

2015-16 WATER PERFORMANCE REPORT

CITY WEST WATER — FACT SHEET



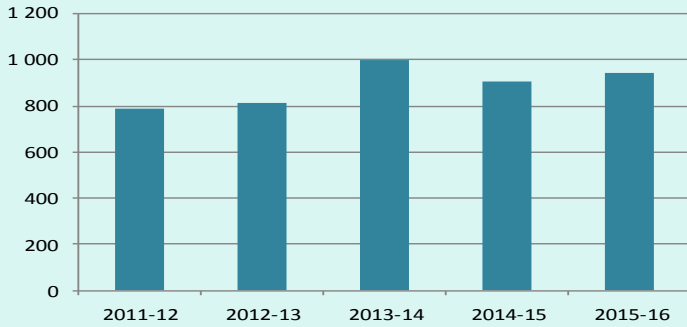
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

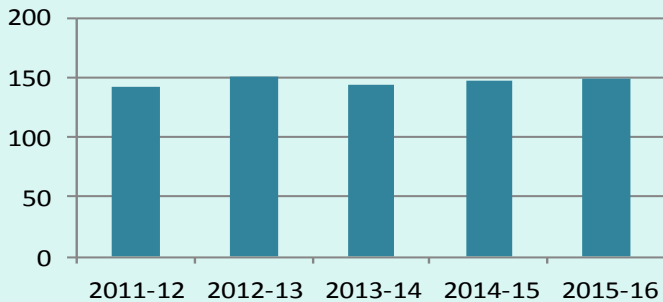
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$904 in 2014-15 to \$944.
- Tenants who are not billed fixed charges had their bills increase from \$439 in 2014-15 to \$463.

Average Household Consumption (kilolitres)



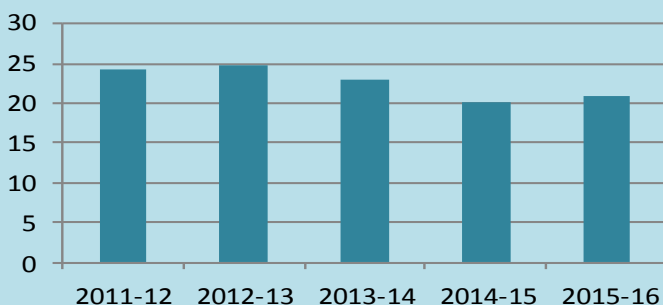
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 28 415 in 2014-15 to 26 802.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 21 minutes off supply (1 minute more than 2014-15).



WATER CUSTOMERS

429 233

17% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$944

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

150 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Aquifer storage and recovery
- Office relocation
- Stormwater projects (various)

On schedule

- West Werribee dual water supply scheme

Delayed

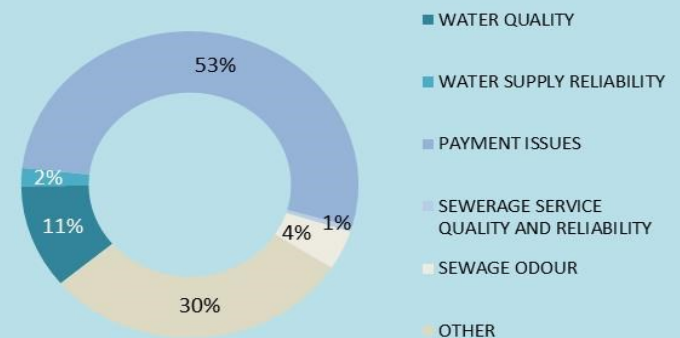
- Program Arrow

Sewer System Reliability

- 21 sewer blockages per 100km of sewer main, an increase from 17 reported blockages in 2014-15.

Complaints

- 2 217 complaints were received by the business, up 796 from 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.)	379 086	389 551	403 185	414 224	429 233
Number of sewer customers (No.)	375 643	386 099	399 764	410 794	425 764
Length of water main (km)	4 561	4 716	4 746	4 826	4 939
Length of sewer main (km)	4 044	4 093	4 118	4 164	4 239
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	143	150	145	148	150
Average household bills (\$, nominal)					
Owner occupiers	791	813	1 000	904	944
Tenants	405	426	532	439	463
Number of customers on flexible payment (Instalment) plans (No.)	27499	24438	29146	28415	26802
Number of Hardship grants approved (No.)	460	504	511	391	326
Number of legal actions initiated for non-payment of bill - residential (No.)	490	620	631	414	258
Number of restrictions applied for non-payment of bill - residential (No.)	0	0	0	0	0
Number of payment issue complaints (No.)	554	465	627	483	1168
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	402 823	386 765	406 448	409 467	464 161
account line	320 985	294 267	324 224	330 107	378 423
fault line	81 838	92 498	82 224	79 360	85 738
Average time to connect to an operator - account and fault line (seconds)	160	90	26	22	26
Total number of complaints - all categories (No.)	1 388	1 295	1 320	1 421	2 217
Number of complaints to ombudsman (EWOV) (No.)	410	444	429	429	538
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	41.7	48.6	45.9	41.2	42.1
Average duration of interruptions (minutes)					
planned	134	122	123	117	129
unplanned	131	121	115	112	120
Average customer minutes off supply - total	24	25	23	20	21
Water main bursts and leaks (per 100km water main)	33.2	52.2	39.9	37.1	40.1
Number of water supply reliability and flow rate complaints (No.)	18	67	43	52	42
Sewer main blockages (per 100km sewer main)	15.4	15.0	16.2	17.0	21.4
Sewer spills from reticulation and branch sewers (per 100km sewer main)	3.1	2.8	2.7	3.2	4.4
Number of sewerage service quality & reliability complaints (No.)	31	19	19	12	12
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.)	267	268	180	262	243
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	24	18	3	3	43
Biosolids - reused (per cent)	100	100	100	100	100
Total CO2 equivalent emissions (tonnes)	-1 651	9 841	10 310	11 102	13 708
Number of sewer odour complaints (No.)	102	85	89	67	92