

2015-16 WATER PERFORMANCE REPORT

YARRA VALLEY WATER — FACT SHEET



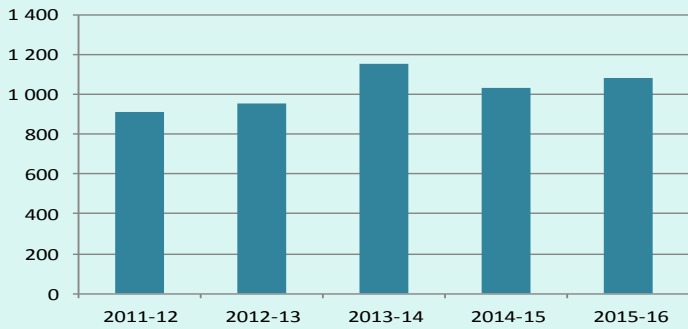
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

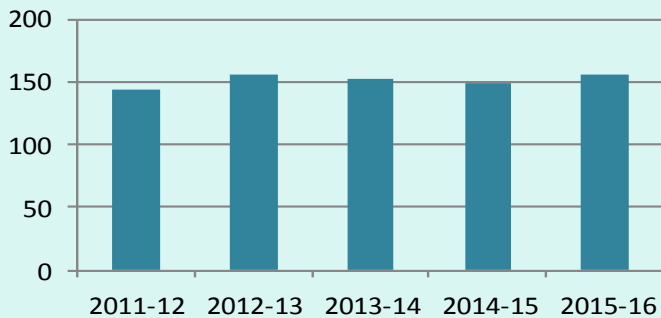
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$1031 in 2014-15 to \$1082.
- Tenants who are not billed fixed charges had their bills increase from \$516 in 2014-15 to \$556.

Average Household Consumption (kilolitres)



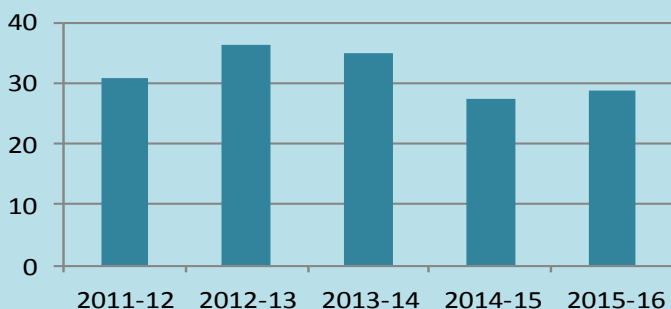
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 42 139 in 2014-15 to 38 501.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 29 minutes off supply (2 minutes more than 2014-15).



WATER CUSTOMERS

765 287

29% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1082

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

156 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Delayed

- Amaroo branch sewer
- Donvale sewerage project
- Warrandyte North sewerage project

Deferred

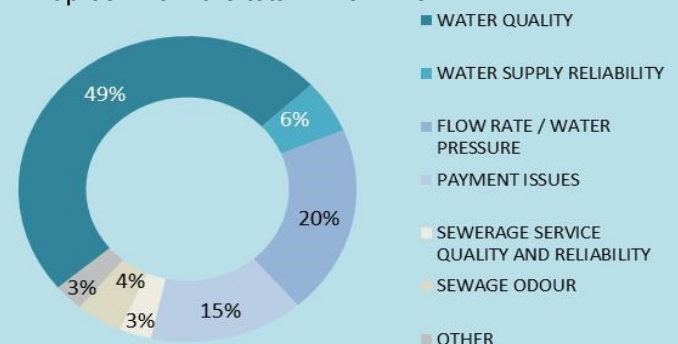
- Epping branch sewer tunnel
- Lockerbie branch sewer

Sewer System Reliability

- 35 sewer blockages per 100km of sewer main, an increase from 32 reported blockages in 2014-15.

Complaints

- 4 429 complaints were received by the business, up 684 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.) | 713 188 | 723 256 | 737 437 | 751 930 | 765 287 |
| Number of sewer customers (No.) | 666 721 | 680 134 | 694 001 | 709 048 | 722 699 |
| Length of water main (km) | 9 670 | 9 791 | 9 882 | 9 984 | 10 094 |
| Length of sewer main (km) | 9 133 | 9 234 | 9 310 | 9 390 | 9 471 |
| AFFORDABILITY | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 |
| Average household consumption (kL per household) | 144 | 156 | 153 | 150 | 156 |
| Average household bills (\$, nominal) | | | | | |
| Owner occupiers | 910 | 953 | 1 154 | 1 031 | 1 082 |
| Tenants | 468 | 511 | 635 | 516 | 556 |
| Number of customers on flexible payment (Instalment) plans (No.) | 26640 | 27738 | 40795 | 42139 | 38501 |
| Number of Hardship grants approved (No.) | 15 251 | 11 086 | 13 826 | 13 726 | 7 025 |
| Number of legal actions initiated for non-payment of bill - residential (No.) | 1 | 9 | 296 | 319 | 141 |
| Number of restrictions applied for non-payment of bill - residential (No.) | 195 | 394 | 919 | 2035 | 1912 |
| Number of payment issue complaints (No.) | 3068 | 4311 | 1129 | 652 | 655 |
| CUSTOMER RESPONSIVENESS AND SERVICE | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 |
| Total number of customer calls (No.) | 615 667 | 712 936 | 692 155 | 625 905 | 574 141 |
| account line | 493 927 | 581 875 | 569 234 | 504 772 | 441 008 |
| fault line | 121 740 | 131 061 | 122 921 | 121 133 | 133 133 |
| Average time to connect to an operator - account and fault line (seconds) | 83 | 33 | 41 | 65 | 138 |
| Total number of complaints - all categories (No.) | 7 373 | 9 042 | 5 198 | 3 745 | 4 429 |
| Number of complaints to ombudsman (EWOV) (No.) | 732 | 784 | 888 | 615 | 616 |
| NETWORK RELIABILITY AND EFFICIENCY | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 |
| Water supply interruptions (per 100km water main) | 58.8 | 63.8 | 66.1 | 64.3 | 61.8 |
| Average duration of interruptions (minutes) | | | | | |
| planned | 154 | 160 | 102 | 110 | 152 |
| unplanned | 101 | 108 | 99 | 103 | 122 |
| Average customer minutes off supply - total | 31 | 37 | 35 | 27 | 29 |
| Water main bursts and leaks (per 100km water main) | 40.2 | 52.3 | 50.5 | 46.2 | 48.5 |
| Number of water supply reliability and flow rate complaints (No.) | 784 | 953 | 1 027 | 840 | 1 135 |
| Sewer main blockages (per 100km sewer main) | 26.3 | 25.4 | 27.6 | 31.6 | 35.3 |
| Sewer spills from reticulation and branch sewers (per 100km sewer main) | 17.4 | 17.9 | 20.8 | 20.9 | 15.2 |
| Number of sewerage service quality & reliability complaints (No.) | 26 | 6 | 7 | 10 | 137 |
| 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.) | 2 560 | 3 023 | 2 736 | 1 945 | 2 178 |
| ENVIRONMENTAL PERFORMANCE | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 |
| Recycling - effluent reuse (per cent of effluent) | 21 | 26 | 29 | 32 | 30 |
| Biosolids - reused (per cent) | 0 | 0 | 0 | 0 | 0 |
| Total CO2 equivalent emissions (tonnes) | 28 361 | 29 512 | 32 708 | 33 255 | 33 762 |
| Number of sewer odour complaints (No.) | 194 | 179 | 144 | 198 | 196 |