

# 2009-10 WATER PERFORMANCE REPORT

## WESTERNPORT WATER



The Essential Services Commission has published its sixth 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 \$816 in 2008-09 to \$883 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$89 in 2008-09 to \$91 in 2009-10.

### Household Consumption

Average household consumption in 2009-10 was 71 kL.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Westernport Water's overall reliability of 67 minutes in 2009-10 was an improvement compared to the 226 minutes in 2008-09. Improvements were reported for both planned and unplanned interruptions.

### Sewer system reliability

In 2009-10 Westernport Water reported 4 sewer blockages per 100km of sewer main.

### Water Quality

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

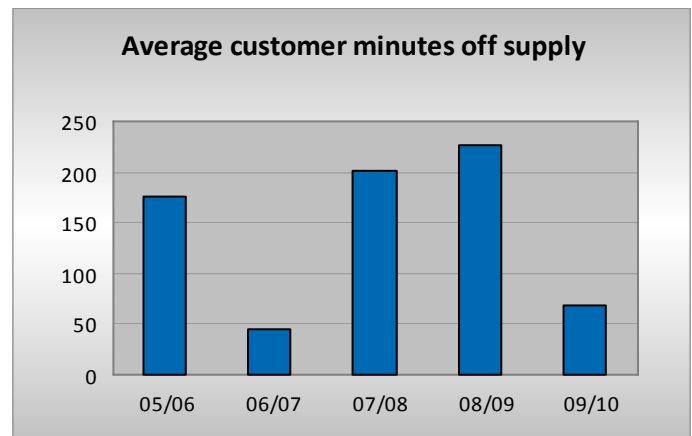
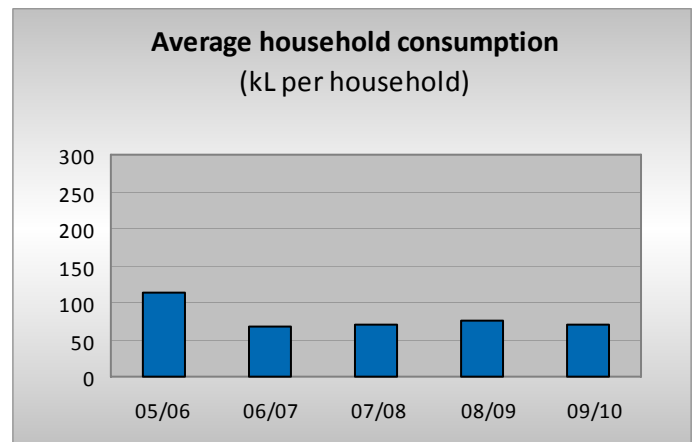
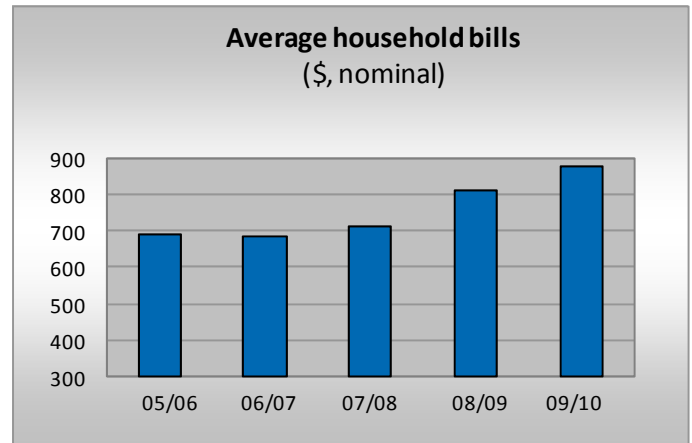
### Recycling

Westernport Water recycled 16 per cent of its treated effluent in 2009-10.

### Major Projects

The Bass River Pipeline extension to Ian Bartlett water treatment plant project is being considered in conjunction with the project to upgrade Candowie Reservoir. The likely start of construction is thus between 2011-12 and 2012-13.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
14 808	\$ 883	71 kL



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GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	13 098	13 788	14 305	14 517	14 808
Sewerage customers	11 525	12 334	12 875	13 111	13 438
Length of water main (km)	361	368	374	374	382
Length of sewer main (km)	305	306	308	308	363
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	113	69	71	76	71
Average household bills (\$, nominal)					
Owner occupiers	695	691	718	816	883
Tenants	121	76	79	89	91
Legal action for non-payment - domestic (per 100 customers)	0.02		0.34	0.01	0.00
Restrictions for non-payment - domestic (per 100 customers)			1.13	0.56	1.38
Hardship grants	0	0	4	1	7
Billing and affordability complaints	44	38	29	23	20
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	15 376	23 265	13 395	17 275	18 266
account line	14 907	22 147	13 084	16 817	16 791
fault line	469	1 118	311	458	1 475
Account line and fault line					
average time to connect to an operator (seconds)	11	10	22	20	20
calls answered in 30 seconds (percent)	94	94	94	96	94
Total complaints - all categories	468	255	247	129	94
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	148	174	187	237	198
planned	41	15	30	104	54
unplanned	107	159	157	133	144
total (per 100km water main)	41	47	50	63	52
Average duration of interruptions (minutes)					
planned	320	183	284	178	131
unplanned	154	78	102	110	69
Average customer minutes off supply - total	175	44	200	226	67
planned	122	14	140	156	40
unplanned	53	31	60	70	28
Bursts and leaks (per 100km water main)	26	33	23	28	28
Sewer blockages (per 100km sewer main)	4	5	7	7	4
Water supply reliability and pressure complaints	120	3	9	11	7
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	99	100	100	100
Water quality complaints	212	121	147	44	47
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	17	25	20	19	16
Biosolids - reused (percent)	0	0	0	0	0
Net greenhouse gas emission (CO <sub>2</sub> e tonnes)	4 661	4 510	4 872	4 490	4 317
Sewer odour complaints	28	11	19	14	6