

2009-10 WATER PERFORMANCE REPORT

GOULBURN VALLEY 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 \$600 in 2008-09 to \$654 in 2009-10.

Tenants who are not billed fixed charges had their average household bills increase from \$184 in 2008-09 to \$196 in 2009-10.

Household Consumption

Average household consumption in 2009-10 of 261 kL continued a downward trend evident over the last five years.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Goulburn Valley Water's overall reliability of 14 minutes in 2009-10 was an improvement compared to 21 minutes in 2008-09.

Sewer system reliability

In 2009-10 Goulburn Valley Water reported 25 sewer blockages per 100km of sewer main. This is lowest rate recorded in the last five years.

Water Quality

Goulburn Valley 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

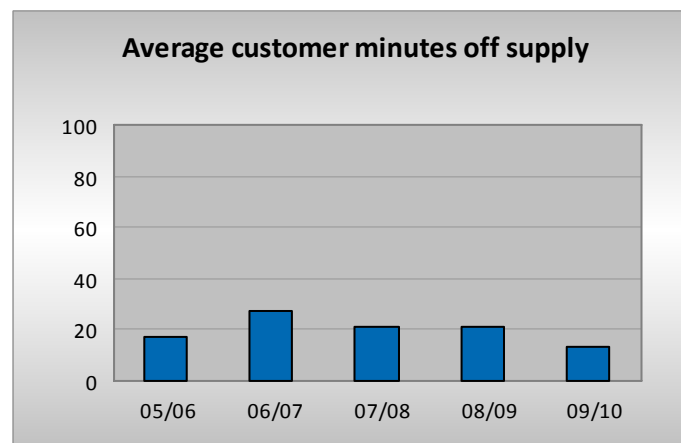
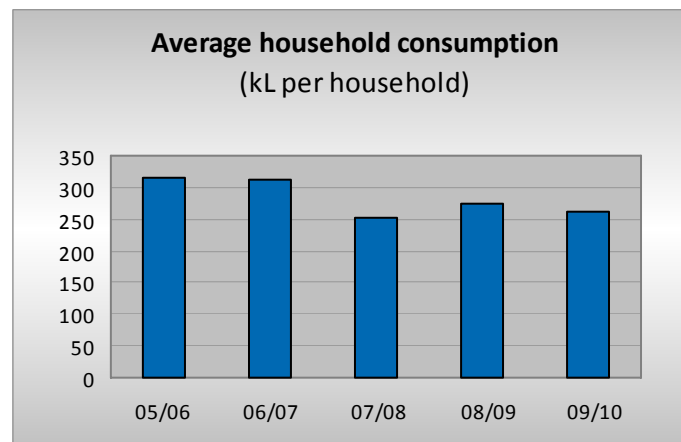
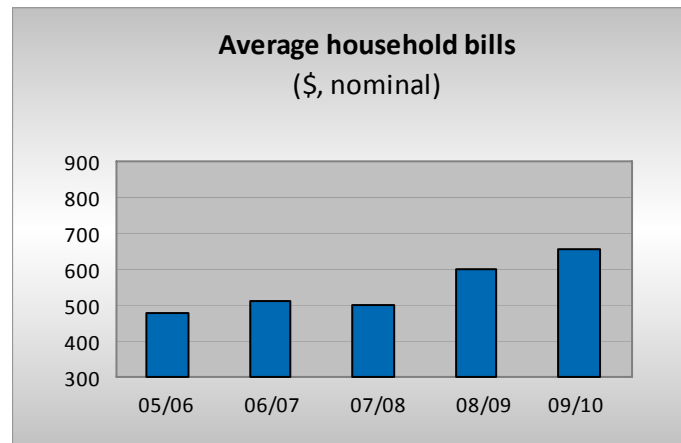
Goulburn Valley Water recycled 92 per cent of its treated effluent in 2009-10, maintaining an above 90 per cent rate for the third straight year.

Major Projects

The Alexandra Eildon pipeline was completed in May 2010. The contractor is currently attending to issues hindering its commissioning.

The Bonnie Doon water treatment plant has been operational since February 2010.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
52 929	\$ 654	261 kL



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GENERAL	2005-06	2006-07	2007-08	2008-09	2009-10
Water customers	52 606	51 305	52 033	52 621	52 929
Sewerage customers	44 641	43 328	43 952	44 571	46 378
Length of water main (km)	1 737	1 677	1 694	1 734	1 739
Length of sewer main (km)	1 187	1 151	1 170	1 189	1 194
AFFORDABILITY	2005-06	2006-07	2007-08	2008-09	2009-10
Average household consumption (kL per household)	315	311	251	276	261
Average household bills (\$, nominal)					
Owner occupiers	479	512	501	600	654
Tenants	162	171	144	184	196
Legal action for non-payment - domestic (per 100 customers)	0.05		0.00	0.08	0.25
Restrictions for non-payment - domestic (per 100 customers)	1.04	1.37	1.11	1.78	1.40
Hardship grants	5	51	22	64	54
Billing and affordability complaints	22	10	15	14	47
CUSTOMER RESPONSIVENESS AND SERVICE	2005-06	2006-07	2007-08	2008-09	2009-10
Calls - total	34 277	39 732	34 575	32 539	34 313
account line	26 945	27 228	25 496	25 003	27 567
fault line	7 332	12 504	9 079	7 536	6 746
Account line and fault line					
average time to connect to an operator (seconds)	25	28	26	25	25
calls answered in 30 seconds (percent)	98	98	98	98	98
Total complaints - all categories	747	670	593	472	880
NETWORK RELIABILITY AND EFFICIENCY	2005-06	2006-07	2007-08	2008-09	2009-10
Water supply interruptions (total)	436	479	427	486	396
planned	135	126	107	101	69
unplanned	301	353	320	385	327
total (per 100km water main)	25	29	25	28	23
Average duration of interruptions (minutes)					
planned	96	106	101	119	73
unplanned	99	121	110	96	93
Average customer minutes off supply - total	17	28	21	21	14
planned	5	6	5	5	2
unplanned	12	22	16	15	12
Bursts and leaks (per 100km water main)	26	39	27	33	26
Sewer blockages (per 100km sewer main)	24	27	21	25	25
Water supply reliability and pressure complaints	292	209	193	95	394
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	263	355	221	214	267
ENVIRONMENTAL PERFORMANCE	2005-06	2006-07	2007-08	2008-09	2009-10
Recycling - effluent reuse (percent of effluent)	73	86	93	97	92
Biosolids - reused (percent)	212	115	62	40	205
Net greenhouse gas emission (CO ₂ e tonnes)	42 909	35 586	29 983	32 707	29 742
Sewer odour complaints	67	57	43	49	48