

2009-10 WATER PERFORMANCE REPORT

EAST GIPPSLAND WATER



The Essential Services Commission has published its sixth 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 \$805 in 2008-09 to \$878 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$205 in 2008-09 to \$209 in 2009-10.

Household Consumption

Average household consumption in 2009-10 was 167 kL, a fall from 180 kL in 2008-09.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. East Gippsland Water's customers overall reliability of 38 minutes in 2009-10 indicates a fall in reliability when compared to the 23 minutes in 2008-09. The change can be largely credited to a large increase in minutes off supply resulting from planned interruptions.

Sewer system reliability

In 2009-10 East Gippsland Water reported 16.0 sewer blockages per 100km of sewer main.

Water Quality

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

Recycling

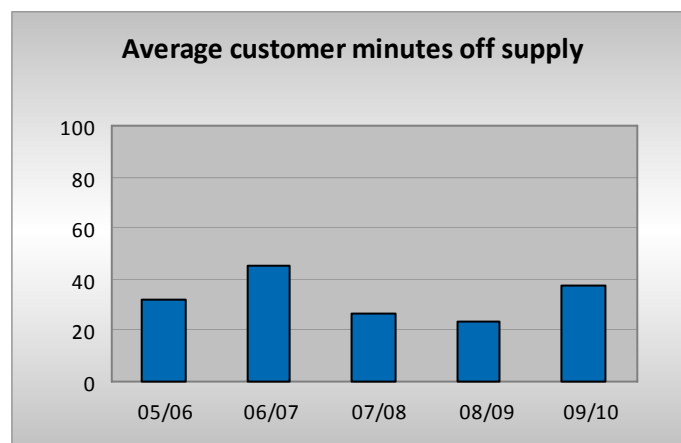
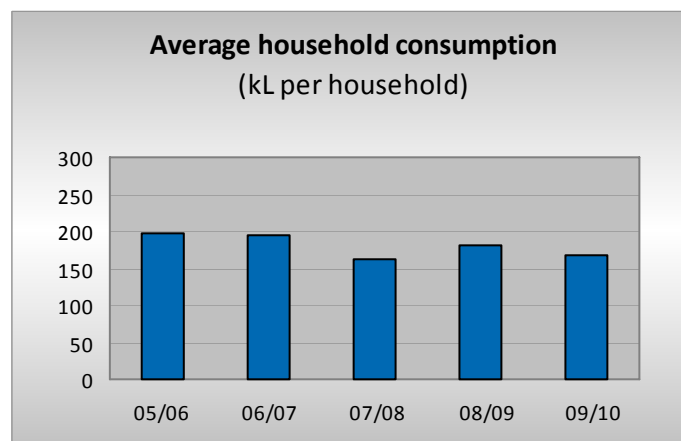
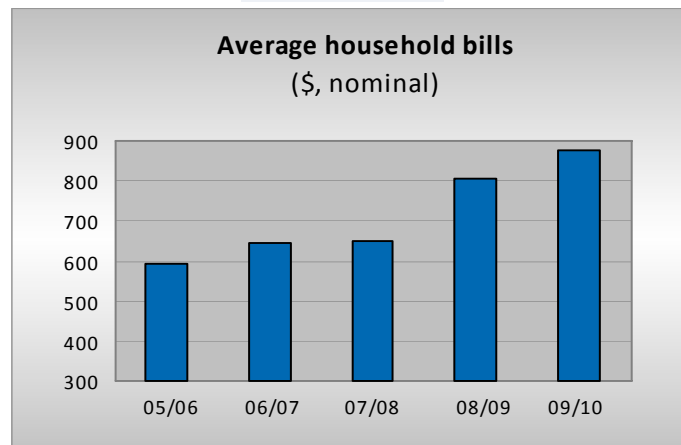
East Gippsland Water recycled 100 per cent of effluent treated, repeating full recycling achieved every year since 2005-06.

Major Projects

The Bogong Street and Capes Road pump station was replaced by a new pump station at Whikers Street Lakes Entrance in 2009-10. The Banksi Peninsula Sewerage scheme was also completed.

The Tambo Bluff scheme is still in progress, and is being managed by East Gippsland Shire Council with completion expected by June 2011.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
21 095	\$ 878	167 kL



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GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	19 666	20 025	20 332	20 703	21 095
Sewerage customers	15 800	16 005	16 409	17 305	17 589
Length of water main (km)	828	838	877	884	888
Length of sewer main (km)	575	579	576	579	593
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	196	195	163	180	167
Average household bills (\$, nominal)					
Owner occupiers	595	644	651	805	878
Tenants	153	165	146	205	209
Legal action for non-payment - domestic (per 100 customers)	0.22	0.20	0.14	0.16	0.07
Restrictions for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.09	0.07
Hardship grants	2	0	0	0	1
Billing and affordability complaints	12	23	12	4	1
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	43 457	32 944	27 663	27 555	22 423
account line	43 457	32 944	27 663	27 555	22 423
fault line					
Account line and fault line					
average time to connect to an operator (seconds)					
calls answered in 30 seconds (percent)	96	95	95	96	96
Total complaints - all categories	478	156	122	152	96
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	148	165	183	137	146
planned	72	52	81	57	77
unplanned	76	113	102	80	69
total (per 100km water main)	18	20	21	15	16
Average duration of interruptions (minutes)					
planned	111	188	73	107	154
unplanned	152	121	77	109	72
Average customer minutes off supply - total	32	45	27	23	38
planned	15	20	15	11	32
unplanned	17	26	11	12	6
Bursts and leaks (per 100km water main)	7	9	11	11	11
Sewer blockages (per 100km sewer main)	13	16	15	17	16
Water supply reliability and pressure complaints	59	15	12	27	8
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	100	95	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	221	43	31	27	25
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	100	100	100	100	100
Biosolids - reused (percent)	0	0	0	0	0
CO ₂ e - total (tonnes)	8 439	7 927	7 973	8 525	8 846
Sewer odour complaints	9	1	2	5	5