

# 2014-15 WATER PERFORMANCE REPORT

## GIPPSLAND WATER — FACT SHEET



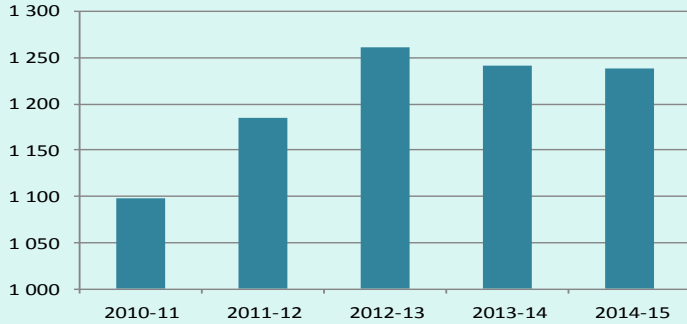
For the full report on all 16 Victorian urban water businesses visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)



### CUSTOMER OUTCOMES

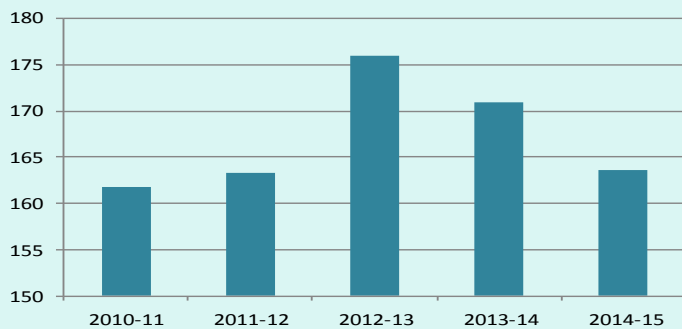
#### Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill decreased from \$1242 in 2013-14 to \$1239.
- Tenants who are not billed fixed charges had their bills decrease from \$325 in 2013-14 to \$311.

#### Average Household Consumption (kilolitres)



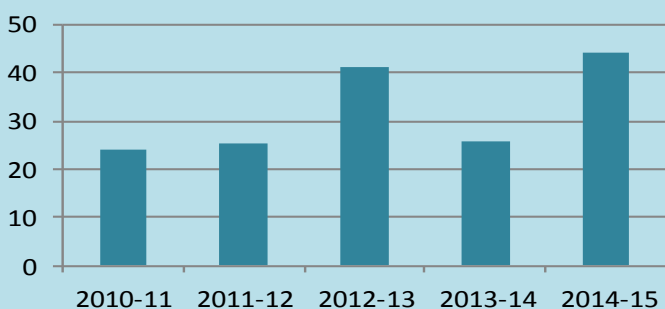
#### Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 5 833 in 2013-14 to 5 298.

### SERVICE DELIVERY

#### Water Supply Reliability

- Customers experienced an average of 44 minutes off supply (19 minutes more than 2013-14).



### WATER CUSTOMERS

**66 877**

*3% of state total (2.6 million)*

### AVERAGE HOUSEHOLD BILL

**\$1239**

*Statewide \$1006*

### AVERAGE HOUSEHOLD CONSUMPTION

**164 kL**

*Statewide 159 kL*

### STATUS OF MAJOR PROJECTS

*Scheduled for 1 July 2013 to 30 June 2018*

#### Completed

- Warragul-Hazel Creek trunk sewer (stage three)

#### On schedule

- Drouin wastewater treatment plant upgrade
- Loch Sport sewerage scheme

#### Delayed

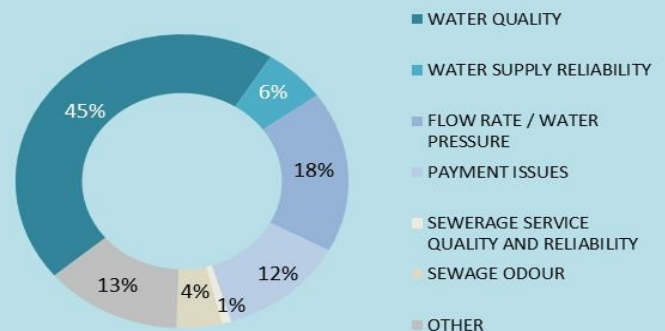
- Sale water treatment plant upgrade

### Sewer System Reliability

- 8 sewer blockages per 100km of sewer main, a decrease from 9 reported blockages in 2013-14.

### Complaints

- 637 complaints were received by the business, up 30 from the total in 2013-14.



# 2014-15 WATER PERFORMANCE REPORT

## GIPPSLAND WATER — FACT SHEET



| GENERAL   | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 |
|---|---------|---------|---------|---------|---------|
| Number of water customers (No.)   | 63 588  | 64 361  | 65 167  | 65 973  | 66 877  |
| Number of sewer customers (No.)   | 52 690  | 55 417  | 56 230  | 57 203  | 58 395  |
| Length of water main (km)   | 2 041   | 2 071   | 2 085   | 2 096   | 2 105   |
| Length of sewer main (km)   | 1 553   | 1 577   | 1 586   | 1 622   | 1 660   |
| AFFORDABILITY   | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 |
| Average household consumption (kL per household)                              | 162     | 163     | 176     | 171     | 164     |
| Average household bills (\$, nominal)   |         |         |         |         |         |
| Owner occupiers   | 1 098   | 1 185   | 1 261   | 1 242   | 1 239   |
| Tenants   | 271     | 294     | 337     | 325     | 311     |
| Number of customers on flexible payment (Instalment) plans (No.)              | 7562    | 5673    | 6110    | 5833    | 5298    |
| Number of Hardship grants approved (No.)                                      | 7       | 14      | 35      | 33      | 32      |
| Number of legal actions initiated for non-payment of bill - residential (No.) | 12      | 18      | 28      | 24      | 7       |
| Number of restrictions applied for non-payment of bill - residential (No.)    | 313     | 149     | 133     | 173     | 205     |
| Number of payment issue complaints (No.)                                      | 182     | 137     | 116     | 81      | 79      |
| CUSTOMER RESPONSIVENESS AND SERVICE   | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 |
| Total number of customer calls (No.)  | 42 354  | 43 642  | 43 584  | 46 007  | 52 725  |
| account line  | 22 769  | 23 073  | 22 728  | 25 983  | 28 102  |
| fault line  | 19 585  | 20 569  | 20 856  | 20 024  | 24 623  |
| Average time to connect to an operator - account and fault line (seconds)     | 22      | 24      | 22      | 21      | 66      |
| Total number of complaints - all categories (No.)                             | 644     | 937     | 619     | 607     | 637     |
| Number of complaints to ombudsman (EWOV) (No.)                                | 40      | 47      | 45      | 34      | 37      |
| NETWORK RELIABILITY AND EFFICIENCY  | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 |
| Water supply interruptions (per 100km water main)                             | 26.6    | 27.7    | 36.4    | 29.7    | 30.2    |
| Average duration of interruptions (minutes)                                   |         |         |         |         |         |
| planned   | 159     | 166     | 157     | 171     | 191     |
| unplanned   | 78      | 75      | 86      | 74      | 89      |
| Average customer minutes off supply - total                                   | 24      | 26      | 41      | 26      | 44      |
| Water main bursts and leaks (per 100km water main)                            | 23.2    | 22.6    | 33.6    | 25.2    | 25.1    |
| Number of water supply reliability and flow rate complaints (No.)             | 110     | 115     | 136     | 172     | 152     |
| Sewer main blockages (per 100km sewer main)                                   | 13.6    | 7.9     | 7.8     | 8.6     | 8.0     |
| Sewer spills from reticulation and branch sewers (per 100km sewer main)       | 4.5     | 1.3     | 1.8     | 1.0     | 4.7     |
| Number of sewerage service quality & reliability complaints (No.)             | 2       | 10      | 7       | 11      | 6       |
| 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.)         | 180     | 466     | 258     | 261     | 287     |
| ENVIRONMENTAL PERFORMANCE   | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 |
| Recycling - effluent reuse (per cent of effluent)                             | 4       | 4       | 7       | 5       | 8       |
| Biosolids - reused (per cent)   | 32      | 0       | 100     | 100     | 100     |
| Total CO2 equivalent emissions (tonnes)                                       | 68 798  | 61 727  | 42 864  | 38 246  | 42 706  |
| Number of sewer odour complaints (No.)  | 29      | 44      | 24      | 21      | 28      |