

2013-14 WATER PERFORMANCE REPORT

YARRA VALLEY 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 increased from \$953 in 2012-13 to \$1155 in 2013-14.

Tenants who are not billed fixed charges had their average household bills increase from \$511 in 2012-13 to \$635 in 2013-14.

Household Consumption

Average household consumption in 2013-14 was 153 kL, a decrease from 156 kL the previous year.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Yarra Valley Water's customers experienced an average of 35 minutes off supply in 2013-14, a decrease from the previous year's result of 37 minutes.

Sewer system reliability

In 2013-14 Yarra Valley Water reported 28 sewer blockages per 100km of sewer main, increasing from 25 in 2012-13.

Water Quality

Yarra Valley 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

Yarra Valley Water recycled 29 per cent of its treated effluent, up from 26 per cent in the previous year.

Major Projects

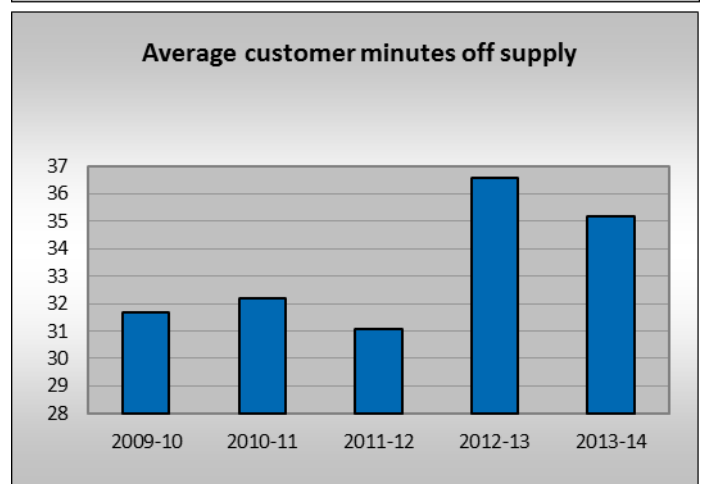
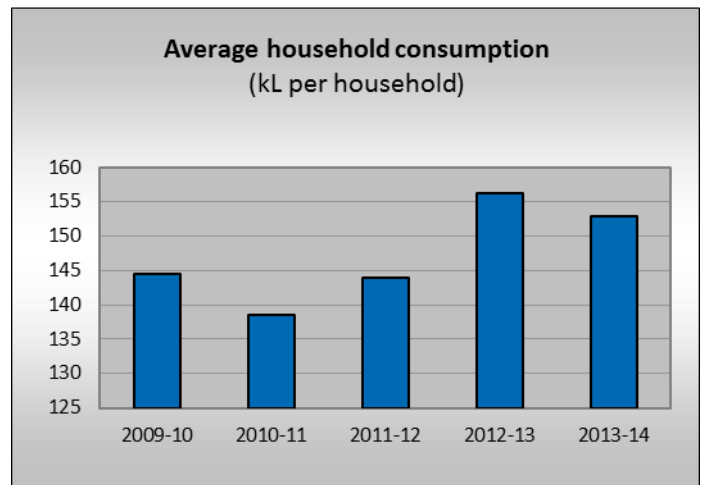
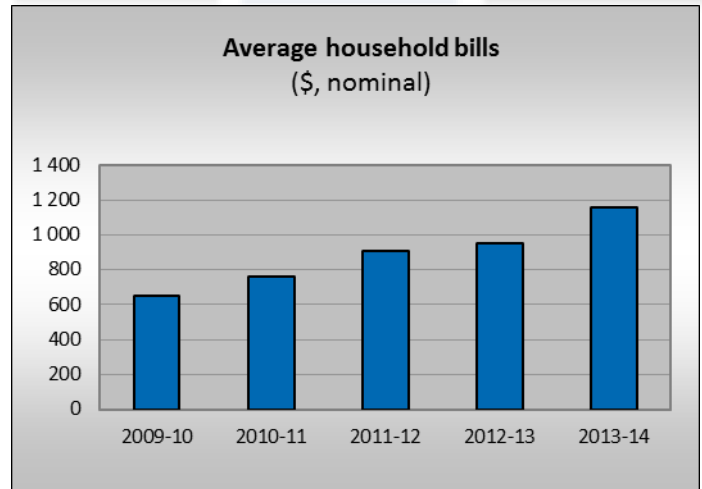
Delayed

- Warrandyte North sewerage project
- Donvale sewerage project
- Amaroo branch sewer

Deferred

- Lockerbie branch sewer
- Epping branch sewer tunnel

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
737 437	\$1155	153 kL



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GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	681 409	699 768	713 188	723 256	737 437
Sewerage customers	629 779	646 775	666 721	680 134	694 001
Length of water main (km)	9 391	9 490	9 670	9 791	9 882
Length of sewer main (km)	8 887	9 004	9 133	9 234	9 310
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	144	139	144	156	153
Average household bills (\$, nominal)					
Owner occupiers	649	763	910	953	1 155
Tenants	332	380	468	511	635
Legal action for non-payment - domestic (per 100 customers)	0.00	0.00	0.00	0.00	0.04
Restrictions for non-payment - domestic (per 100 customers)	0.01	0.00	0.01	0.03	0.22
Hardship grants	9 609	10 055	15 251	11 086	13 826
Affordability complaints	297	1 178	3 374	4 311	1 129
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	579 813	602 322	615 667	712 936	692 155
account line	442 492	464 242	493 927	581 875	569 234
fault line	137 321	138 080	121 740	131 061	122 921
Account line and fault line					
average time to connect to an operator (seconds)	34	82	83	33	41
calls answered in 30 seconds (per cent)	83	63	61	82	77
Total complaints - all categories	4 988	4 848	7 373	9 042	5 198
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	798	912	978	820	1 289
unplanned	5 539	4 958	4 712	5 424	5 247
total (per 100km water main)	67	62	59	64	66
Average duration of interruptions (minutes)					
planned	142	142	154	160	102
unplanned	102	110	101	108	99
Average customer minutes off supply - total	32	32	31	37	35
planned	6	8	10	10	12
unplanned	25	24	21	27	23
Bursts and leaks (per 100km water main)	52	46	40	52	51
Sewer blockages (per 100km sewer main)	45	41	26	25	28
Water supply reliability and pressure complaints	1 012	765	784	953	1 027
DRINKING WATER QUALITY	2009-10	2010-11	2011-12	2012-13	2013-14
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	3 319	2 333	2 560	3 023	2 736
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	28	21	21	26	29
Biosolids - reused (per cent)	0	0	0	0	0
CO ₂ e - total (tonnes)	27 077	29 041	28 361	29 512	32 708
Sewer odour complaints	214	209	194	179	144