

2011-12 WATER PERFORMANCE REPORT

BARWON WATER



The Essential Services Commission has published its eighth 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 \$843 in 2010-11 to \$953 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$255 in 2010-11 to \$303 in 2011-12.

Household Consumption

Average household consumption in 2011-12 of 153 kL has increased for the first time in five years.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Barwon Water's customers experienced an average of 53 minutes off water supply in 2011-12, which is consistent with recent years.

Sewer system reliability

In 2011-12 Barwon Water reported 25 sewer blockages per 100km of sewer main, down from 30 in 2010-11.

Water Quality

Barwon 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

Barwon Water recycled 15 per cent of treated effluent in 2011-12, compared to 9 per cent in 2010-11.

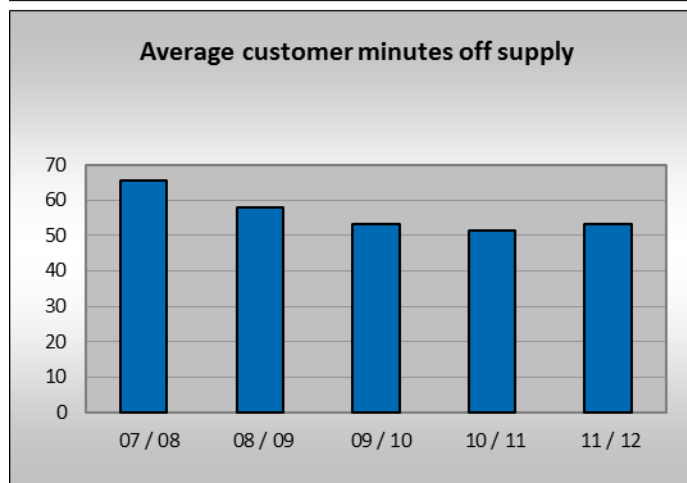
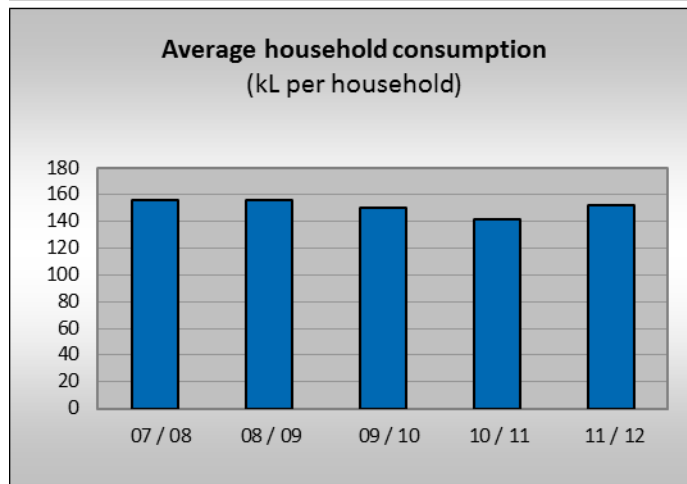
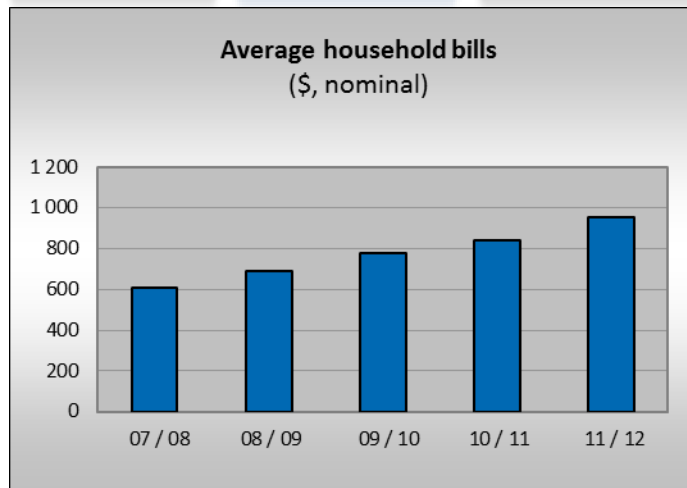
Major Projects

Land acquisitions and design has been completed for the Apollo Bay/Skenes Creek bulk water supply. The new storage is currently scheduled for completion in November 2013, however dependent on approvals and weather this may be delayed to March 2014.

The Anglesea Borefield project was commissioned in late 2009. Drilling at final bore site took longer than anticipated, and is now completed.

The Melbourne-Geelong Interconnector will be completed in December 2012, and ready for service if required.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
139 927	\$ 953	153 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	130 550	132 907	134 118	137 305	139 927
Sewerage customers	116 958	119 221	120 613	123 628	125 805
Length of water main (km)	3 472	3 545	3 614	3 670	3 722
Length of sewer main (km)	2 245	2 272	2 303	2 338	2 378
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	156	156	150	142	153
Average household bills (\$, nominal)					
Owner occupiers	606	692	778	843	953
Tenants	266	223	244	255	303
Legal action for non-payment - domestic (per 100 customers)	0.01	0.00	0.00	0.01	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.10	0.08	0.09	0.07	0.18
Hardship grants	0	0	0	344	357
Billing and affordability complaints	16	19	20	46	52
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	92 102	98 562	102 721	102 351	106 115
account line	71 935	78 599	84 534	85 828	88 125
fault line	20 167	19 963	18 187	16 523	17 990
Account line and fault line					
average time to connect to an operator (seconds)	25	37	36	36	36
calls answered in 30 seconds (percent)	96	96	96	96	95
Total complaints - all categories	525	498	608	650	606
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	751	696	661	719	749
unplanned	987	876	740	637	613
total (per 100km water main)	50	44	39	37	37
Average duration of interruptions (minutes)					
planned	188	187	192	185	191
unplanned	114	109	106	93	114
Average customer minutes off supply - total	66	58	53	51	53
planned	44	39	38	40	39
unplanned	21	18	15	11	14
Bursts and leaks (per 100km water main)	49	48	39	31	34
Sewer blockages (per 100km sewer main)	40	39	41	30	24
Water supply reliability and pressure complaints	21	25	24	24	11
DRINKING WATER QUALITY	2007-08	2008-09	2009-10	2010-11	2011-12
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	312	278	314	275	246
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	14	17	16	9	15
Biosolids - reused (percent)	120	112	55	128	151
CO2e - total (tonnes)	54 094	52 485	52 348	57 170	56 422
Sewer odour complaints	45	50	48	28	46