

2009-10 WATER PERFORMANCE REPORT

YARRA VALLEY WATER



The Essential Services Commission has published its sixth 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 \$553 in 2008-09 to \$649 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$293 in 2008-09 to \$332 in 2009-10.

Household Consumption

Average household consumption in 2009-10 of 144 kL continued a downward trend evident over the last five years. Water restrictions remained in place over 2009-10 in the metropolitan area.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Yarra Valley Water's overall reliability of 32 minutes in 2009-10 was in line with interruption rates of the previous two years.

Sewer system reliability

In 2009-10 Yarra Valley Water reported 45 sewer blockages per 100km of sewer main.

Water Quality

Yarra Valley Water reported that customers received water that met the microbiological (measured by E'Coli levels) and turbidity requirements of the Safe Drinking Water Regulations (2005).

Recycling

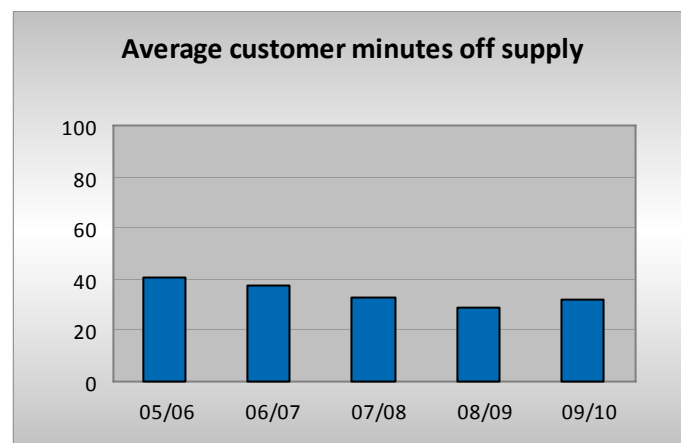
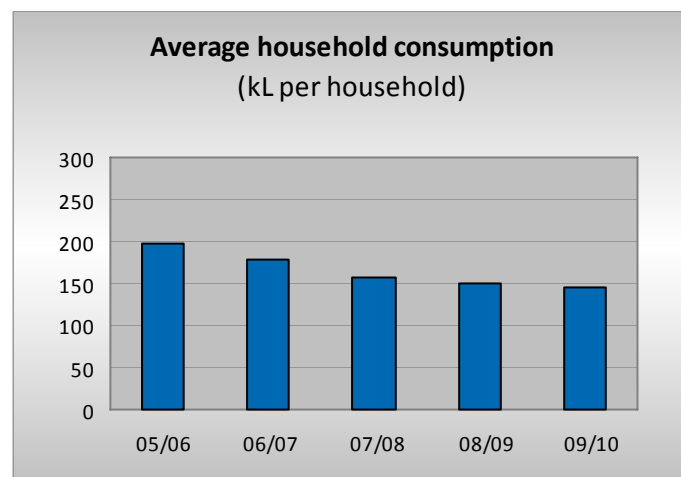
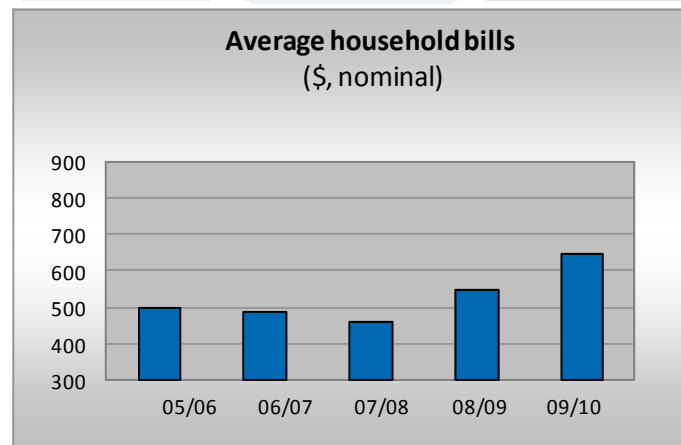
Yarra Valley Water recycled 28 per cent of its treated effluent. The majority of sewage from Yarra Valley Water customers is treated by Melbourne Water who recycled 28 per cent of effluent treated.

Major Projects

Sections 2 and 3 of the Epping-Craigeburn sewerage network expansion are expected to be completed by February 2011.

Melbourne Water (wholesale supplier of water to Yarra Valley Water) completed a number of scheduled projects including the Sugarloaf pipelines, while works at the Eastern Treatment Plant to upgrade sludge processing and nitrification/denitrification processes and the Werribee aqueduct are expected to be completed in late 2010.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
681 409	\$ 649	144 kL



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GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	642 340	650 727	660 263	670 353	681 409
Sewerage customers	594 600	599 124	610 017	619 543	629 779
Length of water main (km)	8 948	9 018	9 088	9 147	9 391
Length of sewer main (km)	8 500	8 564	8 673	8 792	8 887
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	198	178	157	151	144
Average household bills (\$, nominal)					
Owner occupiers	499	488	461	553	649
Tenants	300	279	249	293	332
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)	0.00	0.00	0.01	0.03	0.03
Hardship grants	9 736	10 954	10 155	9 805	9 609
Billing and affordability complaints	237	107	79	200	297
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	557 347	582 729	539 106	536 930	579 813
account line	436 717	431 619	407 643	404 510	442 492
fault line	120 630	151 110	131 463	132 420	137 321
Account line and fault line					
average time to connect to an operator (seconds)	39	23	28	22	34
calls answered in 30 seconds (percent)	86	90	82	87	83
Total complaints - all categories	4 435	3 887	4 901	4 194	4 988
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	6 421	7 523	6 564	6 215	6 337
planned	1 398	1 316	713	808	798
unplanned	5 023	6 207	5 851	5 407	5 539
total (per 100km water main)	72	83	72	68	67
Average duration of interruptions (minutes)					
planned	146	131	145	139	142
unplanned	90	84	92	97	102
Average customer minutes off supply - total	41	38	33	29	32
planned	18	12	6	6	6
unplanned	23	26	26	23	25
Bursts and leaks (per 100km water main)	57	75	65	60	52
Sewer blockages (per 100km sewer main)	40	49	46	47	45
Water supply reliability and pressure complaints	26	13	698	1 072	1 012
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	3 837	3 396	3 738	2 549	3 319
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	4	20	23	25	28
Biosolids - reused (percent)	0	0	0	251	0
Net greenhouse gas emission (CO ₂ e tonnes)	14 667	10 136	25 985	30 725	27 077
Sewer odour complaints	171	188	229	201	214