

# 2010-11 WATER PERFORMANCE REPORT

## CITY WEST 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 \$597 in 2009-10 to \$687 in 2010-11.

Tenants who are not billed fixed charges had their average household bills increase from \$298 in 2009-10 to \$347 in 2010-11.

### Household Consumption

Average household consumption in 2010-11 of 139 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. City West Water's customers experienced an average of 32 minutes off supply in 2010-11, a slight increase from the 30 minutes reported in 2009-10.

### Sewer system reliability

In 2010-11 City West Water reported 20 sewer blockages per 100km of sewer main, down from 26 in 2009-10. This is the lowest rate recorded in the last five years.

### Water Quality

City West 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

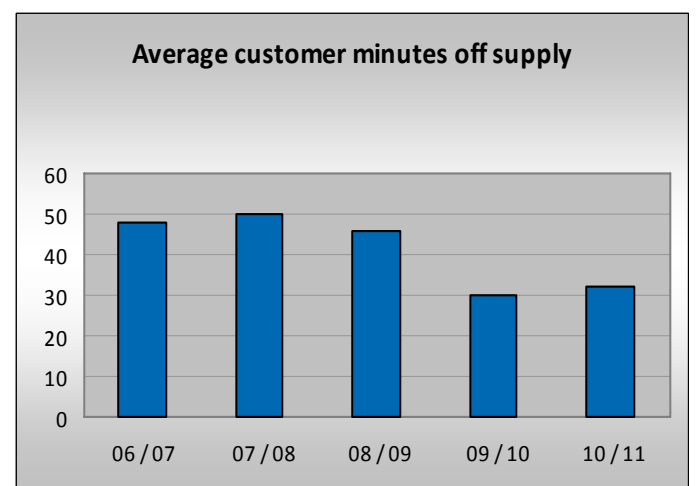
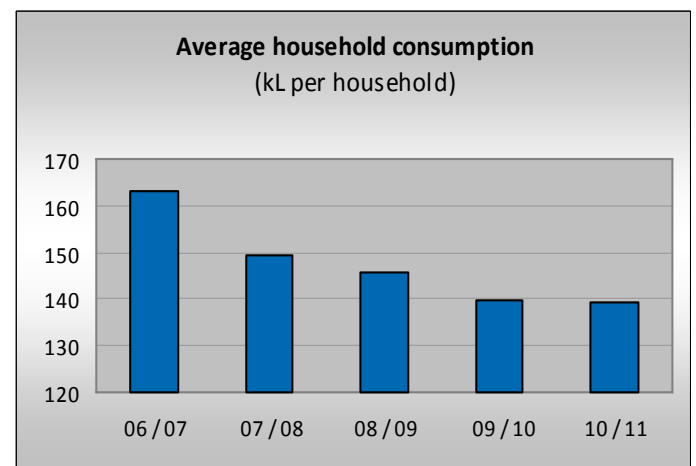
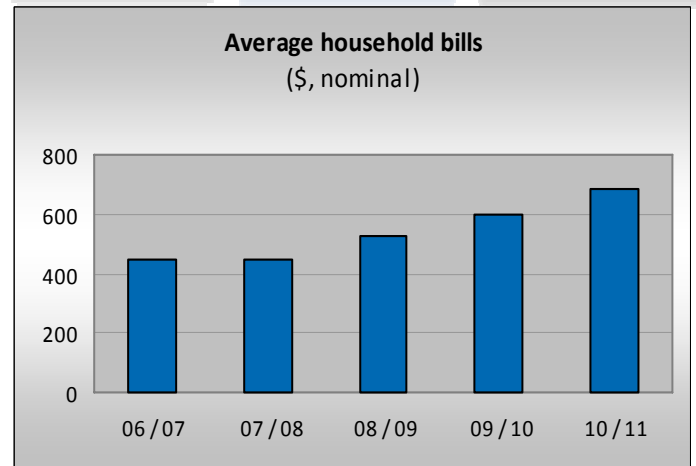
City West Water recycled 3 per cent of the effluent treated by its only treatment plant. The majority of sewage from City West Water customers is treated by Melbourne Water who recycled 14 per cent of effluent treated.

### Major Projects

The Altona recycled water plant was commissioned and launched in April 2011.

The Derrimut interceptor sewer project has experienced delays in obtaining local government and third party approvals. It is now forecast to be completed in 2011-12.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
368 261	\$ 687	139 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	324 103	336 947	345 081	356 845	368 261
Sewerage customers	320 311	333 205	341 590	353 411	364 835
Length of water main (km)	4 150	4 217	4 318	4 431	4 506
Length of sewer main (km)	3 648	3 708	3 804	3 909	3 980
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	163	149	146	140	139
Average household bills (\$, nominal)					
Owner occupiers	448	446	527	597	687
Tenants	239	228	266	298	347
Legal action for non-payment - domestic (per 100 customers)	0.10	0.12	0.23	0.13	0.14
Restrictions for non-payment - domestic (per 100 customers)	0	0	0	0	0
Hardship grants	100	140	217	259	380
Billing and affordability complaints	1 270	1 272	568	402	579
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	430 406	431 131	418 930	408 364	419 991
account line	334 490	339 799	322 290	322 931	331 489
fault line	95 916	91 332	96 640	85 433	88 502
Account line and fault line					
average time to connect to an operator (seconds)	135	94	64	61	59
calls answered in 30 seconds (percent)	72		88	86	83
Total complaints - all categories	1 816	2 963	1 640	1 318	1 262
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	500	565	577	577	572
unplanned	2 748	2 572	2 368	1 551	1 616
total (per 100km water main)	78	74	68	48	49
Average duration of interruptions (minutes)					
planned	135	130	134	142	146
unplanned	119	139	145	138	147
Average customer minutes off supply - total	48	50	46	30	32
planned	8	9	8	8	8
unplanned	40	41	37	22	24
Bursts and leaks (per 100km water main)	84	67	67	43	41
Sewer blockages (per 100km sewer main)	27	29	28	26	20
Water supply reliability and pressure complaints	66	67	44	28	29
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	333	359	301	317	220
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	0	2	2	3	3
Biosolids - reused (percent)	0	100	100	100	100
CO <sub>2</sub> e - total (tonnes)	6 905	3 432	5 318	2 388	-1 225
Sewer odour complaints	99	197	193	166	108