

2010-11 WATER PERFORMANCE REPORT

NORTH EAST WATER



The Essential Services Commission has published its seventh 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 \$717 in 2009-10 to \$735 in 2010-11.

Tenants who are not billed fixed charges had their average household bills increase from \$333 in 2009-10 to \$338 in 2010-11.

Household Consumption

Average household consumption in 2010-11 was 167 kL, a decrease from the 213 kL reported in 2009-10.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. North East Water's customers experienced an average of 8 minutes off supply in 2010-11, maintaining the high levels of reliability experienced across the previous four years.

Sewer system reliability

In 2010-11 North East Water reported 11 sewer blockages per 100km of sewer main, consistent with previous years' performances.

Water Quality

North 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

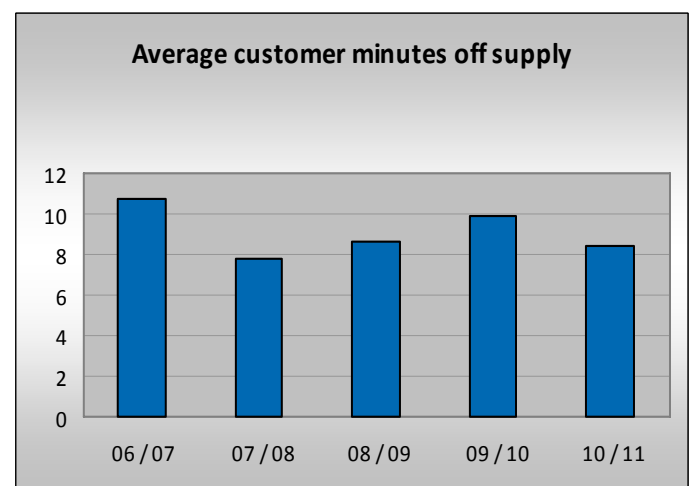
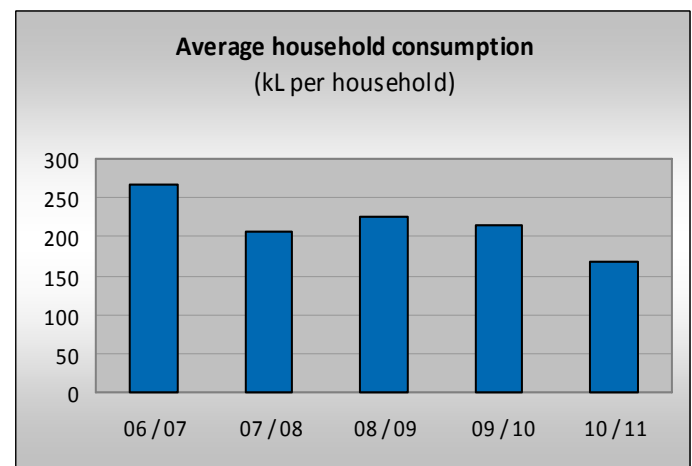
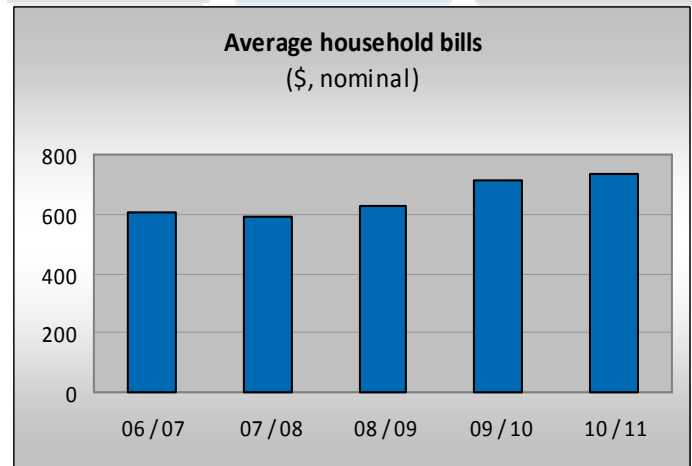
North East Water recycled 16 per cent of its treated effluent in 2010-11.

Major Projects

Two of the five projects scheduled for delivery in 2010-11 were completed on time. The projects that were delayed include the Bright/Porepunkah Off-stream Storage and Loombah Dam Improvements while the Leneva Trunk Sewer project is deferred until Water Plan 3.

In addition, two projects that were scheduled for delivery in 2009-10 are yet to be complete. These are the new Regional Headquarters (2012-13) and Beechworth Sewage Treatment Plant Upgrade (2013).

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
46 159	\$ 735	167 kL



2010-11 WATER PERFORMANCE REPORT

NORTH EAST WATER



GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	42 753	43 705	44 686	45 468	46 159
Sewerage customers	38 082	38 638	38 980	39 864	40 602
Length of water main (km)	1 406	1 520	1 615	1 643	1 625
Length of sewer main (km)	1 023	1 036	1 071	1 078	1 086
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	266	205	226	213	167
Average household bills (\$, nominal)					
Owner occupiers	606	587	623	717	735
Tenants	170	140	256	333	338
Legal action for non-payment - domestic (per 100 customers)	0.12	0.04	0.09	0.06	0.01
Restrictions for non-payment - domestic (per 100 customers)	0.36	0.44	0.36	0.45	0.50
Hardship grants	22	0	0	2	2
Billing and affordability complaints	7	2	1	8	12
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	20 116	19 928	22 606	25 275	27 691
account line	20 057	19 892	22 571	24 780	26 732
fault line	59	36	35	495	959
Account line and fault line					
average time to connect to an operator (seconds)	11	13	15	11	11
calls answered in 30 seconds (percent)	94	93	91	95	96
Total complaints - all categories	60	107	79	132	110
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	56	67	52	73	84
unplanned	126	132	197	206	185
total (per 100km water main)	13	13	15	17	17
Average duration of interruptions (minutes)					
planned	122	79	68	108	96
unplanned	121	89	90	92	81
Average customer minutes off supply - total	11	8	9	10	8
planned	5	2	1	4	3
unplanned	6	6	8	6	5
Bursts and leaks (per 100km water main)	17	14	18	17	13
Sewer blockages (per 100km sewer main)	8	11	12	13	11
Water supply reliability and pressure complaints	8	4	6	7	5
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	97	99	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	12	52	26	91	59
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	33	28	30	33	16
Biosolids - reused (percent)	0	0	0	279	116
CO2e - total (tonnes)	32 722	24 473	32 922	36 587	35 671
Sewer odour complaints	16	22	15	12	8