

2009-10 WATER PERFORMANCE REPORT

CITY WEST WATER



The Essential Services Commission has published its sixth 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 \$527 in 2008-09 to \$597 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$266 in 2008-09 to \$298 in 2009-10.

Household Consumption

Average household consumption in 2009-10 of 140 kL continued a downward trend evident over the last five years. Water restrictions remained in place over 2009-10 in the metropolitan area.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. City West Water's customers overall reliability of 30 minutes in 2009-10 was an improvement compared to a the 46 minutes in 2008-09. The improvement can be largely credited to a decrease minutes off supply resulting from unplanned interruptions.

Sewer system reliability

In 2009-10 City West Water reported 26.0 sewer blockages per 100km of sewer main. This is lowest rate recorded in the last five years.

Water Quality

City West Water reported that customers received water that met the microbiological (measured by E. Coli levels) and turbidity requirements of the Safe Drinking Water Regulations (2005).

Recycling

City West Water recycled 3.3 per cent of the effluent treated by its only treatment plant. The majority of sewage from City West Water customers is treated by Melbourne Water who recycled 28 per cent of effluent treated.

Major Projects

None of City West Water's nominated major projects were due for completion in 2009-10.

Melbourne Water (wholesale supplier of water to City West Water) completed a number of scheduled projects including the Sugarloaf pipelines, while works at the Eastern Treatment Plant to upgrade sludge processing and nitrification/denitrification processes and the Werribee aqueduct are expected to be completed in late 2010.

WATER CUSTOMERS

356 845

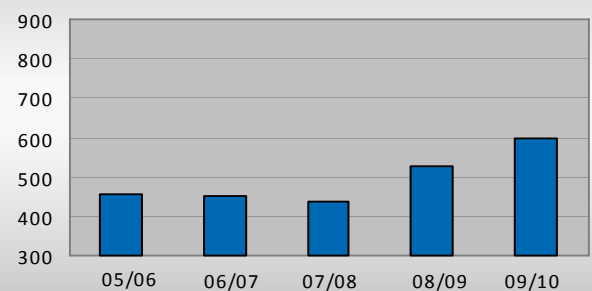
AVERAGE HOUSEHOLD BILL

\$ 597

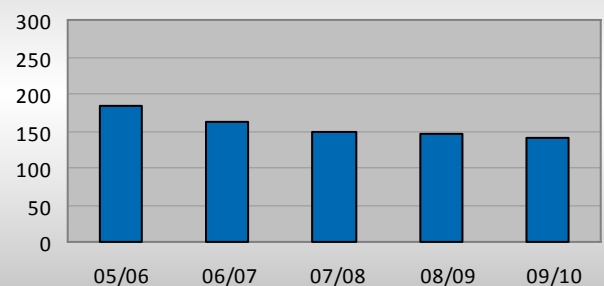
AVERAGE HOUSEHOLD CONSUMPTION

140 kL

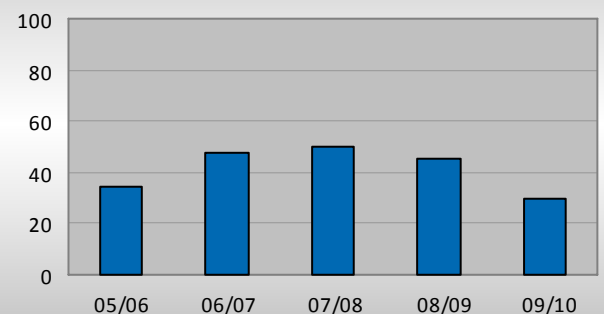
Average household bills
(\$, nominal)



Average household consumption
(kL per household)



Average customer minutes off supply



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GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	316 019	324 103	336 947	345 081	356 845
Sewerage customers	312 157	320 311	333 205	341 590	353 411
Length of water main (km)	4 078	4 150	4 217	4 318	4 431
Length of sewer main (km)	3 582	3 648	3 708	3 804	3 909
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	183	163	149	146	140
Average household bills (\$, nominal)					
Owner occupiers	457	449	436	527	597
Tenants	258	240	223	266	298
Legal action for non-payment - domestic (per 100 customers)	0.22	0.10	0.12	0.23	0.13
Restrictions for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.00	0.00
Hardship grants	109	100	140	217	259
Billing and affordability complaints	711	1 270	1 272	568	402
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	347 029	430 406	431 131	418 930	408 364
account line	271 467	334 490	339 799	322 290	322 931
fault line	75 562	95 916	91 332	96 640	85 433
Account line and fault line					
average time to connect to an operator (seconds)	63	135	94	64	61
calls answered in 30 seconds (percent)	82	72	n/a	88	86
Total complaints - all categories	1 590	1 816	2 963	1 640	1 318
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	2 613	3 248	3 137	2 945	2 128
planned	423	500	565	577	577
unplanned	2 190	2 748	2 572	2 368	1 551
total (per 100km water main)	64	78	74	68	48
Average duration of interruptions (minutes)					
planned	146	135	130	134	142
unplanned	95	119	139	145	138
Average customer minutes off supply - total	34	48	50	46	30
planned	7	8	9	8	8
unplanned	27	40	41	37	22
Bursts and leaks (per 100km water main)	61	84	67	67	43
Sewer blockages (per 100km sewer main)	27	27	29	28	26
Water supply reliability and pressure complaints	56	66	67	44	28
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	443	333	359	301	317
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	0	0	2	2	3
Biosolids - reused (percent)	0	0	100	100	100
Net greenhouse gas emission (CO ₂ e tonnes)	8 077	6 905	3 432	5 318	2 388
Sewer odour complaints	111	99	197	193	166