

2012-13 WATER PERFORMANCE REPORT

CITY WEST WATER



The Essential Services Commission has published its ninth 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.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
389 551	\$ 848	150 kL

Household bills

Based on the average household consumption, an owner occupier's average household bill increased from \$791 in 2011-12 to \$848 in 2012-13. Prices were held at 2011-12 levels, so this increase is due to the increase in average consumption.

Tenants who are not billed fixed charges had their average household bills increase from \$404 in 2011-12 to \$461 in 2012-13.

Household Consumption

Average household consumption in 2012-13 increased to 150 kL, from 143 kL in 2011-12.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. City West Water's customers experienced an average of 25 minutes off supply in 2012-13, a slight increase from the 24 minutes reported in 2011-12.

Sewer system reliability

In 2012-13 City West Water reported 15 sewer blockages per 100km of sewer main, unchanged from the reported blockages in 2011-12.

Water Quality

City West 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.

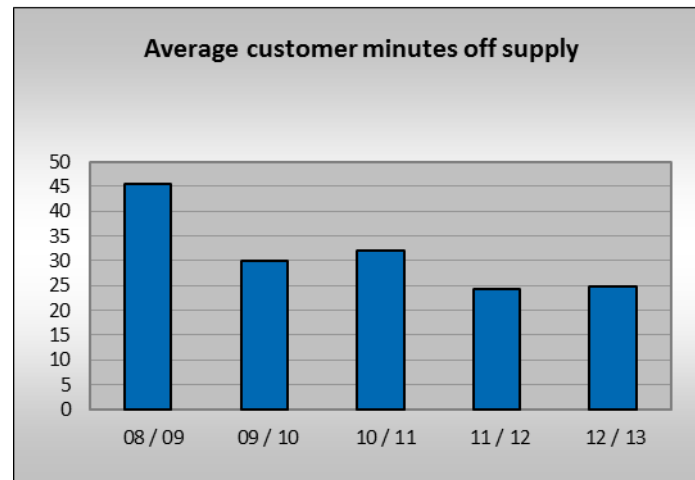
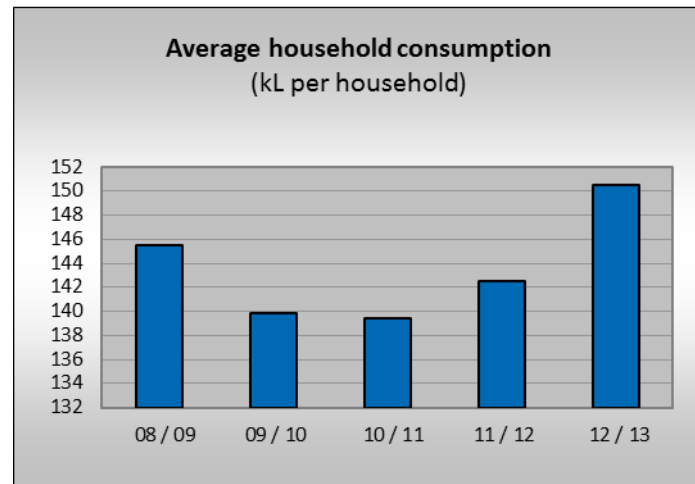
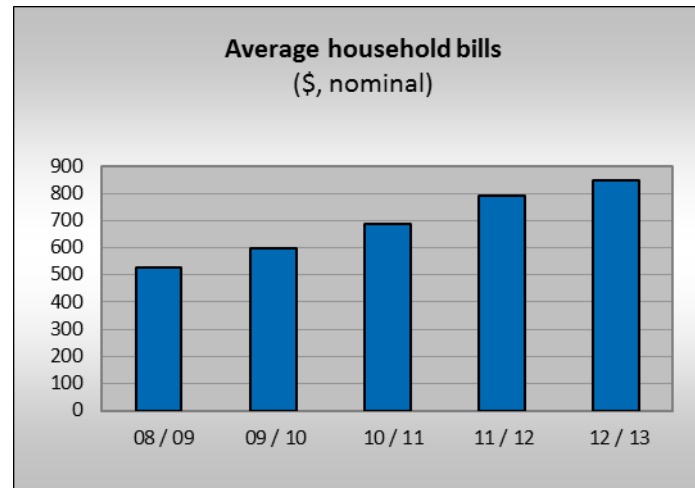
Recycling

City West Water recycled 18 per cent of the effluent treated by its only treatment plant. This is a decrease from the previous year of 24 per cent.

Major Projects

The Sayers Road to Dohertys Road water main was completed, while the Derrimut interceptor sewer project has been further delayed and will now be completed in early 2014.

The West Werribee dual water supply scheme project and the West Werribee low level reservoir project will both be operational in 2014, however completion of these projects has been deferred to 2016-17 because part of the works is coordinated with the Regional Rail Link project.



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

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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	345 081	356 845	368 261	379 086	389 551
Sewerage customers	341 590	353 411	364 835	375 643	386 099
Length of water main (km)	4 318	4 431	4 506	4 561	4 617
Length of sewer main (km)	3 804	3 909	3 980	4 044	4 093
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	146	140	139	143	150
Average household bills (\$, nominal)					
Owner occupiers	527	597	687	791	848
Tenants	266	298	347	404	461
Legal action for non-payment - residential (per 100 customers)	0.23	0.13	0.14	0.14	0.18
Restrictions for non-payment - residential (per 100 customers)	0.00	0.00	0.00	0.00	0.00
Hardship grants	250	401	548	677	504
Payment issues complaints	568	402	579	554	508
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	418 930	408 364	419 991	402 823	386 765
account line	322 290	322 931	331 489	320 985	294 267
fault line	96 640	85 433	88 502	81 838	92 498
Account line and fault line					
average time to connect to an operator (seconds)	64	61	59	160	90
calls answered in 30 seconds (per cent)	88	86	83	56	74
Total complaints - all categories	1 640	1 318	1 262	1 388	1 338
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	577	577	572	661	581
unplanned	2 368	1 551	1 616	1 239	1 711
total (per 100km water main)	68	48	49	42	50
Average duration of interruptions (minutes)					
planned	134	142	146	134	122
unplanned	145	138	147	131	121
Average customer minutes off supply - total	46	30	32	24	25
planned	8	8	8	9	6
unplanned	37	22	24	15	18
Bursts and leaks (per 100km water main)	67	43	41	33	53
Sewer blockages (per 100km sewer main)	28	26	20	15	15
Water supply reliability and pressure complaints	44	28	29	18	67
DRINKING WATER QUALITY	2008-09	2009-10	2010-11	2011-12	2012-13
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	301	317	220	267	268
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	2	3	3	24	18
Biosolids - reused (per cent)	100	100	100	100	100
CO2e - total (tonnes)	5 318	2 388	-1 225	-1 651	9 841
Sewer odour complaints	193	166	108	102	85