



Water Business Profiles Supplement

Water performance report 2021–22

28 February 2023



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How to use this supplement



This supplement to our Water performance report 2021–22 provides a snapshot of the 15 urban water businesses in Victoria in alphabetical order.

What you will find in this supplement

Supply map: This map illustrates the water business's service region. For metropolitan Melbourne water businesses, this map shows the Port Phillip Bay area.

Key facts: Some key facts on customer size, average household water use, and the typical annual bills (owner occupied and tenant) are reported with statewide averages for comparison.¹

Water supply restrictions: The number of customers that had their water supply restricted for overdue debt is provided for the last five years in a bar graph.

Complaints: Total customer complaints for 2020–21 are reported with the breakdown of complaint categories illustrated in a chart.

Service reliability: Key water supply and sewerage reliability measures are provided with average time off water supply represented in a bar graph.

Read all of our 2021–22 water performance resources

Find all of our 2021–22 performance information at www.esc.vic.gov.au/water-performance-reports, including:

- our report comparing the performance of the 15 urban water businesses
- these water business profiles that provide a snapshot of each business's performance
- a summary of the data behind our tables and charts in the report.

¹ Greater Western Water's bill data is based on the former City West Water area.

Barwon Water



Supply map

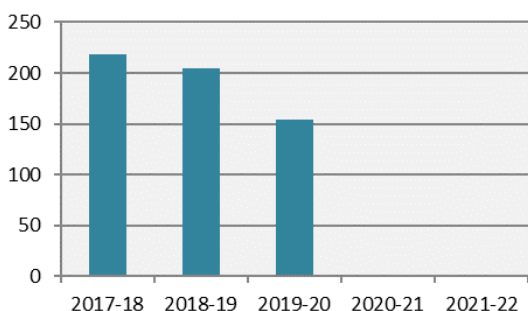


Key facts

Statewide

Number of water customers:	174,511	2,978,878
Average household water use (kilolitres):	157 kL	178 kL
Typical household bill (owner occupier):	\$ 1,029	\$ 1,082
Typical household bill (tenant):	\$ 293	\$ 337

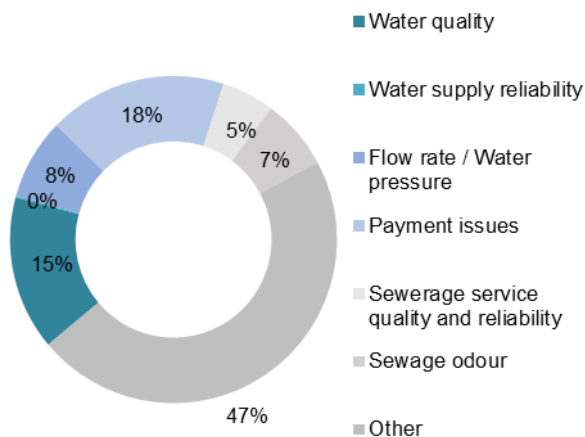
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020–21.

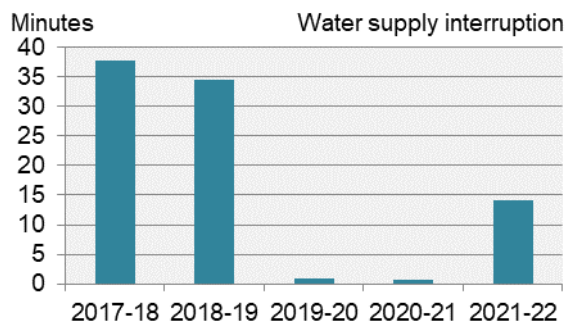
Complaints

1,315 complaints were received by the business, 169 more than the total in 2020–21.



Service reliability

Customers experienced an average of 14 minutes without water supply due to planned and unplanned interruptions.



98.6 per cent of sewer spills were contained in 5 hours.

Central Highlands Water



Supply map

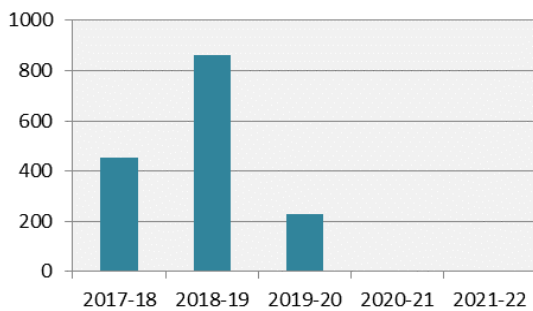


Key facts

Statewide

Number of water customers:	76,352	2,978,878
Average household water use (kilolitres):	147 kL	178 kL
Typical household bill (owner occupier):	\$ 1,194	\$ 1,082
Typical household bill (tenant):	\$ 292	\$ 337

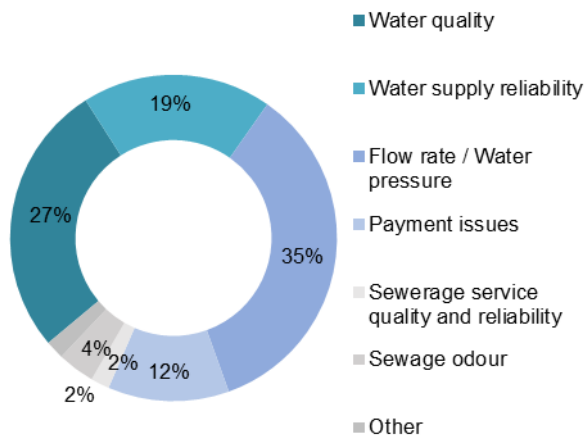
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020–21.

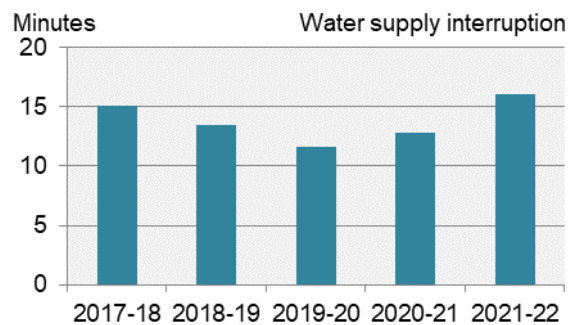
Complaints

325 complaints were received by the business, 23 more than the total in 2020-21.



Service reliability

Customers experienced an average of 16 minutes without water supply due to planned and unplanned interruptions.

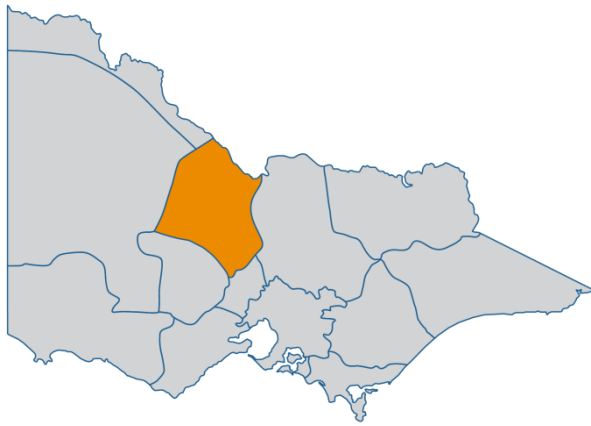


98.3 per cent of sewer spills were contained in 5 hours.

Coliban Water



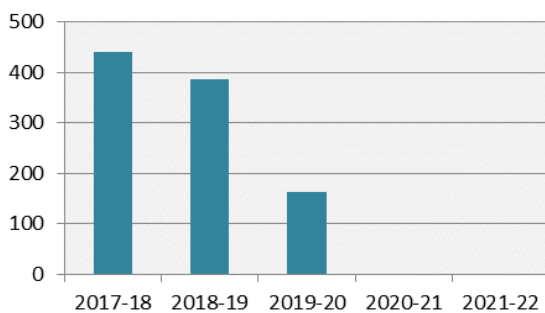
Supply map



Key facts

		Statewide
Number of water customers:	80,073	2,978,878
Average household water use (kilolitres):	191 kL	178 kL
Typical household bill (owner occupier):	\$ 1,324	\$ 1,082
Typical household bill (tenant):	\$ 424	\$ 337

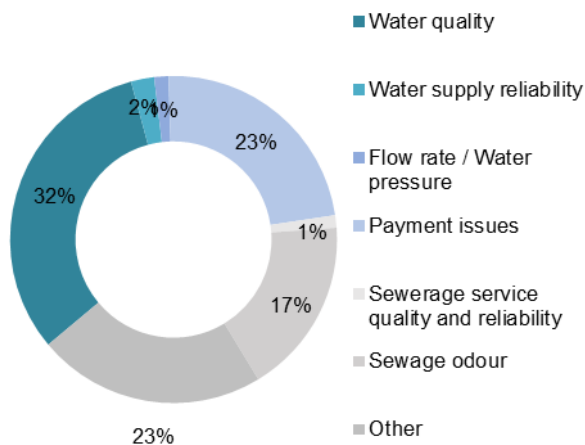
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020–21.

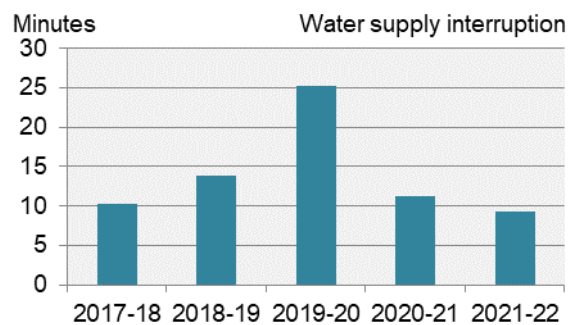
Complaints

567 complaints were received by the business, 656 fewer than the total in 2020-21.



Service reliability

Customers experienced an average of 9 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.

East Gippsland Water



Supply map

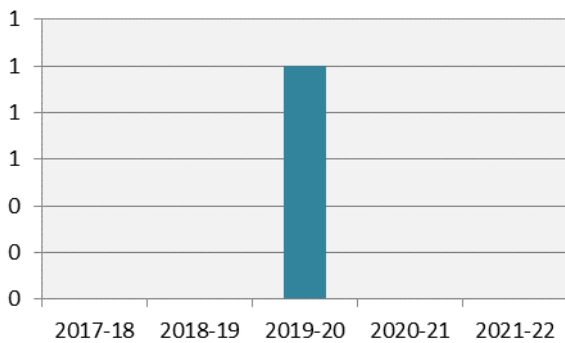


Key facts

Statewide

Number of water customers:	25,272	2,978,878
Average household water use (kilolitres):	126 kL	178 kL
Typical household bill (owner occupier):	\$ 1,155	\$ 1,082
Typical household bill (tenant):	\$ 284	\$ 337

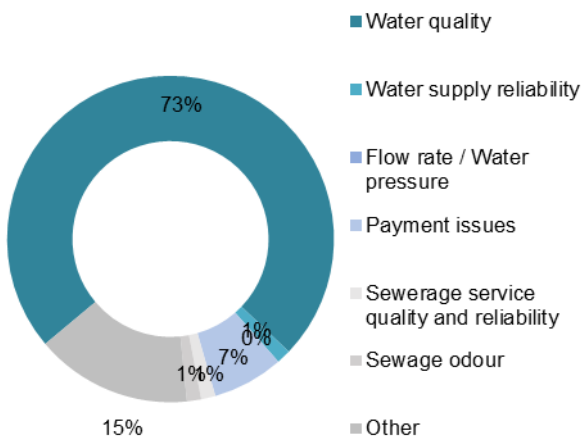
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020-21.

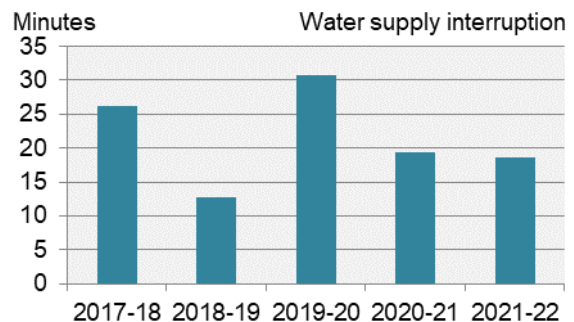
Complaints

71 complaints were received by the business, 1 more than the total in 2020-21.



Service reliability

Customers experienced an average of 19 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.



Supply map

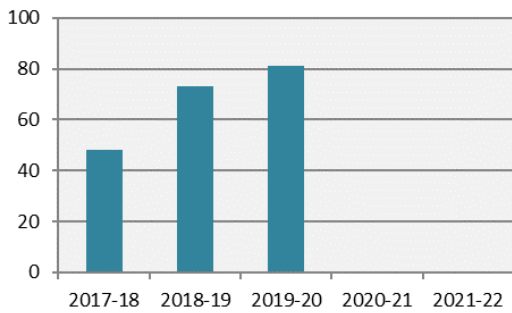


Key facts

Statewide

Number of water customers:	74,794	2,978,878
Average household water use (kilolitres):	156 kL	178 kL
Typical household bill (owner occupier):	\$ 1,301	\$ 1,082
Typical household bill (tenant):	\$ 335	\$ 337

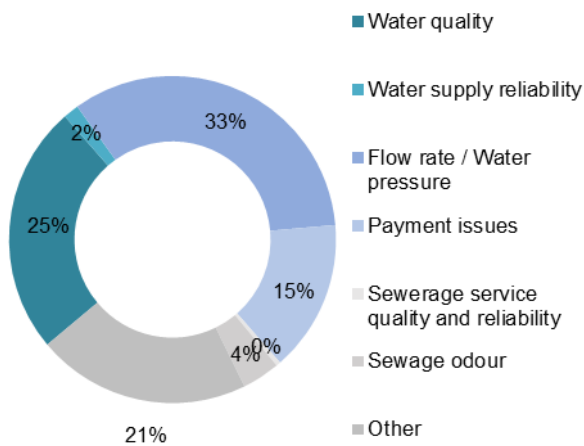
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020-21.

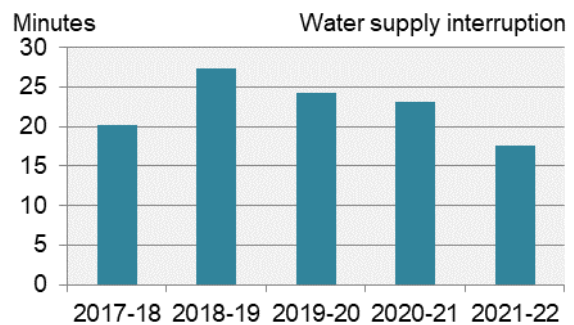
Complaints

454 complaints were received by the business, 55 fewer than the total in 2020-21.



Service reliability

Customers experienced an average of 18 minutes without water supply due to planned and unplanned interruptions.



97.7 per cent of sewer spills were contained in 5 hours.



Supply map

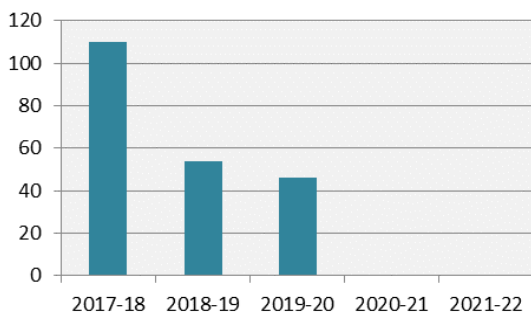


Key facts

Statewide

Number of water customers:	62,262	2,978,878
Average household water use (kilolitres):	240 kL	178 kL
Typical household bill (owner occupier):	\$ 851	\$ 1,082
Typical household bill (tenant):	\$ 267	\$ 337

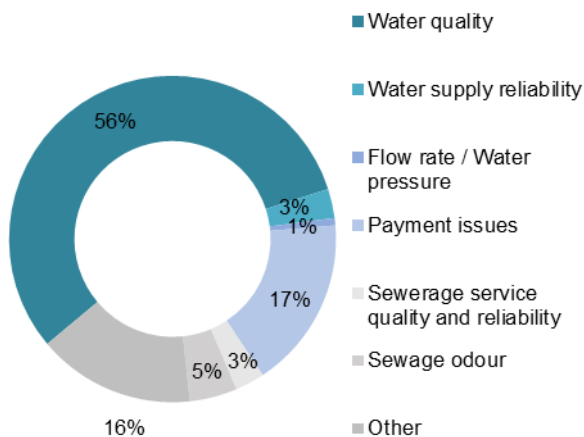
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020-21.

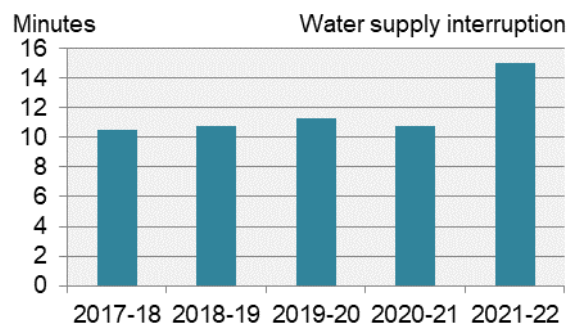
Complaints

276 complaints were received by the business, 87 fewer than the total in 2020-21.



Service reliability

Customers experienced an average of 15 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.



Melbourne supply map

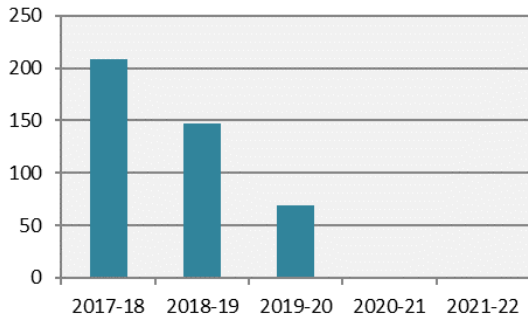


Key facts

Statewide

Number of water customers:	597,551	2,978,878
Average household water use (kilolitres):	138 kL	178 kL
Typical household bill (owner occupier):	\$ 890	\$ 1,082
Typical household bill (tenant):	\$ 459	\$ 337

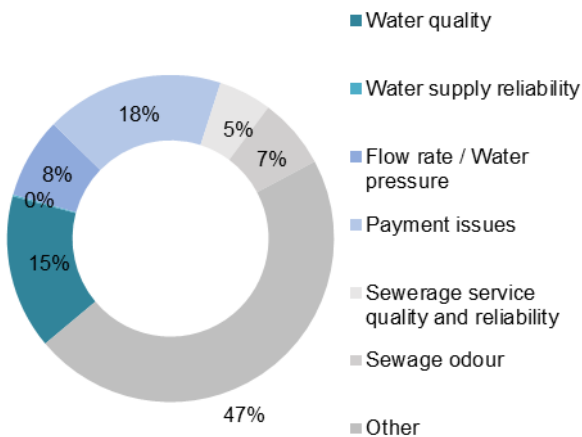
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020–21.

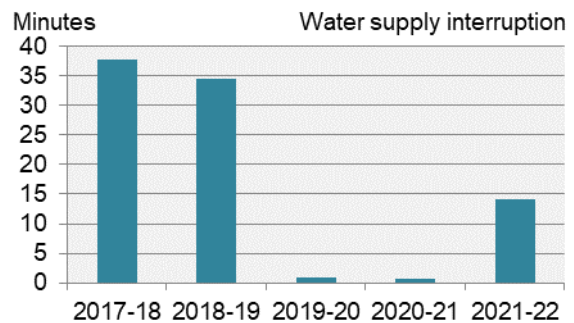
Complaints

2,638 complaints were received by the business, 167 more than the total in 2020–21.



Service reliability

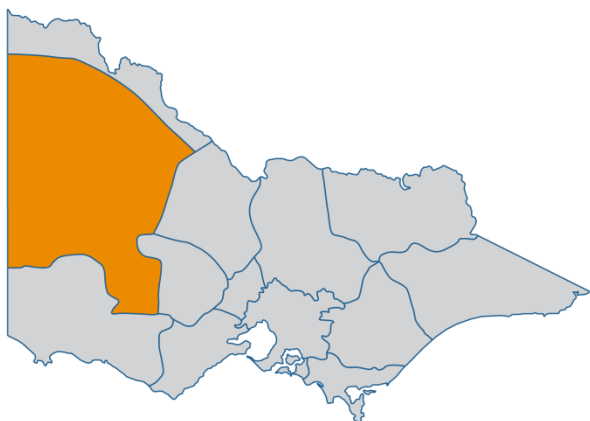
Customers experienced an average of 19 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.



Supply map

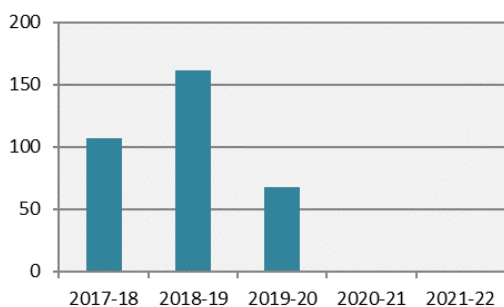


Key facts

Statewide

Number of water customers:	32,332	2,978,878
Average household water use (kilolitres):	230 kL	178 kL
Typical household bill (owner occupier):	\$ 1,344	\$ 1,082
Typical household bill (tenant):	\$ 393	\$ 337

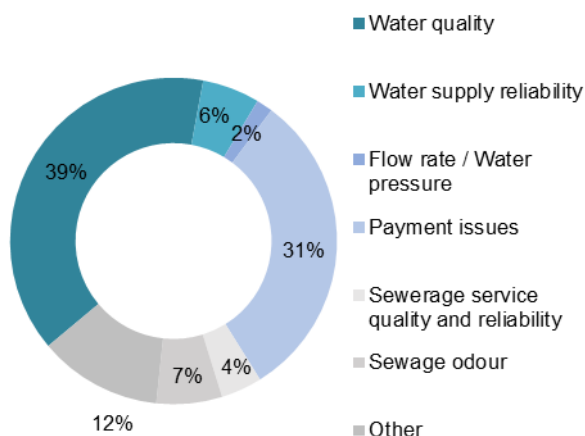
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020-21.

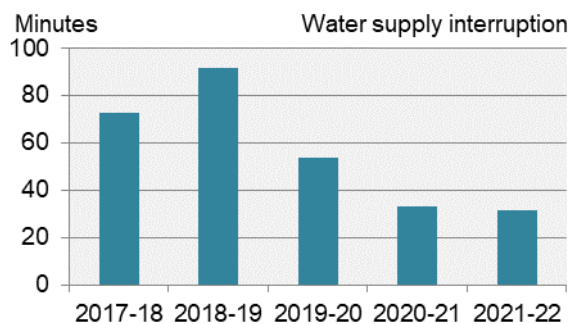
Complaints

123 complaints were received by the business, 41 fewer than the total in 2020–21.



Service reliability

Customers experienced an average of 32 minutes without water supply due to planned and unplanned interruptions.

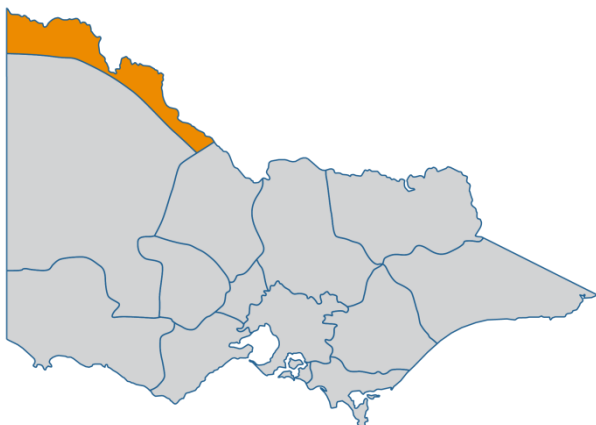


100 per cent of sewer spills were contained in 5 hours.

Lower Murray Water



Supply map

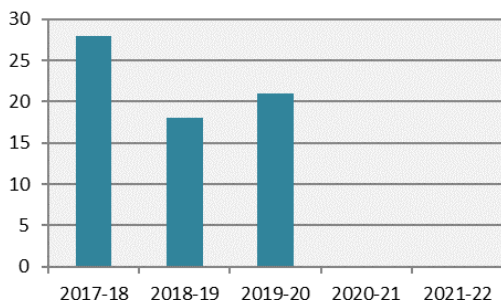


Key facts

Statewide

Number of water customers:	35,171	2,978,878
Average household water use (kilolitres):	461 kL	178 kL
Typical household bill (owner occupier):	\$ 964	\$ 1,082
Typical household bill (tenant):	\$ 267	\$ 337

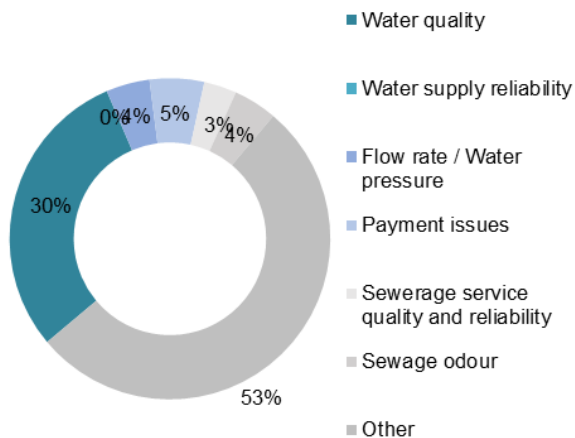
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in the previous year.

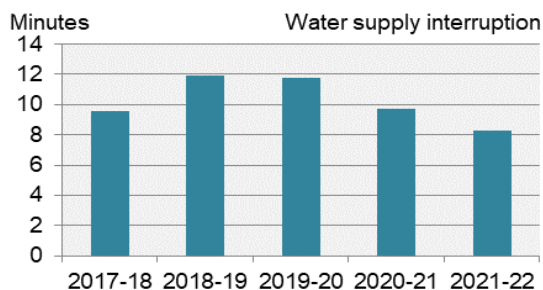
Complaints

91 complaints were received by the business, 4 more than the total in 2020–21.



Service reliability

Customers experienced an average of 8 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.



Supply map

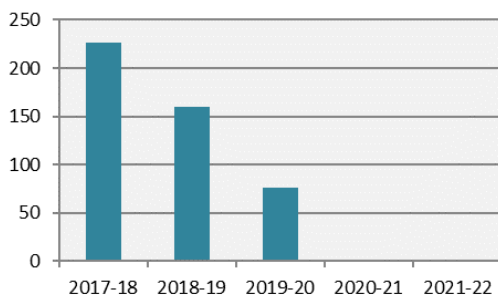


Key facts

Statewide

Number of water customers:	54,678	2,978,878
Average household water use (kilolitres):	179 kL	178 kL
Typical household bill (owner occupier):	\$ 868	\$ 1,082
Typical household bill (tenant):	\$ 427	\$ 337

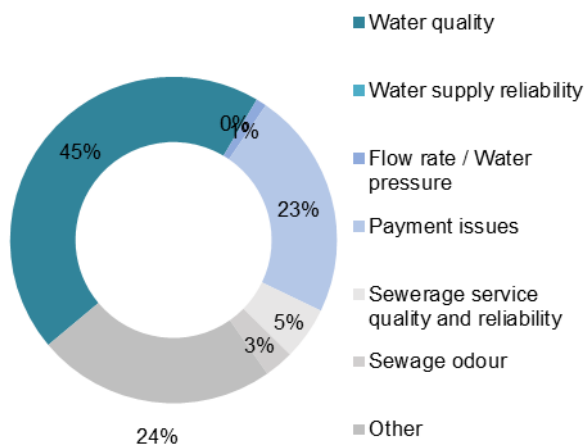
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020-21.

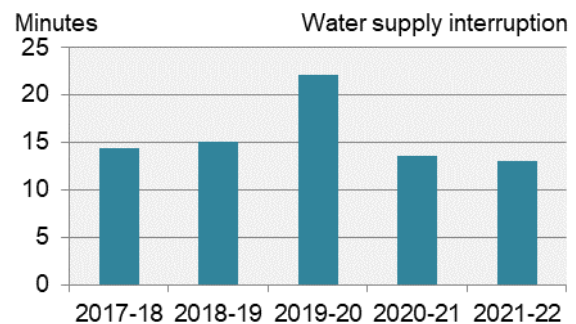
Complaints

381 complaints were received by the business, 45 more than the total in 2020-21.



Service reliability

Customers experienced an average of 13 minutes without water supply due to planned and unplanned interruptions.



91.2 per cent of sewer spills were contained in 5 hours.



Melbourne supply map

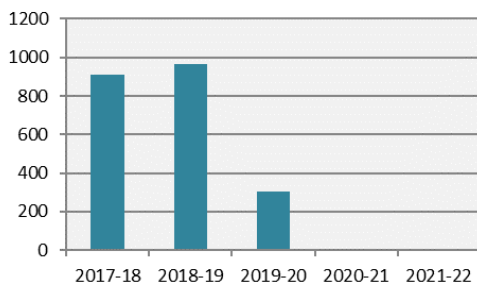


Key facts

Statewide

Number of water customers:	813,771	2,978,878
Average household water use (kilolitres):	148 kL	178 kL
Typical household bill (owner occupier):	\$ 957	\$ 1,082
Typical household bill (tenant):	\$ 499	\$ 337

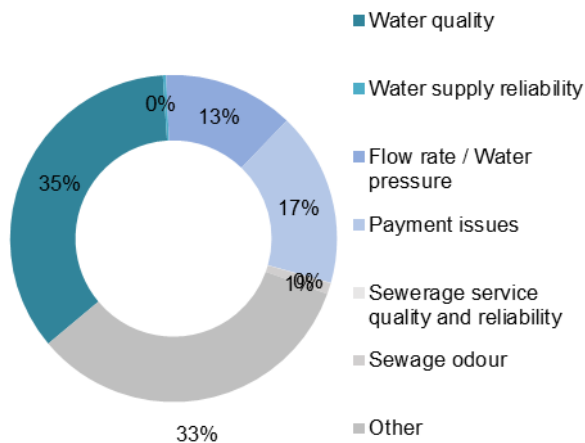
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020-21.

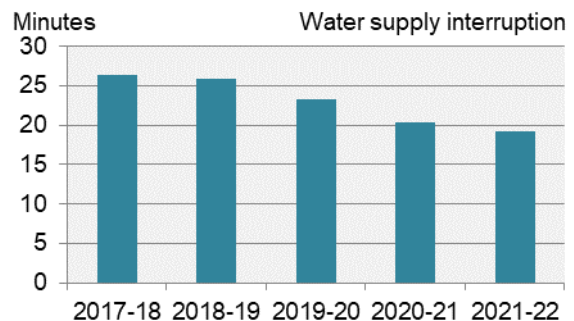
Complaints

5,694 complaints were received by the business, 99 more than the total in 2020-21.



Service reliability

Customers experienced an average of 19 minutes without water supply due to planned and unplanned interruptions.



99.9 per cent of sewer spills were contained in 5 hours.

South Gippsland Water



Supply map

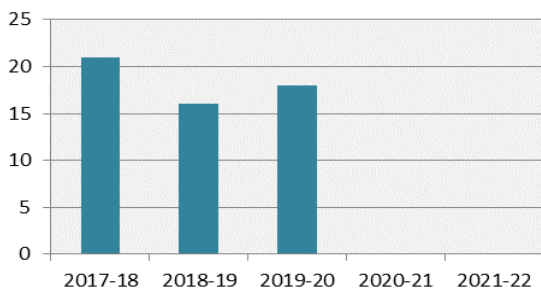


Key facts

Statewide

Number of water customers:	21,818	2,978,878
Average household water use (kilolitres):	115 kL	178 kL
Typical household bill (owner occupier):	\$ 1,076	\$ 1,082
Typical household bill (tenant):	\$ 233	\$ 337

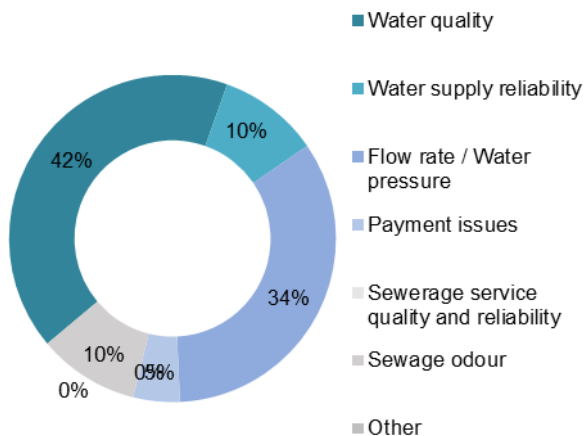
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020-21.

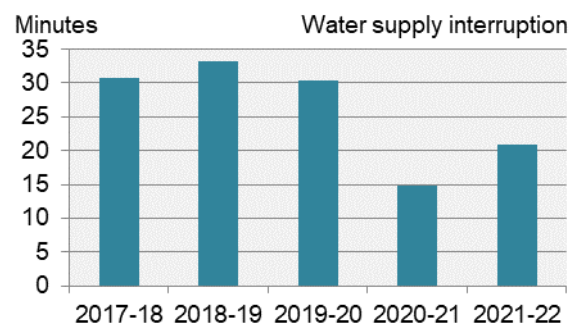
Complaints

130 complaints were received by the business, 28 fewer than the total in 2020-21.



Service reliability

Customers experienced an average of 21 minutes without water supply due to planned and unplanned interruptions.

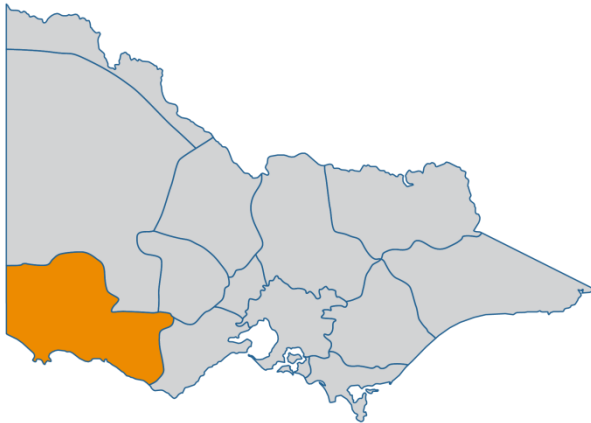


100 per cent of sewer spills were contained in 5 hours.

Wannon Water



Supply map

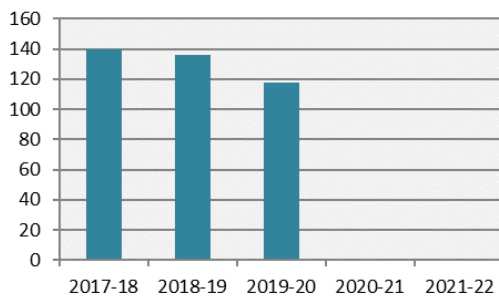


Key facts

Statewide

Number of water customers:	44,444	2,978,878
Average household water use (kilolitres):	144 kL	178 kL
Typical household bill (owner occupier):	\$ 1,079	\$ 1,082
Typical household bill (tenant):	\$ 203	\$ 337

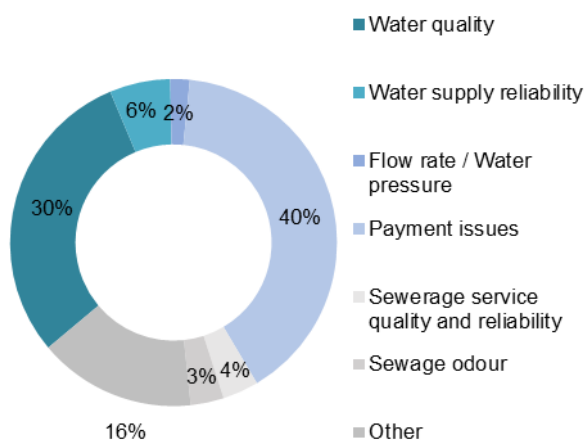
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020-21.

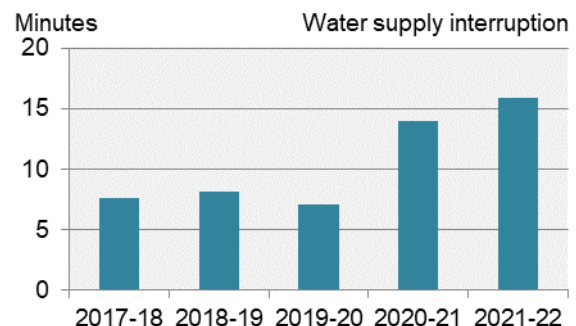
Complaints

366 complaints were received by the business, 4 fewer than the total in 2020–21.



Service reliability

Customers experienced an average of 16 minutes without water supply due to planned and unplanned interruptions.



98.5 per cent of sewer spills were contained in 5 hours.



Supply map

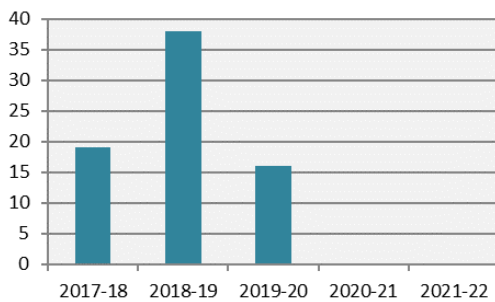


Key facts

Statewide

Number of water customers:	18,149	2,978,878
Average household water use (kilolitres):	92 kL	178 kL
Typical household bill (owner occupier):	\$ 1,187	\$ 1,082
Typical household bill (tenant):	\$ 187	\$ 337

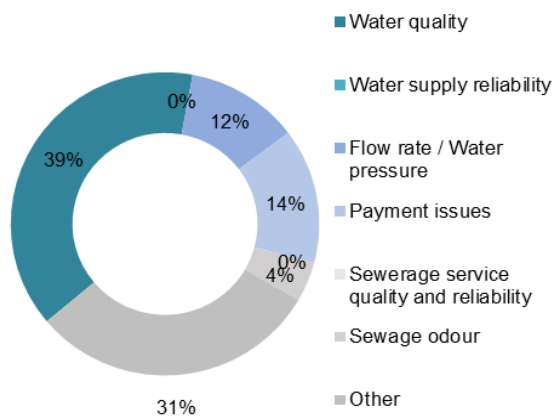
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020-21.

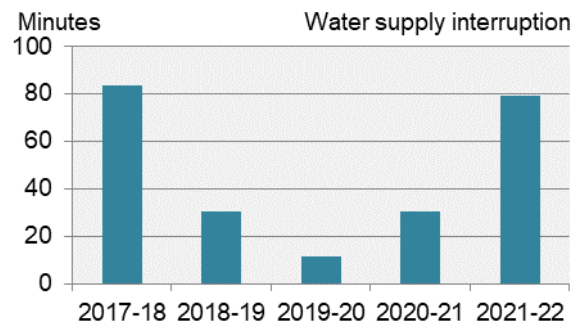
Complaints

118 complaints were received by the business, 123 fewer than the total in 2020–21.



Service reliability

Customers experienced an average of 79 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.



Melbourne supply map

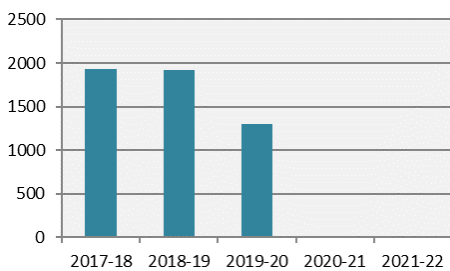


Key facts

Statewide

Number of water customers:	867,700	2,978,878
Average household water use (kilolitres):	148 kL	178 kL
Typical household bill (owner occupier):	\$ 1,018	\$ 1,082
Typical household bill (tenant):	\$ 493	\$ 337

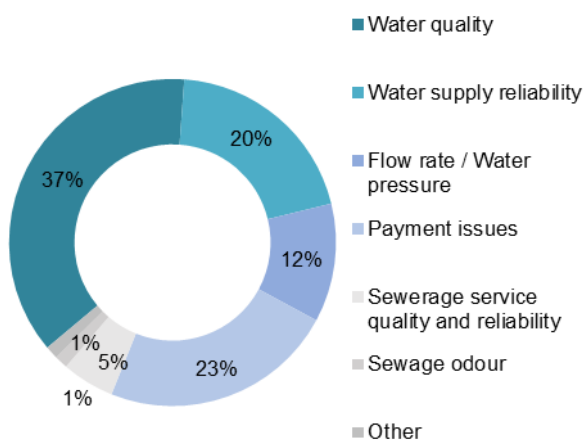
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2020-21.

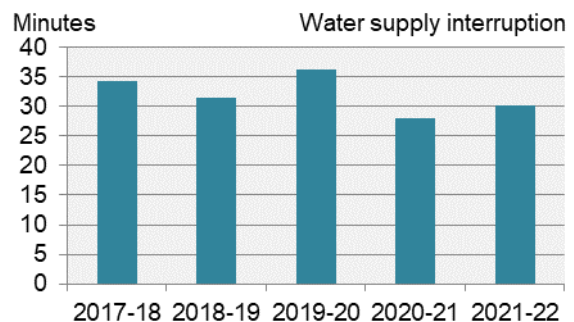
Complaints

8,269 complaints were received by the business, 1,543 fewer than the total in 2020–21.



Service reliability

Customers experienced an average of 30 minutes without water supply due to planned and unplanned interruptions.



99.7 per cent of sewer spills were contained in 5 hours.