

2014-15 WATER PERFORMANCE REPORT

WESTERNPORT WATER — FACT SHEET

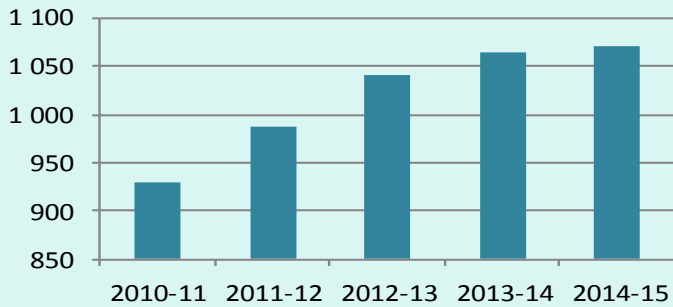


For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au

CUSTOMER OUTCOMES

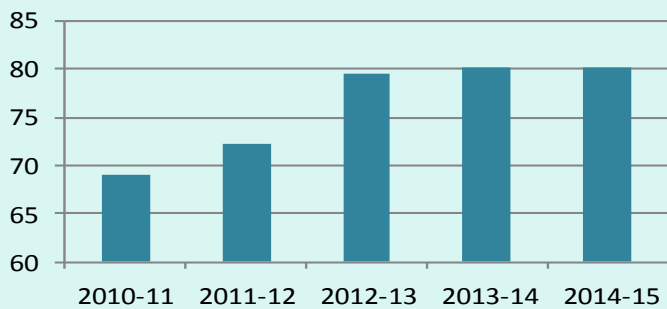
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$1064 in 2013-14 to \$1072.
- Tenants who are not billed fixed charges had their bills decrease from \$143 in 2013-14 to \$129.

Average Household Consumption (kilolitres)



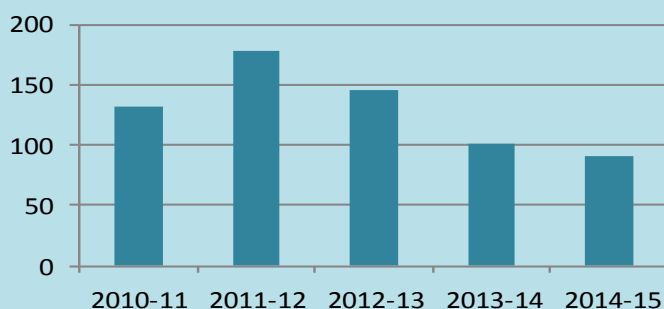
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 298 in 2013-14 to 199.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 92 minutes off supply (10 minutes better than 2013-14).



WATER CUSTOMERS

15 708

1% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1072

Statewide \$1006

AVERAGE HOUSEHOLD CONSUMPTION

80 kL

Statewide 159 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Candowie upgrade project

On schedule

- Cowes wastewater reticulation — new rising mains
- Cowes wastewater treatment plant upgrade
- San Remo basin cover replacement

Delayed

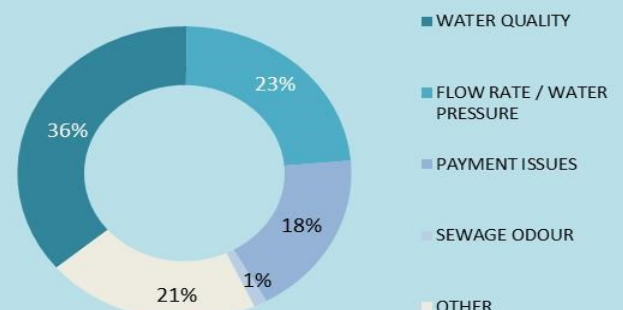
- Cowes wastewater reticulation — upgrade pump stations
- Ian Bartlett water purification plant tertiary treatment

Sewer System Reliability

- 2 sewer blockages per 100km of sewer main, an improvement on 3 reported blockages in 2013-14.

Complaints

- 77 complaints were received by the business, down 136 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.)	15 104	15 358	15 567	15 726	15 708
Number of sewer customers (No.)	13 715	13 953	14 174	14 372	14 213
Length of water main (km)	425	453	444	474	448
Length of sewer main (km)	337	339	351	352	356
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	69	72	80	80	80
Average household bills (\$, nominal)					
Owner occupiers	929	988	1 041	1 064	1 072
Tenants	93	103	148	143	129
Number of customers on flexible payment (Instalment) plans (No.)	679	358	226	298	199
Number of Hardship grants approved (No.)	5	3	5	14	23
Number of legal actions initiated for non-payment of bill - residential (No.)	0	0	1	1	0
Number of restrictions applied for non-payment of bill - residential (No.)	88	13	0	83	0
Number of payment issue complaints (No.)	8	12	18	18	14
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	15 882	15 474	14 730	14 058	15 255
account line	14 477	13 928	13 077	12 559	13 786
fault line	1 405	1 546	1 653	1 499	1 469
Average time to connect to an operator - account and fault line (seconds)	20	20	21	20	16
Total number of complaints - all categories (No.)	65	145	141	213	77
Number of complaints to ombudsman (EWOV) (No.)	17	17	17	20	15
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	41.4	52.8	55.2	40.7	42.2
Average duration of interruptions (minutes)					
planned	158	145	186	167	148
unplanned	118	175	124	92	103
Average customer minutes off supply - total	133	179	147	102	92
Water main bursts and leaks (per 100km water main)	16.7	22.7	28.2	16.7	13.6
Number of water supply reliability and flow rate complaints (No.)	8	38	52	42	18
Sewer main blockages (per 100km sewer main)	8.6	4.7	4.6	2.8	2.0
Sewer spills from reticulation and branch sewers (per 100km sewer main)	4.7	4.4	2.8	6.3	2.0
Number of sewerage service quality & reliability complaints (No.)	0	2	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	40	18	101	28
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	11	9	18	18	19
Biosolids - reused (per cent)	170	122	43	106	135
Total CO2 equivalent emissions (tonnes)	4 344	7 315	6 259	6 471	6 473
Number of sewer odour complaints (No.)	3	20	19	14	1