

# 2014-15 WATER PERFORMANCE REPORT

## SOUTH GIPPSLAND WATER — FACT SHEET



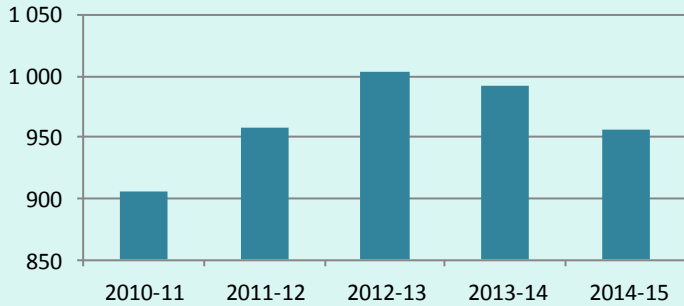
For the full report on all 16 Victorian urban water businesses visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)



### CUSTOMER OUTCOMES

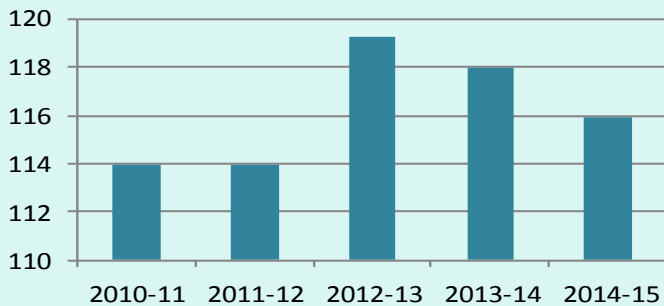
#### Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill decreased from \$992 in 2013-14 to \$957.
- Tenants who are not billed fixed charges had their bills increase from \$196 in 2013-14 to \$198.

#### Average Household Consumption (kilolitres)



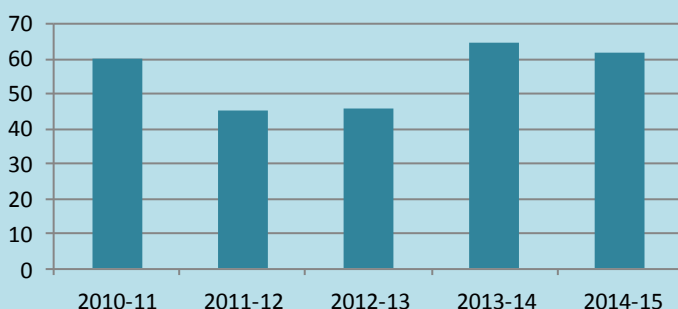
#### Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans increased from 1 129 in 2013-14 to 1 138.

### SERVICE DELIVERY

#### Water Supply Reliability

- Customers experienced an average of 62 minutes off supply (3 minutes better than 2013-14).



### WATER CUSTOMERS

**19 637**

*1% of state total (2.6 million)*

### AVERAGE HOUSEHOLD BILL

**\$957**

*Statewide \$1006*

### AVERAGE HOUSEHOLD CONSUMPTION

**116 kL**

*Statewide 159 kL*

### STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

#### Completed

- Agnes River augmentation — construction of off-stream storage (Replaced with Central Towns strategy)
- Leongatha wastewater treatment plant — refurbish decommissioned digestive system
- Wonthaggi wastewater strategy

#### On schedule

- Foster wastewater treatment plant — rising main pipeline and storage
- Poowong/Loch/Nyora sewerage scheme

#### Delayed

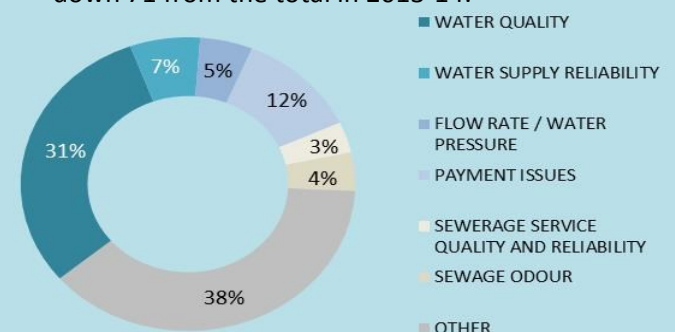
- Northern towns supply connection works — Korumburra to Poowong
- Northern towns supply connection works — Lance Creek to Korumburra

### Sewer System Reliability

- 24 sewer blockages per 100km of sewer main, an increase from 15 reported blockages in 2013-14.

### Complaints

- 118 complaints were received by the business, down 71 from the total in 2013-14.



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GENERAL	2010-11	2011-12	2012-13	2013-14	2014-15
Number of water customers (No.)	18 671	19 022	19 237	19 400	19 637
Number of sewer customers (No.)	15 675	16 232	16 464	16 613	16 967
Length of water main (km)	689	692	695	699	704
Length of sewer main (km)	415	419	423	427	440
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	114	114	119	118	116
Average household bills (\$, nominal)					
Owner occupiers	906	958	1 003	992	957
Tenants	158	174	195	196	198
Number of customers on flexible payment (Instalment) plans (No.)	846	918	1074	1129	1138
Number of Hardship grants approved (No.)	0	0	0	0	0
Number of legal actions initiated for non-payment of bill - residential (No.)	2	0	0	1	3
Number of restrictions applied for non-payment of bill - residential (No.)	38	46	4	20	20
Number of payment issue complaints (No.)	47	38	33	20	14
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	24 826	28 211	27 277	29 373	31 251
account line	24 826	28 211	27 277	29 373	31 251
fault line	0	0	0	0	0
Average time to connect to an operator - account and fault line (seconds)	24	24	28	30	4
Total number of complaints - all categories (No.)	258	138	275	189	118
Number of complaints to ombudsman (EWOV) (No.)	11	13	9	9	13
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	30.5	27.3	27.2	31.8	27.7
Average duration of interruptions (minutes)					
planned	187	194	229	177	161
unplanned	100	95	118	139	160
Average customer minutes off supply - total	60	45	46	65	62
Water main bursts and leaks (per 100km water main)	39.3	32.1	41.7	47.8	39.9
Number of water supply reliability and flow rate complaints (No.)	44	4	21	8	14
Sewer main blockages (per 100km sewer main)	14.9	21.7	17.0	14.8	23.6
Sewer spills from reticulation and branch sewers (per 100km sewer main)	7.7	13.4	11.3	10.1	16.4
Number of sewerage service quality & reliability complaints (No.)	1	0	0	1	4
DRINKING WATER QUALITY	2010-11	2011-12	2012-13	2013-14	2014-15
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.)	128	52	174	112	36
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	1	2	4	3	4
Biosolids - reused (per cent)	0	0	0	0	71
Total CO2 equivalent emissions (tonnes)	12 560	8 154	7 550	6 872	7 411
Number of sewer odour complaints (No.)	2	1	5	10	5