

# 2011-12 WATER PERFORMANCE REPORT

## EAST GIPPSLAND WATER



The Essential Services Commission has published its eighth annual report on the performance of the Victorian urban water businesses that provide water and sewerage services. This factsheet provides information to consumers on the performance of their water business.

### Household bills

Based on the average household consumption, an owner occupier's average household bill increased from \$932 in 2010-11 to \$1017 in 2011-12.

However, tenants who are not billed fixed charges had their average household bills increase from \$198 in 2010-11 to \$207 in 2011-12.

### Household Consumption

Average household consumption in 2010-11 was 138 kL, the lowest level in the last five years.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. East Gippsland Water's customers experienced an average of 46 minutes off supply in 2011-12, a decrease from the 59 minutes reported in 2010-11.

### Sewer system reliability

In 2010-11 East Gippsland Water reported 9 sewer blockages per 100km of sewer main, down from 16 in 2009-10, and the best performance in the last five years.

### Water Quality

East Gippsland Water reported that all customers received water that met the microbiological (measured by *E. Coli* levels) and turbidity requirements of the Safe Drinking Water Regulations 2005.

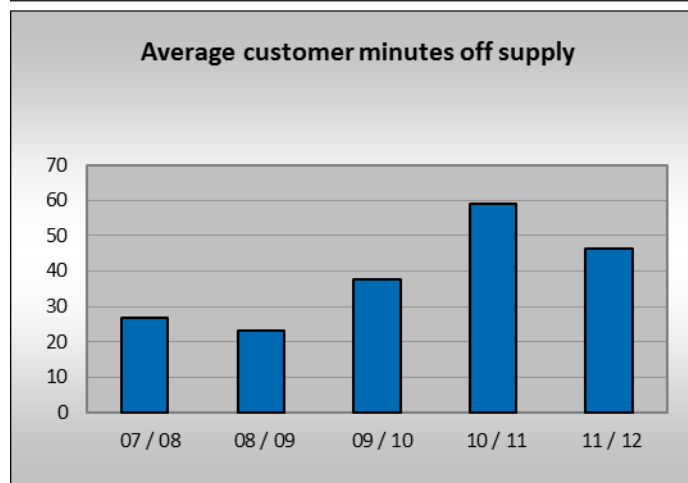
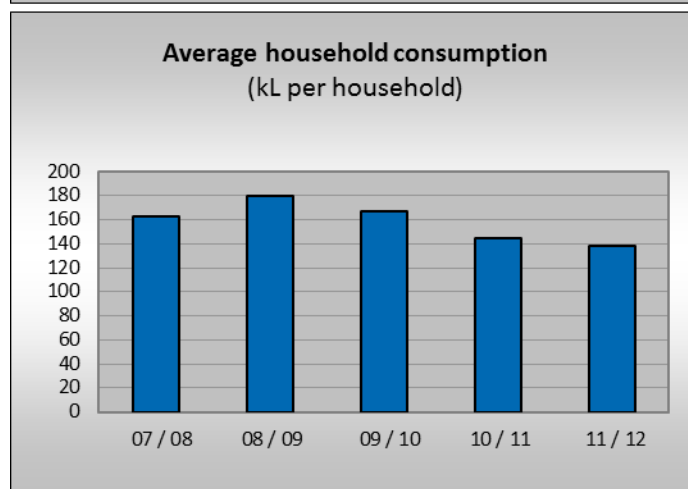
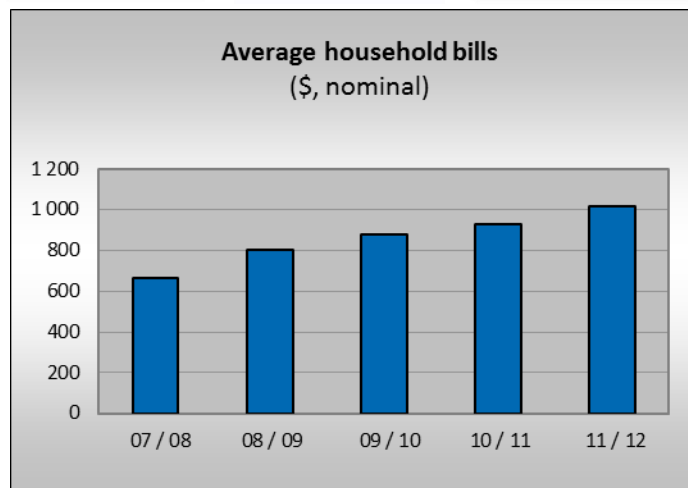
### Recycling

East Gippsland Water recycled 90 per cent of treated effluent, a slight decrease from previous years of close to 100 per cent recycling.

### Major Projects

East Gippsland Water had no major projects scheduled for completion in 2011-12, and no overdue projects carried over from previous years.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
21 890	\$ 1017	138 kL



# 2011-12 WATER PERFORMANCE REPORT

## EAST GIPPSLAND WATER



GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	20 332	20 703	21 095	21 501	21 890
Sewerage customers	16 409	17 305	17 589	17 906	18 328
Length of water main (km)	877	884	888	899	907
Length of sewer main (km)	576	579	593	610	631
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	163	180	167	145	138
Average household bills (\$, nominal)					
Owner occupiers	667	805	878	932	1 017
Tenants	149	205	209	198	207
Legal action for non-payment - domestic (per 100 customers)	0.14	0.16	0.07	0.05	0.10
Restrictions for non-payment - domestic (per 100 customers)	0.00	0.09	0.07	0.06	0.03
Hardship grants	0	0	4	24	140
Billing and affordability complaints	12	4	1	3	20
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	27 663	27 555	22 423	24 231	22 476
account line	27 663	27 555	22 423	24 231	22 476
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)					
calls answered in 30 seconds (percent)	95	96	96	95	96
Total complaints - all categories	122	152	96	87	44
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	81	57	77	87	74
unplanned	102	80	69	78	63
total (per 100km water main)	21	15	16	18	15
Average duration of interruptions (minutes)					
planned	73	107	154	181	171
unplanned	77	109	72	60	92
Average customer minutes off supply - total	27	23	38	59	46
planned	15	11	32	54	40
unplanned	11	12	6	5	6
Bursts and leaks (per 100km water main)	11	11	11	10	7
Sewer blockages (per 100km sewer main)	15	17	16	9	3
Water supply reliability and pressure complaints	12	27	8	9	3
DRINKING WATER QUALITY	2007-08	2008-09	2009-10	2010-11	2011-12
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	31	27	25	25	7
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	100	100	100	99	90
Biosolids - reused (percent)	0	0	0	82	0
CO <sub>2</sub> e - total (tonnes)	7 973	8 525	8 846	8 687	8 378
Sewer odour complaints	2	5	5	9	4