

# 2015-16 WATER PERFORMANCE REPORT

## GRAMPIANS WIMMERA MALLEE WATER — FACT SHEET



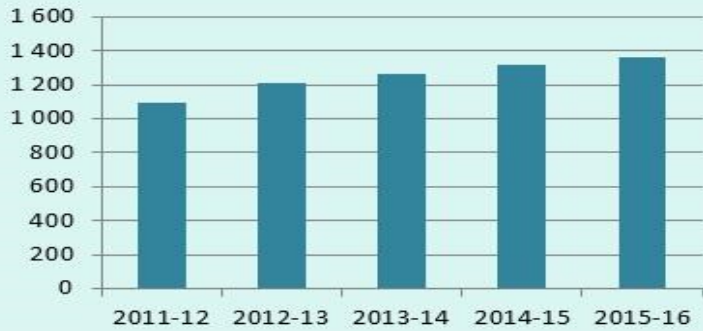
For the full report on all 16 Victorian urban water businesses visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)



### CUSTOMER OUTCOMES

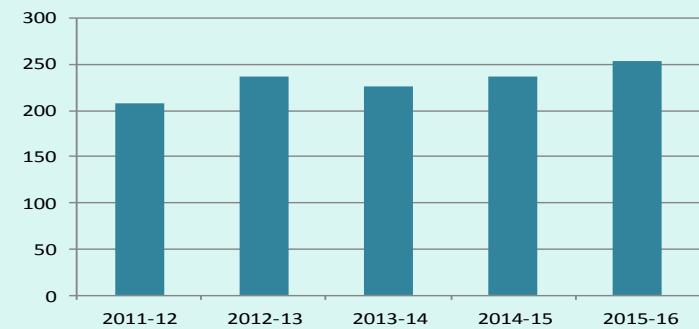
#### Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$1316 in 2014-15 to \$1359.
- Tenants who are not billed fixed charges had their bills increase from \$396 in 2014-15 to \$431.

#### Average Household Consumption (kilolitres)



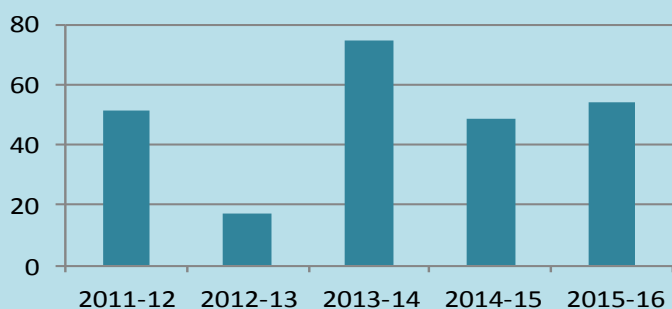
#### Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 2 384 in 2014-15 to 2 318.

### SERVICE DELIVERY

#### Water Supply Reliability

- Customers experienced an average of 54 minutes off supply (5 minutes more than 2014-15).



### WATER CUSTOMERS

**31 613**

1% of state total (2.6 million)

#### AVERAGE HOUSEHOLD BILL

**\$1359**

Statewide \$1048

#### AVERAGE HOUSEHOLD CONSUMPTION

**254 kL**

Statewide 167 kL

### STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

#### Completed

- Intelligent rural pipeline networks
- Irrigation network decommissioning
- Donald, Wycheproof, Rupanyup and Minyip treated water supply projects
- Rupanyup sewerage scheme

#### Deferred

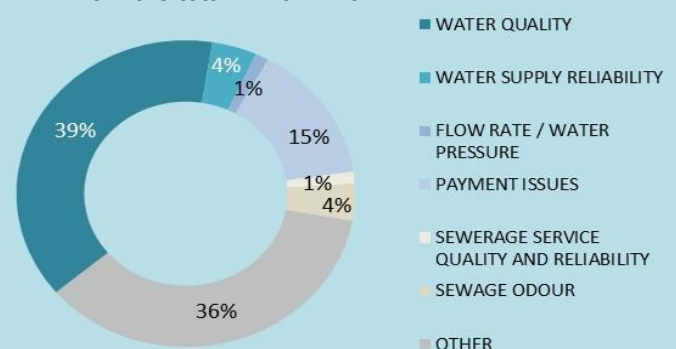
- Upgrade of Donald wastewater and reuse system

### Sewer System Reliability

- 50 sewer blockages per 100km of sewer main, an increase from 45 reported blockages in 2014-15.

#### Complaints

- 233 complaints were received by the business, up 2 from the total in 2014-15.



# 2015-16 WATER PERFORMANCE REPORT

## GRAMPIANS WIMMERA MALLEE WATER

### FACT SHEET



GENERAL	2011-12	2012-13	2013-14	2014-15	2015-16
Number of water customers (No.)	31 205	31 177	31 295	31 445	31 613
Number of sewer customers (No.)	25 084	25 121	25 285	25 416	25 565
Length of water main (km)	1 049	1 079	1 094	1 235	1 239
Length of sewer main (km)	649	665	670	680	681
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	208	236	226	236	254
Average household bills (\$, nominal)					
Owner occupiers	1 096	1 211	1 262	1 316	1 359
Tenants	301	364	368	396	431
Number of customers on flexible payment (Instalment) plans (No.)	1352	2921	2572	2384	2318
Number of Hardship grants approved (No.)	40	56	0	44	68
Number of legal actions initiated for non-payment of bill - residential (No.)	11	7	49	24	10
Number of restrictions applied for non-payment of bill - residential (No.)	74	71	105	96	103
Number of payment issue complaints (No.)	366	252	30	47	34
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	43 237	43 932	43 825	42 383	41 722
account line	35 054	35 190	33 460	32 455	34 558
fault line	8 183	8 742	10 365	9 928	7 164
Average time to connect to an operator - account and fault line (seconds)	26	17	14	10	11
Total number of complaints - all categories (No.)	823	669	172	231	233
Number of complaints to ombudsman (EWOV) (No.)	24	26	28	24	23
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	52.2	46.2	59.0	46.8	47.2
Average duration of interruptions (minutes)					
planned	157	67	150	210	190
unplanned	80	65	75	85	106
Average customer minutes off supply - total	52	17	75	49	54
Water main bursts and leaks (per 100km water main)	56.3	51.3	60.3	55.4	55.5
Number of water supply reliability and flow rate complaints (No.)	32	44	8	9	13
Sewer main blockages (per 100km sewer main)	22.0	33.2	38.7	45.0	50.5
Sewer spills from reticulation and branch sewers (per 100km sewer main)	7.7	17.3	16.6	21.9	19.5
Number of sewerage service quality & reliability complaints (No.)	7	18	5	3	3
DRINKING WATER QUALITY	2011-12	2012-13	2013-14	2014-15	2015-16
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	98	98	100	99	100
Number of water quality complaints (colour, taste/odour, other) (No.)	289	233	77	116	90
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	105	101	83	100	102
Biosolids - reused (per cent)	0	28	0	0	0
Total CO2 equivalent emissions (tonnes)	10 778	11 966	20 401	19 087	18 419
Number of sewer odour complaints (No.)	4	14	11	17	9