

2015-16 WATER PERFORMANCE REPORT

WANNON WATER — FACT SHEET



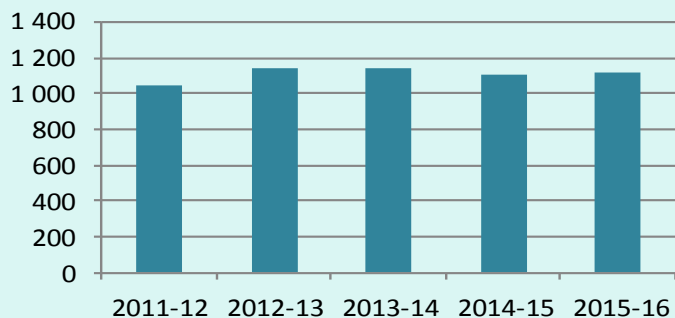
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

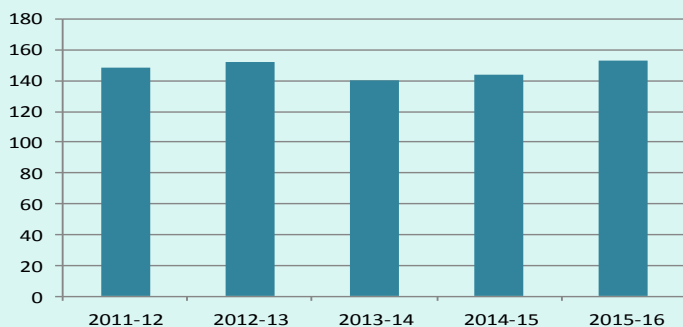
Average Household Bill (nominal dollars)

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



- An owner occupier's average household bill decreased from \$1101 in 2014-15 to \$1121.
- Tenants who are not billed fixed charges had their bills increase from \$197 in 2014-15 to \$215.

Average Household Consumption (kilolitres)



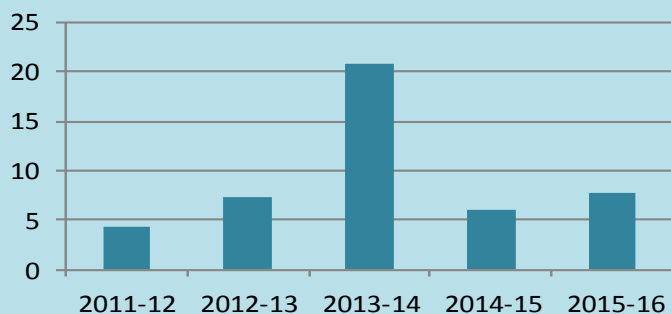
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 4 642 in 2014-15 to 3 791.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 8 minutes off supply (2 minutes more than 2014-15).



WATER CUSTOMERS

42 466

2% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1121

Statewide \$1048

AVERAGE HOUSEHOLD CONSUMPTION

153 kL

Statewide 167 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Curdie Vale bore construction

On schedule

- Cobden and Casterton water reclamation plant irrigation

Delayed

- Casterton water treatment plant clarifier
- Construct new bore at Wyatt St Portland
- Heywood and Hamilton water reclamation plant irrigation
- Portland reclamation plant - wind energy

Deferred

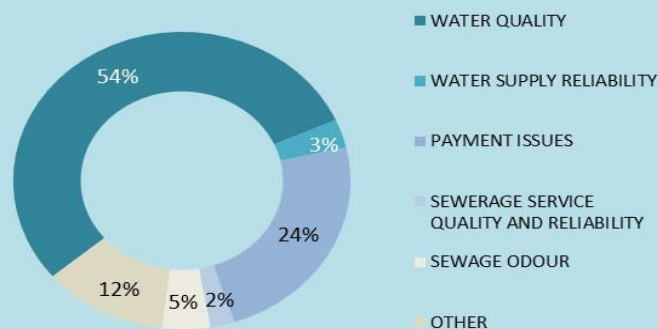
- Water tower and pump station in Wollaston and Wangoom Road Warrnambool

Sewer System Reliability

- 18 sewer blockages per 100km of sewer main, an increase from 13 reported blockages in 2014-15.

Complaints

- 259 complaints were received by the business, up 105 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.)	41 236	41 550	42 008	42 261	42 466
Number of sewer customers (No.)	34 690	35 009	35 419	35 839	36 146
Length of water main (km)	1 877	1 877	1 882	1 882	1 960
Length of sewer main (km)	882	884	910	919	930
AFFORDABILITY	2011-12	2012-13	2013-14	2014-15	2015-16
Average household consumption (kL per household)	148	152	140	144	153
Average household bills (\$, nominal)					
Owner occupiers	1 044	1 148	1 140	1 101	1 121
Tenants	240	265	253	197	215
Number of customers on flexible payment (Instalment) plans (No.)	3942	5150	5539	4642	3791
Number of Hardship grants approved (No.)	134	243	372	308	258
Number of legal actions initiated for non-payment of bill - residential (No.)	38	9	8	74	32
Number of restrictions applied for non-payment of bill - residential (No.)	128	116	165	165	108
Number of payment issue complaints (No.)	166	149	72	78	61
CUSTOMER RESPONSIVENESS AND SERVICE	2011-12	2012-13	2013-14	2014-15	2015-16
Total number of customer calls (No.)	44 692	35 264	37 040	35 417	34 557
account line	44 692	35 264	37 040	35 417	33 810
fault line	0	0	0	0	747
Average time to connect to an operator - account and fault line (seconds)	7	7	8	11	14
Total number of complaints - all categories (No.)	301	232	175	154	259
Number of complaints to ombudsman (EWOV) (No.)	39	60	36	31	22
NETWORK RELIABILITY AND EFFICIENCY	2011-12	2012-13	2013-14	2014-15	2015-16
Water supply interruptions (per 100km water main)	5.5	8.4	9.6	6.8	8.7
Average duration of interruptions (minutes)					
planned	196	201	172	199	145
unplanned	89	111	101	91	105
Average customer minutes off supply - total	4	7	21	6	8
Water main bursts and leaks (per 100km water main)	10.9	12.7	10.5	9.7	11.1
Number of water supply reliability and flow rate complaints (No.)	19	7	13	7	8
Sewer main blockages (per 100km sewer main)	8.3	10.7	11.5	13.4	18.2
Sewer spills from reticulation and branch sewers (per 100km sewer main)	7.6	6.3	8.6	9.6	11.6
Number of sewerage service quality & reliability complaints (No.)	5	5	10	2	6
DRINKING WATER QUALITY	2011-12	2012-13	2013-14	2014-15	2015-16
Microbiological water quality compliance (per cent)	99	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Number of water quality complaints (colour, taste/odour, other) (No.)	54	35	25	24	141
ENVIRONMENTAL PERFORMANCE	2011-12	2012-13	2013-14	2014-15	2015-16
Recycling - effluent reuse (per cent of effluent)	12	17	12	20	19
Biosolids - reused (per cent)	100	100	91	95	129
Total CO2 equivalent emissions (tonnes)	33 753	30 714	29 095	31 725	32 970
Number of sewer odour complaints (No.)	6	8	2	2	12