012-13.

### Water Quality

GWMWater 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. This is the first year GWMWater has reported full compliance for turbidity.

### Recycling

GWMWater recycled 83 per cent of its treated effluent, a decrease from 101 per cent in 2012-13.

### Major Projects

#### Completed

- Rupanyup sewerage scheme
- Nhill, Jeparit, Donald, Wycheproof, Rupanyup and Minyip treated water supply projects

#### On schedule

- Irrigation network decommissioning

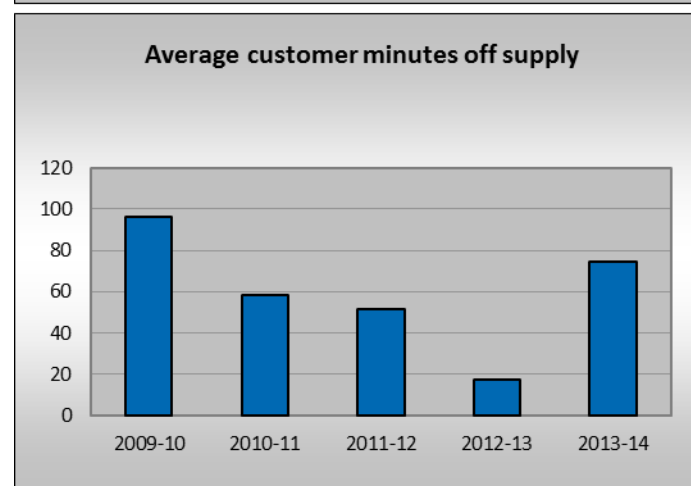
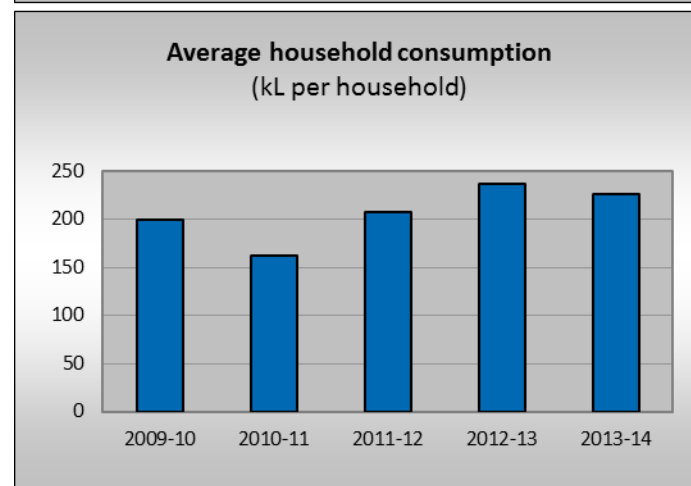
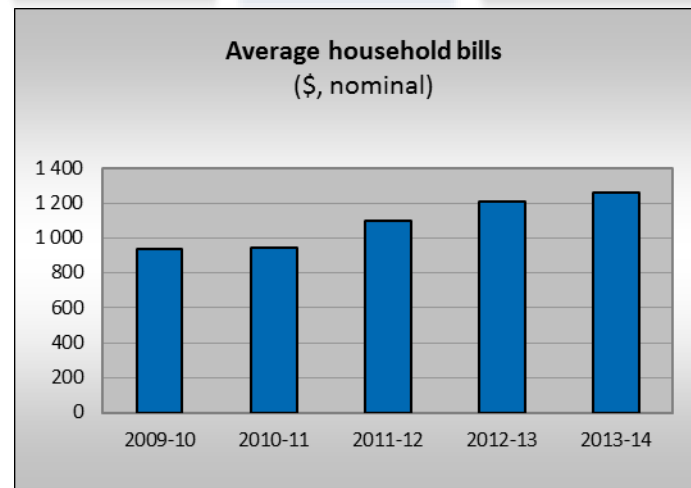
#### Delayed

- Intelligent rural pipeline networks

#### Deferred

- Upgrade of Donald wastewater and reuse system

<b>WATER CUSTOMERS</b>	<b>AVERAGE HOUSEHOLD BILL</b>	<b>AVERAGE HOUSEHOLD CONSUMPTION</b>
31 295	\$ 1262	226 kL



# 2013-14 WATER PERFORMANCE REPORT

## GRAMPIANS WIMMERA MALLEE WATER



GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	30 951	31 041	31 205	31 177	31 295
Sewerage customers	24 930	25 058	25 084	25 121	25 285
Length of water main (km)	1 034	1 041	1 049	1 079	1 094
Length of sewer main (km)	641	650	649	665	670
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	200	161	208	236	226
Average household bills (\$, nominal)					
Owner occupiers	941	947	1 096	1 211	1 262
Tenants	259	215	301	364	368
Legal action for non-payment - domestic (per 100 customers)	0.00	0.00	0.04	0.03	0.18
Restrictions for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.00	0.13
Hardship grants	0	0	40	56	0
Affordability complaints	507	220	366	252	30
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	61 895	47 170	43 237	43 932	43 825
account line	41 474	32 930	35 054	35 190	33 460
fault line	20 421	14 240	8 183	8 742	10 365
Account line and fault line					
average time to connect to an operator (seconds)	28	26	26	17	14
calls answered in 30 seconds (per cent)	83	78	81	91	94
Total complaints - all categories	705	722	823	669	172
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	233	199	169	80	163
unplanned	282	290	379	419	483
total (per 100km water main)	50	47	52	46	59
Average duration of interruptions (minutes)					
planned	166	151	157	67	150
unplanned	80	80	80	65	75
Average customer minutes off supply - total	96	59	52	17	75
planned	84	43	36	5	32
unplanned	12	16	16	12	43
Bursts and leaks (per 100km water main)	45	36	56	51	60
Sewer blockages (per 100km sewer main)	38	25	22	33	39
Water supply reliability and pressure complaints	12	60	32	44	8
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)	99	89	98	98	96
Water quality complaints	109	300	289	233	77
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	99	78	105	101	83
Biosolids - reused (per cent)	134	0	0	28	0
CO2e - total (tonnes)	19 031	15 590	10 778	11 966	20 401
Sewer odour complaints	1	2	4	14	11