

2014-15 WATER PERFORMANCE REPORT

COLIBAN WATER — FACT SHEET

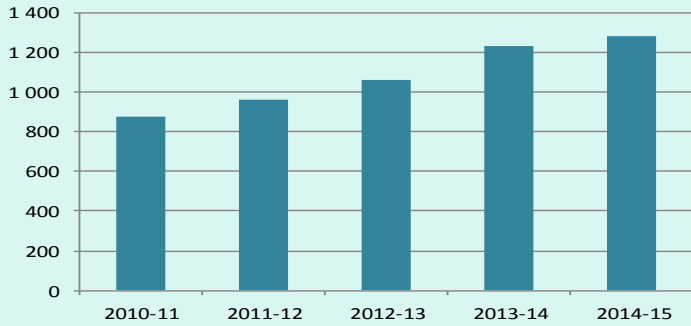


For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au

CUSTOMER OUTCOMES

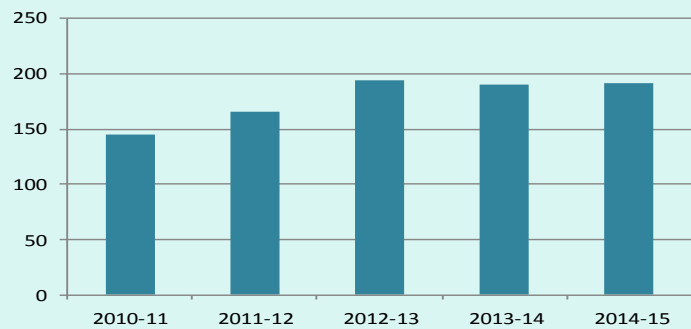
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$1234 in 2013-14 to \$1286.
- Tenants who are not billed fixed charges had their bills increase from \$408 in 2013-14 to \$415.

Average Household Consumption (kilolitres)



Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans increased from 12 148 in 2013-14 to 13 637.

WATER CUSTOMERS

72 117

3% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1286

Statewide \$1006

AVERAGE HOUSEHOLD CONSUMPTION

192 kL

Statewide 159 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Rochester wastewater connection to Echuca

On schedule

- Cohuna water reclamation plant refurbishment
- Coliban main channel
- Bridgewater and Laanecoorie water treatment plant upgrades

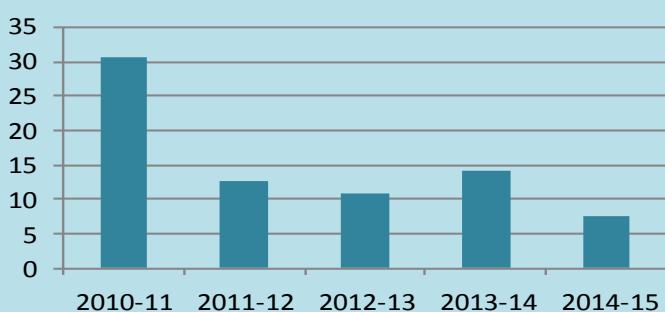
Delayed

- Echuca and Cohuna water treatment plant upgrades
- Harcourt rural modernisation project
- Heathcote backlog sewerage

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 8 minutes off supply (improvement of 6 minutes from 2013-14).

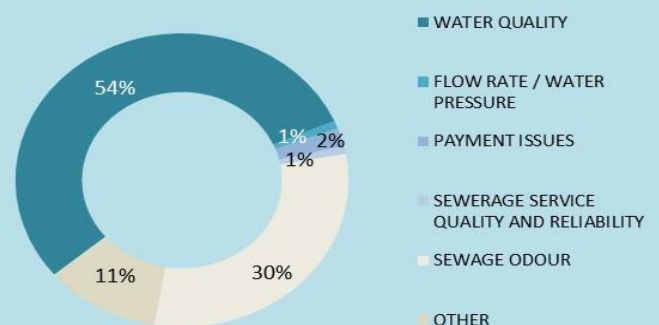


Sewer System Reliability

- 48 sewer blockages per 100km of sewer main, an improvement from 63 reported in 2013-14.

Complaints

- 457 complaints were received by the business, up 28 from the total in 2013-14.



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GENERAL	2010-11	2011-12	2012-13	2013-14	2014-15
Number of water customers (No.)	66 722	68 045	69 479	70 893	72 117
Number of sewer customers (No.)	58 353	59 681	62 517	63 743	65 038
Length of water main (km)	2 128	2 148	2 184	2 203	2 220
Length of sewer main (km)	1 783	1 809	1 839	1 859	1 885
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	144	165	194	190	192
Average household bills (\$, nominal)					
Owner occupiers	877	966	1 064	1 234	1 286
Tenants	270	323	389	408	415
Number of customers on flexible payment (Instalment) plans (No.)	9906	10567	10723	12148	13637
Number of Hardship grants approved (No.)	0	0	0	0	101
Number of legal actions initiated for non-payment of bill - residential (No.)	8	12	20	0	3
Number of restrictions applied for non-payment of bill - residential (No.)	121	164	172	199	112
Number of payment issue complaints (No.)	32	22	18	33	9
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	63 900	65 312	62 972	66 600	65 198
account line	63 900	65 312	62 972	66 600	65 198
fault line	0	0	0	0	0
Average time to connect to an operator - account and fault line (seconds)	14	23	21	14	14
Total number of complaints - all categories (No.)	515	527	395	429	457
Number of complaints to ombudsman (EWOV) (No.)	36	50	74	79	85
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	17.4	18.2	14.6	10.2	9.6
Average duration of interruptions (minutes)					
planned	0	0	105	97	102
unplanned	274	105	114	170	114
Average customer minutes off supply - total	31	13	11	14	8
Water main bursts and leaks (per 100km water main)	24.6	28.5	26.7	28.6	26.1
Number of water supply reliability and flow rate complaints (No.)	8	7	3	11	6
Sewer main blockages (per 100km sewer main)	40.8	43.0	53.7	62.9	48.2
Sewer spills from reticulation and branch sewers (per 100km sewer main)	20.7	25.3	34.9	38.4	33.5
Number of sewerage service quality & reliability complaints (No.)	4	1	3	5	4
DRINKING WATER QUALITY	2010-11	2011-12	2012-13	2013-14	2014-15
Microbiological water quality compliance (per cent)	99	100	100	99	100
Turbidity compliance (per cent)	100	100	100	100	100
Number of water quality complaints (colour, taste/odour, other) (No.)	351	353	208	213	248
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	20	43	41	32	37
Biosolids - reused (per cent)	100	100	100	100	132
Total CO2 equivalent emissions (tonnes)	32 674	33 126	33 017	31 648	44 006
Number of sewer odour complaints (No.)	92	104	136	122	139