

2015-16 WATER PERFORMANCE REPORT

SOUTH GIPPSLAND WATER — FACT SHEET



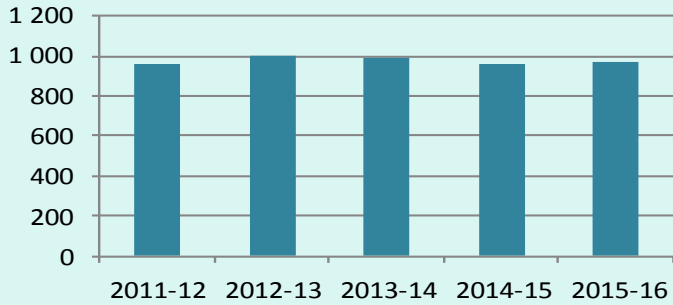
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

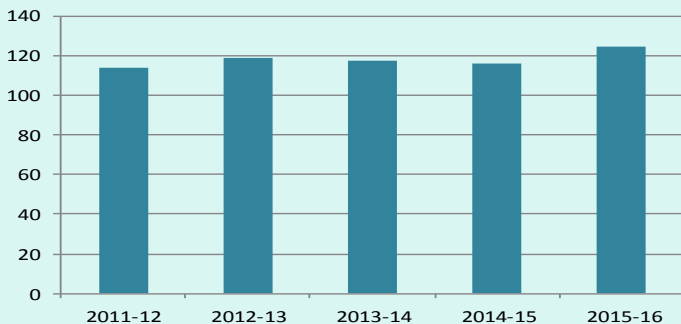
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill increased from \$957 in 2014-15 to \$971.
- Tenants who are not billed fixed charges had their bills increase from \$198 in 2014-15 to \$217.

Average Household Consumption (kilolitres)



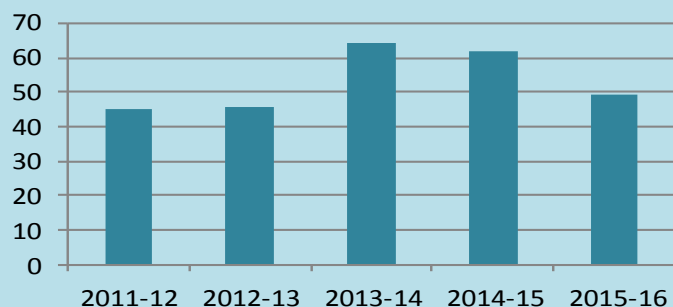
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 1 138 in 2014-15 to 995.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 49 minutes off supply (13 minutes better than 2014-15).



WATER CUSTOMERS

19 829

1% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$971

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

125 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Leongatha wastewater treatment plant — refurbish decommissioned digestive system
- Poowong/Loch/Nyora sewerage scheme

On schedule

- Foster wastewater treatment plant — rising main pipeline and storage

Delayed

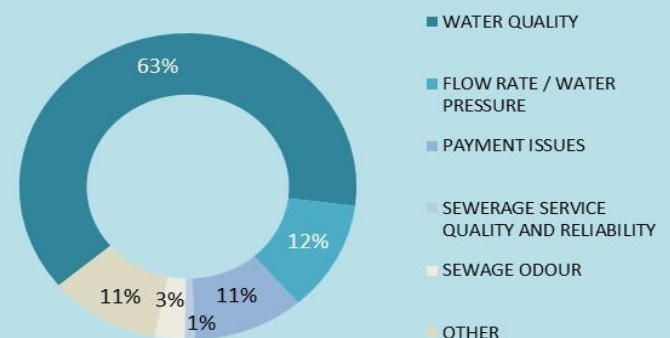
- Northern towns supply connection works — Korumburra to Poowong
- Northern towns supply connection works — Lance Creek to Korumburra

Sewer System Reliability

- 30 sewer blockages per 100km of sewer main, an increase from 24 reported blockages in 2014-15.

Complaints

- 103 complaints were received by the business, down 15 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.)	19 022	19 237	19 400	19 637	19 829
Number of sewer customers (No.)	16 232	16 464	16 613	16 967	17 181
Length of water main (km)	692	695	699	704	705
Length of sewer main (km)	419	423	427	440	478
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	114	119	118	116	125
Average household bills (\$, nominal)					
Owner occupiers	958	1 003	992	957	971
Tenants	174	195	196	198	217
Number of customers on flexible payment (Instalment) plans (No.)	918	1074	1129	1138	995
Number of Hardship grants approved (No.)	0	0	0	0	3
Number of legal actions initiated for non-payment of bill - residential (No.)	0	0	1	3	1
Number of restrictions applied for non-payment of bill - residential (No.)	46	4	20	20	40
Number of payment issue complaints (No.)	38	33	20	14	11
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	28 211	27 277	29 373	31 251	33 629
account line	28 211	27 277	29 373	31 251	33 629
fault line	0	0	0	0	0
Average time to connect to an operator - account and fault line (seconds)	24	28	30	4	5
Total number of complaints - all categories (No.)	138	275	189	118	103
Number of complaints to ombudsman (EWOV) (No.)	13	9	9	13	8
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	27.3	27.2	31.8	27.7	27.2
Average duration of interruptions (minutes)					
planned	194	229	177	161	196
unplanned	95	118	139	160	96
Average customer minutes off supply - total	45	46	65	62	49
Water main bursts and leaks (per 100km water main)	32.1	41.7	47.8	39.9	40.9
Number of water supply reliability and flow rate complaints (No.)	4	21	8	14	12
Sewer main blockages (per 100km sewer main)	21.7	17.0	14.8	23.6	29.9
Sewer spills from reticulation and branch sewers (per 100km sewer main)	13.4	11.3	10.1	16.4	11.9
Number of sewerage service quality & reliability complaints (No.)	0	0	1	4	1
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.)	52	174	112	36	65
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	2	4	3	4	6
Biosolids - reused (per cent)	0	0	0	71	84
Total CO2 equivalent emissions (tonnes)	8 154	7 550	6 872	7 411	7 385
Number of sewer odour complaints (No.)	1	5	10	5	3