

# 2009-10 WATER PERFORMANCE REPORT

## LOWER MURRAY 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 \$658 in 2008-09 to \$719 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$136 in 2008-09 to \$164 in 2009-10.

### Household Consumption

Average household consumption in 2009-10 was 411 kL, following an easing of restrictions from stage 3 to stage 1 in November 2009.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Lower Murray Water's overall reliability of 17 minutes in 2009-10 was consistent with previous years.

### Sewer system reliability

In 2009-10 Lower Murray Water reported 21 sewer blockages per 100km of sewer main. This is lowest rate recorded in the last five years.

### Water Quality

Lower Murray 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

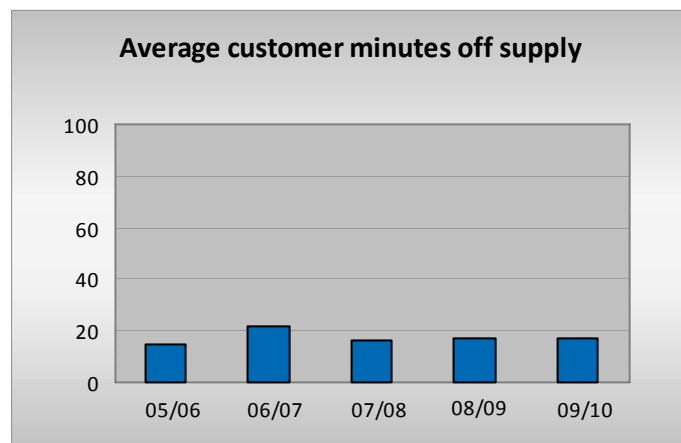
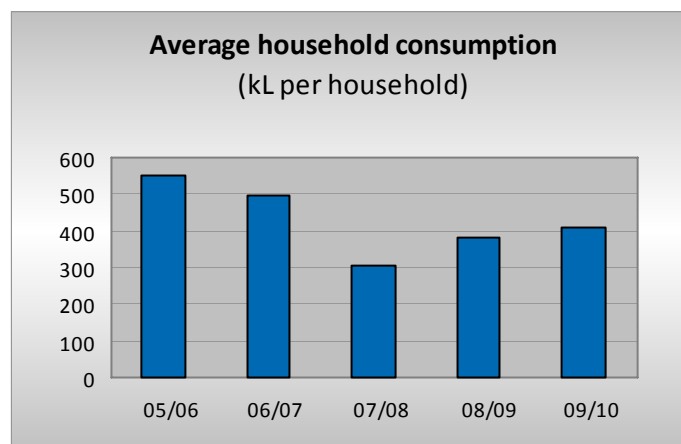
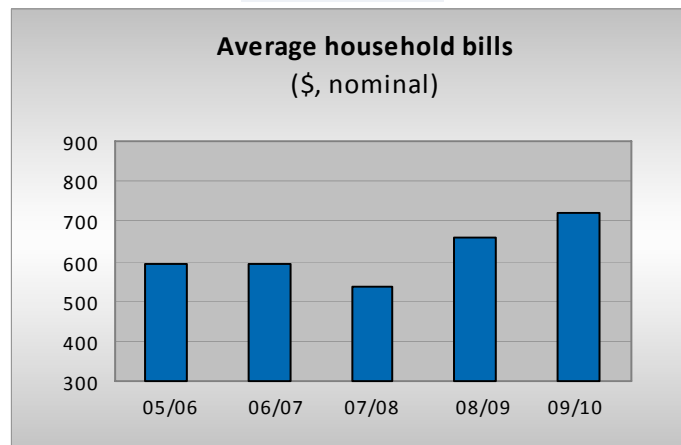
Lower Murray Water recycled 67 per cent of its treated effluent in 2009-10.

### Major Projects

The Koorlong wastewater treatment plant upgrade is nearing completion. A small portion of works, sludge handling is to be commissioned in March 2011.

The Red Cliffs wastewater treatment plant is now off-line and Red Cliffs waste water is diverted to the Koorlong wastewater treatment plant.

<b>WATER CUSTOMERS</b>	<b>AVERAGE HOUSEHOLD BILL</b>	<b>AVERAGE HOUSEHOLD CONSUMPTION</b>
31 134	\$ 719	411 kL



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GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	29 190	29 807	30 162	30 549	31 134
Sewerage customers	24 895	25 398	25 738	26 079	26 767
Length of water main (km)	863	873	894	897	903
Length of sewer main (km)	554	576	598	602	627
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	552	497	307	381	411
Average household bills (\$, nominal)					
Owner occupiers	594	595	536	658	719
Tenants	170	154	84	136	164
Legal action for non-payment - domestic (per 100 customers)	0.05	0.15	0.26	0.03	0.12
Restrictions for non-payment - domestic (per 100 customers)	0.55	0.69	0.50	0.42	0.41
Hardship grants	0	0	0	0	0
Billing and affordability complaints	49	20	23	24	38
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	12 318	27 730	34 708	34 599	32 450
account line	12 318	27 730	34 708	34 599	32 450
fault line					
Account line and fault line					
average time to connect to an operator (seconds)	12	21	22	36	23
calls answered in 30 seconds (percent)	91	87	85	71	86
Total complaints - all categories	275	185	398	154	115
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	545	582	625	576	503
planned	157	114	84	63	71
unplanned	388	468	541	513	432
total (per 100km water main)	63	67	70	64	56
Average duration of interruptions (minutes)					
planned	55	55	53	63	64
unplanned	48	77	56	65	66
Average customer minutes off supply - total	15	22	16	17	17
planned	6	4	3	3	3
unplanned	9	18	14	14	13
Bursts and leaks (per 100km water main)	49	51	63	54	42
Sewer blockages (per 100km sewer main)	28	26	25	24	21
Water supply reliability and pressure complaints	29	18	34	18	9
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	152	39	63	23	29
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	62	64	61	62	67
Biosolids - reused (percent)	0	0	0	0	0
Net greenhouse gas emission (CO <sub>2</sub> e tonnes)	32 120	28 220	21 925	28 686	21 007
Sewer odour complaints	12	2	11	4	4