

2015-16 WATER PERFORMANCE REPORT

GIPPSLAND WATER — FACT SHEET



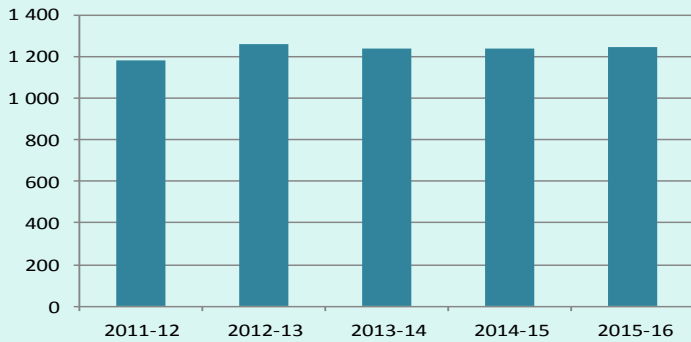
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

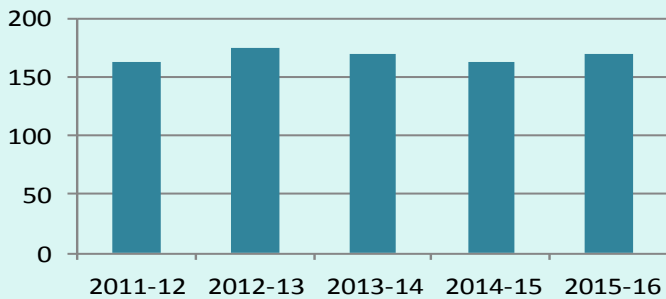
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$1239 in 2014-15 to \$1249.
- Tenants who are not billed fixed charges had their bills increase from \$311 in 2014-15 to \$324.

Average Household Consumption (kilolitres)



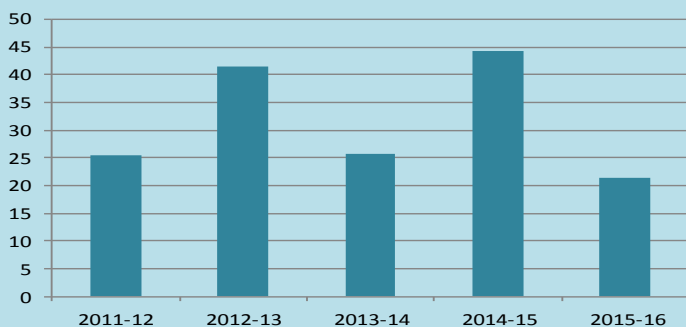
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans increased from 5 298 in 2014-15 to 5 429.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 21 minutes off supply (23 minutes better than 2014-15).



WATER CUSTOMERS

67 930

3% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1249

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

170 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

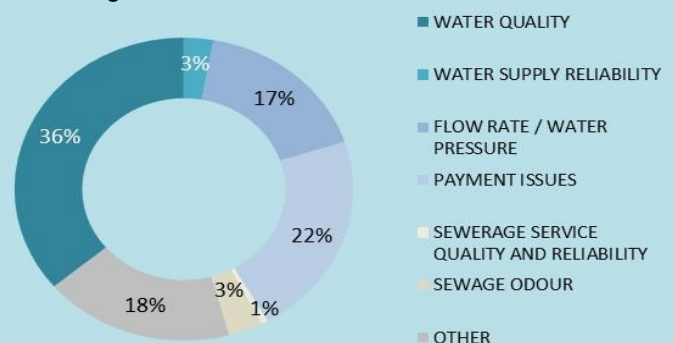
- Drouin wastewater treatment plant upgrade
- Loch Sport sewerage scheme
- Sale water treatment plant upgrade
- Warragul-Hazel Creek trunk sewer (stage three)

Sewer System Reliability

- 8 sewer blockages per 100km of sewer main, no change from reported blockages in 2014-15.

Complaints

- 637 complaints were received by the business, no change from the total in 2014-15.



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GENERAL	2011-12	2012-13	2013-14	2014-15	2015-16
Number of water customers (No.)	64 361	65 167	65 973	66 877	67 930
Number of sewer customers (No.)	55 417	56 230	57 203	58 395	60 311
Length of water main (km)	2 071	2 085	2 096	2 105	2 125
Length of sewer main (km)	1 577	1 586	1 622	1 660	1 716
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	163	176	171	164	170
Average household bills (\$, nominal)					
Owner occupiers	1 185	1 261	1 242	1 239	1 249
Tenants	294	337	325	311	324
Number of customers on flexible payment (Instalment) plans (No.)	5673	6110	5833	5298	5429
Number of Hardship grants approved (No.)	14	35	33	32	35
Number of legal actions initiated for non-payment of bill - residential (No.)	18	28	24	7	3
Number of restrictions applied for non-payment of bill - residential (No.)	149	133	173	205	156
Number of payment issue complaints (No.)	137	116	81	79	139
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	43 642	43 584	46 007	52 725	49 444
account line	23 073	22 728	25 983	28 102	24 823
fault line	20 569	20 856	20 024	24 623	24 621
Average time to connect to an operator - account and fault line (seconds)	24	22	21	66	17
Total number of complaints - all categories (No.)	937	619	607	637	637
Number of complaints to ombudsman (EWOV) (No.)	47	45	34	37	39
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	27.7	36.4	29.7	30.2	27.3
Average duration of interruptions (minutes)					
planned	166	157	171	191	157
unplanned	75	86	74	89	76
Average customer minutes off supply - total	26	41	26	44	21
Water main bursts and leaks (per 100km water main)	22.6	33.6	25.2	25.1	24.5
Number of water supply reliability and flow rate complaints (No.)	115	136	172	152	127
Sewer main blockages (per 100km sewer main)	7.9	7.8	8.6	8.0	8.0
Sewer spills from reticulation and branch sewers (per 100km sewer main)	1.3	1.8	1.0	4.7	4.1
Number of sewerage service quality & reliability complaints (No.)	10	7	11	6	4
DRINKING WATER QUALITY	2011-12	2012-13	2013-14	2014-15	2015-16
Microbiological water quality compliance (per cent)	100	100	100	100	89
Turbidity compliance (per cent)	100	100	100	100	100
Number of water quality complaints (colour, taste/odour, other) (No.)	466	258	261	287	230
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	4	7	5	8	8
Biosolids - reused (per cent)	0	100	100	100	100
Total CO2 equivalent emissions (tonnes)	61 727	42 864	38 246	42 706	60 964
Number of sewer odour complaints (No.)	44	24	21	28	21