

2009-10 WATER PERFORMANCE REPORT

NORTH EAST 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 \$623 in 2008-09 to \$717 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$256 in 2008-09 to \$333 in 2009-10.

Household Consumption

Average household consumption in 2009-10 was 213 kL.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. North East Water's overall reliability was 10 minutes in 2009-10, a fourth annual repeat of particularly low interruptions.

Sewer system reliability

In 2009-10 North East Water reported 13 sewer blockages per 100km of sewer main. This is highest rate recorded in the last five years.

Water Quality

North East 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

North East Water recycled 33 per cent of its treated effluent in 2009-10.

Major Projects

A parcel of land on Thomas Mitchell Drive Wodonga has been nominated as the site for a new regional head office, due to be finished in 2012-12.

The Beechworth wastewater treatment plant should be completed at the end of this water plan period, pending an EPA decision on discharge limits.

WATER CUSTOMERS

45 468

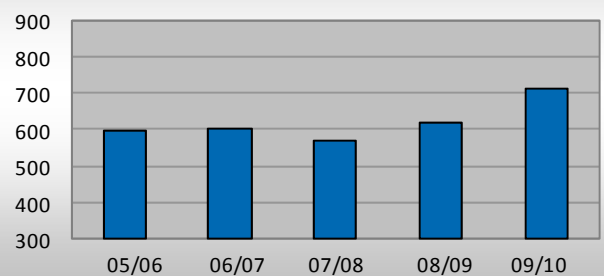
AVERAGE HOUSEHOLD BILL

\$ 717

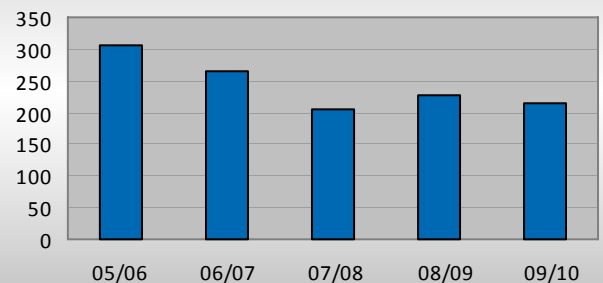
AVERAGE HOUSEHOLD CONSUMPTION

213 kL

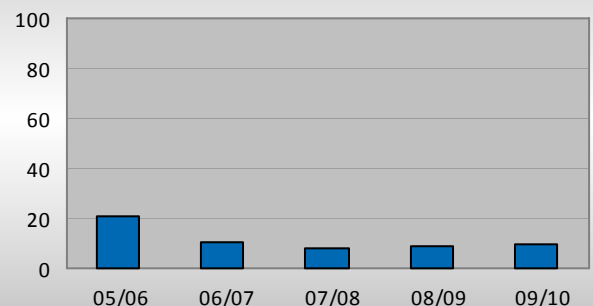
Average household bills
(\$, nominal)



Average household consumption
(kL per household)



Average customer minutes off supply



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GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	41 900	42 753	43 705	44 686	45 468
Sewerage customers	37 203	38 082	38 638	38 980	39 864
Length of water main (km)	1 428	1 406	1 520	1 615	1 643
Length of sewer main (km)	1 027	1 023	1 036	1 071	1 078
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	304	266	205	226	213
Average household bills (\$, nominal)					
Owner occupiers	599	606	573	623	717
Tenants	175	170	137	256	333
Legal action for non-payment - domestic (per 100 customers)	0.01	0.12	0.04	0.09	0.06
Restrictions for non-payment - domestic (per 100 customers)	0.06	0.36	0.44	0.36	0.45
Hardship grants	21	22	0	0	2
Billing and affordability complaints	16	7	2	1	8
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	17 939	20 116	19 928	22 606	25 275
account line	17 601	20 057	19 892	22 571	24 780
fault line	338	59	36	35	495
Account line and fault line					
average time to connect to an operator (seconds)	12	11	13	15	11
calls answered in 30 seconds (percent)	93	94	93	91	95
Total complaints - all categories	144	60	107	79	132
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	181	182	199	249	279
planned	76	56	67	52	73
unplanned	105	126	132	197	206
total (per 100km water main)	13	13	13	15	17
Average duration of interruptions (minutes)					
planned	167	122	79	68	108
unplanned	98	121	89	90	92
Average customer minutes off supply - total	21	11	8	9	10
planned	16	5	2	1	4
unplanned	5	6	6	8	6
Bursts and leaks (per 100km water main)	16	17	14	18	17
Sewer blockages (per 100km sewer main)	6	8	11	12	13
Water supply reliability and pressure complaints	25	8	4	6	7
DRINKING WATER QUALITY	2005-06	2006-07	2007-08	2008-09	2009-10
Microbiological water quality compliance (percent)	93	97	99	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	48	12	52	26	91
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	24	33	28	30	33
Biosolids - reused (percent)	38	0	0	0	279
Net greenhouse gas emission (CO ₂ e tonnes)	63 893	32 722	24 473	32 922	36 587
Sewer odour complaints	5	16	22	15	12