



# Water Business Profiles Supplement

Water performance report 2022-23

12 December 2023



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# How to use this supplement



This supplement to our Water performance report 2022-23 provides a snapshot of the 15 urban water businesses in Victoria in alphabetical order.

## What you will find in this supplement

**Supply map:** This map illustrates the water business's service region. For metropolitan Melbourne water businesses, this map shows the Port Phillip Bay area.

**Key facts:** Some key facts on customer size, average household water use, and the typical annual bills (owner occupied and tenant) are reported with statewide averages for comparison.<sup>1</sup>

**Water supply restrictions:** The number of customers that had their water supply restricted for overdue debt is provided for the last five years in a bar graph.

**Complaints:** Total customer complaints for 2022–23 are reported with the breakdown of complaint categories illustrated in a chart.

**Service reliability:** Key water supply and sewerage reliability measures are provided with average time off water supply represented in a bar graph.

## Read all of our 2022-23 water performance resources

Find all of our 2022–23 performance information at [www.esc.vic.gov.au/water-performance-reports](http://www.esc.vic.gov.au/water-performance-reports), including:

- our report comparing the performance of the 15 urban water businesses
- these water business profiles that provide a snapshot of each business's performance
- a summary of the data behind our tables and charts in the report.

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<sup>1</sup> Greater Western Water's bill data is based on the former City West Water area.

# Barwon Water



## Supply map

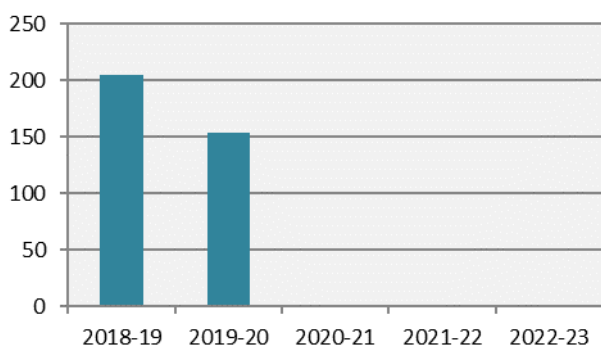


## Key facts

Statewide

<b>Number of water customers:</b>	<b>178,505</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>145 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 1,043</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 281</b>	\$ 428

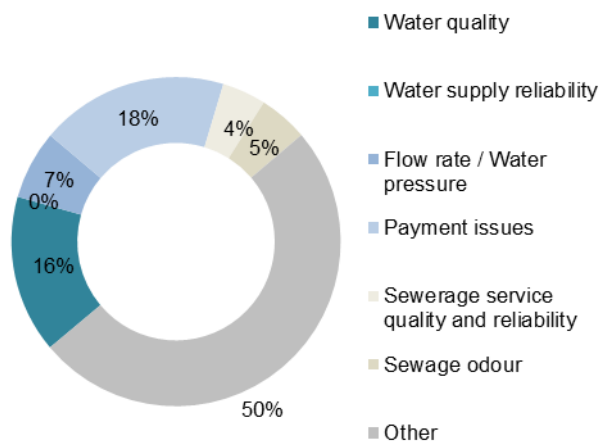
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

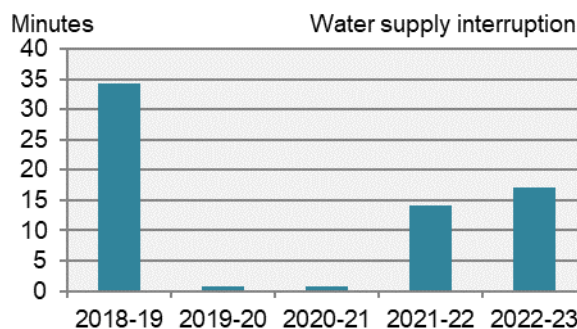
## Complaints

1,347 complaints were received by the business, 32 more than the total in 2021–22.



## Service reliability

Customers experienced an average of 17 minutes without water supply due to planned and unplanned interruptions.



99.5 per cent of sewer spills were contained in 5 hours.

# Central Highlands Water



## Supply map



## Key facts

Statewide

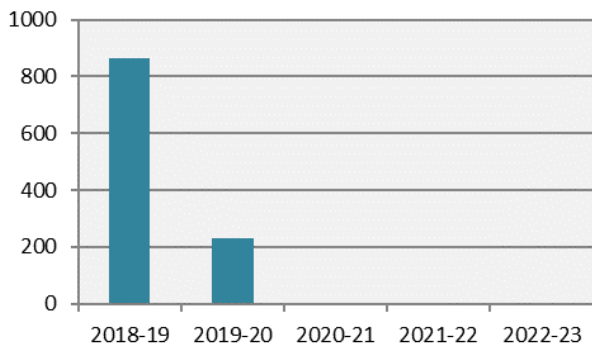
Number of water customers: **78,173** 3,029,026

Average household water use (kilolitres): **142 kL** 145 kL

Typical household bill (owner occupier): **\$ 1,214** \$ 986

Typical household bill (tenant): **\$ 295** \$ 428

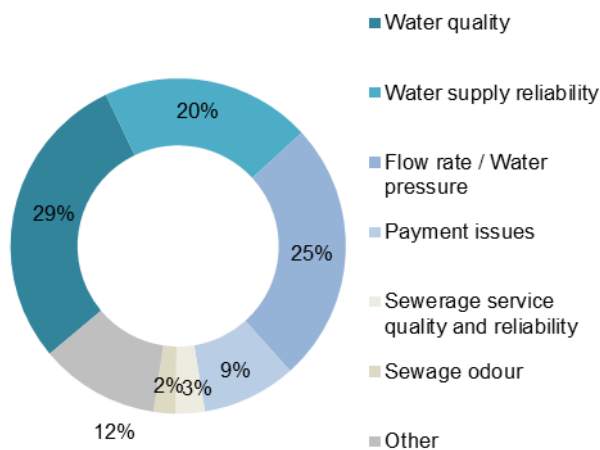
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021–22.

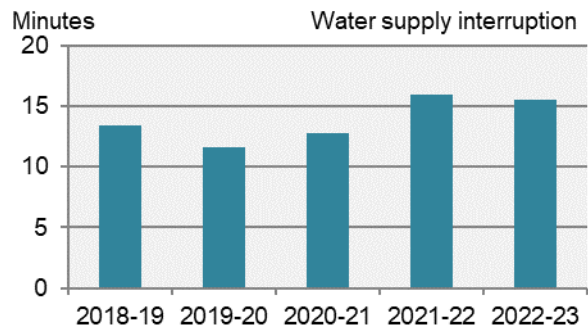
## Complaints

286 complaints were received by the business, 39 less than the total in 2021-22.



## Service reliability

Customers experienced an average of 16 minutes without water supply due to planned and unplanned interruptions.

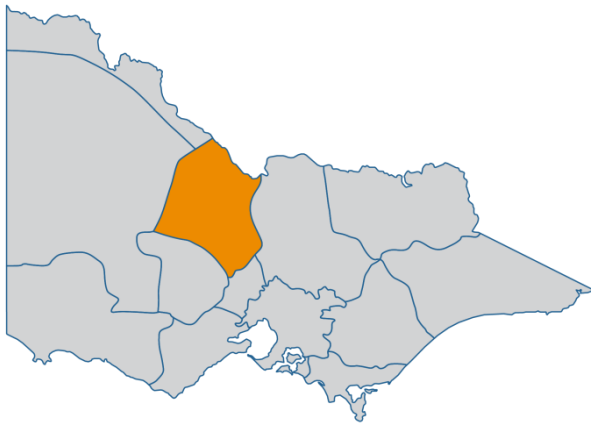


95.8 per cent of sewer spills were contained in 5 hours.

# Coliban Water



## Supply map

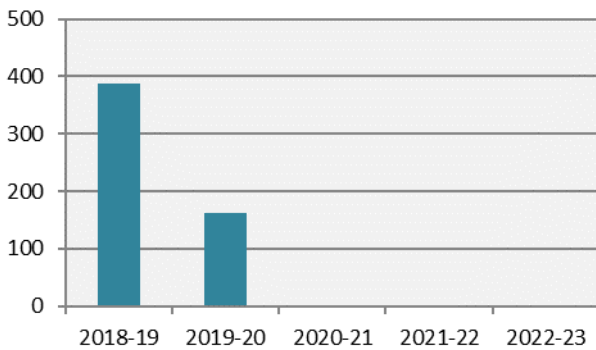


## Key facts

### Statewide

<b>Number of water customers:</b>	<b>80,865</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>174 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 1,326</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 398</b>	\$ 428

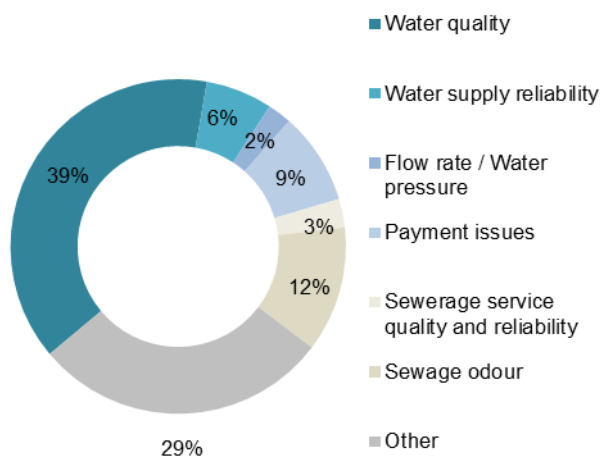
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021–22.

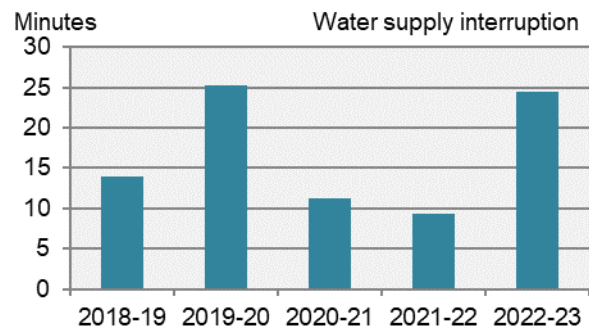
## Complaints

651 complaints were received by the business, 84 more than the total in 2021–22.



## Service reliability

Customers experienced an average of 24 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.

# East Gippsland Water



## Supply map

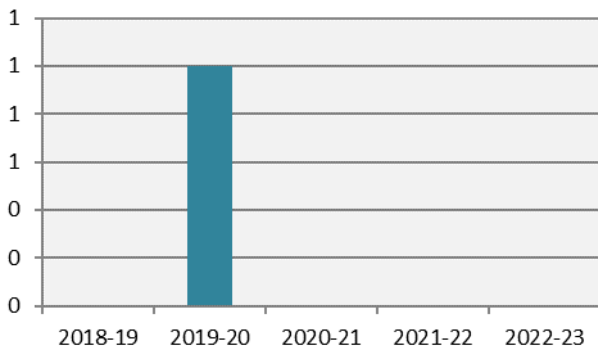


## Key facts

## Statewide

<b>Number of water customers:</b>	<b>25,559</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>134 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 1,220</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 316</b>	\$ 428

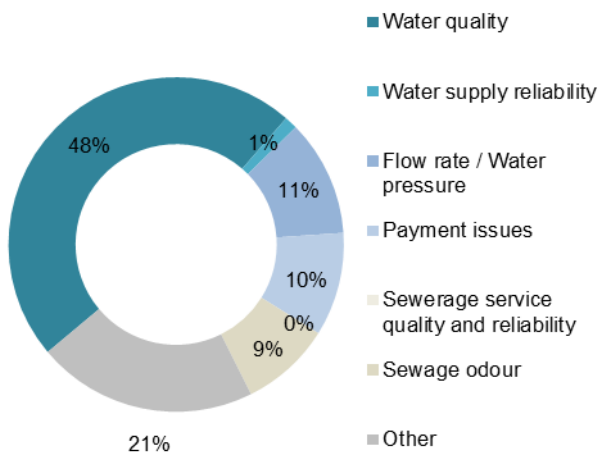
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

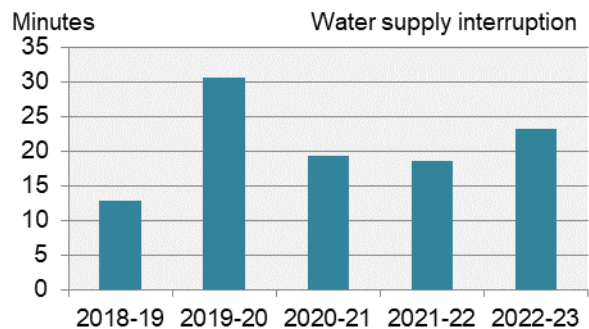
## Complaints

80 complaints were received by the business, 9 more than the total in 2021-22.



## Service reliability

Customers experienced an average of 23 minutes without water supply due to planned and unplanned interruptions.



97.4 per cent of sewer spills were contained in 5 hours.



## Supply map

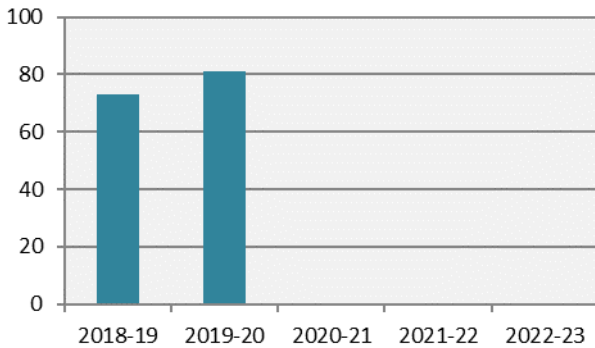


## Key facts

### Statewide

<b>Number of water customers:</b>	<b>75,662</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>156 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 1,347</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 350</b>	\$ 428

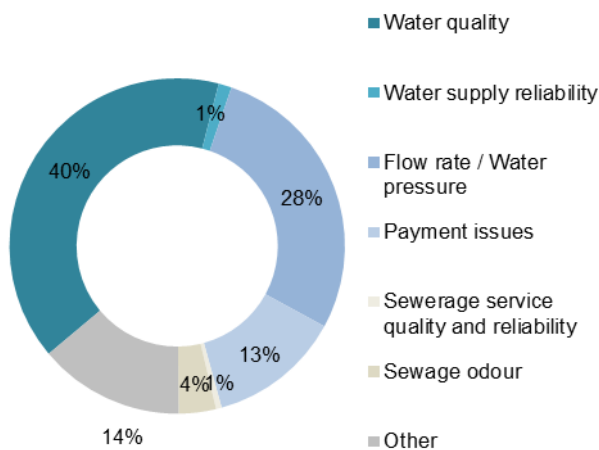
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

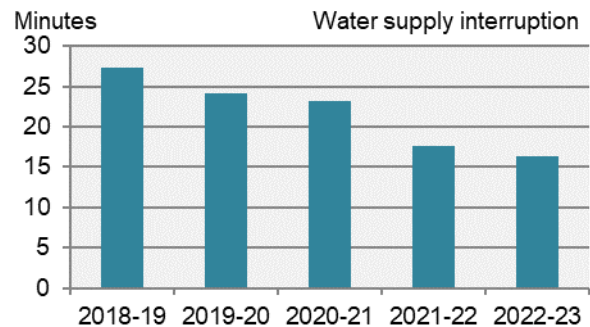
## Complaints

556 complaints were received by the business, 102 more than the total in 2021-22.



## Service reliability

Customers experienced an average of 16 minutes without water supply due to planned and unplanned interruptions.



98.2 per cent of sewer spills were contained in 5 hours.





## Supply map

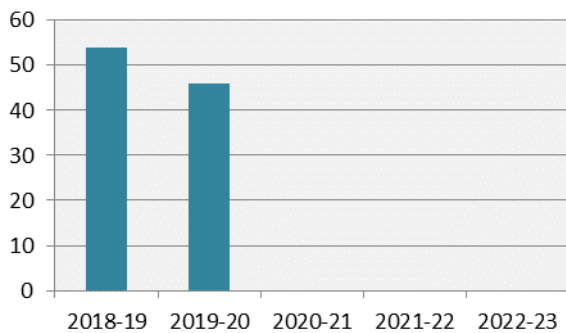


## Key facts

### Statewide

<b>Number of water customers:</b>	<b>63,110</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>217 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 841</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 247</b>	\$ 428

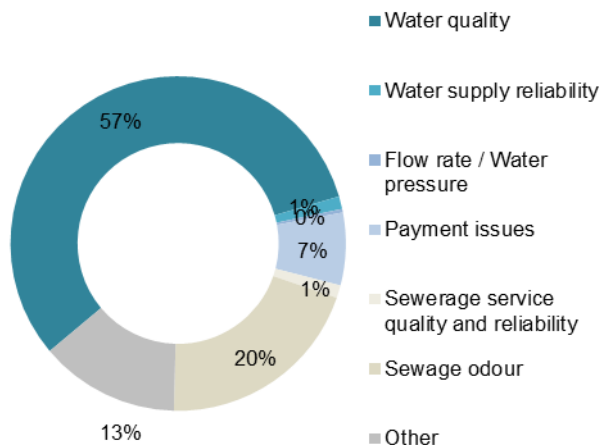
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

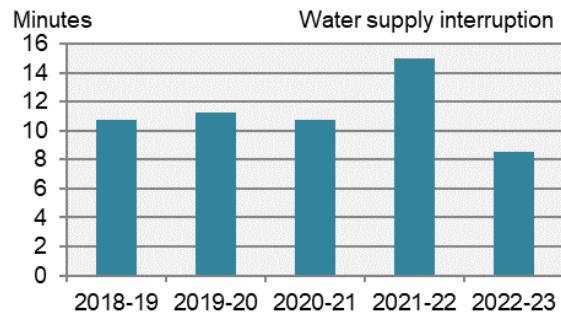
## Complaints

571 complaints were received by the business, 295 more than the total in 2021-22.



## Service reliability

Customers experienced an average of 9 minutes without water supply due to planned and unplanned interruptions.



90 per cent of sewer spills were contained in 5 hours.



## Melbourne supply map

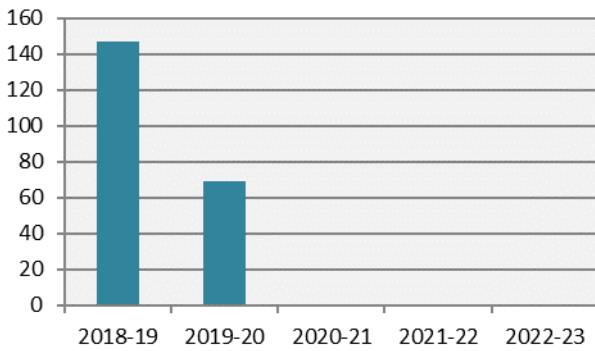


## Key facts

Statewide

<b>Number of water customers:</b>	<b>615,619</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>136 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 898</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 453</b>	\$ 428

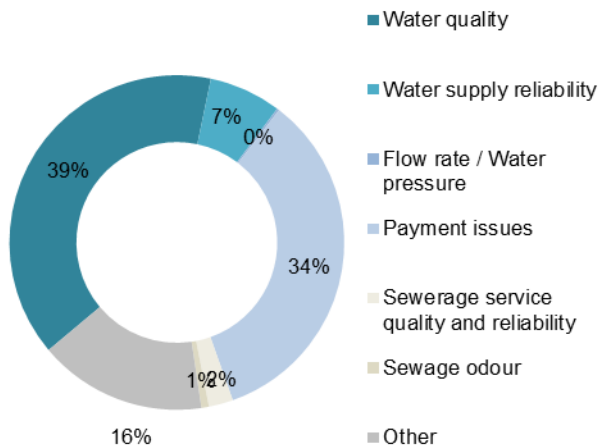
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021–22.

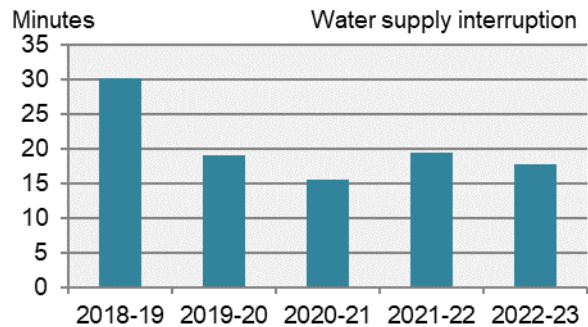
## Complaints

3,154 complaints were received by the business, 516 more than the total in 2021–22.



## Service reliability

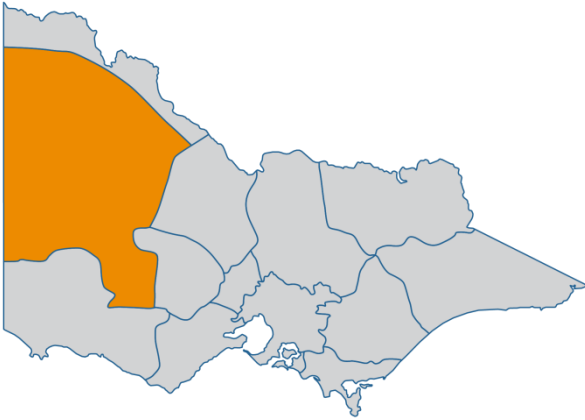
Customers experienced an average of 18 minutes without water supply due to planned and unplanned interruptions.



99.4 per cent of sewer spills were contained in 5 hours.



## Supply map

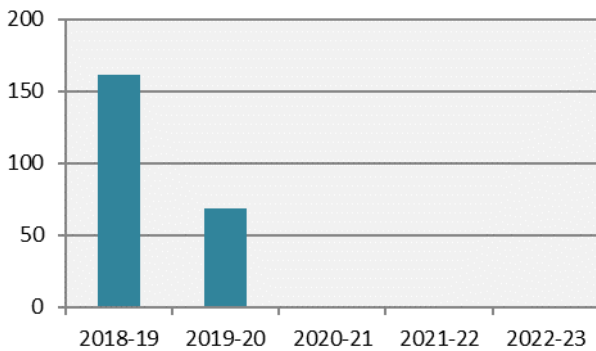


## Key facts

### Statewide

<b>Number of water customers:</b>	<b>32,465</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>199 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 1338</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 349</b>	\$ 428

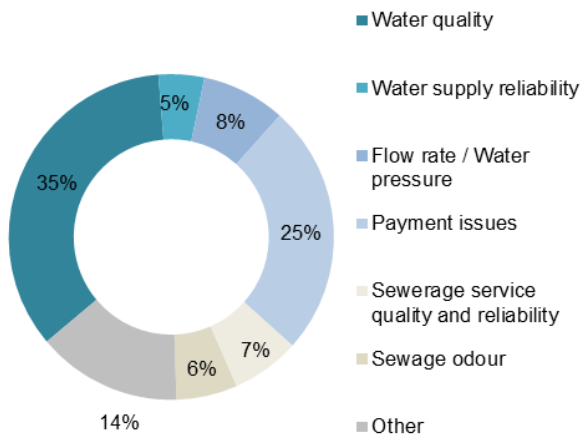
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

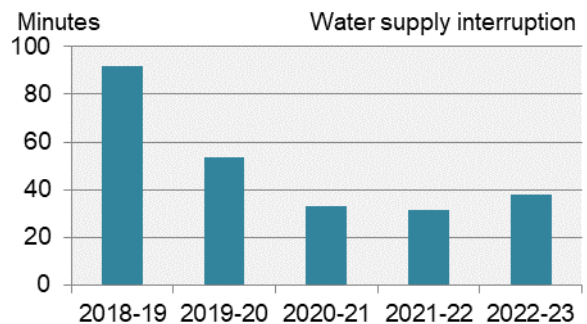
## Complaints

132 complaints were received by the business, 9 fewer than the total in 2021-22.



## Service reliability

Customers experienced an average of 38 minutes without water supply due to planned and unplanned interruptions.



93.8 per cent of sewer spills were contained in 5 hours.

# Lower Murray Water



## Supply map

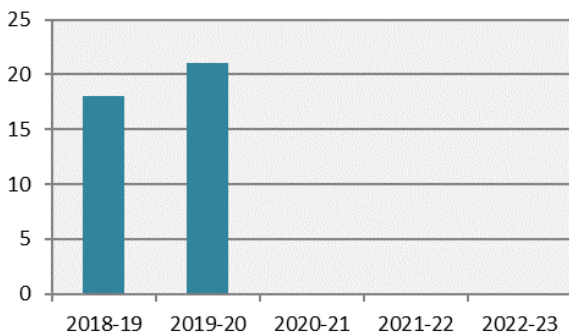


## Key facts

### Statewide

<b>Number of water customers:</b>	<b>35,289</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>388 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 939</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 215</b>	\$ 428

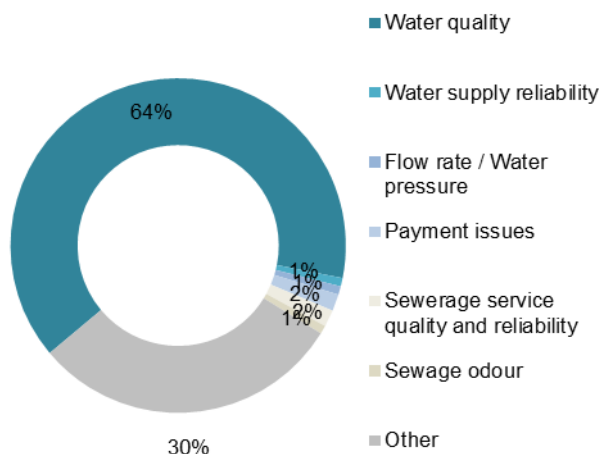
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

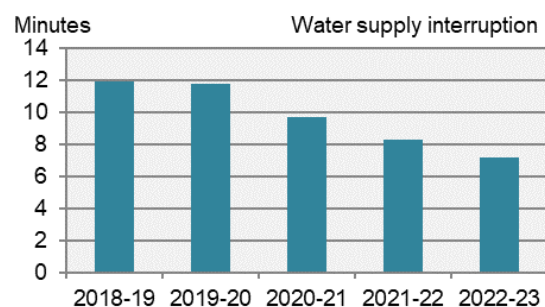
## Complaints

123 complaints were received by the business, 32 more than the total in 2021–22.



## Service reliability

Customers experienced an average of 7 minutes without water supply due to planned and unplanned interruptions.



100 per cent of sewer spills were contained in 5 hours.

# North East Water



## Supply map

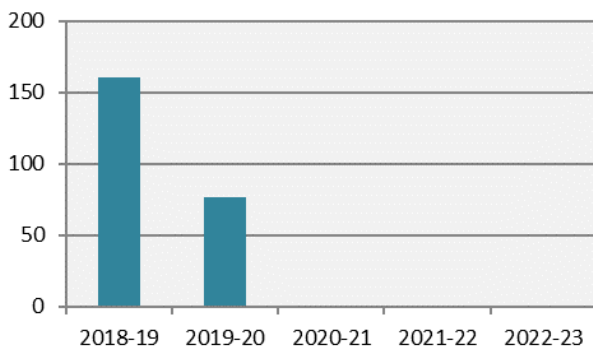


## Key facts

### Statewide

<b>Number of water customers:</b>	<b>55,273</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>181 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 913</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 457</b>	\$ 428

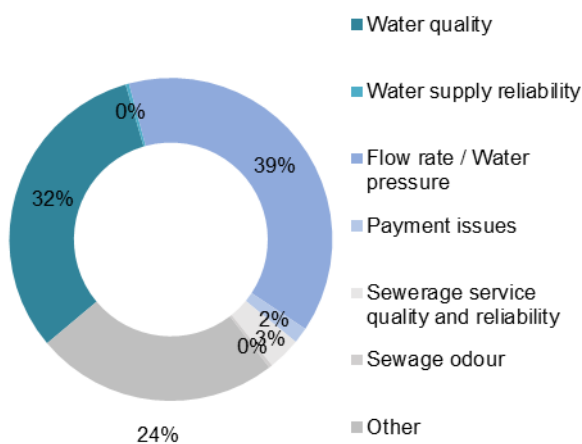
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

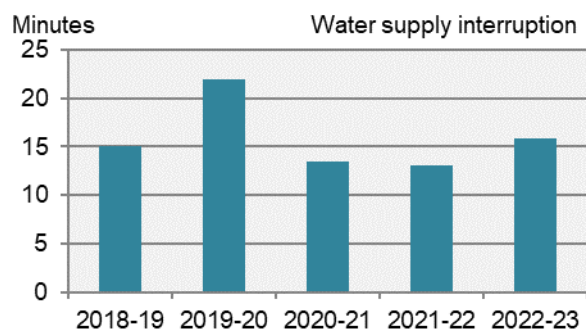
## Complaints

880 complaints were received by the business, 499 more than the total in 2021-22.



## Service reliability

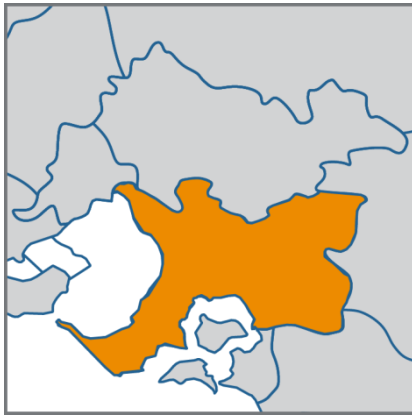
Customers experienced an average of 16 minutes without water supply due to planned and unplanned interruptions.



81.8 per cent of sewer spills were contained in 5 hours.



## Melbourne supply map

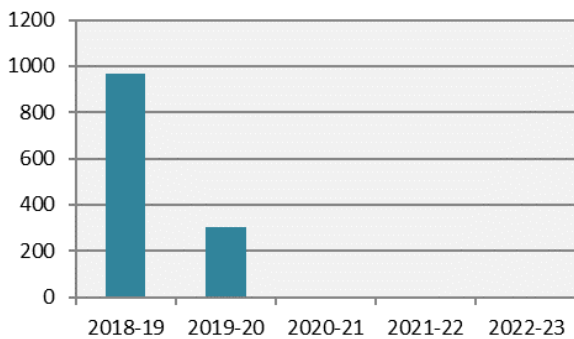


## Key facts

### Statewide

Number of water customers:	<b>824,097</b>	3,029,026
Average household water use (kilolitres):	<b>137 kL</b>	145 kL
Typical household bill (owner occupier):	<b>\$ 920</b>	\$ 986
Typical household bill (tenant):	<b>\$ 468</b>	\$ 428

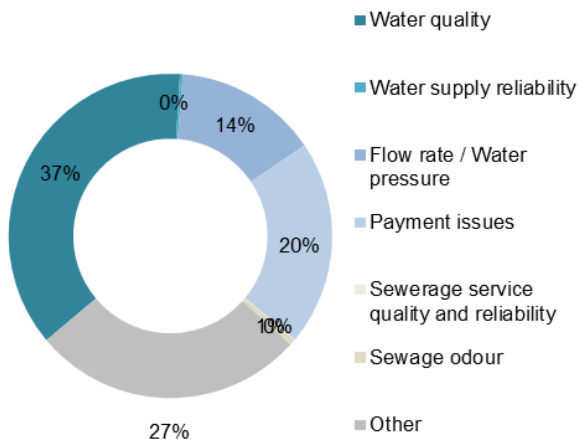
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

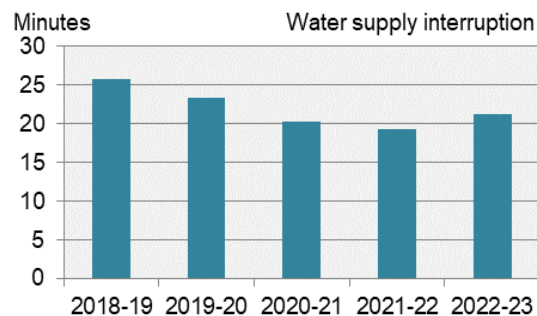
## Complaints

6,448 complaints were received by the business, 754 more than the total in 2021-22.



## Service reliability

Customers experienced an average of 21 minutes without water supply due to planned and unplanned interruptions.



99.1 per cent of sewer spills were contained in 5 hours.

# South Gippsland Water



## Supply map

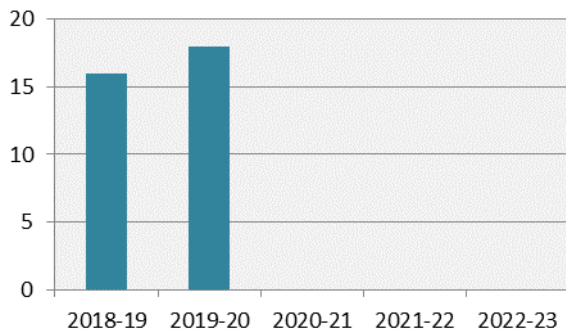


## Key facts

### Statewide

Number of water customers:	<b>22,104</b>	3,029,026
Average household water use (kilolitres):	<b>116 kL</b>	145 kL
Typical household bill (owner occupier):	<b>\$ 1,142</b>	\$ 986
Typical household bill (tenant):	<b>\$ 252</b>	\$ 428

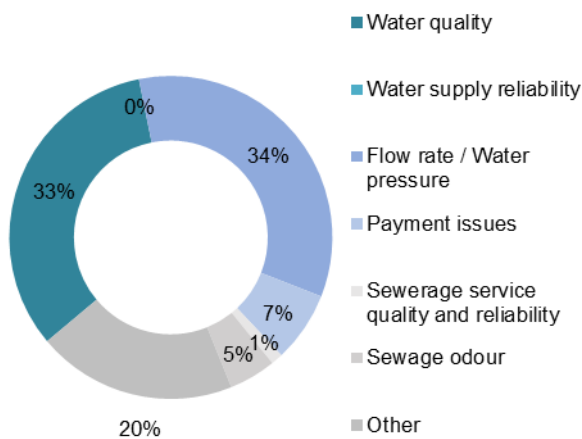
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

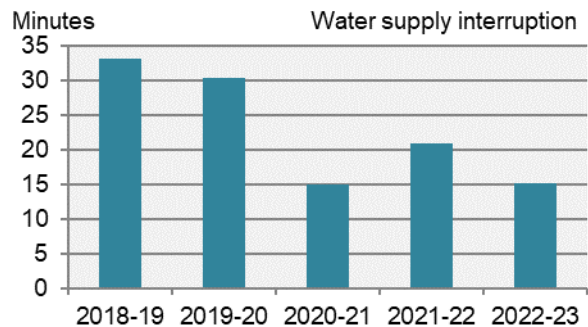
## Complaints

85 complaints were received by the business, 45 fewer than the total in 2021-22.



## Service reliability

Customers experienced an average of 15 minutes without water supply due to planned and unplanned interruptions.

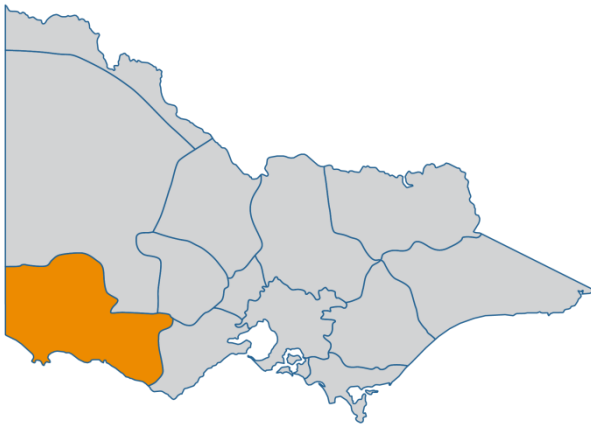


100 per cent of sewer spills were contained in 5 hours.

# Wannon Water



## Supply map

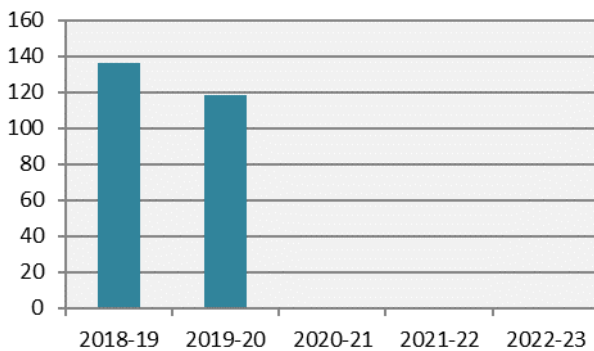


## Key facts

### Statewide

<b>Number of water customers:</b>	<b>44,844</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>131 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 1,089</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 191</b>	\$ 428

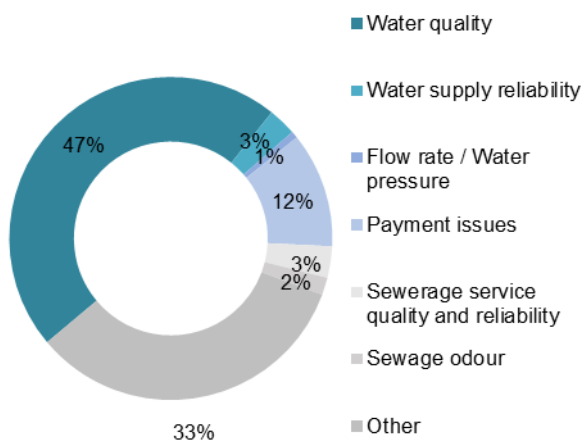
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

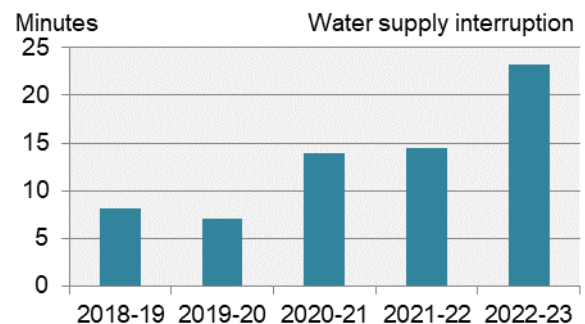
## Complaints

286 complaints were received by the business, 80 fewer than the total in 2021-22.



## Service reliability

Customers experienced an average of 23 minutes without water supply due to planned and unplanned interruptions.



97.4 per cent of sewer spills were contained in 5 hours.





## Supply map

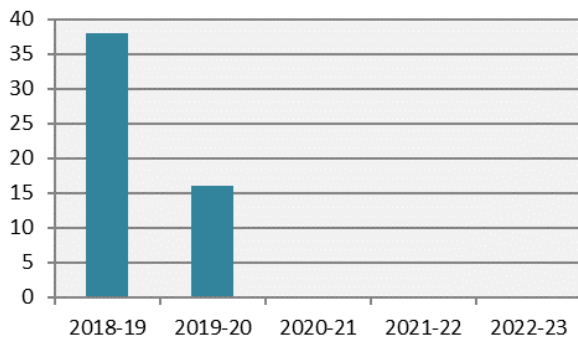


## Key facts

### Statewide

<b>Number of water customers:</b>	<b>18,337</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>86 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 1,224</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 182</b>	\$ 428

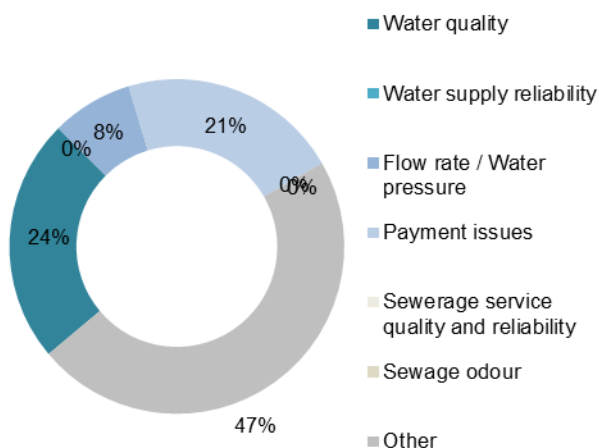
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

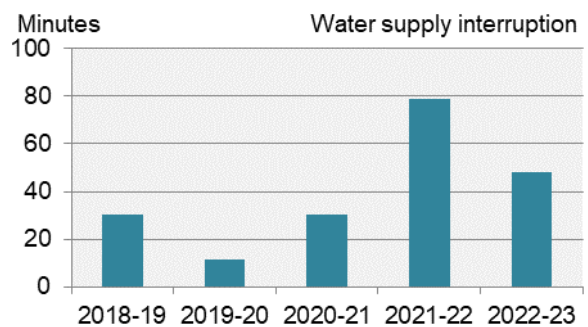
## Complaints

89 complaints were received by the business, 29 fewer than the total in 2021–22.



## Service reliability

Customers experienced an average of 48 minutes without water supply due to planned and unplanned interruptions.



94.1 per cent of sewer spills were contained in 5 hours.



## Melbourne supply map

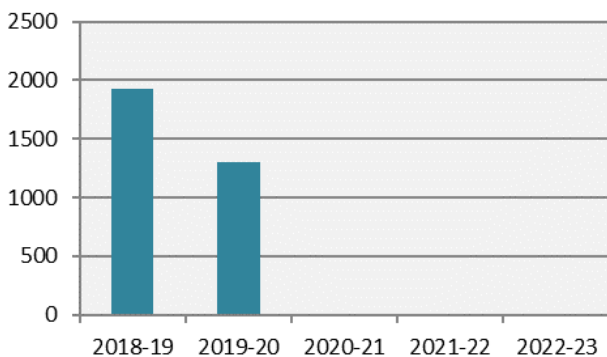


## Key facts

### Statewide

<b>Number of water customers:</b>	<b>879,124</b>	3,029,026
<b>Average household water use (kilolitres):</b>	<b>140 kL</b>	145 kL
<b>Typical household bill (owner occupier):</b>	<b>\$ 999</b>	\$ 986
<b>Typical household bill (tenant):</b>	<b>\$ 469</b>	\$ 428

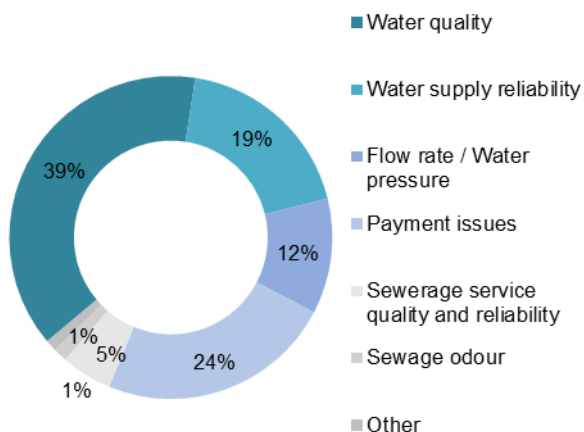
## Water supply restrictions – residential



No residential customers had their water supply restricted for overdue debt, the same amount as in 2021-22.

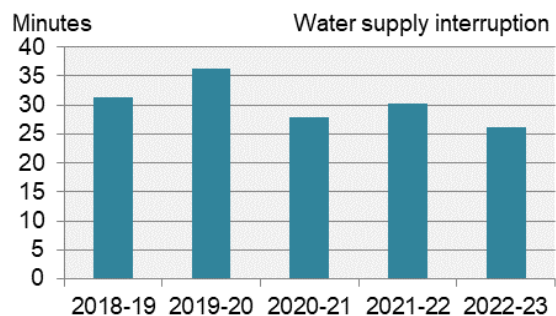
## Complaints

7,757 complaints were received by the business, 512 fewer than the total in 2021–22.



## Service reliability

Customers experienced an average of 26 minutes without water supply due to planned and unplanned interruptions.



99.8 per cent of sewer spills were contained in 5 hours.

