

2009-10 WATER PERFORMANCE REPORT

SOUTH GIPPSLAND WATER



The Essential Services Commission has published its sixth 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 \$824 in 2008-09 to \$868 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$142 in 2008-09 to \$151 in 2009-10.

Household Consumption

Average household consumption in 2009-10 of 119 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. South Gippsland Water's overall reliability of 83 minutes in 2009-10 saw a rise in interruptions from the 60 minutes in 2008-09. This change is due to a more than doubling in planned interruptions.

Sewer system reliability

In 2009-10 South Gippsland Water reported 17 sewer blockages per 100km of sewer main.

Water Quality

South Gippsland Water reported that customers received water that met the microbiological (measured by E'Coli levels) and turbidity requirements of the Safe Drinking Water Regulations (2005).

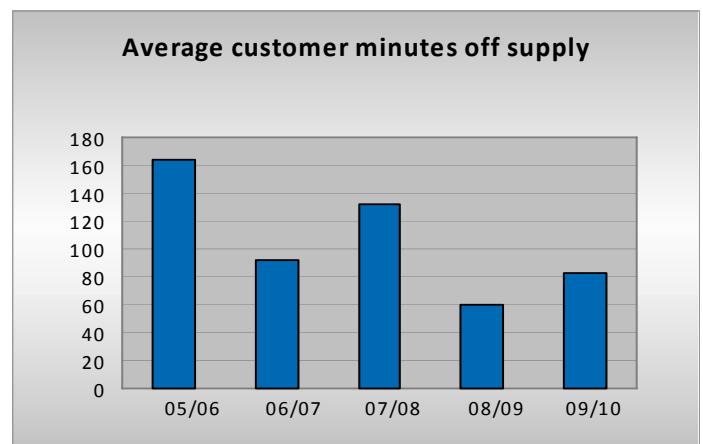
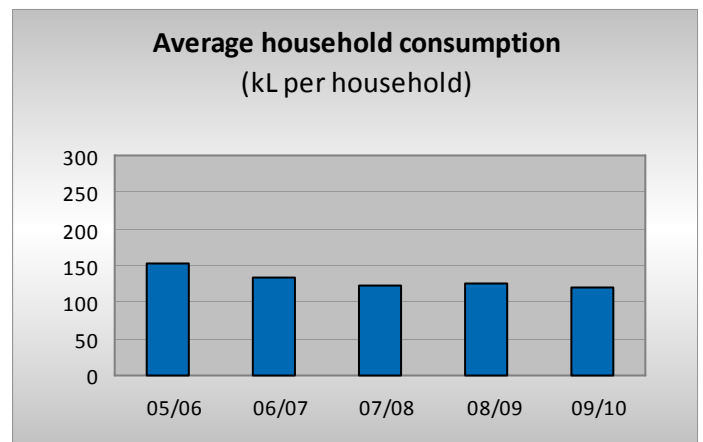
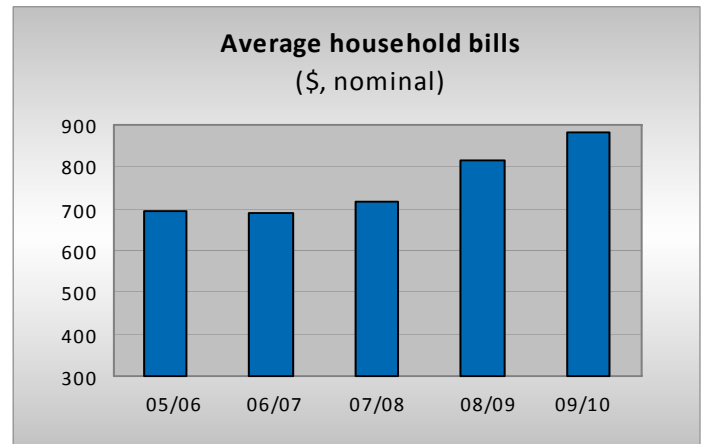
Recycling

South Gippsland Water recycled 4 per cent of its treated effluent in 2009-10.

Major Projects

South Gippsland Water has made progress on the Meeniyon Sewerage System, with reticulated sewers, central pumping station and rising main completed. The wastewater treatment plant lagoons/wetlands construction is delayed due to continual wet weather saturating the works site and completion is now scheduled for March 2011.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
18 272	\$ 868	119 kL



2009-10 WATER PERFORMANCE REPORT

SOUTH GIPPSLAND WATER



GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	16 832	17 173	17 481	17 879	18 272
Sewerage customers	13 982	14 381	14 607	14 954	15 331
Length of water main (km)	634	615	626	661	686
Length of sewer main (km)	357	451	373	401	404
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	152	133	122	125	119
Average household bills (\$, nominal)					
Owner occupiers	699	727	740	824	868
Tenants	119	118	117	142	151
Legal action for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.00	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.22	0.30	0.31	0.30	0.34
Hardship grants	0	0	0	7	0
Billing and affordability complaints	12	14	20	30	33
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	21 946	24 944	25 035	24 684	26 611
account line	21 946	24 944	25 035	24 684	26 611
fault line					
Account line and fault line					
average time to connect to an operator (seconds)	25	22	21	21	23
calls answered in 30 seconds (percent)	99	99	99	99	99
Total complaints - all categories	302	287	264	200	155
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	256	227	345	226	280
planned	111	60	120	52	101
unplanned	145	167	225	174	179
total (per 100km water main)	40	37	55	34	41
Average duration of interruptions (minutes)					
planned	263	255	274	238	211
unplanned	86	116	101	100	92
Average customer minutes off supply - total	164	91	132	60	83
planned	138	62	97	29	63
unplanned	27	29	36	30	20
Bursts and leaks (per 100km water main)	53	56	69	51	50
Sewer blockages (per 100km sewer main)	14	14	14	17	17
Water supply reliability and pressure complaints	74	40	22	4	0
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	187	178	159	113	78
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	3	5	4	4	4
Biosolids - reused (percent)	0	0	0	0	0
Net greenhouse gas emission (CO ₂ e tonnes)	4 793	9 101	6 895	11 458	13 209
Sewer odour complaints	21	17	13	6	2