

2015-16 WATER PERFORMANCE REPORT

COLIBAN WATER — FACT SHEET

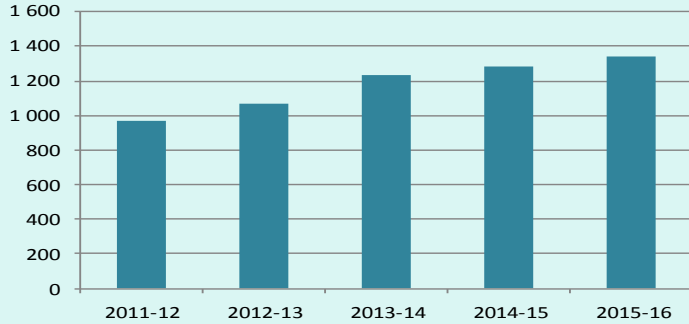


For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au

CUSTOMER OUTCOMES

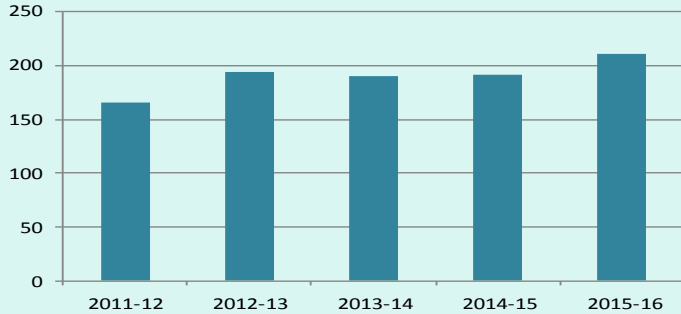
Average Household Bill (nominal dollars)

- A bill is calculated from the average household consumption of water at the actual price.



- An owner occupier's average household bill increased from \$1286 in 2014-15 to \$1342.
- Tenants who are not billed fixed charges had their bills increase from \$415 in 2014-15 to \$458.

Average Household Consumption (kilolitres)



Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 13 637 in 2014-15 to 12 353.

WATER CUSTOMERS

73 228

3% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1342

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

210 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Cohuna water reclamation plant refurbishment
- Rochester wastewater connection to Echuca

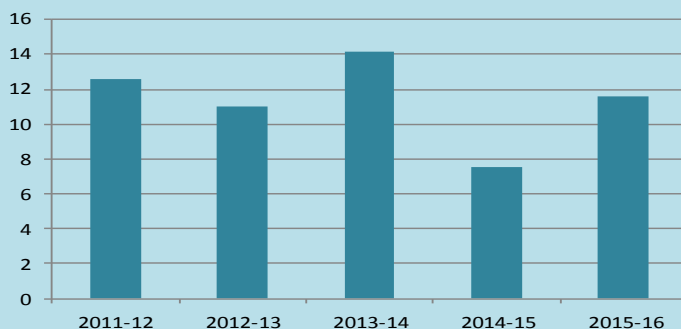
Delayed

- Bridgewater and Laanecoorie water treatment plant upgrades
- Coliban main channel
- Echuca and Cohuna water treatment plant upgrades
- Harcourt rural modernisation project
- Heathcote backlog sewerage

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 12 minutes off supply (4 minutes more than in 2014-15).

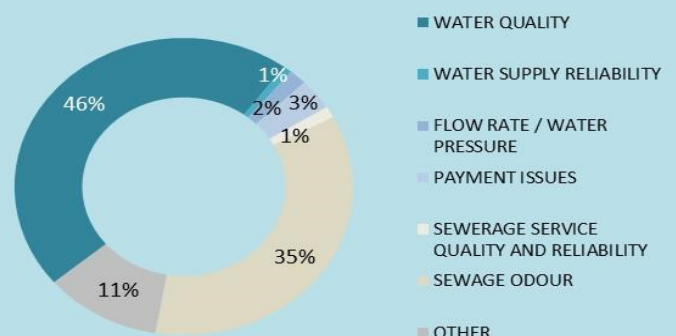


Sewer System Reliability

- 54 sewer blockages per 100km of sewer main, an increase from 48 reported in 2014-15.

Complaints

- 474 complaints were received by the business, up 17 from the total in 2014-15.



2015-16 WATER PERFORMANCE REPORT

COLIBAN WATER — FACT SHEET



GENERAL	2011-12	2012-13	2013-14	2014-15	2015-16
Number of water customers (No.)	68 045	69 479	70 893	72 117	73 228
Number of sewer customers (No.)	59 681	62 517	63 743	65 038	66 088
Length of water main (km)	2 148	2 184	2 203	2 220	2 237
Length of sewer main (km)	1 809	1 839	1 859	1 885	1 915
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	165	194	190	192	210
Average household bills (\$, nominal)					
Owner occupiers	966	1 064	1 234	1 286	1 342
Tenants	323	389	408	415	458
Number of customers on flexible payment (Instalment) plans (No.)	10567	10723	12148	13637	12353
Number of Hardship grants approved (No.)	0	0	0	101	396
Number of legal actions initiated for non-payment of bill - residential (No.)	12	20	0	3	27
Number of restrictions applied for non-payment of bill - residential (No.)	164	172	199	112	407
Number of payment issue complaints (No.)	22	18	33	9	16
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	65 312	62 972	66 600	65 198	62 748
account line	65 312	62 972	66 600	65 198	62 748
fault line	0	0	0	0	0
Average time to connect to an operator - account and fault line (seconds)	23	21	14	14	14
Total number of complaints - all categories (No.)	527	395	429	457	474
Number of complaints to ombudsman (EWOV) (No.)	50	74	79	85	77
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	18.2	14.6	10.2	9.6	13.9
Average duration of interruptions (minutes)					
planned	0	105	97	102	109
unplanned	105	114	170	114	118
Average customer minutes off supply - total	13	11	14	8	12
Water main bursts and leaks (per 100km water main)	28.5	26.7	28.6	26.1	29.1
Number of water supply reliability and flow rate complaints (No.)	7	3	11	6	12
Sewer main blockages (per 100km sewer main)	43.0	53.7	62.9	48.2	53.7
Sewer spills from reticulation and branch sewers (per 100km sewer main)	25.3	34.9	38.4	33.5	39.9
Number of sewerage service quality & reliability complaints (No.)	1	3	5	4	6
DRINKING WATER QUALITY	2011-12	2012-13	2013-14	2014-15	2015-16
Microbiological water quality compliance (per cent)	100	100	99	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Number of water quality complaints (colour, taste/odour, other) (No.)	353	208	213	248	219
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	43	41	32	37	40
Biosolids - reused (per cent)	100	100	100	132	610
Total CO2 equivalent emissions (tonnes)	33 126	33 017	31 648	44 006	56 374
Number of sewer odour complaints (No.)	104	136	122	139	168