

# 2011-12 WATER PERFORMANCE REPORT

## GRAMPIANS WIMMERA MALLEE WATER



The Essential Services Commission has published its eighth annual report on the performance of the Victorian urban water businesses that provide water and sewerage services. This factsheet provides information to consumers on the performance of their water business.

### Household bills

Based on the average household consumption, an owner occupier's average household bill increased from \$947 in 2010-11 to \$1096 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$215 in 2010-11 to \$301 in 2011-12.

### Household Consumption

Average household consumption in 2011-12 was 208 kL, up from 161 kL in 2010-11.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. GWMWater's customers experienced an average of 52 minutes off supply in 2011-12, a decrease from the 59 minutes reported in 2010-11.

### Sewer system reliability

In 2011-12 GWMWater reported 22 sewer blockages per 100km of sewer main, down from 25 in 2010-11, and the lowest rate in the last five years.

### Water Quality

GWMWater reported that all customers received water that fully met the microbiological requirement (measured by *E. Coli* levels) of the Safe Drinking Water Regulations 2005. 98 per cent of customers received drinking water that met the turbidity requirements, an improvement over the previous year of 89 per cent caused by flooding.

### Recycling

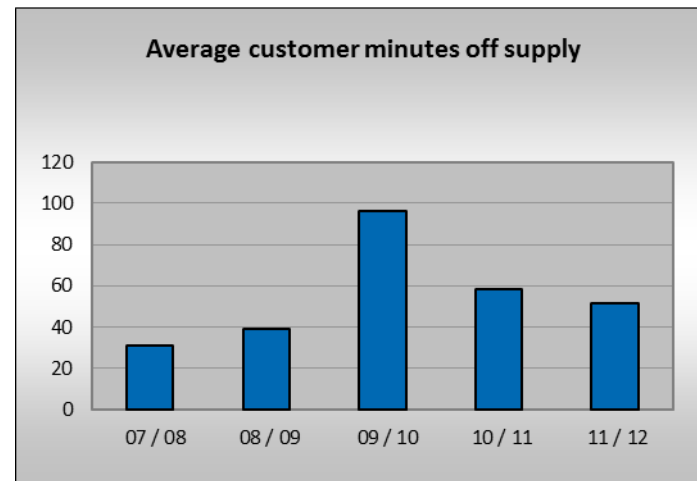
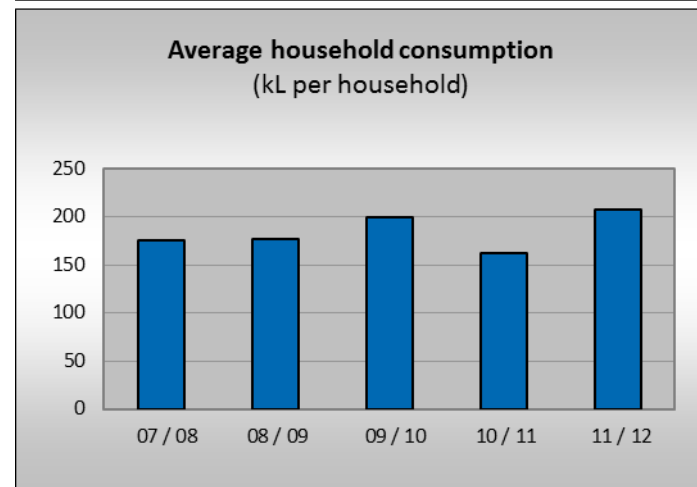
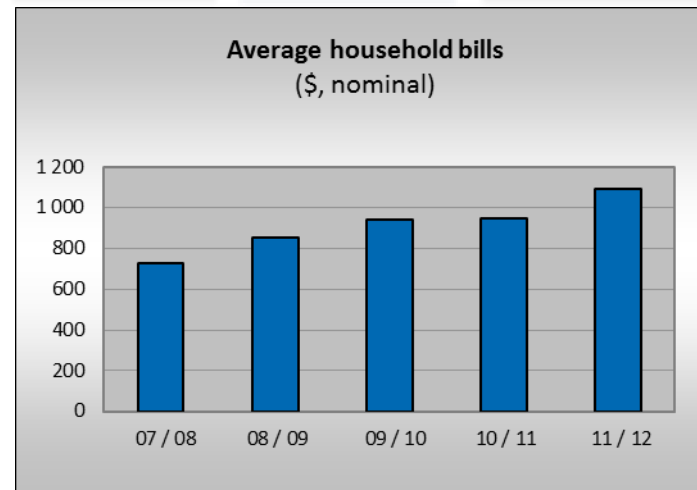
GWMWater recycled 105 per cent of its treated effluent as it ran down high levels of effluent remaining in storage from the previous year.

### Major Projects

The Lake Bolac New Sewerage Scheme reached practical completion in June 2012. The bores and interconnecting pipelines for the Edenhope water supply security project were completed, with some minor works to be completed.

Upgrades at both the St Arnaud and Stawell Waste Water Treatment Plants are well progressed and are expected to be completed in 2012-13.

<b>WATER CUSTOMERS</b>	<b>AVERAGE HOUSEHOLD BILL</b>	<b>AVERAGE HOUSEHOLD CONSUMPTION</b>
31 205	\$ 1096	208 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	30 564	30 824	30 951	31 041	31 205
Sewerage customers	24 654	24 794	24 930	25 058	25 084
Length of water main (km)	1 243	1 221	1 034	1 041	1 049
Length of sewer main (km)	636	635	641	650	649
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	175	177	200	161	208
Average household bills (\$, nominal)					
Owner occupiers	728	852	941	947	1 096
Tenants	176	215	259	215	301
Legal action for non-payment - domestic (per 100 customers)	0.17	0.02	0.00	0.00	0.04
Restrictions for non-payment - domestic (per 100 customers)	0.37	0.07	0.00	0.03	0.28
Hardship grants	15	0	0	67	80
Billing and affordability complaints	139	88	507	220	366
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	64 652	58 861	61 895	47 170	43 237
account line	45 752	43 504	41 474	32 930	35 054
fault line	18 900	15 357	20 421	14 240	8 183
Account line and fault line					
average time to connect to an operator (seconds)	14	13	28	26	26
calls answered in 30 seconds (percent)	86	89	83	78	79
Total complaints - all categories	323	345	705	722	823
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	163	150	233	199	169
unplanned	382	304	282	290	379
total (per 100km water main)	44	37	50	47	52
Average duration of interruptions (minutes)					
planned	118	130	166	151	157
unplanned	78	98	80	80	80
Average customer minutes off supply - total	31	39	96	59	52
planned	16	17	84	43	36
unplanned	14	22	12	16	16
Bursts and leaks (per 100km water main)	51	42	45	36	56
Sewer blockages (per 100km sewer main)	35	37	38	25	22
Water supply reliability and pressure complaints	16	19	12	60	32
DRINKING WATER QUALITY	2007-08	2008-09	2009-10	2010-11	2011-12
Microbiological water quality compliance (percent)	100	99	100	100	100
Turbidity compliance (percent)	93	98	99	89	98
Water quality complaints	37	121	109	300	289
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	99	100	99	78	105
Biosolids - reused (percent)	0	107	134	0	0
CO2e - total (tonnes)	14 844	13 434	19 031	15 590	10 778
Sewer odour complaints	1	5	1	2	4