



WATER SERVICE PROVIDER
ANNUAL PERFORMANCE REPORT
2019-2020

Logan Water

Overview

This report contains Logan Water’s performance against a broad range of Key Performance Indicators (KPIs). The information contained in this report meets Logan Water’s obligation under section 575A of the *Water Supply (Safety and Reliability) Act 2008* to publish performance indicators.

Strategic Alignment

Logan Water’s purpose is to provide quality water and wastewater services for the benefit of the Logan community. Our vision is to be reliable, sustainable and committed.

This commitment is delivered with the support of five strategic pillars and goals, which our KPIs have been aligned to throughout this report. Our pillars and goals consist of:

Safe, capable and collaborative people	Excellence in customer and stakeholder experience	Reliable and resilient water and wastewater services	Environmentally responsible	Financially sustainable and commercially focused business
<p>We will demonstrate strong leadership</p> <p>We deliver safe work practices and a zero harm culture</p> <p>We will be a workplace that celebrates diversity and inclusion</p> <p>We perform positively and consistently to a high standard in everything we do</p>	<p>We will put the customer at the centre of everything we do</p> <p>We will meet the future needs of the city</p> <p>We will establish, maintain and grow productive strategic partnerships</p> <p>We represent Logan Water’s interests across industry</p>	<p>We will know that we operate efficient processes that minimise waste and maximise customer value</p> <p>We will look for clear business benefits when committing to adopt new systems and technologies</p>	<p>We will know that we are environmentally sustainable and supply water and wastewater of high quality and reliability</p>	<p>We will maintain the financial sustainability of the business</p> <p>Customers will be assured of the lowest practicable water and wastewater charges benchmarked against other water businesses</p> <p>Council will receive agreed commercial dividends</p>

Safe, capable and collaborative people

KPI (code)	Indicator	Value	Unit of measure
QG1.20	Total full-time equivalent water + sewerage employees	273	FTEs



Excellence in customer and stakeholder experience

KPI (code)	Indicator	Value	Unit of measure
QG1.13	Connected residential properties: water	118.47	000s
QG1.14	Connected non-residential properties: water	5.521	000s
QG1.15	Connected residential properties: sewerage	107.101	000s
QG1.16	Connected non-residential properties: sewerage	4.791	000s
QG4.10	Water quality complaints per 1000 connections	2.2	per 1000 connections
QG4.11	Water and sewerage complaints (all) per 1000 connections	17.9	per 1000 connections
QG4.12	Water service complaints per 1000 connections	11.3	per 1000 connections
QG4.13	Sewerage service complaints per 1000 connections	2.1	per 1000 connections
QG4.14	Water and sewerage billing and account complaints per 1000 connections	2.5	per 1000 connections
QG4.7	Average frequency unplanned interruptions: water	33.4	per 1000 connections
QG4.8a	Percent CSS * response target met: water incidents	72.9	% **
QG4.9a	Percent CSS * response target met: sewerage incidents	76.5	% **

* CSS – Customer Service Standard

** Due to issues with the implementation of a new works order management system the data was unavailable to report by the submission deadline. The reported value has an uncertainty of $\pm 16\%$. Further works are being undertaken to improve data reliability and accuracy.



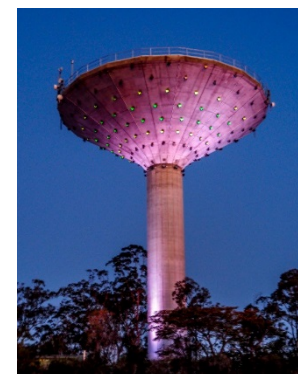
Reliable and resilient water and wastewater

KPI (code)	Indicator	Value	Unit of measure
QG1.2	Length sewerage mains and channels	2267	km
QG1.1	Length water mains	2293	km
QG1.5	Maximum daily demand	95.2	ML/day
QG1.3	Number sewage treatment plants	4	Count
QG1.4a	Number water treatment plants: providing full treatment	0	Count
QG4.6	Sewerage mains breaks/chokes per 100 km sewer main	9.8	per 100 km sewer mains
QG1.7	Total potable water storage volume	243.7	ML
QG1.22	Volume all water exported: internal and external	2739.1	ML
QG1.21	Volume all water imported: internal and external	28753.4	ML
QG1.18a	Volume potable water supplied: non-residential	7099.6	ML *
QG1.17a	Volume potable water supplied: residential	17498.6	ML
QG1.18b	Volume raw-PT ** water supplied: non-residential	NR ***	ML
QG1.17b	Volume raw-PT ** water supplied: residential	NR ***	ML
QG1.11	Volume recycled sewage supplied: all	789.2	ML
QG1.23	Volume water lost: potable water	3396.5	ML
QG1.12	Volume water sourced: all	29542.6	ML
QG1.10	Volume water sourced: desalination marine water	0	ML
QG1.9a	Volume water sourced: groundwater	0	ML
QG1.8	Volume water sourced: surface water	0	ML
QG4.5	Water main breaks per 100 km water main	6.7	per 100 km water main

* Includes export volume via EPI

** PT – Partially treated

*** NR - Not relevant



Environmentally responsible

KPI (code)	Indicator	Value	Unit of measure
QG2.10b	Water restriction duration: Level 1	NR *	days
QG2.10c	Water restriction duration: Level 2	NR *	days
QG2.10d	Water restriction duration: Level 3	NR *	days
QG2.10e	Water restriction duration: Level 4	NR *	days
QG2.10f	Water restriction duration: Level 5	NR *	days
QG2.10a	Water restriction duration: PWCM **	NR *	days

* NR - Not relevant

** PWCM – Permanent water conservation restrictions



Financially sustainable and commercially focused business

KPI (code)	Indicator	Value	Unit of measure
QG3.1	Capital expenditure: water supply	21827	\$,000
QG3.10	Revenue: all (NPR) * sewerage	137387	\$,000
QG3.11	Costs: operating water per connection	874.27	\$/connection
QG3.11a	Costs: operating water (NPR) *	108402	\$,000
QG3.12	Costs: operating sewerage per connection	371.36	\$/connection
QG3.12a	Costs: operating sewerage	41552	\$,000
QG3.13	Costs: maintenance water	10718	\$,000
QG3.14	Costs: maintenance sewerage	13925	\$,000
QG3.15	Current cost depreciation: water	11775	\$,000
QG3.16	Current cost depreciation: sewerage	19152	\$,000
QG3.17	Previous 5 year average annual renewals expenditure: water	18314	\$,000
QG3.18	Previous 5 year average annual renewals expenditure: sewerage	18027	\$,000
QG3.19	Forecast 5 year average annual renewals expenditure: water	15861	\$,000
QG3.2	Capital expenditure: sewerage	112206	\$,000
QG3.20	Forecast 5 year average annual renewals expenditure: sewerage	19608	\$,000
QG3.21	Costs: any other water	10404	\$,000
QG3.22	Costs: any other sewerage	62113	\$,000
QG3.3	Capital works grants: water	0	\$,000
QG3.4	Capital works grants: sewerage	1305	\$,000
QG3.5	Nominal written down replacement cost: fixed water assets	829203	\$,000
QG3.6	Nominal written down replacement cost: fixed sewerage assets	1717481	\$,000
QG3.7	Current replacement costs: fixed water assets	1380129	\$,000
QG3.8	Current replacement costs: fixed sewerage assets	2236089	\$,000
QG3.9	Revenue: all (NPR) * water	160040	\$,000
QG4.1(text)	Fixed charge: water description	water base charge	Text

KPI (code)	Indicator	Value	Unit of measure
QG4.1(value)	Fixed charge: water value	299.2	\$/annum
QG4.2(text)	Fixed charge: sewerage description	sewerage charge	Text
QG4.2(value)	Fixed charge: sewerage value	706.4	\$/annum
QG4.3	Annual bill based on 200kL/a: water + sewerage	1813.48	\$
QG4.4	Typical residential bill: water + sewerage	1602.22	\$

* NPR – National performance reporting

