

# 2012-13 WATER PERFORMANCE REPORT

## NORTH EAST WATER



The Essential Services Commission has published its ninth 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 \$804 in 2011-12 to \$922 in 2012-13.

Tenants who are not billed fixed charges had a significant average household bills increase from \$394 in 2011-12 to \$503 in 2012-13.

### Household Consumption

Average household consumption in 2012-13 was 216 kL, an increase from the 179 kL reported in 2011-12.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. North East Water's customers experienced an average of 11 minutes off supply in 2012-13, a decrease from an average of 28 minutes off supply in 2011-12.

### Sewer system reliability

In 2012-13 North East Water reported 6 sewer blockages per 100km of sewer main, down from 9 in the previous years.

### Water Quality

North East 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.

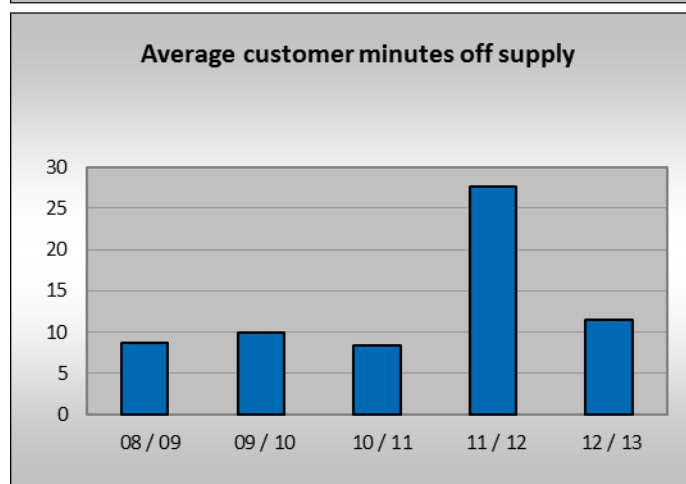
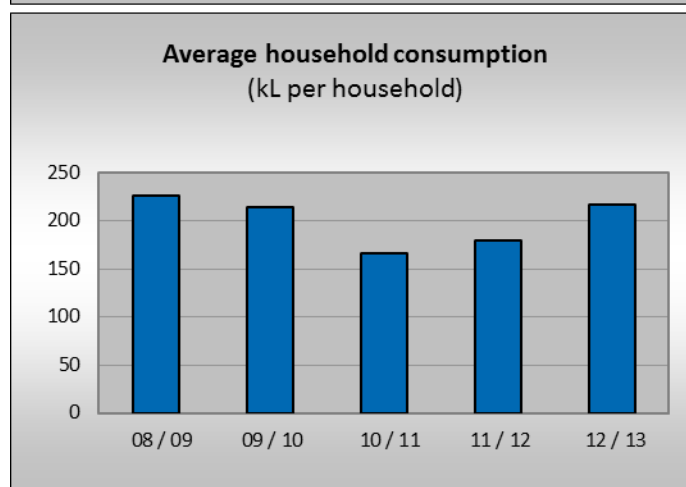
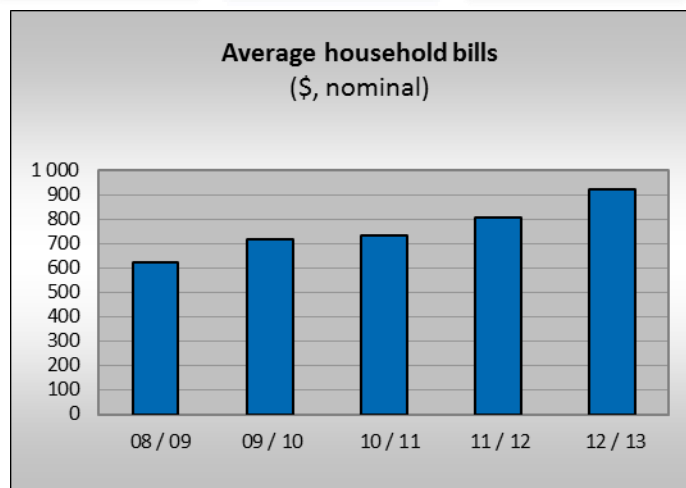
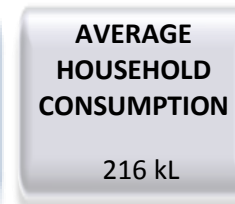
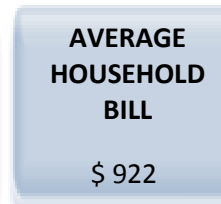
### Recycling

North East Water recycled 32 per cent of its treated effluent in 2012-13, an increase from 25 per cent in 2011-12.

### Major Projects

North East Water completed six major projects in 2012-13, including Looindah Dam improvements, Regional Headquarters, Beechworth Sewerage Treatment Plant upgrade, Corryong Water Treatment Plant, Bundalong Augmented Water Supply and Whitfield Water Quality Upgrade (these last two were brought forward as priorities changed).

The Bright Off-stream Storage project and the North Wangaratta Reclaimed Water Storage project are both underway and due for completion in 2014. The Bright Water Treatment Plant Upgrade project has been delayed by the Bright off-stream storage project, and is now scheduled for completion in 2015-16.



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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	44 686	45 468	46 159	46 845	47 499
Sewerage customers	38 980	39 864	40 602	41 249	41 878
Length of water main (km)	1 615	1 643	1 625	1 654	1 615
Length of sewer main (km)	1 071	1 078	1 086	1 101	1 119
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	226	213	167	179	216
Average household bills (\$, nominal)					
Owner occupiers	623	717	735	804	922
Tenants	256	333	338	394	503
Legal action for non-payment - residential (per 100 customers)	0.09	0.06	0.01	0.03	0.04
Restrictions for non-payment - residential (per 100 customers)	0.36	0.45	0.50	0.42	0.37
Hardship grants	0	2	2	0	3
Payment issues complaints	1	8	12	14	8
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	22 606	25 275	27 691	28 932	27 762
account line	22 571	24 780	26 732	27 778	26 550
fault line	35	495	959	1 154	1 212
Account line and fault line					
average time to connect to an operator (seconds)	15	11	11	10	9
calls answered in 30 seconds (per cent)	91	95	96	97	96
Total complaints - all categories	79	132	107	145	77
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	52	73	84	98	89
unplanned	197	206	185	244	246
total (per 100km water main)	15	17	17	21	21
Average duration of interruptions (minutes)					
planned	68	108	96	129	121
unplanned	90	92	81	199	87
Average customer minutes off supply - total	9	10	8	28	11
planned	1	4	3	5	4
unplanned	8	6	5	22	7
Bursts and leaks (per 100km water main)	18	17	13	18	22
Sewer blockages (per 100km sewer main)	12	13	11	9	6
Water supply reliability and pressure complaints	6	7	5	14	4
DRINKING WATER QUALITY	2008-09	2009-10	2010-11	2011-12	2012-13
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	26	91	59	91	34
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	30	33	16	25	32
Biosolids - reused (per cent)	0	279	116	0	0
CO2e - total (tonnes)	32 922	36 587	35 671	38 432	39 637
Sewer odour complaints	15	12	8	8	3