2010-11 WATER PERFORMANCE REPORT WESTERNPORT 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 \$883 in 2009-10 to \$929 in 2010-11.

Tenants who are not billed fixed charges had their average household bills increase slightly from \$91 in 2009-10 to \$93 in 2010-11.

Household Consumption

Average household consumption in 2010-11 was 69 kL.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Westernport Water's customers experienced an average of 133 minutes off supply in 2010-11, an increase from the 67 minutes reported in 2009-10, but still lower than preceding years.

Sewer system reliability

In 2010-11 Westernport Water reported 9 sewer blockages per 100km of sewer main.

Water Quality

Westernport 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.

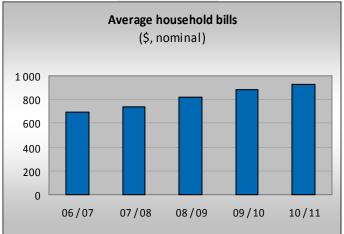
Recycling

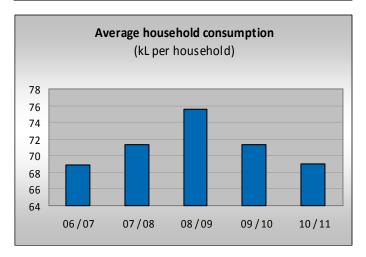
Westernport Water recycled 11 per cent of its treated effluent in 2010-11.

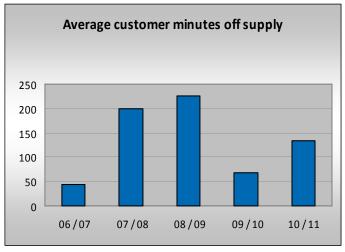
Major Projects

There were no major projects scheduled to be completed in 2010-11 but two projects originally due in 2009-10 remained incomplete. Recent updates of the Water Supply and Demand Strategy and the interconnection with the Metro Pool have indicated that the Bass River Augmentation may not be required until post-2030. The project is currently suspended. The Bass River Pipeline extension to Ian Bartlett Water Treatment Plant is being considered along with the project to upgrade Candowie Reservoir and likely to proceed in Water Plan 3 .









Further information available at www.esc.vic.gov.au



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	Sewer odour complaints	11	19	14	6	3