

2009-10 WATER PERFORMANCE REPORT

CENTRAL HIGHLANDS 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 fact-sheet 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 \$881 in 2008-09 to \$951 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$165 in 2008-09 to \$180 in 2009-10.

Household Consumption

Household consumption in 2009-10 was 126 kL, maintaining an average below 130kL for the third straight year.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Central Highlands Water's overall reliability was 15 minutes in 2009-10.

Sewer system reliability

In 2009-10 Central Highlands Water reported 20 sewer blockages per 100km of sewer main. This is lowest rate recorded in the last five years.

Water Quality

Central Highlands 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).

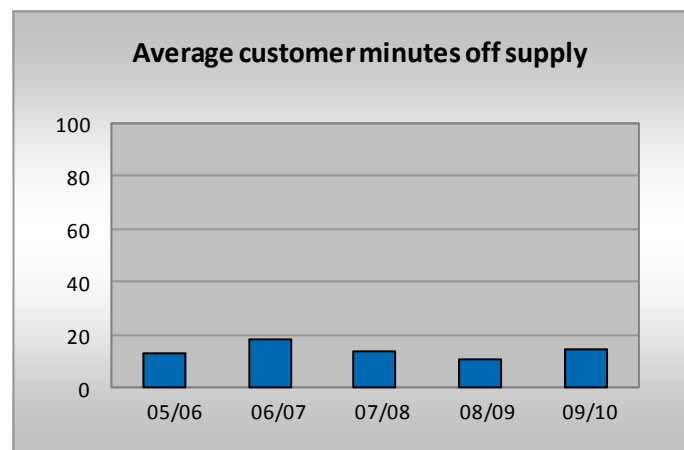
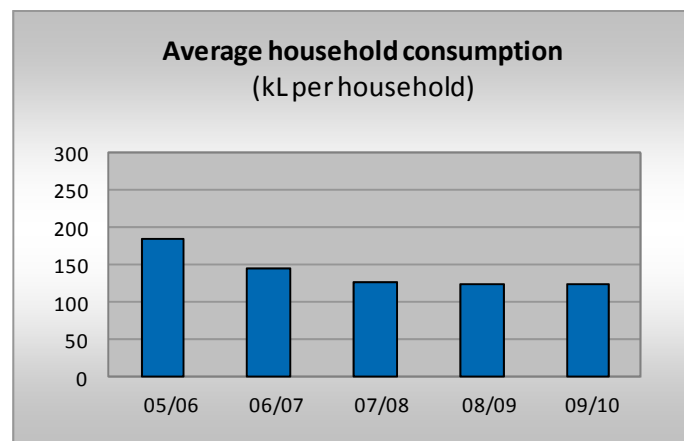
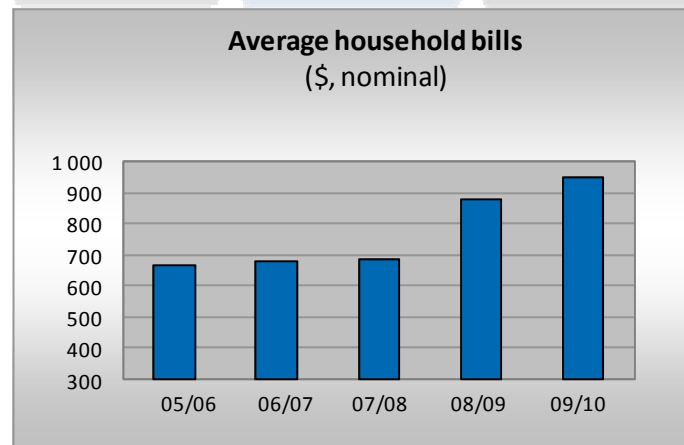
Recycling

Central Highlands Water recycled 17 per cent of treated effluent in 2009-10, a second substantial year-on-year improvement.

Major Projects

The Ballarat & Creswick waste water treatment plant improvements were completed in 2009-10.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
60 470	\$ 951	126 kL



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GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	56 273	57 370	58 371	59 332	60 470
Sewerage customers	46 985	47 913	48 782	49 723	50 823
Length of water main (km)	2 135	2 164	2 194	2 309	2 325
Length of sewer main (km)	1 134	1 158	1 178	1 205	1 236
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	185	147	127	124	126
Average household bills (\$, nominal)					
Owner occupiers	668	680	690	881	951
Tenants	184	158	142	165	180
Legal action for non-payment - domestic (per 100 customers)	0.00	0.01	0.01	0.01	0.02
Restrictions for non-payment - domestic (per 100 customers)	0.42	0.38	0.25	0.24	0.09
Hardship grants	1	9	21	15	9
Billing and affordability complaints	90	72	64	130	238
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	0	60 140	53 014	55 913	55 808
account line		54 954	49 793	52 654	53 396
fault line		5 186	3 221	3 259	2 412
Account line and fault line					
average time to connect to an operator (seconds)		55	41	26	32
calls answered in 30 seconds (percent)		76	85	89	91
Total complaints - all categories	375	432	958	1 152	872
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	832	957	610	353	340
planned	60	64	56	29	49
unplanned	772	893	554	324	291
total (per 100km water main)	39	44	28	15	15
Average duration of interruptions (minutes)					
planned	247	210	178	149	202
unplanned	94	109	130	138	140
Average customer minutes off supply - total	14	18	14	11	15
planned	5	6	4	1	4
unplanned	9	12	10	10	11
Bursts and leaks (per 100km water main)	21	25	28	29	25
Sewer blockages (per 100km sewer main)	22	25	26	23	20
Water supply reliability and pressure complaints	30	63	160	73	65
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	98	100	100	99	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	144	117	524	823	434
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	9	7	7	13	17
Biosolids - reused (percent)	228	104	91	103	121
Net greenhouse gas emission (CO ₂ e tonnes)	46 778		26 223	56 483	51 251
Sewer odour complaints	22	6	18	13	8