

2009-10 WATER PERFORMANCE REPORT

COLIBAN WATER



The Essential Services Commission has published its sixth 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 \$662 in 2008-09 to \$778 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$171 in 2008-09 to \$218 in 2009-10.

Household Consumption

Average household consumption in 2009-10 of 160 kL remained at levels similar to the last four years.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Coliban Water's overall reliability was 11 minutes in 2009-10, largely due to a third year of no planned interruptions.

Sewer system reliability

In 2009-10 Coliban Water reported 52 sewer blockages per 100km of sewer main. This is lowest rate recorded in the last five years.

Water Quality

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

Recycling

Coliban Water recycled 70 per cent of effluent treated in 2009-10.

Major Projects

There have been delays to the Leitchville and Gunbower water treatment plants due to redesign work. Tenders are being conducted for the works with completion due mid 2011 for Gunbower and early 2012 for Leitchville.

WATER CUSTOMERS

67 034

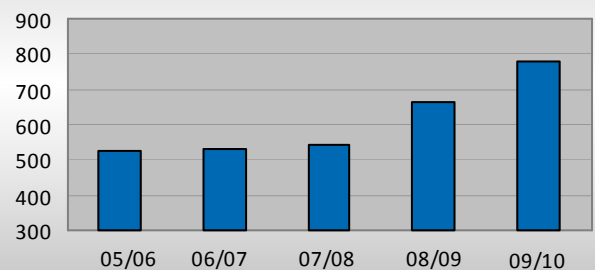
AVERAGE HOUSEHOLD BILL

\$ 778

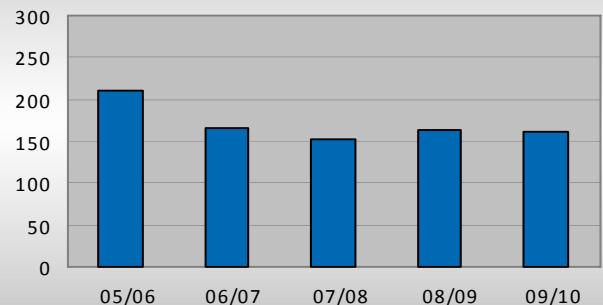
AVERAGE HOUSEHOLD CONSUMPTION

160 kL

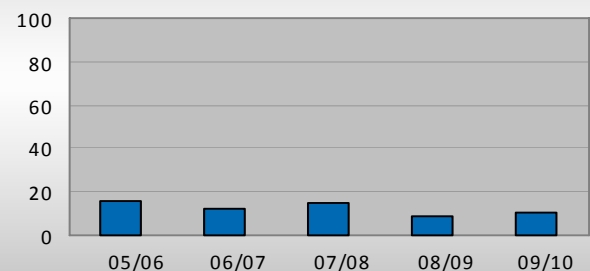
Average household bills
(\$, nominal)



Average household consumption
(kL per household)



Average customer minutes off supply



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GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	63 265	64 501	65 223	65 988	67 034
Sewerage customers	54 019	55 264	56 040	56 850	57 917
Length of water main (km)	2 064	2 115	2 135	2 151	2 137
Length of sewer main (km)	1 639	1 698	1 733	1 748	1 763
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	210	166	151	164	160
Average household bills (\$, nominal)					
Owner occupiers	525	534	541	662	778
Tenants	133	113	107	171	218
Legal action for non-payment - domestic (per 100 customers)	1.84	2.55	2.42	0.07	0.01
Restrictions for non-payment - domestic (per 100 customers)	0.73	0.51	0.59	0.50	0.47
Hardship grants	9	17	0	0	0
Billing and affordability complaints	28	11	9	8	47
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	69 849	85 016	71 496	62 576	65 990
account line	69 849	85 016	71 496	62 576	65 990
fault line					
Account line and fault line					
average time to connect to an operator (seconds)	18	24	16	13	11
calls answered in 30 seconds (percent)	81	73	87	91	92
Total complaints - all categories	798	432	702	512	549
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	1 187	1 030	515	412	399
planned	771	349	21	4	5
unplanned	416	681	494	408	394
total (per 100km water main)	58	49	24	19	19
Average duration of interruptions (minutes)					
planned	85	76	67	39	54
unplanned	106	113	118	103	100
Average customer minutes off supply - total	16	12	15	9	11
planned	7	3	0	0	0
unplanned	9	9	15	9	11
Bursts and leaks (per 100km water main)	40	42	38	33	25
Sewer blockages (per 100km sewer main)	94	77	60	58	52
Water supply reliability and pressure complaints	73	4	12	4	17
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	291	193	452	253	323
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	38	34	50	78	70
Biosolids - reused (percent)	100	39	100	100	100
Net greenhouse gas emission (CO ₂ e tonnes)	40 763	31 053	44 898	49 905	51 396
Sewer odour complaints	132	167	137	138	109