

# 2014-15 WATER PERFORMANCE REPORT

## GRAMPIANS WIMMERA MALLEE WATER — FACT SHEET



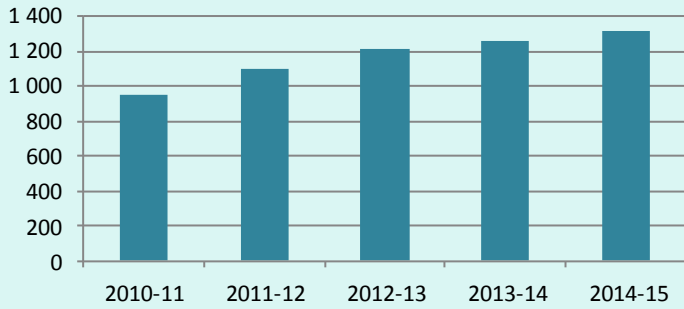
For the full report on all 16 Victorian urban water businesses visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)



### CUSTOMER OUTCOMES

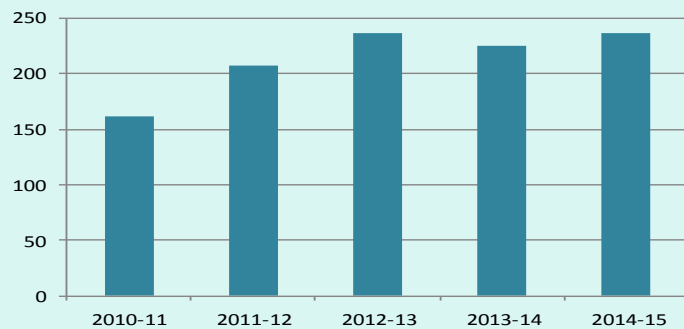
#### Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$1262 in 2013-14 to \$1316.
- Tenants who are not billed fixed charges had their bills increase from \$368 in 2013-14 to \$396.

#### Average Household Consumption (kilolitres)



#### Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 2 572 in 2013-14 to 2 384.

### WATER CUSTOMERS

**31 445**

*1% of state total (2.6 million)*

### AVERAGE HOUSEHOLD BILL

**\$1316**

*Statewide \$1006*

### AVERAGE HOUSEHOLD CONSUMPTION

**236 kL**

*Statewide 159 kL*

### STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

#### Completed

- Irrigation network decommissioning
- Nhill, Jeparit, Donald, Wycheproof, Rupanyup and Minyip treated water supply projects
- Rupanyup sewerage scheme

#### Delayed

- Intelligent rural pipeline networks

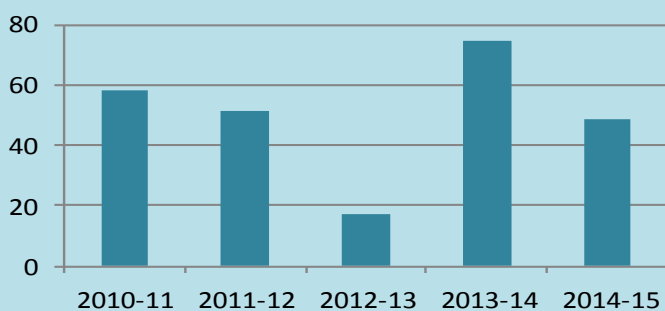
#### Deferred

- Upgrade of Donald wastewater and reuse system

### SERVICE DELIVERY

#### Water Supply Reliability

- Customers experienced an average of 49 minutes off supply (an improvement on 75 minutes in 2013-14).

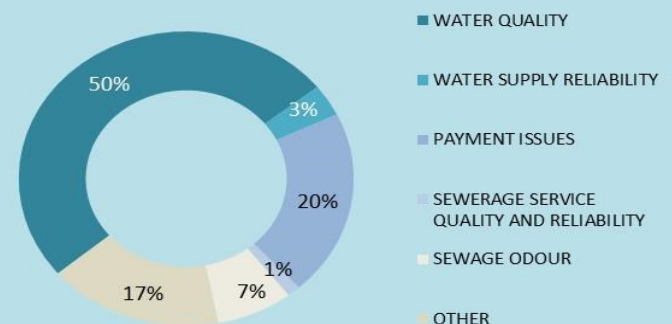


#### Sewer System Reliability

- 45 sewer blockages per 100km of sewer main, an increase from 39 reported blockages in 2013-14.

#### Complaints

- 231 complaints were received by the business, up 59 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.)	31 041	31 205	31 177	31 295	31 445
Number of sewer customers (No.)	25 058	25 084	25 121	25 285	25 416
Length of water main (km)	1 041	1 049	1 079	1 094	1 235
Length of sewer main (km)	650	649	665	670	680
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	161	208	236	226	236
Average household bills (\$, nominal)					
Owner occupiers	947	1 096	1 211	1 262	1 316
Tenants	215	301	364	368	396
Number of customers on flexible payment (Instalment) plans (No.)	1117	1352	2921	2572	2384
Number of Hardship grants approved (No.)	0	40	56	0	44
Number of legal actions initiated for non-payment of bill - residential (No.)	0	11	7	49	24
Number of restrictions applied for non-payment of bill - residential (No.)	9	74	71	105	96
Number of payment issue complaints (No.)	220	366	252	30	47
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	47 170	43 237	43 932	43 825	42 383
account line	32 930	35 054	35 190	33 460	32 455
fault line	14 240	8 183	8 742	10 365	9 928
Average time to connect to an operator - account and fault line (seconds)	26	26	17	14	10
Total number of complaints - all categories (No.)	722	823	669	172	231
Number of complaints to ombudsman (EWOV) (No.)	20	24	26	28	24
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	47.0	52.2	46.2	59.0	46.8
Average duration of interruptions (minutes)					
planned	151	157	67	150	210
unplanned	80	80	65	75	85
Average customer minutes off supply - total	59	52	17	75	49
Water main bursts and leaks (per 100km water main)	35.7	56.3	51.3	60.3	55.4
Number of water supply reliability and flow rate complaints (No.)	60	32	44	8	9
Sewer main blockages (per 100km sewer main)	24.9	22.0	33.2	38.7	45.0
Sewer spills from reticulation and branch sewers (per 100km sewer main)	5.1	7.7	17.3	16.6	21.9
Number of sewerage service quality & reliability complaints (No.)	37	7	18	5	3
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)	89	98	98	100	99
Number of water quality complaints (colour, taste/odour, other) (No.)	300	289	233	77	116
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	78	105	101	83	100
Biosolids - reused (per cent)	0	0	28	0	0
Total CO2 equivalent emissions (tonnes)	15 590	10 778	11 966	20 401	19 087
Number of sewer odour complaints (No.)	2	4	14	11	17