



Water business profiles supplement

Water performance report 2016-17

1 March 2018



An appropriate citation for this paper is:

Essential Services Commission 2018, Water business profiles supplement: Water performance report 2016-17, 1 March

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How to use this supplement



This supplement to our *Water performance report 2016-17* provides a snapshot of the 16 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.

Major projects: A status summary of major projects that water businesses are delivering for their customers. Further details on individual projects can be found in the *Status of major projects supplement*.

Complaints: Total customer complaints for 2016-17 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 2016–17 water performance resources

Find all of our 2016-17 performance information at www.esc.vic.gov.au/water/annual-performance-reports, including:

- our report comparing the performance of the 16 urban water businesses
- a supplement discussing how water businesses are tracking on major project delivery
- 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.





Supply map



Key facts

Statewide

Number of water customers:	154,266	2,700,000
Average household water use (kilolitres):	158 kL	157 kL
Typical household bill (owner occupier):	\$ 986	\$ 1016
Typical household bill (tenant):	\$ 265	\$ 439

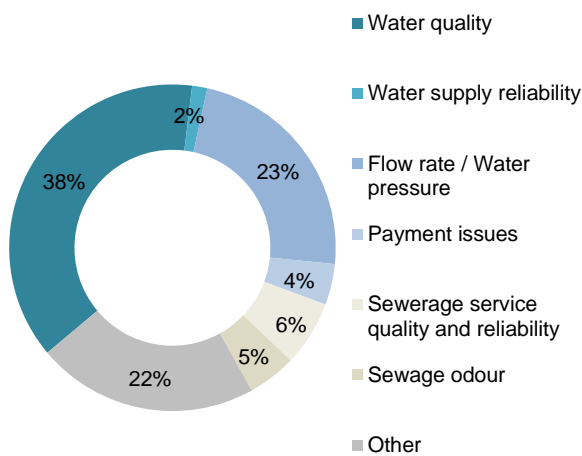
Major projects

✓ (Completed) – (Delayed) ~ (Deferred) ✗(Cancelled)

- ✓ Apollo Bay bulk water supply expansion
- ✓ Pettavel water basin upgrade
- ✓ West Lara transfer system
- ✓ Aireys Inlet pipeline
- Black Rock water reclamation plant hydraulic capacity upgrade
- ~ Torquay West high level feeder main
- ✗ Inverleigh low level feeder main

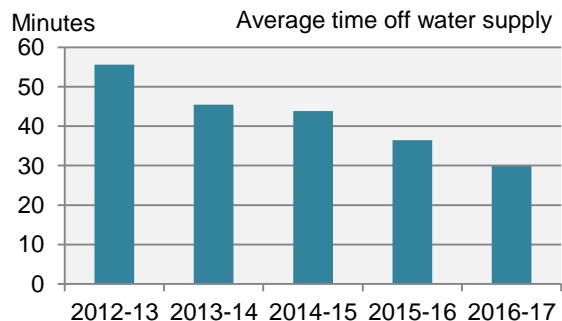
Complaints

665 complaints were received by the business, 8 less than the total in 2015-16.



Service reliability

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



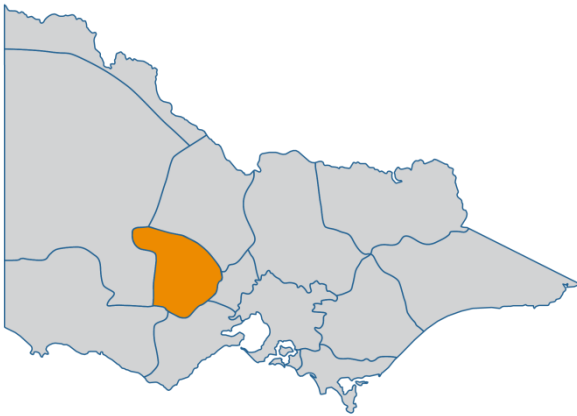
100 per cent of sewer spills were contained in 5 hours



Central Highlands Water



Supply map



Key facts

Statewide

Number of water customers:	68,251	2,700,000
Average household water use (kilolitres):	150 kL	157 kL
Typical household bill (owner occupier):	\$ 1212	\$ 1016
Typical household bill (tenant):	\$ 277	\$ 439

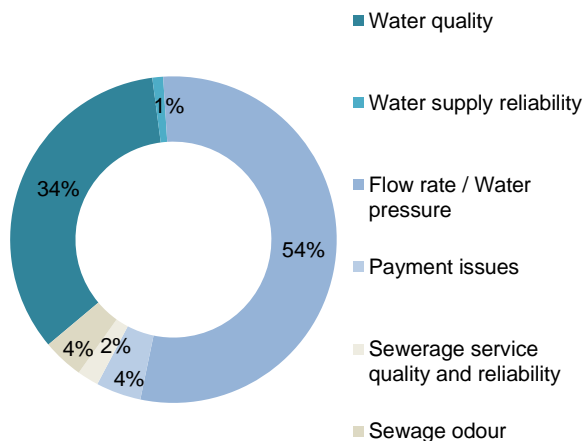
Major projects

✓ (Completed) ★ (On schedule)

- ✓ Living Victoria/Living Ballarat West aquifer storage and recovery project
- ✓ Lexton water supply project
- ✓ Maryborough water quality improvement project
- ★ Blackwood sewerage
- ★ Raw water pipeline replacement
- ★ Ballarat South flow containment project
- ★ Ballarat South wastewater treatment plant augmentation works
- ★ Ballarat West urban growth zone

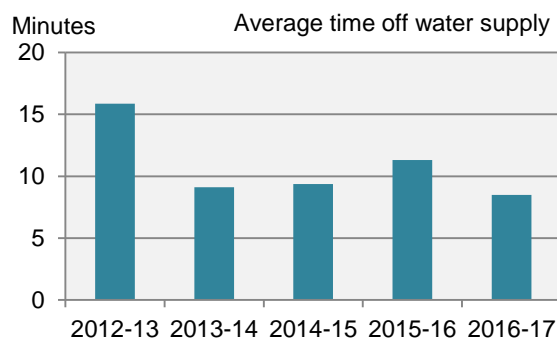
Complaints

470 complaints were received by the business, 135 more than the total in 2015-16.



Service reliability

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



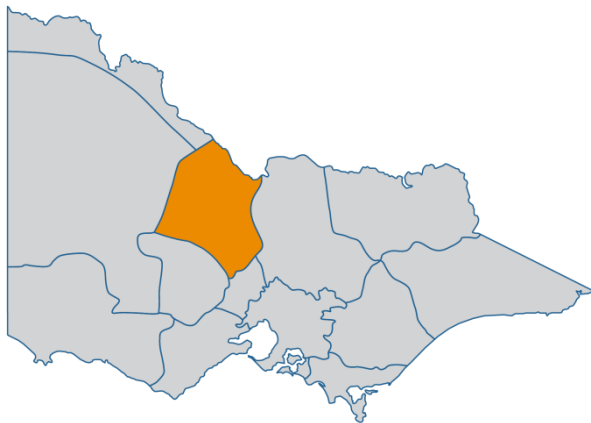
100 per cent of sewer spills were contained in 5 hours.



Coliban Water



Supply map



Key facts

Statewide

Number of water customers:	74,163	2,700,000
Average household water use (kilolitres):	185 kL	157 kL
Typical household bill (owner occupier):	\$ 1305	\$ 1016
Typical household bill (tenant):	\$ 409	\$ 439

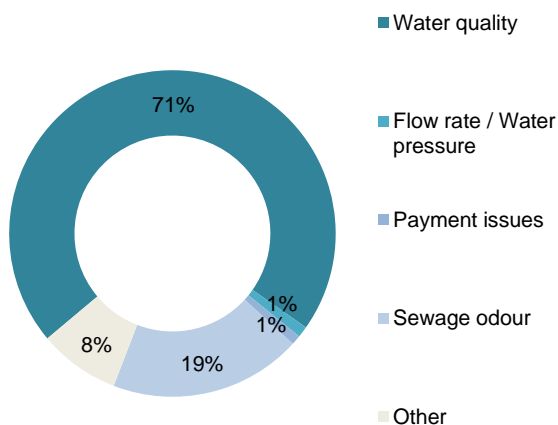
Major projects

✓ (Completed) — (Delayed)

- ✓ Rochester wastewater connection to Echuca
- ✓ Harcourt rural modernisation project
- ✓ Cohuna water reclamation plant refurbishment
- ✓ Bridgewater and Laanecoorie water treatment plant upgrades
- Heathcote backlog sewerage
- Echuca and Cohuna water treatment plant upgrades
- Coliban main channel

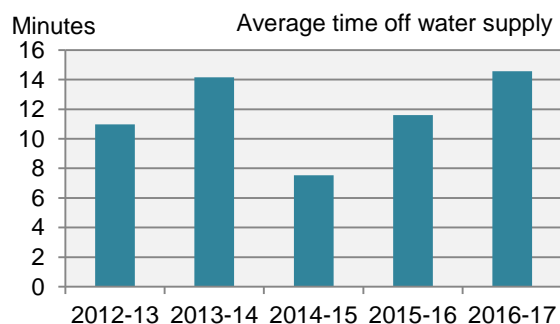
Complaints

638 complaints were received by the business, 164 more than the total in 2015-16.



Service reliability

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

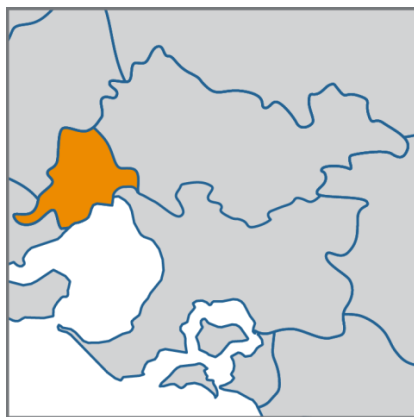


100 per cent of sewer spills were contained in 5 hours.





Melbourne supply map



Key facts

Statewide

Number of water customers:	444,681	2,700,000
Average household water use (kilolitres):	147 kL	157 kL
Typical household bill (owner occupier):	\$ 933	\$ 1016
Typical household bill (tenant):	\$ 452	\$ 439

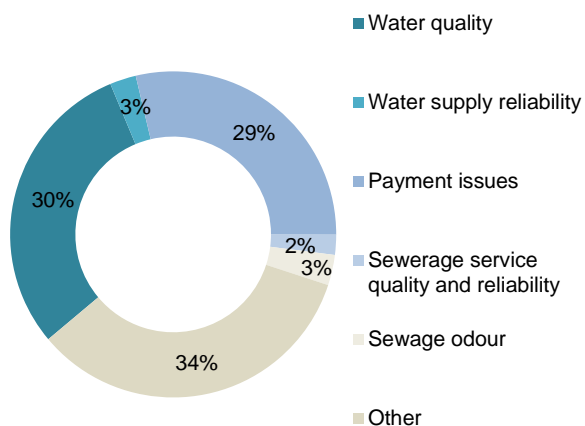
Major projects

✓ (Completed) – (Delayed)

- ✓ Storm water projects (Keilor Public Golf Course, Paisley Park, Laverton Recreational Reserve, Afton Street, Lake Caroline, Laverton Recreational Reserve)
- ✓ Office relocation
- ✓ Aquifer storage and recovery (construction)
- West Werribee dual water supply scheme
- Program Arrow (corporation transformation program)

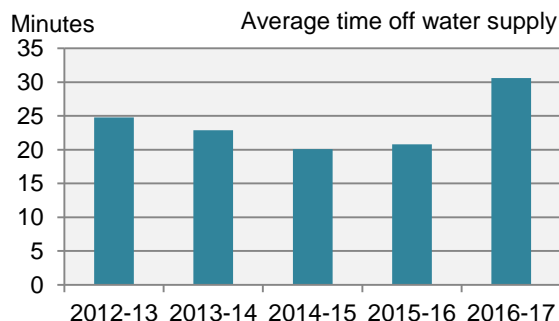
Complaints

1460 complaints were received by the business, 757 less than the total in 2015-16.



Service reliability

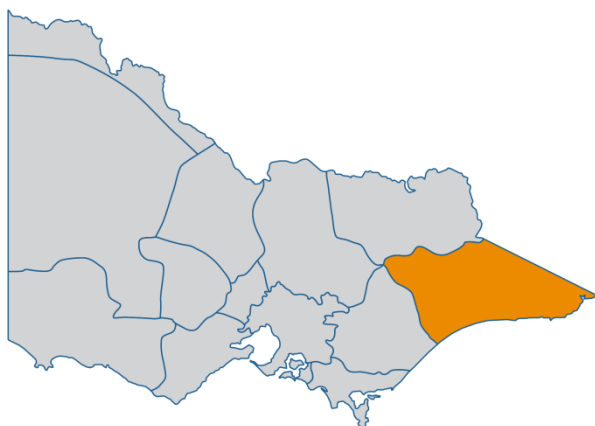
Customers experienced an average of 31 minutes without water supply due to planned and unplanned interruptions.



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



Supply map



Key facts

Statewide

Number of water customers:	23,460	2,700,000
Average household water use (kilolitres):	148 kL	157 kL
Typical household bill (owner occupier):	\$ 1143	\$ 1016
Typical household bill (tenant):	\$ 280	\$ 439

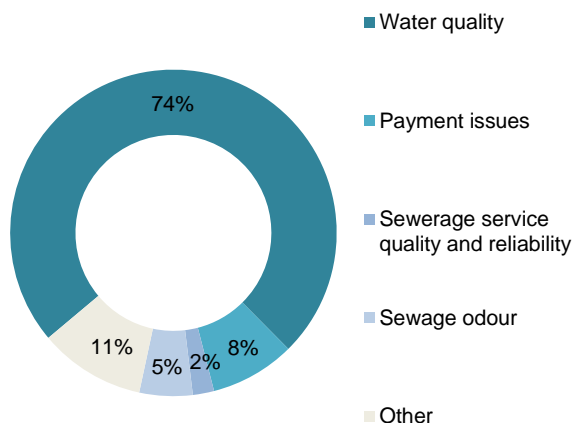
Major projects

✓ (Completed) ★ (On schedule) ~ (Deferred)

- ✓ Bairnsdale sewer master plan bridge sewer pump station
- ★ Bairnsdale wastewater treatment plant upgrade
- ~ Sarsfield — additional tank or liner
- ~ Paynesville main supply pipeline (stage 2)

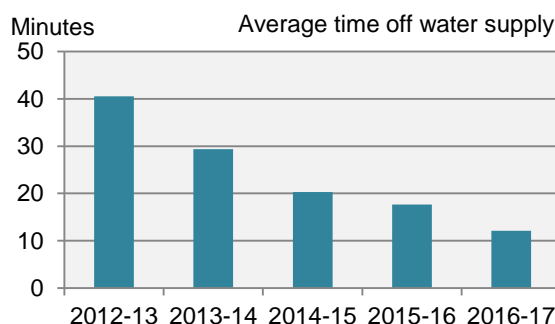
Complaints

95 complaints were received by the business, 53 more than the total in 2015-16.



Service reliability

Customers experienced an average of 12 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:	68,772	2,700,000
Average household water use (kilolitres):	166 kL	157 kL
Typical household bill (owner occupier):	\$ 1258	\$ 1016
Typical household bill (tenant):	\$ 321	\$ 439

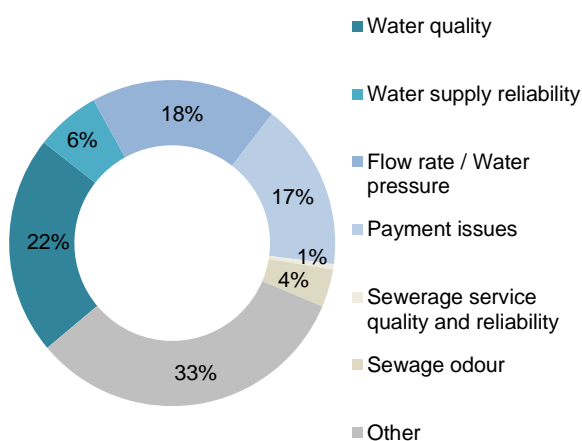
Major projects

✓ (Completed)

- ✓ Drouin wastewater treatment plant upgrade
- ✓ Warragul-Hazel Creek trunk sewer (stage three)
- ✓ Loch Sport sewerage scheme
- ✓ Sale water treatment plant upgrade

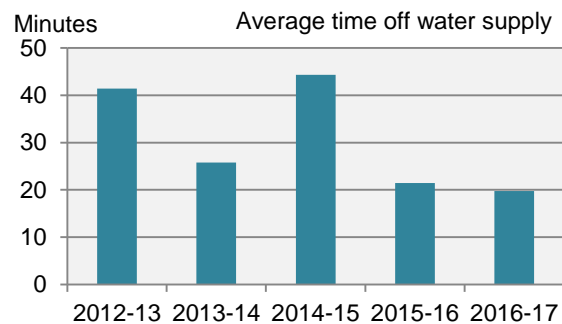
Complaints

747 complaints were received by the business, 110 more than the total in 2015-16.



Service reliability

Customers experienced an average of 20 minutes without water supply due to planned and unplanned interruptions.



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

Goulburn Valley Water



Supply map



Key facts

Statewide

Number of water customers:	57,873	2,700,000
Average household water use (kilolitres):	242 kL	157 kL
Typical household bill (owner occupier):	\$ 883	\$ 1016
Typical household bill (tenant):	\$ 279	\$ 439

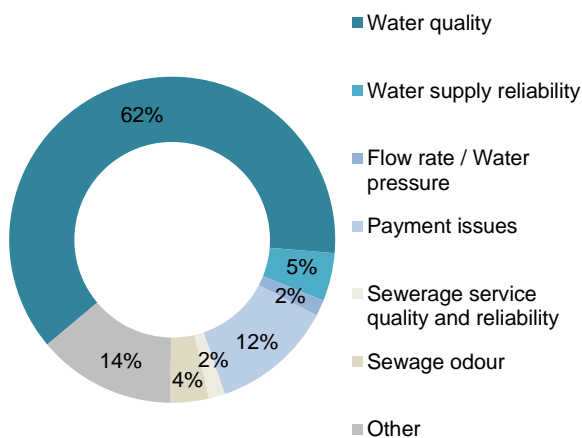
Major projects

✓ (Completed) – (Delayed) ~ (Deferred)

- ✓ Marysville new water treatment plant
- ✓ Numurkah water treatment plant upgrade
- Cobram — MGC unfluoridated water pipeline
- ~ Kilmore wastewater management facility additional winter storage
- ~ Mansfield wastewater management facility additional winter storage
- ~ Shepparton water treatment plant upgrade

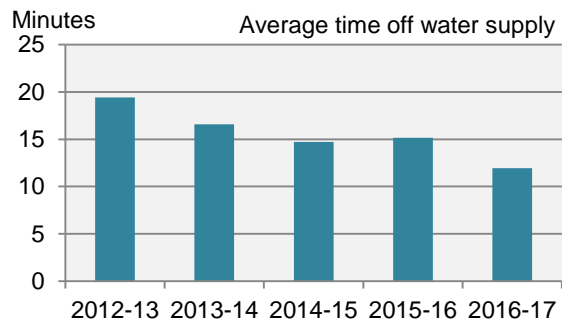
Complaints

314 complaints were received by the business, 66 less than the total in 2015-16.



Service reliability

Customers experienced an average of 12 minutes without water supply due to planned and unplanned interruptions.

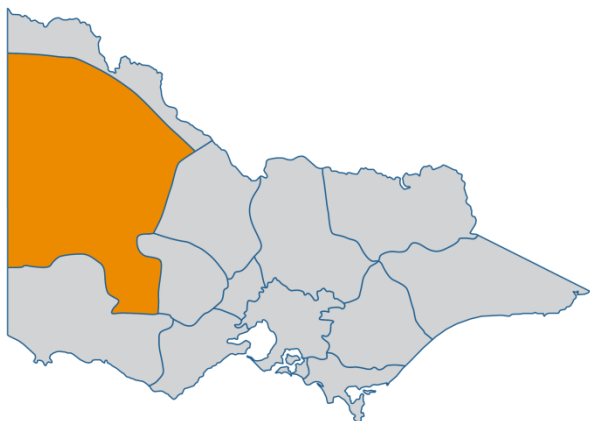


100 per cent of sewer spills were contained in 5 hours.





Supply map



Key facts

Statewide

Number of water customers:	31,728	2,700,000
Average household water use (kilolitres):	210 kL	157 kL
Typical household bill (owner occupier):	\$ 1301	\$ 1016
Typical household bill (tenant):	\$ 361	\$ 439

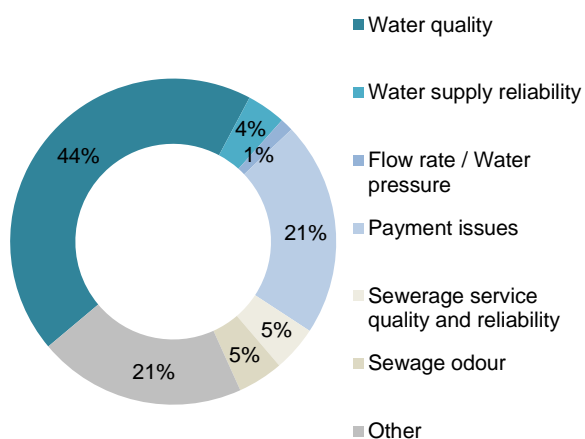
Major projects

✓ (Completed) ~ (Deferred)

- ✓ Donald, Wycheproof, Rupanyup and Minyip treated water supply
- ✓ Wimmera Mallee Pipeline augmentation
- ✓ Intelligent rural pipeline networks
- ✓ Irrigation network decommissioning
- ✓ Rupanyup sewerage scheme
- ~ Upgrade of Donald wastewater and reuse system

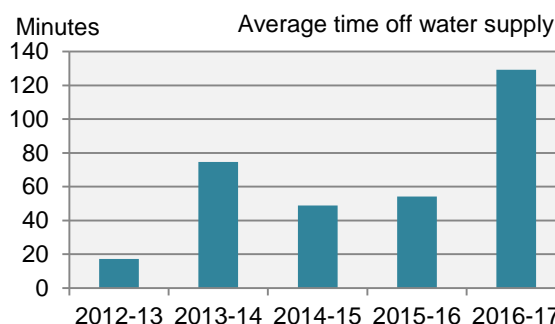
Complaints

155 complaints were received by the business, 78 less than the total in 2015-16.



Service reliability

Customers experienced an average of 129 minutes without water supply due to planned and unplanned interruptions.

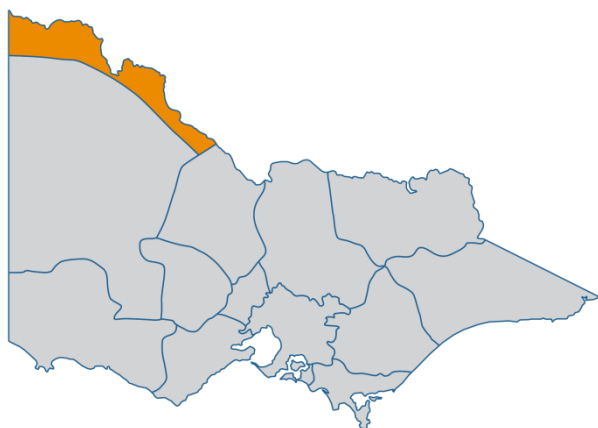


99.1 per cent of sewer spills were contained in 5 hours

Lower Murray Water



Supply map



Key facts

Statewide

Number of water customers:	33,395	2,700,000
Average household water use (kilolitres):	434 kL	157 kL
Typical household bill (owner occupier):	\$ 906	\$ 1016
Typical household bill (tenant):	\$ 239	\$ 439

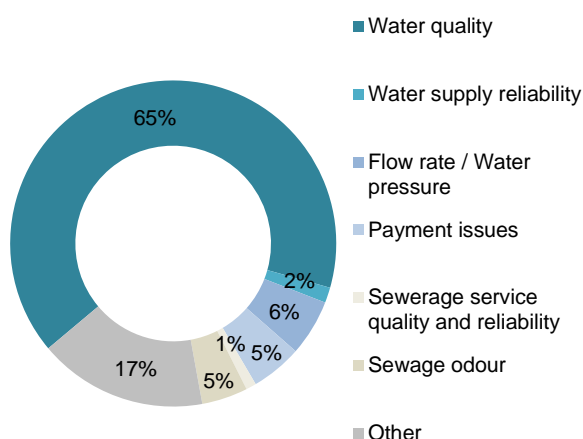
Major projects

✓ (Completed) – (Delayed) ~ (Deferred)

- ✓ Mildura water supply strategy
- ✓ Red Cliffs WTP upgrade
- ✓ Mildura trunk extension
- ✓ Mildura emergency sewer overflow storages
- WTP water quality improvements
- WTP PLC replacement
- ~ Relocation of 14th Street tower
- ~ Merbein sewage diversion to Koorlong WWTP

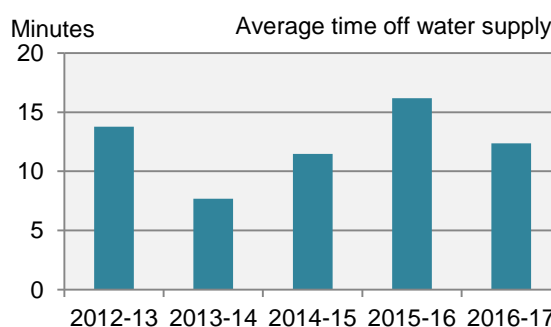
Complaints

197 complaints were received by the business, 99 more than the total in 2015-16.



Service reliability

Customers experienced an average of 12 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:	50,273	2,700,000
Average household water use (kilolitres):	198 kL	157 kL
Typical household bill (owner occupier):	\$ 859	\$ 1016
Typical household bill (tenant):	\$ 430	\$ 439

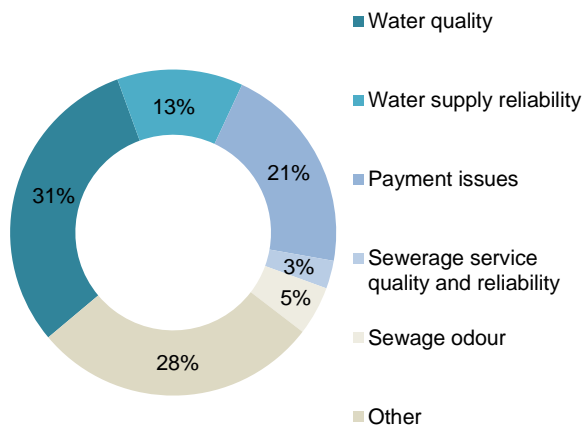
Major projects

✓ (Completed) ★ (On schedule) ~ (Deferred)

- ✓ Bright off-river storage
- ✓ Servicing unserved communities (small towns) — Moyhu sewerage system
- ✓ Bright water treatment plant
- ★ Beechworth clearwater storage tank
- ★ Wangaratta wastewater treatment stage 1 upgrade
- ★ Goorambat Security of Supply
- ~ Yackandandah reclaimed water management

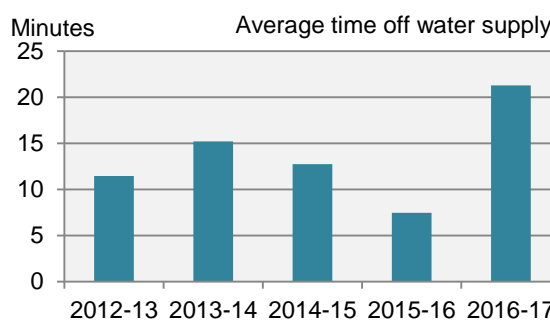
Complaints

144 complaints were received by the business, 59 more than the total in 2015-16.



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





Melbourne supply map



Key facts

Statewide

Number of water customers:	743,040	2,700,000
Average household water use (kilolitres):	150 kL	157 kL
Typical household bill (owner occupier):	\$ 998	\$ 1016
Typical household bill (tenant):	\$ 500	\$ 439

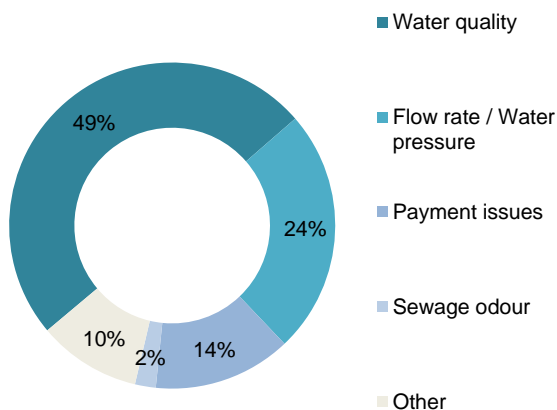
Major projects

✓ (Completed) ★ (On schedule) ~ (Deferred)

- ✓ Sherbrooke sewer backlog scheme reticulation
- ✓ Pound Road sewerage pump station
- ✓ Cranbourne recycled water tank
- ✓ Mt Martha treatment plant upgrade
- ✓ Lang Lang treatment plant upgrade
- ★ Dromana–Portsea backlog scheme
- ~ Boneo treatment plant capacity upgrade

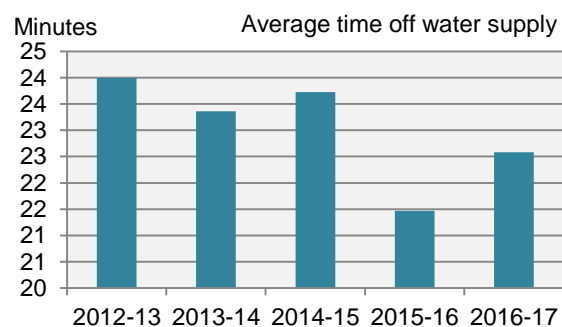
Complaints

2193 complaints were received by the business, 303 less than the total in 2015-16.



Service reliability

Customers experienced an average of 23 minutes without water supply due to planned and unplanned interruptions.



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



Supply map



Key facts

Statewide

Number of water customers:	20,048	2,700,000
Average household water use (kilolitres):	120 kL	157 kL
Typical household bill (owner occupier):	\$ 962	\$ 1016
Typical household bill (tenant):	\$ 211	\$ 439

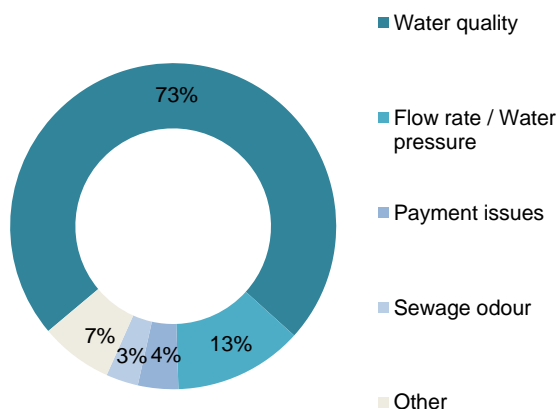
Major projects

✓ (Completed) – (Delayed) ~ (Deferred)

- ✓ Leongatha wastewater treatment plant (refurbish decommissioned digestive system)
- ✓ Poowong/Loch/Nyora sewerage scheme
- Northern towns supply connection works (Lance Creek to Korumburra)
- Northern towns supply connection works (Korumburra to Poowong)
- ~ Foster wastewater treatment plant (rising main pipeline and storage)

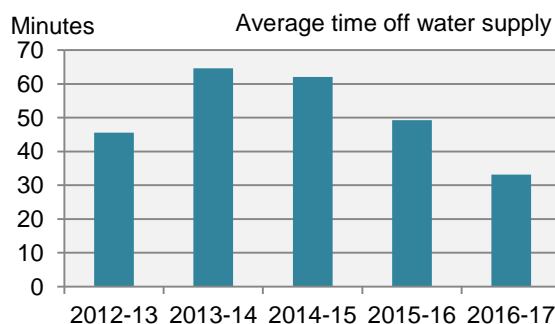
Complaints

125 complaints were received by the business, 22 more than the total in 2015-16.



Service reliability

Customers experienced an average of 33 minutes without water supply due to planned and unplanned interruptions.

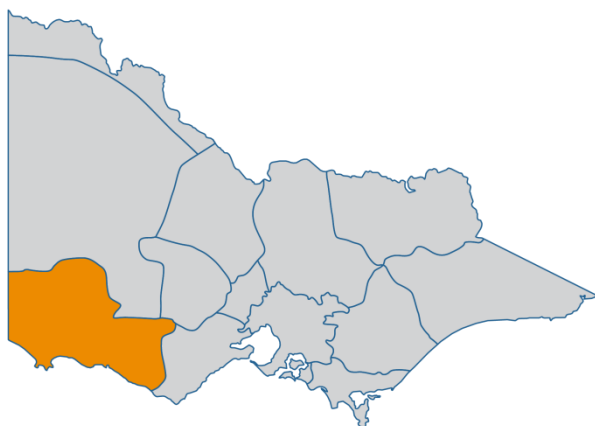


100 per cent of sewer spills were contained in 5 hours.





Supply map



Key facts

Statewide

Number of water customers:	42,766	2,700,000
Average household water use (kilolitres):	136 kL	157 kL
Typical household bill (owner occupier):	\$ 1069	\$ 1016
Typical household bill (tenant):	\$ 178	\$ 439

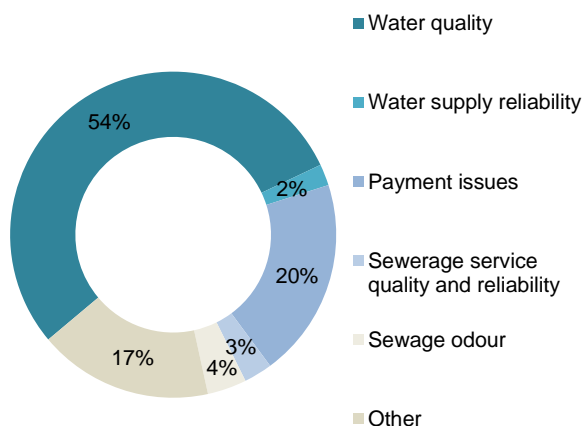
Major projects

✓ (Completed) ★ (On schedule) – (Delayed) ~ (Deferred)

- ✓ Curdie Vale bore construction
- ✓ Construct new bore at Wyatt St Portland
- ✓ Casterton water treatment plant clarifier
- ✓ Heywood and Hamilton water reclamation plant irrigation works
- ★ Cobden and Casterton water reclamation plant irrigation works
- Portland reclamation plant wind energy project
- ~ Water tower and pump stations in Wollaston and Wangoom Road Warrnambool

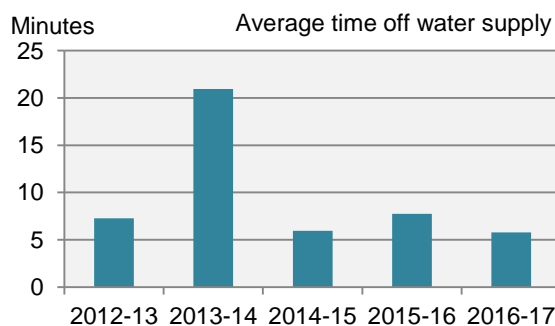
Complaints

470 complaints were received by the business, 135 more than the total in 2015-16.



Service reliability

Customers experienced an average of 6 minutes without water supply due to planned and unplanned interruptions.



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



Supply map



Key facts

Statewide

Number of water customers:	62,234	2,700,000
Average household water use (kilolitres):	179 kL	157 kL
Typical household bill (owner occupier):	\$ 943	\$ 1016
Typical household bill (tenant):	\$ 223	\$ 439

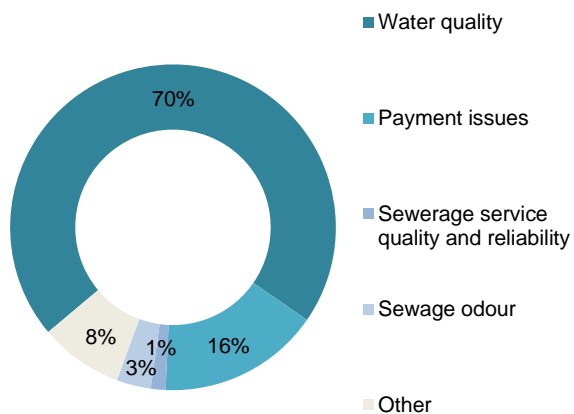
Major projects

— (Delayed) ~ (Deferred) ✘ (Cancelled)

- Sunbury recycled water plant (RWP) upgrade
- Bacchus Marsh sewer rising main Geelong Road
- ~ Rockbank outfall sewer (rising main)
- ~ Surbiton Park RWP upgrade (digester)
- ~ Sunbury additional water storage (Bald Hill tank)
- ~ Bacchus Marsh rising main
- ✘ Melton Class A RWP upgrade
- ✘ Bacchus Marsh RWP winter storage lagoon

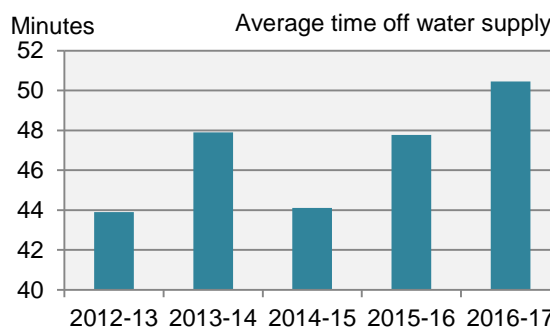
Complaints

206 complaints were received by the business, 123 less than the total in 2015-16.



Service reliability

Customers experienced an average of 50 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:	16,320	2,700,000
Average household water use (kilolitres):	84 kL	157 kL
Typical household bill (owner occupier):	\$ 1101	\$ 1016
Typical household bill (tenant):	\$ 134	\$ 439

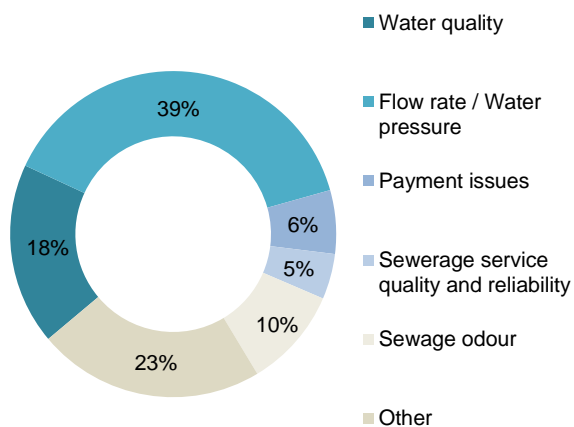
Major projects

✓ (Completed) ★ (On schedule) – (Delayed) ~ (Deferred)

- ✓ Candowie upgrade project
- ✓ Cowes wastewater reticulation – upgrade pump stations
- ✓ Cowes wastewater treatment plant upgrade
- ★ Cowes wastewater reticulation — new rising mains
- Ian Bartlett water purification plant tertiary treatment
- ~ San Remo basin cover replacement

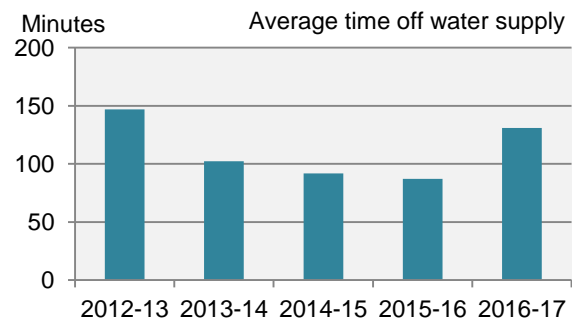
Complaints

470 complaints were received by the business, 135 more than the total in 2015-16.



Service reliability

Customers experienced an average of 131 minutes without water supply due to planned and unplanned interruptions.

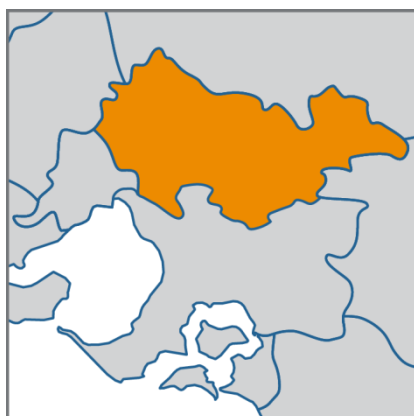


100 per cent of sewer spills were contained in 5 hours.





Melbourne supply map



Key facts

Statewide

Number of water customers:	783,886	2,700,000
Average household water use (kilolitres):	148 kL	157 kL
Typical household bill (owner occupier):	\$ 1033	\$ 1016
Typical household bill (tenant):	\$ 506	\$ 439

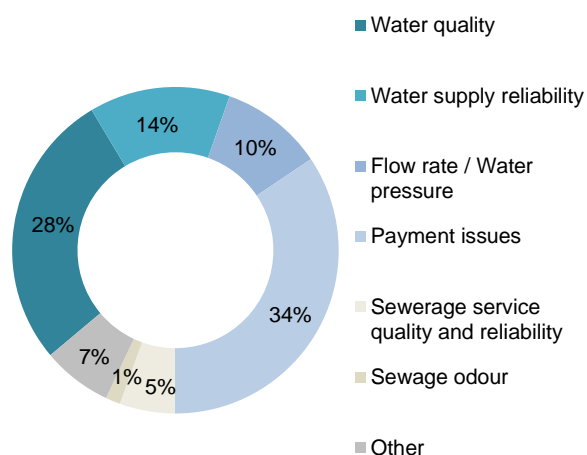
Major projects

✓ (Completed) ★ (On schedule) – (Delayed) ~ (Deferred)

- ✓ Warrandyte North sewerage project
- ✓ Amaroo branch sewer
- ★ Epping branch sewer tunnel
- Donvale sewerage project
- ~ Lockerbie branch sewer

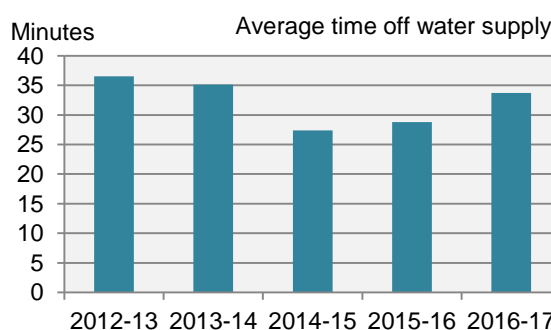
Complaints

8607 complaints were received by the business, 4178 more than the total in 2015-16.



Service reliability

Customers experienced an average of 34 minutes without water supply due to planned and unplanned interruptions.



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

