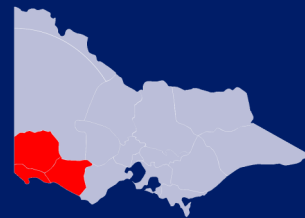


2013-14 WATER PERFORMANCE REPORT

WANNON 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 \$1148 in 2012-13 to \$1140 in 2013-14.

Tenants who are not billed fixed charges had their average household bills decrease from \$265 in 2012-13 to \$253 in 2013-14.

Household Consumption

Average household consumption in 2013-14 was 140 kL, a decrease from 152 kL in 2012-13.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Wannon Water's customers experienced an average of 21 minutes off supply in 2013-14, a significant increase from previous years due to an air scouring program conducted across towns.

Sewer system reliability

In 2013-14 Wannon Water reported 12 sewer blockages per 100km of sewer main, similar to previous years.

Water Quality

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

Recycling

Wannon Water recycled 12 per cent of its treated effluent in 2013-14.

Major Projects

Completed

- West Portland sewerage services
- Dutton Way sewerage and water services

On schedule

- Construct new bore at Wyatt St Portland
- Casterton water treatment plant clarifier
- Heywood and Hamilton water reclamation plant irrigation
- Cobden and Casterton water reclamation plant irrigation
- Portland reclamation plant wind energy project

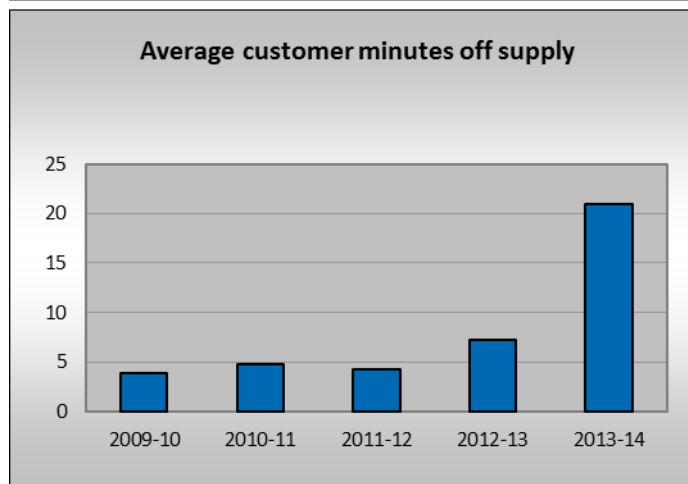
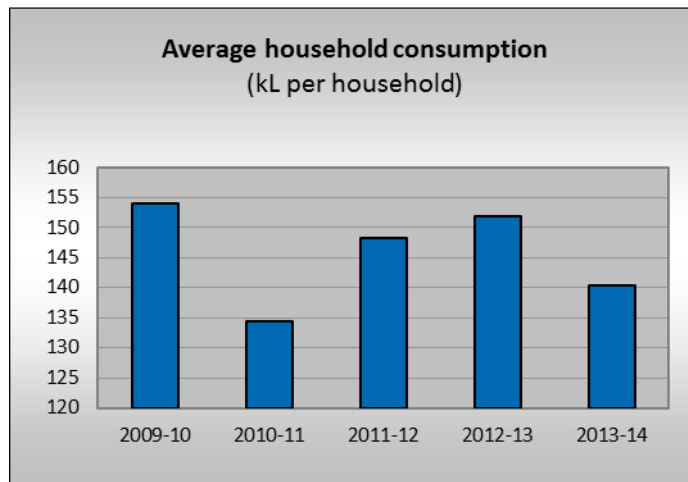
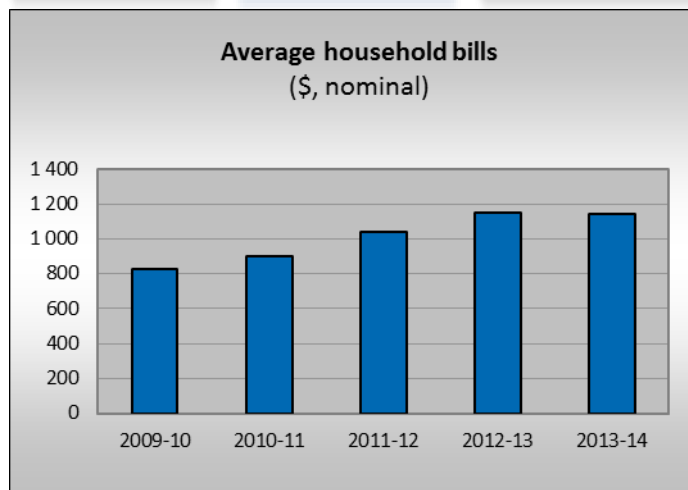
Deferred

- Water tower and pump station in Wollaston and Wangoom Road Warrnambool

Delayed

- Curdie Vale bore construction

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
42 008	\$ 1140	140 kL



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

2013-14 WATER PERFORMANCE REPORT

WANNON WATER



GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	40 074	40 671	41 236	41 550	42 008
Sewerage customers	33 746	34 251	34 690	35 009	35 419
Length of water main (km)	1 767	1 821	1 877	1 877	1 882
Length of sewer main (km)	884	886	882	884	910
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	154	134	148	152	140
Average household bills (\$, nominal)					
Owner occupiers	830	902	1 044	1 148	1 140
Tenants	200	192	240	265	253
Legal action for non-payment - domestic (per 100 customers)	0.01	0.18	0.11	0.03	0.02
Restrictions for non-payment - domestic (per 100 customers)	0.02	0.30	0.22	0.05	0.00
Hardship grants	428	252	134	243	372
Affordability complaints	188	207	166	149	72
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	41 296	40 877	44 692	35 264	37 040
account line	41 296	40 877	44 692	35 264	37 040
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	6	7	7	7	8
calls answered in 30 seconds (per cent)	100	100	100	99	99
Total complaints - all categories	553	446	301	232	175
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	17	8	13	23	60
unplanned	126	130	91	134	120
total (per 100km water main)	8	8	6	8	10
Average duration of interruptions (minutes)					
planned	123	113	196	201	172
unplanned	50	66	89	111	101
Average customer minutes off supply - total	4	5	4	7	21
planned	1	0	2	2	16
unplanned	3	5	3	5	5
Bursts and leaks (per 100km water main)	12	12	11	13	11
Sewer blockages (per 100km sewer main)	10	10	8	11	12
Water supply reliability and pressure complaints	39	24	19	7	13
DRINKING WATER QUALITY	2009-10	2010-11	2011-12	2012-13	2013-14
Microbiological water quality compliance (per cent)	100	100	99	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	198	108	54	35	25
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	15	7	12	17	12
Biosolids - reused (per cent)	31	100	100	100	91
CO ₂ e - total (tonnes)	30 734	28 578	33 753	30 714	29 095
Sewer odour complaints	17	7	6	8	2