

2012-13 WATER PERFORMANCE REPORT

WESTERN 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 fact sheet 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 \$956 in 2011-12 to \$977 in 2012-13.

Tenants who are not billed fixed charges had their average household bills increase from \$244 in 2011-12 to \$265 in 2012-13.

Household Consumption

Average household consumption in 2012-13 was 181 kL, an increase from the previous year of 169 kL.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Western Water's customers experienced an average of 44 minutes off supply in 2012-13, an increase from the 35 minutes reported in 2011-12.

Sewer system reliability

In 2012-13 Western Water reported 13 sewer blockages per 100km of sewer main, down from 16 in 2011-12. This is the lowest figure reported in the five year period.

Water Quality

Western 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.

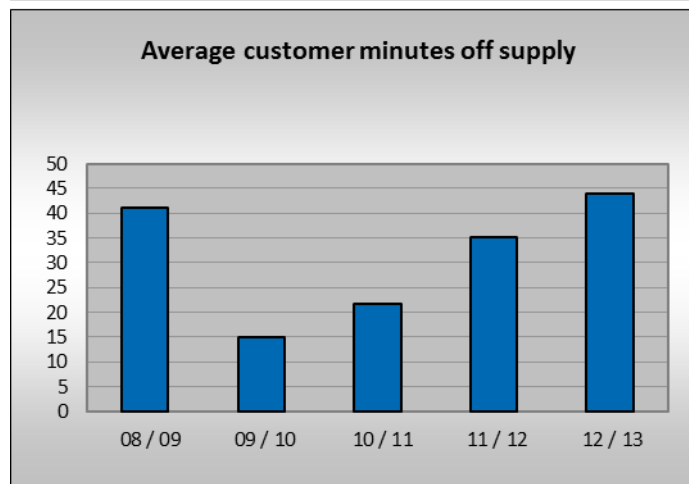
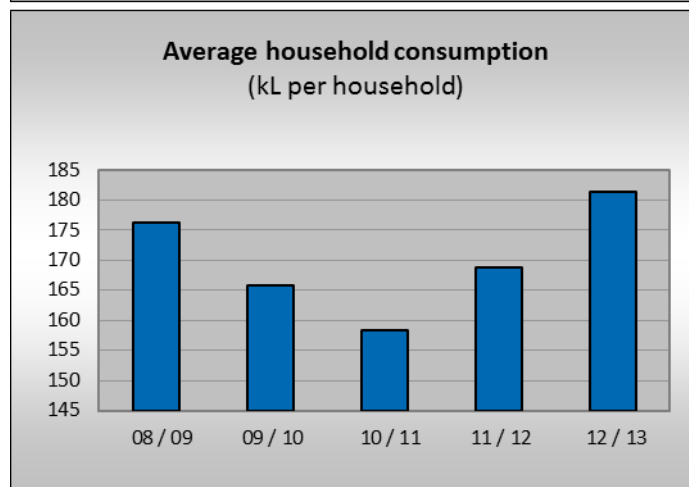
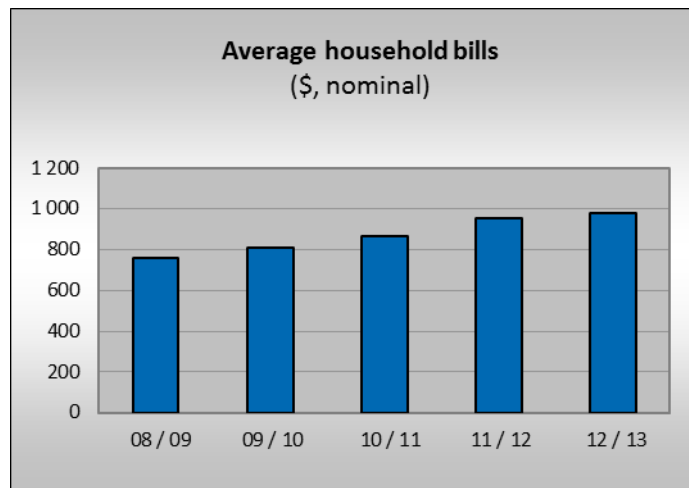
Recycling

Western Water recycled 65 per cent of its treated effluent in 2012-13, similar to 64 per cent in 2012-13.

Major Projects

The Bacchus Marsh Recycled Water Plant Upgrade was completed in 2012-13, including new inlet works and a sludge treatment facility.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
55 481	\$ 977	181 kL



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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	49 125	51 567	52 565	54 073	55 481
Sewerage customers	43 295	45 527	46 628	48 138	49 555
Length of water main (km)	1 710	1 741	1 804	1 855	1 823
Length of sewer main (km)	1 048	1 086	1 120	1 149	1 185
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	176	166	158	169	181
Average household bills (\$, nominal)					
Owner occupiers	759	812	865	956	977
Tenants	185	194	204	244	265
Legal action for non-payment - residential (per 100 customers)	0.01	0.06	0.03	0.04	0.06
Restrictions for non-payment - residential (per 100 customers)	0.10	0.23	0.32	0.21	0.23
Hardship grants	58	120	341	536	474
Payment issues complaints	27	20	25	30	24
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	89 010	83 768	78 236	67 322	65 518
account line	89 010	83 768	78 236	67 322	65 518
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	21	21	20	19	20
calls answered in 30 seconds (per cent)	94	95	96	98	97
Total complaints - all categories	261	155	235	219	220
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	91	83	96	182	135
unplanned	257	242	251	226	272
total (per 100km water main)	20	19	19	22	22
Average duration of interruptions (minutes)					
planned	151	110	129	145	174
unplanned	128	74	81	67	129
Average customer minutes off supply - total	41	15	22	35	44
planned	12	6	10	27	23
unplanned	29	9	11	9	21
Bursts and leaks (per 100km water main)	17	12	13	14	19
Sewer blockages (per 100km sewer main)	28	30	22	16	13
Water supply reliability and pressure complaints	2	5	1	6	3
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	215	120	195	168	180
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	88	85	51	64	65
Biosolids - reused (per cent)	121	121	126	117	115
CO ₂ e - total (tonnes)	24 503	20 846	21 620	17 287	15 644
Sewer odour complaints	1	0	0	0	0