

# 2010-11 WATER PERFORMANCE REPORT

## WESTERNPORT WATER



The Essential Services Commission has published its seventh 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 \$883 in 2009-10 to \$929 in 2010-11.

Tenants who are not billed fixed charges had their average household bills increase slightly from \$91 in 2009-10 to \$93 in 2010-11.

### Household Consumption

Average household consumption in 2010-11 was 69 kL.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Westernport Water's customers experienced an average of 133 minutes off supply in 2010-11, an increase from the 67 minutes reported in 2009-10, but still lower than preceding years.

### Sewer system reliability

In 2010-11 Westernport Water reported 9 sewer blockages per 100km of sewer main.

### Water Quality

Westernport 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.

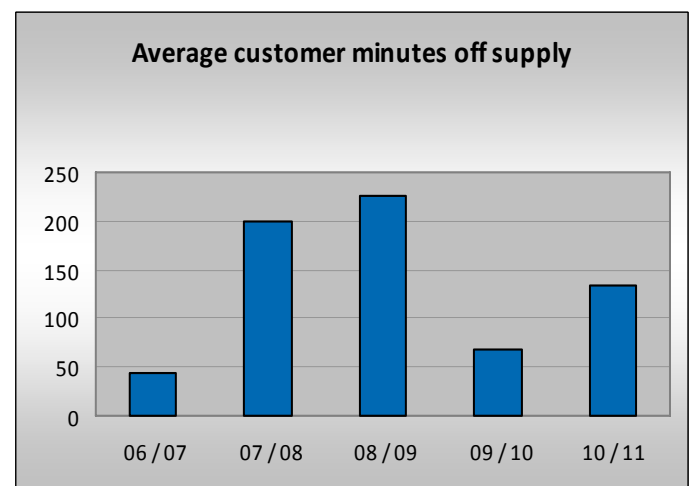
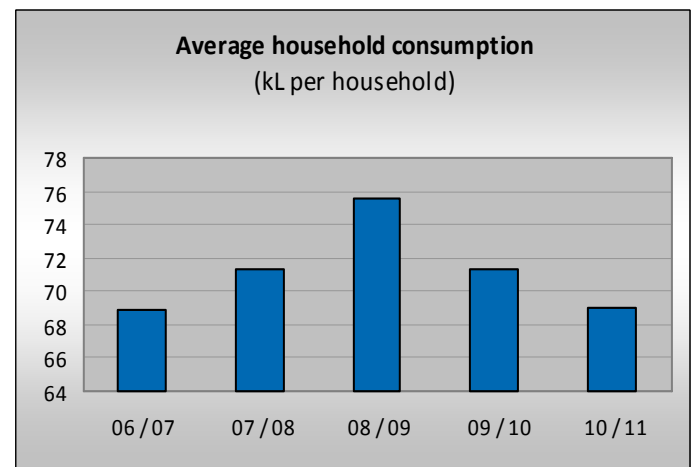
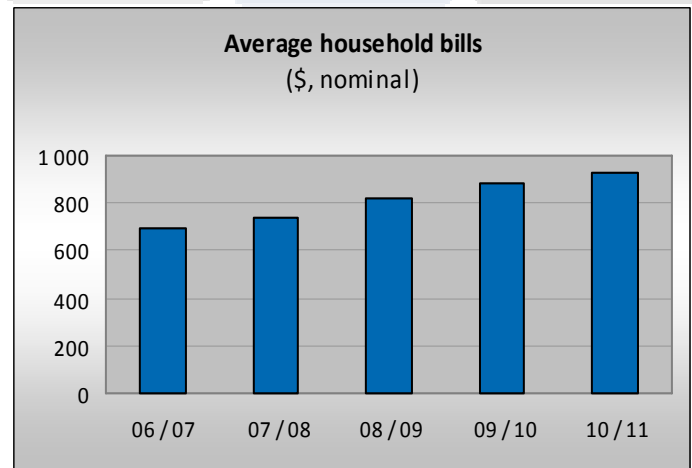
### Recycling

Westernport Water recycled 11 per cent of its treated effluent in 2010-11.

### Major Projects

There were no major projects scheduled to be completed in 2010-11 but two projects originally due in 2009-10 remained incomplete. Recent updates of the Water Supply and Demand Strategy and the interconnection with the Metro Pool have indicated that the Bass River Augmentation may not be required until post-2030. The project is currently suspended. The Bass River Pipeline extension to Ian Bartlett Water Treatment Plant is being considered along with the project to upgrade Candowie Reservoir and likely to proceed in Water Plan 3.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
15 104	\$ 929	69 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	13 788	14 305	14 517	14 808	15 104
Sewerage customers	12 334	12 875	13 111	13 438	13 715
Length of water main (km)	368	374	374	382	425
Length of sewer main (km)	306	308	308	363	337
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	69	71	76	71	69
Average household bills (\$, nominal)					
Owner occupiers	691	736	816	883	929
Tenants	76	80	89	91	93
Legal action for non-payment - domestic (per 100 customers)		0.34	0.01	0.00	0.00
Restrictions for non-payment - domestic (per 100 customers)		1.13	0.56	1.38	0.63
Hardship grants	0	4	1	7	5
Billing and affordability complaints	38	29	23	20	8
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	23 265	13 395	17 275	18 266	15 882
account line	22 147	13 084	16 817	16 791	14 477
fault line	1 118	311	458	1 475	1 405
Account line and fault line					
average time to connect to an operator (seconds)	10	22	20	20	20
calls answered in 30 seconds (percent)	94	94	96	94	93
Total complaints - all categories	255	247	129	94	65
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	15	30	104	54	69
unplanned	159	157	133	144	107
total (per 100km water main)	47	50	63	52	41
Average duration of interruptions (minutes)					
planned	183	284	178	131	158
unplanned	78	102	110	69	118
Average customer minutes off supply - total	44	200	226	67	133
planned	14	140	156	40	93
unplanned	31	60	70	28	40
Bursts and leaks (per 100km water main)	33	23	28	28	17
Sewer blockages (per 100km sewer main)	5	7	7	4	9
Water supply reliability and pressure complaints	3	9	11	7	8
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	99	100	100	100	100
Water quality complaints	121	147	44	47	25
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	25	20	19	16	11
Biosolids - reused (percent)	0	0	0	0	170
CO <sub>2</sub> e - total (tonnes)	4 510	4 872	4 490	4 317	4 344
Sewer odour complaints	11	19	14	6	3