

2011-12 WATER PERFORMANCE REPORT

YARRA VALLEY 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 substantially from \$763 in 2010-11 to \$910 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$380 in 2010-11 to \$468 in 2011-12.

Household Consumption

Average household consumption in 2011-12 was 144 kL, a small increase from 139 kL the previous year.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Yarra Valley Water's customers experienced an average of 31 minutes off supply in 2011-12, fairly consistent with the previous five years.

Sewer system reliability

In 2011-12 Yarra Valley Water reported 26 sewer blockages per 100km of sewer main, down from 41 in 2010-11 and the best performance over the last five years.

Water Quality

Yarra Valley 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

Yarra Valley Water recycled 21 per cent of its treated effluent. The majority of sewage from Yarra Valley Water customers is treated by Melbourne Water who recycled 15 per cent of effluent treated.

Major Projects

The Epping-Craigieburn sewerage expansion sections 2 and 3 have been completed, however section 1 has been deferred to either Water Plan 3 or 4 as development rates in the Epping catchment were lower than forecast.

The Mitcham head office extension was completed in February 2012.

The Wonga Park sewer backlog is about six months behind schedule and is now due for completion by December 2012.

WATER CUSTOMERS

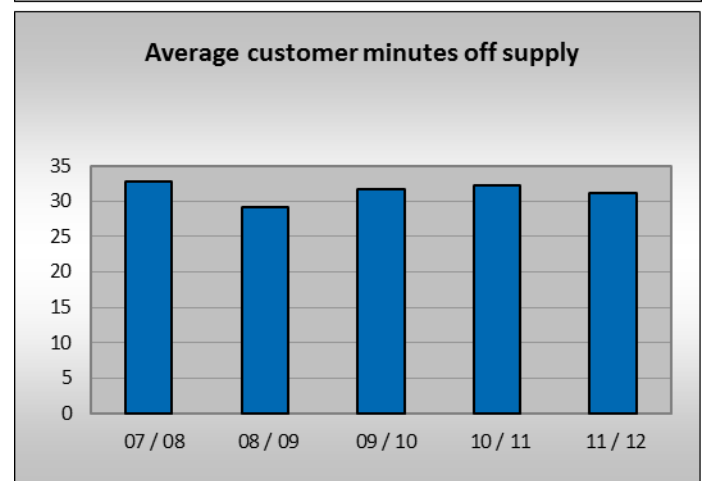
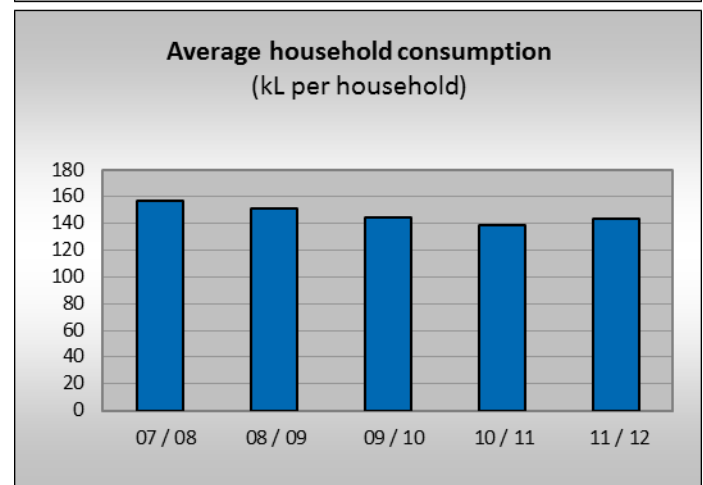
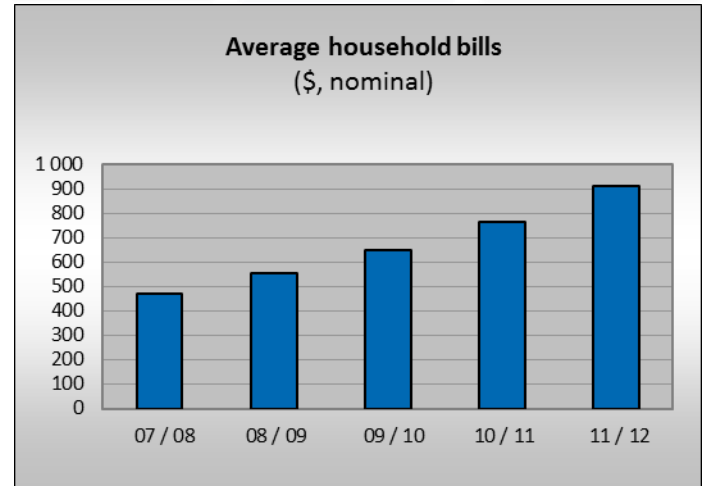
713 188

AVERAGE HOUSEHOLD BILL

\$ 910

AVERAGE HOUSEHOLD CONSUMPTION

144 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	660 263	670 353	681 409	699 768	713 188
Sewerage customers	610 017	619 543	629 779	646 775	666 721
Length of water main (km)	9 088	9 147	9 391	9 490	9 670
Length of sewer main (km)	8 673	8 792	8 887	9 004	9 133
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	157	151	144	139	144
Average household bills (\$, nominal)					
Owner occupiers	473	553	649	763	910
Tenants	255	293	332	380	468
Legal action for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.00	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.01	0.03	0.03	0.01	0.03
Hardship grants	10 196	9 843	9 620	10 055	15 251
Billing and affordability complaints	79	200	297	1 178	3 068
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	539 106	536 930	579 813	602 322	615 667
account line	407 643	404 510	442 492	464 242	493 927
fault line	131 463	132 420	137 321	138 080	121 740
Account line and fault line					
average time to connect to an operator (seconds)	28	22	34	82	83
calls answered in 30 seconds (percent)	82	87	83	63	56
Total complaints - all categories	4 901	4 194	4 988	4 848	7 373
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	713	808	798	912	978
unplanned	5 851	5 407	5 539	4 958	4 712
total (per 100km water main)	72	68	67	62	59
Average duration of interruptions (minutes)					
planned	145	139	142	142	154
unplanned	92	97	102	110	101
Average customer minutes off supply - total	33	29	32	32	31
planned	6	6	6	8	10
unplanned	26	23	25	24	21
Bursts and leaks (per 100km water main)	65	60	52	46	40
Sewer blockages (per 100km sewer main)	46	47	45	41	26
Water supply reliability and pressure complaints	698	1 072	1 012	765	784
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	3 738	2 549	3 319	2 333	2 560
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	23	25	28	21	21
Biosolids - reused (percent)	0	251	0	0	0
CO2e - total (tonnes)	25 985	30 725	27 077	29 041	28 361
Sewer odour complaints	229	201	214	209	194