

2011-12 WATER PERFORMANCE REPORT

WESTERN 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 \$865 in 2010-11 to \$956 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$204 in 2010-11 to \$244 in 2011-12.

Household Consumption

Average household consumption in 2011-12 was 169 kL, an increase from the previous year of 158 kL.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Western Water's customers experienced an average of 35 minutes off supply in 2011-12, an increase from the 22 minutes reported in 2010-11.

Sewer system reliability

In 2011-12 Western Water reported 16 sewer blockages per 100km of sewer main, down from 22 in 2010-11.

Water Quality

Western 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.

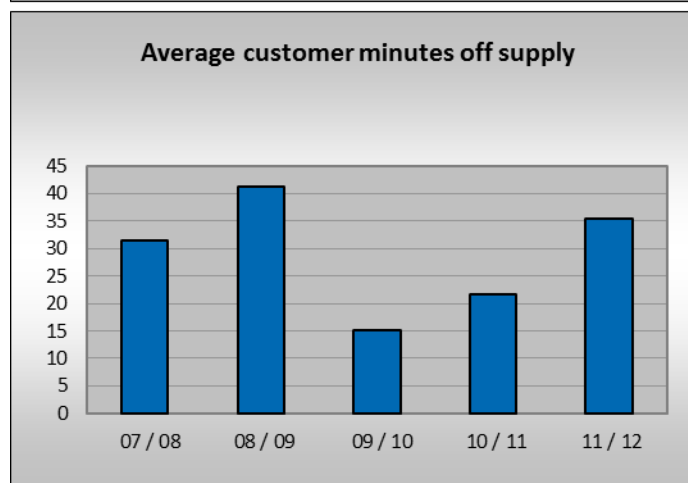
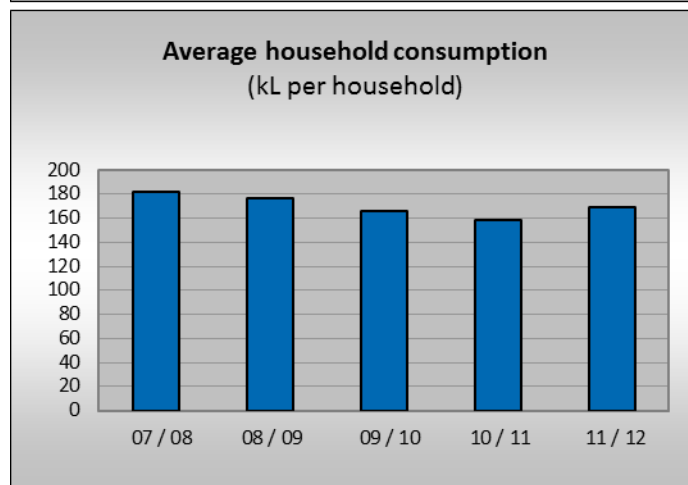
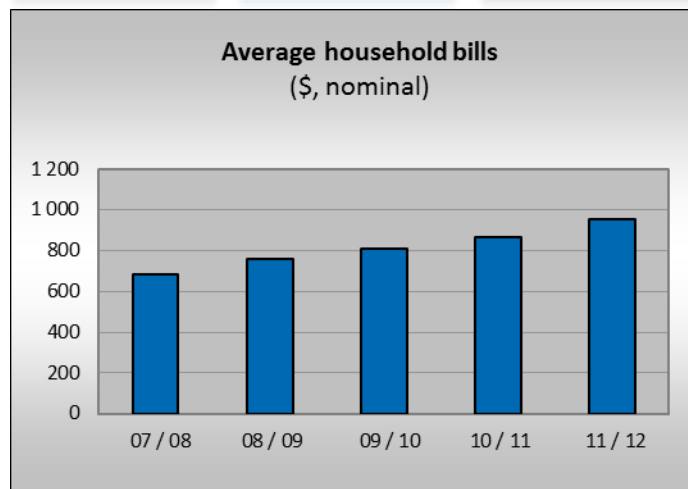
Recycling

Western Water recycled 64 per cent of its treated effluent in 2011-12.

Major Projects

Construction for the Bacchus Marsh Recycled Water Plant Upgrade is in progress, including new inlet works and a sludge treatment facility. This project was originally scheduled to align with population growth estimates in the Bacchus Marsh area during the second regulatory period. It was delayed as a result of reprioritising capital works for servicing growth across Western Water.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
54 073	\$ 956	169 kL



2011-12 WATER PERFORMANCE REPORT

WESTERN WATER



GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	47 959	49 125	51 567	52 565	54 073
Sewerage customers	41 870	43 295	45 527	46 628	48 138
Length of water main (km)	1 690	1 710	1 741	1 804	1 855
Length of sewer main (km)	1 024	1 048	1 086	1 120	1 149
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	182	176	166	158	169
Average household bills (\$, nominal)					
Owner occupiers	681	759	812	865	956
Tenants	157	185	194	204	244
Legal action for non-payment - domestic (per 100 customers)	0.03	0.01	0.06	0.03	0.04
Restrictions for non-payment - domestic (per 100 customers)	0.15	0.10	0.23	0.32	0.21
Hardship grants	139	58	120	341	536
Billing and affordability complaints	25	27	20	25	30
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	75 734	89 010	83 768	78 236	67 322
account line	75 734	89 010	83 768	78 236	67 322
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	28	21	21	20	19
calls answered in 30 seconds (percent)	90	94	95	96	98
Total complaints - all categories	264	261	155	235	219
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	84	91	83	96	182
unplanned	268	257	242	251	226
total (per 100km water main)	21	20	19	19	22
Average duration of interruptions (minutes)					
planned	209	151	110	129	145
unplanned	89	128	74	81	67
Average customer minutes off supply - total	31	41	15	22	35
planned	15	12	6	10	27
unplanned	16	29	9	11	9
Bursts and leaks (per 100km water main)	20	17	12	13	14
Sewer blockages (per 100km sewer main)	28	28	30	22	16
Water supply reliability and pressure complaints	1	2	5	1	6
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	219	215	120	195	168
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	84	88	85	51	64
Biosolids - reused (percent)	133	121	121	126	117
CO2e - total (tonnes)	23 484	24 503	20 846	21 620	17 287
Sewer odour complaints	0	1	0	0	0