

2014-15 WATER PERFORMANCE REPORT

EAST GIPPSLAND WATER — FACT SHEET

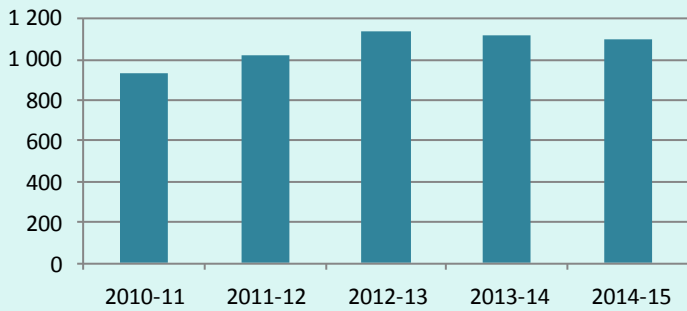


For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au

CUSTOMER OUTCOMES

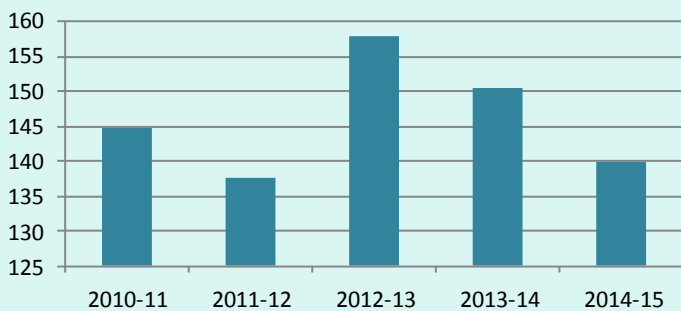
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill decreased from \$1116 in 2013-14 to \$1102.
- Tenants who are not billed fixed charges had their bills decrease from \$282 in 2013-14 to \$245.

Average Household Consumption (kilolitres)



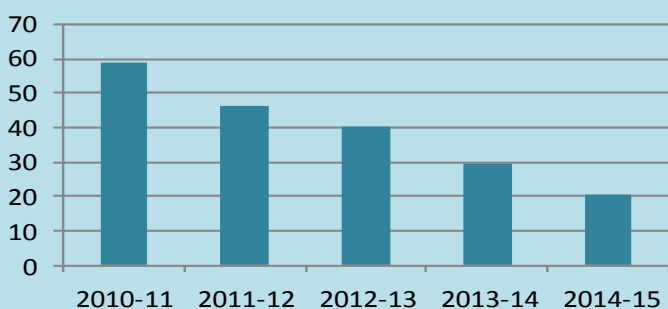
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 1 098 in 2013-14 to 763.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 20 minutes off supply (9 minutes better than 2013-14).



WATER CUSTOMERS

22 865

1% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1102

Statewide \$1006

AVERAGE HOUSEHOLD CONSUMPTION

140 kL

Statewide 159 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 upgrade

Deferred

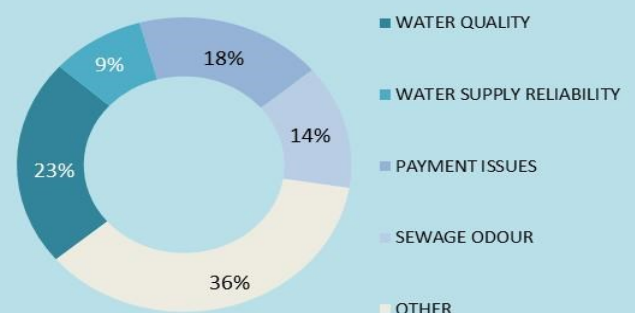
- Paynesville main supply pipeline (stage 2)
- Sarsfield — additional tank or liner

Sewer System Reliability

- 6 sewer blockages per 100km of sewer main, an increase from 5 reported blockages in 2013-14.

Complaints

- 22 complaints were received by the business, down 9 from the total in 2013-14.



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GENERAL	2010-11	2011-12	2012-13	2013-14	2014-15
Number of water customers (No.)	21 501	21 890	22 220	22 565	22 865
Number of sewer customers (No.)	17 906	18 328	18 561	18 853	19 095
Length of water main (km)	899	907	924	928	933
Length of sewer main (km)	610	631	659	684	686
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	145	138	158	151	140
Average household bills (\$, nominal)					
Owner occupiers	932	1 017	1 135	1 116	1 102
Tenants	198	208	257	282	245
Number of customers on flexible payment (Instalment) plans (No.)	1025	1556	1304	1098	763
Number of Hardship grants approved (No.)	14	140	137	197	231
Number of legal actions initiated for non-payment of bill - residential (No.)	10	19	35	22	16
Number of restrictions applied for non-payment of bill - residential (No.)	12	5	0	0	0
Number of payment issue complaints (No.)	3	20	7	8	4
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	24 231	22 476	20 580	19 866	19 757
account line	24 231	22 476	20 580	19 866	19 757
fault line	0	0	0	0	0
Average time to connect to an operator - account and fault line (seconds)	0	0	5	6	7
Total number of complaints - all categories (No.)	87	44	28	31	22
Number of complaints to ombudsman (EWOV) (No.)	21	9	13	11	9
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	18.3	15.1	13.5	17.6	12.1
Average duration of interruptions (minutes)					
planned	181	171	196	120	145
unplanned	60	92	71	76	64
Average customer minutes off supply - total	59	46	41	29	20
Water main bursts and leaks (per 100km water main)	9.6	7.5	7.9	7.5	17.2
Number of water supply reliability and flow rate complaints (No.)	9	3	2	2	2
Sewer main blockages (per 100km sewer main)	8.8	2.7	3.6	5.3	6.1
Sewer spills from reticulation and branch sewers (per 100km sewer main)	8.8	4.0	6.1	6.4	7.4
Number of sewerage service quality & reliability complaints (No.)	24	1	0	0	0
DRINKING WATER QUALITY	2010-11	2011-12	2012-13	2013-14	2014-15
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.)	25	7	6	11	5
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	99	90	99	96	100
Biosolids - reused (per cent)	82	0	0	0	0
Total CO2 equivalent emissions (tonnes)	8 687	8 378	8 442	8 098	7 912
Number of sewer odour complaints (No.)	9	4	1	0	3