

2013-14 WATER PERFORMANCE REPORT

GOULBURN VALLEY WATER



The Essential Services Commission has published its tenth 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 \$864 in 2012-13 to \$869 in 2013-14.

Tenants who are not billed fixed charges had their average household bills decrease from \$293 in 2012-13 to \$290 in 2013-14.

Household Consumption

Average household consumption was 266 kL in 2013-14, a decrease from 276 kL the previous year.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Goulburn Valley Water's customers experienced an average of 17 minutes off supply in 2013-14, a 2 minute decrease from the previous year average of 19 minutes.

Sewer system reliability

In 2013-14 Goulburn Valley Water reported 20 sewer blockages per 100km of sewer main, down from 22 reported in 2012-13.

Water Quality

Goulburn Valley Water reported that all customers received water that met the microbiological (measured by *E. Coli* levels) and turbidity requirements of the Safe Drinking Water Regulations 2005.

Recycling

Goulburn Valley Water recycled 94 per cent of its treated effluent in 2013-14.

Major Projects

On schedule

- Marysville new water treatment plant
- Numurkah water treatment plant upgrade

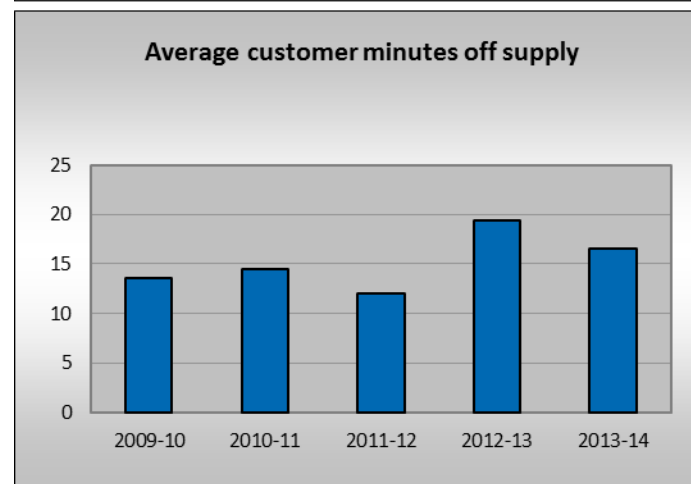
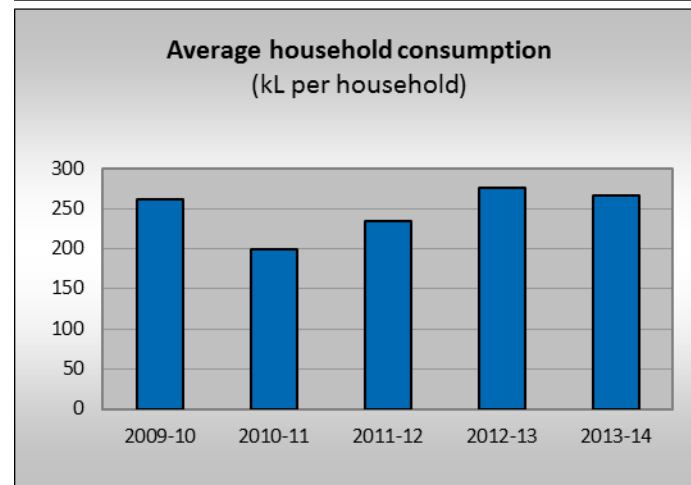
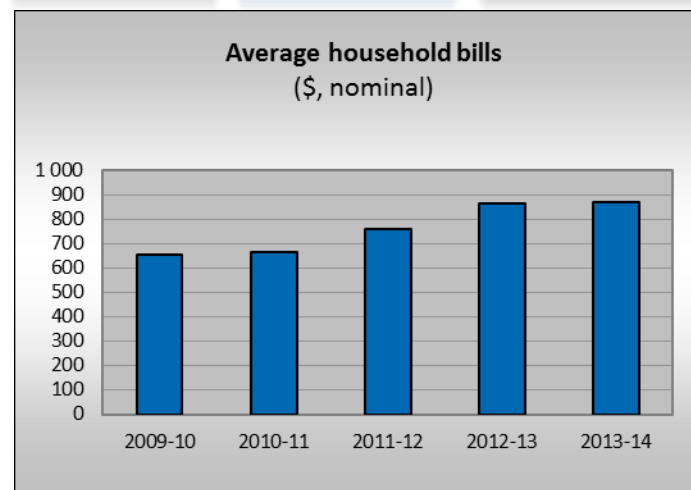
Delayed

- Cobram — MGC unfluoridated water pipeline
- Kilmore wastewater management facility additional winter storage
- Mansfield wastewater management facility additional winter storage

Deferred

- Shepparton water treatment plant upgrade

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
55 855	\$ 869	266 kL



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GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	52 929	53 830	54 666	55 305	55 855
Sewerage customers	46 378	47 218	47 908	48 493	49 062
Length of water main (km)	1 739	1 751	1 792	1 794	1 807
Length of sewer main (km)	1 194	1 207	1 226	1 233	1 248
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	261	199	234	276	266
Average household bills (\$, nominal)					
Owner occupiers	654	662	759	864	869
Tenants	196	168	224	293	290
Legal action for non-payment - domestic (per 100 customers)	0.25	0.01	0.01	0.03	0.04
Restrictions for non-payment - domestic (per 100 customers)	0.26	0.03	0.00	0.10	0.06
Hardship grants	54	76	97	192	324
Affordability complaints	47	53	75	32	29
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	34 313	34 347	34 204	37 175	29 199
account line	27 567	28 198	28 358	31 066	25 072
fault line	6 746	6 149	5 846	6 109	4 127
Account line and fault line					
average time to connect to an operator (seconds)	25	24	25	25	25
calls answered in 30 seconds (per cent)	98	98	97	98	99
Total complaints - all categories	880	520	459	325	328
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	69	106	111	110	121
unplanned	327	216	277	359	306
total (per 100km water main)	23	18	22	26	24
Average duration of interruptions (minutes)					
planned	73	104	80	76	99
unplanned	93	104	97	128	100
Average customer minutes off supply - total	14	14	12	19	17
planned	2	6	3	4	5
unplanned	12	8	9	15	11
Bursts and leaks (per 100km water main)	26	18	22	29	28
Sewer blockages (per 100km sewer main)	25	21	18	22	20
Water supply reliability and pressure complaints	394	67	46	11	8
DRINKING WATER QUALITY	2009-10	2010-11	2011-12	2012-13	2013-14
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	267	354	276	180	172
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	92	40	79	80	94
Biosolids - reused (per cent)	205	6	63	296	0
CO2e - total (tonnes)	29 742	24 122	42 453	46 926	48 750
Sewer odour complaints	48	28	26	30	47