

2011-12 WATER PERFORMANCE REPORT

CENTRAL HIGHLANDS 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 \$1007 in 2010-11 to \$1096 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$190 in 2010-11 to \$224 in 2011-12.

Household Consumption

Household consumption in 2011-12 was 138 kL, an increase from 125 kL in the previous year.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Central Highlands Water's customers experienced an average of 17 minutes off supply in 2011-12, a decrease from the 25 minutes reported in 2010-11.

Sewer system reliability

In 2011-12 Central Highlands Water reported 12 sewer blockages per 100km of sewer main. This is the lowest rate recorded in the last five years.

Water Quality

Central Highlands Water reported that all customers received drinking water that met the microbiological (measured by *E. coli* levels) and turbidity requirements of the Safe Drinking Water Regulations 2005.

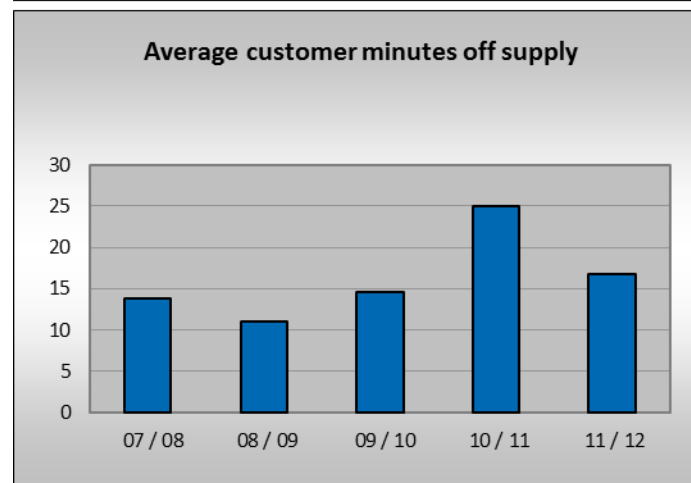
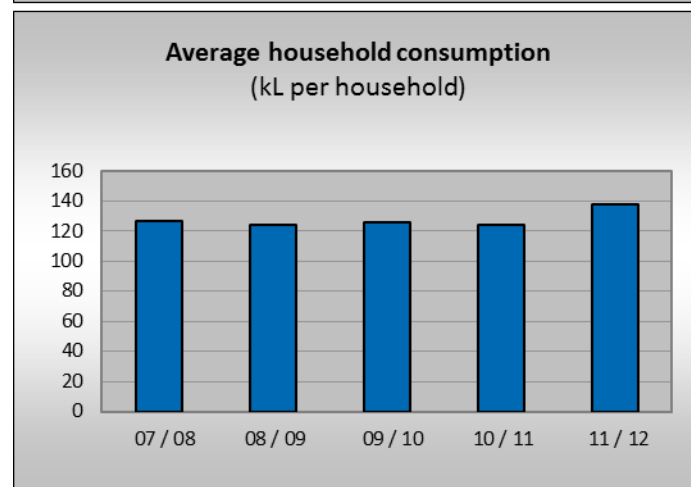
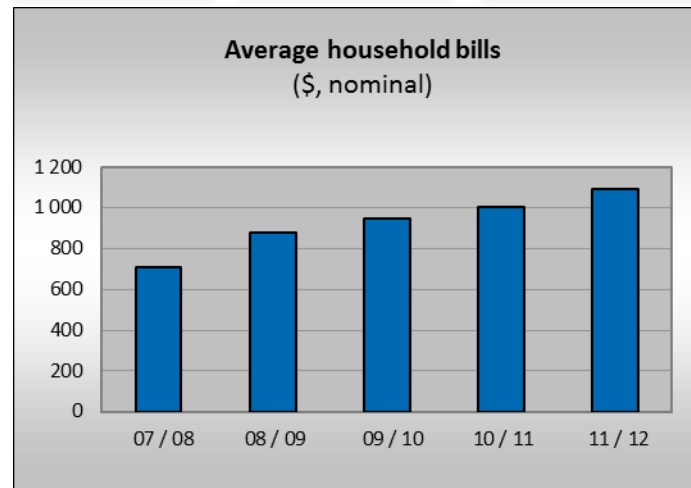
Recycling

Central Highlands Water recycled 17 per cent of treated effluent in 2011-12.

Major Projects

Works for the Country Town Water and Sewerage Schemes is programmed for completion at the end of 2012, subject to the impact of wet weather. Discussion about the proposed Blackwood Sewerage Solution are ongoing with the Department of Sustainability and Environment.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
62 763	\$ 1096	138 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	58 371	59 332	60 470	61 581	62 763
Sewerage customers	48 782	49 723	50 823	51 607	52 714
Length of water main (km)	2 194	2 309	2 325	2 404	2 417
Length of sewer main (km)	1 178	1 205	1 236	1 258	1 272
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	127	124	126	125	138
Average household bills (\$, nominal)					
Owner occupiers	706	881	951	1 007	1 096
Tenants	146	165	180	190	224
Legal action for non-payment - domestic (per 100 customers)	0.01	0.01	0.02	0.02	0.04
Restrictions for non-payment - domestic (per 100 customers)	0.25	0.24	0.09	0.16	0.23
Hardship grants	21	21	15	30	38
Billing and affordability complaints	64	130	238	179	80
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	53 014	55 913	55 808	54 763	55 452
account line	49 793	52 654	53 396	52 489	53 493
fault line	3 221	3 259	2 412	2 274	1 959
Account line and fault line					
average time to connect to an operator (seconds)	41	26	32	38	37
calls answered in 30 seconds (percent)	85	89	91	90	91
Total complaints - all categories	958	1 152	872	677	518
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	56	29	49	65	80
unplanned	554	324	291	280	272
total (per 100km water main)	28	15	15	14	15
Average duration of interruptions (minutes)					
planned	178	149	202	148	232
unplanned	130	138	140	217	128
Average customer minutes off supply - total	14	11	15	25	17
planned	4	1	4	3	6
unplanned	10	10	11	22	11
Bursts and leaks (per 100km water main)	28	29	25	21	22
Sewer blockages (per 100km sewer main)	26	23	20	15	12
Water supply reliability and pressure complaints	160	73	65	102	176
DRINKING WATER QUALITY	2007-08	2008-09	2009-10	2010-11	2011-12
Microbiological water quality compliance (percent)	100	99	100	98	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	524	823	434	234	211
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	7	13	17	12	17
Biosolids - reused (percent)	91	103	121	115	100
CO ₂ e - total (tonnes)	26 223	56 483	51 251	18 782	14 797
Sewer odour complaints	18	13	8	20	7