

2015-16 WATER PERFORMANCE REPORT

EAST GIPPSLAND WATER — FACT SHEET



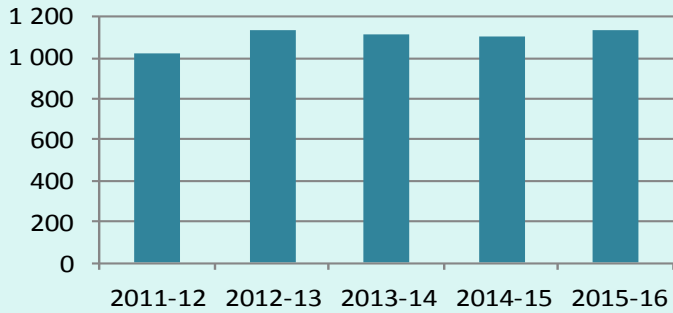
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

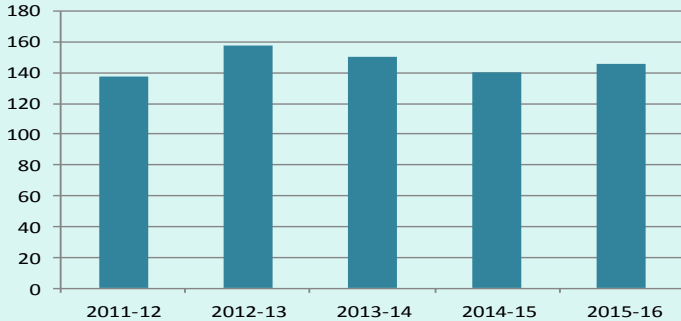
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$1102 in 2014-15 to \$1132.
- Tenants who are not billed fixed charges had their bills increase from \$245 in 2014-15 to \$266.

Average Household Consumption (kilolitres)



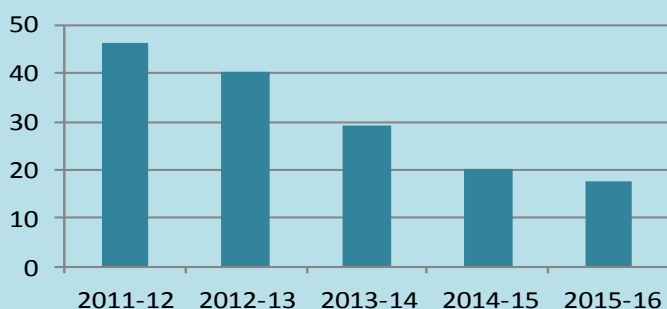
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 763 in 2014-15 to 606.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 18 minutes off supply (2 minutes better than 2014-15).



WATER CUSTOMERS

23 157

1% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1132

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

146 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Bairnsdale sewer master plan bridge sewer pump station

On schedule

- Bairnsdale wastewater treatment plant up-grade

Deferred

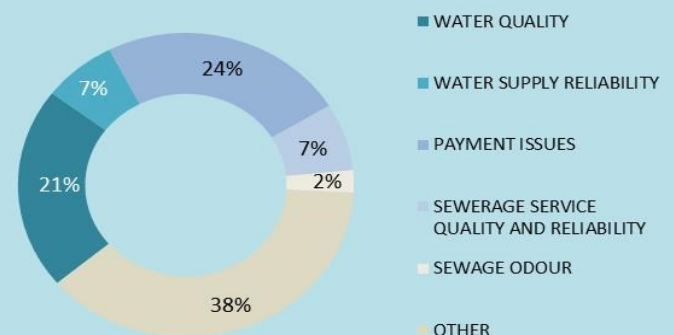
- Paynesville main supply pipeline (stage 2)
- Sarsfield — additional tank or liner

Sewer System Reliability

- 5 sewer blockages per 100km of sewer main, a decrease from 6 reported blockages in 2014-15.

Complaints

- 42 complaints were received by the business, up 20 from the total in 2014-15.



2015-16 WATER PERFORMANCE REPORT

EAST GIPPSLAND WATER — FACT SHEET



GENERAL	2011-12	2012-13	2013-14	2014-15	2015-16
Number of water customers (No.)	21 890	22 220	22 565	22 865	23 157
Number of sewer customers (No.)	18 328	18 561	18 853	19 095	19 356
Length of water main (km)	907	924	928	933	938
Length of sewer main (km)	631	659	684	686	691
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	138	158	151	140	146
Average household bills (\$, nominal)					
Owner occupiers	1 017	1 135	1 116	1 102	1 132
Tenants	208	257	282	245	266
Number of customers on flexible payment (Instalment) plans (No.)	1556	1304	1098	763	606
Number of Hardship grants approved (No.)	140	137	197	231	272
Number of legal actions initiated for non-payment of bill - residential (No.)	19	35	22	16	5
Number of restrictions applied for non-payment of bill - residential (No.)	5	0	0	0	0
Number of payment issue complaints (No.)	20	7	8	4	10
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	22 476	20 580	19 866	19 757	19 972
account line	22 476	20 580	19 866	19 757	19 972
fault line	0	0	0	0	0
Average time to connect to an operator - account and fault line (seconds)	0	5	6	7	8
Total number of complaints - all categories (No.)	44	28	31	22	42
Number of complaints to ombudsman (EWOV) (No.)	9	13	11	9	11
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	15.1	13.5	17.6	12.1	12.5
Average duration of interruptions (minutes)					
planned	171	196	120	145	123
unplanned	92	71	76	64	71
Average customer minutes off supply - total	46	41	29	20	18
Water main bursts and leaks (per 100km water main)	7.5	7.9	7.5	17.2	12.9
Number of water supply reliability and flow rate complaints (No.)	3	2	2	2	3
Sewer main blockages (per 100km sewer main)	2.7	3.6	5.3	6.1	5.2
Sewer spills from reticulation and branch sewers (per 100km sewer main)	4.0	6.1	6.4	7.4	5.6
Number of sewerage service quality & reliability complaints (No.)	1	0	0	0	3
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.)	7	6	11	5	9
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	90	99	96	100	98
Biosolids - reused (per cent)	0	0	0	0	0
Total CO2 equivalent emissions (tonnes)	8 378	8 442	8 098	7 912	8 011
Number of sewer odour complaints (No.)	4	1	0	3	1