

2013-14 WATER PERFORMANCE REPORT

BARWON WATER



The Essential Services Commission has published its tenth 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 decreased from \$1066 in 2012-13 to \$1055 in 2013-14.

Tenants who are not billed fixed charges had their average household bills decrease from \$354 in 2012-13 to \$337 in 2013-14.

Household Consumption

Average household consumption decreased from 160 kL in 2012-13 to 151 kL in 2013-14.

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 45 minutes off water supply in 2013-14, which is slightly lower than recent years.

Sewer system reliability

In 2013-14, Barwon Water reported 29 sewer blockages per 100km of sewer main. This is a slight increase from 25 in 2012-13.

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 19 per cent of treated effluent in 2013-14, a slight decrease from 20 per cent in 2012-13.

Major Projects

Completed:

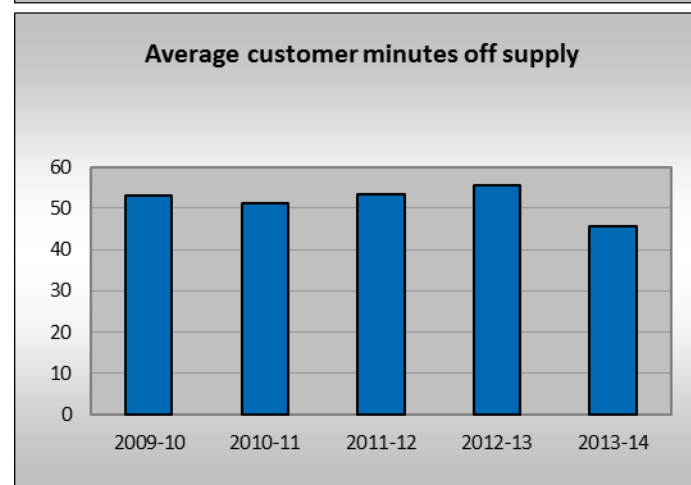
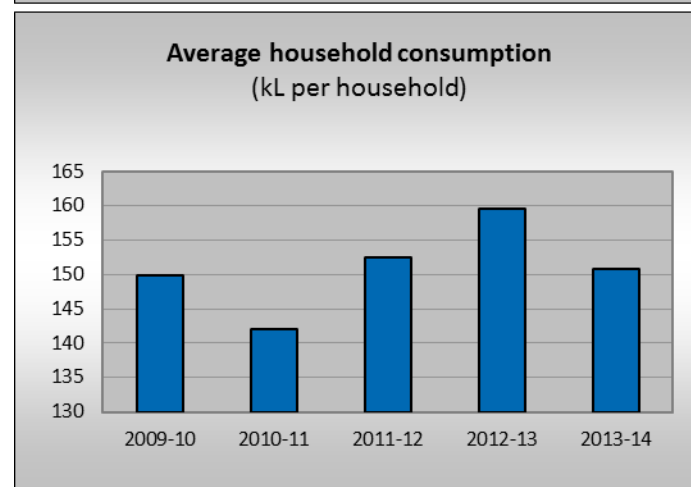
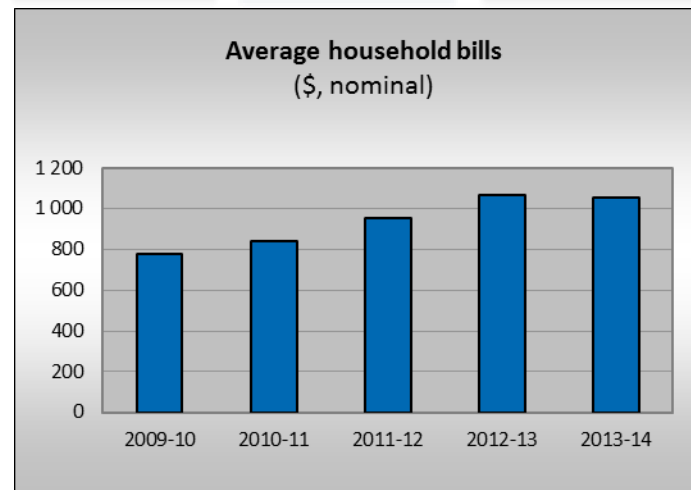
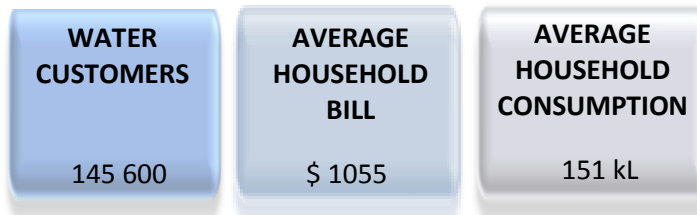
- Apollo Bay bulk water supply expansion

On schedule:

- Pettavel water basin upgrade
- Black Rock water reclamation plant hydraulic capacity upgrade
- West Lara transfer system
- Aireys Inlet pipeline (replaces Aireys Inlet Water Treatment Plant Upgrade)

Deferred:

- Torquay West high level feeder main
- Inverleigh low level feeder main



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GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	134 118	137 305	139 927	142 494	145 600
Sewerage customers	120 613	123 628	125 805	128 326	130 618
Length of water main (km)	3 614	3 670	3 722	3 815	3 903
Length of sewer main (km)	2 303	2 338	2 378	2 448	2 459
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	150	142	153	160	151
Average household bills (\$, nominal)					
Owner occupiers	778	843	953	1 066	1 055
Tenants	244	255	301	354	337
Legal action for non-payment - domestic (per 100 customers)	0.00	0.01	0.00	0.00	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.01	0.01	0.01	0.00	0.00
Hardship grants	0	428	909	1 227	1 749
Affordability complaints	20	46	52	90	125
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	102 721	102 351	106 115	112 430	119 516
account line	84 534	85 828	88 125	91 547	100 687
fault line	18 187	16 523	17 990	20 883	18 829
Account line and fault line					
average time to connect to an operator (seconds)	36	36	36	37	43
calls answered in 30 seconds (per cent)	96	97	96	96	92
Total complaints - all categories	608	650	606	781	665
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	661	719	749	730	796
unplanned	740	637	613	748	580
total (per 100km water main)	39	37	37	39	35
Average duration of interruptions (minutes)					
planned	192	185	191	185	173
unplanned	106	93	114	107	93
Average customer minutes off supply - total	53	51	53	56	45
planned	38	40	39	40	36
unplanned	15	11	14	15	10
Bursts and leaks (per 100km water main)	39	31	34	44	31
Sewer blockages (per 100km sewer main)	41	30	24	25	29
Water supply reliability and pressure complaints	24	24	11	35	34
DRINKING WATER QUALITY	2009-10	2010-11	2011-12	2012-13	2013-14
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	314	275	246	296	227
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	16	9	15	20	19
Biosolids - reused (per cent)	55	128	151	214	207
CO2e - total (tonnes)	52 348	57 170	56 422	37 960	39 943
Sewer odour complaints	48	28	46	45	39