

2012-13 WATER PERFORMANCE REPORT

BARWON WATER



The Essential Services Commission has published its ninth 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 \$953 in 2011-12 to \$1066 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from \$303 in 2011-12 to \$354 in 2012-13.

Household Consumption

Average household consumption increased from 153 kL in 2011-12 to 160 kL in 2012-13.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Barwon Water's customers experienced an average of 56 minutes off water supply in 2012-13, which is slightly higher than recent years.

Sewer system reliability

In 2012-13, Barwon Water reported 25 sewer blockages per 100km of sewer main. This is a slight increase from 24 in 2011-12.

Water Quality

Barwon 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

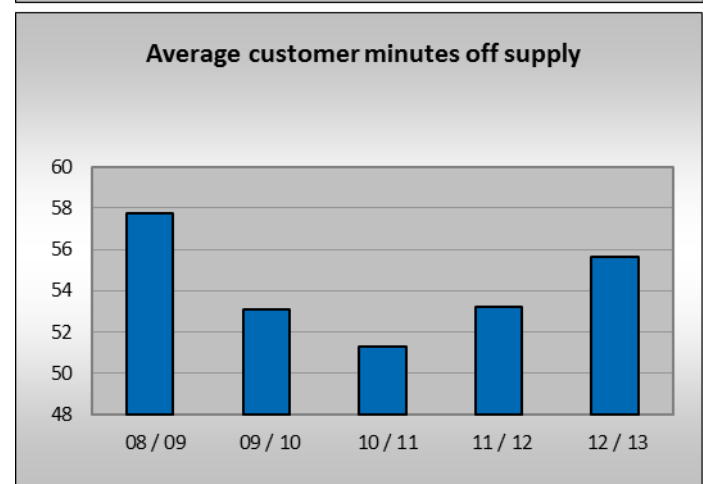
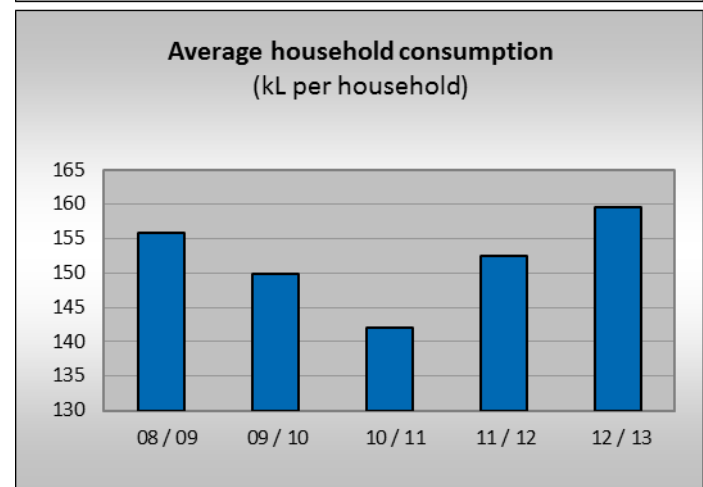
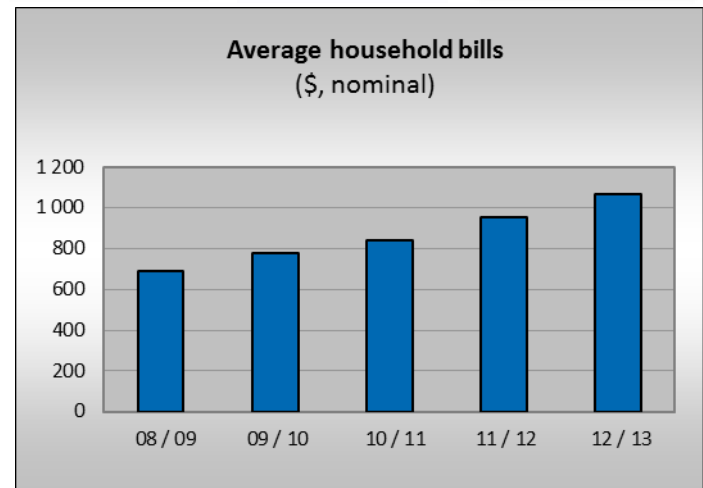
Barwon Water recycled 20 per cent of treated effluent in 2012-13, a substantial increase from 15 per cent in 2011-12, and its highest re-use rate to date.

Major Projects

Barwon Water completed five major projects in 2012-13, including the Melbourne-Geelong Interconnector and the Northern Water Reclamation Plant.

The Apollo Bay/Skenes Creek bulk water supply project is currently under construction and should be complete by early 2014.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
142 494	\$ 1066	160 kL



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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	132 907	134 118	137 305	139 927	142 494
Sewerage customers	119 221	120 613	123 628	125 805	128 326
Length of water main (km)	3 545	3 614	3 670	3 722	3 710
Length of sewer main (km)	2 272	2 303	2 338	2 378	2 448
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	156	150	142	153	160
Average household bills (\$, nominal)					
Owner occupiers	692	778	843	953	1 066
Tenants	223	244	255	303	354
Legal action for non-payment - residential (per 100 customers)	0.00	0.00	0.01	0.00	0.00
Restrictions for non-payment - residential (per 100 customers)	0.08	0.09	0.07	0.18	0.17
Hardship grants	0	0	344	357	1 227
Payment Issues complaints	19	20	46	52	94
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	98 562	102 721	102 351	106 115	112 430
account line	78 599	84 534	85 828	88 125	91 547
fault line	19 963	18 187	16 523	17 990	20 883
Account line and fault line					
average time to connect to an operator (seconds)	37	36	36	36	37
calls answered in 30 seconds (per cent)	96	96	96	95	96
Total complaints - all categories	498	608	650	606	781
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	696	661	719	749	730
unplanned	876	740	637	613	748
total (per 100km water main)	44	39	37	37	40
Average duration of interruptions (minutes)					
planned	187	192	185	191	185
unplanned	109	106	93	114	107
Average customer minutes off supply - total	58	53	51	53	56
planned	39	38	40	39	40
unplanned	18	15	11	14	15
Bursts and leaks (per 100km water main)	48	39	31	34	45
Sewer blockages (per 100km sewer main)	39	41	30	24	25
Water supply reliability and pressure complaints	25	24	24	11	35
DRINKING WATER QUALITY	2008-09	2009-10	2010-11	2011-12	2012-13
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	278	314	275	246	296
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	17	16	9	15	20
Biosolids - reused (per cent)	112	55	128	151	214
CO2e - total (tonnes)	52 485	52 348	57 170	56 422	37 960
Sewer odour complaints	50	48	28	46	45