Mackay REGIONAL COUNCIL

WATER AND SEWERAGE PERFORMANCE INDICATORS

2019/20 UPDATE

BLOOMSBURY

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	30
NON-RESIDENTIAL	6
SOURCES	
SURFACE WATER	0
GROUND WATER	6.9
TREATMENT	
VOLUME TREATED	6.9
USES	
RESIDENTIAL	5.2
NON-RESIDENTIAL [1]	1.5
OTHER	
MAXIMUM DEMAND [2]	0
ASSETS	
TREATMENT PLANTS [3]	1
MAINS (km)	2.8
STORAGE VOLUME	0.036
TREATMENT CAPACITY [4]	0.3
ASSET PERFORMANCE	
MAIN BREAKS [5, 6]	0
COMPLAINTS	
WATER QUALITY [8]	0
OTHER [7,8]	111.1
INTERRUPTIONS AND RESPONSE TIMES	
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION [8]	83.3
AVG. RESPONSE TIME FOR WATER INCIDENTS [9]	92
WATER SECURITY	

REMAINING WATER SUPPLY [10]	36
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	YES
CONTINGENCY SUPPLIES	YES
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	YES
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [11]	366
FINANCIAL	
ACCESS (FIXED) FEE [12]	$371.50

[1] Includes commercial, industrial and municipal, but excludes agricultural
[2] Megalitres per day
[3] Four out of 12 Water Treatments Plants provide full treatment, others are primarily chlorination facilities; three of the four Sewage Treatment Plants produce Recycled Water
[4] Megalitres per day. The capacity of the three full water treatment plants is 106 megalitres per day. If noted as NR, not relevant.
[5] Includes chokes for sewerage
[6] Per 100 km water/sewer main
[7] Combined for water & sewer
[8] Per 1000 connections
[9] Percentage (%)
[10] Months
[11] Days
[12] Per Annum

CALEN

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	132
NON-RESIDENTIAL	30
SOURCES	
SURFACE WATER	0
GROUND WATER	34.2
TREATMENT	
VOLUME TREATED	34.2
USES	
RESIDENTIAL	16.6
NON-RESIDENTIAL [1]	7.4
OTHER	
MAXIMUM DEMAND [2]	0.2
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	6.9
STORAGE VOLUME	1.05
TREATMENT CAPACITY [4]	NR
ASSET PERFORMANCE	
MAIN BREAKS [5, 6]	28.9
COMPLAINTS	
WATER QUALITY [8]	0
OTHER [7, 8]	92.6
INTERRUPTIONS AND RESPONSE TIMES	
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION [8]	135.8
AVG. RESPONSE TIME FOR WATER INCIDENTS [9]	92
WATER SECURITY	

REMAINING WATER SUPPLY [10]	36
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	YES
CONTINGENCY SUPPLIES	YES
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	YES
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [11]	366
FINANCIAL	
ACCESS (FIXED) FEE [12]	$371.50

[1] Includes commercial, industrial and municipal, but excludes agricultural
[2] Megalitres per day
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[8] Per 1000 connections
[9] Percentage (%)
[10] Months
[11] Days
[12] Per Annum

ETON

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	180
NON-RESIDENTIAL	17
SOURCES	
SURFACE WATER	0
GROUND WATER	48.7
TREATMENT	
VOLUME TREATED	48.7
USES	
RESIDENTIAL	28.6
NON-RESIDENTIAL [1]	2.2
OTHER	
MAXIMUM DEMAND [2]	0.4
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	9.6
STORAGE VOLUME	0.23
TREATMENT CAPACITY [4]	NR
ASSET PERFORMANCE	
MAIN BREAKS [5, 6]	20.8
COMPLAINTS	
WATER QUALITY [8]	0
OTHER [7, 8]	152.3
INTERRUPTIONS AND RESPONSE TIMES	
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION [8]	1436.5
AVG. RESPONSE TIME FOR WATER INCIDENTS [9]	92

WATER SECURITY	
REMAINING WATER SUPPLY [10]	36
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	YES
CONTINGENCY SUPPLIES	YES
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	YES
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [11]	366
FINANCIAL	
ACCESS (FIXED) FEE [12]	$371.50

[1] Includes commercial, industrial and municipal, but excludes agricultural
[2] Megalitres per day
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[5] Includes chokes for sewerage
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[7] Combined for water & sewer
[8] Per 1000 connections
[9] Percentage (%)
[10] Months
[11] Days
[12] Per Annum

FINCH HATTON

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	119
NON-RESIDENTIAL	24
SOURCES	
SURFACE WATER	0
GROUND WATER	26.6
TREATMENT	
VOLUME TREATED	26.6
USES	
RESIDENTIAL	18.1
NON-RESIDENTIAL [1]	3.6
OTHER	
MAXIMUM DEMAND [2]	0.1
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	5
STORAGE VOLUME	0.45
TREATMENT CAPACITY [4]	NR
ASSET PERFORMANCE	
MAIN BREAKS [5, 6]	0
COMPLAINTS	
WATER QUALITY [8]	0
OTHER [7, 8]	83.9
INTERRUPTIONS AND RESPONSE TIMES	
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION [8]	468.5
AVG. RESPONSE TIME FOR WATER INCIDENTS [9]	92

WATER SECURITY	
REMAINING WATER SUPPLY [10]	36
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	YES
CONTINGENCY SUPPLIES	YES
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	YES
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [11]	366
FINANCIAL	
ACCESS (FIXED) FEE [12]	$371.50

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[2] Megalitres per day
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[5] Includes chokes for sewerage
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[7] Combined for water & sewer
[8] Per 1000 connections
[9] Percentage (%)
[10] Months
[11] Days
[12] Per Annum

GARGETT

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	95
NON-RESIDENTIAL	35
SOURCES	
SURFACE WATER	0
GROUND WATER	23.1
TREATMENT	
VOLUME TREATED	23.1
USES	
RESIDENTIAL	16
NON-RESIDENTIAL [1]	4.2
OTHER	
MAXIMUM DEMAND [2]	0.2
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	11
STORAGE VOLUME	0.5
TREATMENT CAPACITY [4]	NR
ASSET PERFORMANCE	
MAIN BREAKS [5, 6]	0
COMPLAINTS	
WATER QUALITY [8]	0
OTHER [7, 8]	76.9
INTERRUPTIONS AND RESPONSE TIMES	
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION [8]	553.8
AVG. RESPONSE TIME FOR WATER INCIDENTS [9]	92

WATER SECURITY	
REMAINING WATER SUPPLY [10]	36
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	YES
CONTINGENCY SUPPLIES	YES
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	YES
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [11]	366
FINANCIAL	
ACCESS (FIXED) FEE [12]	$371.50

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[2] Megalitres per day
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[4] Megalitres per day. The capacity of the three full water treatment plants is 106 megalitres per day. If noted as NR, not relevant.
[5] Includes chokes for sewerage
[6] Per 100 km water/sewer main
[7] Combined for water & sewer
[8] Per 1000 connections
[9] Percentage (%)
[10] Months
[11] Days
[12] Per Annum

KOUMALA

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	63
NON-RESIDENTIAL	16
SOURCES	
SURFACE WATER	0
GROUND WATER	13.3
TREATMENT	
VOLUME TREATED	13.3
USES	
RESIDENTIAL	7.5
NON-RESIDENTIAL [1]	2
OTHER	
MAXIMUM DEMAND [2]	0.1
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	3.1
STORAGE VOLUME	0.07
TREATMENT CAPACITY [4]	NR
ASSET PERFORMANCE	
MAIN BREAKS [5, 6]	0
COMPLAINTS	
WATER QUALITY [8]	0
OTHER [7, 8]	113.9
INTERRUPTIONS AND RESPONSE TIMES	
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION [8]	75.9
AVG. RESPONSE TIME FOR WATER INCIDENTS [9]	92

WATER SECURITY	
REMAINING WATER SUPPLY [10]	36
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	YES
CONTINGENCY SUPPLIES	YES
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	YES
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [11]	366
FINANCIAL	
ACCESS (FIXED) FEE [12]	$371.50

[1] Includes commercial, industrial and municipal, but excludes agricultural
[2] Megalitres per day
[3] Four out of 12 Water Treatments Plants provide full treatment, others are primarily chlorination facilities; three of the four Sewage Treatment Plants produce Recycled Water
[4] Megalitres per day. The capacity of the three full water treatment plants is 106 megalitres per day. If noted as NR, not relevant.
[5] Includes chokes for sewerage
[6] Per 100 km water/sewer main
[7] Combined for water & sewer
[8] Per 1000 connections
[9] Percentage (%)
[10] Months
[11] Days
[12] Per Annum

Mackay REGIONAL COUNCIL

MACKAY

	WATER	SEWERAGE	RECYCLED WATER
CONNECTED PROPERTIES			
RESIDENTIAL	42,812	39,713	0
NON-RESIDENTIAL	3,370	2,527	30
SOURCES			
SURFACE WATER	12,540.6		
GROUND WATER	1,665.6		
RECYCLED WATER PRODUCED			3,838
TREATMENT			
VOLUME TREATED	12,298		
USES			
RESIDENTIAL	9,218.3		
NON-RESIDENTIAL [1]	2,806.5		
OTHER			
MAXIMUM DEMAND [2]	64.9		
ASSETS			
TREATMENT PLANTS [3]	3	4	
MAINS (km)	1,228.6	966.7	0
STORAGE VOLUME	131.4		
TREATMENT CAPACITY [4]	79.3		
ASSET PERFORMANCE			
MAIN BREAKS [5, 6]	7.2	3.1	0
COMPLAINTS			
WATER QUALITY [8]	1.1		0
OTHER [7, 8]	70.8		0
INTERRUPTIONS AND RESPONSE TIMES			
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION [8]	189.5		

AVG. RESPONSE TIME FOR WATER/SEWERAGE INCIDENTS [9]	92	75.3	
WATER SECURITY			
REMAINING WATER SUPPLY [10]	36		
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	YES		
CONTINGENCY SUPPLIES	YES		
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	YES		
PLANNED SUPPLY SYSTEM RESPONSE	YES		
WATER RESTRICTION DURATION [11]	366		
BILL			
ACCESS (FIXED) FEE [12]	$371.50	$898.40	
ANNUAL BILL (WATER & SEWERAGE)	1,508.91		
TYPICAL RESIDENTIAL BILL (WATER & SEWERAGE)	1,521.65		
FINANCIAL			
CAPITAL EXPENDITURE	6,475	18,374	
GRANTS	100	0	
CURRENT REPLACEMENT COST [1]	819,983	868,767	
TOTAL REVENUE	49,660	52,843	
OPERATING COST [13]	530.73	659.92	
MAINTENANCE COSTS	15,569	16,573	
DEPRECIATION	13,492	12,461	
PREVIOUS 5 YEAR AVERAGE RENEWALS EXPENDITURE	6,055	6,029	
FORECAST 5 YEARS AVERAGE RENEWALS EXPENDITURE	13,511	12,722	
GENERAL			
FULL-TIME EQUIVALENT WATER AND SEWERAGE EMPLOYEES	146		

[1] Includes commercial, industrial and municipal, but excludes agricultural
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[4] Megalitres per day. The capacity of the three full water treatment plants is 106 megalitres per day. If noted as NR, not relevant.
[5] Includes chokes for sewerage
[6] Per 100 km water/sewer main
[7] Combined for water & sewer
[8] Per 1000 connections
[9] Percentage (%)
[10] Months
[11] Days
[12] Per Annum
[13] Operating water/sewerage per connection

Mackay REGIONAL COUNCIL

MARIAN/MIRANI

	WATER	SEWERAGE	RECYCLED WATER
CONNECTED PROPERTIES			
RESIDENTIAL	1,748	1,815	0
NON-RESIDENTIAL	111	72	1
SOURCES			
SURFACE WATER	512		
GROUND WATER	36.4		
RECYCLED WATER PRODUCED			147
TREATMENT			
VOLUME TREATED	548.4		
USES			
RESIDENTIAL	400.9		
NON-RESIDENTIAL [1]	87.1		
OTHER			
MAXIMUM DEMAND [2]	3		
ASSETS			
TREATMENT PLANTS [3]	1	1	
MAINS (km)	59.4	62.1	0
STORAGE VOLUME	3.2		
TREATMENT CAPACITY [4]	4		
ASSET PERFORMANCE			
MAIN BREAKS [5, 6]	3.4	3.2	0
COMPLAINTS			
WATER QUALITY [8]	2.7		0
OTHER [7, 8]	81.2	7.9	0
INTERRUPTIONS AND RESPONSE TIMES			
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION [8]	92		

AVG. RESPONSE TIME FOR WATER INCIDENTS [9]	92
WATER SECURITY	
REMAINING WATER SUPPLY [10]	36
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	YES
CONTINGENCY SUPPLIES	YES
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	YES
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [11]	366
FINANCIAL	
ACCESS (FIXED) FEE [12]	$371.50

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[2] Megalitres per day
[3] Four out of 12 Water Treatments Plants provide full treatment, others are primarily chlorination facilities; three of the four Sewage Treatment Plants produce Recycled Water
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[5] Includes chokes for sewerage
[6] Per 100 km water/sewer main
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[8] Per 1000 connections
[9] Percentage (%)
[10] Months
[11] Days
[12] Per Annum

MIDGE POINT

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	367
NON-RESIDENTIAL	34
SOURCES	
SURFACE WATER	0
GROUND WATER	156
TREATMENT	
VOLUME TREATED	155
USES	
RESIDENTIAL	58.5
NON-RESIDENTIAL [1]	38.7
OTHER	
MAXIMUM DEMAND [2]	0.6
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	50.7
STORAGE VOLUME	10
TREATMENT CAPACITY [4]	NR
ASSET PERFORMANCE	
MAIN BREAKS [5, 6]	3.9
COMPLAINTS	
WATER QUALITY [8]	2.5
OTHER [7, 8]	89.8
INTERRUPTIONS AND RESPONSE TIMES	
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION [8]	319.2
AVG. RESPONSE TIME FOR WATER INCIDENTS [9]	92

WATER SECURITY	
REMAINING WATER SUPPLY [10]	36
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	YES
CONTINGENCY SUPPLIES	YES
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	YES
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [11]	366
FINANCIAL	
ACCESS (FIXED) FEE [12]	$371.50

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[9] Percentage (%)
[10] Months
[11] Days
[12] Per Annum

SARINA

	WATER	SEWERAGE	RECYCLED WATER
CONNECTED PROPERTIES			
RESIDENTIAL	3,281	1,449	0
NON-RESIDENTIAL	187	134	1
SOURCES			
SURFACE WATER	0		
GROUND WATER	1.3		
RECYCLED WATER PRODUCED			49
TREATMENT			
VOLUME TREATED	1,050		
USES			
RESIDENTIAL	875.1		
NON-RESIDENTIAL [1]	111		
OTHER			
MAXIMUM DEMAND [2]	5.6		
ASSETS			
TREATMENT PLANTS [3]	0	1	
MAINS (km)	161	47.5	0
STORAGE VOLUME	10.4		
TREATMENT CAPACITY [4]	NR		
ASSET PERFORMANCE			
MAIN BREAKS [5, 6]	5	8.4	0
COMPLAINTS			
WATER QUALITY [8]	2.9		0
OTHER [7, 8]	90	7.6	0
INTERRUPTIONS AND RESPONSE TIMES			
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION [8]	301		

AVG. RESPONSE TIME FOR WATER/SEWERAGE INCIDENTS [9]	92	75.3	
WATER SECURITY			
REMAINING WATER SUPPLY [10]	36		
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	YES		
CONTINGENCY SUPPLIES	YES		
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	YES		
PLANNED SUPPLY SYSTEM RESPONSE	YES		
WATER RESTRICTION DURATION [11]	366		
FINANCIAL			
ACCESS (FIXED) FEE [12]	$371.50	$898.40	

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[6] Per 100 km water/sewer main
[7] Combined for water & sewer
[8] Per 1000 connections
[9] Percentage (%)
[10] Months
[11] Days
[12] Per Annum