

# 2011-12 WATER PERFORMANCE REPORT

## GOULBURN VALLEY 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 \$662 in 2010-11 to \$759 in 2011-12.

Tenants who are not billed fixed charges had their average household bills increase from \$168 in 2010-11 to \$223 in 2011-12.

### Household Consumption

Average household consumption was 234 kL in 2011-12, an increase from the previous year of 199 kL.

### 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 12 minutes off supply in 2011-12, a decrease from the previous year of 14 minutes.

### Sewer system reliability

In 2011-12 Goulburn Valley Water reported 18 sewer blockages per 100km of sewer main, down from 21 reported in 2010-11.

### 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 79 per cent of its treated effluent in 2011-12, substantially higher than 40 per cent in 2010-11.

### Major Projects

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

**WATER CUSTOMERS**

54 666

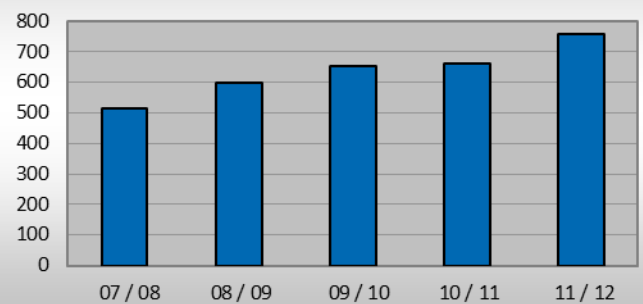
**AVERAGE HOUSEHOLD BILL**

\$ 759

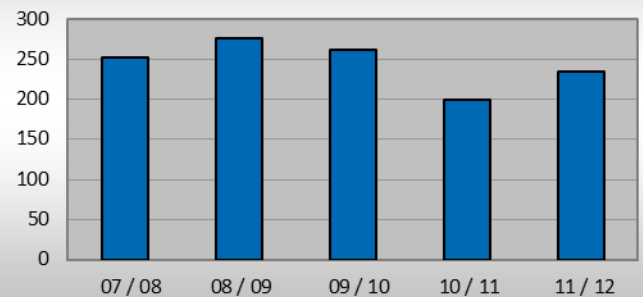
**AVERAGE HOUSEHOLD CONSUMPTION**

234 kL

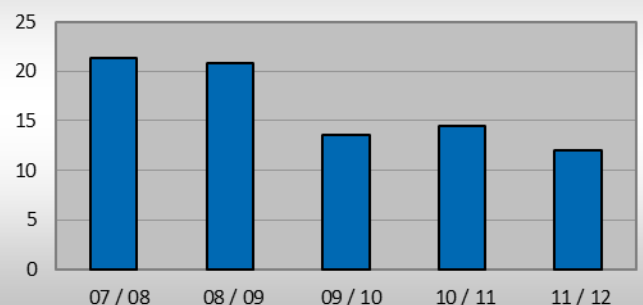
**Average household bills**  
(\$, nominal)



**Average household consumption**  
(kL per household)



**Average customer minutes off supply**



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## GOULBURN VALLEY WATER



GENERAL	2007-08	2008-09	2009-10	2010-11	2011-12
Water customers	52 033	52 621	52 929	53 830	54 666
Sewerage customers	43 952	44 571	46 378	47 218	47 908
Length of water main (km)	1 694	1 734	1 739	1 751	1 792
Length of sewer main (km)	1 170	1 189	1 194	1 207	1 226
USAGE, PRICE TRENDS AND PAYMENT MANAGEMENT	2007-08	2008-09	2009-10	2010-11	2011-12
Average household consumption (kL per household)	251	276	261	199	234
Average household bills (\$, nominal)					
Owner occupiers	513	600	654	662	759
Tenants	147	184	196	168	223
Legal action for non-payment - domestic (per 100 customers)	0.00	0.08	0.25	0.01	0.01
Restrictions for non-payment - domestic (per 100 customers)	1.11	1.78	1.40	0.42	0.42
Hardship grants	22	69	64	86	104
Billing and affordability complaints	15	14	47	53	75
CUSTOMER RESPONSIVENESS AND SERVICE	2007-08	2008-09	2009-10	2010-11	2011-12
Calls - total	34 575	32 539	34 313	34 347	34 204
account line	25 496	25 003	27 567	28 198	28 358
fault line	9 079	7 536	6 746	6 149	5 846
Account line and fault line					
average time to connect to an operator (seconds)	26	25	25	24	25
calls answered in 30 seconds (percent)	98	98	98	98	97
Total complaints - all categories	593	472	880	520	459
NETWORK RELIABILITY AND EFFICIENCY	2007-08	2008-09	2009-10	2010-11	2011-12
Water supply interruptions (total)					
planned	107	101	69	106	111
unplanned	320	385	327	216	277
total (per 100km water main)	25	28	23	18	22
Average duration of interruptions (minutes)					
planned	101	119	73	104	80
unplanned	110	96	93	104	97
Average customer minutes off supply - total	21	21	14	14	12
planned	5	5	2	6	3
unplanned	16	15	12	8	9
Bursts and leaks (per 100km water main)	27	33	26	18	22
Sewer blockages (per 100km sewer main)	21	25	25	21	18
Water supply reliability and pressure complaints	193	95	394	67	46
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	221	214	267	354	276
ENVIRONMENTAL PERFORMANCE	2007-08	2008-09	2009-10	2010-11	2011-12
Recycling - effluent reuse (percent of effluent)	93	97	92	40	79
Biosolids - reused (percent)	62	40	205	6	63
CO <sub>2</sub> e - total (tonnes)	29 983	32 707	29 742	24 122	42 453
Sewer odour complaints	43	49	48	28	26