

# 2009-10 WATER PERFORMANCE REPORT

## GRAMPIANS WIMMERA MALLEE 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 \$852 in 2008-09 to \$941 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$215 in 2008-09 to \$259 in 2009-10.

### Household Consumption

Average household consumption in 2009-10 was 200 kL. The rise (from 177 kL in 2008-09) is due to the lifting of restrictions from stage 4 to stage 1 in October 2009 due to the benefits of the Grampians Wimmera Mallee Pipeline.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. GWMWater's overall reliability was 96 minutes in 2009-10. Nearly all of this interruption was planned.

### Sewer system reliability

In 2009-10 GWMWater reported 38 sewer blockages per 100km of sewer main.

### Water Quality

GWMWater reported that customers received water that met the microbiological (measured by E'Coli levels) and turbidity requirements of the Safe Drinking Water Regulations (2005) 99 per cent of the time.

### Recycling

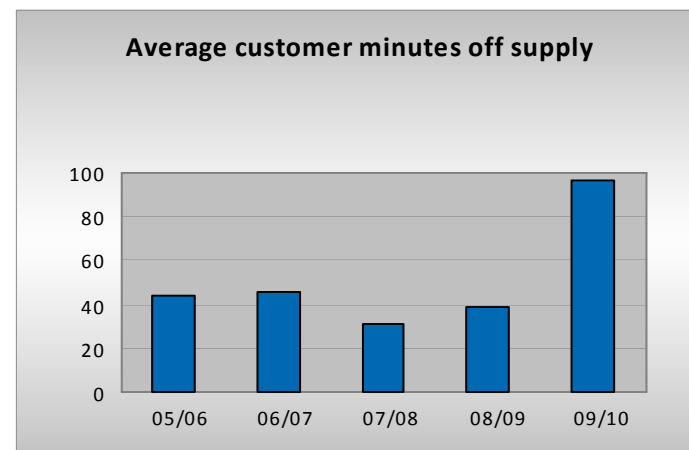
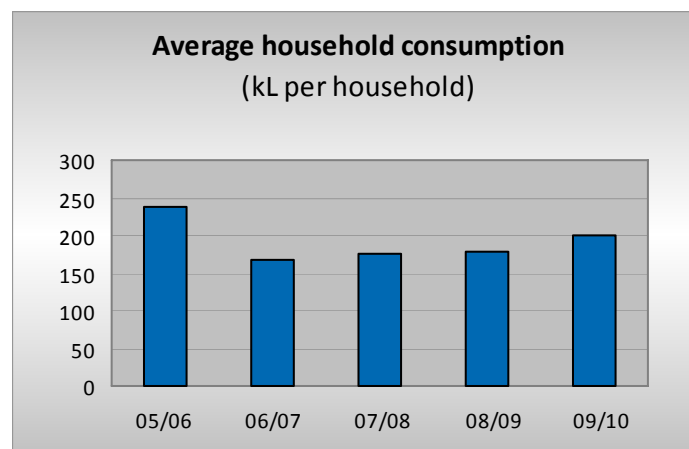
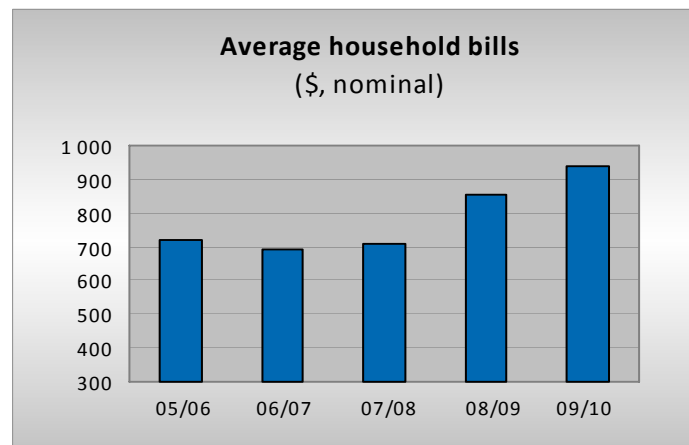
GWMWater recycled 99 per cent of its treated effluent, repeating a full, or just off full, recycling rate for the last five years.

### Major Projects

All systems of the Wimmera Mallee Pipeline are now considered to be fully operational with minor works expected to be completed by February 2011. The decommissioning of earthen domestic and stock channels is due for completion in June 2012.

The Edenhope water supply security project is contingent on GWMWater finding an aquifer capable of yielding quality water in sufficient quantities. An assessment report will be formally received in November 2011.

<b>WATER CUSTOMERS</b>	<b>AVERAGE HOUSEHOLD BILL</b>	<b>AVERAGE HOUSEHOLD CONSUMPTION</b>
30 951	\$ 941	200 kL



# 2009-10 WATER PERFORMANCE REPORT

## GRAMPIANS WIMMERA MALLEE WATER



GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	30 170	30 343	30 564	30 824	30 951
Sewerage customers	24 289	24 452	24 654	24 794	24 930
Length of water main (km)	1 241	1 245	1 243	1 221	1 034
Length of sewer main (km)	631	635	636	635	641
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	237	168	175	177	200
Average household bills (\$, nominal)					
Owner occupiers	723	693	710	852	941
Tenants	226	168	172	215	259
Legal action for non-payment - domestic (per 100 customers)	0.16	0.21	0.17	0.02	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.31	0.43	0.37	0.07	0.00
Hardship grants	14	39	11	0	0
Billing and affordability complaints	289	209	139	88	507
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	44 701	61 644	64 652	58 861	61 895
account line	25 116	38 836	45 752	43 504	41 474
fault line	19 585	22 808	18 900	15 357	20 421
Account line and fault line					
average time to connect to an operator (seconds)	16	20	14	13	28
calls answered in 30 seconds (percent)	82	83	86	89	83
Total complaints - all categories	668	547	323	345	705
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	1 399	551	545	454	515
planned	128	129	163	150	233
unplanned	1 271	422	382	304	282
total (per 100km water main)	113	44	44	37	50
Average duration of interruptions (minutes)					
planned	133	219	118	130	166
unplanned	93	81	78	98	80
Average customer minutes off supply - total	44	46	31	39	96
planned	16	27	16	17	84
unplanned	29	18	14	22	12
Bursts and leaks (per 100km water main)	51	54	51	42	45
Sewer blockages (per 100km sewer main)	41	40	35	37	38
Water supply reliability and pressure complaints	71	29	16	19	12
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	96	100	100	99	100
Turbidity compliance (percent)	97	94	93	98	99
Water quality complaints	37	29	37	121	109
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	98	99	99	100	99
Biosolids - reused (percent)	0	0	0	107	134
Net greenhouse gas emission (CO <sub>2</sub> e tonnes)	14 401	16 078	14 844	13 434	19 031
Sewer odour complaints	2	4	1	5	1