

2012-13 WATER PERFORMANCE REPORT

SOUTH 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 \$829 in 2011-12 to \$857 in 2012-13. Prices were held at 2011-12 levels, so this increase is due to the increase in average consumption.

Tenants who are not billed fixed charges had their average household bills increase from \$411 in 2011-11 to \$439 in 2012-13.

Household Consumption

Average household consumption increased from 139 kL in 2011-12 to 148 kL in 2012-13, but is still well below pre-drought consumption levels.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. South East Water's customers experienced an average of 24 minutes off supply in 2012-13, similar to previous years which range from 21 to 23 minutes.

Sewer system reliability

In 2012-13 South East Water reported 12 sewer blockages per 100km of sewer main, unchanged from the figure reported in 2011-12.

Water Quality

South 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.

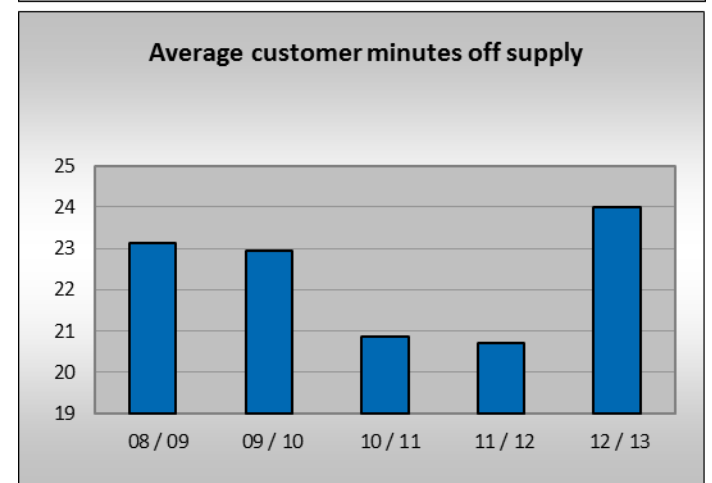
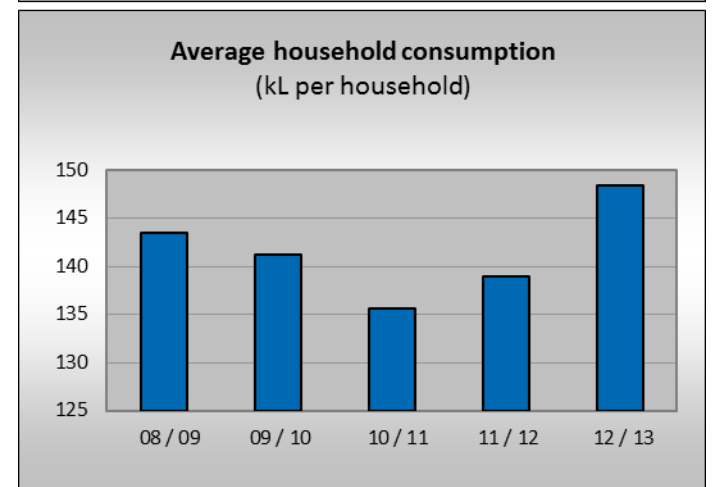
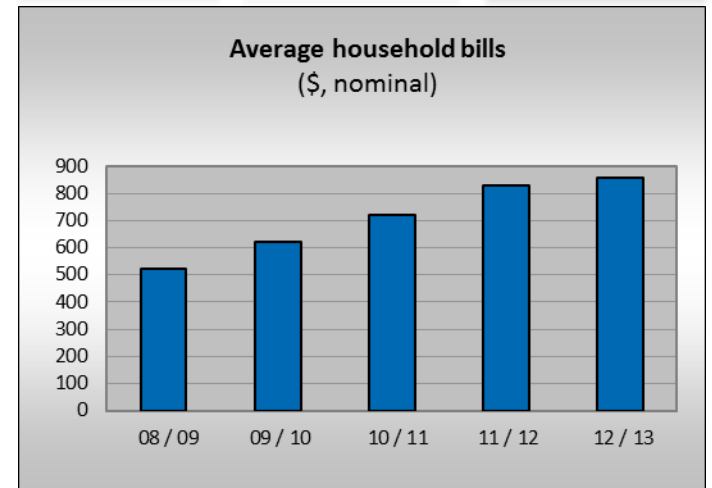
Recycling

South East Water recycled 23 per cent of its treated effluent, down from 34 per cent in 2011-12.

Major Projects

The Mount Martha sewage treatment plant upgrade was completed ahead of schedule. The Upper Beaconsfield sewer backlog scheme was completed, as was the Belgrave Heights stage of the Sherbrooke sewer backlog scheme, while the Belgrave/Selby stage is currently under construction with forecast completion in 2014.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
682 450	\$ 857	148 kL



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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	637 778	647 375	656 324	669 953	682 450
Sewerage customers	603 418	613 099	623 835	637 211	645 928
Length of water main (km)	8 668	8 748	8 831	8 951	9 013
Length of sewer main (km)	8 153	8 282	8 438	8 570	8 659
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	143	141	136	139	148
Average household bills (\$, nominal)					
Owner occupiers	520	619	722	829	857
Tenants	271	316	357	411	439
Legal action for non-payment - residential (per 100 customers)	0.00	0.00	0.00	0.00	0.00
Restrictions for non-payment - residential (per 100 customers)	0.11	0.14	0.09	0.10	0.10
Hardship grants	567	748	600	407	413
Payment issues complaints	356	330	220	144	262
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	597 357	593 626	553 962	565 827	557 071
account line	401 950	439 520	448 055	461 821	457 742
fault line	195 407	154 106	105 907	104 006	99 329
Account line and fault line					
average time to connect to an operator (seconds)	22	23	13	14	36
calls answered in 30 seconds (per cent)	97	95	95	90	83
Total complaints - all categories	1 738	1 682	2 240	2 358	3 010
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	556	554	440	431	593
unplanned	2 668	2 382	2 183	2 273	2 431
total (per 100km water main)	37	34	30	30	34
Average duration of interruptions (minutes)					
planned	167	176	188	160	150
unplanned	84	82	88	87	89
Average customer minutes off supply - total	23	23	21	21	24
planned	5	6	6	5	7
unplanned	18	16	15	16	17
Bursts and leaks (per 100km water main)	38	34	30	30	32
Sewer blockages (per 100km sewer main)	22	23	17	12	12
Water supply reliability and pressure complaints	450	399	444	489	559
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	809	833	1 294	1 330	1 832
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	28	24	11	34	23
Biosolids - reused (per cent)	83	145	111	110	91
CO2e - total (tonnes)	24 488	29 023	31 361	33 554	40 211
Sewer odour complaints	27	34	34	21	19