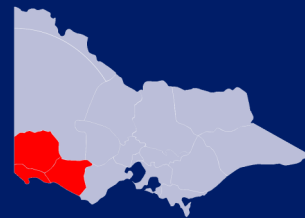


# 2012-13 WATER PERFORMANCE REPORT

## WANNON 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 \$1044 in 2011-12 to \$1148 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from \$241 in 2011-12 to \$265 in 2012-13.

### Household Consumption

Average household consumption in 2012-13 was 152 kL, an increase from 148 kL in 2011-12.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Wannon Water's customers experienced an average of 7 minutes off supply in 2012-13, continuing the trend of consistent high performance, and the best for all Victorian water businesses.

### Sewer system reliability

In 2012-13 Wannon Water reported 11 sewer blockages per 100km of sewer main, an increase from the previous year's 8 sewer blockages.

### Water Quality

Wannon Water reported that 100 per cent (an increase from 99.3 per cent in 2011-12) of customers received water that met the microbiological requirements (measured by *E. Coli* levels) and all customers received water that met turbidity requirements of the Safe Drinking Water Regulations 2005.

### Recycling

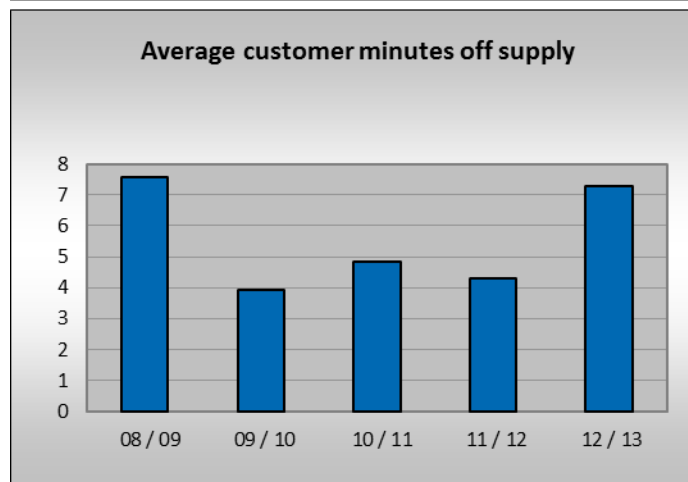
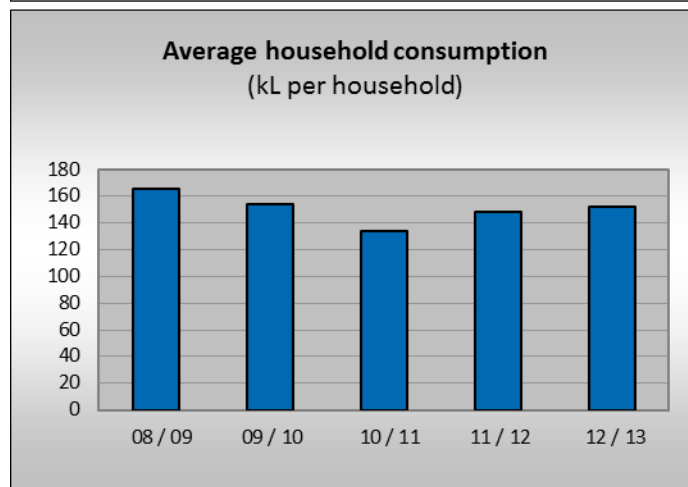
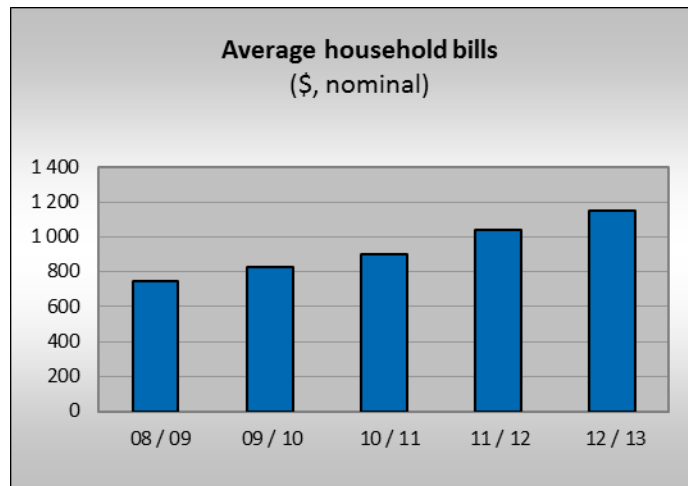
Wannon Water recycled 17 per cent of its treated effluent in 2012-13, up from 12 per cent in 2011-12.

### Major Projects

Wannon Water completed three major projects including the Portland Water Reclamation Plant Upgrade, Camperdown Water Mains Replacement, and Water Recycling at Warrnambool Water Reclamation Plant.

Construction for the West Portland Sewerage Services project was delayed by wet weather, and the Dutton Way Sewerage and Water Services project is nearing completion. Warrnambool Water Reclamation Plant Upgrade was deferred to the fourth regulatory period.

<b>WATER CUSTOMERS</b>	<b>AVERAGE HOUSEHOLD BILL</b>	<b>AVERAGE HOUSEHOLD CONSUMPTION</b>
41 550	\$ 1148	152 kL



# 2012-13 WATER PERFORMANCE REPORT

## WANNON WATER



GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	39 463	40 074	40 671	41 236	41 550
Sewerage customers	33 180	33 746	34 251	34 690	35 009
Length of water main (km)	1 734	1 767	1 821	1 877	1 878
Length of sewer main (km)	869	884	886	882	884
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	165	154	134	148	152
Average household bills (\$, nominal)					
Owner occupiers	743	830	902	1 044	1 148
Tenants	190	200	192	241	265
Legal action for non-payment - residential (per 100 customers)	0.02	0.01	0.18	0.11	0.03
Restrictions for non-payment - residential (per 100 customers)	0.04	0.21	0.30	0.37	0.33
Hardship grants	221	449	265	617	1 376
Payment issues complaints	143	188	207	166	149
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	38 799	41 296	40 877	44 692	35 264
account line	38 799	41 296	40 877	44 692	35 264
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	7	6	7	7	7
calls answered in 30 seconds (per cent)	99	100	100	100	99
Total complaints - all categories	650	553	446	301	232
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	25	17	8	13	23
unplanned	150	126	130	91	134
total (per 100km water main)	10	8	8	6	8
Average duration of interruptions (minutes)					
planned	106	123	113	196	201
unplanned	78	50	66	89	111
Average customer minutes off supply - total	8	4	5	4	7
planned	2	1	0	2	2
unplanned	6	3	5	3	5
Bursts and leaks (per 100km water main)	15	12	12	11	13
Sewer blockages (per 100km sewer main)	10	10	10	8	11
Water supply reliability and pressure complaints	43	39	24	19	7
DRINKING WATER QUALITY	2008-09	2009-10	2010-11	2011-12	2012-13
Microbiological water quality compliance (per cent)	100	100	100	99.3	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	338	198	108	54	35
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	21	15	7	12	17
Biosolids - reused (per cent)	76	31	100	100	100
CO <sub>2</sub> e - total (tonnes)	39 025	30 734	28 578	33 753	30 714
Sewer odour complaints	18	17	7	6	8