

2010-11 WATER PERFORMANCE REPORT

YARRA VALLEY WATER



The Essential Services Commission has published its seventh 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 substantially from \$649 in 2009-10 to \$763 in 2010-11.

Tenants who are not billed fixed charges had their average household bills increase from \$332 in 2009-10 to \$380 in 2010-11.

Household Consumption

Average household consumption in 2010-11 of 139 kL continued a downward trend evident over the last five years.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Yarra Valley Water's customers experienced an average of 32 minutes off supply in 2010-11, the same as for 2009-10 and consistent with previous years.

Sewer system reliability

In 2010-11 Yarra Valley Water reported 41 sewer blockages per 100km of sewer main, down from 45 in 2009-10, and the best performance over the last five years.

Water Quality

Yarra Valley Water reported that all customers received water that met the microbiological (measured by *E. Coli* levels) and turbidity requirements of the Safe Drinking Water Regulations 2005.

Recycling

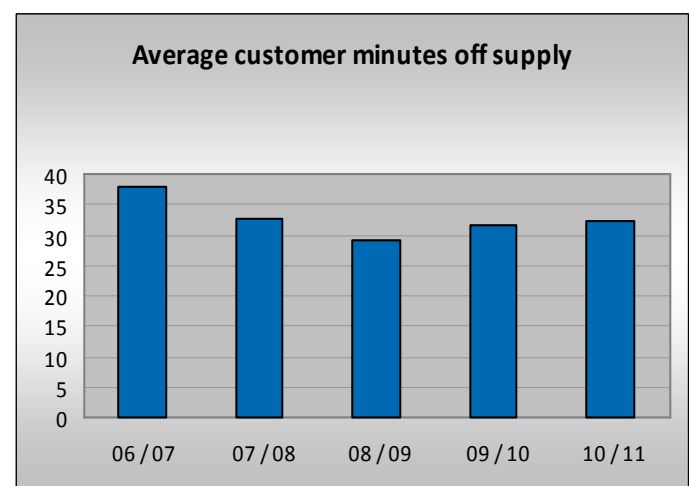
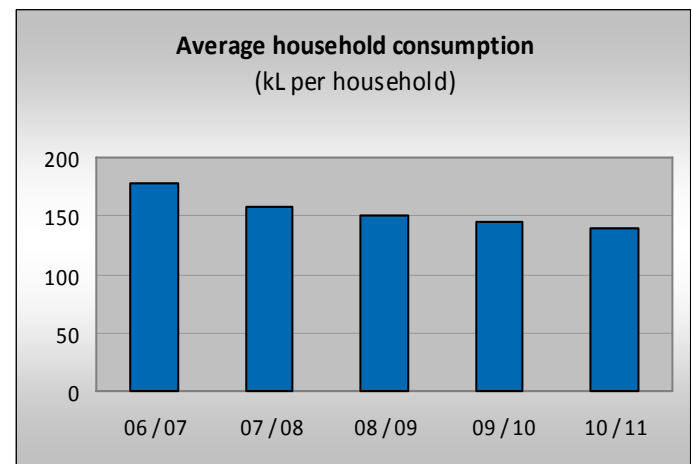
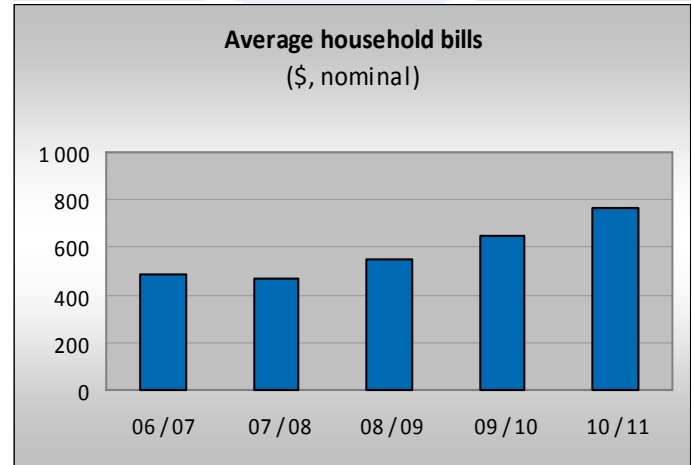
Yarra Valley Water recycled 21 per cent of its treated effluent. The majority of sewage from Yarra Valley Water customers is treated by Melbourne Water who recycled 14 per cent of effluent treated.

Major Projects

Section 1 of the Epping-Craigieburn sewerage expansion was not delivered in 2010-11 due to a slow rate of industrial development in the catchment. Yarra Valley Water introduced a temporary strategy that involves using the available storage in the constructed pipe section and deferring the commencement of the tunnel section for a number of years. Rates of growth will be monitored so that this project can commence to ensure development needs can be serviced.

While Section 2 was completed, Section 3 was delayed due to different geological conditions from those expected (harder rock) slowing excavation rates, and should be completed in 2011.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
699 768	\$ 763	139 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	650 727	660 263	670 353	681 409	699 768
Sewerage customers	599 124	610 017	619 543	629 779	646 775
Length of water main (km)	9 018	9 088	9 147	9 391	9 490
Length of sewer main (km)	8 564	8 673	8 792	8 887	9 004
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	178	157	151	144	139
Average household bills (\$, nominal)					
Owner occupiers	488	473	553	649	763
Tenants	279	255	293	332	380
Legal action for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.00	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.00	0.01	0.03	0.03	0.01
Hardship grants	10 954	10 155	9 805	9 609	10 055
Billing and affordability complaints	107	79	200	297	1 178
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	582 729	539 106	536 930	579 813	602 322
account line	431 619	407 643	404 510	442 492	464 242
fault line	151 110	131 463	132 420	137 321	138 080
Account line and fault line					
average time to connect to an operator (seconds)	23	28	22	34	82
calls answered in 30 seconds (percent)	90	82	87	83	63
Total complaints - all categories	3 887	4 901	4 194	4 988	4 848
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	1 316	713	808	798	912
unplanned	6 207	5 851	5 407	5 539	4 958
total (per 100km water main)	83	72	68	67	62
Average duration of interruptions (minutes)					
planned	131	145	139	142	142
unplanned	84	92	97	102	110
Average customer minutes off supply - total	38	33	29	32	32
planned	12	6	6	6	8
unplanned	26	26	23	25	24
Bursts and leaks (per 100km water main)	75	65	60	52	46
Sewer blockages (per 100km sewer main)	49	46	47	45	41
Water supply reliability and pressure complaints	13	698	1 072	1 012	765
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	3 396	3 738	2 549	3 319	2 333
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	20	23	25	28	21
Biosolids - reused (percent)	0	0	251	0	0
CO2e - total (tonnes)	10 136	25 985	30 725	27 077	29 041
Sewer odour complaints	188	229	201	214	209