

# 2014-15 WATER PERFORMANCE REPORT

## NORTH EAST WATER — FACT SHEET

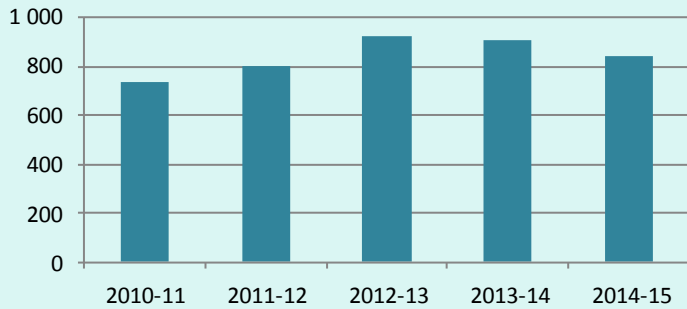


For the full report on all 16 Victorian urban water businesses visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)

### CUSTOMER OUTCOMES

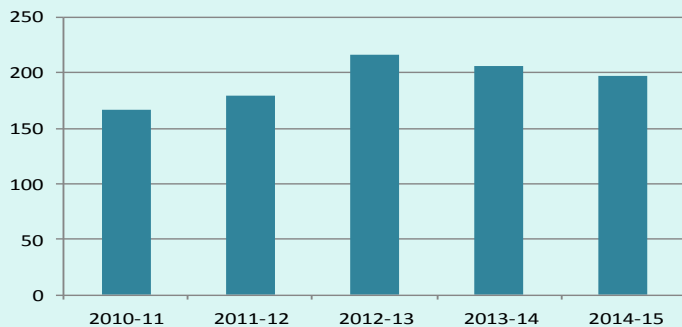
#### Average Household Bill (nominal dollars)

- A bill is calculated from the average household consumption of water at the actual price.



- An owner occupier's average household bill decreased from \$911 in 2013-14 to \$843.
- Tenants who are not billed fixed charges had their bills decrease from \$487 in 2013-14 to \$418.

#### Average Household Consumption (kilolitres)



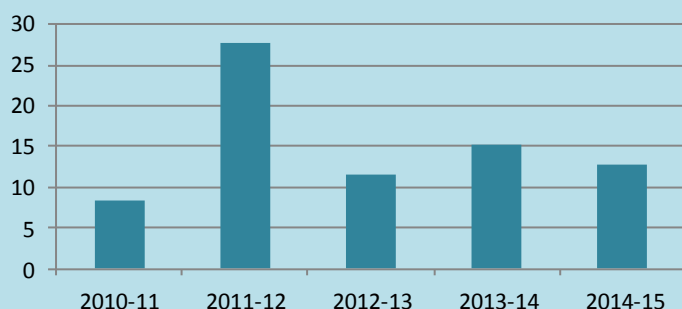
#### Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans increased from 3 130 in 2013-14 to 3 494.

### SERVICE DELIVERY

#### Water Supply Reliability

- Customers experienced an average of 13 minutes off supply (2 minutes better than 2013-14).



### WATER CUSTOMERS

**49 114**

*2% of state total (2.6 million)*

### AVERAGE HOUSEHOLD BILL

**\$843**

*Statewide \$1 006*

### AVERAGE HOUSEHOLD CONSUMPTION

**197 kL**

*Statewide 159 kL*

### STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

#### Completed

- Bright off-river storage
- North Wangaratta reclaimed water

#### On schedule

- Beechworth clearwater storage tank
- Bright water treatment plant

#### Delayed

- Servicing unserviced communities (small towns) — Moyhu sewerage system

#### Deferred

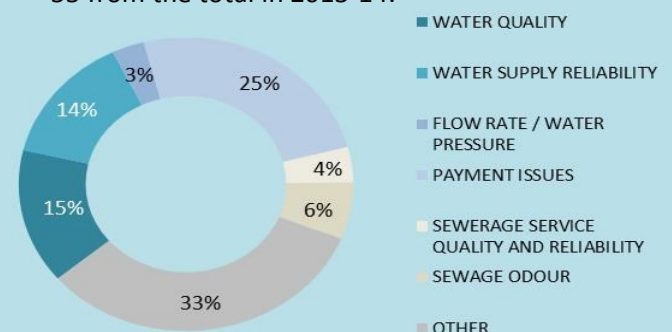
- Wangaratta wastewater treatment stage 1 up-grade
- Yackandandah reclaimed water management

### Sewer System Reliability

- 9 sewer blockages per 100km of sewer main, an improvement on 10 reported in 2013-14.

### Complaints

- 128 complaints were received by the business, up 55 from the total in 2013-14.



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GENERAL	2010-11	2011-12	2012-13	2013-14	2014-15
Number of water customers (No.)	46 159	46 845	47 499	48 285	49 114
Number of sewer customers (No.)	40 602	41 249	41 878	43 074	44 006
Length of water main (km)	1 625	1 654	1 672	1 716	1 737
Length of sewer main (km)	1 086	1 101	1 119	1 167	1 172
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	167	179	216	206	197
Average household bills (\$, nominal)					
Owner occupiers	735	804	922	911	843
Tenants	338	394	503	487	418
Number of customers on flexible payment (Instalment) plans (No.)	1077	1853	3060	3130	3494
Number of Hardship grants approved (No.)	2	0	3	19	27
Number of legal actions initiated for non-payment of bill - residential (No.)	5	12	19	6	9
Number of restrictions applied for non-payment of bill - residential (No.)	208	176	156	166	203
Number of payment issue complaints (No.)	12	14	8	11	32
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	27 691	28 932	27 762	32 739	36 342
account line	26 732	27 778	26 550	31 252	33 499
fault line	959	1 154	1 212	1 487	2 843
Average time to connect to an operator - account and fault line (seconds)	11	10	9	17	15
Total number of complaints - all categories (No.)	107	145	77	73	128
Number of complaints to ombudsman (EWOV) (No.)	14	18	44	37	44
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	16.6	20.7	20.0	17.9	18.4
Average duration of interruptions (minutes)					
planned	96	129	121	85	77
unplanned	81	199	87	102	105
Average customer minutes off supply - total	8	28	11	15	13
Water main bursts and leaks (per 100km water main)	13.2	18.0	21.3	13.3	12.5
Number of water supply reliability and flow rate complaints (No.)	5	14	4	7	22
Sewer main blockages (per 100km sewer main)	11.0	9.1	5.7	9.7	8.8
Sewer spills from reticulation and branch sewers (per 100km sewer main)	2.8	1.1	1.2	1.6	1.3
Number of sewerage service quality & reliability complaints (No.)	5	4	4	3	5
DRINKING WATER QUALITY	2010-11	2011-12	2012-13	2013-14	2014-15
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Number of water quality complaints (colour, taste/odour, other) (No.)	59	91	34	17	19
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	16	25	32	25	32
Biosolids - reused (per cent)	116	0	0	0	496
Total CO2 equivalent emissions (tonnes)	35 671	38 432	39 637	41 521	41 162
Number of sewer odour complaints (No.)	8	8	3	0	8