

# 2013-14 WATER PERFORMANCE REPORT

## NORTH 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 decreased from \$922 in 2012-13 to \$911 in 2013-14.

Tenants who are not billed fixed charges also had a decrease in household bills from \$503 in 2012-13 to \$487 in 2013-14.

### Household Consumption

Average household consumption in 2013-14 was 206 kL, a decrease from the 216 kL reported in 2012-13.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. North East Water's customers experienced an average of 15 minutes off supply in 2013-14, an increase from an average of 11 minutes off supply in 2012-13.

### Sewer system reliability

In 2013-14 North East Water reported 10 sewer blockages per 100km of sewer main, up from 6 in the previous years.

### Water Quality

North 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

North East Water recycled 25 per cent of its treated effluent in 2013-14.

### Major Projects

#### Completed

- North Wangaratta reclaimed water

#### On schedule

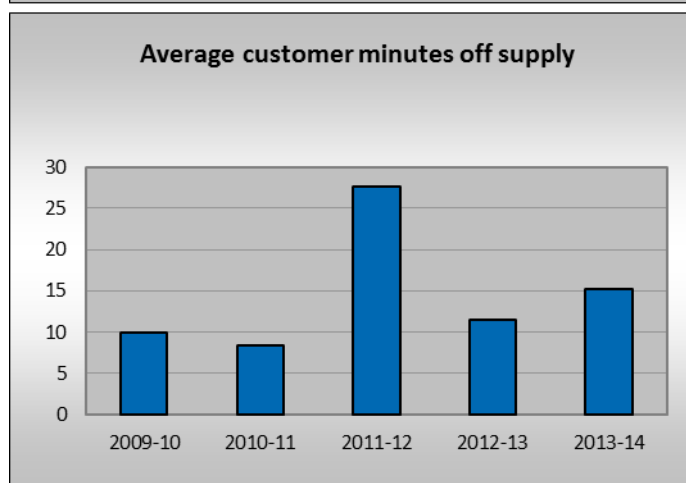
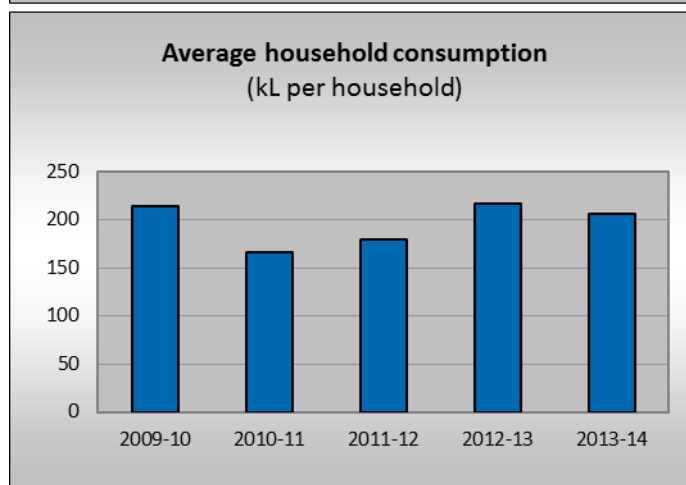
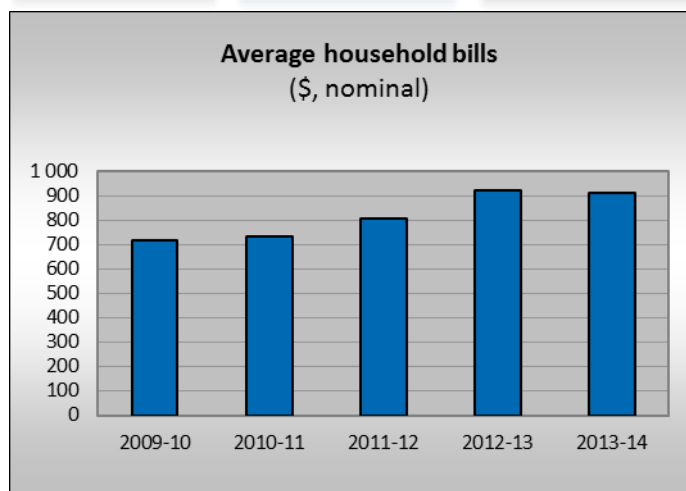
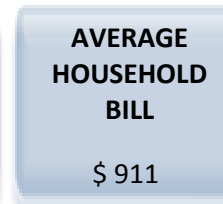
- Bright water treatment plant
- Wangaratta wastewater treatment stage 1 upgrade
- Beechworth clearwater storage tank

#### Delayed

- Bright off-river storage
- Servicing unserved communities (small towns) — Moyhu sewerage system

#### Deferred

- Yackandandah reclaimed water management



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GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	45 468	46 159	46 845	47 499	48 285
Sewerage customers	39 864	40 602	41 249	41 878	43 074
Length of water main (km)	1 643	1 625	1 654	1 672	1 716
Length of sewer main (km)	1 078	1 086	1 101	1 119	1 167
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	213	167	179	216	206
Average household bills (\$, nominal)					
Owner occupiers	717	735	804	922	911
Tenants	333	338	394	503	487
Legal action for non-payment - domestic (per 100 customers)	0.06	0.01	0.03	0.04	0.01
Restrictions for non-payment - domestic (per 100 customers)	0.04	0.06	0.04	0.04	0.00
Hardship grants	2	2	0	3	19
Affordability complaints	8	12	14	8	11
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	25 275	27 691	28 932	27 762	32 739
account line	24 780	26 732	27 778	26 550	31 252
fault line	495	959	1 154	1 212	1 487
Account line and fault line					
average time to connect to an operator (seconds)	11	11	10	9	17
calls answered in 30 seconds (per cent)	95	96	97	96	90
Total complaints - all categories	132	107	145	77	73
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	73	84	98	89	97
unplanned	206	185	244	246	211
total (per 100km water main)	17	17	21	20	18
Average duration of interruptions (minutes)					
planned	108	96	129	121	85
unplanned	92	81	199	87	102
Average customer minutes off supply - total	10	8	28	11	15
planned	4	3	5	4	3
unplanned	6	5	22	7	12
Bursts and leaks (per 100km water main)	17	13	18	21	13
Sewer blockages (per 100km sewer main)	13	11	9	6	10
Water supply reliability and pressure complaints	7	5	14	4	7
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	91	59	91	34	17
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	33	16	25	32	25
Biosolids - reused (per cent)	279	116	0	0	0
CO2e - total (tonnes)	36 587	35 671	38 432	39 637	41 521
Sewer odour complaints	12	8	8	3	0