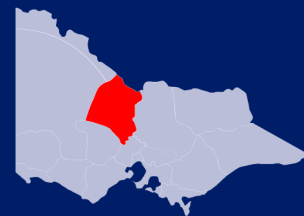


# 2012-13 WATER PERFORMANCE REPORT

## COLIBAN 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 \$966 in 2011-12 to \$1064 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from \$323 in 2011-12 to \$389 in 2012-13.

### Household Consumption

Average household consumption in 2012-13 was 194 kL, an increase from the previous year of 165 kL.

### Water supply reliability

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

### Sewer system reliability

In 2012-13 Coliban Water reported 54 sewer blockages per 100km of sewer main, an increase over the previous year of 43 sewer blockages per 100km. It continues to have the highest rate of sewer blockages across the state.

### Water Quality

Coliban Water reported that 99.8 per cent of customers received water that met the microbiological (measured by *E.Coli* levels) requirements of the Safe Drinking Water Regulations 2005, with a non-compliance detected in the Laanecoorie water supply network at Tarnagulla. All customers received water that fully met the turbidity requirements of the regulations.

### Recycling

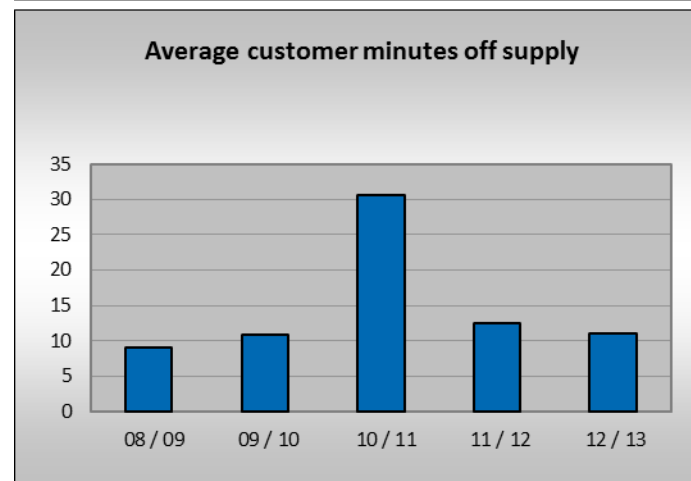
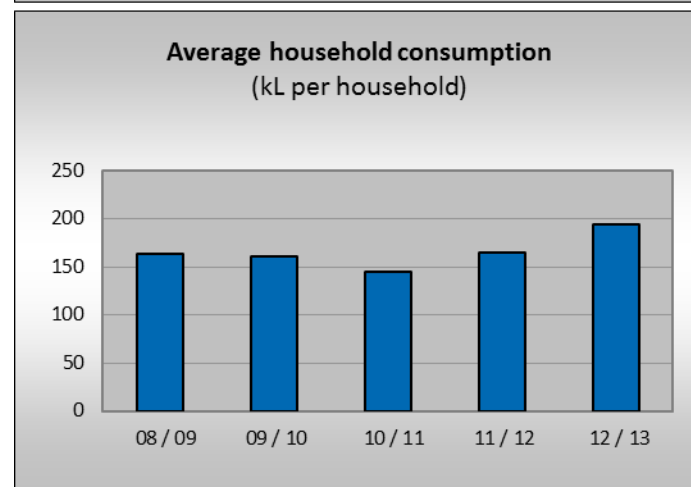
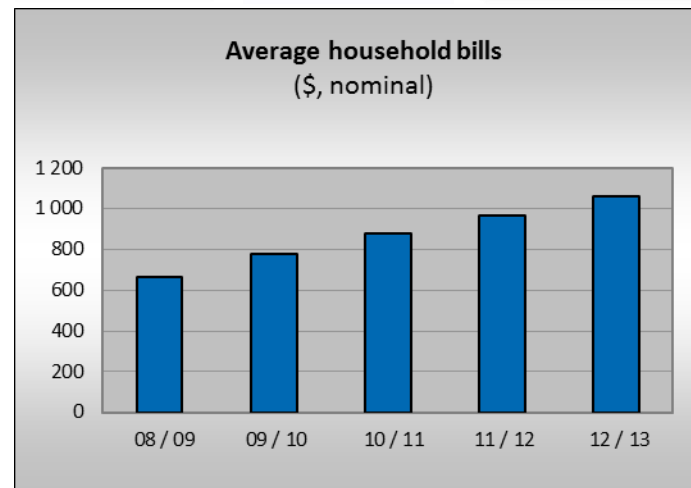
Coliban Water recycled 41 per cent of treated effluent in 2012-13, compared to 43 per cent in 2011-12.

### Major Projects

Coliban Water completed seven major projects in 2012-13, including new water treatment plants for Leitchville and Gunbower, a potable water pipeline from Bendigo to Raywood and Sebastian, and a recycled water scheme at Bendigo.

The Harcourt Rural Modernisation Project commenced in 2012-13 with works due to be completed during 2014-15.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
69 479	\$ 1064	194 kL



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## COLIBAN WATER



GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	65 988	67 034	66 722	68 045	69 479
Sewerage customers	56 850	57 917	58 353	59 681	62 517
Length of water main (km)	2 151	2 137	2 128	2 148	2 142
Length of sewer main (km)	1 748	1 763	1 783	1 809	1 839
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	164	160	144	165	194
Average household bills (\$, nominal)					
Owner occupiers	662	778	877	966	1 064
Tenants	171	218	270	323	389
Legal action for non-payment - residential (per 100 customers)	0.07	0.01	0.01	0.02	0.03
Restrictions for non-payment - residential (per 100 customers)	0.50	0.47	0.20	0.27	0.27
Hardship grants	0	0	0	0	0
Payment issues complaints	8	47	32	22	18
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	62 576	65 990	63 900	65 312	67 296
account line	62 576	65 990	63 900	65 312	67 296
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	13	11	14	23	21
calls answered in 30 seconds (per cent)	91	92	88	78	80
Total complaints - all categories	512	549	515	527	395
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	4	5	0	0	1
unplanned	408	394	371	391	318
total (per 100km water main)	19	19	17	18	15
Average duration of interruptions (minutes)					
planned	39	54	0	0	0
unplanned	103	100	274	105	114
Average customer minutes off supply - total	9	11	31	13	11
planned	0	0	0	0	0
unplanned	9	11	31	13	11
Bursts and leaks (per 100km water main)	33	25	25	28	27
Sewer blockages (per 100km sewer main)	58	52	41	43	54
Water supply reliability and pressure complaints	4	17	8	7	3
DRINKING WATER QUALITY	2008-09	2009-10	2010-11	2011-12	2012-13
Microbiological water quality compliance (per cent)	100	100	98.7	100	99.8
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	253	323	351	353	208
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	78	70	20	43	41
Biosolids - reused (per cent)	100	100	100	100	100
CO <sub>2</sub> e - total (tonnes)	49 905	51 396	32 674	33 126	33 017
Sewer odour complaints	138	109	92	104	136