

2011-12 WATER PERFORMANCE REPORT

COLIBAN 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 \$877 in 2010-11 to \$966 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$270 in 2010-11 to \$323 in 2011-12.

Household Consumption

Average household consumption in 2011-12 was 165 kL, an increase from the previous year of 144 kL.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Coliban Water's customers experienced an average of 13 minutes off supply in 2011-12, a decrease from the 31 minutes reported in 2010-11, when flooding had a significant impact.

Sewer system reliability

In 2011-12 Coliban Water reported 43 sewer blockages per 100km of sewer main, a slight increase over the previous year of 41 sewer blockages per 100km.

Water Quality

Coliban 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

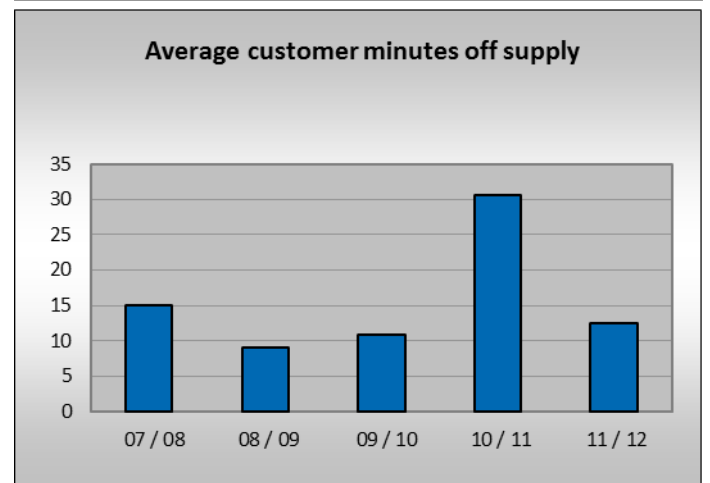
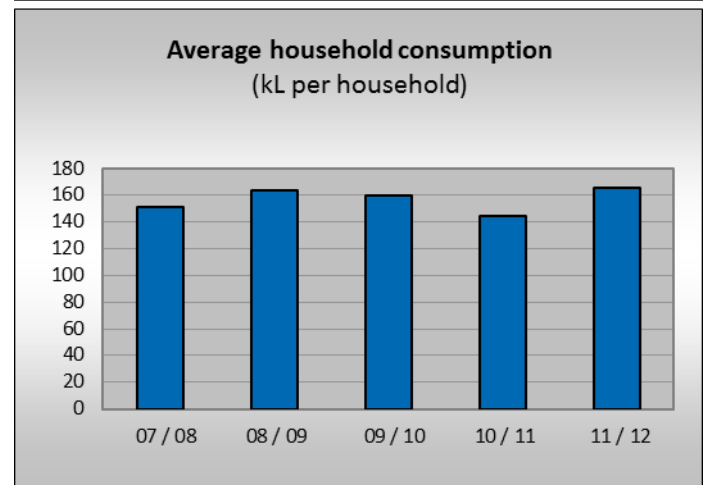
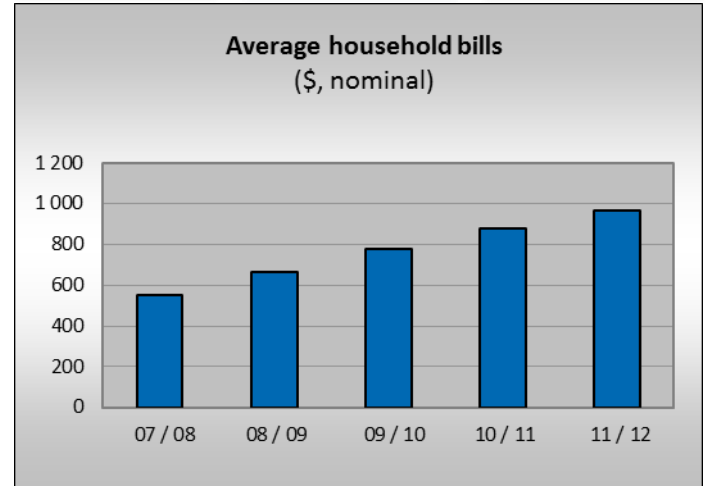
Coliban Water recycled 43 per cent of treated effluent in 2011-12, compared to 20 per cent in 2010-11.

Major Projects

Works have been completed on replacing the Back Creek siphon and on two creek crossing structures and erosion prevention on the Coliban Main Channel.

The Gunbower water treatment plant construction and commissioning is completed and the plant is fully operational. The Leitchville water treatment plant is on track to be completed in 2012-13.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
68 045	\$ 966	165 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	65 223	65 988	67 034	66 722	68 045
Sewerage customers	56 040	56 850	57 917	58 353	59 681
Length of water main (km)	2 135	2 151	2 137	2 128	2 148
Length of sewer main (km)	1 733	1 748	1 763	1 783	1 809
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	151	164	160	144	165
Average household bills (\$, nominal)					
Owner occupiers	554	662	778	877	966
Tenants	110	171	218	270	323
Legal action for non-payment - domestic (per 100 customers)	2.42	0.07	0.01	0.01	0.02
Restrictions for non-payment - domestic (per 100 customers)	0.59	0.50	0.47	0.20	0.27
Hardship grants	0	0	0	0	0
Billing and affordability complaints	9	8	47	32	22
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	71 496	62 576	65 990	63 900	65 312
account line	71 496	62 576	65 990	63 900	65 312
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	16	13	11	14	23
calls answered in 30 seconds (percent)	87	91	92	88	78
Total complaints - all categories	702	512	549	515	527
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	21	4	5	0	0
unplanned	494	408	394	371	391
total (per 100km water main)	24	19	19	17	18
Average duration of interruptions (minutes)					
planned	67	39	54	0	0
unplanned	118	103	100	274	105
Average customer minutes off supply - total	15	9	11	31	13
planned	0	0	0	0	0
unplanned	15	9	11	31	13
Bursts and leaks (per 100km water main)	38	33	25	25	28
Sewer blockages (per 100km sewer main)	60	58	52	41	43
Water supply reliability and pressure complaints	12	4	17	8	7
DRINKING WATER QUALITY	2007-08	2008-09	2009-10	2010-11	2011-12
Microbiological water quality compliance (percent)	100	100	100	99	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	452	253	323	351	353
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	50	78	70	20	43
Biosolids - reused (percent)	100	100	100	100	100
CO ₂ e - total (tonnes)	44 898	49 905	51 396	32 674	33 126
Sewer odour complaints	137	138	109	92	104