

# 2009-10 WATER PERFORMANCE REPORT

## WANNON 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 \$743 in 2008-09 to \$830 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$190 in 2008-09 to \$200 in 2009-10.

### Household Consumption

Average household consumption in 2009-10 of 154 kL continued a downward trend evident over the last four years.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Wannon Water's customers overall reliability of 4 minutes in 2009-10 improved from the 8 minutes in 2008-09. The improvement was driven by a 50 per cent reduction in both planned and unplanned interruptions.

### Sewer system reliability

In 2009-10 Wannon Water reported 10 sewer blockages per 100km of sewer main.

### Water Quality

Wannon 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

Wannon Water recycled 15 per cent of its treated effluent in 2009-10.

### Major Projects

The Hamilton Grampians Inter-Connector Pipeline was completed in 2009-10.

The West Portland sewerage scheme is being held up by the processing of objections by VCAT. Construction works will likely be deferred to the 2011-12 construction season.

The Port Campbell wastewater treatment plant and recycling works is at the design stage. Construction is due to be complete in 2011-12.

### WATER CUSTOMERS

40 074

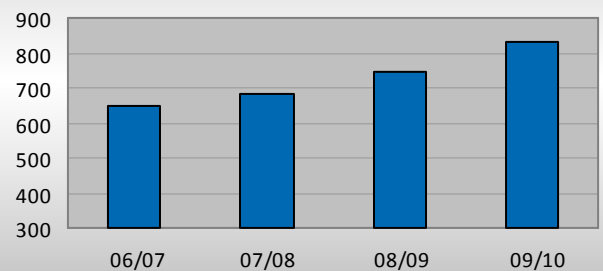
### AVERAGE HOUSEHOLD BILL

\$ 830

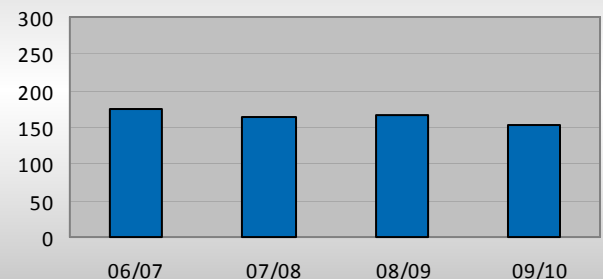
### AVERAGE HOUSEHOLD CONSUMPTION

154 kL

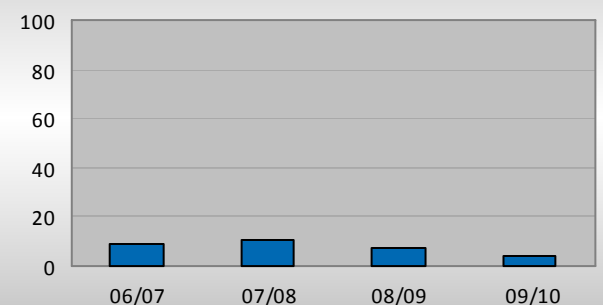
**Average household bills**  
(\$, nominal)



**Average household consumption**  
(kL per household)



**Average customer minutes off supply**



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GENERAL	2006-07	2007-08	2008-09	2009-10
Water customers	39 760	40 157	39 463	40 074
Sewerage customers	32 063	33 219	33 180	33 746
Length of water main (km)	1 754	1 755	1 734	1 767
Length of sewer main (km)	835	859	869	884
AFFORDABILITY	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	175	164	165	154
Average household bills (\$, nominal)				
Owner occupiers	650	682	743	830
Tenants	120	114	190	200
Legal action for non-payment - domestic (per 100 customers)	0.09	0.07	0.02	0.01
Restrictions for non-payment - domestic (per 100 customers)	0.01	0.14	0.04	0.21
Hardship grants	134	54	200	428
Billing and affordability complaints	26	47	143	188
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10
Calls - total	22 808	16 310	38 799	41 296
account line	22 808	16 310	38 799	41 296
fault line				
Account line and fault line				
average time to connect to an operator (seconds)			7	6
calls answered in 30 seconds (percent)	100	94	99	100
Total complaints - all categories	431	260	650	553
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	230	232	175	143
planned	45	58	25	17
unplanned	185	174	150	126
total (per 100km water main)	13	13	10	8
Average duration of interruptions (minutes)				
planned	142	123	106	123
unplanned	88	90	78	50
Average customer minutes off supply - total	9	11	8	4
planned	3	4	2	1
unplanned	6	6	6	3
Bursts and leaks (per 100km water main)	15	15	15	12
Sewer blockages (per 100km sewer main)	24	17	10	10
Water supply reliability and pressure complaints	49	20	43	39
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	100	100	100	100
Turbidity compliance (percent)	100	100	100	100
Water quality complaints	305	144	338	198
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	11	17	21	15
Biosolids - reused (percent)	0	111	76	31
Net greenhouse gas emission (CO <sub>2</sub> e tonnes)	41 997	37 848	39 025	30 734
Sewer odour complaints	3	5	18	17