



WATER AND SEWERAGE PERFORMANCE INDICATORS

2018/19 UPDATE



CONNECTED PROPERTIES	
RESIDENTIAL	30
NON-RESIDENTIAL	6
SOURCES	
SURFACE WATER	0
GROUND WATER	8.4
TREATMENT	
VOLUME TREATED	8.2
USES	
RESIDENTIAL	4.8
NON-RESIDENTIAL ¹	3.3
NON-REVENUE	0.1
OTHER	
MAXIMUM DEMAND ²	0
ASSETS	
TREATMENT PLANTS ³	1
MAINS (km)	2.8
STORAGE VOLUME	0
TREATMENT CAPACITY ⁴	NR
ASSET PERFORMANCE	
MAIN BREAKS ⁵	0
COMPLAINTS	
WATER QUALITY	0
OTHER ⁶	194.4
INTERRUPTIONS AND RESPONSE TIMES	
AVG. UNPLANNED WATER INTERRUPTION DURATION ⁷	83.3
AVG. RESPONSE TIME FOR WATER INCIDENTS⁸	96

WATER SECURITY

REMAINING WATER SUPPLY ⁹	36
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR ¹⁰	8
ANTICIPATED DEMAND 5 YEARS TIME	9
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION ¹¹	365

FINANCIAL

ACCESS (FIXED) FEE ¹²	\$364.20
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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 Combined for water & sewer

⁷ Per 1000 connections

⁸ Percentage (%)

⁹ Months

¹⁰ Megalitres

¹¹ Days

¹² Per Annum

CALEN



WATER

CONNECTED PROPERTIES	
RESIDENTIAL	130
NON-RESIDENTIAL	27
SOURCES	
SURFACE WATER	0
GROUND WATER	31
TREATMENT	
VOLUME TREATED	31
USES	
RESIDENTIAL	16.5
NON-RESIDENTIAL ¹	7.6
NON-REVENUE	6.9
OTHER	
MAXIMUM DEMAND ²	0.2
ASSETS	
TREATMENT PLANTS ³	0
MAINS (km)	6.9
STORAGE VOLUME	1.1
TREATMENT CAPACITY ⁴	NR
ASSET PERFORMANCE	
MAIN BREAKS ⁵	0
COMPLAINTS	
WATER QUALITY	0
OTHER ⁶	63.7
INTERRUPTIONS AND RESPONSE TIMES	
AVG. UNPLANNED WATER INTERRUPTION DURATION ⁷	184.7
AVG. RESPONSE TIME FOR WATER INCIDENTS⁸	96

WATER SECURITY

REMAINING WATER SUPPLY ⁹	17
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR ¹⁰	32
ANTICIPATED DEMAND 5 YEARS TIME	34
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION ¹¹	365

FINANCIAL

ACCESS (FIXED) FEE ¹²	\$364.20
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⁶ Combined for water & sewer

⁷ Per 1000 connections

⁸ Percentage (%)

⁹ Months

¹⁰ Megalitres

¹¹ Days

¹² Per Annum

ETON



WATER

CONNECTED PROPERTIES	
RESIDENTIAL	173
NON-RESIDENTIAL	11
SOURCES	
SURFACE WATER	0
GROUND WATER	39.1
TREATMENT	
VOLUME TREATED	39.1
USES	
RESIDENTIAL	28.3
NON-RESIDENTIAL ¹	1.8
NON-REVENUE	9
OTHER	
MAXIMUM DEMAND ²	0.6
ASSETS	
TREATMENT PLANTS ³	0
MAINS (km)	9.6
STORAGE VOLUME	0.2
TREATMENT CAPACITY ⁴	NR
ASSET PERFORMANCE	
MAIN BREAKS ⁵	0
COMPLAINTS	
WATER QUALITY	0
OTHER ⁶	97.8
INTERRUPTIONS AND RESPONSE TIMES	
AVG. UNPLANNED WATER INTERRUPTION DURATION ⁷	65.2
AVG. RESPONSE TIME FOR WATER INCIDENTS⁸	96

WATER SECURITY

REMAINING WATER SUPPLY ⁹	18
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR ¹⁰	30
ANTICIPATED DEMAND 5 YEARS TIME	42
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION ¹¹	365

FINANCIAL

ACCESS (FIXED) FEE ¹²	\$364.20
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⁶ Combined for water & sewer

⁷ Per 1000 connections

⁸ Percentage (%)

⁹ Months

¹⁰ Megalitres

¹¹ Days

¹² Per Annum



CONNECTED PROPERTIES	
RESIDENTIAL	117
NON-RESIDENTIAL	20
SOURCES	
SURFACE WATER	0
GROUND WATER	27.2
TREATMENT	
VOLUME TREATED	27.2
USES	
RESIDENTIAL	18.1
NON-RESIDENTIAL ¹	3.5
NON-REVENUE	4.8
OTHER	
MAXIMUM DEMAND ²	0.2
ASSETS	
TREATMENT PLANTS ³	0
MAINS (km)	5
STORAGE VOLUME	0.5
TREATMENT CAPACITY ⁴	NR
ASSET PERFORMANCE	
MAIN BREAKS ⁵	0
COMPLAINTS	
WATER QUALITY	0
OTHER ⁶	94.9
INTERRUPTIONS AND RESPONSE TIMES	
AVG. UNPLANNED WATER INTERRUPTION DURATION ⁷	51.1
AVG. RESPONSE TIME FOR WATER INCIDENTS⁸	96

WATER SECURITY

REMAINING WATER SUPPLY ⁹	14
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR ¹⁰	28
ANTICIPATED DEMAND 5 YEARS TIME	29
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION ¹¹	365

FINANCIAL

ACCESS (FIXED) FEE ¹²	\$364.20
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⁶ Combined for water & sewer

⁷ Per 1000 connections

⁸ Percentage (%)

⁹ Months

¹⁰ Megalitres

¹¹ Days

¹² Per Annum

GARGETT



WATER

CONNECTED PROPERTIES	
RESIDENTIAL	97
NON-RESIDENTIAL	25
SOURCES	
SURFACE WATER	0
GROUND WATER	26.3
TREATMENT	
VOLUME TREATED	26.3
USES	
RESIDENTIAL	18.8
NON-RESIDENTIAL ¹	3.9
NON-REVENUE	3.6
OTHER	
MAXIMUM DEMAND ²	0.3
ASSETS	
TREATMENT PLANTS ³	0
MAINS (km)	11
STORAGE VOLUME	0.5
TREATMENT CAPACITY ⁴	NR
ASSET PERFORMANCE	
MAIN BREAKS ⁵	0
COMPLAINTS	
WATER QUALITY	0
OTHER ⁶	65.6
INTERRUPTIONS AND RESPONSE TIMES	
AVG. UNPLANNED WATER INTERRUPTION DURATION ⁷	65.6
AVG. RESPONSE TIME FOR WATER INCIDENTS⁸	96

WATER SECURITY

REMAINING WATER SUPPLY ⁹	34
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR ¹⁰	27
ANTICIPATED DEMAND 5 YEARS TIME	28
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION ¹¹	365

FINANCIAL

ACCESS (FIXED) FEE ¹²	\$364.20
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⁶ Combined for water & sewer

⁷ Per 1000 connections

⁸ Percentage (%)

⁹ Months

¹⁰ Megalitres

¹¹ Days

¹² Per Annum

KOUMALA



WATER

CONNECTED PROPERTIES	
RESIDENTIAL	62
NON-RESIDENTIAL	16
SOURCES	
SURFACE WATER	0
GROUND WATER	8.8
TREATMENT	
VOLUME TREATED	8.8
USES	
RESIDENTIAL	6.4
NON-RESIDENTIAL ¹	2.2
NON-REVENUE	0.2
OTHER	
MAXIMUM DEMAND ²	0.3
ASSETS	
TREATMENT PLANTS ³	0
MAINS (km)	3.1
STORAGE VOLUME	0.1
TREATMENT CAPACITY ⁴	NR
ASSET PERFORMANCE	
MAIN BREAKS ⁵	0
COMPLAINTS	
WATER QUALITY	0
OTHER ⁶	51.3
INTERRUPTIONS AND RESPONSE TIMES	
AVG. UNPLANNED WATER INTERRUPTION DURATION ⁷	38.5
AVG. RESPONSE TIME FOR WATER INCIDENTS ⁸	96

WATER SECURITY

REMAINING WATER SUPPLY ⁹	60
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR ¹⁰	9
ANTICIPATED DEMAND 5 YEARS TIME	10
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION ¹¹	365

FINANCIAL

ACCESS (FIXED) FEE ¹²	\$364.20
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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 Combined for water & sewer

⁷ Per 1000 connections

⁸ Percentage (%)

⁹ Months

¹⁰ Megalitres

¹¹ Days

¹² Per Annum

MACKAY



WATER



SEWERAGE



**RECYCLED
WATER**

CONNECTED PROPERTIES			
RESIDENTIAL	43,258	39,713	0
NON-RESIDENTIAL	3,228	2,527	30
SOURCES			
SURFACE WATER	12,493.6		
GROUND WATER	985.2		
RECYCLED WATER PRODUCED			3,848
TREATMENT			
VOLUME TREATED	12,774.4		
USES			
RESIDENTIAL	8,080.9		
NON-RESIDENTIAL ¹	3,068		
NON-REVENUE	1,654		
OTHER			
MAXIMUM DEMAND ²	55.8		
ASSETS			
TREATMENT PLANTS ³	3	4	
MAINS (km)	1,214.4	966.7	0
STORAGE VOLUME	131.4		
TREATMENT CAPACITY ⁴	79		
ASSET PERFORMANCE			
MAIN BREAKS ⁵	7.3	3.5	0
COMPLAINTS			
WATER QUALITY	1.1		0
OTHER ⁶	60.9		0
INTERRUPTIONS AND RESPONSE TIMES			
AVG. UNPLANNED WATER INTERRUPTION DURATION ⁷	176.1		

AVG. RESPONSE TIME FOR WATER/SEWERAGE INCIDENTS ⁸

96

97

WATER SECURITY

REMAINING WATER SUPPLY ⁹

60

ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR

OK

CONTINGENCY SUPPLIES

YES

ANTICIPATED DEMAND NEXT YEAR ¹⁰

12,970

ANTICIPATED DEMAND 5 YEARS TIME

13,830

ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS

OK

PLANNED SUPPLY SYSTEM RESPONSE

YES

WATER RESTRICTION DURATION ¹¹

365

BILL

ACCESS (FIXED) FEE ¹²

\$364.20

\$880.80

ANNUAL BILL (WATER & SEWERAGE)

1,478.50

TYPICAL RESIDENTIAL BILL (WATER & SEWERAGE)

1,486.42

FINANCIAL

CAPITAL EXPENDITURE

10,039

10,426

n/a

GRANTS

720

0

n/a

CURRENT REPLACEMENT COST¹

815,439

848,214

n/a

TOTAL REVENUE

47,190

50,574

OPERATING COST

511.21

663.75

MAINTENANCE COSTS

15,758

14,397

DEPRECIATION

13,202

12,250

PREVIOUS 5 YEAR AVERAGE RENEWALS EXPENDITURE

6,504

4,139

FORECAST 5 YEARS AVERAGE RENEWALS EXPENDITURE

14,649

16,023

GENERAL

FULL-TIME EQUIVALENT WATER AND SEWERAGE EMPLOYEES

133

n/a

n/a

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⁵ Includes chokes for sewerage

⁶ Combined for water & sewer

⁷ Per 1000 connections

⁸ Percentage (%)

⁹ Months

¹⁰ Megalitres

¹¹ Days

¹² Per Annum

MARIAN/MIRANI**WATER****SEWERAGE****RECYCLED
WATER**

CONNECTED PROPERTIES			
RESIDENTIAL	1,738	1,815	0
NON-RESIDENTIAL	81	72	1
SOURCES			
SURFACE WATER	445.3		
GROUND WATER	51.2		
RECYCLED WATER PRODUCED			276
TREATMENT			
VOLUME TREATED	496.5		
USES			
RESIDENTIAL	380.7		
NON-RESIDENTIAL ¹	65.4		
NON-REVENUE	50.4		
OTHER			
MAXIMUM DEMAND ²	2.2		
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	3.4	1.6	0
COMPLAINTS			
WATER QUALITY	1.1		0
OTHER ⁶	74.2	3.2	0
INTERRUPTIONS AND RESPONSE TIMES			
AVG. UNPLANNED WATER INTERRUPTION DURATION ⁷	237.5		

AVG. RESPONSE TIME FOR WATER INCIDENTS ⁸	96		
WATER SECURITY			
REMAINING WATER SUPPLY ⁹	16		
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK		
CONTINGENCY SUPPLIES	YES		
ANTICIPATED DEMAND NEXT YEAR ¹⁰	504		
ANTICIPATED DEMAND 5 YEARS TIME	538		
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK		
PLANNED SUPPLY SYSTEM RESPONSE	YES		
WATER RESTRICTION DURATION ¹¹	365		
FINANCIAL			
ACCESS (FIXED) FEE ¹²	\$364.20		

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⁵ Includes chokes for sewerage

⁶ Combined for water & sewer

⁷ Per 1000 connections

⁸ Percentage (%)

⁹ Months

¹⁰ Megalitres

¹¹ Days

¹² Per Annum

MIDGE POINT



WATER

CONNECTED PROPERTIES	
RESIDENTIAL	496
NON-RESIDENTIAL	30
SOURCES	
SURFACE WATER	0
GROUND WATER	159.2
TREATMENT	
VOLUME TREATED	159.2
USES	
RESIDENTIAL	92.8
NON-RESIDENTIAL ¹	23.7
NON-REVENUE	42.7
OTHER	
MAXIMUM DEMAND ²	1.5
ASSETS	
TREATMENT PLANTS ³	0
MAINS (km)	50.7
STORAGE VOLUME	10
TREATMENT CAPACITY ⁴	NR
ASSET PERFORMANCE	
MAIN BREAKS ⁵	0
COMPLAINTS	
WATER QUALITY	7.6
OTHER ⁶	38
INTERRUPTIONS AND RESPONSE TIMES	
AVG. UNPLANNED WATER INTERRUPTION DURATION ⁷	32.3
AVG. RESPONSE TIME FOR WATER INCIDENTS ⁸	96

WATER SECURITY

REMAINING WATER SUPPLY ⁹	60
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR ¹⁰	162
ANTICIPATED DEMAND 5 YEARS TIME	172
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION ¹¹	365

FINANCIAL

ACCESS (FIXED) FEE ¹²	\$364.20
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⁶ Combined for water & sewer

⁷ Per 1000 connections

⁸ Percentage (%)

⁹ Months

¹⁰ Megalitres

¹¹ Days

¹² Per Annum

SARINA



WATER



SEWERAGE



**RECYCLED
WATER**

CONNECTED PROPERTIES			
RESIDENTIAL	3,339	1,449	0
NON-RESIDENTIAL	187	134	1
SOURCES			
SURFACE WATER	0		
GROUND WATER	6.2		
RECYCLED WATER PRODUCED			139
TREATMENT			
VOLUME TREATED	1,017.6		
USES			
RESIDENTIAL	571		
NON-RESIDENTIAL ¹	269.2		
NON-REVENUE	206.1		
OTHER			
MAXIMUM DEMAND ²	4.5	n/a	
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	6.8	8.4	0
COMPLAINTS			
WATER QUALITY	0.6		0
OTHER ⁶	68.1	20.2	0
INTERRUPTIONS AND RESPONSE TIMES			
AVG. UNPLANNED WATER INTERRUPTION DURATION ⁷	210.4		

AVG. RESPONSE TIME FOR WATER/SEWERAGE INCIDENTS ⁸	96	97	
WATER SECURITY			
REMAINING WATER SUPPLY ⁹	17		
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK		
CONTINGENCY SUPPLIES	YES		
ANTICIPATED DEMAND NEXT YEAR ¹⁰	1,034		
ANTICIPATED DEMAND 5 YEARS TIME	1,102		
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK		
PLANNED SUPPLY SYSTEM RESPONSE	YES		
WATER RESTRICTION DURATION ¹¹	365		
FINANCIAL			
ACCESS (FIXED) FEE ¹²	\$364.20	\$880.80	

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⁵ Includes chokes for sewerage

⁶ Combined for water & sewer

⁷ Per 1000 connections

⁸ Percentage (%)

⁹ Months

¹⁰ Megalitres

¹¹ Days

¹² Per Annum