

# 2014-15 WATER PERFORMANCE REPORT

## WESTERN WATER — FACT SHEET

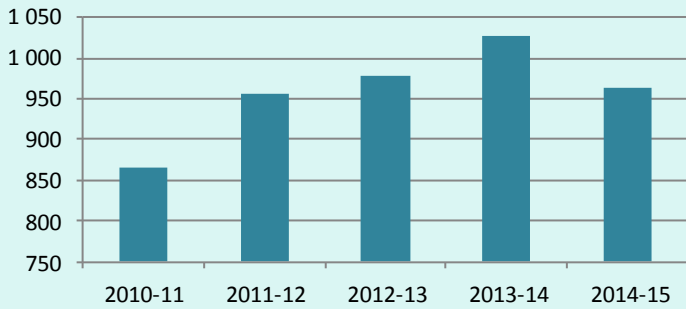


For the full report on all 16 Victorian urban water businesses visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)

### CUSTOMER OUTCOMES

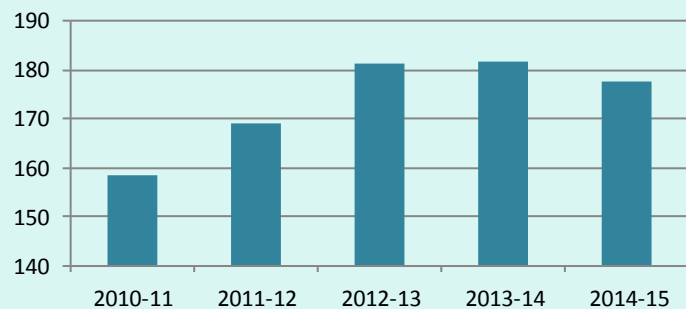
#### Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill decreased from \$1026 in 2013-14 to \$964.
- Tenants who are not billed fixed charges had their bills decrease from \$283 in 2013-14 to \$190.

#### Average Household Consumption (kilolitres)



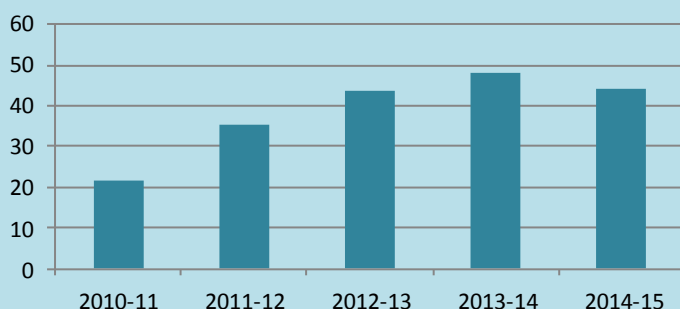
#### Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 3 939 in 2013-14 to 3 533.

### SERVICE DELIVERY

#### Water Supply Reliability

- Customers experienced an average of 44 minutes off supply (4 minutes better than 2013-14).



### WATER CUSTOMERS

**58 477**

*2% of state total (2.6 million)*

### AVERAGE HOUSEHOLD BILL

**\$964**

*Statewide \$1006*

### AVERAGE HOUSEHOLD CONSUMPTION

**178 kL**

*Statewide 159 kL*

### STATUS OF MAJOR PROJECTS

#### Scheduled for 1 July 2013 to 30 June 2018

##### On schedule

- Bacchus Marsh RWP winter storage lagoon
- Bacchus Marsh sewer rising main Geelong Road
- Sunbury recycled water plant (RWP) upgrade

##### Deferred

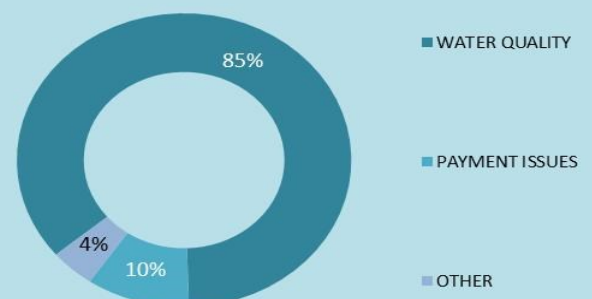
- Bacchus Marsh rising main
- Melton Class A RWP upgrade
- Rockbank outfall sewer (rising main)
- Sunbury additional water storage — Bald Hill tank
- Surbiton Park RWP upgrade (digester)

#### Sewer System Reliability

- 16 sewer blockages per 100km of sewer main were reported (no change from 2013-14).

#### Complaints

- 233 complaints were received by the business, down 32 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.)	52 565	54 073	55 481	56 930	58 477
Number of sewer customers (No.)	46 628	48 138	49 555	51 004	52 564
Length of water main (km)	1 804	1 855	1 888	2 055	1 924
Length of sewer main (km)	1 120	1 149	1 185	1 205	1 231
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	158	169	181	182	178
Average household bills (\$, nominal)					
Owner occupiers	865	956	977	1 026	964
Tenants	204	245	265	283	190
Number of customers on flexible payment (Instalment) plans (No.)	4631	4239	3699	3939	3533
Number of Hardship grants approved (No.)	292	468	474	547	679
Number of legal actions initiated for non-payment of bill - residential (No.)	14	18	33	52	0
Number of restrictions applied for non-payment of bill - residential (No.)	161	109	119	111	43
Number of payment issue complaints (No.)	25	30	24	25	23
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	78 236	67 322	62 410	65 620	54 752
account line	78 236	67 322	62 410	65 620	50 178
fault line	0	0	0	0	4 574
Average time to connect to an operator - account and fault line (seconds)	20	19	20	19	18
Total number of complaints - all categories (No.)	235	219	220	265	233
Number of complaints to ombudsman (EWOV) (No.)	41	44	38	50	26
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	19.2	22.0	21.6	20.5	20.5
Average duration of interruptions (minutes)					
planned	129	145	174	150	159
unplanned	81	67	129	77	95
Average customer minutes off supply - total	22	35	44	48	44
Water main bursts and leaks (per 100km water main)	12.9	13.9	18.8	13.3	12.2
Number of water supply reliability and flow rate complaints (No.)	1	6	3	8	2
Sewer main blockages (per 100km sewer main)	21.7	15.6	12.7	15.7	15.5
Sewer spills from reticulation and branch sewers (per 100km sewer main)	10.7	7.7	5.7	7.4	4.5
Number of sewerage service quality & reliability complaints (No.)	1	0	4	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.)	195	168	180	221	197
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	51	64	65	75	72
Biosolids - reused (per cent)	126	117	115	44	163
Total CO2 equivalent emissions (tonnes)	21 620	17 287	15 644	15 217	30 646
Number of sewer odour complaints (No.)	0	0	0	2	1