



Water Business Profiles Supplement

Water performance report 2020–21

8 February 2022



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How to use this supplement



This supplement to our Water performance report 2020–21 provides a snapshot of the 16 urban water businesses in Victoria in alphabetical order.

What you will find in this supplement

Supply map: This map illustrates the water business's service region. For metropolitan Melbourne water businesses, this map shows the Port Phillip Bay area.

Key facts: Some key facts on customer size, average household water use, and the typical annual bills (owner occupied and tenant) are reported with statewide averages for comparison.

Water supply restrictions: The number of customers that had their water supply restricted for overdue debt is provided for the last five years in a bar graph.

Complaints: Total customer complaints for 2020–21 are reported with the breakdown of complaint categories illustrated in a chart.

Service reliability: Key water supply and sewerage reliability measures are provided with average time off water supply represented in a bar graph.

Read all of our 2020–21 water performance resources

Find all of our 2020–21 performance information at www.esc.vic.gov.au/water-performance-reports, including:

- our report comparing the performance of the 16 urban water businesses
- these water business profiles that provide a snapshot of each business's performance
- a summary of the data behind our tables and charts in the report.



Barwon Water



Supply map

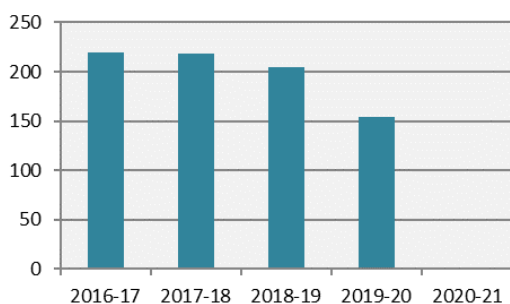


Key facts

Statewide

Number of water customers:	170,759	2,929,194
Average household water use (kilolitres):	157 kL	156 kL
Typical household bill (owner occupier):	\$ 1,033	\$ 1,028
Typical household bill (tenant):	\$ 291	\$ 452

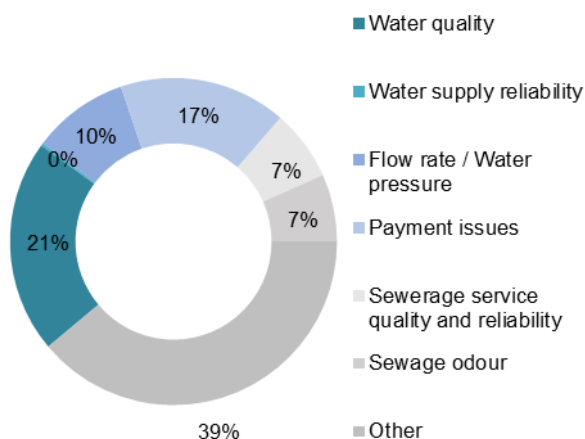
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 154 fewer residential customers than in 2019–20.

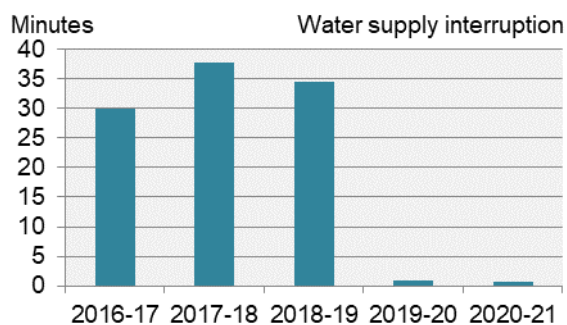
Complaints

1,146 complaints were received by the business, 460 more than the total in 2019–20.



Service reliability

Customers experienced an average of 1 minute without water supply due to planned and unplanned interruptions.



98.4 per cent of sewer spills were contained in 5 hours.



Central Highlands Water



Supply map

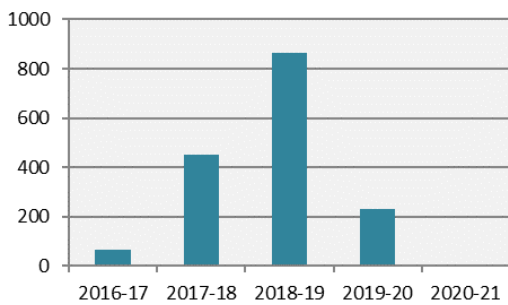


Key facts

Statewide

Number of water customers:	74,388	2,929,194
Average household water use (kilolitres):	147 kL	156 kL
Typical household bill (owner occupier):	\$ 1,217	\$ 1,028
Typical household bill (tenant):	\$ 288	\$ 452

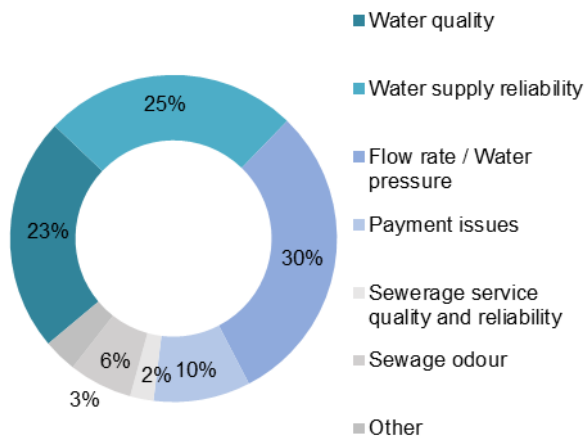
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 229 fewer residential customers than in 2019–20.

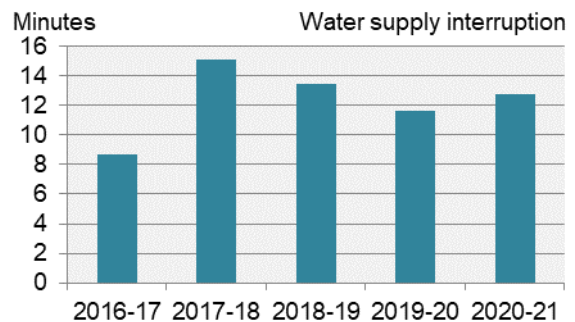
Complaints

302 complaints were received by the business, 67 fewer than the total in 2019–20.



Service reliability

Customers experienced an average of 13 minutes without water supply due to planned and unplanned interruptions.



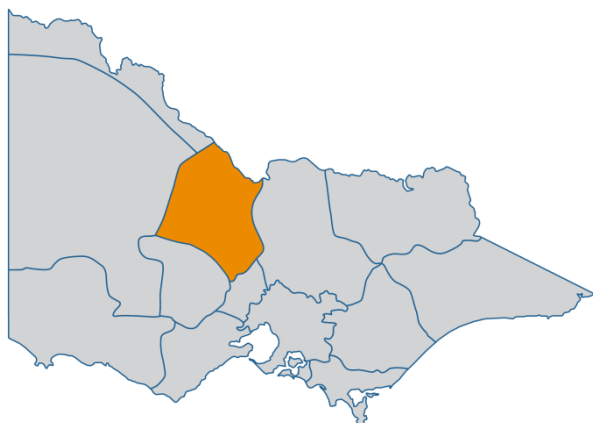
96.6 per cent of sewer spills were contained in 5 hours.



Coliban Water



Supply map

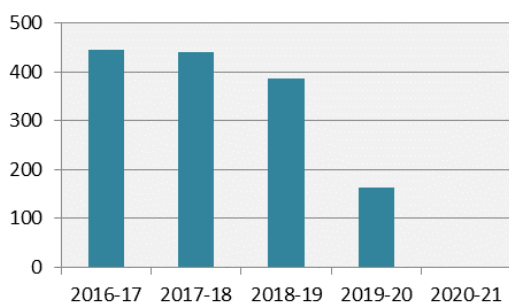


Key facts

Statewide

Number of water customers:	79,083	2,929,194
Average household water use (kilolitres):	193 kL	156 kL
Typical household bill (owner occupier):	\$ 1,344	\$ 1,028
Typical household bill (tenant):	\$ 434	\$ 452

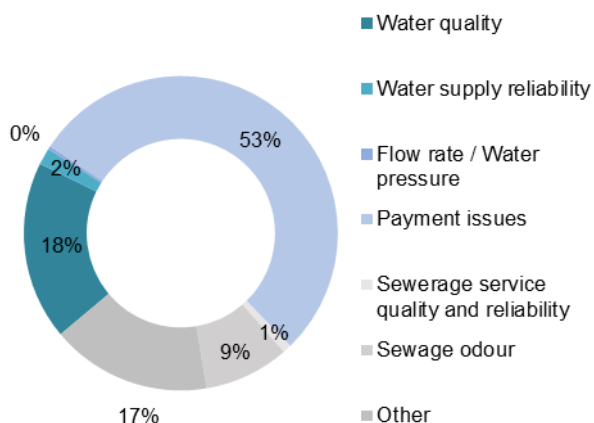
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 162 fewer residential customers than in 2019–20.

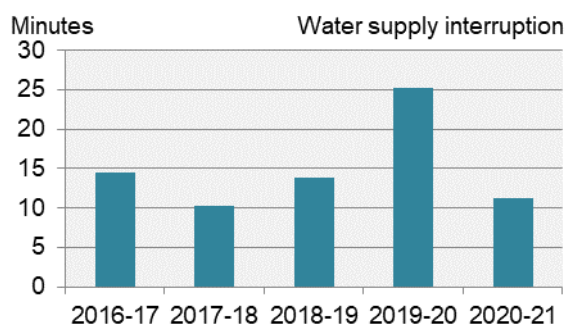
Complaints

1,223 complaints were received by the business, 729 more than the total in 2019–20.



Service reliability

Customers experienced an average of 11 minutes without water supply due to planned and unplanned interruptions.

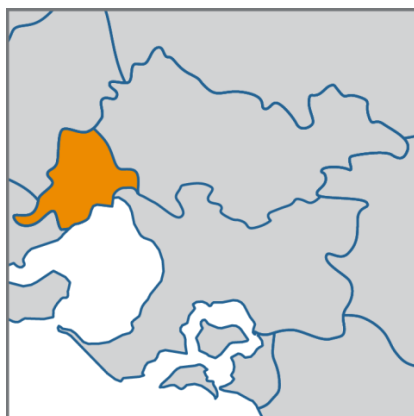


100 per cent of sewer spills were contained in 5 hours.





Melbourne supply map

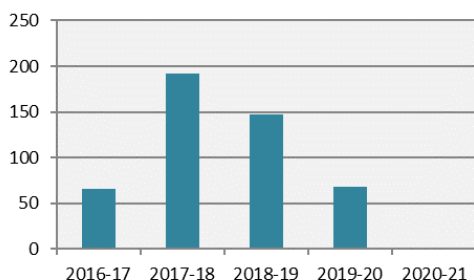


Key facts

Statewide

Number of water customers:	505,016	2,929,194
Average household water use (kilolitres):	138 kL	156 kL
Typical household bill (owner occupier):	\$ 934	\$ 1,028
Typical household bill (tenant):	\$ 471	\$ 452

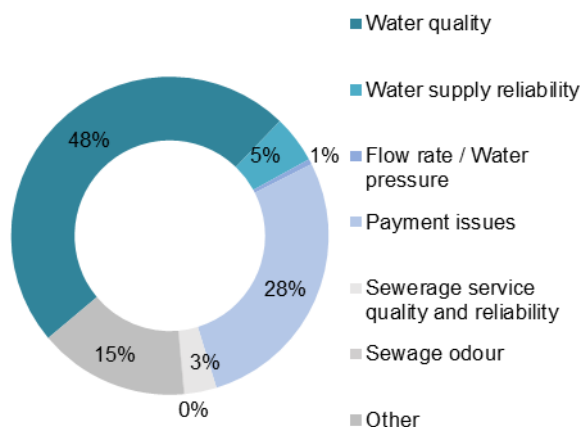
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 68 fewer residential customers than in 2019–20.

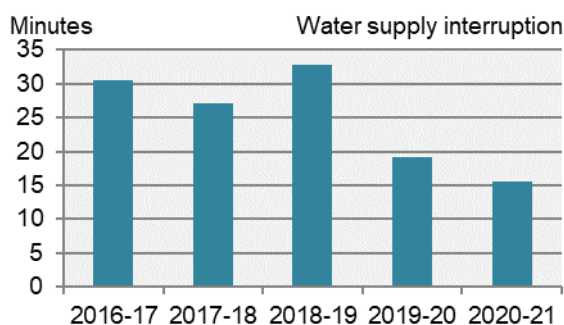
Complaints

2,195 complaints were received by the business, 207 more than the total in 2019–20.



Service reliability

Customers experienced an average of 15 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.



East Gippsland Water



Supply map

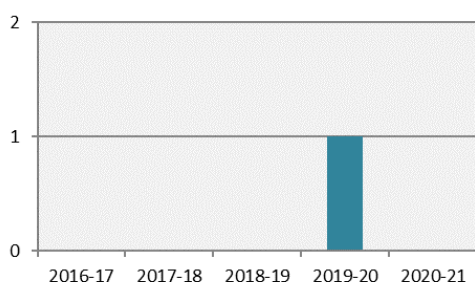


Key facts

Statewide

Number of water customers:	24,859	2,929,194
Average household water use (kilolitres):	145 kL	156 kL
Typical household bill (owner occupier):	\$ 1,194	\$ 1,028
Typical household bill (tenant):	\$ 319	\$ 452

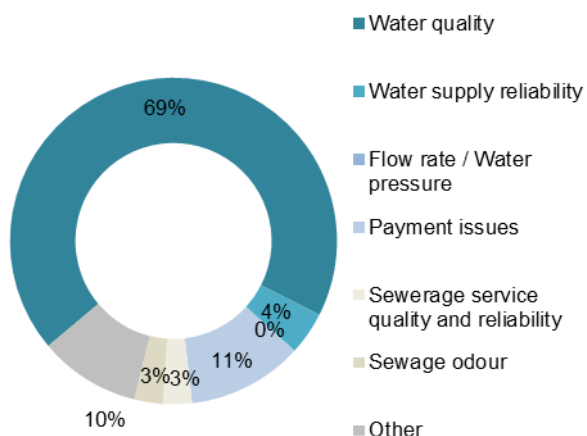
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 1 fewer residential customers than in 2019–20.

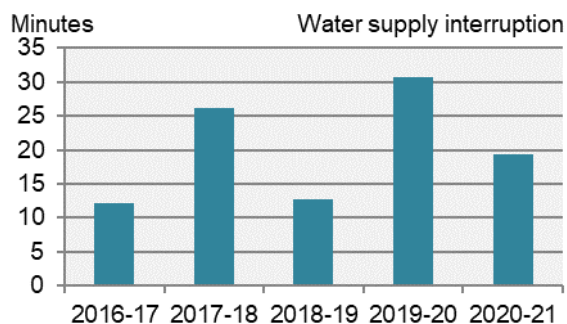
Complaints

70 complaints were received by the business, 17 fewer than the total in 2019–20.



Service reliability

Customers experienced an average of 19 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Supply map

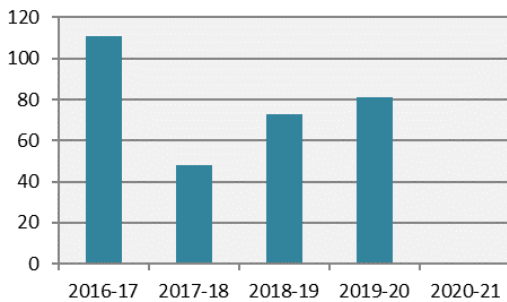


Key facts

Statewide

Number of water customers:	73,641	2,929,194
Average household water use (kilolitres):	164 kL	156 kL
Typical household bill (owner occupier):	\$ 1,331	\$ 1,028
Typical household bill (tenant):	\$ 348	\$ 452

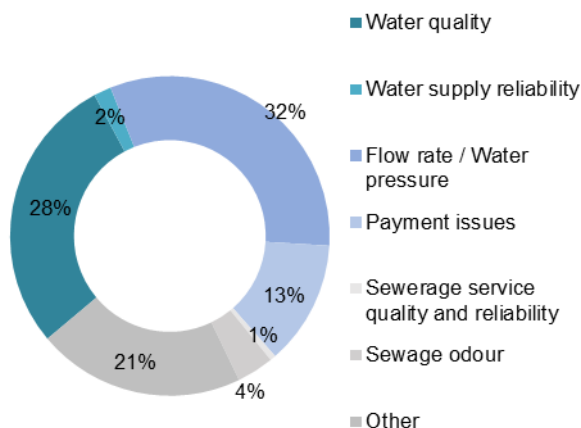
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 81 fewer residential customers than in 2019–20.

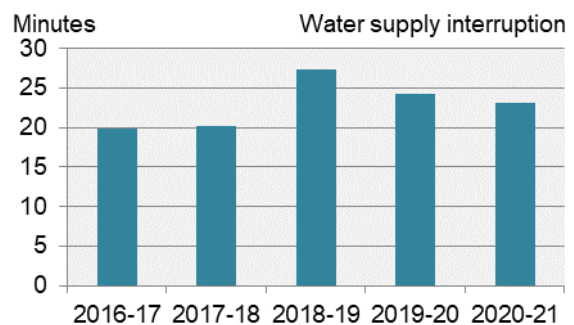
Complaints

509 complaints were received by the business, 151 fewer than the total in 2019–20.



Service reliability

Customers experienced an average of 23 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Supply map

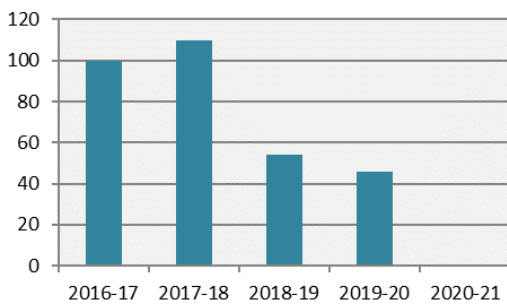


Key facts

Statewide

Number of water customers:	61,297	2,929,194
Average household water use (kilolitres):	254 kL	156 kL
Typical household bill (owner occupier):	\$ 888	\$ 1,028
Typical household bill (tenant):	\$ 290	\$ 452

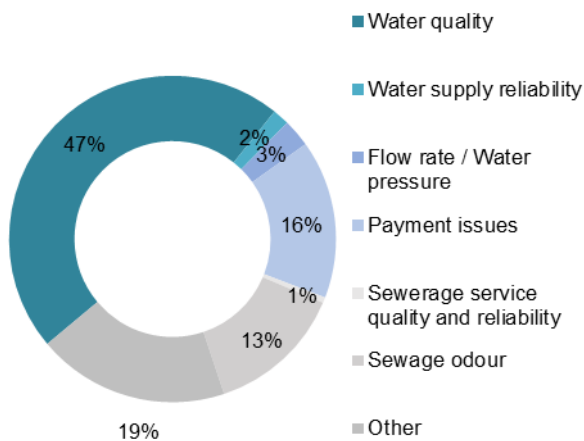
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 46 fewer residential customers than in 2019–20.

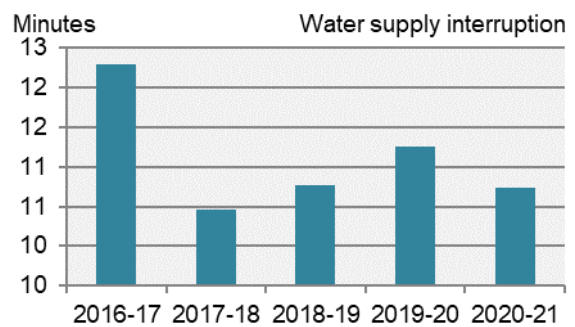
Complaints

363 complaints were received by the business, 10 more than the total in 2019–20.



Service reliability

Customers experienced an average of 11 minutes without water supply due to planned and unplanned interruptions.

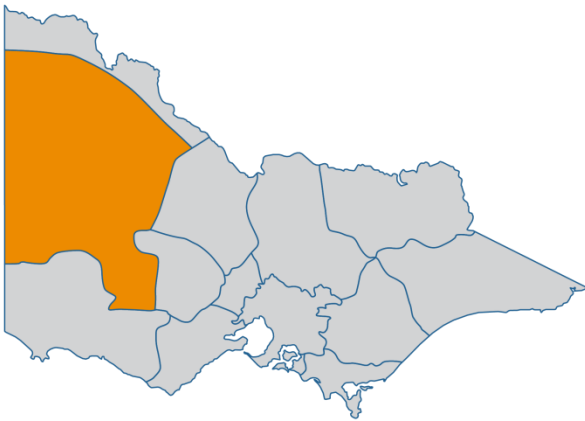


95.5 per cent of sewer spills were contained in 5 hours.





Supply map

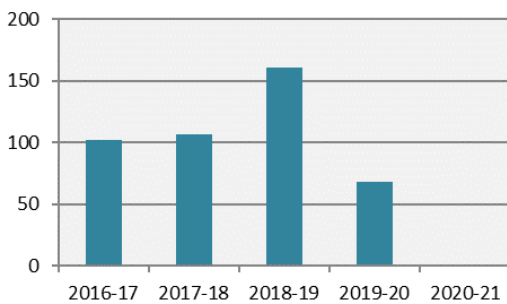


Key facts

Statewide

Number of water customers:	32,202	2,929,194
Average household water use (kilolitres):	221 kL	156 kL
Typical household bill (owner occupier):	\$ 1,346	\$ 1,028
Typical household bill (tenant):	\$ 389	\$ 452

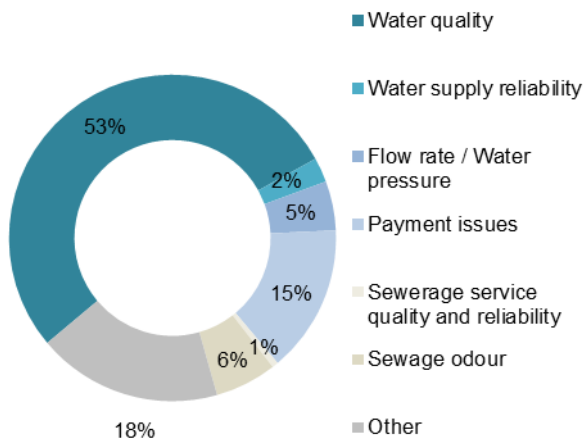
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 68 fewer residential customers than in 2019–20.

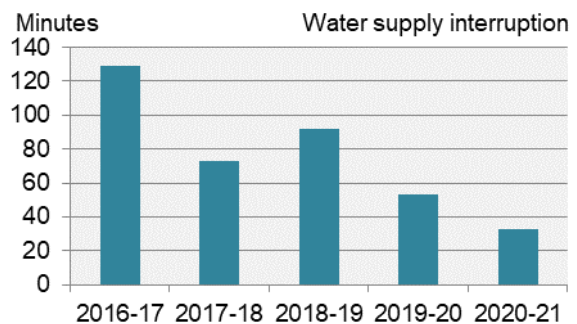
Complaints

164 complaints were received by the business, 46 fewer than the total in 2019–20.



Service reliability

Customers experienced an average of 33 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.



Lower Murray Water



Supply map

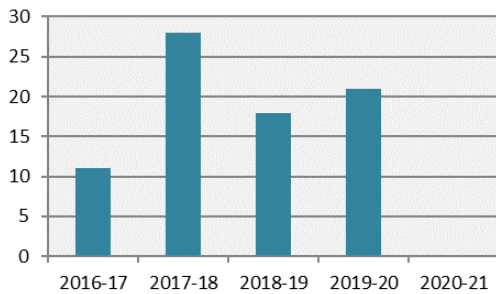


Key facts

Statewide

Number of water customers:	34,784	2,929,194
Average household water use (kilolitres):	477 kL	156 kL
Typical household bill (owner occupier):	\$ 982	\$ 1,028
Typical household bill (tenant):	\$ 282	\$ 452

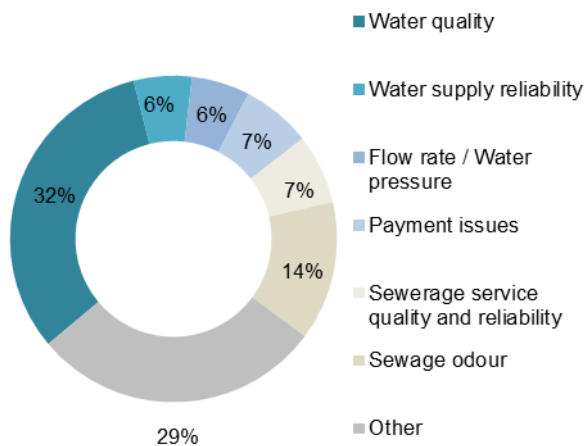
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 21 fewer residential customers than in 2019–20.

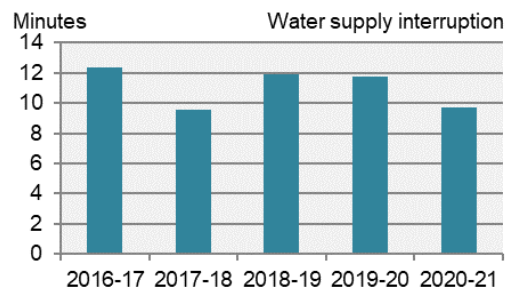
Complaints

87 complaints were received by the business, 13 fewer than the total in 2019–20.



Service reliability

Customers experienced an average of 10 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Supply map

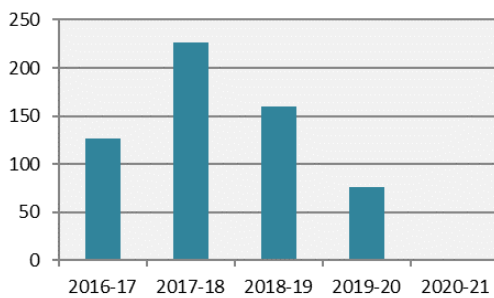


Key facts

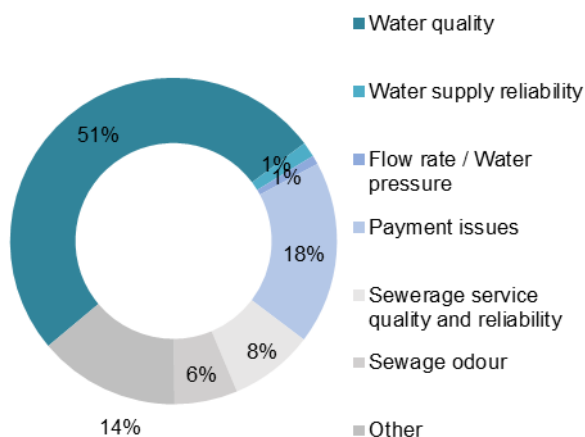
Statewide

Number of water customers:	53,791	2,929,194
Average household water use (kilolitres):	200 kL	156 kL
Typical household bill (owner occupier):	\$ 918	\$ 1,028
Typical household bill (tenant):	\$ 471	\$ 452

Water supply restrictions – residential



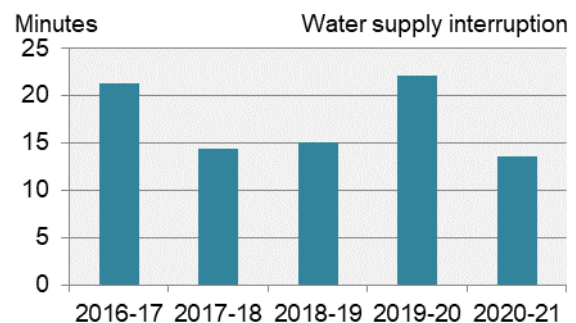
336 complaints were received by the business, 10 fewer than the total in 2019–20.



No residential customers had their water supply restricted for overdue debt, 76 fewer residential customers than in 2019–20.

Service reliability

Customers experienced an average of 14 minutes without water supply due to planned and unplanned interruptions.



98.2 per cent of sewer spills were contained in 5 hours.





Melbourne supply map

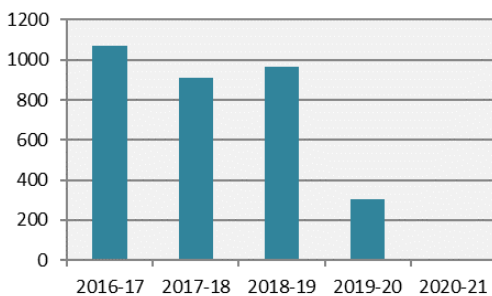


Key facts

Statewide

Number of water customers:	803,106	2,929,194
Average household water use (kilolitres):	148 kL	156 kL
Typical household bill (owner occupier):	\$ 971	\$ 1,028
Typical household bill (tenant):	\$ 497	\$ 452

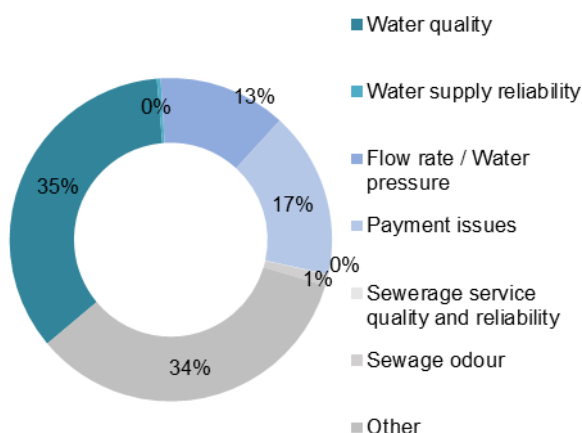
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 302 fewer residential customers than in 2019–20.

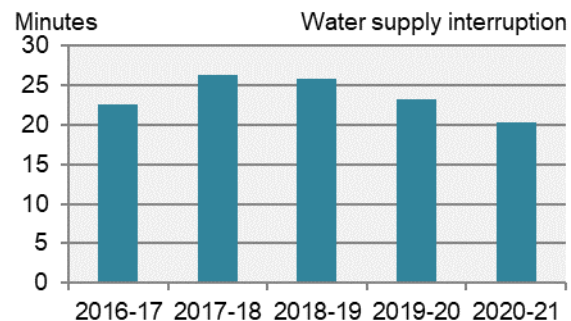
Complaints

5,595 complaints were received by the business, 1,459 more than the total in 2019–20.



Service reliability

Customers experienced an average of 20 minutes without water supply due to planned and unplanned interruptions.



99.8 per cent of sewer spills were contained in 5 hours.





Supply map

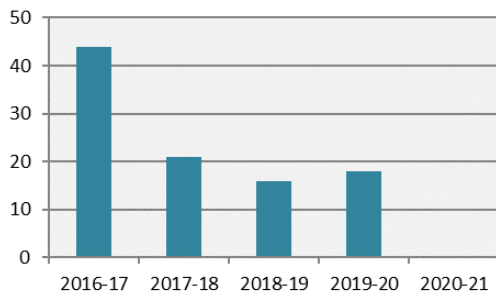


Key facts

Statewide

Number of water customers:	21,311	2,929,194
Average household water use (kilolitres):	118 kL	156 kL
Typical household bill (owner occupier):	\$ 1,053	\$ 1,028
Typical household bill (tenant):	\$ 229	\$ 452

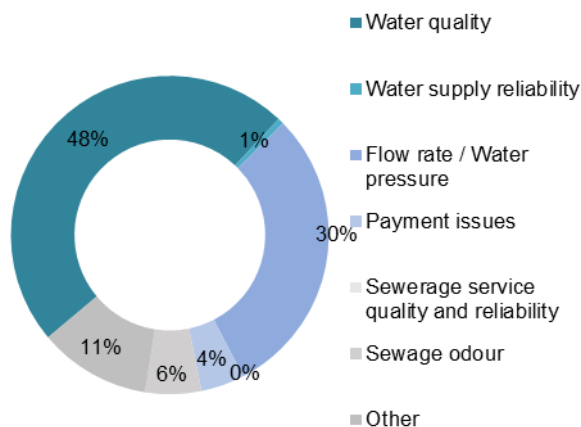
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 18 more residential customer than in 2019–20.

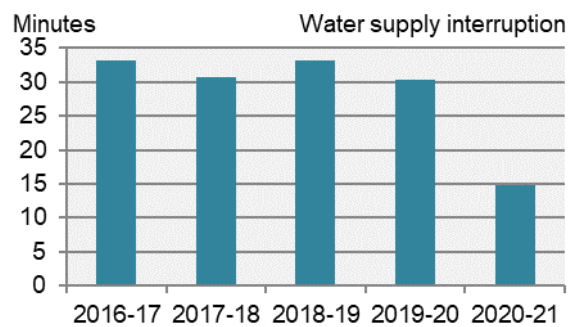
Complaints

158 complaints were received by the business, 56 more than the total in 2019–20.



Service reliability

Customers experienced an average of 15 minutes without water supply due to planned and unplanned interruptions.

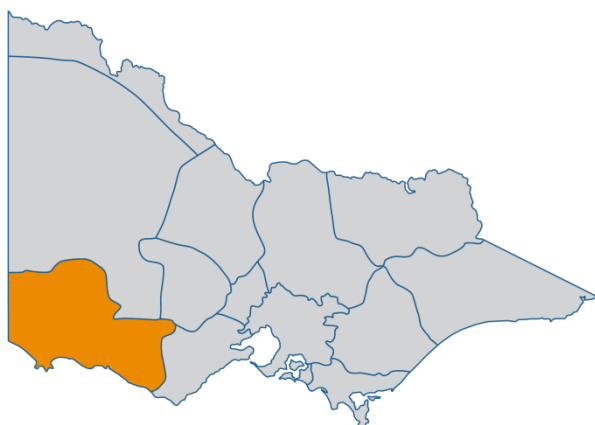


100 per cent of sewer spills were contained in 5 hours.





Supply map

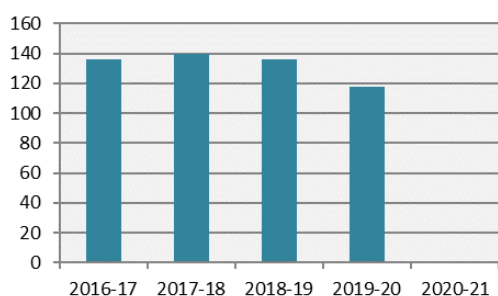


Key facts

Statewide

Number of water customers:	44,048	2,929,194
Average household water use (kilolitres):	139 kL	156 kL
Typical household bill (owner occupier):	\$ 1,089	\$ 1,028
Typical household bill (tenant):	\$ 196	\$ 452

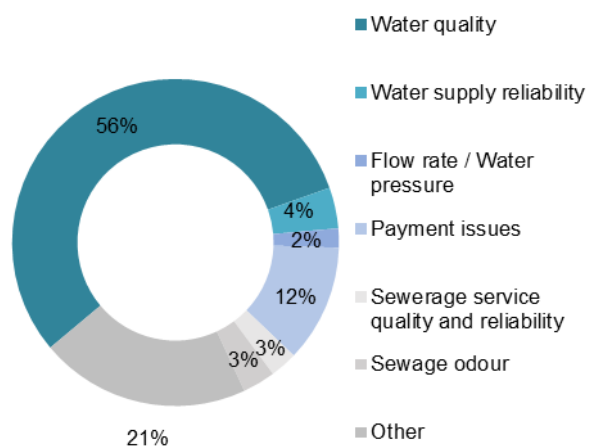
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 118 fewer residential customers than in 2019–20.

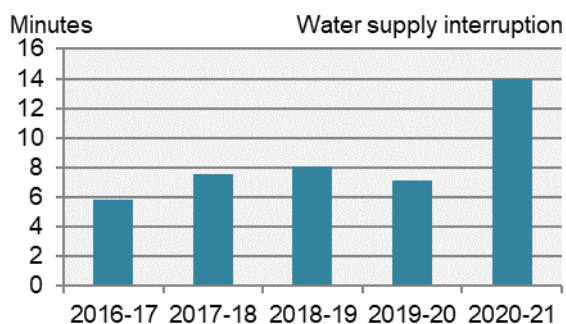
Complaints

370 complaints were received by the business, 139 more than the total in 2019–20.



Service reliability

Customers experienced an average of 14 minutes without water supply due to planned and unplanned interruptions.



95.2 per cent of sewer spills were contained in 5 hours.





Supply map

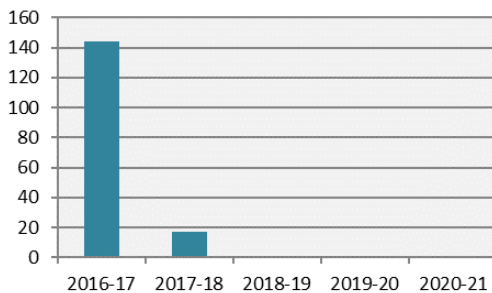


Key facts

Statewide

Number of water customers:	77,165	2,929,194
Average household water use (kilolitres):	175 kL	156 kL
Typical household bill (owner occupier):	\$ 1,029	\$ 1,028
Typical household bill (tenant):	\$ 236	\$ 452

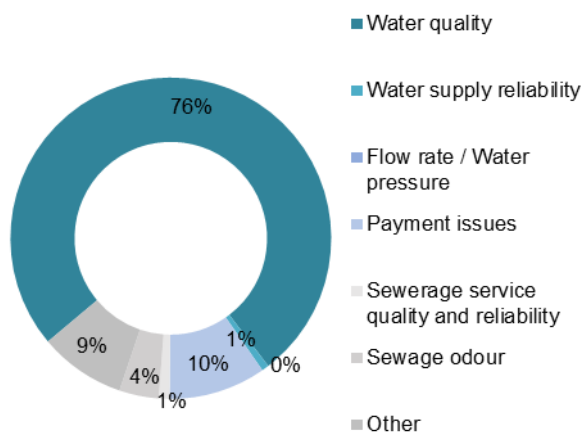
Water supply restrictions – residential



No residential customer had their water supply restricted for overdue debt, 1 fewer residential customer than in 2019–20.

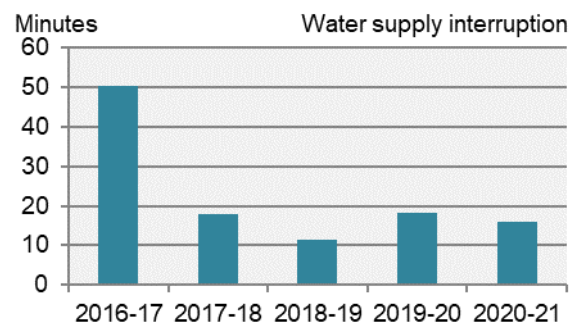
Complaints

276 complaints were received by the business, 62 more than the total in 2019–20.



Service reliability

Customers experienced an average of 16 minutes without water supply due to planned and unplanned interruptions.



95.9 per cent of sewer spills were contained in 5 hours.





Supply map

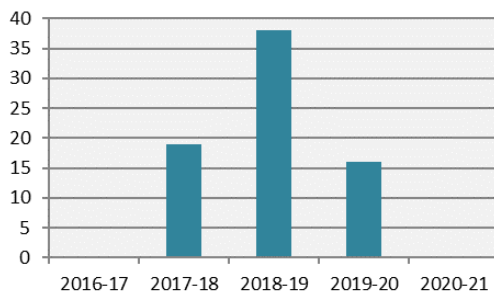


Key facts

Statewide

Number of water customers:	17,652	2,929,194
Average household water use (kilolitres):	92 kL	156 kL
Typical household bill (owner occupier):	\$ 1,189	\$ 1,028
Typical household bill (tenant):	\$ 186	\$ 452

Water supply restrictions – residential

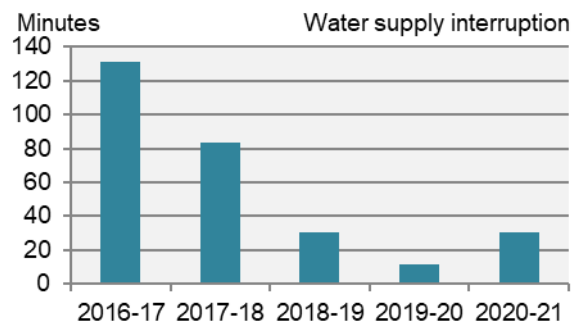
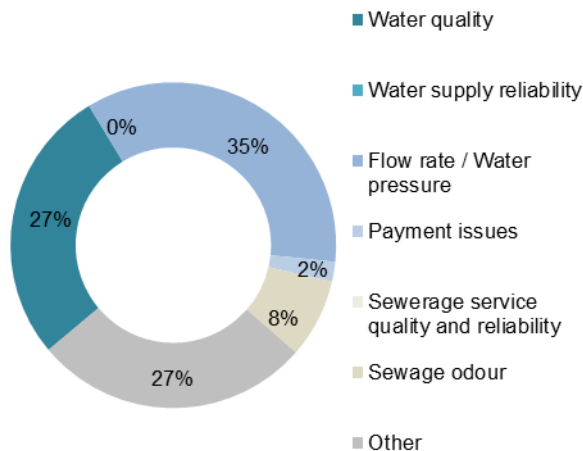


No residential customers had their water supply restricted for overdue debt, 16 fewer residential customers than in 2019–20.

241 complaints were received by the business, 190 more than the total in 2019–20.

Service reliability

Customers experienced an average of 31 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Melbourne supply map

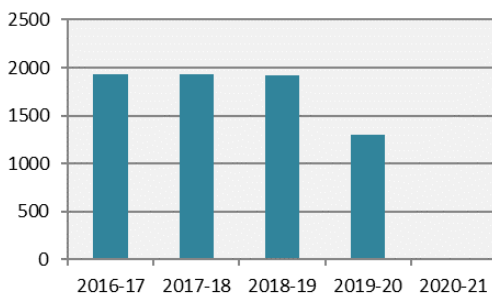


Key facts

Statewide

Number of water customers:	856,092	2,929,194
Average household water use (kilolitres):	149 kL	156 kL
Typical household bill (owner occupier):	\$ 1,058	\$ 1,028
Typical household bill (tenant):	\$ 522	\$ 452

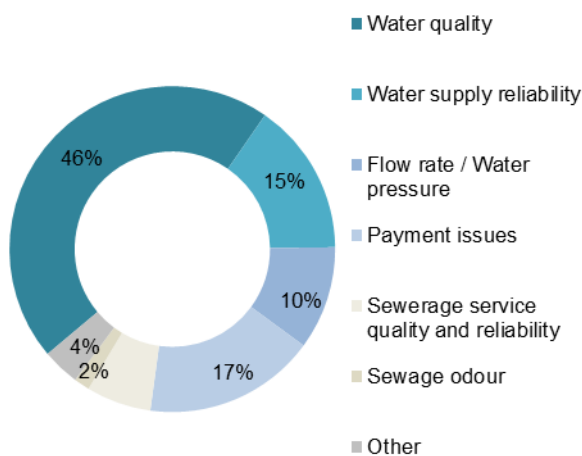
Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, 1,304 fewer residential customers than in 2019–20.

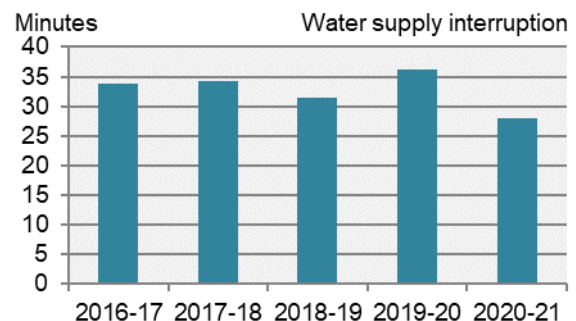
Complaints

9,812 complaints were received by the business, 574 more than the total in 2019–20.



Service reliability

Customers experienced an average of 28 minutes without water supply due to planned and unplanned interruptions.



99.8 per cent of sewer spills were contained in 5 hours.

