

# 2010-11 WATER PERFORMANCE REPORT

## LOWER MURRAY WATER



The Essential Services Commission has published its seventh 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 decreased from \$719 in 2009-10 to \$691 in 2010-11. Lower Murray Water was the only business where the average bill dropped this year, due to the reduction in usage.

Tenants who are not billed fixed charges also had their average household bills decrease from \$164 in 2009-10 to \$120 in 2010-11.

### Household Consumption

Average household consumption in 2010-11 was 313 kL, which was substantially lower than the 411 kL reported in 2009-10.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Lower Murray Water's customers experienced an average of 11 minutes off supply in 2010-11, a decrease from the 17 minutes reported in 2009-10. Lower Murray Water has one of the more reliable water supply networks across the state.

### Sewer system reliability

In 2010-11 Lower Murray Water reported 17 sewer blockages per 100km of sewer main. This is the lowest rate recorded in the last five years.

### Water Quality

Lower Murray Water reported that all customers received water that met the microbiological (measured by *E. Coli* levels) and turbidity requirements of the Safe Drinking Water Regulations 2005.

### Recycling

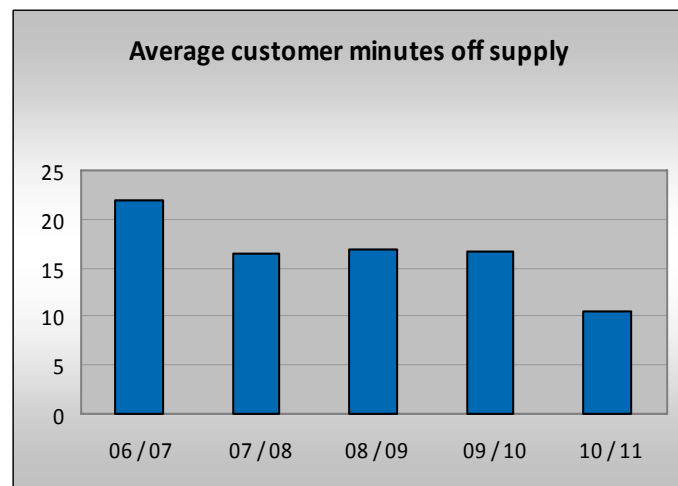
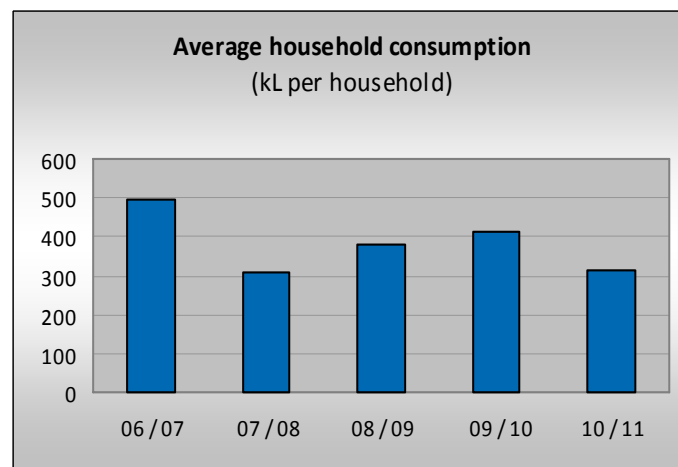
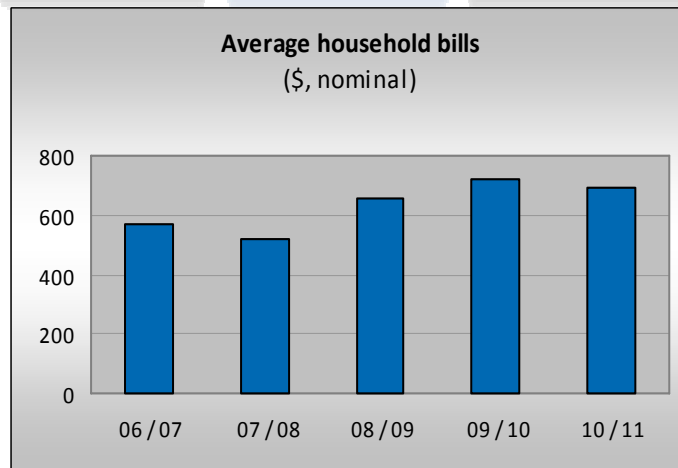
Lower Murray Water recycled 48 per cent of its treated effluent in 2010-11, down from 67 per cent in 2009-10.

### Major Projects

Both the Koorlong wastewater treatment plant upgrade and Red Cliffs wastewater treatment plant projects were originally due for completion in 2009-10. After delays, both projects were completed in 2010-11.

There were no other major projects scheduled to be completed in 2010-11.

<b>WATER CUSTOMERS</b>	<b>AVERAGE HOUSEHOLD BILL</b>	<b>AVERAGE HOUSEHOLD CONSUMPTION</b>
31 481	\$ 691	313 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	29 807	30 162	30 549	31 134	31 484
Sewerage customers	25 398	25 738	26 079	26 767	27 148
Length of water main (km)	873	894	897	903	899
Length of sewer main (km)	576	598	602	627	623
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	497	307	381	411	313
Average household bills (\$, nominal)					
Owner occupiers	566	521	658	719	691
Tenants	154	86	136	164	120
Legal action for non-payment - domestic (per 100 customers)	0.15	0.26	0.03	0.12	0.06
Restrictions for non-payment - domestic (per 100 customers)	0.69	0.50	0.42	0.41	0.17
Hardship grants	0	0	0	0	0
Billing and affordability complaints	20	23	24	38	52
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	27 730	34 708	34 599	32 450	28 192
account line	27 730	34 708	34 599	32 450	28 192
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	21	22	36	23	16
calls answered in 30 seconds (percent)	87	85	71	86	91
Total complaints - all categories	185	398	154	115	222
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	114	84	63	71	76
unplanned	468	541	513	432	332
total (per 100km water main)	67	70	64	56	45
Average duration of interruptions (minutes)					
planned	55	53	63	64	51
unplanned	77	56	65	66	55
Average customer minutes off supply - total	22	16	17	17	11
planned	4	3	3	3	3
unplanned	18	14	14	13	7
Bursts and leaks (per 100km water main)	51	63	54	42	31
Sewer blockages (per 100km sewer main)	26	25	24	21	17
Water supply reliability and pressure complaints	18	34	18	9	22
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	39	63	23	29	127
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	64	61	62	67	48
Biosolids - reused (percent)	0	0	0	0	0
CO2e - total (tonnes)	28 220	21 925	28 686	21 007	22 820
Sewer odour complaints	2	11	4	4	4