

2015-16 WATER PERFORMANCE REPORT

SOUTH EAST WATER — FACT SHEET



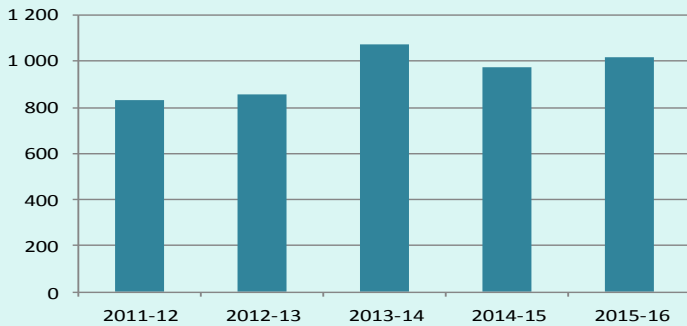
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

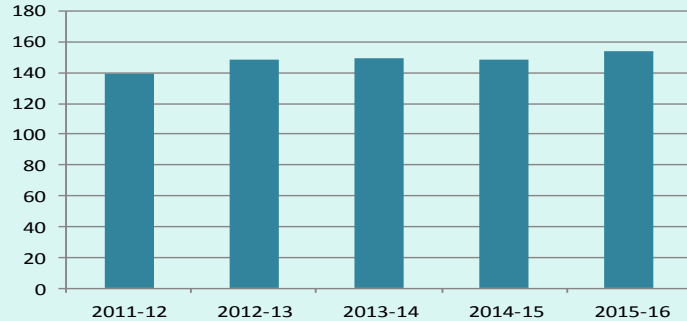
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$972 in 2014-15 to \$1021.
- Tenants who are not billed fixed charges had their bills increase from \$484 in 2014-15 to \$517.

Average Household Consumption (kilolitres)



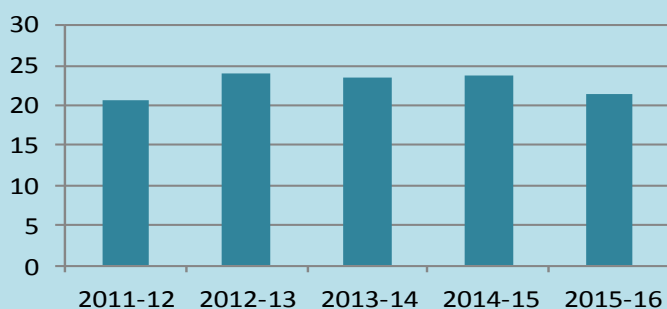
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans increased from 45 756 in 2014-15 to 45 843.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 21 minutes off supply (3 minutes better than 2014-15).



WATER CUSTOMERS

727 106

28% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1021

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

154 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Cranbourne recycled water tank
- Mt Martha treatment plant — long term sludge upgrade
- Pound Road sewerage pump station

On schedule

- Dromana–Portsea backlog scheme
- Lang Lang treatment plant upgrade

Delayed

- Sherbrooke sewer backlog scheme reticulation

Deferred

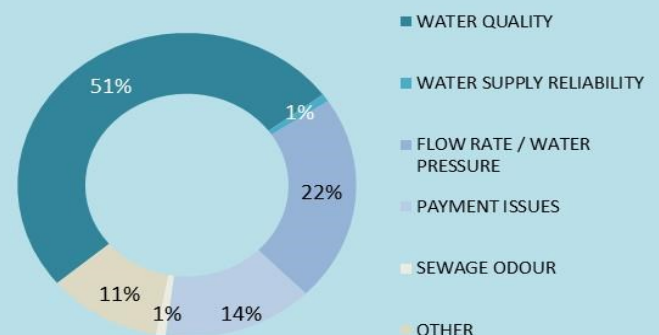
- Boneo treatment plant capacity upgrade

Sewer System Reliability

- 18 sewer blockages per 100km of sewer main, an increase from 14 reported blockages in 2014-15.

Complaints

- 2 496 complaints were received by the business, up 62 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.)	669 953	682 450	695 741	708 747	727 106
Number of sewer customers (No.)	637 211	645 928	664 221	678 117	697 973
Length of water main (km)	8 951	9 296	9 432	9 606	9 773
Length of sewer main (km)	8 570	8 659	8 761	9 052	9 250
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	139	148	149	149	154
Average household bills (\$, nominal)					
Owner occupiers	829	857	1 072	972	1 021
Tenants	411	439	580	484	517
Number of customers on flexible payment (Instalment) plans (No.)	28782	36164	48525	45756	45843
Number of Hardship grants approved (No.)	407	413	440	316	1 050
Number of legal actions initiated for non-payment of bill - residential (No.)	4	4	10	17	9
Number of restrictions applied for non-payment of bill - residential (No.)	592	621	862	1221	1163
Number of payment issue complaints (No.)	144	262	437	344	360
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	565 827	557 071	610 837	501 107	485 490
account line	461 821	457 742	510 797	404 704	383 781
fault line	104 006	99 329	100 040	96 403	101 709
Average time to connect to an operator - account and fault line (seconds)	14	36	30	31	35
Total number of complaints - all categories (No.)	2 358	3 010	3 241	2 434	2 496
Number of complaints to ombudsman (EWOV) (No.)	358	400	703	619	587
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	30.2	32.5	33.5	35.4	35.5
Average duration of interruptions (minutes)					
planned	160	150	175	144	153
unplanned	87	89	91	89	81
Average customer minutes off supply - total	21	24	23	24	21
Water main bursts and leaks (per 100km water main)	30.1	31.3	30.8	32.2	33.5
Number of water supply reliability and flow rate complaints (No.)	489	559	591	505	568
Sewer main blockages (per 100km sewer main)	11.7	12.3	14.8	14.3	17.6
Sewer spills from reticulation and branch sewers (per 100km sewer main)	3.8	4.5	6.7	7.7	9.4
Number of sewerage service quality & reliability complaints (No.)	0	0	0	0	0
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)	100	100	100	100	100
Number of water quality complaints (colour, taste/odour, other) (No.)	1 330	1 832	1 860	1 271	1 272
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	17	23	24	29	32
Biosolids - reused (per cent)	110	91	157	79	87
Total CO2 equivalent emissions (tonnes)	33 554	40 211	36 645	42 326	43 556
Number of sewer odour complaints (No.)	21	19	30	19	23