

2012-13 WATER PERFORMANCE REPORT

LOWER MURRAY WATER



The Essential Services Commission has published its ninth 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.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
32 246	\$ 832	479 kL

Household bills

Based on the average household consumption, an owner occupier's average household bill increased from \$770 in 2011-12 to \$832 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from \$179 in 2011-12 to \$232 in 2012-13.

Household Consumption

Average household consumption in 2012-13 was 479 kL, which was substantially higher than the 391 kL reported in 2011-12. Lower Murray Water consistently reports the highest average consumption across the state.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Lower Murray Water's customers experienced an average of 14 minutes off supply in 2012-13, a significant decrease from the 177 minutes reported in 2011-12 when it conducted an extensive air scouring program to improve water quality.

Sewer system reliability

In 2012-13 Lower Murray Water reported 16 sewer blockages per 100km of sewer main, an increase from 11 in 2011-12.

Water Quality

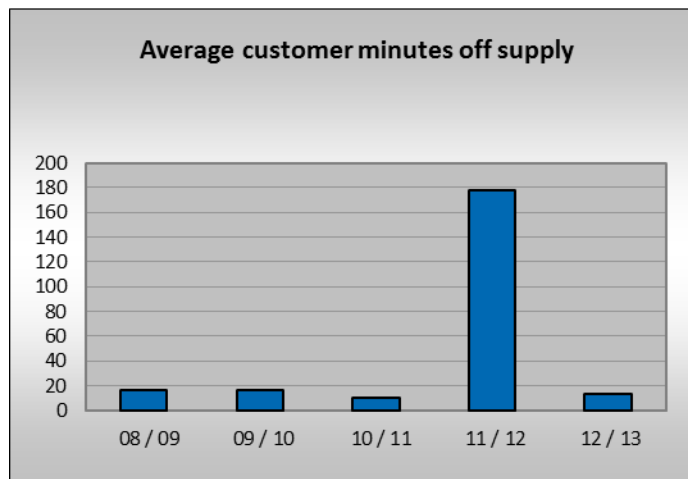
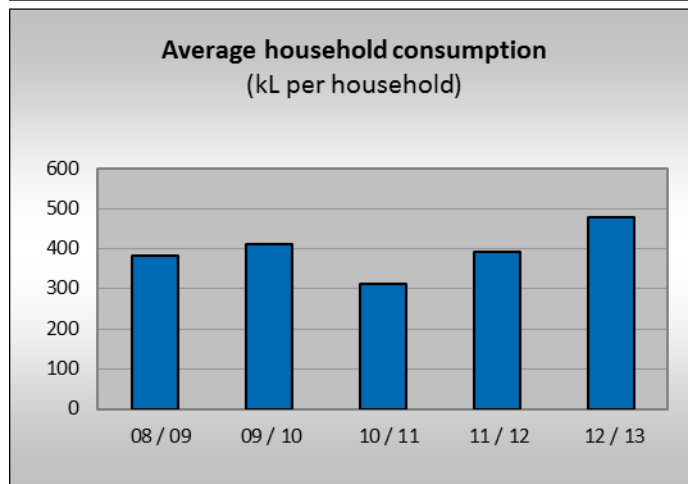
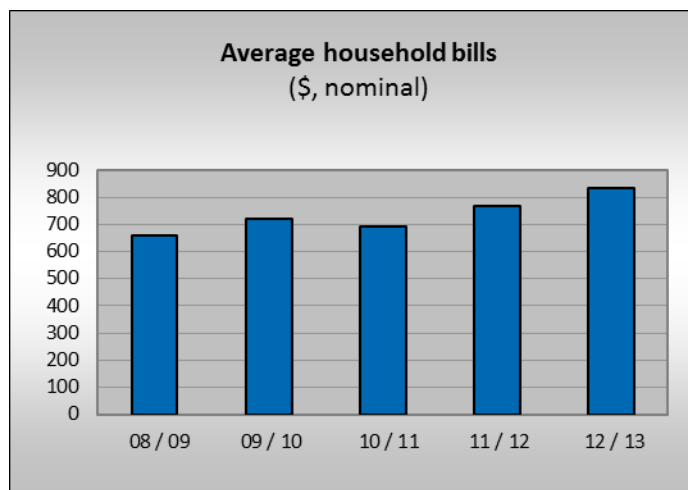
Lower Murray Water reported that all customers received water that met the microbiological (measured by *E. Coli* levels) and turbidity requirements of the Safe Drinking Water Regulations 2005.

Recycling

Lower Murray Water recycled 45 per cent of its treated effluent in 2012-13, consistent with recent years.

Major Projects

The Kerang Wastewater Treatment Plant upgrade project was completed in 2012-13, after considerable delays in the development of the project scope and execution plans.



Further information available at www.esc.vic.gov.au

2012-13 WATER PERFORMANCE REPORT

LOWER MURRAY WATER



GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	30 549	31 134	31 484	31 980	32 246
Sewerage customers	26 079	26 767	27 148	27 617	27 856
Length of water main (km)	897	903	899	902	906
Length of sewer main (km)	602	627	623	656	628
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	381	411	313	391	479
Average household bills (\$, nominal)					
Owner occupiers	658	719	691	770	832
Tenants	136	164	120	179	232
Legal action for non-payment - residential (per 100 customers)	0.03	0.12	0.06	0.04	0.01
Restrictions for non-payment - residential (per 100 customers)	0.42	0.41	0.17	0.59	0.18
Hardship grants	0	0	0	0	0
Payment issues complaints	24	38	52	106	131
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	34 599	32 450	28 192	22 588	24 094
account line	34 599	32 450	28 192	22 588	24 094
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	36	23	16	19	18
calls answered in 30 seconds (per cent)	71	86	91	86	88
Total complaints - all categories	154	115	222	254	186
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	63	71	76	449	84
unplanned	513	432	332	348	360
total (per 100km water main)	64	56	45	88	49
Average duration of interruptions (minutes)					
planned	63	64	51	181	94
unplanned	65	66	55	55	51
Average customer minutes off supply - total	17	17	11	177	14
planned	3	3	3	170	6
unplanned	14	13	7	8	7
Bursts and leaks (per 100km water main)	54	42	31	44	45
Sewer blockages (per 100km sewer main)	24	21	17	11	16
Water supply reliability and pressure complaints	18	9	22	11	5
DRINKING WATER QUALITY	2008-09	2009-10	2010-11	2011-12	2012-13
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	23	29	127	36	24
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	62	67	48	44	45
Biosolids - reused (per cent)	0	0	0	0	0
CO ₂ e - total (tonnes)	28 686	21 007	22 820	34 922	11 166
Sewer odour complaints	4	4	4	3	2