

2011-12 WATER PERFORMANCE REPORT

LOWER MURRAY WATER



The Essential Services Commission has published its eighth 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 \$691 in 2010-11 to \$770 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$120 in 2010-11 to \$179 in 2011-12.

Household Consumption

Average household consumption in 2011-12 was 391 kL, which was substantially higher than the 313 kL reported in 2010-11.

Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Lower Murray Water's customers experienced an average of 178 minutes off supply in 2011-12, a significant increase from the 11 minutes reported in 2010-11. This was a result of an extensive air scouring program undertaken to improve water quality.

Sewer system reliability

In 2011-12 Lower Murray Water reported 11 sewer blockages per 100km of sewer main. This is the lowest rate recorded in the last five years.

Water Quality

Lower Murray 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.

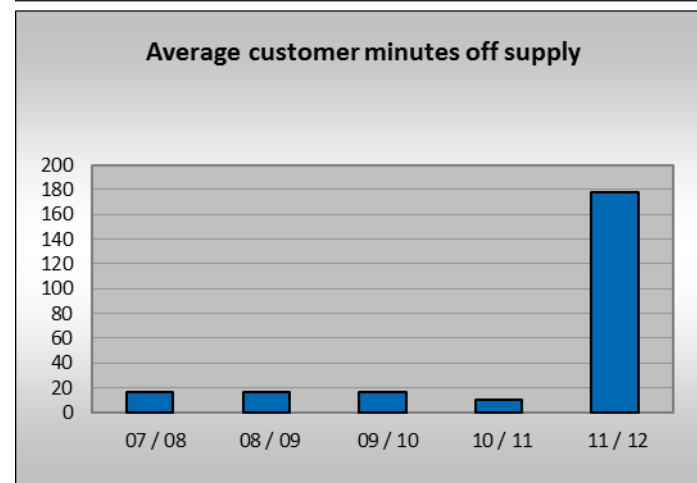
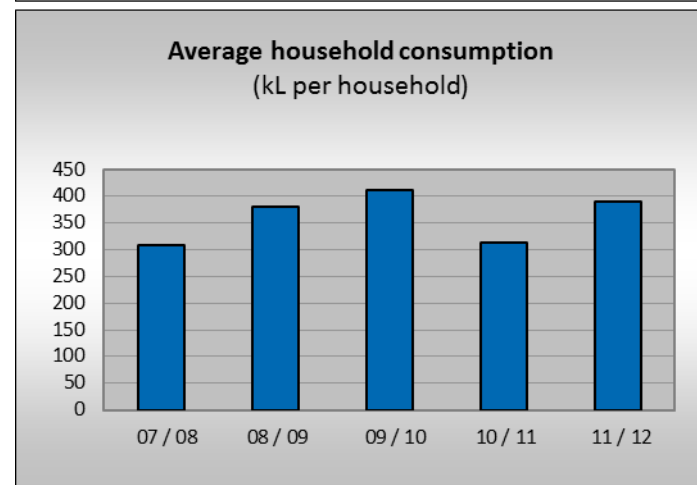
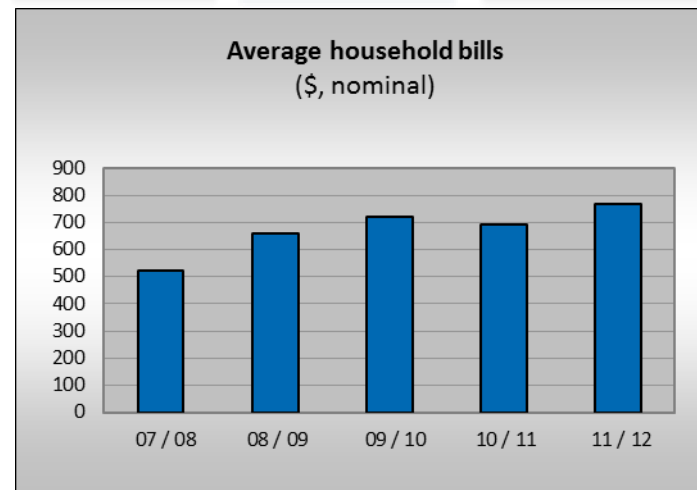
Recycling

Lower Murray Water recycled 44 per cent of its treated effluent in 2011-12, down from 48 per cent in 2010-11.

Major Projects

Lower Murray Water had no major projects scheduled for completion in 2011-12, and no overdue projects carried over from previous years.

WATER CUSTOMERS	AVERAGE HOUSEHOLD BILL	AVERAGE HOUSEHOLD CONSUMPTION
31 980	\$ 770	391 kL



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GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	30 162	30 549	31 134	31 484	31 980
Sewerage customers	25 738	26 079	26 767	27 148	27 617
Length of water main (km)	894	897	903	899	902
Length of sewer main (km)	598	602	627	623	656
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	307	381	411	313	391
Average household bills (\$, nominal)					
Owner occupiers	521	658	719	691	770
Tenants	86	136	164	120	179
Legal action for non-payment - domestic (per 100 customers)	0.26	0.03	0.12	0.06	0.04
Restrictions for non-payment - domestic (per 100 customers)	0.50	0.42	0.41	0.17	0.59
Hardship grants	0	0	0	0	0
Billing and affordability complaints	23	24	38	52	106
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	34 708	34 599	32 450	28 192	22 588
account line	34 708	34 599	32 450	28 192	22 588
fault line	0	0	0	0	0
Account line and fault line					
average time to connect to an operator (seconds)	22	36	23	16	19
calls answered in 30 seconds (percent)	85	71	86	91	86
Total complaints - all categories	398	154	115	222	254
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	84	63	71	76	449
unplanned	541	513	432	332	348
total (per 100km water main)	70	64	56	45	88
Average duration of interruptions (minutes)					
planned	53	63	64	51	181
unplanned	56	65	66	55	55
Average customer minutes off supply - total	16	17	17	11	177
planned	3	3	3	3	170
unplanned	14	14	13	7	8
Bursts and leaks (per 100km water main)	63	54	42	31	44
Sewer blockages (per 100km sewer main)	25	24	21	17	11
Water supply reliability and pressure complaints	34	18	9	22	11
DRINKING WATER QUALITY	2007-08	2008-09	2009-10	2010-11	2011-12
Microbiological water quality compliance (percent)	100	100	100	100	100
Turbidity compliance (percent)	100	100	100	100	100
Water quality complaints	63	23	29	127	36
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	61	62	67	48	44
Biosolids - reused (percent)	0	0	0	0	0
CO2e - total (tonnes)	21 925	28 686	21 007	22 820	34 922
Sewer odour complaints	11	4	4	4	3