2014-15 WATER PERFORMANCE REPORT

GOULBURN VALLEY WATER — FACT SHEET



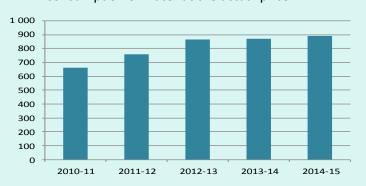


For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au

CUSTOMER OUTCOMES

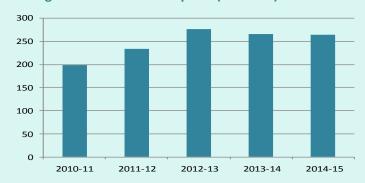
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$869 in 2013-14 to \$891.
- Tenants who are not billed fixed charges had their bills increase from \$290 in 2013-14 to \$297.

Average Household Consumption (kilolitres)



Flexible Payment (Instalment) Plans

 Number of residential customers on flexible payment plans decreased from 5 637 in 2013-14 to 5 528.

WATER CUSTOMERS

56 537

2% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL \$891

Statewide \$1006

AVERAGE HOUSEHOLD CONSUMPTION **265 kL**

Statewide 159 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

• Marysville new water treatment plant

On schedule

Numurkah water treatment plant upgrade

Delayed

- Cobram MGC unfluoridated water pipeline
- Kilmore wastewater management facility additional winter storage
- Mansfield wastewater management facility additional winter storage

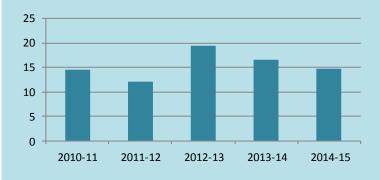
Deferred

• Shepparton water treatment plant upgrade

SERVICE DELIVERY

Water Supply Reliability

• Customers experienced an average of 15 minutes off supply (2 minutes better than 2013-14).

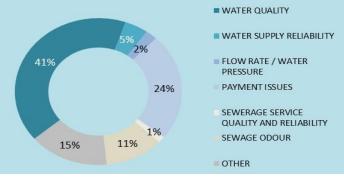


Sewer System Reliability

• 10 sewer blockages per 100km of sewer main, an improvement from 20 reported in 2013-14.

Complaints

• 220 complaints were received by the business, down 108 from the total in 2013-14.



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Number of water customers (No.) 58.88 58.68 58.58 58.68 Number of sewer customers (No.) 47.28 47.90 48.48 30.00 49.68 Length of sewer main (km) 17.51 17.52 17.3	GENERAL	2010-11	2011-12	2012-13	2013-14	2014-15
Length of water main (km) 1 (2) 1	Number of water customers (No.)	53 830	54 666	55 305	55 855	56 537
Length of sewer main (km) 120 210-24 210-23 210-24	Number of sewer customers (No.)	47 218	47 908	48 493	49 062	49 682
AFFORDABILITY 2010-11 2010-12 201-20 201-30 <t< td=""><td>Length of water main (km)</td><td>1 751</td><td>1 792</td><td>1 794</td><td>1 807</td><td>1 819</td></t<>	Length of water main (km)	1 751	1 792	1 794	1 807	1 819
Average household consumption (kt per household) 19 24 26 26 26 Average household bills (s, nominal) 86 75 36 86 98 180 98 180 209 202 </td <td>Length of sewer main (km)</td> <td>1 207</td> <td>1 226</td> <td>1 233</td> <td>1 248</td> <td>1 261</td>	Length of sewer main (km)	1 207	1 226	1 233	1 248	1 261
Average household bills (S, nominal) Average household bills (S, nominal) 662 759 864 869 989 Tenants 662 759 869 290 297 Number of Laurching praints approved (No.) 269 676 570 560 560 680 Number of Hardship grants approved (No.) 76 97 191 230 286 Number of legal actions initiated for non-payment of bill - residential (No.) 60 10 20 10 286 104 20 150 Number of payment issue complaints (No.) 50 20 10 28 10 20 20 10 28 10 20 10 20 10 20 10 20 10 20 10 20 10 20 10 20 10 20	AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Owner occupiers 662 759 884 889 294 Tenants 168 224 293 290 297 Number of customers on likible payment (Instalment) plans (No.) 296 4205 5708 5628 Number of Hardship grants approved (No.) 66 5 191 292 15 Number of lardship grants approved (No.) 66 5 191 201 25 Number of restrictions applied for non-payment of bill - residential (No.) 201 201 202 10 Number of payment Issue complaints (No.) 5 75 201 2	Average household consumption (kL per household)	199	234	276	266	265
Tenants 168 224 293 290 297 Number of Lustomers on flexible payment (Instalment) plans (No.) 2959 4205 5708 5508	Average household bills (\$, nominal)					
Number of customers on flexible payment (instalment) plans (No.) 295 4205 560 563 686 Number of Hardship grants approved (No.) 76 97 192 324 686 Number of legal actions initiated for non-payment of bill - residential (No.) 6 5 14 20 5 Number of restrictions applied for non-payment of bill - residential (No.) 50 201 220 220 120 20	Owner occupiers	662	759	864	869	891
Number of Hardship grants approved (No.) 76 97 192 324 688 Number of legal actions initiated for non-payment of bill - residential (No.) 6 5 14 20 5 Number of restrictions applied for non-payment of bill - residential (No.) 50 201 226 140 183 Number of payment issue complaints (No.) 30 75 30 2014 201412 20143 20140 20140 201412 20143 20140	Tenants	168	224	293	290	297
Number of legal actions initiated for non-payment of bill - residential (No.) 6 5 14 20 1.8 Number of restrictions applied for non-payment of bill - residential (No.) 201 201 226 140 183 Number of payment issue complaints (No.) 53 75 32 29 52 CUSTOMER RESPONSIVENESS AND SERVICE 201-11 201-12 201-21 201-30 201-13 201-13 201-13 201-13 201-14 201-14 201-14 201-14 201-14 201-15 201-15 201-15 201-15 201-15 201-15 201-16 201-16 201-16 201-16 201-16 201-16 201-17 201-17 201-20	Number of customers on flexible payment (Instalment) plans (No.)	2959	4205	5708	5637	5528
Number of restrictions applied for non-payment of bill - residential (No.) 201 201 202 140 88 Number of payment issue complaints (No.) 53 75 32 20 52 CUSTOMER RESPONSIVEMESS AND SERVICE 201-01 201-12 201-21 201-21 201-31 201-18 201-20	Number of Hardship grants approved (No.)	76	97	192	324	686
Number of payment issue complaints (No.) 53 32 29 52 CUSTOMER RESPONSIVENESS AND SERVICE 2010-11 2011-12 201-23 201-31 201-43 201-43 201-43 201-43 201-43 201-43 201-43 201-43 201-80 33 38 33 36 36 36 201-90 33 38 33 36 201-90 33 38 33 36 201-90 201-30 201-90	Number of legal actions initiated for non-payment of bill - residential (No.)	6	5	14	20	5
CUSTOMER RESPONSIVENESS AND SERVICE 2010-11 2011-12 2012-13 2013-14 2014-15 Total number of customer calls (No.) 34 347 34 204 37 175 29 199 38 83 3 account line 28 198 28 398 31 066 25 072 28 314 fault line 61 419 5 846 61 09 4 127 5 539 Average time to connect to an operator - account and fault line (seconds) 24 25 25 25 Total number of complaints - all categories (No.) 520 459 325 328 220 Number of complaints to ombudsman (EWOV) (No.) 26 20 31 23 30 NetTYORK RELIABILITY AND EFFICIENCY 201-11 201-12 201-13 201-14 201-14 201-13 201-14 201-14 201-15 201-14 201-15 201-14 201-15 201-14 201-15 201-14 201-15 201-14 201-15 201-14 201-14 201-14 201-14 201-14 201-14 201-14 201-14 201-14 201-14	Number of restrictions applied for non-payment of bill - residential (No.)	201	201	226	140	183
Total number of customer calls (No.) 34 347 34 247 37 175 29 198 38 38 38 38 38 32 36 38 31 36 32 32 38 31 32 32 32 32 32 32 32 32 32 32 32 32 32	Number of payment issue complaints (No.)	53	75	32	29	52
account line 28 198 28 358 31 066 25 072 28 318 fault line 6 149 5 5846 6 109 4 127 5 539 Average time to connect to an operator - account and fault line (seconds) 24 25 25 25 26 Total number of complaints - all categories (No.) 520 459 325 328 220 Number of complaints to ombudsman (EWOV) (No.) 26 20 31 23 30 NETWORK RELIABILITY AND EFFICIENCY 2010-11 201-12 201-21 201-31 23.6 18.9 Average duration of interruptions (per 100km water main) 18.8 21.7 26.1 23.6 18.9 Average duration of interruptions (minutes) 19 112 99 112 Janned 104 80 76 99 112 Unplaned 104 97 128 100 113 Average customer minutes off supply - total 14 12 19 17 15 Water main bursts and leaks (per 100km swar main)	CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
fault line 6 149 5 846 6 109 4 127 5 30 Average time to connect to an operator - account and fault line (seconds) 24 25 25 25 26 Total number of complaints - all categories (No.) 520 459 325 328 220 Number of complaints to ombudsman (EWOV) (No.) 26 20 31 23 30 NETWORK RELIABILITY AND EFFICIENCY 2010-11 201-12 201-20 201-30 213-4 201-45 Water supply interruptions (per 100km water main) 18.8 21.7 26.1 23.6 18.9 Average duration of interruptions (minutes) 8 21.7 26.1 23.6 18.9 Planned 104 97 18.8 100 112 unplaned 104 97 18.9 112 Water main bursts and leaks (per 100km water main) 18.3 22.2 29.4 27.5 22.6 Water main bursts and leaks (per 100km water complaints (No.) 67 46 11 8 15 Sewer sp	Total number of customer calls (No.)	34 347	34 204	37 175	29 199	33 853
Average time to connect to an operator - account and fault line (seconds) 24 25 25 25 25 Total number of complaints - all categories (No.) 520 459 325 328 220 Number of complaints to ombudsman (EWOV) (No.) 26 20 31 23 30 NETWORK RELIABILITY AND EFFICIENCY 2010-11 2011-12 2012-13 2013-14 2014-15 Water supply interruptions (per 100km water main) 18.4 21.7 26.1 23.6 18.9 Average duration of interruptions (minutes) 104 80 76 99 112 unplanned 104 97 128 100 113 Average customer minutes off supply - total 14 12 19 17 15 Water main bursts and leaks (per 100km water main) 18.3 22.2 29.4 27.5 22.6 Number of water supply reliability and flow rate complaints (No.) 67 46 11 8 15 Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 <td>account line</td> <td>28 198</td> <td>28 358</td> <td>31 066</td> <td>25 072</td> <td>28 314</td>	account line	28 198	28 358	31 066	25 072	28 314
Total number of complaints - all categories (No.) 520 459 325 328 220 Number of complaints to ombudsman (EWOV) (No.) 26 20 31 23 30 NETWORK RELIABILITY AND EFFICIENCY 201-11 201-12 201-21 201-31 201-41	fault line	6 149	5 846	6 109	4 127	5 539
Number of complaints to ombudsman (EWOV) (No.) 26 20 31 23 30 NETWORK RELIABILITY AND EFFICIENCY 201-11 201-12 201-21 201-31 201-31 201-41 Water supply interruptions (per 100km water main) 18.8 21.7 26.1 23.6 18.8 Average duration of interruptions (minutes) 30 76 99 112 planned 104 80 76 99 112 unplanned 104 97 128 100 113 Average customer minutes off supply - total 11 12 19 17 15 Water main bursts and leaks (per 100km water main) 18.3 22.2 29.4 27.5 22.6 Number of water supply reliability and flow rate complaints (No.) 67 46 11 8 15 Sewer main blockages (per 100km sewer main) 20.5 17.7 22.4 20.4 10.1 Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6	Average time to connect to an operator - account and fault line (seconds)	24	25	25	25	26
NETWORK RELIABILITY AND EFFICIENCY 2010-11 2011-12 2012-13 2013-14 2014-15 Water supply interruptions (per 100km water main) 18.4 21.7 26.1 23.6 18.9 Average duration of interruptions (minutes) Total control of interruptions (minutes) 104 80 76 99 112 planned 104 80 76 99 112 unplanned 104 97 128 00 113 Average customer minutes off supply - total 14 12 19 17 15 Water main bursts and leaks (per 100km water main) 18.3 22.2 29.4 27.5 22.6 Number of water supply reliability and flow rate complaints (No.) 67 46 11 8 15 Sewer main blockages (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6 Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6 DRINKING WATER QUALITY 2010-11 201-12 201-23 201-14<	Total number of complaints - all categories (No.)	520	459	325	328	220
Water supply interruptions (per 100km water main) 18.4 21.7 26.1 23.6 18.9 Average duration of interruptions (minutes) 104 80 76 99 112 planned 104 97 128 100 113 Average customer minutes off supply - total 14 12 19 17 16 Water main bursts and leaks (per 100km water main) 18.3 22.2 29.4 27.5 22.6 Number of water supply reliability and flow rate complaints (No.) 67 46 11 8 15 Sewer main blockages (per 100km sewer main) 20.5 17.7 22.4 20.4 10.1 Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6 Number of sewerage service quality & reliability complaints (No.) 3 5 3 7 3 DRINKING WATER QUALITY 201-11 201-12 201-21 201-14 201-15 Microbiological water quality complaints (colour, taste/odour, other) (No.) 354 276 18 <td>Number of complaints to ombudsman (EWOV) (No.)</td> <td>26</td> <td>20</td> <td>31</td> <td>23</td> <td>30</td>	Number of complaints to ombudsman (EWOV) (No.)	26	20	31	23	30
Average duration of interruptions (minutes) Average duration of interruptions (minutes) planned 104 80 76 99 112 unplanned 104 97 128 100 113 Average customer minutes off supply - total 14 12 19 17 15 Water main bursts and leaks (per 100km water main) 18.3 22.2 29.4 27.5 22.6 Number of water supply reliability and flow rate complaints (No.) 67 46 11 8 15 Sewer main blockages (per 100km sewer main) 20.5 17.7 22.4 20.4 10.1 Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6 Number of sewerage service quality & reliability complaints (No.) 3 5 3 7 3 DRINKING WATER QUALITY 2010-11 2011-12 2012-13 2014-13 2014-15 Microbiological water quality complaints (colour, taste/odour, other) (No.) 35 276 180 170 910 ENVIRONM	NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
planned 104 80 76 99 112 unplanned 104 97 128 100 113 Average customer minutes off supply - total 14 12 19 17 15 Water main bursts and leaks (per 100km water main) 18.3 22.2 29.4 27.5 22.6 Number of water supply reliability and flow rate complaints (No.) 67 46 11 8 15 Sewer main blockages (per 100km sewer main) 20.5 17.7 22.4 20.4 10.1 Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6 Number of sewerage service quality & reliability complaints (No.) 3 5 3 7 3.6 DRINKING WATER QUALITY 2010-11 2011-12 2012-13 2013-14 2014-15 Mumber of water quality compliance (per cent) 100 100 100 100 100 100 Number of water quality complaints (colour, taste/odour, other) (No.) 35 276 180 17.2 </td <td>Water supply interruptions (per 100km water main)</td> <td>18.4</td> <td>21.7</td> <td>26.1</td> <td>23.6</td> <td>18.9</td>	Water supply interruptions (per 100km water main)	18.4	21.7	26.1	23.6	18.9
unplanned 104 97 128 100 113 Average customer minutes off supply - total 14 12 19 17 15 Water main bursts and leaks (per 100km water main) 18.3 22.2 29.4 27.5 22.6 Number of water supply reliability and flow rate complaints (No.) 67 46 11 8 15 Sewer main blockages (per 100km sewer main) 20.5 17.7 22.4 20.4 10.1 Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6 Number of sewerage service quality & reliability complaints (No.) 3 5 3 7 3 DRINKING WATER QUALITY 2010-11 2011-12 2012-13 2013-14 2014-15 Microbiological water quality compliance (per cent) 100 1	Average duration of interruptions (minutes)					
Average customer minutes off supply - total 14 12 19 17 15 Water main bursts and leaks (per 100km water main) 18.3 22.2 29.4 27.5 22.6 Number of water supply reliability and flow rate complaints (No.) 67 46 11 8 15 Sewer main blockages (per 100km sewer main) 20.5 17.7 22.4 20.4 10.1 Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6 Number of sewerage service quality & reliability complaints (No.) 3 5 3 7 3 DRINKING WATER QUALITY 2010-11 2011-12 2012-13 2013-14 2014-15 Microbiological water quality compliance (per cent) 100 100 100 100 Turbidity compliance (per cent) 100 100 100 100 Number of water quality complaints (colour, taste/odour, other) (No.) 354 276 180 172 91 ENVIRONMENTAL PERFORMANCE 2010-11 2011-12 2012-13 2013-14 2014-15 Recycling - effluent reuse (per cent of effluent)	planned	104	80	76	99	112
Water main bursts and leaks (per 100km water main) 18.3 22.2 29.4 27.5 22.6 Number of water supply reliability and flow rate complaints (No.) 67 46 11 8 15 Sewer main blockages (per 100km sewer main) 20.5 17.7 22.4 20.4 10.1 Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6 Number of sewerage service quality & reliability complaints (No.) 3 5 3 7 3 DRINKING WATER QUALITY 2010-11 2011-12 2012-13 2013-14 2014-15 Microbiological water quality compliance (per cent) 100 100 100 100 Turbidity compliance (per cent) 100 100 100 100 Number of water quality complaints (colour, taste/odour, other) (No.) 354 276 180 172 91 ENVIRONMENTAL PERFORMANCE 2010-11 2011-12 2012-13 2013-14 2014-15 Recycling - effluent reuse (per cent of effluent) 40 79 80 94 85 Biosolids - reused (per cent) 6	unplanned	104	97	128	100	113
Number of water supply reliability and flow rate complaints (No.) 67 46 11 8 15 Sewer main blockages (per 100km sewer main) 20.5 17.7 22.4 20.4 10.1 Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6 Number of sewerage service quality & reliability complaints (No.) 3 5 3 7 3 DRINKING WATER QUALITY 2010-11 2011-12 2012-13 2013-14 2014-15 Microbiological water quality compliance (per cent) 100 100 100 100 100 Turbidity compliance (per cent) 100 100 100 100 100 Number of water quality complaints (colour, taste/odour, other) (No.) 354 276 180 172 91 ENVIRONMENTAL PERFORMANCE 2010-11 2011-12 2012-13 2013-14 2014-15 Recycling - effluent reuse (per cent of effluent) 40 79 80 94 85 Biosolids - reused (per cent) 6 63 296	Average customer minutes off supply - total	14	12	19	17	15
Sewer main blockages (per 100km sewer main) 20.5 17.7 22.4 20.4 10.1 Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6 Number of sewerage service quality & reliability complaints (No.) 3 5 3 7 3 DRINKING WATER QUALITY 2010-11 2011-12 2012-13 2013-14 2014-15 Microbiological water quality compliance (per cent) 100 100 100 100 Turbidity compliance (per cent) 100 100 100 100 100 Number of water quality complaints (colour, taste/odour, other) (No.) 354 276 180 172 91 ENVIRONMENTAL PERFORMANCE 2010-11 2011-12 2012-13 2013-14 2014-15 Recycling - effluent reuse (per cent of effluent) 40 79 80 94 85 Biosolids - reused (per cent) 6 63 296 0 100 Total CO2 equivalent emissions (tonnes) 49 295 42 42 453 46 926 48 750	Water main bursts and leaks (per 100km water main)	18.3	22.2	29.4	27.5	22.6
Sewer spills from reticulation and branch sewers (per 100km sewer main) 3.1 3.2 3.0 3.7 3.6 Number of sewerage service quality & reliability complaints (No.) 3 5 3 7 3 DRINKING WATER QUALITY 2010-11 2011-12 2012-13 2013-14 2014-15 Microbiological water quality compliance (per cent) 100	Number of water supply reliability and flow rate complaints (No.)	67	46	11	8	15
Number of sewerage service quality & reliability complaints (No.) 3 5 3 7 3 DRINKING WATER QUALITY 2010-11 2011-12 2012-13 2013-14 2014-15 Microbiological water quality compliance (per cent) 100 <t< td=""><td>Sewer main blockages (per 100km sewer main)</td><td>20.5</td><td>17.7</td><td>22.4</td><td>20.4</td><td>10.1</td></t<>	Sewer main blockages (per 100km sewer main)	20.5	17.7	22.4	20.4	10.1
DRINKING WATER QUALITY 2010-11 2011-12 2012-13 2013-14 2014-15 Microbiological water quality compliance (per cent) 100 <td>Sewer spills from reticulation and branch sewers (per 100km sewer main)</td> <td>3.1</td> <td>3.2</td> <td>3.0</td> <td>3.7</td> <td>3.6</td>	Sewer spills from reticulation and branch sewers (per 100km sewer main)	3.1	3.2	3.0	3.7	3.6
Microbiological water quality compliance (per cent) 100 100 100 100 100 Turbidity compliance (per cent) 100 100 100 100 100 Number of water quality complaints (colour, taste/odour, other) (No.) 354 276 180 172 91 ENVIRONMENTAL PERFORMANCE 2010-11 2011-12 2012-13 2013-14 2014-15 Recycling - effluent reuse (per cent of effluent) 40 79 80 94 85 Biosolids - reused (per cent) 6 63 296 0 100 Total CO2 equivalent emissions (tonnes) 24 122 42 453 46 926 48 750 49 295	Number of sewerage service quality & reliability complaints (No.)	3	5	3	7	3
Turbidity compliance (per cent) 100	DRINKING WATER QUALITY	2010-11	2011-12	2012-13	2013-14	2014-15
Number of water quality complaints (colour, taste/odour, other) (No.) 354 276 180 172 91 ENVIRONMENTAL PERFORMANCE 2010-11 2011-12 2012-13 2013-14 2014-15 Recycling - effluent reuse (per cent of effluent) 40 79 80 94 85 Biosolids - reused (per cent) 6 63 296 0 100 Total CO2 equivalent emissions (tonnes) 24 122 42 453 46 926 48 750 49 295	Microbiological water quality compliance (per cent)	100	100	100	100	100
ENVIRONMENTAL PERFORMANCE 2010-11 2011-12 2012-13 2013-14 2014-15 Recycling - effluent reuse (per cent of effluent) 40 79 80 94 85 Biosolids - reused (per cent) 6 63 296 0 100 Total CO2 equivalent emissions (tonnes) 24 122 42 453 46 926 48 750 49 295	Turbidity compliance (per cent)	100	100	100	100	100
Recycling - effluent reuse (per cent of effluent) 40 79 80 94 85 Biosolids - reused (per cent) 6 63 296 0 100 Total CO2 equivalent emissions (tonnes) 24 122 42 453 46 926 48 750 49 295	Number of water quality complaints (colour, taste/odour, other) (No.)	354	276	180	172	91
Biosolids - reused (per cent) 6 63 296 0 100 Total CO2 equivalent emissions (tonnes) 24 122 42 453 46 926 48 750 49 295	ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Total CO2 equivalent emissions (tonnes) 24 122 42 453 46 926 48 750 49 295	Recycling - effluent reuse (per cent of effluent)	40	79	80	94	85
	Biosolids - reused (per cent)	6	63	296	0	100
Number of sewer odour complaints (No.) 28 26 30 47 25	Total CO2 equivalent emissions (tonnes)	24 122	42 453	46 926	48 750	49 295
	Number of sewer odour complaints (No.)	28	26	30	47	25