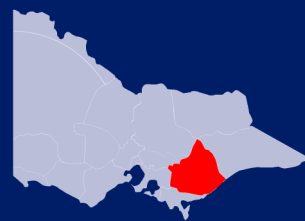


# 2013-14 WATER PERFORMANCE REPORT

## GIPPSLAND WATER



The Essential Services Commission has published its tenth 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 decreased from \$1261 in 2012-13 to \$1242 in 2013-14.

Tenants who are not billed fixed charges had their average household bills decrease from \$337 in 2012-13 to \$325 in 2013-14.

### Household Consumption

Average household consumption decreased to 171 kL in 2013-14 from 176 kL in 2012-13.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Gippsland Water's customers experienced an average of 26 minutes off supply in 2013-14. This follows a spike of 41 minutes in 2012-13 due to the air scouring program, and is much closer to the longer-term average.

### Sewer system reliability

In 2013-14, Gippsland Water reported 9 sewer blockages per 100km of sewer main, similar to prior years.

### Water Quality

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

Gippsland Water recycled 5 per cent of its treated effluent in 2013-14.

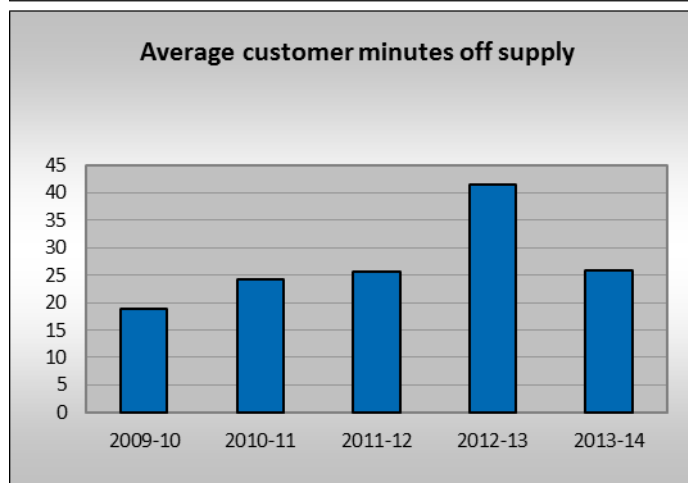
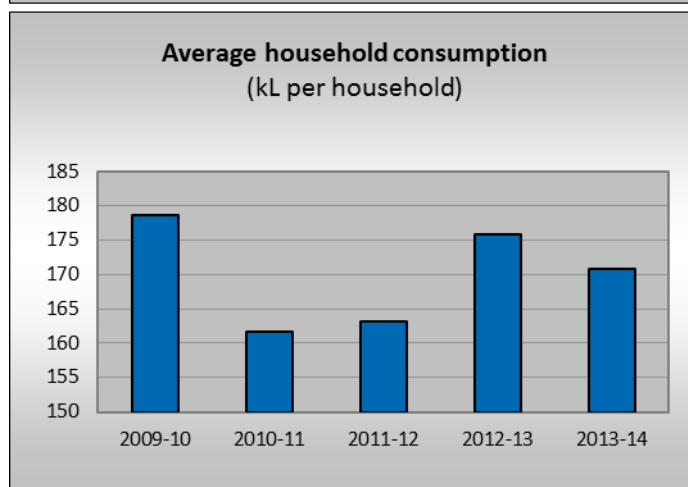
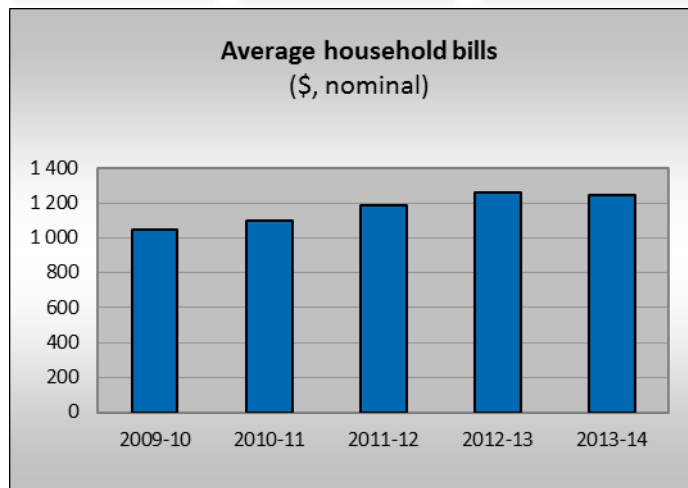
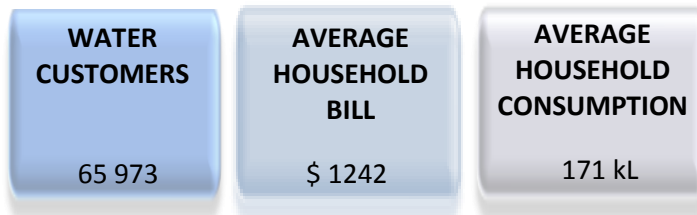
### Major Projects

On schedule

- Drouin wastewater treatment plant upgrade
- Warragul-Hazel Creek trunk sewer (stage three)
- Loch Sport sewerage scheme

Delayed

- Sale water treatment plant upgrade



# 2013-14 WATER PERFORMANCE REPORT

## GIPPSLAND WATER



GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	62 417	63 588	64 361	65 167	65 973
Sewerage customers	53 492	52 690	55 417	56 230	57 203
Length of water main (km)	2 030	2 041	2 071	2 085	2 096
Length of sewer main (km)	1 549	1 553	1 577	1 586	1 622
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	179	162	163	176	171
Average household bills (\$, nominal)					
Owner occupiers	1 049	1 098	1 185	1 261	1 242
Tenants	279	271	294	337	325
Legal action for non-payment - domestic (per 100 customers)	0.02	0.02	0.03	0.05	0.04
Restrictions for non-payment - domestic (per 100 customers)	0.05	0.04	0.14	0.18	0.07
Hardship grants	11	7	14	35	33
Affordability complaints	194	182	137	116	81
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	45 569	42 354	43 642	43 584	46 007
account line	23 644	22 769	23 073	22 728	25 983
fault line	21 925	19 585	20 569	20 856	20 024
Account line and fault line					
average time to connect to an operator (seconds)	22	22	24	22	21
calls answered in 30 seconds (per cent)	84	84	82	83	83
Total complaints - all categories	643	644	937	619	607
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	197	204	210	309	207
unplanned	374	340	363	450	416
total (per 100km water main)	28	27	28	36	30
Average duration of interruptions (minutes)					
planned	140	159	166	157	171
unplanned	80	78	75	86	74
Average customer minutes off supply - total	19	24	26	41	26
planned	11	15	17	31	18
unplanned	8	9	8	10	8
Bursts and leaks (per 100km water main)	23	23	23	34	25
Sewer blockages (per 100km sewer main)	17	14	8	8	9
Water supply reliability and pressure complaints	112	110	115	136	172
DRINKING WATER QUALITY	2009-10	2010-11	2011-12	2012-13	2013-14
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	209	180	466	258	261
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	5	4	4	7	5
Biosolids - reused (per cent)	100	32	0	100	100
CO2e - total (tonnes)	73 288	68 798	61 727	43 065	38 246
Sewer odour complaints	56	29	44	24	21