

2012-13 WATER PERFORMANCE REPORT

CENTRAL HIGHLANDS 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.

Household bills

Based on the average household consumption, an owner occupier's average household bill increased from \$1096 in 2011-12 to \$1169 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from \$224 in 2011-12 to \$257 in 2012-13.

Household Consumption

Household consumption in 2012-13 was 150 kL, a 12 kL increase from 138 kL in the previous year.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Central Highlands Water's customers experienced an average of 16 minutes off supply in 2012-13, a slight improvement from 17 minutes reported in 2011-12.

Sewer system reliability

In 2012-13 Central Highlands Water reported 17 sewer blockages per 100km of sewer main. This is an increase from 12 sewer blockages in 2011-12.

Water Quality

Central Highlands Water reported that all customers received drinking water that met the microbiological (measured by *E. coli* levels) and turbidity requirements of the Safe Drinking Water Regulations 2005.

Recycling

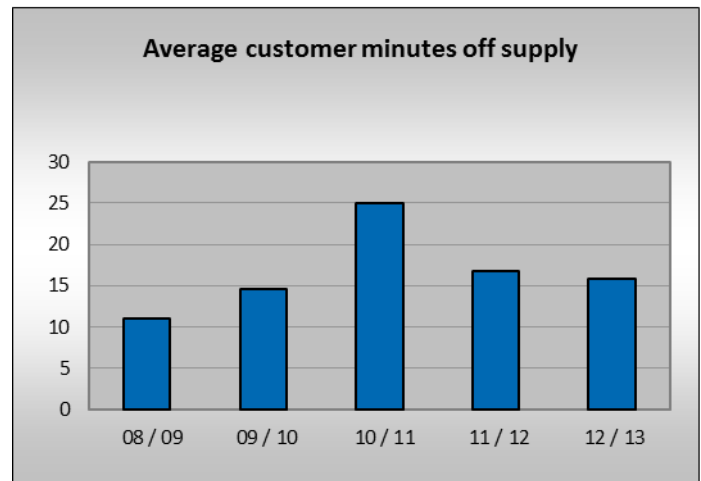
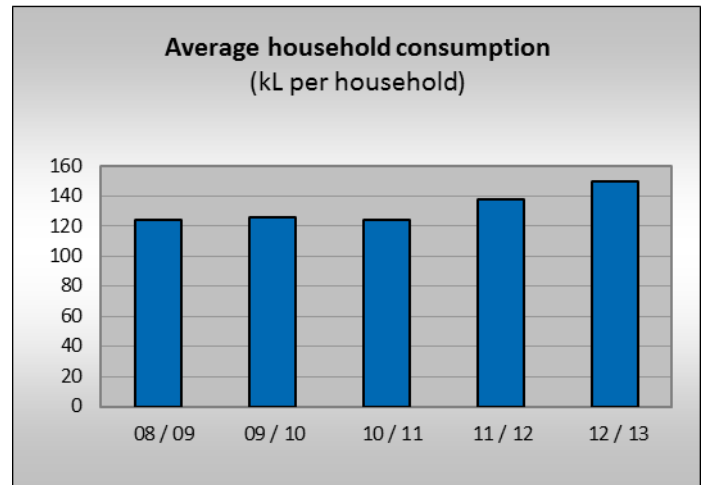
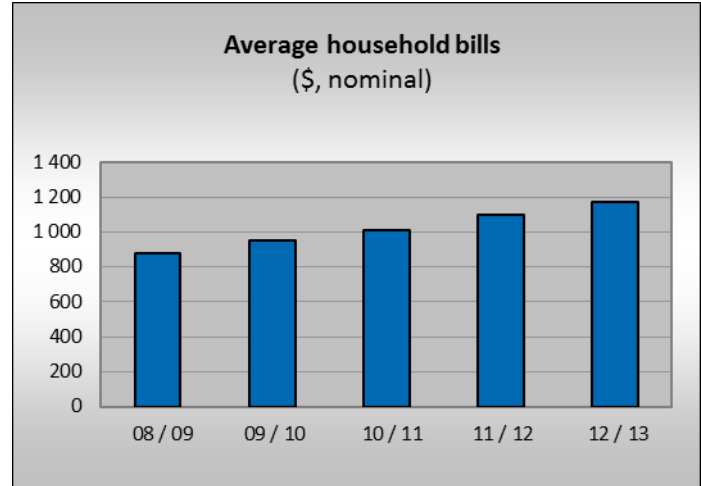
Central Highlands Water recycled 18 per cent of treated effluent in 2012-13.

Major Projects

Works for the Country Town Water and Sewerage Schemes were completed for the towns of Gordon, Smythesdale and Waubra. A revised cost effective solution for the Blackwood Sewerage scheme is being developed following discussions with the relevant government departments, and implementation is now expected during the fourth regulatory period.

A new wastewater treatment plant and reuse facility was completed in Beaufort.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
63 934	\$ 1169	150 kL



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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	59 332	60 470	61 581	62 763	63 934
Sewerage customers	49 723	50 823	51 607	52 714	53 918
Length of water main (km)	2 309	2 325	2 404	2 417	2 432
Length of sewer main (km)	1 205	1 236	1 258	1 272	1 336
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	124	126	125	138	150
Average household bills (\$, nominal)					
Owner occupiers	881	951	1 007	1 096	1 169
Tenants	165	180	190	224	257
Legal action for non-payment - residential (per 100 customers)	0.01	0.02	0.02	0.04	0.02
Restrictions for non-payment - residential (per 100 customers)	0.24	0.09	0.16	0.23	0.26
Hardship grants	21	15	30	38	41
Payment issues complaints	130	238	179	80	87
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	55 913	55 808	54 763	55 452	53 544
account line	52 654	53 396	52 489	53 493	52 446
fault line	3 259	2 412	2 274	1 959	1 098
Account line and fault line					
average time to connect to an operator (seconds)	26	32	38	37	32
calls answered in 30 seconds (per cent)	89	91	90	91	90
Total complaints - all categories	1 152	872	677	518	864
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	29	49	65	80	43
unplanned	324	291	280	272	275
total (per 100km water main)	15	15	14	15	13
Average duration of interruptions (minutes)					
planned	149	202	148	232	181
unplanned	138	140	217	128	142
Average customer minutes off supply - total	11	15	25	17	16
planned	1	4	3	6	2
unplanned	10	11	22	11	14
Bursts and leaks (per 100km water main)	29	25	21	22	24
Sewer blockages (per 100km sewer main)	23	20	15	12	17
Water supply reliability and pressure complaints	73	65	102	176	496
DRINKING WATER QUALITY	2008-09	2009-10	2010-11	2011-12	2012-13
Microbiological water quality compliance (per cent)	99.0	100	98.1	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	823	434	234	211	249
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	13	17	12	17	18
Biosolids - reused (per cent)	103	121	115	100	115
CO ₂ e - total (tonnes)	56 483	51 251	18 782	14 797	14 567
Sewer odour complaints	13	8	20	7	7