

2014-15 WATER PERFORMANCE REPORT

CENTRAL HIGHLANDS WATER — FACT SHEET



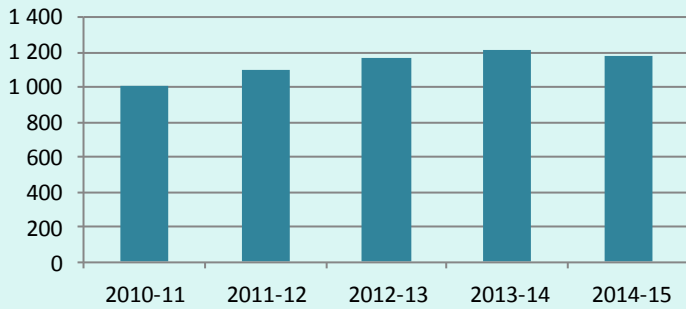
For the full report on all 16 Victorian urban water businesses visit www.esc.vic.gov.au



CUSTOMER OUTCOMES

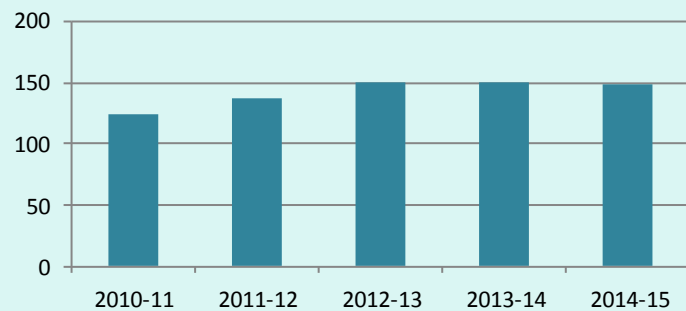
Average Household Bill (nominal dollars)

- A bill is calculated from the average household consumption of water at the actual price.



- An owner occupier's average household bill decreased from \$1218 in 2013-14 to \$1184.
- Tenants who are not billed fixed charges had their bills decrease from \$273 in 2013-14 to \$267.

Average Household Consumption (kilolitres)



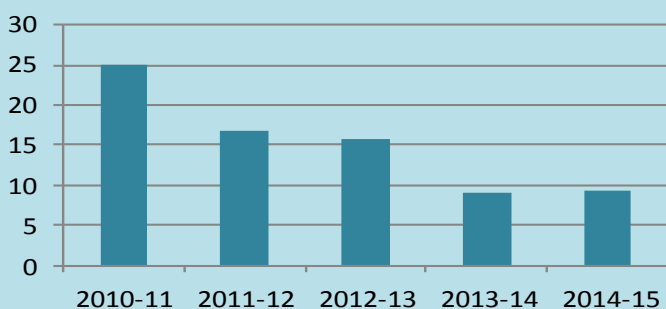
Flexible Payment (Instalment) Plans

- Number of residential customers on flexible payment plans decreased from 4 977 in 2013-14 to 4 323.

SERVICE DELIVERY

Water Supply Reliability

- Customers experienced an average of 9 minutes off supply (no change from 2013-14).



WATER CUSTOMERS

66 192

3% of state total (2.6 million)

AVERAGE HOUSEHOLD BILL

\$1184

Statewide \$1006

AVERAGE HOUSEHOLD CONSUMPTION

149 kL

Statewide 159 kL

STATUS OF MAJOR PROJECTS

Scheduled for 1 July 2013 to 30 June 2018

Completed

- Lexton water supply project
- Living Victoria/Living Ballarat — Ballarat West aquifer storage and recovery project

On schedule

- Ballarat South flow containment project — Ballarat South outfall sewer
- Ballarat South wastewater treatment plant augmentation works
- Ballarat West urban growth zone
- Maryborough water quality improvement project
- Raw water pipeline replacement

Delayed

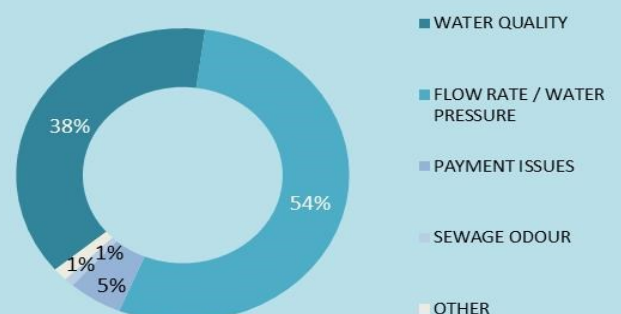
- Blackwood sewerage

Sewer System Reliability

- 20 sewer blockages per 100km of sewer main, an increase from 19 reported blockages in 2013-14.

Complaints

- 210 complaints were received by the business, down 331 from the total in 2013-14.



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GENERAL	2010-11	2011-12	2012-13	2013-14	2014-15
Number of water customers (No.)	61 581	62 763	63 934	65 188	66 192
Number of sewer customers (No.)	51 607	52 714	53 918	55 399	56 486
Length of water main (km)	2 404	2 417	2 466	2 478	2 511
Length of sewer main (km)	1 258	1 272	1 336	1 358	1 377
AFFORDABILITY	2010-11	2011-12	2012-13	2013-14	2014-15
Average household consumption (kL per household)	125	138	150	150	149
Average household bills (\$, nominal)					
Owner occupiers	1 007	1 096	1 169	1 218	1 184
Tenants	190	224	257	273	267
Number of customers on flexible payment (Instalment) plans (No.)	4031	4530	4642	4977	4323
Number of Hardship grants approved (No.)	30	25	41	33	34
Number of legal actions initiated for non-payment of bill - residential (No.)	12	24	10	6	15
Number of restrictions applied for non-payment of bill - residential (No.)	90	130	150	97	130
Number of payment issue complaints (No.)	179	80	87	28	11
CUSTOMER RESPONSIVENESS AND SERVICE	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of customer calls (No.)	54 763	55 452	53 544	52 516	48 637
account line	52 489	53 493	52 446	52 516	48 637
fault line	2 274	1 959	1 098	0	0
Average time to connect to an operator - account and fault line (seconds)	38	37	32	31	43
Total number of complaints - all categories (No.)	677	518	863	541	210
Number of complaints to ombudsman (EWOV) (No.)	57	53	53	37	41
NETWORK RELIABILITY AND EFFICIENCY	2010-11	2011-12	2012-13	2013-14	2014-15
Water supply interruptions (per 100km water main)	14.3	14.6	12.9	12.6	15.1
Average duration of interruptions (minutes)					
planned	148	232	181	112	134
unplanned	217	128	142	104	69
Average customer minutes off supply - total	25	17	16	9	9
Water main bursts and leaks (per 100km water main)	21.1	22.3	23.4	22.8	20.7
Number of water supply reliability and flow rate complaints (No.)	102	176	495	271	113
Sewer main blockages (per 100km sewer main)	14.9	12.4	16.9	18.8	19.7
Sewer spills from reticulation and branch sewers (per 100km sewer main)	2.9	2.8	2.2	2.7	8.9
Number of sewerage service quality & reliability complaints (No.)	51	5	1	1	1
DRINKING WATER QUALITY	2010-11	2011-12	2012-13	2013-14	2014-15
Microbiological water quality compliance (per cent)	98	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Number of water quality complaints (colour, taste/odour, other) (No.)	234	211	249	209	80
ENVIRONMENTAL PERFORMANCE	2010-11	2011-12	2012-13	2013-14	2014-15
Recycling - effluent reuse (per cent of effluent)	12	17	18	16	15
Biosolids - reused (per cent)	115	100	115	132	319
Total CO2 equivalent emissions (tonnes)	18 782	14 797	14 567	16 271	16 277
Number of sewer odour complaints (No.)	20	7	7	11	2