

# 2015-16 WATER PERFORMANCE REPORT

## GOULBURN VALLEY WATER — FACT SHEET



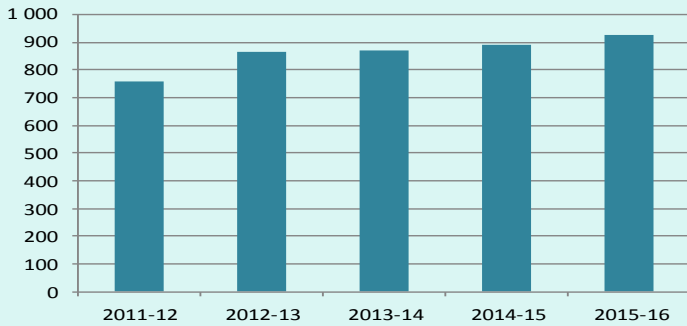
For the full report on all 16 Victorian urban water businesses visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)



### CUSTOMER OUTCOMES

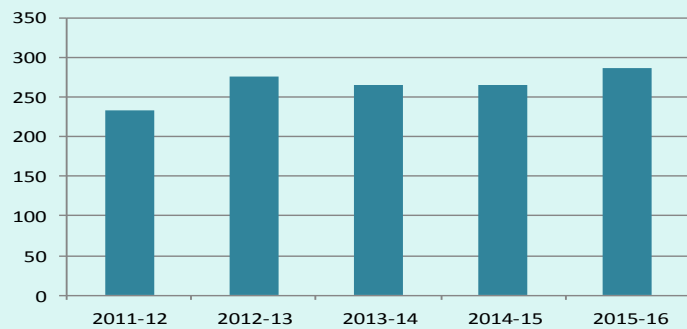
#### Average Household Bill (nominal dollars)

- A bill is calculated from the average household consumption of water at the actual price.



- An owner occupier's average household bill increased from \$891 in 2014-15 to \$925.
- Tenants who are not billed fixed charges had their bills increase from \$297 in 2014-15 to \$326.

#### Average Household Consumption (kilolitres)



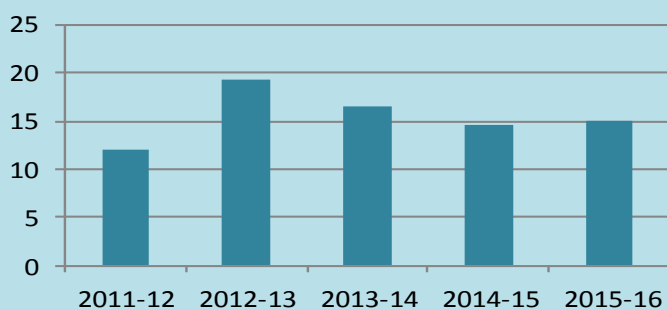
#### Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 5 528 in 2014-15 to 4 805.

### SERVICE DELIVERY

#### Water Supply Reliability

- Customers experienced an average of 15 minutes off supply (remaining constant with 2014-15).



### WATER CUSTOMERS

**57 236**

2% of state total (2.6 million)

### AVERAGE HOUSEHOLD BILL

**\$925**

Statewide \$1048

### AVERAGE HOUSEHOLD CONSUMPTION

**287 kL**

Statewide 167 kL

### STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

#### Completed

- Marysville new water treatment plant
- Numurkah water treatment plant upgrade

#### Delayed

- Cobram — MGC unfluoridated water pipeline

#### Deferred

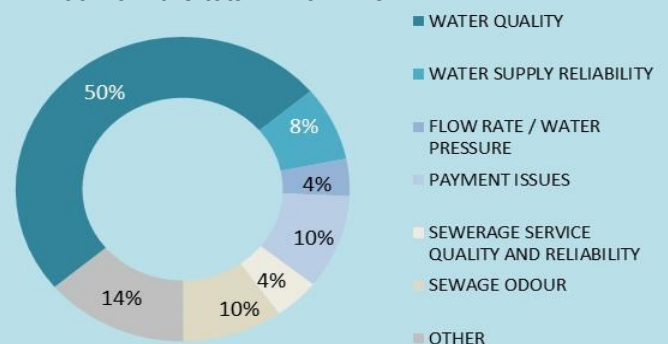
- Kilmore wastewater management facility additional winter storage
- Mansfield wastewater management facility additional winter storage
- Shepparton water treatment plant upgrade

### Sewer System Reliability

- 10 sewer blockages per 100km of sewer main (same as reported in 2014-15).

### Complaints

- 380 complaints were received by the business, up 160 from the total in 2014-15.



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GENERAL	2011-12	2012-13	2013-14	2014-15	2015-16
Number of water customers (No.)	54 666	55 305	55 855	56 537	57 236
Number of sewer customers (No.)	47 908	48 493	49 062	49 682	50 348
Length of water main (km)	1 792	1 794	1 807	1 819	1 826
Length of sewer main (km)	1 226	1 233	1 248	1 261	1 271
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	234	276	266	265	287
Average household bills (\$, nominal)					
Owner occupiers	759	864	869	891	925
Tenants	224	293	290	297	326
Number of customers on flexible payment (Instalment) plans (No.)	4205	5708	5637	5528	4805
Number of Hardship grants approved (No.)	97	192	324	686	345
Number of legal actions initiated for non-payment of bill - residential (No.)	5	14	20	5	14
Number of restrictions applied for non-payment of bill - residential (No.)	201	226	140	183	152
Number of payment issue complaints (No.)	75	32	29	52	38
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	34 204	37 175	29 199	33 853	37 257
account line	28 358	31 066	25 072	28 314	31 191
fault line	5 846	6 109	4 127	5 539	6 066
Average time to connect to an operator - account and fault line (seconds)	25	25	25	26	0
Total number of complaints - all categories (No.)	459	325	328	220	380
Number of complaints to ombudsman (EWOV) (No.)	20	31	23	30	30
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	21.7	26.1	23.6	18.9	19.1
Average duration of interruptions (minutes)					
planned	80	76	99	112	94
unplanned	97	128	100	113	108
Average customer minutes off supply - total	12	19	17	15	15
Water main bursts and leaks (per 100km water main)	22.2	29.4	27.5	22.6	19.9
Number of water supply reliability and flow rate complaints (No.)	46	11	8	15	45
Sewer main blockages (per 100km sewer main)	17.7	22.4	20.4	10.1	9.5
Sewer spills from reticulation and branch sewers (per 100km sewer main)	3.2	3.0	3.7	3.6	3.1
Number of sewerage service quality & reliability complaints (No.)	5	3	7	3	17
DRINKING WATER QUALITY	2011-12	2012-13	2013-14	2014-15	2015-16
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Number of water quality complaints (colour, taste/odour, other) (No.)	276	180	172	91	190
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	79	80	94	85	89
Biosolids - reused (per cent)	63	296	0	100	100
Total CO2 equivalent emissions (tonnes)	42 453	46 926	48 750	49 295	44 754
Number of sewer odour complaints (No.)	26	30	47	25	37