

# 2011-12 WATER PERFORMANCE REPORT

## WANNON WATER



The Essential Services Commission has published its eighth 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 \$902 in 2010-11 to \$1044 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$192 in 2010-11 to \$241 in 2011-12.

### Household Consumption

Average household consumption in 2011-12 was 148 kL, an increase from 134 kL in 2010-11.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Wannon Water's customers experienced an average of only 4 minutes off supply in 2011-12, continuing the trend of consistent high performance, and the best for all Victorian water businesses.

### Sewer system reliability

In 2011-12 Wannon Water reported 8 sewer blockages per 100km of sewer main, an improvement from the previous year of 10 sewer blockages.

### Water Quality

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

### Recycling

Wannon Water recycled 12 per cent of its treated effluent in 2011-12, up from 7 per cent in 2010-11.

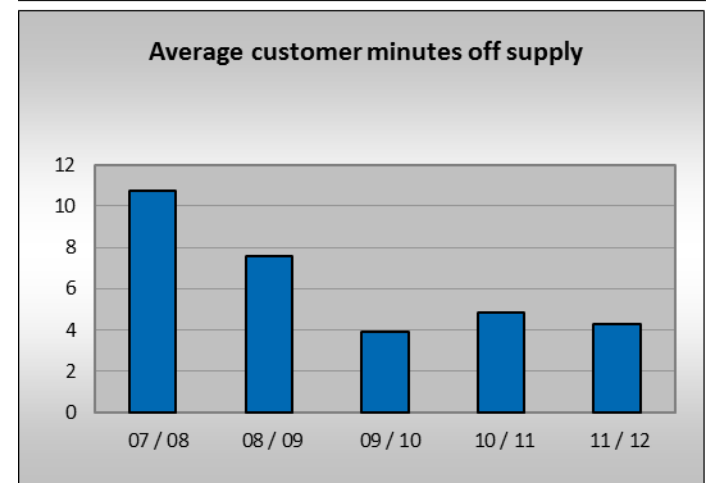
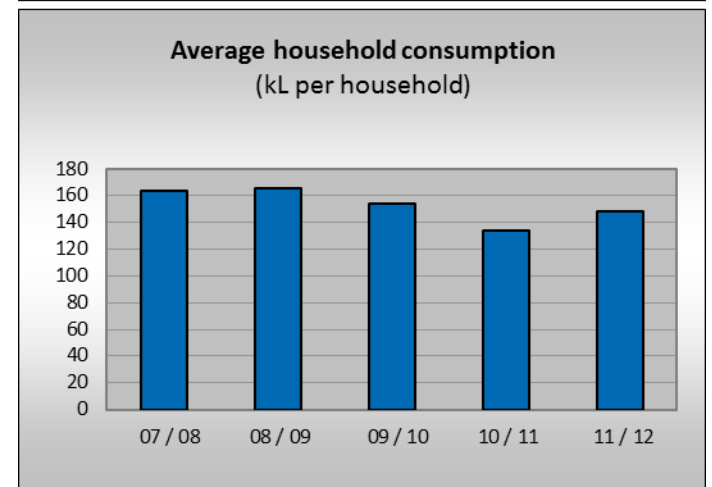
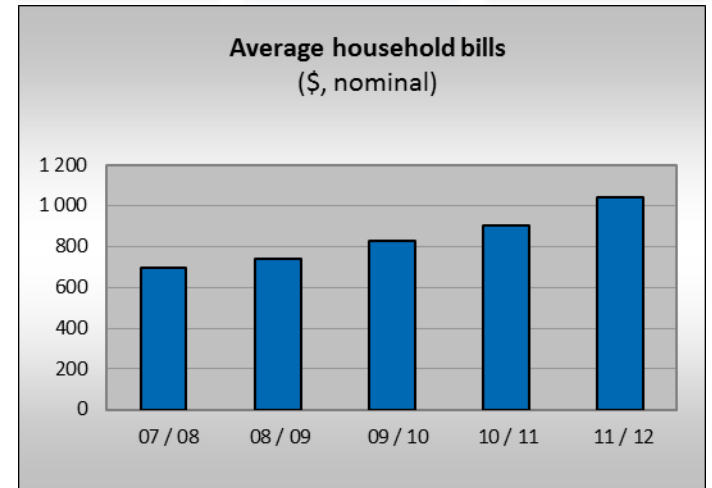
### Major Projects

The Supervisory Control and Data Acquisition (SCADA) Project has been completed and the system is now operational.

A number of projects have been delayed until 2013 such as the Portland Water Reclamation Plant Upgrade, West Portland Sewerage Services and Water Recycling at Warrnambool Water Reclamation Plant.

The Port Campbell Sewage Treatment Plant and Recycling Works project has been cancelled following a review and risk assessment.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
41 236	\$ 1044	148 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	40 157	39 463	40 074	40 671	41 236
Sewerage customers	33 219	33 180	33 746	34 251	34 690
Length of water main (km)	1 755	1 734	1 767	1 821	1 877
Length of sewer main (km)	859	869	884	886	882
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	164	165	154	134	148
Average household bills (\$, nominal)					
Owner occupiers	699	743	830	902	1 044
Tenants	117	190	200	192	241
Legal action for non-payment - domestic (per 100 customers)	0.07	0.02	0.01	0.18	0.11
Restrictions for non-payment - domestic (per 100 customers)	0.14	0.04	0.21	0.30	0.37
Hardship grants	64	221	449	265	617
Billing and affordability complaints	47	143	188	207	166
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	16 310	38 799	41 296	40 877	44 692
account line	16 310	38 799	41 296	40 877	44 692
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)		7	6	7	7
calls answered in 30 seconds (percent)	94	99	100	100	100
Total complaints - all categories	260	650	553	446	301
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	58	25	17	8	13
unplanned	174	150	126	130	91
total (per 100km water main)	13	10	8	8	6
Average duration of interruptions (minutes)					
planned	123	106	123	113	196
unplanned	90	78	50	66	89
Average customer minutes off supply - total	11	8	4	5	4
planned	4	2	1	0	2
unplanned	6	6	3	5	3
Bursts and leaks (per 100km water main)	15	15	12	12	11
Sewer blockages (per 100km sewer main)	17	10	10	10	8
Water supply reliability and pressure complaints	20	43	39	24	19
DRINKING WATER QUALITY	2007-08	2008-09	2009-10	2010-11	2011-12
Microbiological water quality compliance (percent)	100	100	100	100	99
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	144	338	198	108	54
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	17	21	15	7	12
Biosolids - reused (percent)	111	76	31	100	100
CO2e - total (tonnes)	37 848	39 025	30 734	28 578	33 753
Sewer odour complaints	5	18	17	7	6