

2012-13 WATER PERFORMANCE REPORT

WESTERNPORT 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 \$988 in 2011-12 to \$1041 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from \$104 in 2011-12 to \$120 in 2012-13.

Household Consumption

Average household consumption in 2012-13 was 80 kL, a slight increase from the previous year of average of 72 kL. Westernport Water consistently has the state's lowest average household consumption due to its highly seasonal customer base.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Westernport Water's customers experienced an average of 147 minutes off supply in 2012-13, a decrease from 179 minutes reported in 2011-12.

Sewer system reliability

In 2012-13 Westernport Water reported 5 sewer blockages per 100km of sewer main which is unchanged from the figure reported in 2011-12.

Water Quality

Westernport 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

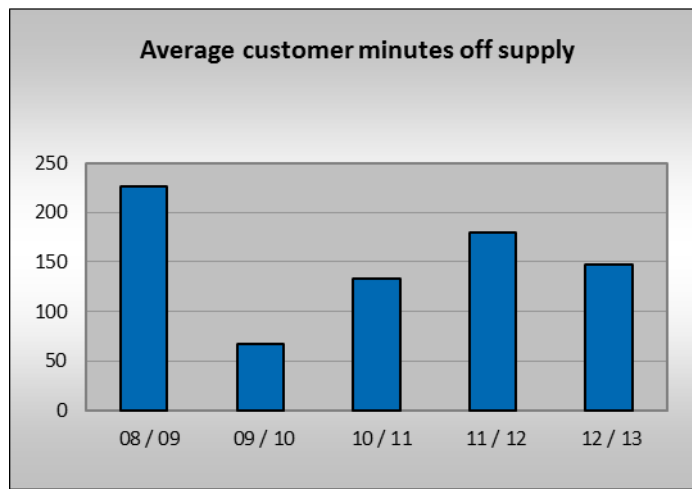
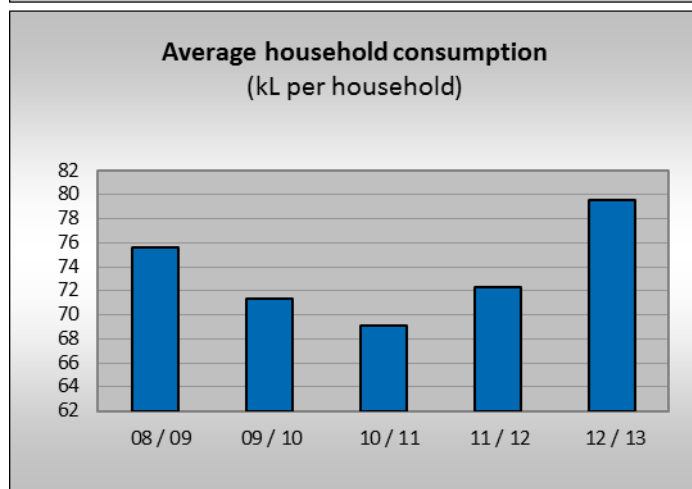
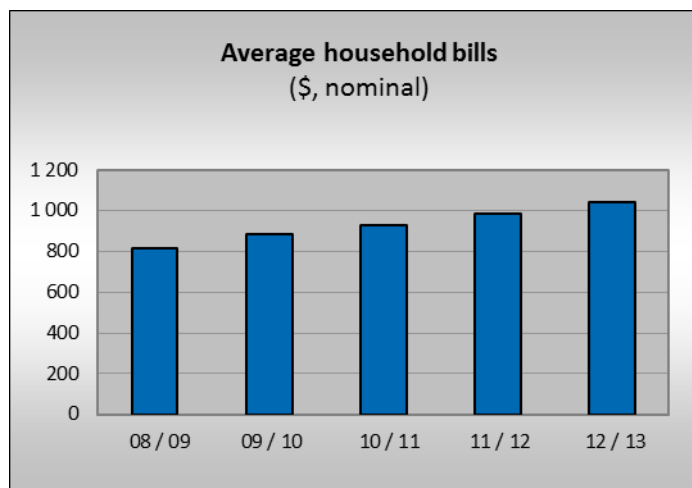
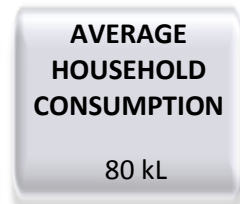
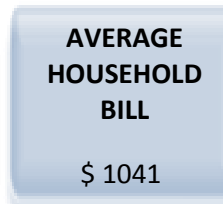
Westernport Water recycled 18 per cent of its treated effluent in 2012-13 doubling the 9 per cent reported in 2011-12.

Major Projects

The project to raise Candowie Reservoir was completed, doubling the capacity of the reservoir and securing water supply to 2050.

Water quality improvement through tertiary ultra-violet treatment has been deferred to 2015-16. An updated strategy for the Cowes WWTP upgrade has this work now spread across the third and fourth regulatory periods, with completion beyond 2020.

The remaining four major projects listed by Westernport Water have been cancelled or deferred as not currently required.



Further information available at www.esc.vic.gov.au

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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	14 517	14 808	15 104	15 358	15 567
Sewerage customers	13 111	13 438	13 715	13 953	14 174
Length of water main (km)	374	382	425	453	415
Length of sewer main (km)	308	363	337	339	351
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	76	71	69	72	80
Average household bills (\$, nominal)					
Owner occupiers	816	883	929	988	1 041
Tenants	89	91	93	104	120
Legal action for non-payment - residential (per 100 customers)	0.01	0.00	0.00	0.00	0.01
Restrictions for non-payment - residential (per 100 customers)	0.56	1.38	0.63	0.09	0.00
Hardship grants	1	7	5	3	5
Payment issues complaints	23	20	8	12	18
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	17 275	18 266	15 882	15 474	14 730
account line	16 817	16 791	14 477	13 928	13 077
fault line	458	1 475	1 405	1 546	1 653
Account line and fault line					
average time to connect to an operator (seconds)	20	20	20	20	21
calls answered in 30 seconds (per cent)	96	94	93	95	95
Total complaints - all categories	129	94	65	145	141
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	104	54	69	87	59
unplanned	133	144	107	152	186
total (per 100km water main)	63	52	41	53	59
Average duration of interruptions (minutes)					
planned	178	131	158	145	186
unplanned	110	69	118	175	124
Average customer minutes off supply - total	226	67	133	179	147
planned	156	40	93	62	91
unplanned	70	28	40	117	56
Bursts and leaks (per 100km water main)	28	28	17	23	30
Sewer blockages (per 100km sewer main)	7	4	9	5	5
Water supply reliability and pressure complaints	11	7	8	38	52
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)	99.6	100	100	100	100
Water quality complaints	44	47	25	40	18
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	19	16	11	9	18
Biosolids - reused (per cent)	0	0	170	122	43
CO2e - total (tonnes)	4 490	4 317	4 344	7 315	6 259
Sewer odour complaints	14	6	3	20	19