

2013-14 WATER PERFORMANCE REPORT

WESTERN 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 fact sheet 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 \$977 in 2012-13 to \$1026 in 2013-14.

Tenants who are not billed fixed charges had their average household bills increase from \$265 in 2012-13 to \$283 in 2013-14.

Household Consumption

Average household consumption in 2013-14 was 182 kL, an increase from the previous year of 181 kL.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Western Water's customers experienced an average of 48 minutes off supply in 2013-14, an increase from the 44 minutes reported in 2012-13.

Sewer system reliability

In 2013-14 Western Water reported 16 sewer blockages per 100km of sewer main, up from 13 in 2012-13.

Water Quality

Western 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

Western Water recycled 75 per cent of its treated effluent in 2013-14, an increase from 65 per cent in 2012-13.

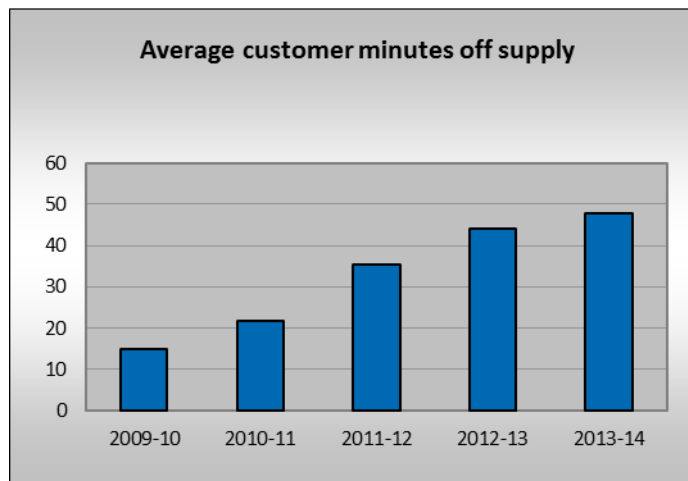
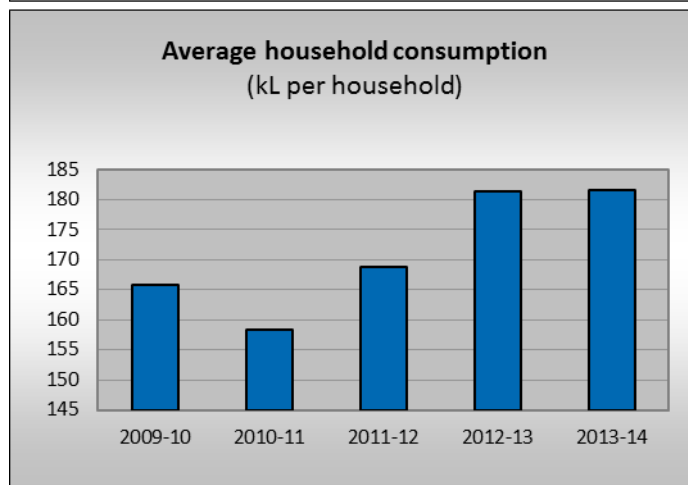
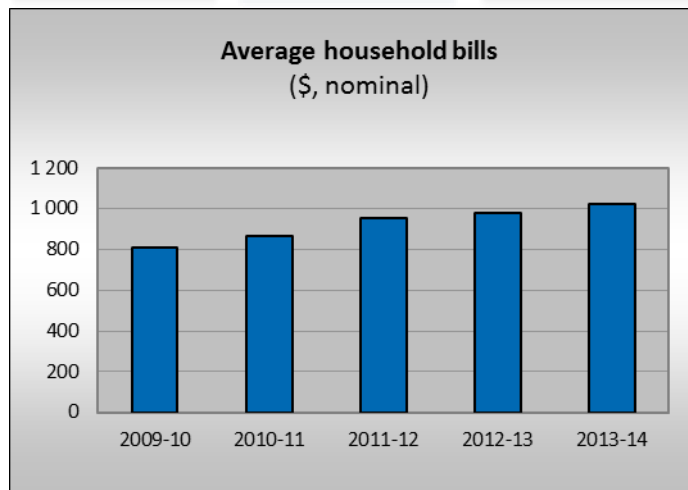
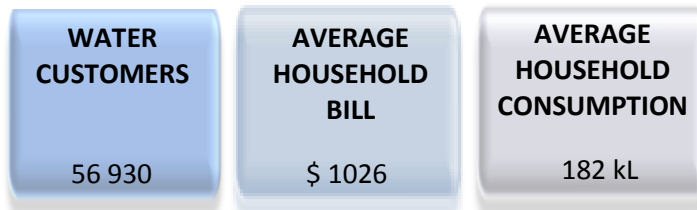
Major Projects

On schedule

- Sunbury recycled water plant (RWP) upgrade
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- Bacchus Marsh RWP winter storage lagoon

Deferred

- Rockbank outfall sewer (rising main)
- Surbiton Park RWP upgrade (digester)
- Melton Class A RWP upgrade
- Sunbury additional water storage — Bald Hill tank
- Bacchus Marsh rising main



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GENERAL	2009-10	2010-11	2011-12	2012-13	2013-14
Water customers	51 567	52 565	54 073	55 481	56 930
Sewerage customers	45 527	46 628	48 138	49 555	51 004
Length of water main (km)	1 741	1 804	1 855	1 888	2 055
Length of sewer main (km)	1 086	1 120	1 149	1 185	1 205
AFFORDABILITY	2009-10	2010-11	2011-12	2012-13	2013-14
Average household consumption (kL per household)	166	158	169	181	182
Average household bills (\$, nominal)					
Owner occupiers	812	865	956	977	1 026
Tenants	194	204	245	265	283
Legal action for non-payment - domestic (per 100 customers)	0.06	0.03	0.04	0.06	0.10
Restrictions for non-payment - domestic (per 100 customers)	0.21	0.17	0.41	0.03	0.07
Hardship grants	116	292	468	474	547
Affordability complaints	20	25	30	24	25
CUSTOMER RESPONSIVENESS AND SERVICE	2009-10	2010-11	2011-12	2012-13	2013-14
Calls - total	83 768	78 236	67 322	62 410	65 620
account line	83 768	78 236	67 322	62 410	65 620
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	21	20	19	20	19
calls answered in 30 seconds (per cent)	95	96	98	102	98
Total complaints - all categories	155	235	219	220	265
NETWORK RELIABILITY AND EFFICIENCY	2009-10	2010-11	2011-12	2012-13	2013-14
Water supply interruptions (total)					
planned	83	96	182	135	202
unplanned	242	251	226	272	219
total (per 100km water main)	19	19	22	22	20
Average duration of interruptions (minutes)					
planned	110	129	145	174	150
unplanned	74	81	67	129	77
Average customer minutes off supply - total	15	22	35	44	48
planned	6	10	27	23	38
unplanned	9	11	9	21	10
Bursts and leaks (per 100km water main)	12	13	14	19	13
Sewer blockages (per 100km sewer main)	30	22	16	13	16
Water supply reliability and pressure complaints	5	1	6	3	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	120	195	168	180	221
ENVIRONMENTAL PERFORMANCE	2009-10	2010-11	2011-12	2012-13	2013-14
Recycling - effluent reuse (per cent of effluent)	85	51	64	65	75
Biosolids - reused (per cent)	121	126	117	115	44
CO ₂ e - total (tonnes)	20 846	21 620	17 287	15 644	15 217
Sewer odour complaints	0	0	0	0	2