

2010-11 WATER PERFORMANCE REPORT

GIPPSLAND 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 \$1049 in 2009-10 to \$1098 in 2010-11.

Tenants who are not billed fixed charges had their average household bills decrease slightly from \$279 in 2009-10 to \$271 in 2010-11.

Household Consumption

Average household consumption in 2010-11 was 162 kL, continuing a downward trend evident over the last five years.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Gippsland Water's customers experienced an average of 24 minutes off supply in 2010-11, higher than the 19 minutes reported in 2009-10.

Sewer system reliability

In 2010-11 Gippsland Water reported 14 sewer blockages per 100km of sewer main. This is the lowest rate recorded in the last five years.

Water Quality

Gippsland 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

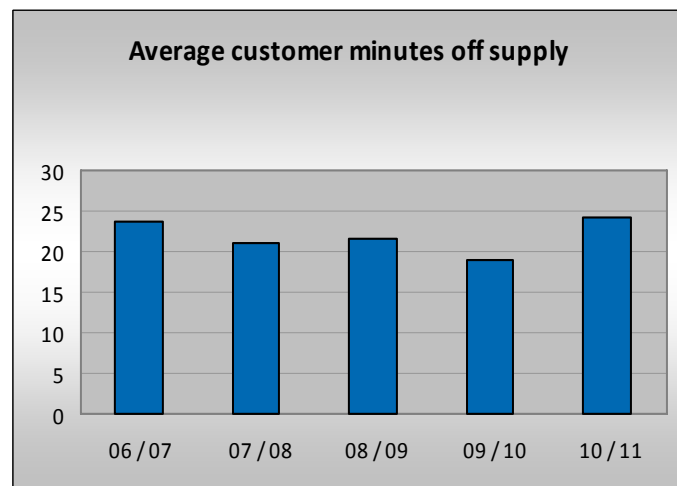
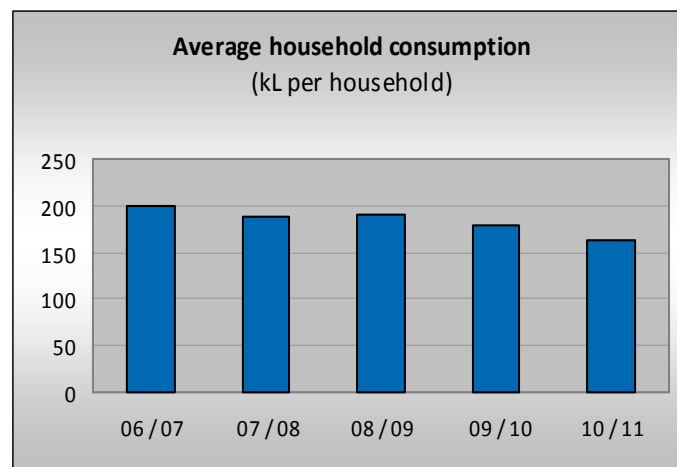
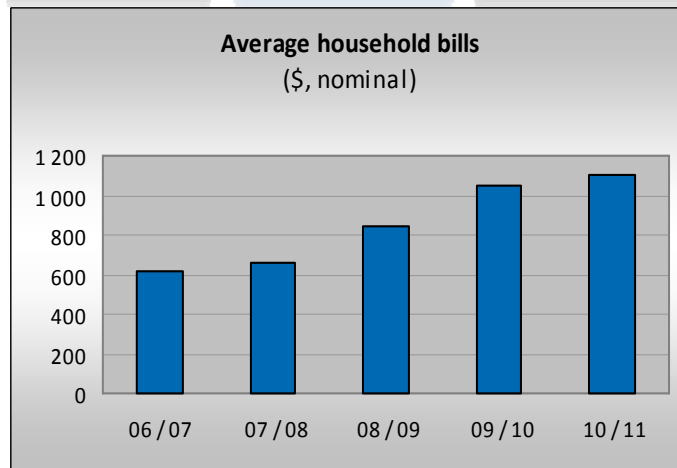
Gippsland Water recycled 4 per cent of its treated effluent in 2010-11.

Major Projects

Construction of the Gippsland Water Factory was completed in 2010-11. It is currently progressing through a two-year proving and optimising period that will identify opportunities for improvement in the wastewater treatment processes at the plant.

Originally scheduled in 2008-09, the Gippsland Water Factory Biogas project was completed in early 2011.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
63 588	\$ 1 098	162 kL



2010-11 WATER PERFORMANCE REPORT

GIPPSLAND WATER



GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	59 338	59 822	61 111	62 417	63 588
Sewerage customers	50 697	51 239	52 275	53 492	52 690
Length of water main (km)	2 001	2 009	2 017	2 030	2 041
Length of sewer main (km)	1 404	1 485	1 445	1 549	1 553
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	200	189	191	179	162
Average household bills (\$, nominal)					
Owner occupiers	619	659	847	1 049	1 098
Tenants	189	182	236	279	271
Legal action for non-payment - domestic (per 100 customers)	0.04	0.04	0.04	0.02	0.02
Restrictions for non-payment - domestic (per 100 customers)	0.50	0.65	0.76	0.74	0.54
Hardship grants	8	4	0	11	7
Billing and affordability complaints	71	98	185	194	182
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	44 765	29 464	32 922	45 569	42 354
account line	27 671	16 988	20 375	23 644	22 769
fault line	17 094	12 476	12 547	21 925	19 585
Account line and fault line					
average time to connect to an operator (seconds)	20	22	22	22	22
calls answered in 30 seconds (percent)	84	87	83	84	84
Total complaints - all categories	490	452	598	643	644
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	208	194	214	197	204
unplanned	499	344	410	374	340
total (per 100km water main)	35	27	31	28	27
Average duration of interruptions (minutes)					
planned	114	141	144	140	159
unplanned	94	86	81	80	78
Average customer minutes off supply - total	24	21	21	19	24
planned	8	12	12	11	15
unplanned	15	9	9	8	9
Bursts and leaks (per 100km water main)	37	24	26	23	23
Sewer blockages (per 100km sewer main)	20	18	19	17	14
Water supply reliability and pressure complaints	83	84	88	112	110
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	193	172	161	209	180
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	6	6	6	5	4
Biosolids - reused (percent)	100	100	100	100	32
CO ₂ e - total (tonnes)	73 860	76 596	70 886	73 288	68 798
Sewer odour complaints	67	50	50	56	29