

# 2013-14 WATER PERFORMANCE REPORT

## CITY WEST WATER



The Essential Services Commission has published its tenth 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 \$813 in 2012-13 to \$1000 in 2013-14.

Tenants who are not billed fixed charges had their average household bills increase from \$426 in 2012-13 to \$532 in 2013-14.

### Household Consumption

Average household consumption in 2013-14 decreased to 145 kL, from 150 kL in 2012-13.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. City West Water's customers experienced an average of 23 minutes off supply in 2013-14, a slight decrease from the 25 minutes reported in 2012-13.

### Sewer system reliability

In 2013-14 City West Water reported 16 sewer blockages per 100km of sewer main, a small increase from the reported blockages in 2012-13.

### Water Quality

City West 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

City West Water recycled 3 per cent of the effluent treated by its only treatment plant. This is a decrease from the previous year of 18 per cent.

### Major Projects

#### Completed

- Office relocation

#### On schedule

- Derrimut interceptor sewer
- West Werribee dual water supply scheme
- West Werribee low level reservoir and Werribee West — 750mm inlet/outlet main
- Stormwater projects (various)
- Aquifer storage and recovery

#### Delayed

- Program Arrow

### WATER CUSTOMERS

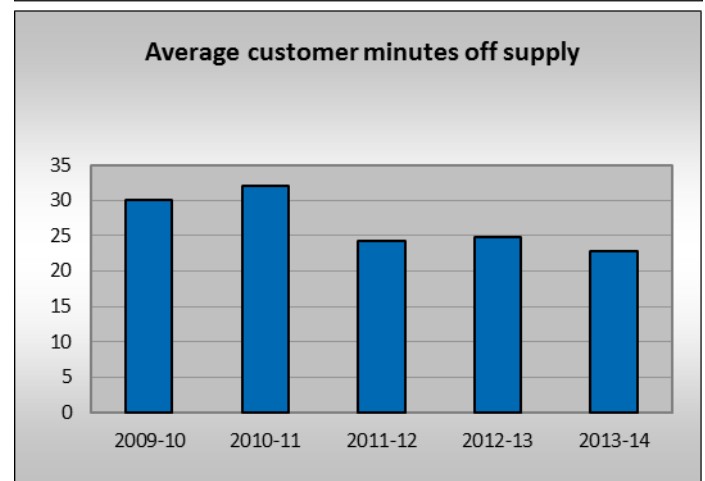
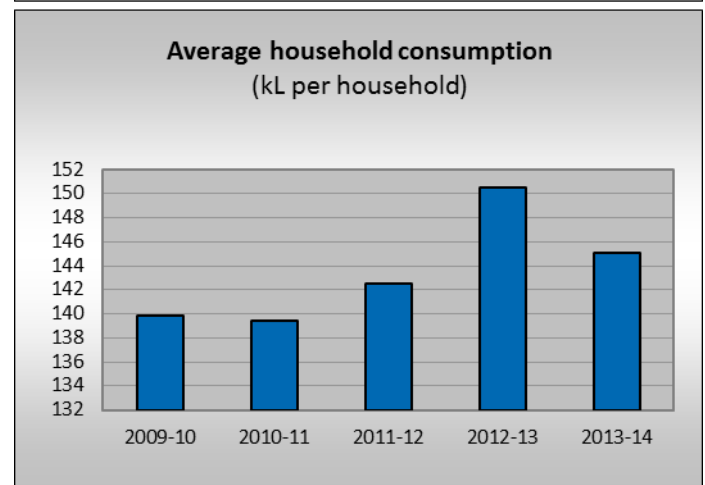
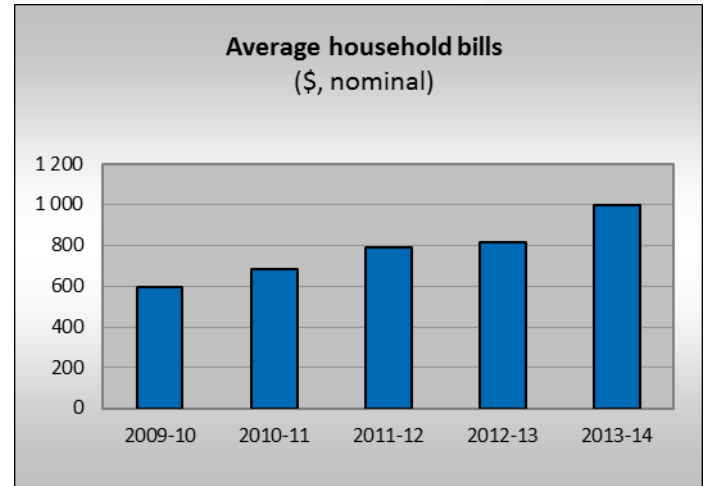
403 185

### AVERAGE HOUSEHOLD BILL

\$ 1000

### AVERAGE HOUSEHOLD CONSUMPTION

145 kL



Further information available at [www.esc.vic.gov.au](http://www.esc.vic.gov.au)

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GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	356 845	368 261	379 086	389 551	403 185
Sewerage customers	353 411	364 835	375 643	386 099	399 764
Length of water main (km)	4 431	4 506	4 561	4 716	4 746
Length of sewer main (km)	3 909	3 980	4 044	4 093	4 118
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	140	139	143	150	145
Average household bills (\$, nominal)					
Owner occupiers	597	687	791	813	1 000
Tenants	298	347	405	426	532
Legal action for non-payment - domestic (per 100 customers)	0.13	0.14	0.14	0.18	0.17
Restrictions for non-payment - domestic (per 100 customers)	0.15	0.11	0.23	0.15	0.09
Hardship grants	259	380	460	504	511
Affordability complaints	402	579	554	465	627
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	408 364	419 991	402 823	386 765	406 448
account line	322 931	331 489	320 985	294 267	324 224
fault line	85 433	88 502	81 838	92 498	82 224
Account line and fault line					
average time to connect to an operator (seconds)	61	59	160	90	26
calls answered in 30 seconds (per cent)	86	83	63	74	83
Total complaints - all categories	1 318	1 262	1 388	1 338	1 320
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	577	572	661	581	774
unplanned	1 551	1 616	1 239	1 711	1 405
total (per 100km water main)	48	49	42	49	46
Average duration of interruptions (minutes)					
planned	142	146	134	122	123
unplanned	138	147	131	121	115
Average customer minutes off supply - total	30	32	24	25	23
planned	8	8	9	6	9
unplanned	22	24	15	18	14
Bursts and leaks (per 100km water main)	43	41	33	52	40
Sewer blockages (per 100km sewer main)	26	20	15	15	16
Water supply reliability and pressure complaints	28	29	18	67	43
DRINKING WATER QUALITY	2009-10	2010-11	2011-12	2012-13	2013-14
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	317	220	267	268	180
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	3	3	24	18	3
Biosolids - reused (per cent)	100	100	100	100	100
CO2e - total (tonnes)	2 388	-1 225	-1 651	9 841	10 310
Sewer odour complaints	166	108	102	85	89