

2011-12 WATER PERFORMANCE REPORT

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 \$1098 in 2010-11 to \$1185 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$271 in 2010-11 to \$295 in 2011-12.

Household Consumption

Average household consumption increased slightly in 2011-12 to 163 kL from 162 kL.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Gippsland Water's customers experienced an average of 26 minutes off supply in 2011-12, higher than the 24 minutes reported in 2010-11.

Sewer system reliability

In 2010-11 Gippsland Water reported 8 sewer blockages per 100km of sewer main. This is the lowest rate recorded in the last five years.

Water Quality

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.

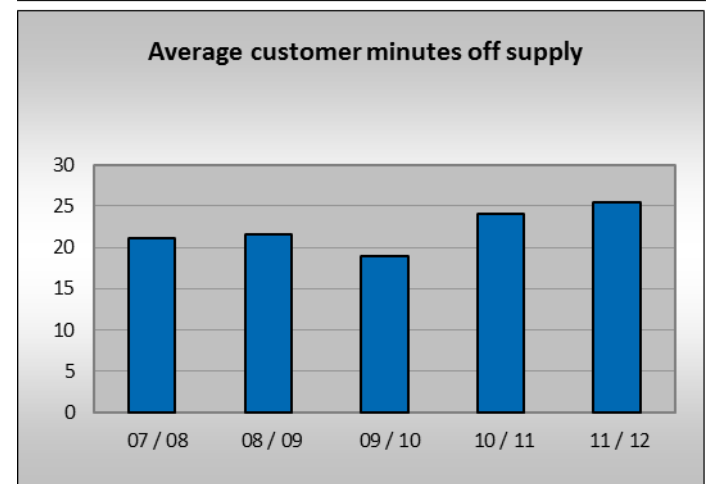
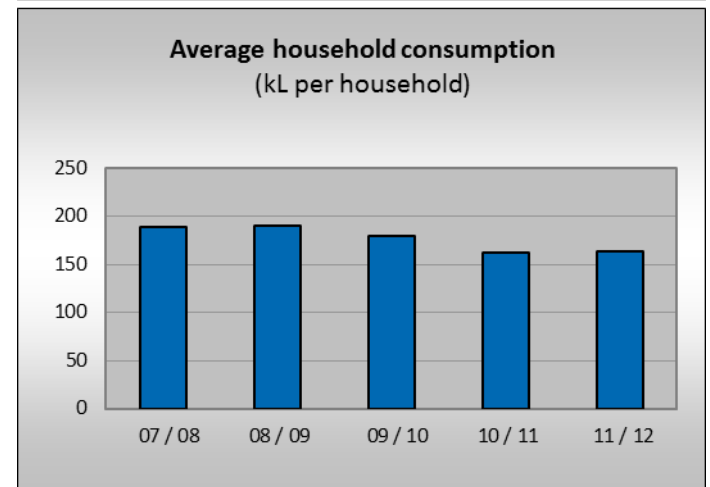
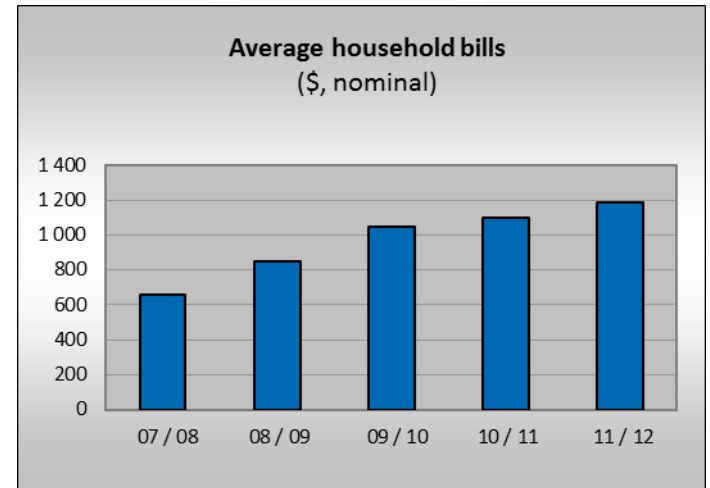
Recycling

Gippsland Water recycled 4 per cent of its treated effluent in 2011-12.

Major Projects

Construction works for the Drouin Wastewater Treatment Plant Upgrade initial trial was completed in 2011-12 with works delayed due to extended wet weather. The trial is now underway with results determining the final scope of works required in the third regulatory period, with provision made in Water Plan 3 for carryover of this project.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
64 361	\$ 1185	163 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	59 822	61 111	62 417	63 588	64 361
Sewerage customers	51 239	52 275	53 492	52 690	55 417
Length of water main (km)	2 009	2 017	2 030	2 041	2 071
Length of sewer main (km)	1 485	1 445	1 549	1 553	1 577
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	189	191	179	162	163
Average household bills (\$, nominal)					
Owner occupiers	659	847	1 049	1 098	1 185
Tenants	182	236	279	271	295
Legal action for non-payment - domestic (per 100 customers)	0.04	0.04	0.02	0.02	0.03
Restrictions for non-payment - domestic (per 100 customers)	0.65	0.76	0.74	0.54	0.25
Hardship grants	35	0	550	594	671
Billing and affordability complaints	98	185	194	182	137
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	29 464	32 922	45 569	42 354	43 642
account line	16 988	20 375	23 644	22 769	23 073
fault line	12 476	12 547	21 925	19 585	20 569
Account line and fault line					
average time to connect to an operator (seconds)	22	22	22	22	24
calls answered in 30 seconds (percent)	87	83	84	84	80
Total complaints - all categories	452	598	643	644	937
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	194	214	197	204	210
unplanned	344	410	374	340	363
total (per 100km water main)	27	31	28	27	28
Average duration of interruptions (minutes)					
planned	141	144	140	159	166
unplanned	86	81	80	78	75
Average customer minutes off supply - total	21	21	19	24	26
planned	12	12	11	15	17
unplanned	9	9	8	9	8
Bursts and leaks (per 100km water main)	24	26	23	23	23
Sewer blockages (per 100km sewer main)	18	19	17	14	8
Water supply reliability and pressure complaints	84	88	112	110	115
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	172	161	209	180	466
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	6	6	5	4	4
Biosolids - reused (percent)	100	100	100	32	43
CO2e - total (tonnes)	76 596	70 886	73 288	68 798	61 727
Sewer odour complaints	50	50	56	29	44