

2012-13 WATER PERFORMANCE REPORT

SOUTH GIPPSLAND 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 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 \$958 in 2011-12 to \$1003 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from \$174 in 2011-12 to \$195 in 2012-13.

Household Consumption

Average household consumption increased from 114 kL in 2011-12 to 119 kL in 2012-13.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. South Gippsland Water's customers experienced an average of 46 minutes off supply in 2012-13, a slight increase from an average of 45 minutes reported in 2011-12.

Sewer system reliability

In 2012-13 South Gippsland Water reported 18 sewer blockages per 100km of sewer main, consistent with the previous year's result of 22.

Water Quality

South Gippsland 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 Gippsland Water recycled 4 per cent of its treated effluent in 2012-13, an increase from 2 per cent in 2011-12.

Major Projects

South Gippsland Water did not complete any major projects this year. The Wonthaggi Wastewater Strategy Works has been impacted by wet weather and is due for completion by June 2014. The Poo-wong/Loch/Nyora Sewerage Scheme has been delayed while project options are re-evaluated, with completion now expected in 2017.

The Agnes River Augmentation project has been replaced with the Central Towns Strategy, which will link Fish Creek, Foster and Toora water supply systems, and is due for completion in 2015-16. The Coalition Creek and Battery Creek Dams Risk projects have been deferred to the fourth regulatory period.

WATER CUSTOMERS

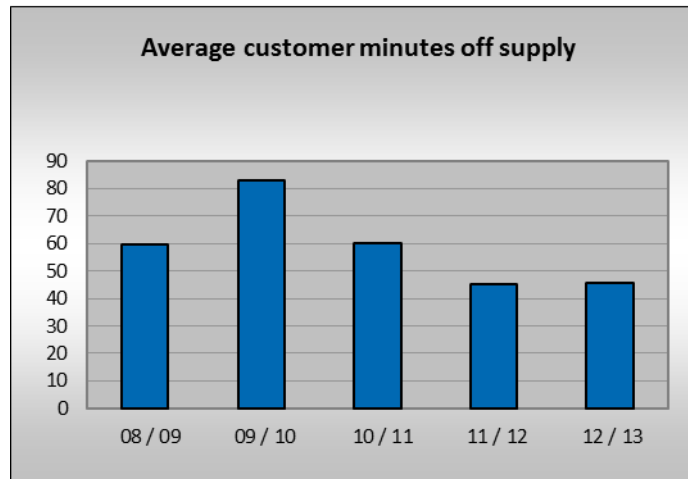
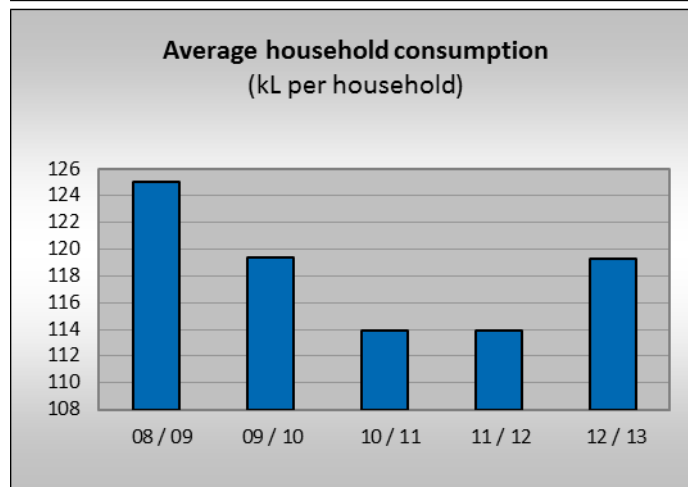
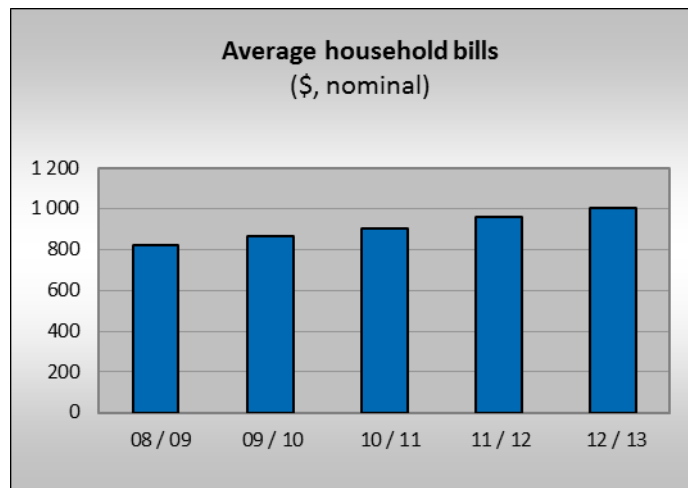
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AVERAGE HOUSEHOLD BILL

\$ 1003

AVERAGE HOUSEHOLD CONSUMPTION

119 kL



Further information available at www.esc.vic.gov.au

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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	17 879	18 272	18 671	19 022	19 237
Sewerage customers	14 954	15 331	15 675	16 232	16 464
Length of water main (km)	661	686	689	692	695
Length of sewer main (km)	401	404	415	419	423
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	125	119	114	114	119
Average household bills (\$, nominal)					
Owner occupiers	824	868	906	958	1 003
Tenants	142	151	158	174	195
Legal action for non-payment - residential (per 100 customers)	0.00	0.00	0.01	0.00	0.00
Restrictions for non-payment - residential (per 100 customers)	0.30	0.34	0.24	0.29	0.02
Hardship grants	8	0	0	0	0
Payment issues complaints	30	33	47	38	33
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	24 684	26 611	24 826	28 211	27 277
account line	24 684	26 611	24 826	28 211	27 277
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	21	23	24	24	28
calls answered in 30 seconds (per cent)	99	99	100	99	100
Total complaints - all categories	200	155	258	138	275
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	52	101	91	88	61
unplanned	174	179	119	101	128
total (per 100km water main)	34	41	30	27	27
Average duration of interruptions (minutes)					
planned	238	211	187	194	229
unplanned	100	92	100	95	118
Average customer minutes off supply - total	60	83	60	45	46
planned	29	63	44	36	36
unplanned	30	20	16	9	10
Bursts and leaks (per 100km water main)	51	50	39	32	42
Sewer blockages (per 100km sewer main)	17	17	15	22	18
Water supply reliability and pressure complaints	4	0	44	4	21
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	113	78	128	52	174
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	4	4	1	2	4
Biosolids - reused (per cent)	0	0	0	0	0
CO ₂ e - total (tonnes)	11 458	13 209	12 560	8 154	7 550
Sewer odour complaints	6	2	2	1	5