What's behind the tap?

There are 7 key steps involved in the service cycle for GVW customers.

WATER USAGE

GVW services two categories of customer: residential (domestic) and non-residential (business). Both residential and non-residential customers pay the same amount for water – that is 96 cents for every 1,000 litres used. This is shown on the usage component of their bill.

Residential
There are over 50,000 households in the GVW region and almost 130,000 people. Customers are accustomed to turning on their taps and receiving potable drinking quality water on demand. Potable water is used for drinking, cooking, cleaning, bathing and watering gardens. Last year, residents used 9,500 Megalitres (million litres). This equates to an average residential use of around 200 litres per person, per day.

On average customers use around the following:
• Toilet – 20 litres per person per day
• Shower – 40 litres per person per day
• Drinking, cooking, household cleaning – 8 litres per person per day
• Laundry – 100 litres per load
• Kitchen – Dishwashers 50 litres per wash, Dishwashing by hand 18 litres per wash
• Garden – 1,000 litres per hour

Customers are encouraged to minimise water used in these daily actions by implementing water saving measures such as having shorter showers and running the dishwasher only when it is full. Installation of water smart products such as showerheads, washing machines and toilets can also result in significant water savings.

Non-residential
There are nearly 7,000 non-residential properties across the region. Non-residential customers include commercial businesses such as take-away shops, schools, hospitals and shopping centres, through to major industries such as canneries, dairy industries and abattoirs.

There are about 20 major customers in the region, each using over 50 megalitres of water per year – these major industries, many of which are fruit industries, accounted for over 60% of the non-residential water consumed last year. The other 40% was used by other smaller or less water-reliant businesses.

Goulburn Valley Water is committed to providing safe and reliable drinking water of a high quality which consistently meets the Victorian Safe Drinking Water Act and Australian Drinking Water Guidelines. Multiple barriers in our treatment processes and over 70,000 annual water quality tests provide assurance that water reaching your tap protects your health, your wallet and the environment.