



Water business profiles supplement

Water performance report 2018-19

10 December 2019



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How to use this supplement



This supplement to our Water performance report 2018-19 provides a snapshot of the 16 urban water businesses in Victoria in alphabetical order.

What you will find in this supplement

Supply map: This map illustrates the water business's service region. For metropolitan Melbourne water businesses, this map shows the Port Phillip Bay area.

Key facts: Some key facts on customer size, average household water use and the typical annual bills (owner occupied and tenant) are reported with statewide averages for comparison.

Water supply restrictions: The number of customers that had their water supply restricted for overdue debt is provided for the last five years in a bar graph.

Complaints: Total customer complaints for 2018-19 are reported with the breakdown of complaint categories illustrated in a chart.

Service reliability: Key water supply and sewerage reliability measures are provided with average time off water supply represented in a bar graph.

Read all of our 2018–19 water performance resources

Find all of our 2018-19 performance information at <https://www.esc.vic.gov.au/water-performance-reports>, including:

- our report comparing the performance of the 16 urban water businesses
- these water business profiles that provide a snapshot of each business's performance
- a summary of the data behind our tables and charts in the report.





Supply map

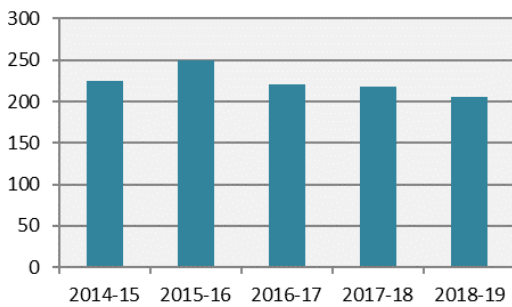


Key facts

Statewide

Number of water customers:	161,695	2,803,530
Average household water use (kilolitres):	171 kL	164 kL
Typical household bill (owner occupier):	\$ 1,048	\$ 1037
Typical household bill (tenant):	\$ 309	\$ 454

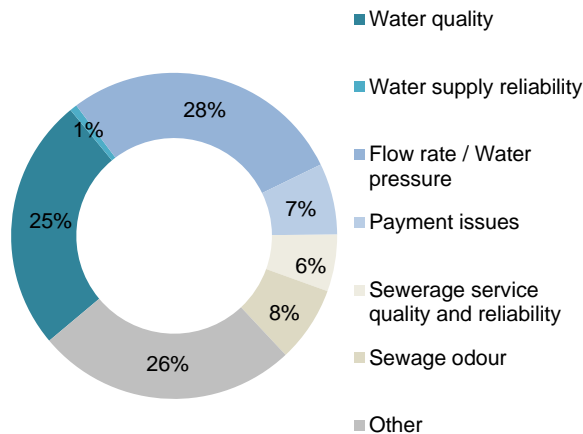
Water supply restrictions – residential



205 residential customers had their water supply restricted for overdue debt, 13 fewer residential customers than in 2017-18.

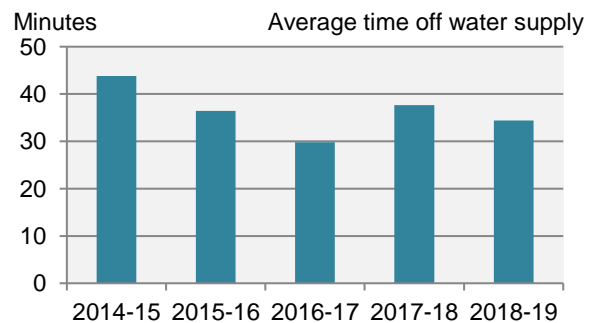
Complaints

692 complaints were received by the business, 238 more than the total in 2017-18.



Service reliability

Customers experienced an average of 34 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.



Central Highlands Water



Supply map

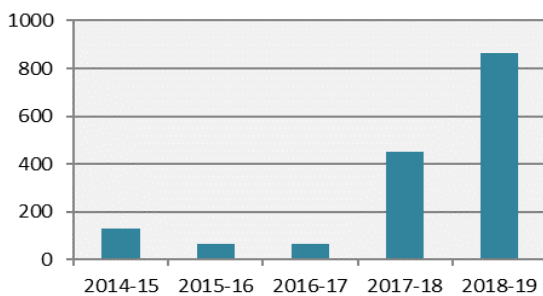


Key facts

Statewide

Number of water customers:	71,054	2,803,530
Average household water use (kilolitres):	161 kL	164 kL
Typical household bill (owner occupier):	\$ 1,266	\$1037
Typical household bill (tenant):	\$ 311	\$454

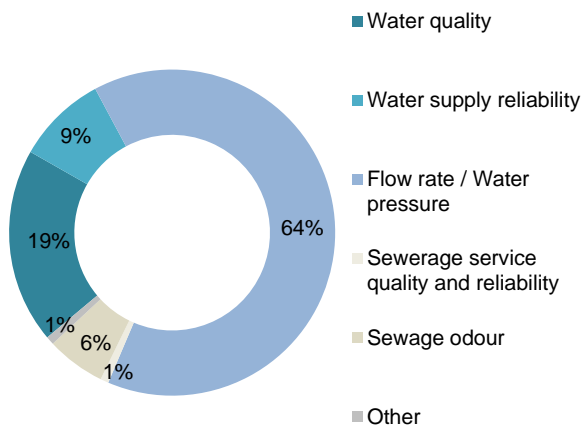
Water supply restrictions – residential



862 residential customers had their water supply restricted for overdue debt, 410 more residential customers than in 2017-18.

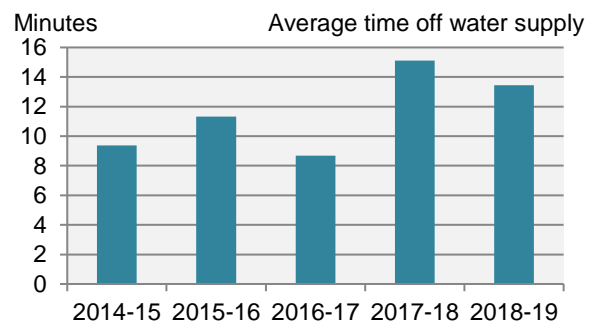
Complaints

615 complaints were received by the business, 28 more than the total in 2017-18.



Service reliability

Customers experienced an average of 13 minutes without water supply due to planned and unplanned interruptions.



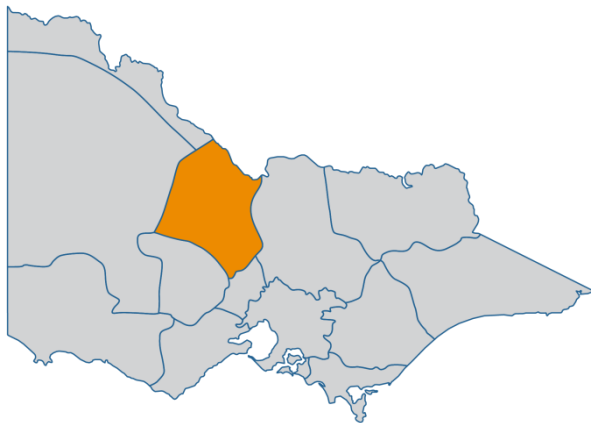
93.9 per cent of sewer spills were contained in 5 hours.



Coliban Water



Supply map

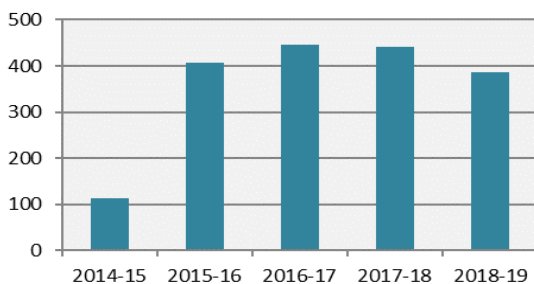


Key facts

Statewide

Number of water customers:	76,478	2,803,530
Average household water use (kilolitres):	210 kL	164 kL
Typical household bill (owner occupier):	\$ 1,388	\$ 1037
Typical household bill (tenant):	\$ 473	\$ 454

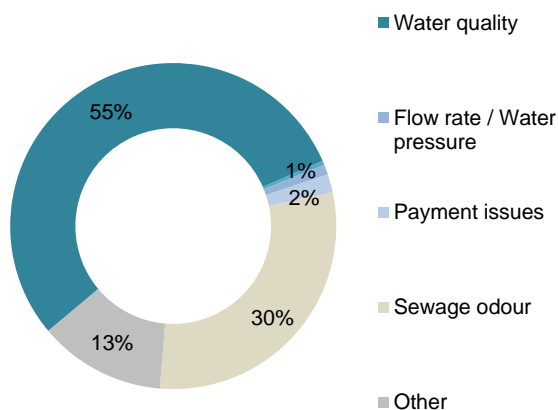
Water supply restrictions – residential



387 residential customers had their water supply restricted for overdue debt, 55 fewer residential customers than in 2017-18.

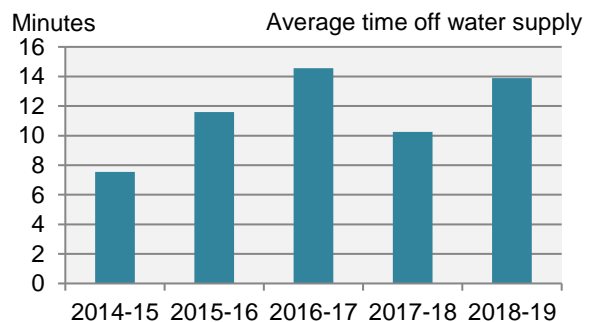
Complaints

493 complaints were received by the business, 93 more than the total in 2017-18.



Service reliability

Customers experienced an average of 14 minutes without water supply due to planned and unplanned interruptions.

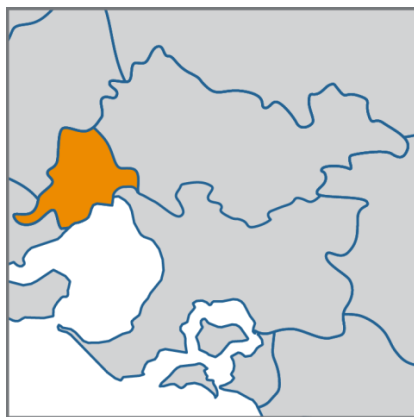


100 per cent of sewer spills were contained in 5 hours.





Melbourne supply map

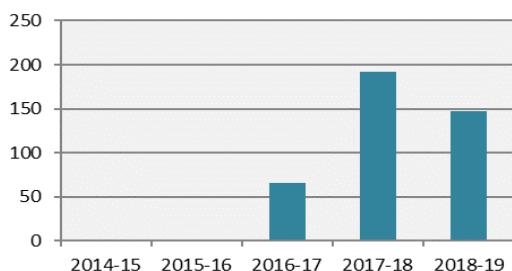


Key facts

Statewide

Number of water customers:	473,135	2,803,530
Average household water use (kilolitres):	145 kL	164 kL
Typical household bill (owner occupier):	\$ 940	\$ 1037
Typical household bill (tenant):	\$ 452	\$ 454

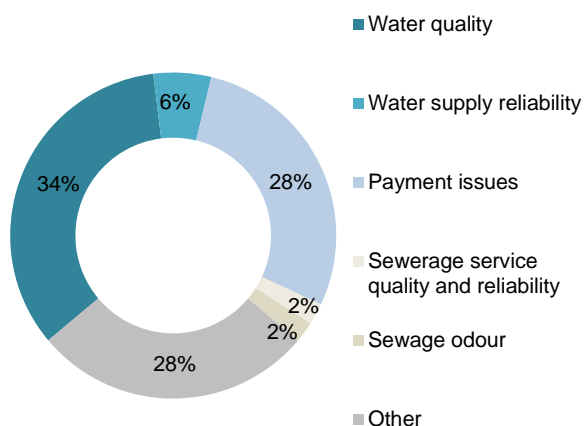
Water supply restrictions – residential



147 residential customers had their water supply restricted for overdue debt, 45 fewer residential customers than in 2017-18.

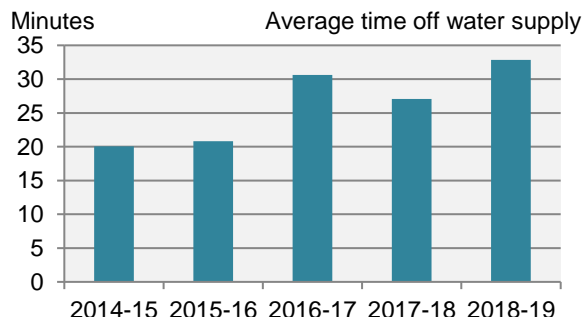
Complaints

1625 complaints were received by the business, 96 more than the total in 2017-18.



Service reliability

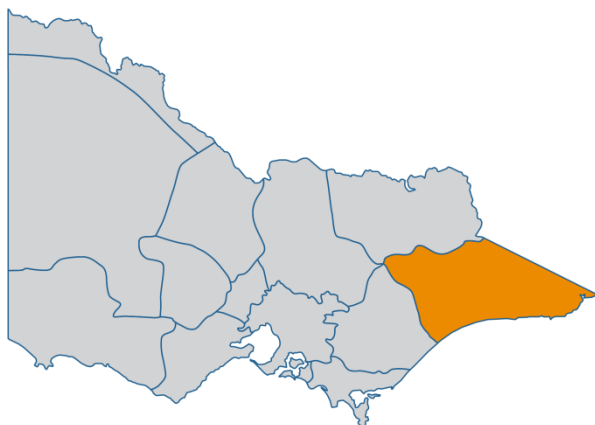
Customers experienced an average of 33 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.



Supply map



Key facts

Statewide

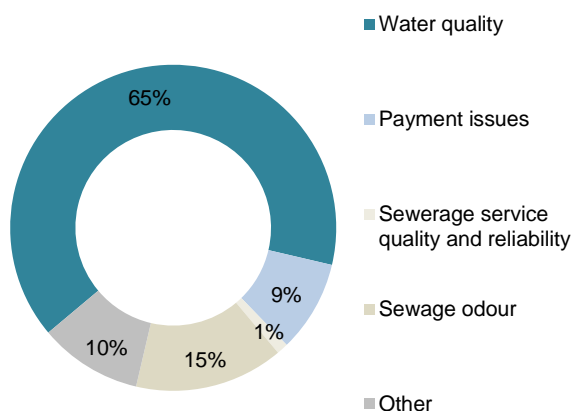
Number of water customers:	24,128	2,803,530
Average household water use (kilolitres):	160 kL	164 kL
Typical household bill (owner occupier):	\$ 1,214	\$ 1037
Typical household bill (tenant):	\$ 344	\$ 454

Water supply restrictions – residential

East Gippsland Water has not restricted any of its customers water supply for at least the last five years.

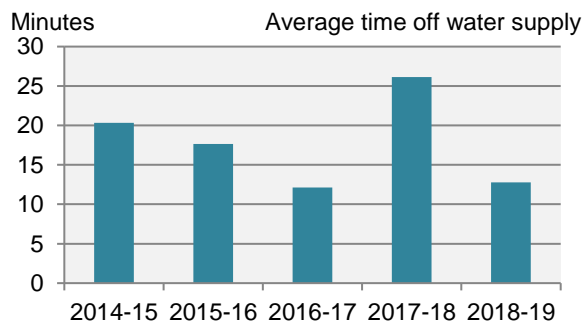
Complaints

88 complaints were received by the business, 1 more than the total in 2017-18.



Service reliability

Customers experienced an average of 13 minutes without water supply due to planned and unplanned interruptions.



98.4 per cent of sewer spills were contained in 5 hours.



Supply map

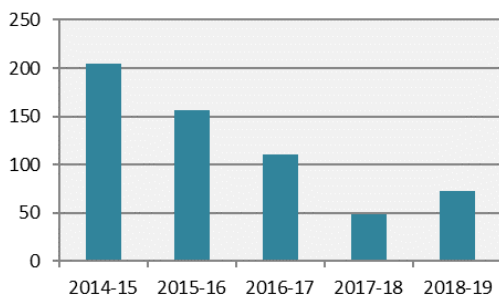


Key facts

Statewide

Number of water customers:	70,906	2,803,530
Average household water use (kilolitres):	177 kL	164 kL
Typical household bill (owner occupier):	\$ 1,352	\$ 1037
Typical household bill (tenant):	\$ 362	\$ 454

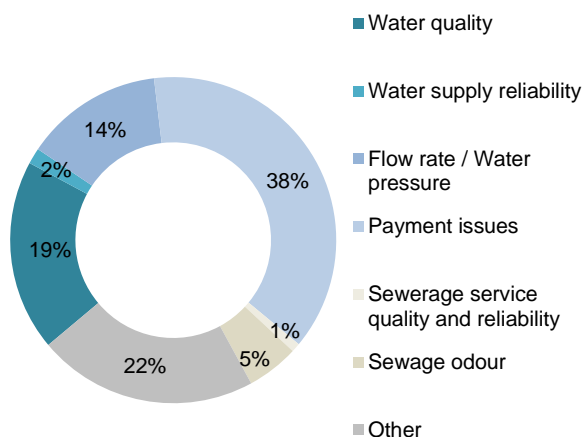
Water supply restrictions – residential



73 residential customers had their water supply restricted for overdue debt, 25 more residential customers than in 2017-18.

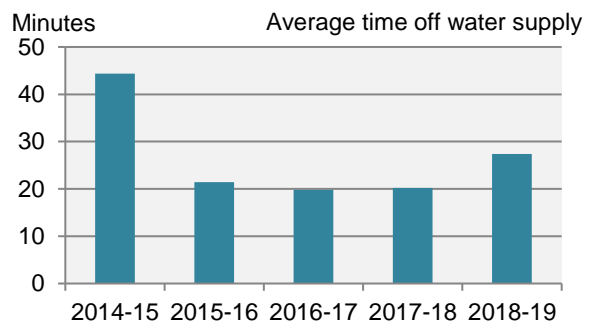
Complaints

1008 complaints were received by the business, 399 more than the total in 2017-18.



Service reliability

Customers experienced an average of 27 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.

Goulburn Valley Water



Supply map

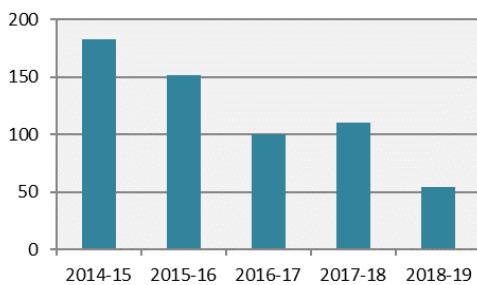


Key facts

Statewide

Number of water customers:	59,499	2,803,530
Average household water use (kilolitres):	285 kL	164 kL
Typical household bill (owner occupier):	\$ 949	\$ 1037
Typical household bill (tenant):	\$ 335	\$ 454

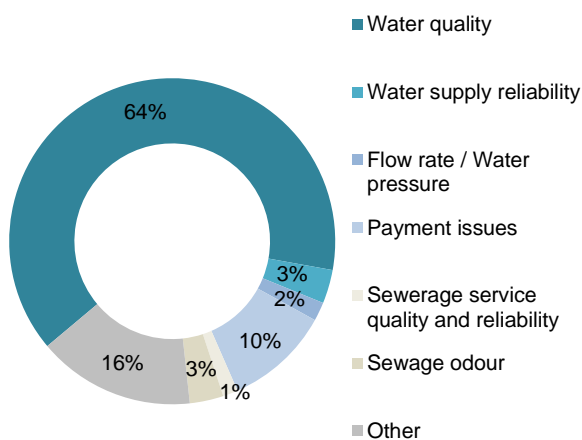
Water supply restrictions – residential



54 residential customers had their water supply restricted for overdue debt, 56 fewer residential customers than in 2017-18.

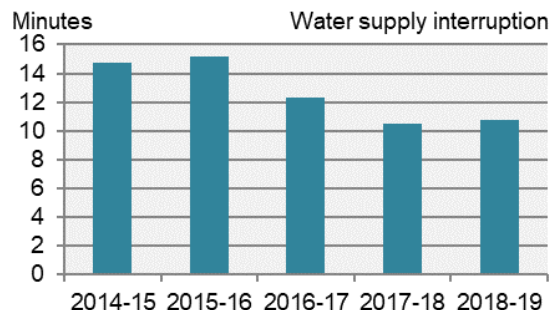
Complaints

269 complaints were received by the business, 42 more than the total in 2017-18.



Service reliability

Customers experienced an average of 11 minutes without water supply due to planned and unplanned interruptions.

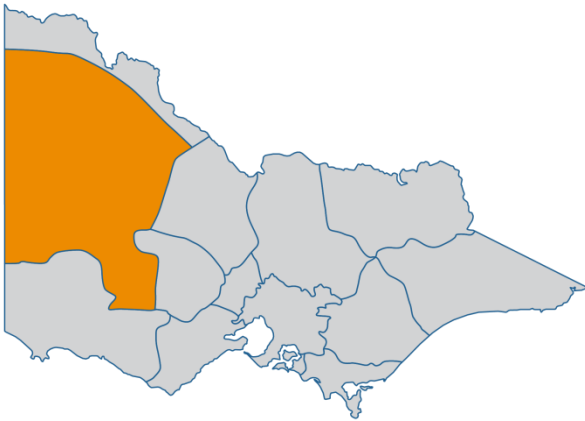


100 per cent of sewer spills were contained in 5 hours.





Supply map

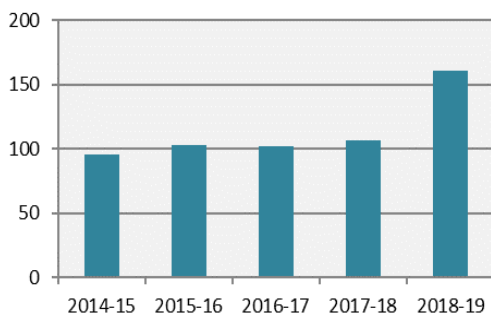


Key facts

Statewide

Number of water customers:	31 947	2,803,530
Average household water use (kilolitres):	246 kL	164 kL
Typical household bill (owner occupier):	\$ 1,389	\$ 1037
Typical household bill (tenant):	\$ 441	\$ 454

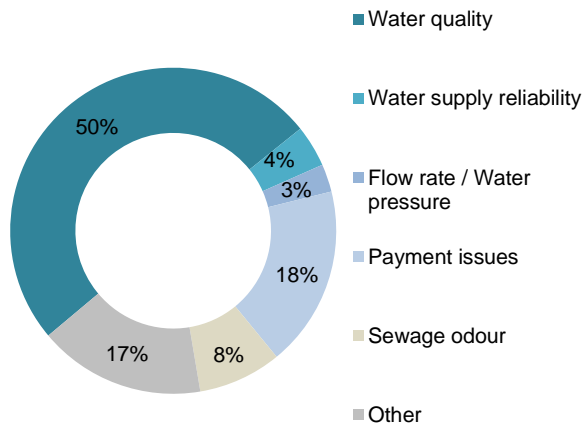
Water supply restrictions – residential



161 residential customers had their water supply restricted for overdue debt, 54 more residential customers than in 2017-18.

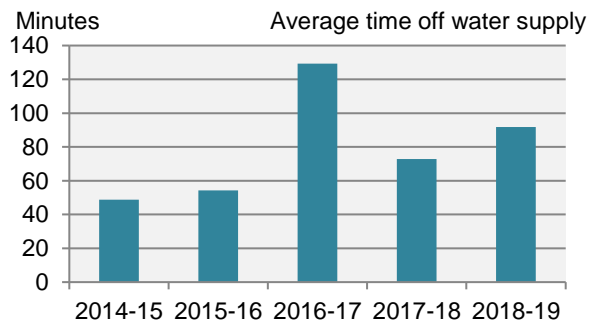
Complaints

145 complaints were received by the business, 16 less than the total in 2017-18.



Service reliability

Customers experienced an average of 92 minutes without water supply due to planned and unplanned interruptions.



99 per cent of sewer spills were contained in 5 hours.

Lower Murray Water



Supply map

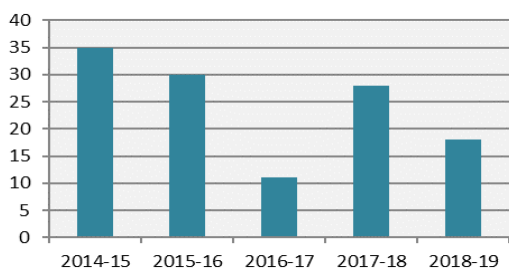


Key facts

Statewide

Number of water customers:	34,040	2,803,530
Average household water use (kilolitres):	519 kL	164 kL
Typical household bill (owner occupier):	\$ 1,006	\$ 1037
Typical household bill (tenant):	\$ 313	\$ 454

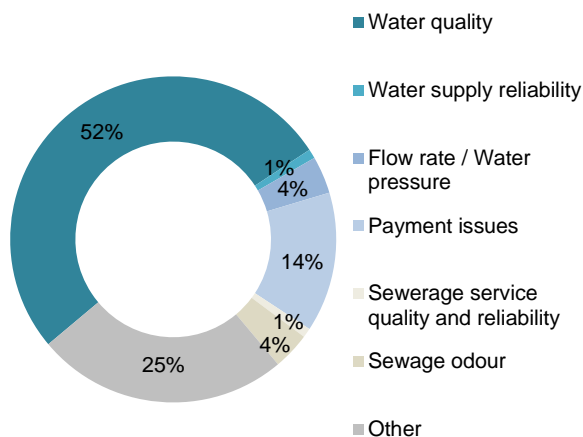
Water supply restrictions – residential



18 residential customers had their water supply restricted for overdue debt, 10 fewer residential customers than in 2017-18.

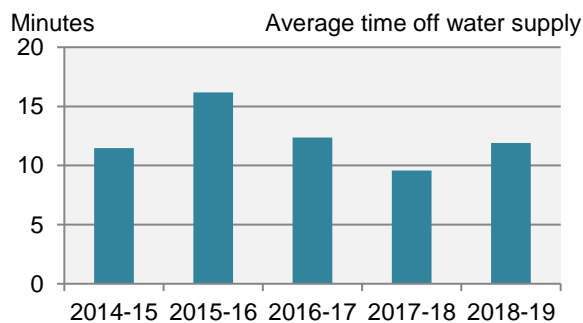
Complaints

108 complaints were received by the business, 30 more than the total in 2017-18.



Service reliability

Customers experienced an average of 12 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Supply map

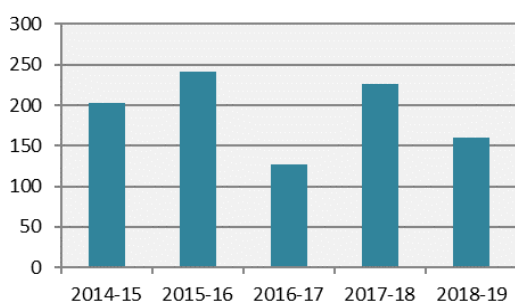


Key facts

Statewide

Number of water customers:	51,923	2,803,530
Average household water use (kilolitres):	224 kL	164 kL
Typical household bill (owner occupier):	\$ 951	\$ 1037
Typical household bill (tenant):	\$ 505	\$ 454

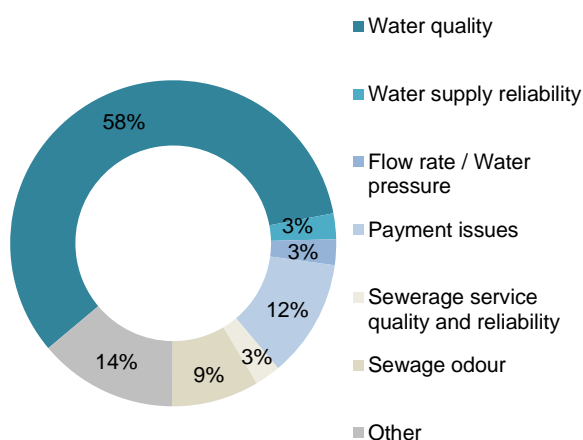
Water supply restrictions – residential



160 residential customers had their water supply restricted for overdue debt, 66 fewer residential customers than in 2017-18.

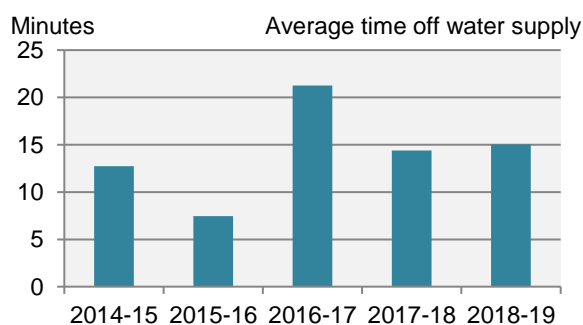
Complaints

196 complaints were received by the business, 20 more than the total in 2017-18.



Service reliability

Customers experienced an average of 15 minutes without water supply due to planned and unplanned interruptions.



96.1 per cent of sewer spills were contained in 5 hours.



Melbourne supply map

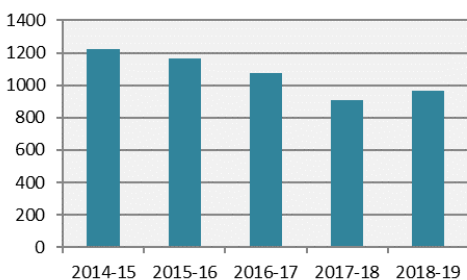


Key facts

Statewide

Number of water customers:	778,018	2,803,530
Average household water use (kilolitres):	148 kL	164 kL
Typical household bill (owner occupier):	\$ 956	\$ 1037
Typical household bill (tenant):	\$ 469	\$ 454

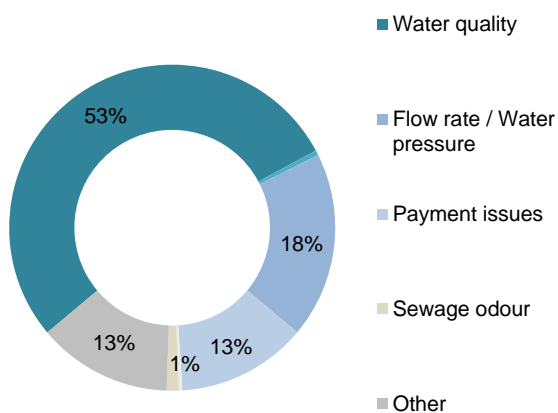
Water supply restrictions – residential



966 residential customers had their water supply restricted for overdue debt, 56 more residential customers than in 2017-18.

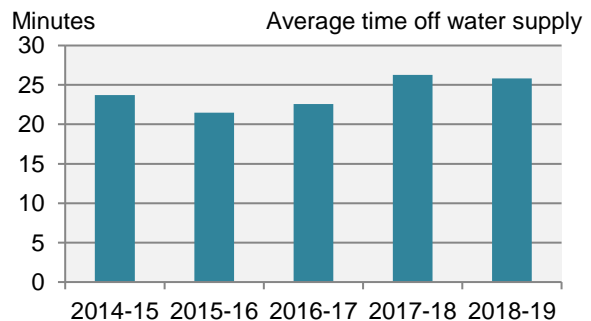
Complaints

3568 complaints were received by the business, 677 more than the total in 2017-18.



Service reliability

Customers experienced an average of 26 minutes without water supply due to planned and unplanned interruptions.



99.9 per cent of sewer spills were contained in 5 hours.



Supply map

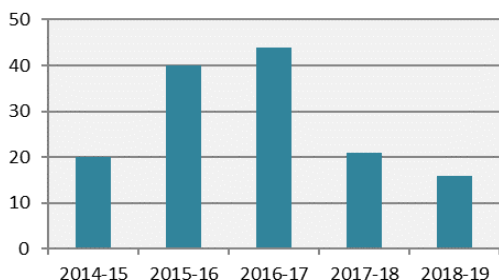


Key facts

Statewide

Number of water customers:	20,692	2,803,530
Average household water use (kilolitres):	119 kL	164 kL
Typical household bill (owner occupier):	\$ 999	\$ 1037
Typical household bill (tenant):	\$ 218	\$ 454

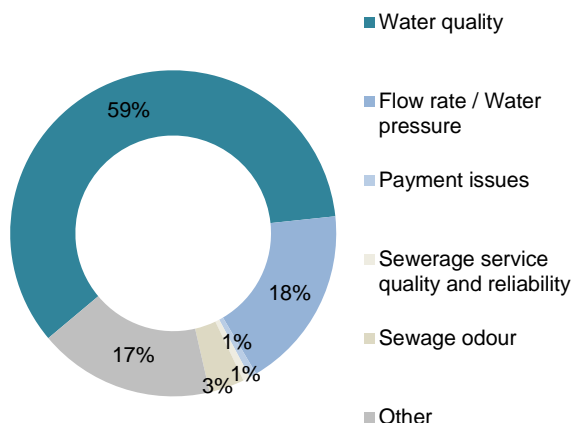
Water supply restrictions – residential



16 residential customers had their water supply restricted for overdue debt, 5 fewer residential customers than in 2017-18.

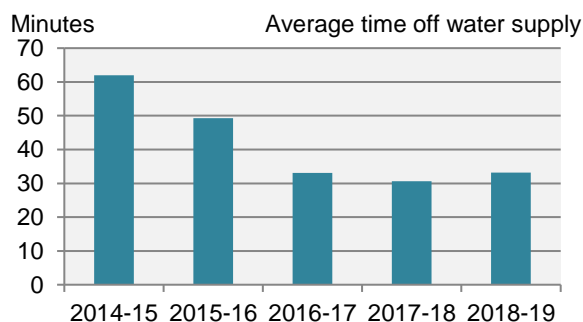
Complaints

143 complaints were received by the business, 57 less than the total in 2017-18.



Service reliability

Customers experienced an average of 33 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.





Supply map

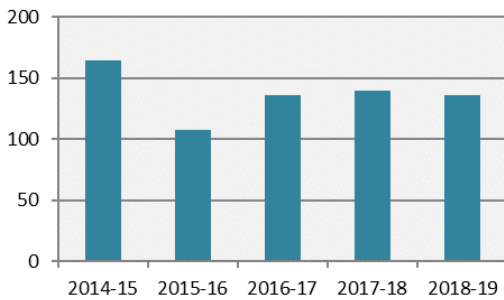


Key facts

Statewide

Number of water customers:	43,302	2,803,530
Average household water use (kilolitres):	147 kL	164 kL
Typical household bill (owner occupier):	\$ 1,113	\$ 1037
Typical household bill (tenant):	\$ 208	\$ 454

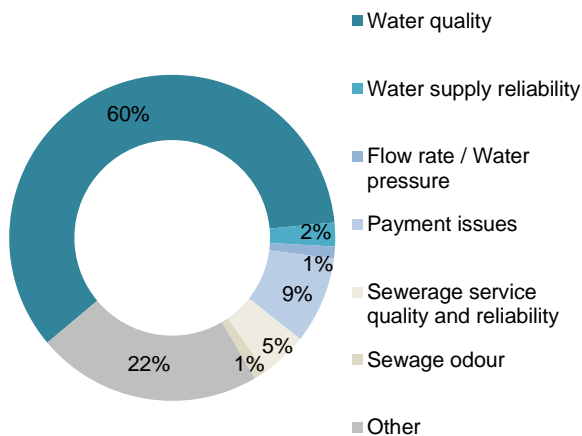
Water supply restrictions – residential



136 residential customers had their water supply restricted for overdue debt, 4 fewer residential customers than in 2017-18.

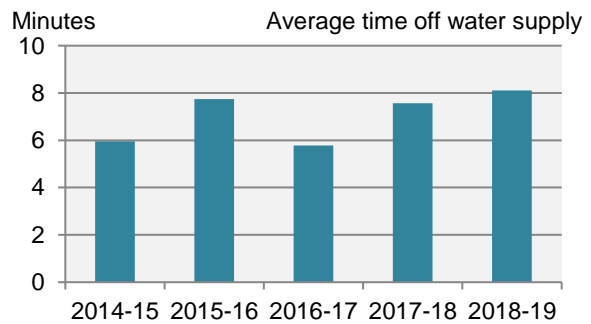
Complaints

255 complaints were received by the business, 141 less than the total in 2017-18.



Service reliability

Customers experienced an average of 8 minutes without water supply due to planned and unplanned interruptions.



96.3 per cent of sewer spills were contained in 5 hours.



Supply map

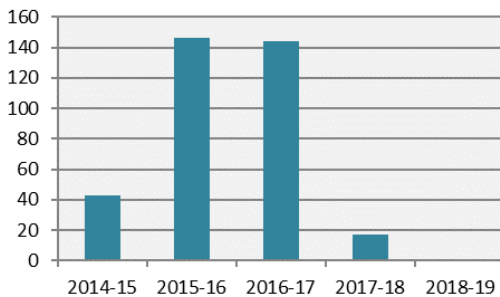


Key facts

Statewide

Number of water customers:	68,031	2,803,530
Average household water use (kilolitres):	189 kL	164 kL
Typical household bill (owner occupier):	\$ 1,045	\$ 1037
Typical household bill (tenant):	\$ 270	\$ 454

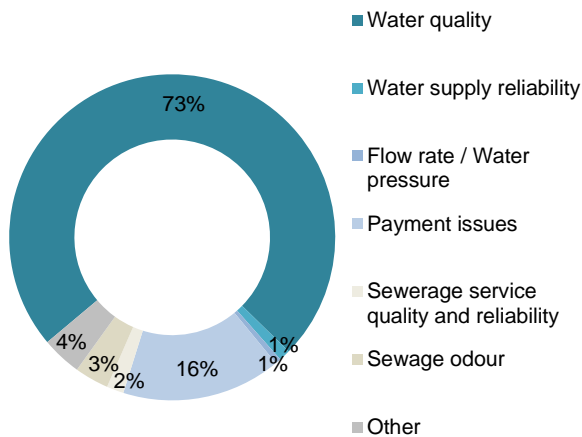
Water supply restrictions – residential



Western Water did not restrict any of its residential customers water supply in 2018/19 for overdue debt.

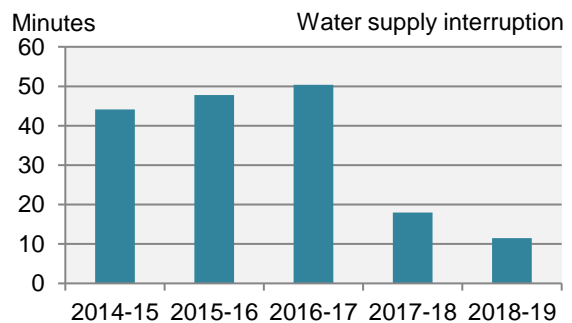
Complaints

177 complaints were received by the business, 39 less than the total in 2017-18.



Service reliability

Customers experienced an average of 11 minutes without water supply due to planned and unplanned interruptions.



97.7 per cent of sewer spills were contained in 5 hours.



Supply map

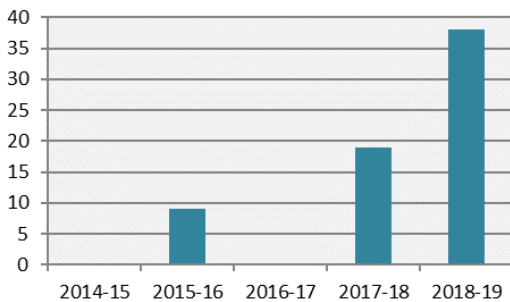


Key facts

Statewide

Number of water customers:	16,948	2,803,530
Average household water use (kilolitres):	89 kL	164 kL
Typical household bill (owner occupier):	\$ 1,170	\$ 1037
Typical household bill (tenant):	\$ 179	\$ 454

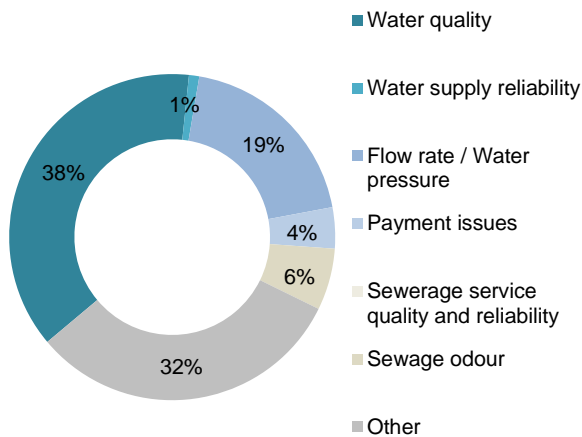
Water supply restrictions – residential



38 residential customers had their water supply restricted for overdue debt, 19 more residential customers than in 2017-18.

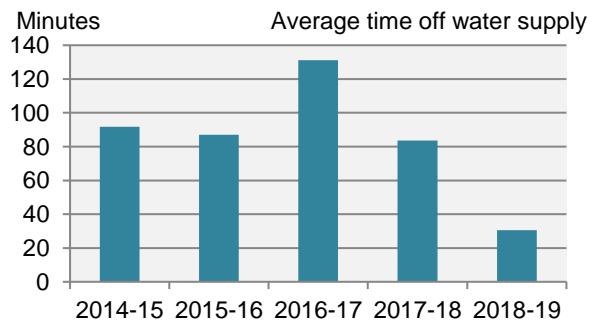
Complaints

98 complaints were received by the business, 6 less than the total in 2017-18.



Service reliability

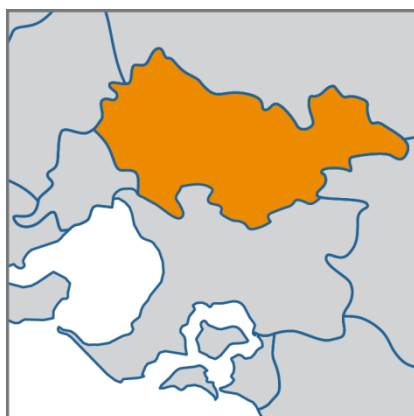
Customers experienced an average of 31 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.



Melbourne supply map

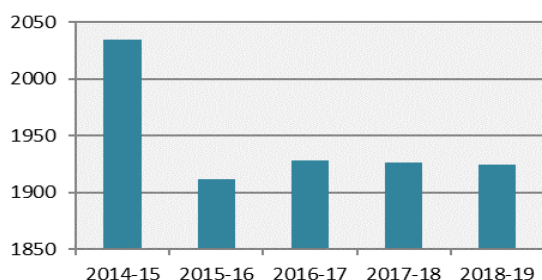


Key facts

Statewide

Number of water customers:	821,734	2,803,530
Average household water use (kilolitres):	155 kL	164 kL
Typical household bill (owner occupier):	\$ 1,077	\$ 1037
Typical household bill (tenant):	\$ 542	\$ 454

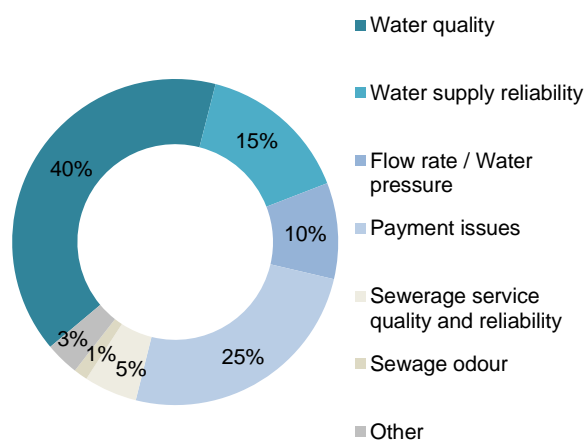
Water supply restrictions – residential



1925 residential customers had their water supply restricted for overdue debt, 1 less residential customer than in 2017-18.

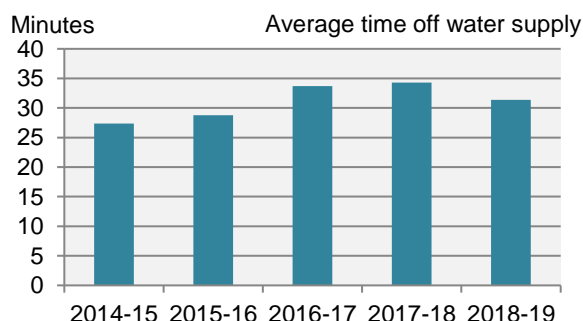
Complaints

10153 complaints were received by the business, 1239 more than the total in 2017-18.



Service reliability

Customers experienced an average of 34 minutes without water supply due to planned and unplanned interruptions.



97 per cent of sewer spills were contained in 5 hours.