

2010-11 WATER PERFORMANCE REPORT

WANNON WATER



The Essential Services Commission has published its seventh 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 \$830 in 2009-10 to \$902 in 2010-11.

However, tenants who are not billed fixed charges had their average household bills decrease from \$200 in 2009-10 to \$192 in 2010-11.

Household Consumption

Average household consumption in 2010-11 of 134 kL continued a downward trend evident over the last five years.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Wannon Water's customers experienced an average of only 5 minutes off supply in 2010-11, continuing the trend of best performance in the state over the past three years.

Sewer system reliability

In 2010-11 Wannon Water reported 10 sewer blockages per 100km of sewer main, the same performance as for the previous two years.

Water Quality

Wannon 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

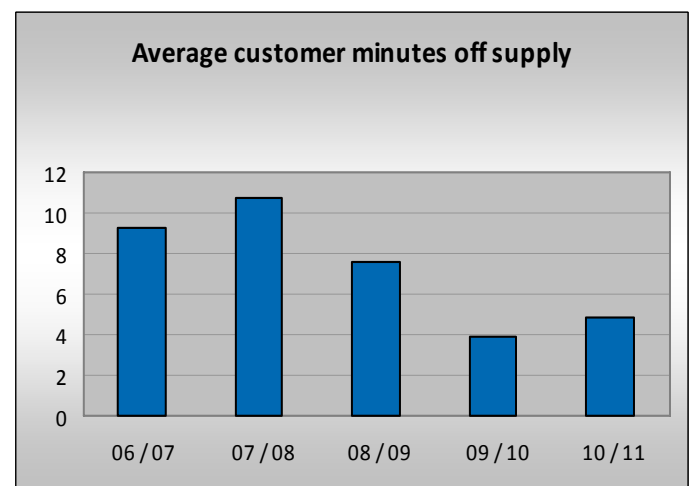
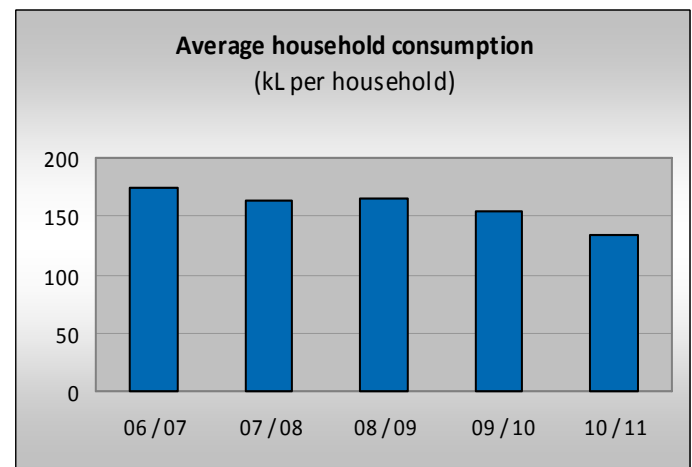
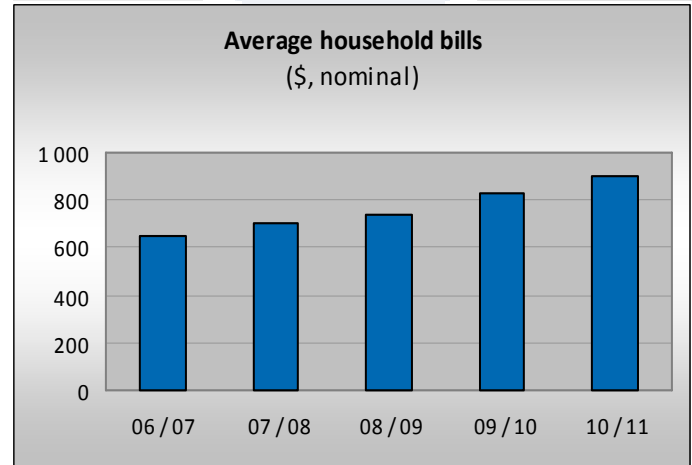
Wannon Water recycled 7 per cent of its treated effluent in 2010-11, down from 15 per cent in 2009-10.

Major Projects

While the Wannon Water office building was completed on schedule, the Portland Water Reclamation Plant Upgrade project has been delayed and is now expected to be completed in December 2012.

Originally scheduled for delivery in 2008-09, the West Portland Sewerage Services project remains incomplete, with tenders for the construction works currently being assessed. Similarly, The Port Campbell Sewage Treatment Plant and Recycling Works project (originally due 2009-10) was reviewed and redesigned in 2010-11 and it is anticipated that the works will be completed prior to end June 2012.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
40 671	\$ 902	134 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	39 760	40 157	39 463	40 074	40 671
Sewerage customers	32 063	33 219	33 180	33 746	34 251
Length of water main (km)	1 754	1 755	1 734	1 767	1 821
Length of sewer main (km)	835	859	869	884	886
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	175	164	165	154	134
Average household bills (\$, nominal)					
Owner occupiers	650	699	743	830	902
Tenants	120	117	190	200	192
Legal action for non-payment - domestic (per 100 customers)	0.09	0.07	0.02	0.01	0.18
Restrictions for non-payment - domestic (per 100 customers)	0.01	0.14	0.04	0.21	0.30
Hardship grants	134	54	200	428	252
Billing and affordability complaints	26	47	143	188	207
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	22 808	16 310	38 799	41 296	40 877
account line	22 808	16 310	38 799	41 296	40 877
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)			7	6	7
calls answered in 30 seconds (percent)	100	94	99	100	100
Total complaints - all categories	431	260	650	553	446
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	45	58	25	17	8
unplanned	185	174	150	126	130
total (per 100km water main)	13	13	10	8	8
Average duration of interruptions (minutes)					
planned	142	123	106	123	113
unplanned	88	90	78	50	66
Average customer minutes off supply - total	9	11	8	4	5
planned	3	4	2	1	0
unplanned	6	6	6	3	5
Bursts and leaks (per 100km water main)	15	15	15	12	12
Sewer blockages (per 100km sewer main)	24	17	10	10	10
Water supply reliability and pressure complaints	49	20	43	39	24
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	305	144	338	198	108
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	11	17	21	15	7
Biosolids - reused (percent)	0	111	76	31	100
CO2e - total (tonnes)	41 997	37 848	39 025	30 734	28 578
Sewer odour complaints	3	5	18	17	7