

2015-16 WATER PERFORMANCE REPORT

BARWON WATER — FACT SHEET



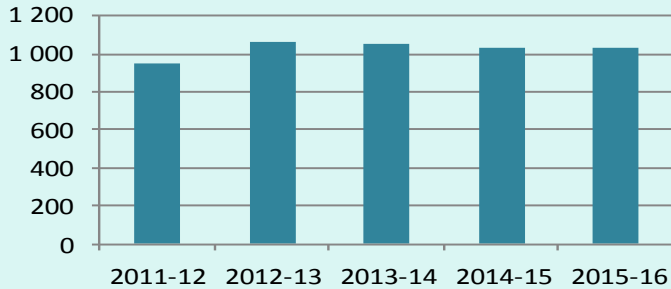
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

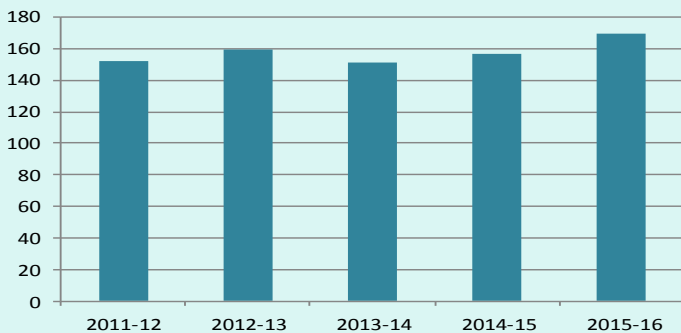
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill decreased from \$1029 in 2014-15 to \$1027.
- Tenants who are not billed fixed charges had their bills increase from \$302 in 2014-15 to \$303.

Average Household Consumption (kilolitres)



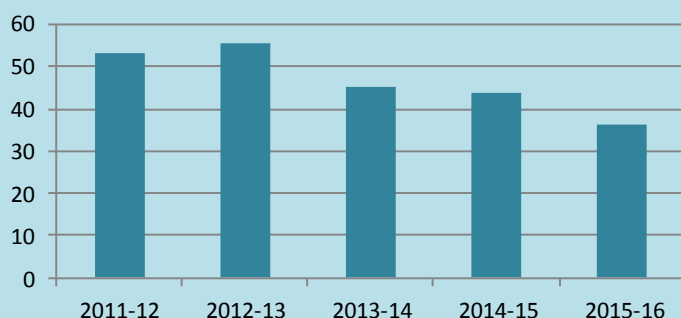
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 8 962 in 2014-15 to 5 986.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 36 minutes off supply (8 minutes better than 2014-15).



WATER CUSTOMERS

151 418

6% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1027

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

170 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Apollo Bay bulk water supply expansion
- Pettavel water basin upgrade
- West Lara transfer system

On schedule

- Aireys Inlet pipeline (replaces Aireys Inlet Water Treatment Plant Upgrade)

Delayed

- Black Rock water reclamation plant hydraulic capacity upgrade

Deferred

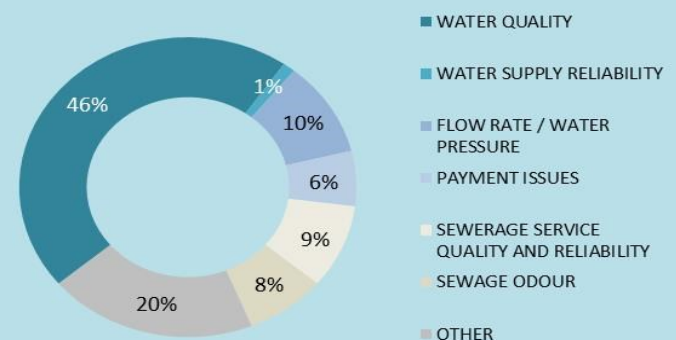
- Inverleigh low level feeder main
- Torquay West high level feeder main

Sewer System Reliability

- 39 sewer blockages per 100km of sewer main, an increase from 35 reported blockages in 2014-15.

Complaints

- 673 complaints were received by the business, 57 more than the total in 2014-15.



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GENERAL	2011-12	2012-13	2013-14	2014-15	2015-16
Number of water customers (No.)	139 927	142 494	145 600	148 214	151 418
Number of sewer customers (No.)	125 805	128 326	130 618	132 877	135 561
Length of water main (km)	3 722	3 815	3 903	4 031	4 096
Length of sewer main (km)	2 378	2 448	2 459	2 483	2 546
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	153	160	151	156	170
Average household bills (\$, nominal)					
Owner occupiers	953	1 066	1 055	1 029	1 027
Tenants	301	354	337	302	303
Number of customers on flexible payment (Instalment) plans (No.)	6618	7632	10995	8962	5986
Number of Hardship grants approved (No.)	909	1 227	1 749	2 703	2 745
Number of legal actions initiated for non-payment of bill - residential (No.)	6	0	0	0	0
Number of restrictions applied for non-payment of bill - residential (No.)	234	226	237	225	249
Number of payment issue complaints (No.)	52	94	125	53	40
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	106 115	112 430	119 516	115 953	114 461
account line	88 125	91 547	100 687	97 766	95 290
fault line	17 990	20 883	18 829	18 187	19 171
Average time to connect to an operator - account and fault line (seconds)	36	37	43	20	19
Total number of complaints - all categories (No.)	606	781	665	616	673
Number of complaints to ombudsman (EWOV) (No.)	59	102	141	93	66
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	36.6	38.7	35.3	34.6	34.5
Average duration of interruptions (minutes)					
planned	191	185	173	173	129
unplanned	114	107	93	88	100
Average customer minutes off supply - total	53	56	45	44	36
Water main bursts and leaks (per 100km water main)	34.1	43.6	31.0	29.1	33.5
Number of water supply reliability and flow rate complaints (No.)	11	35	34	53	77
Sewer main blockages (per 100km sewer main)	24.5	25.2	29.0	35.4	38.8
Sewer spills from reticulation and branch sewers (per 100km sewer main)	11.6	12.3	14.4	17.2	18.6
Number of sewerage service quality & reliability complaints (No.)	32	42	32	69	61
DRINKING WATER QUALITY	2011-12	2012-13	2013-14	2014-15	2015-16
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.)	246	296	227	198	308
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	15	20	19	20	23
Biosolids - reused (per cent)	151	214	207	248	100
Total CO2 equivalent emissions (tonnes)	56 422	37 960	39 943	38 849	40 504
Number of sewer odour complaints (No.)	46	45	39	57	52