

2010-11 WATER PERFORMANCE REPORT

GRAMPIANS WIMMERA MALLEE WATER



The Essential Services Commission has published its seventh annual report on the performance of the Victorian urban water businesses that provide water and sewerage services. This factsheet provides information to consumers on the performance of their water business.

Household bills

Based on the average household consumption, an owner occupier's average household bill increased from \$941 in 2009-10 to \$947 in 2010-11.

However, tenants who are not billed fixed charges had their average household bills decrease from \$259 in 2009-10 to \$215 in 2010-11.

Household Consumption

Average household consumption in 2010-11 was 161 kL, down from 200 kL in 2009-10, and the lowest level in the last five years.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. GWMWater's customers experienced an average of 59 minutes off supply in 2010-11, a significant decrease from the 96 minutes reported in 2009-10.

Sewer system reliability

In 2010-11 GWMWater reported 25 sewer blockages per 100km of sewer main, down from 38 in 2009-10, and the lowest rate in the last five years.

Water Quality

GWMWater reported that all customers received water that fully met the microbiological requirement (measured by *E. Coli* levels) of the Safe Drinking Water Regulations 2005. However, 89 per cent of customers received drinking water that met the turbidity requirements, with water supplies impacted by the heavy rain and flooding.

Recycling

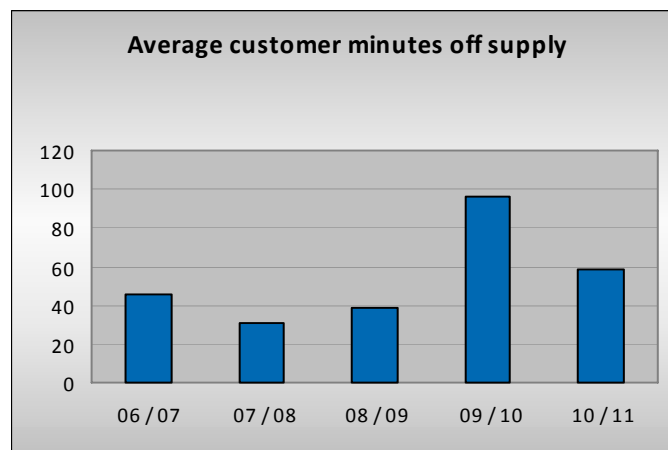
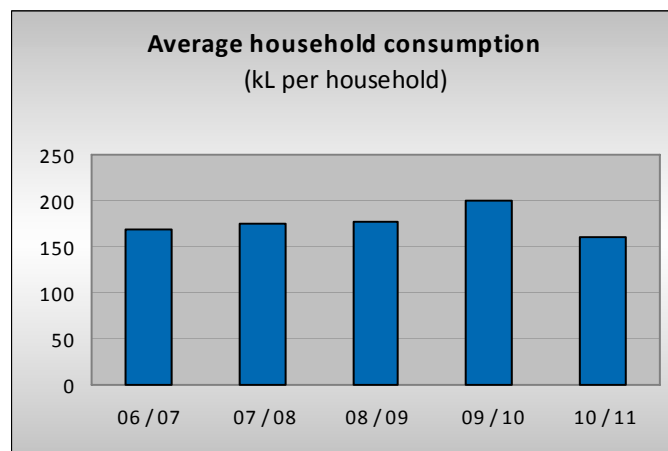
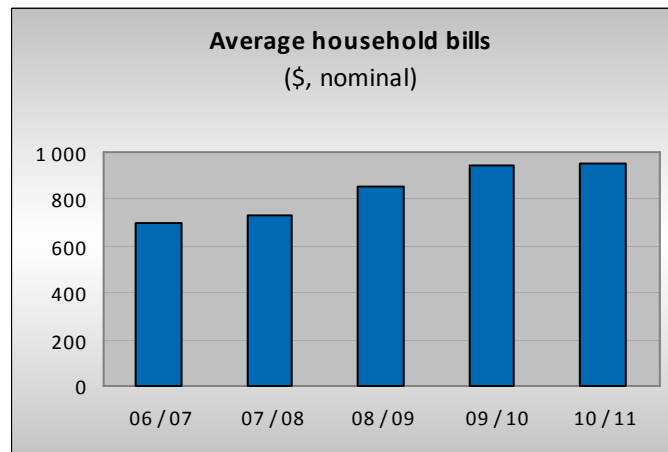
GWMWater recycled 78 per cent of its treated effluent, which was lower than the almost full recycling levels in previous years. However, the decrease was due to high rainfall producing more effluent, as the actual volume reused increased from 2009-10.

Major Projects

The Wimmera-Mallee Pipeline project was completed in 2010-11.

Several other projects, including Lake Bolac New Sewerage Scheme, St Arnaud WWTP upgrade, and the Edenhope water supply security project are progressing and are expected to be completed in 2012.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
31 041	\$ 947	161 kL



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GENERAL	2006-07	2007-08	2008-09	2009-10	2010-11
Water customers	30 343	30 564	30 824	30 951	31 041
Sewerage customers	24 452	24 654	24 794	24 930	25 058
Length of water main (km)	1 245	1 243	1 221	1 034	1 041
Length of sewer main (km)	635	636	635	641	650
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2006-07	2007-08	2008-09	2009-10	2010-11
Average household consumption (kL per household)	168	175	177	200	161
Average household bills (\$, nominal)					
Owner occupiers	693	728	852	941	947
Tenants	168	176	215	259	215
Legal action for non-payment - domestic (per 100 customers)	0.21	0.17	0.02	0.00	0.00
Restrictions for non-payment - domestic (per 100 customers)	0.43	0.37	0.07	0.00	0.03
Hardship grants	39	11	0	0	0
Billing and affordability complaints	209	139	88	507	220
CUSTOMER RESPONSIVENESS AND SERVICE	2006-07	2007-08	2008-09	2009-10	2010-11
Calls - total	61 644	64 652	58 861	61 895	47 170
account line	38 836	45 752	43 504	41 474	32 930
fault line	22 808	18 900	15 357	20 421	14 240
Account line and fault line					
average time to connect to an operator (seconds)	20	14	13	28	26
calls answered in 30 seconds (percent)	83	86	89	83	78
Total complaints - all categories	547	323	345	705	722
NETWORK RELIABILITY AND EFFICIENCY	2006-07	2007-08	2008-09	2009-10	2010-11
Water supply interruptions (total)					
planned	129	163	150	233	199
unplanned	422	382	304	282	290
total (per 100km water main)	44	44	37	50	47
Average duration of interruptions (minutes)					
planned	219	118	130	166	151
unplanned	81	78	98	80	80
Average customer minutes off supply - total	46	31	39	96	59
planned	27	16	17	84	43
unplanned	18	14	22	12	16
Bursts and leaks (per 100km water main)	54	51	42	45	36
Sewer blockages (per 100km sewer main)	40	35	37	38	25
Water supply reliability and pressure complaints	29	16	19	12	60
DRINKING WATER QUALITY	2006-07	2007-08	2008-09	2009-10	2010-11
Microbiological water quality compliance (percent)	100	100	99	100	100
Turbidity compliance (percent)	94	93	98	99	89
Water quality complaints	29	37	121	109	300
ENVIRONMENTAL PERFORMANCE	2006-07	2007-08	2008-09	2009-10	2010-11
Recycling - effluent reuse (percent of effluent)	99	99	100	99	78
Biosolids - reused (percent)	0	0	107	134	0
CO2e - total (tonnes)	16 078	14 844	13 434	19 031	15 590
Sewer odour complaints	4	1	5	1	2