

2011-12 WATER PERFORMANCE REPORT

SOUTH EAST WATER



The Essential Services Commission has published its eighth 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 \$772 in 2010-11 to \$829 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$357 in 2010-11 to \$411 in 2011-12.

Household Consumption

Average household consumption in 2011-12 of 139 kL a small increase from the previous year of 136 kL.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. South East Water's customers experienced an average of 21 minutes off supply in 2011-12, consistent with previous years which range from 21 to 25 minutes.

Sewer system reliability

In 2011-12 South East Water reported 12 sewer blockages per 100km of sewer main, down from 17 in 2010-11. This is the lowest rate recorded in the last five years.

Water Quality

South East 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

South East Water recycled 34 per cent of its treated effluent, up from 11 per cent in 2010-11. The majority of sewage from South East Water customers is treated by Melbourne Water who recycled 15 per cent of effluent treated.

Major Projects

The Pakenham–Narre Warren sewer project has been completed.

A major portion of the Upper Beaconsfield sewer backlog scheme has been completed as per schedule in 2011-12. However, a small number of lots remain to be connected in 2012-13.

WATER CUSTOMERS

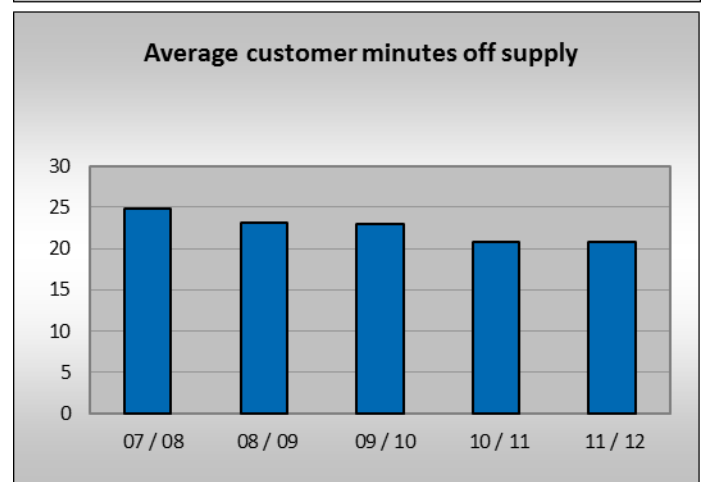
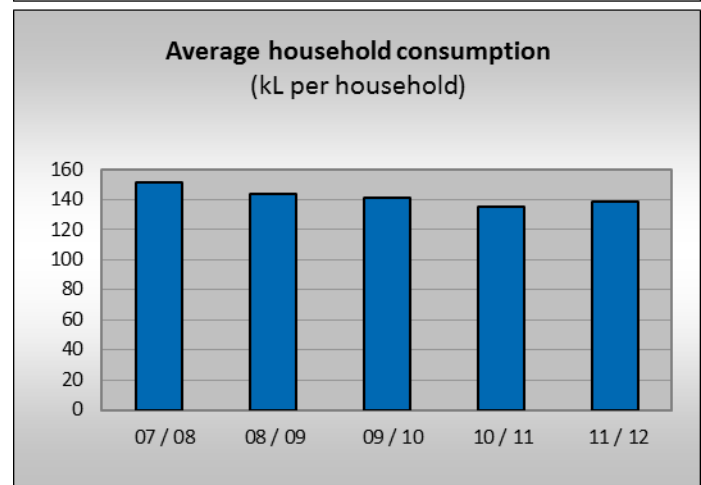
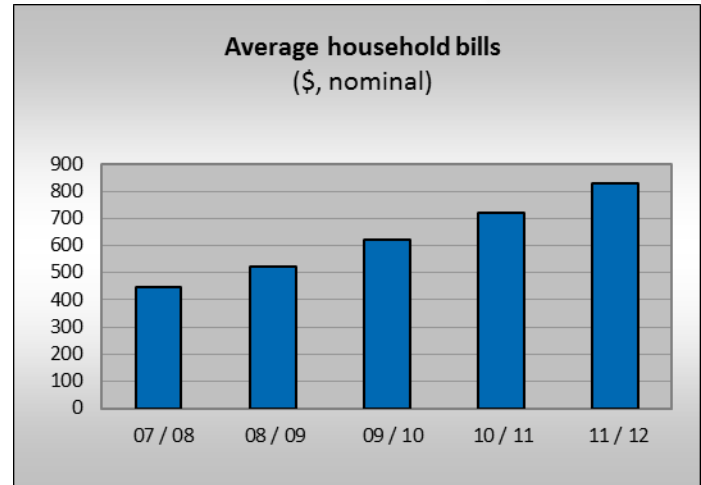
669 953

AVERAGE HOUSEHOLD BILL

\$ 829

AVERAGE HOUSEHOLD CONSUMPTION

139 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	625 862	637 778	647 375	656 324	669 953
Sewerage customers	591 427	603 418	613 099	623 835	637 211
Length of water main (km)	8 585	8 668	8 748	8 831	8 951
Length of sewer main (km)	8 033	8 153	8 282	8 438	8 570
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	152	143	141	136	139
Average household bills (\$, nominal)					
Owner occupiers	448	520	619	722	829
Tenants	240	271	316	357	411
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)	0.07	0.11	0.14	0.09	0.10
Hardship grants	359	567	748	600	407
Billing and affordability complaints	158	356	330	220	144
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	634 535	597 357	593 626	553 962	565 827
account line	420 893	401 950	439 520	448 055	461 821
fault line	213 642	195 407	154 106	105 907	104 006
Account line and fault line					
average time to connect to an operator (seconds)	19	22	23	13	14
calls answered in 30 seconds (percent)	97	97	95	95	90
Total complaints - all categories	1 749	1 738	1 682	2 240	2 358
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	472	556	554	440	431
unplanned	2 530	2 668	2 382	2 183	2 273
total (per 100km water main)	35	37	34	30	30
Average duration of interruptions (minutes)					
planned	208	167	176	188	160
unplanned	90	84	82	88	87
Average customer minutes off supply - total	25	23	23	21	21
planned	7	5	6	6	5
unplanned	17	18	16	15	16
Bursts and leaks (per 100km water main)	40	38	34	30	30
Sewer blockages (per 100km sewer main)	21	22	23	17	12
Water supply reliability and pressure complaints	387	450	399	444	489
DRINKING WATER QUALITY	2007-08	2008-09	2009-10	2010-11	2011-12
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	1 119	809	833	1 294	1 330
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	22	28	24	11	34
Biosolids - reused (percent)	100	83	145	111	110
CO2e - total (tonnes)	27 113	24 488	29 023	31 361	33 554
Sewer odour complaints	35	27	34	34	21