

# 2014-15 WATER PERFORMANCE REPORT

## YARRA VALLEY WATER — FACT SHEET

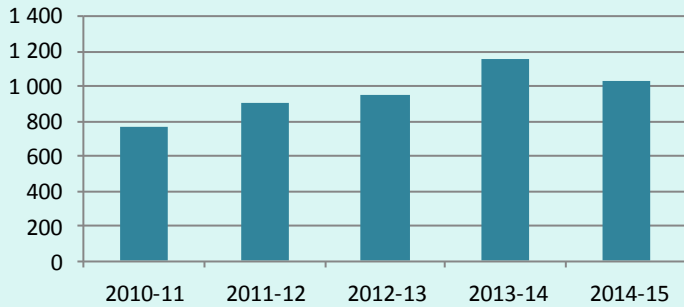


For the full report on all 16 Victorian urban water businesses visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)

### CUSTOMER OUTCOMES

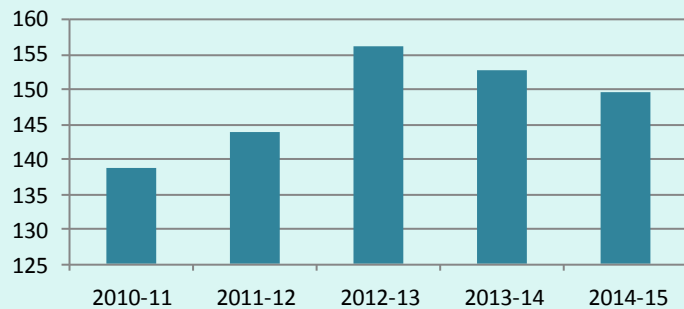
#### Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill decreased from \$1154 in 2013-14 to \$1031.
- Tenants who are not billed fixed charges had their bills decrease from \$635 in 2013-14 to \$516.

#### Average Household Consumption (kilolitres)



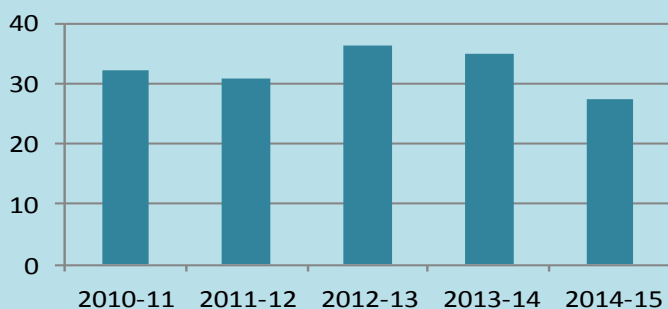
#### Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans increased from 40 795 in 2013-14 to 42 139.

### SERVICE DELIVERY

#### Water Supply Reliability

- Customers experienced an average of 27 minutes off supply (8 minutes better than 2013-14).



### WATER CUSTOMERS

**751 930**

29% of state total (2.6 million)

### AVERAGE HOUSEHOLD BILL

**\$1031**

Statewide \$1006

### AVERAGE HOUSEHOLD CONSUMPTION

**150 kL**

Statewide 159 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

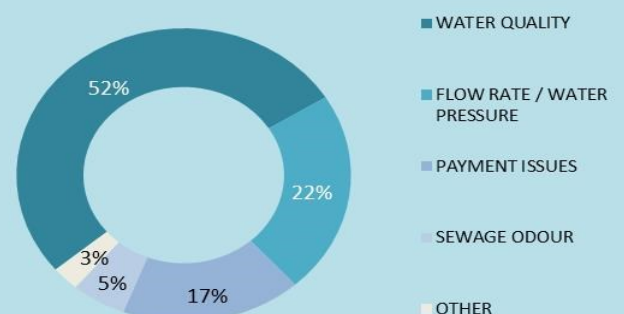
- Epping branch sewer tunnel
- Lockerbie branch sewer

### Sewer System Reliability

- 32 sewer blockages per 100km of sewer main, an increase from 28 reported blockages in 2013-14.

### Complaints

- 3 745 complaints were received by the business, down 1 453 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.)	699 768	713 188	723 256	737 437	751 930
Number of sewer customers (No.)	646 775	666 721	680 134	694 001	709 048
Length of water main (km)	9 490	9 670	9 791	9 882	9 984
Length of sewer main (km)	9 004	9 133	9 234	9 310	9 390
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	139	144	156	153	150
Average household bills (\$, nominal)					
Owner occupiers	763	910	953	1 154	1 031
Tenants	380	468	511	635	516
Number of customers on flexible payment (Instalment) plans (No.)	23869	26640	27738	40795	42139
Number of Hardship grants approved (No.)	10 055	15 251	11 086	13 826	13 726
Number of legal actions initiated for non-payment of bill - residential (No.)	10	1	9	296	319
Number of restrictions applied for non-payment of bill - residential (No.)	50	195	394	919	2035
Number of payment issue complaints (No.)	1178	3068	4311	1129	652
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	602 322	615 667	712 936	692 155	625 905
account line	464 242	493 927	581 875	569 234	504 772
fault line	138 080	121 740	131 061	122 921	121 133
Average time to connect to an operator - account and fault line (seconds)	82	83	33	41	65
Total number of complaints - all categories (No.)	4 848	7 373	9 042	5 198	3 745
Number of complaints to ombudsman (EWOV) (No.)	602	732	784	888	615
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	61.9	58.8	63.8	66.1	64.3
Average duration of interruptions (minutes)					
planned	142	154	160	102	110
unplanned	110	101	108	99	103
Average customer minutes off supply - total	32	31	37	35	27
Water main bursts and leaks (per 100km water main)	45.7	40.2	52.3	50.5	46.2
Number of water supply reliability and flow rate complaints (No.)	765	784	953	1 027	840
Sewer main blockages (per 100km sewer main)	40.7	26.3	25.4	27.6	31.6
Sewer spills from reticulation and branch sewers (per 100km sewer main)	31.6	17.4	17.9	20.8	20.9
Number of sewerage service quality & reliability complaints (No.)	46	26	6	7	10
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.)	2 333	2 560	3 023	2 736	1 945
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	21	21	26	29	32
Biosolids - reused (per cent)	0	0	0	0	0
Total CO2 equivalent emissions (tonnes)	29 041	28 361	29 512	32 708	33 255
Number of sewer odour complaints (No.)	209	194	179	144	198