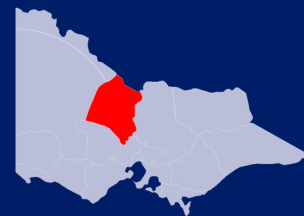


# 2013-14 WATER PERFORMANCE REPORT

## COLIBAN 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 increased from \$1064 in 2012-13 to \$1234 in 2013-14.

Tenants who are not billed fixed charges had their average household bills increase from \$389 in 2012-13 to \$408 in 2013-14.

### Household Consumption

Average household consumption in 2013-14 was 190 kL, a decrease from the previous year of 194 kL.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Coliban Water's customers experienced an average of 14 minutes off supply in 2013-14, an increase from the average of 11 minutes reported in 2012-13.

### Sewer system reliability

In 2013-14 Coliban Water reported 63 sewer blockages per 100km of sewer main, an increase over the previous year of 54 sewer blockages per 100km. It continues to have the highest rate of sewer blockages across the state.

### Water Quality

Coliban Water reported that 99.4 per cent of customers received water that met the microbiological (measured by *E.Coli* levels) requirements of the Safe Drinking Water Regulations 2005, with a non-compliance detected in the Elmore water supply system. All customers received water that fully met the turbidity requirements of the regulations.

### Recycling

Coliban Water recycled 32 per cent of treated effluent in 2013-14, compared to 41 per cent in 2012-13.

### Major Projects

#### Completed

- Rochester wastewater connection to Echuca

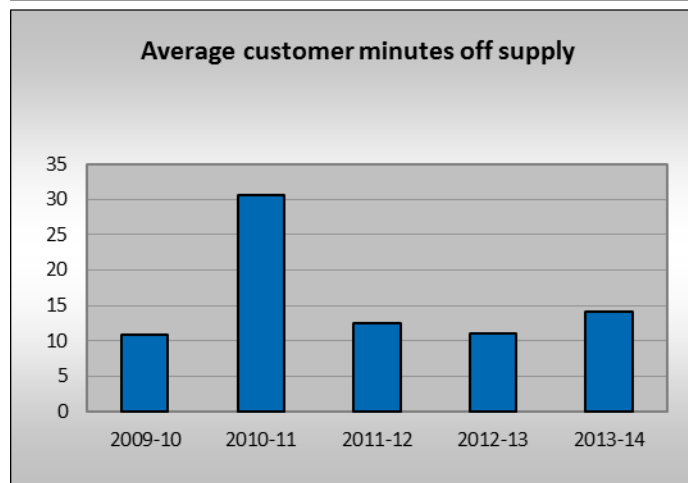
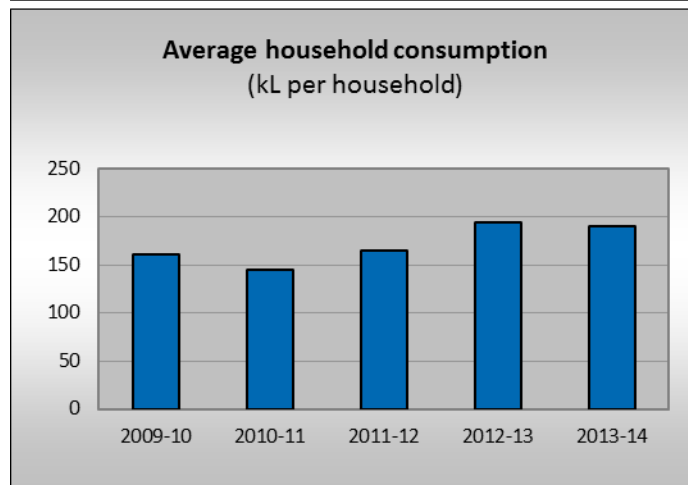
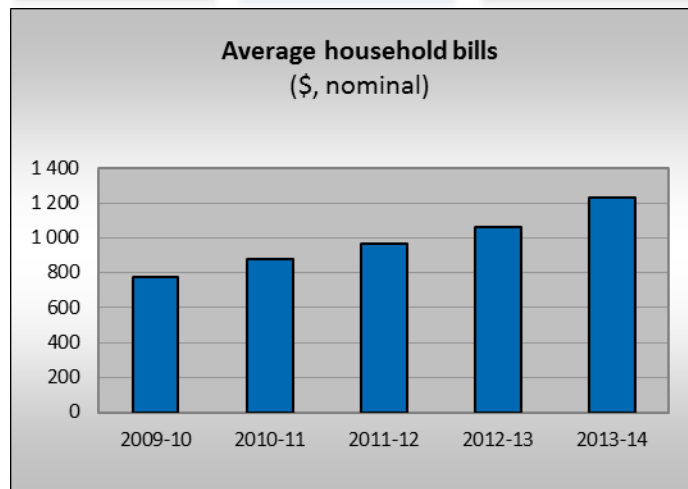
#### On schedule

- Harcourt rural modernisation project
- Coliban main channel
- Cohuna water reclamation plant refurbishment
- Bridgewater and Laanecoorie water treatment plant upgrades

#### Delayed

- Echuca and Cohuna water treatment plant upgrades
- Heathcote backlog sewerage

<b>WATER CUSTOMERS</b>	<b>AVERAGE HOUSEHOLD BILL</b>	<b>AVERAGE HOUSEHOLD CONSUMPTION</b>
70 893	\$ 1234	190 kL



Further information available at [www.esc.vic.gov.au](http://www.esc.vic.gov.au)

# 2013-14 WATER PERFORMANCE REPORT

## COLIBAN WATER



GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	67 034	66 722	68 045	69 479	70 893
Sewerage customers	57 917	58 353	59 681	62 517	63 743
Length of water main (km)	2 137	2 128	2 148	2 184	2 203
Length of sewer main (km)	1 763	1 783	1 809	1 839	1 859
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	160	144	165	194	190
Average household bills (\$, nominal)					
Owner occupiers	778	877	966	1 064	1 234
Tenants	218	270	323	389	408
Legal action for non-payment - domestic (per 100 customers)	0.01	0.01	0.02	0.03	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.01	0.05	0.12	0.00	0.00
Hardship grants	0	0	0	0	0
Affordability complaints	47	32	22	18	33
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	65 990	63 900	65 312	62 972	66 600
account line	65 990	63 900	65 312	62 972	66 600
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	11	14	23	21	14
calls answered in 30 seconds (per cent)	92	88	78	86	90
Total complaints - all categories	549	515	527	395	429
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	5	0	0	1	10
unplanned	394	371	391	318	214
total (per 100km water main)	19	17	18	15	10
Average duration of interruptions (minutes)					
planned	54			105	97
unplanned	100	274	105	114	170
Average customer minutes off supply - total	11	31	13	11	14
planned	0	0	0	0	0
unplanned	11	31	13	11	14
Bursts and leaks (per 100km water main)	25	25	28	27	29
Sewer blockages (per 100km sewer main)	52	41	43	54	63
Water supply reliability and pressure complaints	17	8	7	3	11
DRINKING WATER QUALITY	2009-10	2010-11	2011-12	2012-13	2013-14
Microbiological water quality compliance (per cent)	100	99	100	99.8 0	99.4 0
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	323	351	353	208	213
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	70	20	43	41	32
Biosolids - reused (per cent)	100	100	100	100	100
CO2e - total (tonnes)	51 396	32 674	33 126	33 017	31 648
Sewer odour complaints	109	92	104	136	122