

2014-15 WATER PERFORMANCE REPORT

SOUTH EAST WATER — FACT SHEET

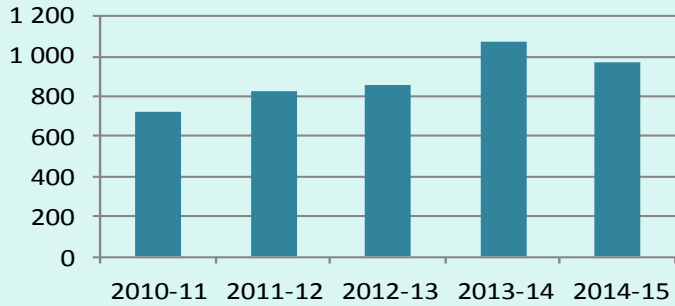


For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au

CUSTOMER OUTCOMES

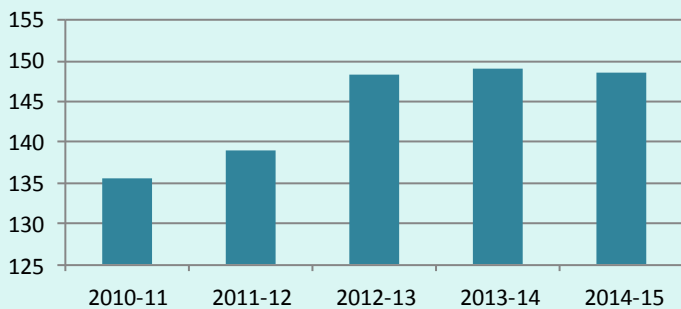
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill decreased from \$1072 in 2013-14 to \$972.
- Tenants who are not billed fixed charges had their bills decrease from \$580 in 2013-14 to \$484.

Average Household Consumption (kilolitres)



Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 48 525 in 2013-14 to 45 756.

WATER CUSTOMERS

708 747

27% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$972

Statewide \$1006

AVERAGE HOUSEHOLD CONSUMPTION

149 kL

Statewide 159 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

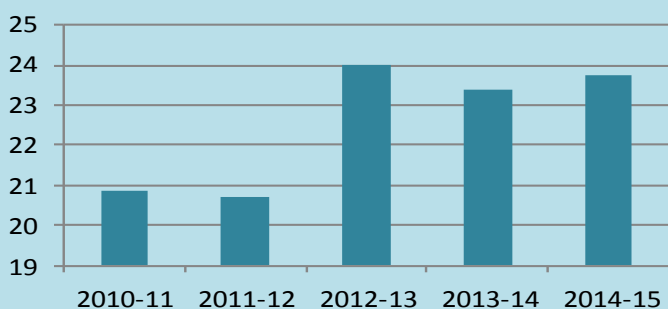
Deferred

- Boneo treatment plant capacity upgrade

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 24 minutes off supply (1 minute more than 2013-14).

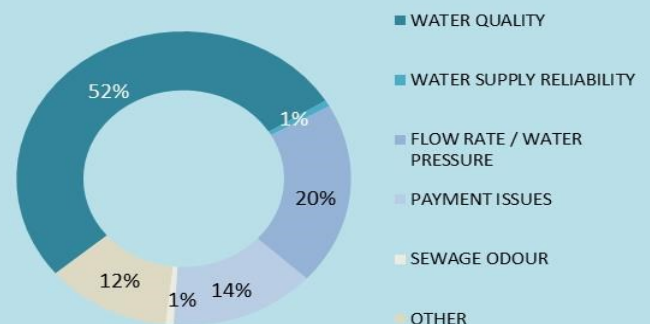


Sewer System Reliability

- 14 sewer blockages per 100km of sewer main, a decrease from 15 reported blockages in 2013-14.

Complaints

- 2 434 complaints were received by the business, down 807 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.) | 656 324 | 669 953 | 682 450 | 695 741 | 708 747 |
| Number of sewer customers (No.) | 623 835 | 637 211 | 645 928 | 664 221 | 678 117 |
| Length of water main (km) | 8 831 | 8 951 | 9 296 | 9 432 | 9 606 |
| Length of sewer main (km) | 8 438 | 8 570 | 8 659 | 8 761 | 9 052 |
| AFFORDABILITY | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 |
| Average household consumption (kL per household) | 136 | 139 | 148 | 149 | 149 |
| Average household bills (\$, nominal) | | | | | |
| Owner occupiers | 722 | 829 | 857 | 1 072 | 972 |
| Tenants | 357 | 411 | 439 | 580 | 484 |
| Number of customers on flexible payment (Instalment) plans (No.) | 25888 | 28782 | 36164 | 48525 | 45756 |
| Number of Hardship grants approved (No.) | 600 | 407 | 413 | 440 | 316 |
| Number of legal actions initiated for non-payment of bill - residential (No.) | 16 | 4 | 4 | 10 | 17 |
| Number of restrictions applied for non-payment of bill - residential (No.) | 545 | 592 | 621 | 862 | 1221 |
| Number of payment issue complaints (No.) | 220 | 144 | 262 | 437 | 344 |
| CUSTOMER RESPONSIVENESS AND SERVICE | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 |
| Total number of customer calls (No.) | 553 962 | 565 827 | 557 071 | 610 837 | 501 107 |
| account line | 448 055 | 461 821 | 457 742 | 510 797 | 404 704 |
| fault line | 105 907 | 104 006 | 99 329 | 100 040 | 96 403 |
| Average time to connect to an operator - account and fault line (seconds) | 13 | 14 | 36 | 30 | 31 |
| Total number of complaints - all categories (No.) | 2 240 | 2 358 | 3 010 | 3 241 | 2 434 |
| Number of complaints to ombudsman (EWOV) (No.) | 339 | 358 | 400 | 703 | 619 |
| NETWORK RELIABILITY AND EFFICIENCY | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 |
| Water supply interruptions (per 100km water main) | 29.7 | 30.2 | 32.5 | 33.5 | 35.4 |
| Average duration of interruptions (minutes) | | | | | |
| planned | 188 | 160 | 150 | 175 | 144 |
| unplanned | 88 | 87 | 89 | 91 | 89 |
| Average customer minutes off supply - total | 21 | 21 | 24 | 23 | 24 |
| Water main bursts and leaks (per 100km water main) | 30.4 | 30.1 | 31.3 | 30.8 | 32.2 |
| Number of water supply reliability and flow rate complaints (No.) | 444 | 489 | 559 | 591 | 505 |
| Sewer main blockages (per 100km sewer main) | 17.3 | 11.7 | 12.3 | 14.8 | 14.3 |
| Sewer spills from reticulation and branch sewers (per 100km sewer main) | 6.1 | 3.8 | 4.5 | 6.7 | 7.7 |
| Number of sewerage service quality & reliability complaints (No.) | 0 | 0 | 0 | 0 | 0 |
| 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.) | 1 294 | 1 330 | 1 832 | 1 860 | 1 271 |
| ENVIRONMENTAL PERFORMANCE | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 |
| Recycling - effluent reuse (per cent of effluent) | 11 | 17 | 23 | 24 | 29 |
| Biosolids - reused (per cent) | 111 | 110 | 91 | 157 | 79 |
| Total CO2 equivalent emissions (tonnes) | 31 361 | 33 554 | 40 211 | 36 645 | 42 326 |
| Number of sewer odour complaints (No.) | 34 | 21 | 19 | 30 | 19 |