



LOGAN
WATER

Logan Water Service Provider Report 2021–2022





Our Strategic Direction

As a water service provider, Logan Water is responsible for providing safe, reliable and sustainable drinking water and wastewater services for the benefit of the Logan community.

Our Vision

Reliable. Sustainable. Committed.

Our Objectives

- › We ensure our customers get what they need and expect
- › We trust each other to drive a safe and supportive culture
- › We provide infrastructure to meet the growth challenges of the future
- › We drive long term viability by managing cost, service, and commercial return
- › We enhance our natural and built environment
- › We measure and improve our performance, systems, and information
- › We are one innovative and high performing team
- › We make Logan Water a great place to work
- › We deliver, what we say is what we do



Acknowledgement of Country

Logan Water acknowledges the Traditional Custodians of the Waterways and Country on which we operate. We acknowledge their living culture and their unique role in life of this region. We have much to learn from our Elders' past practices in water management and we commit to caring for both Water and Country by continuing to sustain the cultural and spiritual connection to this valuable resource.

Accessing the report

This report is available to the public via the City of Logan website and copies may be provided to members of the public upon request. Logan Water understands that our community is made up of people from more than 217 different cultures, if you have any difficulty in understanding this report an interpretation service is available on 131 450.

More information

For more information about this report, or the services that Logan Water provides you can contact us on 07 3412 3412 or via email at loganwater@logan.qld.gov.au or visit logan.qld.gov.au/water-and-sewerage.



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About this report

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*.

The KPIs primarily cover the following areas:

- > water supply security
- > service delivery
- > financial stability
- > infrastructure investment and maintenance
- > demand management
- > customer service and affordability.

This report outlines our performance against:

- > key performance indicators determined by the Regulator
- > National Performance Reporting indicators
- > our customer service standards.

Our Customer Service Standards

Customer service standards provide customers with an understanding of the levels of service they can expect to receive from their water service provider. Our customer service standards and customer commitment statement for water and wastewater services can be found on our website.

Our Annual Report

As a commercial business unit of Logan City Council, Logan Water reports on our Annual Performance Plan in Council's Annual Report. It informs our community and stakeholders about our performance and achievements. Our Annual Report can be found on our website.





Highlights of 2021–2022

We served more than:

125,924



residential water properties

(this equates to approximately 330,182 residents connected, based on ABS ERP 2021)

113,610



residential wastewater properties

5,658



commercial and industrial water connected properties

4,872



commercial and industrial wastewater connected properties

We serviced customers with:



2,439 kms

of water mains



2,460 kms

of wastewater mains

We also:

Distributed more than 23,000 ML

of clean, safe, reliably delivered drinking water
(equating to approximately 9,200 Olympic pools)



Performed more than

450,000
water meter reads



Managed more than

16,356
contacts with customers





Interpreting our performance

Where the measure relates to Logan Water and data is available, the result is shown. This includes '0', which means the activity or function applied to us and our result for the period was 0. In all other cases, the following applies:

- › NR (Not relevant) – An activity or function we do not undertake.
- › MD (Missing data) – An activity or function we may undertake; however reliable data is not available for the reporting period.
- › N/A (Not applicable) – An answer is not required.
- › Zero (0) – An activity we usually undertake, however for the financial year we did not do the activity.





Performance against Queensland Government – Key Performance Indicators

General

The Queensland Government (QG) Key Performance Indicators (KPIs) relating to water supply and sewerage infrastructure include the number of treatment plants, capacity, length of mains and connections, i.e. the infrastructure in place to deliver the service in each scheme. The QG KPIs relating to water sourced and supplied provide overall water balance information for each scheme.

Indicator	QG Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Length water mains	QG 1.1	km	2293	2376	2439
Length sewerage mains and channels	QG 1.2	km	2267	2335	2335
Number sewage treatment plants	QG 1.3	Count	4	4	4
Number water treatment plants: providing full treatment	QG 1.4a	Count	0	0	0
Maximum daily demand	QG 1.5	ML/day	95.2	99	90.84
Total potable water storage volume	QG 1.7	ML	243.7	243.7	243.7
Volume water sourced: surface water	QG 1.8	ML	0	0	0
Volume water sourced: groundwater	QG 1.9a	ML	0	0	0
Volume water sourced: desalination marine water	QG 1.10	ML	0	0	0
Volume recycled sewage supplied: all	QG 1.11	ML	789.2	582.2	216.636
Volume water sourced: all	QG 1.12	ML	29542.6	26146.6	28309.836
Connected residential properties: water	QG 1.13	000s	118.47	122.605	125.924
Connected non-residential properties: water	QG 1.14	000s	5.521	5.596	5.658
Connected residential properties: sewerage	QG 1.15	000s	107.101	110.732	113.610
Connected non-residential properties: sewerage	QG 1.16	000s	4.791	4.854	4.872

Indicator	QG Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Volume potable water supplied: residential	QG 1.17a	ML	17498.6	17492.4	17030.518
Volume raw-PT water supplied: residential	QG 1.17b	ML	NR	NR	NR
Volume potable water supplied: non-residential	QG 1.18a	ML	7099.6	4373.1	7426.83
Volume raw-PT water supplied: non-residential	QG 1.18b	ML	NR	NR	NR
Total full-time equivalent water and sewerage employees	QG 1.20	FTEs	273	295	302
Volume all water imported: internal and external	QG 1.21	ML	28753.4	25564.4	28093.2
Volume all water exported: internal and external	QG 1.22	ML	2739.1	4002.2	3169.226
Volume water lost: potable water	QG 1.23	ML	3396.5	3244.8	3511.2

Customer

The QG Customer KPIs relate to water and sewerage billing and customer service standards.

Indicator	QG Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Fixed charge – water (S)	QG 4.1(text)	Text	Water base charge	Water base charge	Water base charge
Fixed charge – water (S)	QG 4.1(value)	\$/annum	299.20	299.20	302.16
Fixed charge – sewerage (S)	QG 4.2(text)	Text	Sewerage charge	Sewerage charge	Sewerage charge
Fixed charge – sewerage (S)	QG 4.2(value)	\$/annum	706.4	712.00	712.00
Annual bill based on 200 kL/annum (W)	QG 4.3	\$	1813.48	1840.08	1864.84
Typical residential bill (W)	QG 4.4	\$	1602.22	1587.27	1571.36
Total water main breaks (per 100 km) (S)	QG 4.5	per 100 km water main	6.7	6.0	5.2
Total sewerage main breaks and chokes (per 100 km) (S)	QG 4.6	per 100 km sewer main	9.8	8.1	6.6
Incidence of unplanned interruptions – water (S)	QG 4.7	per 1000 connections	33.4	49.6	24.3
Performance against customer service standard for response to water incidents (bursts and leaks) (S)	QG 4.8a	%	72.9	77.7	100

Indicator	QG Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Performance against customer service standard for response to sewerage incidents (including mains breaks and chokes) (S)	QG 4.9a	%	76.5	98.4	100
Water quality complaints (per 1000 properties) (S)	QG 4.10	per 1000 connections	2.2	2.2	2.6
Total water and sewerage complaints (per 1000 properties) (S)	QG 4.11	per 1000 connections	17.9	23.1	19.5
Water service complaints (per 1000 properties) (S)	QG 4.12	per 1000 connections	11.3	15.5	12.7
Sewerage service complaints (per 1000 properties) (S)	QG 4.13	per 1000 connections	2.1	3.1	2.5
Billing and account complaints: water and sewerage (per 1000 properties) (S)	QG 4.14	per 1000 connections	2.5	2.6	1.9

Finance

The QG Finance KPIs relate to capital expenditure, grants, replacement costs, revenue, operation and maintenance cost, depreciation and renewal expenditure for both water and sewerage services.

Indicator	QG Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Total water supply capital expenditure (W)	QG 3.1	\$,000	21827	20549	22951
Total sewerage capital expenditure (W)	QG 3.2	\$,000	112206	66013	85044
Capital works grants – water (W)	QG 3.3	\$,000	0	0	0
Capital works grants – sewerage (W)	QG 3.4	\$,000	1305	375	2618
Nominal written-down replacement cost of fixed water supply assets (W)	QG 3.5	\$,000	829203	843839	901402
Nominal written-down replacement costs of fixed sewerage assets (W)	QG 3.6	\$,000	1717481	1764389	1926512
Current replacement costs of fixed water supply assets (W)	QG 3.7	\$,000	1380129	1427048	1525475
Current replacement costs of fixed sewerage assets (W)	QG 3.8	\$,000	2236089	2446059	2642224
Total revenue – water (W)	QG 3.9	\$,000	160040	162593	161681

Indicator	QG Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Total revenue – sewerage (W)	QG 3.10	\$,000	137387	132074	144421
Operating cost per property – water (W)	QG 3.11	\$/connection	874.27	840.83	814.12
Operating cost – water (W)	QG 3.11a	\$,000	108402	107795	107123
Operating cost per property – sewerage (W)	QG 3.12	\$/connection	371.36	362.72	330.50
Operating cost – sewerage (W)	QG 3.12a	\$,000	41552	41925	39158
Annual maintenance costs – water (W)	QG 3.13	\$,000	10718	9037	9198
Annual maintenance costs – sewerage (W)	QG 3.14	\$,000	13925	11429	12675
Current cost depreciation – water (W)	QG 3.15	\$,000	11775	14060	16485
Current cost depreciation – sewerage (W)	QG 3.16	\$,000	19152	19226	20235
Previous 5 year average annual renewals expenditure – water (W)	QG 3.17	\$,000	18314	19435	18233
Previous 5 year average annual renewals expenditure – sewerage (W)	QG 3.18	\$,000	18027	19013	18273
Forecast 5 year average annual renewals expenditure – water (W)	QG 3.19	\$,000	15861	20718	10781
Forecast 5 year average annual renewals expenditure – sewerage (W)	QG 3.20	\$,000	19608	19345	14527
Other costs – water (W)	QG 3.21	\$,000	10404	13901	70754
Other costs – sewerage (W)	QG 3.22	\$,000	62113	16231	158263

Water Security

The QG Water Security KPIs provide information about the water security, resilience and level of water planning undertaken for the scheme.

Indicator	QG Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Months of supply remaining at end of reporting period (30 June) (S)	QG 2.1 *	months	- *	- *	- *
Anticipated water supply availability to meet demand for next reporting year (at QG 2.4) (S)	QG 2.2 *	Ok/not ok	- *	- *	- *
Contingency supplies (S)	QG 2.3 *	Yes/no	- *	- *	- *
Total anticipated water demand for next reporting year (S)	QG 2.4 *	ML	- *	- *	- *
Total anticipated annual water demand in five years' time (S)	QG 2.5 *	ML	- *	- *	- *
Anticipated capacity to meet demand in five years' time (at QG 2.5) (S)	QG 2.6 *	Ok/not ok	- *	- *	- *
Planned supply system response (S)	QG 2.7 *	Yes/no	- *	- *	- *
Water restrictions (duration) (S)	QG 2.8 *	Days	- *	- *	- *
Water restrictions (severity) (S)	QG 2.9 *	%	- *	- *	- *
Water restriction duration: PWCM	QG 2.10a	Days	NR	0	0
Water restriction duration: Level 1	QG 2.10b	days	NR	0	0
Water restriction duration: Level 2	QG 2.10c	days	NR	0	0
Water restriction duration: Level 3	QG 2.10d	days	NR	0	0
Water restriction duration: Level 4	QG 2.10e	days	NR	0	0
Water restriction duration: Level 5	QG 2.10f	days	NR	0	0

*These indicators were not required to be reported after 2018–19.

NR – *Not relevant, water restriction policy not in place therefore not a relevant activity for 2021–2022.*



Performance against National Performance Reporting Indicators

Water resources

Information on the sources of water used supports an understanding of the availability and use of water resources.

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Volume of water sourced from surface water	W1	ML	0	0	0
Volume of non-revenue water ¹	W10.1	ML	4155	3698.9	3635.8
Total volume of urban water supplied	W11	ML	29543	26146.6	28309.8
Volume of potable water produced for supply into the urban water supply system	W11.3	ML	28753	25564	28093.2
Average volume of residential water supplied per property	W12	kL/ connection/ year	147.7	138.9	135.2
Volume of water returned as environmental flows from outside of the urban water supply system	W13	ML	0	0	0
Total volume of water exported to other service providers or operational areas within the urban water supply system	W14	ML	2739	4002	3169.2
Volume of water, excluding recycled water, exported to other service providers or operational areas within the urban water supply system	W14.3	ML	2739	4002	3169.2
Volume of recycled water exported to other service providers or operational areas within the urban water supply system	W15	ML	0	0	0
Volume of wastewater, excluding trade waste, collected	W16	ML	19397	21128	27829

¹ Indicator definition change from 2019–20 onwards

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Volume of trade waste collected	W17	ML	1360	1633	1411
Total volume of wastewater collected	W18	ML	20757	22761	29240
Volume of wastewater exported to other service providers or operational areas within the urban wastewater system	W18.1	ML	0	0	0
Volume of wastewater received from other service providers or operational areas within the urban wastewater system	W18.2	ML	1956	2159	2566
Volume of wastewater taken through sewer mining	W18.3	ML	0	0	0
Volume of wastewater inflow to wastewater treatment plants	W18.4	ML	22714	24920	31806
Volume of treated effluent outflow from wastewater treatment plants	W18.5	ML	22317	23526	26483
Average volume of wastewater collected per property	W19	kL/ connection/ year	185.5	196.9	246.8
Volume of water sourced from groundwater	W2	ML	0	0	0
Volume of recycled water supplied to residential customers	W20	ML	0	0	0
Volume of recycled water supplied to non-residential customers	W21	ML	789	582.2	216.6
Volume of recycled water supplied as environmental flows	W23	ML	0	0	0
Volume of recycled water supplied to managed aquifer recharge	W25.1	ML	0	0	0
Total volume of recycled water supplied	W26	ML	789	582.2	216.6
Recycled water as a percentage of total wastewater collected	W27	%	3.5	2.5	.8
Volume of urban stormwater supplied to residential customers	W28.4	ML	0	0	0
Volume of urban stormwater supplied to non-residential customers	W28.5	ML	0	0	0
Volume of treated wastewater disposals	W29	ML	21690	26192	29415

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Volume of water sourced from desalination of marine water	W3.1	ML	0	0	0
Volume of wastewater losses and spills	W30	ML	205	1879	5143
Volume of water returned to surface water or groundwater from the urban water supply system	W31	ML	0	0	0
Total volume of water received from other service providers or operational areas within the urban water system	W5	ML	28753	25564	28093
Volume of water, excluding recycled water, received from other service providers or operational areas within the urban water supply system	W5.3	ML	28753	25564	28093
Volume of recycled water received from other service providers or operational areas within the urban water supply system	W6	ML	0	0	0
Total volume of water sourced	W7	ML	29543	26146.6	28310
Total volume of water supplied to residential customers	W8	ML	17499	17492	17031
Volume of water supplied to residential customers	W8.3	ML	17499	17492	17031
Total volume of water supplied to non-residential customers	W9	ML	12044	8654	11279
Volume of water supplied to non-residential customers	W9.3	ML	11255	8072	11063

Assets

Information on water and wastewater assets supports an understanding of the level and complexity of the water and wastewater network. Information about water main breaks and sewer breaks and chokes supports an understanding of the condition of the water main and sewer networks. Information on water supply losses supports an understanding of the performance of the distribution network.

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Number of water treatment plants providing full treatment	A1	Count	0	0	0
Real losses: service connections	A10	L/service connection/day	70.8	66.3	70.9
Real losses: water mains	A11	kL/km water main/day	3.4	3.2	3.4
Number of sewer mains breaks and chokes per 100 km	A14	per 100 km sewer mains	9.8	8.1	6.6
Number of property connection sewer breaks and chokes per 1,000 properties	A15	per 1000 connections	1.2	0.9	0.6
Length of water mains	A2	Km	2293	2376	2439
Number of properties served per km of water main	A3	Connections/km	54.1	54	53.9
Number of wastewater treatment plants	A4	Count	4	4	4
Length of sewer mains and channels	A5	km	2267	2335	2335
Number of properties served per km of sewer main	A6	Connections/km	49.4	49.5	50.7
Number of water main breaks, bursts, and leaks, per 100 km of water mains	A8	per 100 km water main	6.7	6.0	5.2
Infrastructure leakage index (ILI)	A9	Index	1.1	1.0	1.1
Number of water main breaks, bursts, and leaks	IA8	Count	154	143	126

Customers

Information on the number of complaints provides insight into customer satisfaction with the quality of the service and its reliability. Information about unplanned water supply interruptions assists with understanding the operation of the supply network.

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Population receiving services: water supply	C1	000s	315.453	326.068	330.182
Number of water service complaints per 1,000 properties	C10	per 1000 connections	11.3	15.5	12.7
Number of sewerage service complaints per 1,000 properties	C11	per 1000 connections	2.1	3.1	2.5
Number of billing and account complaints per 1,000 properties: water supply and sewerage	C12	per 1000 connections	2.5	2.6	1.9
Number of water and sewerage complaints per 1,000 properties	C13	per 1000 connections	17.9	23.1	19.5
Percentage of calls answered by an operator within 30 seconds	C14	%	Missing Data	Missing Data	Missing Data
Average duration of an unplanned interruption: water supply	C15	mins	Missing Data	183.6	143.3
Number of unplanned interruptions per 1,000 properties	C17	per 1000 connections	33.4	49.6	24.3
Number of restrictions for non-payment of water bills per 1,000 properties	C18	per 1000 connections	Not applicable	Not applicable	Not applicable
Number of legal actions taken for non-payment of water bills per 1000 properties	C19	per 1000 connections	Missing data	Missing data	Missing data
Number of connected residential properties: water supply	C2	000s	118.47	122.605	125.924
Number of connected non-residential properties: water supply	C3	000s	5.521	5.596	5.658
Total number of connected properties: water supply	C4	000s	123.991	128.201	131.582
Number of connected residential properties: wastewater	C6	000s	107.101	110.732	113.610
Number of connected non-residential properties: wastewater	C7	000s	4.791	4.854	4.872
Total number of connected properties: wastewater	C8	000s	111.892	115.586	118.482

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Number of water quality complaints per 1,000 properties: water supply	C9	per 1000 connections	2.2	2.2	2.6
Number of water service complaints	IC10	Count	1404	1992	1671
Number of sewerage service complaints	IC11	Count	240	364	295
Number of billing and account complaints: water supply and sewerage	IC12	Count	305	330	252
Number of water and sewerage complaints	IC13	Count	2218	2965	2564
Number of unplanned interruptions: water supply	IC17	Count	4141	6355	3196
Number of restrictions for non-payment of water bills	IC18	Count	Not applicable	Not applicable	Not applicable
Number of legal actions taken for non-payment of water bills	IC19	Count	Not applicable	Not applicable	NR
Number of water quality complaints: water supply	IC9	Count	269	279	346

Environment

Information about biosolids assists with understanding how organic solids are managed sustainably.

Information about greenhouse gas emissions supports understanding operational efficiency and how activities contribute to greenhouse emissions.

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Percentage of wastewater only treated to a primary level	E1	%	5	6.3	18.1
Net greenhouse gas emissions per 1,000 properties: wastewater	E10	t CO ₂ eq/1000 connections	174	175	168
Net greenhouse gas emissions per 1,000 properties: other	E11	t CO ₂ eq/1000 connections	12	4.3	24.4
Total net greenhouse gas emissions per 1,000 properties	E12	t CO ₂ eq/1000 connections	184.6	173	185.5
Percentage of wastewater only treated to a secondary level	E2	%	0	0	0
Percentage of wastewater treated to a tertiary level	E3	%	95.0	93.7	81.9
Percentage of biosolids reused	E8	%	100	100	100
Net greenhouse gas emissions per 1,000 properties: water supply	E9	t CO ₂ eq/1000 connections	15.2	11	9.5
Volume of wastewater only treated to a primary level	IE1	ML	1109.4	1486.8	4792.2
Net greenhouse gas emissions: wastewater	IE10	t CO ₂ eq	19459	20222	19936
Net greenhouse gas emissions: other	IE11	t CO ₂ eq	1541	556	3217
Total net greenhouse gas emissions	IE12	t CO ₂ eq	22887	22184	24410
Volume of wastewater only treated to a secondary level	IE2	ML	0	0	0
Volume of wastewater treated to a tertiary level	IE3	ML	21207.5	22039.2	21691
Net greenhouse gas emissions: water supply	IE9	t CO ₂ eq	1887	1406	1257

Pricing

Information on water tariff structures assists with understanding fixed and pay-for-use charges. Consumer Pricing Indexation has been applied to dollar values for 2018–19 and 2019–20.

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Tariff structure: water supply	P1	Text	2 part Tariff – fixed and usage charge	2 part Tariff – fixed and usage charge	2 part Tariff – fixed and usage charge
Special levies: water supply	P1.12	\$/kL	Not applicable	Not applicable	Not applicable
Income from special levies retained by the utility: water supply	P1.13	Yes/no	No	No	No
Fixed charge: water supply	P1.2	\$/annum	304.05	299.2	302.16
Usage charge: step 1	P1.3	\$/kL	4.11	4.14	4.25
Upper bound of usage: step 1	P1.3a	kL	Not applicable	Not applicable	Not applicable
Usage charge: step 2	P1.4	\$/kL	Not applicable	Not applicable	Not applicable
Upper bound of usage: step 2	P1.4a	kL	Not applicable	Not applicable	Not applicable
Usage charge: step 3	P1.5	\$/kL	Not applicable	Not applicable	Not applicable
Upper bound of usage: step 3	P1.5a	kL	Not applicable	Not applicable	Not applicable
Usage charge: step 4	P1.6	\$/kL	Not applicable	Not applicable	Not applicable
Upper bound of usage: step 4	P1.6a	kL	Not applicable	Not applicable	Not applicable
Usage charge: step 5	P1.7	\$/kL	Not applicable	Not applicable	Not applicable
Upper bound of usage: step 5	P1.7a	kL	Not applicable	Not applicable	Not applicable
Annual residential bill based on 200 kL per annum: water supply	P2	\$	1125.03	1128.08	1152.84
Typical residential bill: water supply	P3	\$	910.34	875.27	859.36
Tariff structure: wastewater Definition	P4	Text	Fixed Charge	Fixed Charge	Fixed Charge
Fixed charge: wastewater	P4.1	\$/annum	717.85	712	712
Usage charge: wastewater	P4.2	\$/kL	Not applicable	Not applicable	Not applicable

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Special levies: wastewater	P4.3	\$	Not applicable	Not applicable	Not applicable
Income from special levies retained by the utility: wastewater	P4.4	Yes/no	No	No	No
Annual residential bill based on 200 kL per annum: wastewater	P5	\$	717.85	712	712
Typical residential bill: wastewater	P6	\$	717.85	712	712
Total annual residential bill based on 200 kL per annum	P7	\$	1842	1840	1864.84
Total typical residential bill	P8	\$	1628	1587	1571.36

Finance

Information assists with understanding the value of water and wastewater assets, water and wastewater operating costs and capital expenditure. Consumer Pricing Indexation has been applied to dollar values for 2019–20 and 2020–21.

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Total revenue: water supply	F1	\$,000	162635	162593	161681
Written-down replacement cost of fixed wastewater assets	F10	\$,000	1745326	1764389	1926512
Operating cost per property: water supply	F11	\$/connection	888.17	840.83	814.12
Operating cost per property: wastewater	F12	\$/connection	377.01	362.72	330.50
Combined operating cost per property: water supply and wastewater	F13	\$/connection	1229.00	1167.85	1111.71
Capital expenditure: water supply	F14	\$,000	22181	20549	22951
Capital expenditure: wastewater	F15	\$,000	114025	66013	85044
Total capital expenditure: water supply and wastewater	F16	\$,000	136206	86562	107995
Economic real rate of return: water supply	F17	%	4.8	4.8	4.2
Economic real rate of return: wastewater	F18	%	4.5	4.0	4.4
Economic real rate of return: water supply and wastewater	F19	%	4.6	4.3	4.4
Total revenue: wastewater	F2	\$,000	139614	132074	144421
Dividends	F20	\$,000	19550	21362	17669

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Dividend payout ratio	F21	Ratio	0.3	0.3	-0.3
Net debt to equity ratio	F22	%	20.3	21.3	25.7
Interest cover ratio	F23	Ratio	7.3	8.4	0
Net profit after tax (NPAT)	F24	\$,000	68314	66000	-63391
Community service obligations (\$)	F25	\$,000	Not applicable	Not applicable	Not applicable
Capital works grants: water supply	F26	\$,000	Not applicable	Not applicable	Not applicable
Capital works grants: wastewater	F27	\$,000	1326	375	2618
Capital expenditure per property: water supply	F28	\$/connection	178.89	160.29	174.42
Capital expenditure per property: wastewater	F29	\$/connection	1019.07	571.12	717.78
Total income for the utility	F3	\$,000	302249	294667	306101
Net profit after tax ratio	F30	Ratio	0.2	0.2	-0.2
Percentage of residential revenue from usage charges: water supply	F4	%	80.9	80.9	80.2
Revenue per property: water supply	F5	\$/connection	1311.93	1268.27	1228.75
Revenue per property: wastewater	F6	\$/connection	1247.91	1142.65	1218.93
Total income per property	F7	\$/connection	2437.89	2298.48	2326.31
Community service obligations ratio	F8	Ratio	0	0	0
Written-down replacement cost of fixed water supply assets	F9	\$,000	842647	843839	901402
Operating cost: water supply	IF11	\$,000	110160	107795	107123
Operating cost: wastewater	IF12	\$,000	42226	41925	39158

Public health

Information about drinking water quality assists with understanding the overall performance of water treatment and distribution.

Indicator	NPR Indicator Code	Unit of Measure	2019–20	2020–21	2021–22
Water quality guidelines	H1	Text	ADWG 2011, NHMRC	ADWG 2011, NHMRC	ADWG 2011, NHMRC
Percentage of population where microbiological compliance was achieved	H3	%	100	100	100
Number of zones where chemical compliance was achieved	H4	Count	6	6	6
Total number of zones	H4a	Count	6	6	6
Risk-based drinking water management plan externally assessed	H5	Yes/no	Yes	Yes	Yes



2021–22 Performance against Customer Service Standards

Service	Service description	Service standard	2020–21 Performance	2021–22 Performance
Total water and wastewater main breaks	The total number of water main breaks, bursts and leaks, and wastewater main blocks and chokes in all diameter distribution and reticulation mains.	25 breaks per 100 km of main.	14.1	11.7
Incidence of unplanned interruptions	The number of unplanned interruptions where customers are without potable water supply.	Aiming for 90% of property connections to experience no unplanned water supply interruptions annually.	95%	97.5%
Average response time for water and sewerage incidents	The average response time for water service incidents, regardless of whether the incident causes an interruption to customers. It is determined as the time it takes to get a person/team on-site to commence fixing the problem.	Aiming to respond to urgent water and wastewater incidents within two hours.	59%	88%
		Aiming to respond to non-urgent water and wastewater incidents within 36 hours.	77%	94%
Restoring services following unplanned interruptions	An interruption commences when the water utility is aware that the water supply or wastewater service is interrupted and ceases when 'normal' service is restored.	Aiming to restore normal service levels within five hours.	91%	95.7%

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