



WATER AND SEWERAGE PERFORMANCE INDICATORS

2021/22 UPDATE

BLOOMSBURY

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	28
NON-RESIDENTIAL	4
SOURCES	
SURFACE WATER	0
GROUND WATER	2
TREATMENT	
VOLUME TREATED ⁴	2
USES	
RESIDENTIAL	5.7
NON-RESIDENTIAL ¹	2.5
OTHER	
MAXIMUM DEMAND ²	0.03
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}	125
INTERRUPTIONS AND RESPONSE TIMES	
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION ⁸	1,093.8
AVG. RESPONSE TIME FOR WATER INCIDENTS ⁹	100

WATER SECURITY

REMAINING WATER SUPPLY ¹⁰	24
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	YES
CONTINGENCY SUPPLIES	YES
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	YES
WATER RESTRICTION DURATION ¹¹	365

FINANCIAL

ACCESS (FIXED) FEE ¹²	\$377.50
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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 Volume Treated is total Megalitres and Treatment Capacity is 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	115
NON-RESIDENTIAL	25
SOURCES	
SURFACE WATER	0
GROUND WATER	39.4
TREATMENT	
VOLUME TREATED⁴	NR
USES	
RESIDENTIAL	15.9
NON-RESIDENTIAL ¹	9.5
OTHER	
MAXIMUM DEMAND ²	0.75
ASSETS	
TREATMENT PLANTS ³	0
MAINS (km)	6.9
STORAGE VOLUME	1.05
TREATMENT CAPACITY ⁴	NR
ASSET PERFORMANCE	
MAIN BREAKS ^{5, 6}	0
COMPLAINTS	
WATER QUALITY ⁸	0
OTHER ^{7, 8}	107.1
INTERRUPTIONS AND RESPONSE TIMES	
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION ⁸	935.7
AVG. RESPONSE TIME FOR WATER INCIDENTS ⁹	57

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
WATER RESTRICTION DURATION ¹¹	365

FINANCIAL

ACCESS (FIXED) FEE ¹²	\$377.50
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⁷ Combined for water & sewer

⁸ Per 1000 connections

⁹ Percentage (%)

¹⁰ Months

¹¹ Days

¹² Per Annum

ETON

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	173
NON-RESIDENTIAL	10
SOURCES	
SURFACE WATER	0
GROUND WATER	39.2
TREATMENT	
VOLUME TREATED ⁴	NR
USES	
RESIDENTIAL	28.1
NON-RESIDENTIAL ¹	5.6
OTHER	
MAXIMUM DEMAND ²	0.2
ASSETS	
TREATMENT PLANTS ³	0
MAINS (km)	9.6
STORAGE VOLUME	0.23
TREATMENT CAPACITY ⁴	NR
ASSET PERFORMANCE	
MAIN BREAKS ^{5, 6}	0
COMPLAINTS	
WATER QUALITY ⁸	0
OTHER ^{7, 8}	65.6
INTERRUPTIONS AND RESPONSE TIMES	
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION ⁸	103.8

AVG. RESPONSE TIME FOR WATER INCIDENTS ⁹	93
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
WATER RESTRICTION DURATION ¹¹	365
FINANCIAL	
ACCESS (FIXED) FEE ¹²	\$377.50

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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	114
NON-RESIDENTIAL	20

SOURCES

SURFACE WATER	0
GROUND WATER	33.3

TREATMENT

VOLUME TREATED⁴	NR
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USES

RESIDENTIAL	18.7
NON-RESIDENTIAL¹	3.8

OTHER

MAXIMUM DEMAND²	0.2
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ASSETS

TREATMENT PLANTS³	0
MAINS (km)	5
STORAGE VOLUME	0.45
TREATMENT CAPACITY⁴	NR

ASSET PERFORMANCE

MAIN BREAKS^{5, 6}	0
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COMPLAINTS

WATER QUALITY⁸	7.5
OTHER^{7, 8}	82.1

INTERRUPTIONS AND RESPONSE TIMES

AVG. FREQUENCY UNPLANNED WATER INTERRUPTION⁸	59.7
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**AVG. RESPONSE TIME FOR
WATER INCIDENTS ⁹**
85
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
**WATER RESTRICTION
DURATION ¹¹**
365
FINANCIAL
ACCESS (FIXED) FEE ¹²
\$377.50

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

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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

GARGETT

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	89
NON-RESIDENTIAL	26
SOURCES	
SURFACE WATER	0
GROUND WATER	26.7
TREATMENT	
VOLUME TREATED ⁴	NR
USES	
RESIDENTIAL	17.1
NON-RESIDENTIAL ¹	3.8
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	8.7
OTHER ^{7, 8}	121.7
INTERRUPTIONS AND RESPONSE TIMES	
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION ⁸	87

**AVG. RESPONSE TIME FOR
WATER INCIDENTS ⁹**
81
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
**WATER RESTRICTION
DURATION ¹¹**
365
FINANCIAL
ACCESS (FIXED) FEE ¹²
\$377.50

¹ Includes commercial, industrial and municipal, but excludes agricultural

² Megalitres per day

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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

KOUMALA

WATER
CONNECTED PROPERTIES

RESIDENTIAL	59
NON-RESIDENTIAL	15

SOURCES

SURFACE WATER	0
GROUND WATER	11.7

TREATMENT

VOLUME TREATED⁴	NR
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USES

RESIDENTIAL	7.4
NON-RESIDENTIAL¹	1.9

OTHER

MAXIMUM DEMAND²	0.03
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ASSETS

TREATMENT PLANTS³	0
MAINS (km)	3.1
STORAGE VOLUME	0.07
TREATMENT CAPACITY⁴	NR

ASSET PERFORMANCE

MAIN BREAKS^{5, 6}	0
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COMPLAINTS

WATER QUALITY⁸	0
OTHER^{7, 8}	121.6

INTERRUPTIONS AND RESPONSE TIMES

AVG. FREQUENCY UNPLANNED WATER INTERRUPTION⁸	500
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**AVG. RESPONSE TIME FOR
WATER INCIDENTS ⁹**
78
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
**WATER RESTRICTION
DURATION ¹¹**
365
FINANCIAL
ACCESS (FIXED) FEE ¹²
\$377.50

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

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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

WATER

SEWERAGE

**RECYCLED
WATER**

CONNECTED PROPERTIES			
RESIDENTIAL	38,894	36,865	0
NON-RESIDENTIAL	3,018	2,565	30
SOURCES			
SURFACE WATER	12,635		
GROUND WATER	607		
RECYCLED WATER PRODUCED			192
TREATMENT			
VOLUME TREATED ⁴	12,308.9		
USES			
RESIDENTIAL	7,608.3		
NON-RESIDENTIAL ¹	2,809.2		
OTHER			
MAXIMUM DEMAND ²	48.4		
ASSETS			
TREATMENT PLANTS ³	1	2	
MAINS (km)	1,131.3	857.1	0
STORAGE VOLUME	115.9		
TREATMENT CAPACITY ⁴	75		
ASSET PERFORMANCE			
MAIN BREAKS ^{5, 6}	7	2.2	0
COMPLAINTS			
WATER QUALITY ⁸	1.1		0
OTHER ^{7, 8}	60.2	7.8	0

INTERRUPTIONS AND RESPONSE TIMES

**AVG. FREQUENCY
UNPLANNED WATER
INTERRUPTION ⁸**

182.5

**AVG. RESPONSE TIME FOR
WATER/SEWERAGE
INCIDENTS ⁹**

78

70

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

**WATER RESTRICTION
DURATION ¹¹**

365

BILL

ACCESS (FIXED) FEE ¹²

\$377.50

\$934.70

**ANNUAL BILL (WATER &
SEWERAGE)**

1,571.08

**TYPICAL RESIDENTIAL
BILL (WATER &
SEWERAGE)**

1,545.23

FINANCIAL

CAPITAL EXPENDITURE

14,503,000

7,684,000

CAPITAL WORKS GRANTS

501,000

1,000

**CURRENT REPLACEMENT
COST ¹**

891,595,526

1,026,531,011

TOTAL REVENUE

48,915,517

55,264,831

OPERATING COST ¹³

577.23

685.57

MAINTENANCE COSTS

16,332,334

14,158,482

DEPRECIATION	14,715,787	13,022,636	
PREVIOUS 5 YEAR AVERAGE RENEWALS EXPENDITURE	7,047,982	6,877,108	
FORECAST 5 YEARS AVERAGE RENEWALS EXPENDITURE	12,626,000	10,038,000	
GENERAL			
FULL-TIME EQUIVALENT WATER AND SEWERAGE EMPLOYEES	147		

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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

MARIAN/MIRANI



WATER



SEWERAGE



**RECYCLED
WATER**

CONNECTED PROPERTIES

RESIDENTIAL

1,761

1,972

0

NON-RESIDENTIAL

80

84

10

SOURCES

SURFACE WATER

472.2

GROUND WATER

48.3

RECYCLED WATER PRODUCED

157

TREATMENT

VOLUME TREATED⁴

520.6

USES

RESIDENTIAL

394.8

NON-RESIDENTIAL ¹

64

OTHER

MAXIMUM DEMAND ²

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}

5.1

0

0

COMPLAINTS

WATER QUALITY ⁸

0.5

0

OTHER ^{7, 8}

61.9

1.9

0

INTERRUPTIONS AND RESPONSE TIMES			
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION ⁸	657.3		
AVG. RESPONSE TIME FOR WATER INCIDENTS/SEWERAGE INCIDENTS ⁹	86	50	
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		
WATER RESTRICTION DURATION ¹¹	365		
FINANCIAL			
ACCESS (FIXED) FEE ¹²	\$377.50	\$934.70	

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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

MIDGE POINT

WATER
CONNECTED PROPERTIES

RESIDENTIAL	373
NON-RESIDENTIAL	35

SOURCES

SURFACE WATER	0
GROUND WATER	142.8

TREATMENT

VOLUME TREATED⁴	NR
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USES

RESIDENTIAL	59
NON-RESIDENTIAL¹	55

OTHER

MAXIMUM DEMAND²	0.5
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ASSETS

TREATMENT PLANTS³	0
MAINS (km)	50.7
STORAGE VOLUME	10
TREATMENT CAPACITY⁴	NR

ASSET PERFORMANCE

MAIN BREAKS^{5, 6}	0
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COMPLAINTS

WATER QUALITY⁸	4.9
OTHER^{7, 8}	58.8

INTERRUPTIONS AND RESPONSE TIMES

AVG. FREQUENCY UNPLANNED WATER INTERRUPTION⁸	139.7
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**AVG. RESPONSE TIME FOR
WATER INCIDENTS ⁹**
69
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
**WATER RESTRICTION
DURATION ¹¹**
365
FINANCIAL
ACCESS (FIXED) FEE ¹²
\$377.50

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⁷ Combined for water & sewer

⁸ Per 1000 connections

⁹ Percentage (%)

¹⁰ Months

¹¹ Days

¹² Per Annum

SARINA



WATER



SEWERAGE



RECYCLED
WATER

CONNECTED PROPERTIES			
RESIDENTIAL		1,526	0
NON-RESIDENTIAL		26	1
SOURCES			
SURFACE WATER			
GROUND WATER			
RECYCLED WATER PRODUCED			97
TREATMENT			
VOLUME TREATED ⁴			
USES			
RESIDENTIAL			
NON-RESIDENTIAL ¹			
OTHER			
MAXIMUM DEMAND ²			
ASSETS			
TREATMENT PLANTS ³		1	
MAINS (km)		47.5	0
STORAGE VOLUME			
TREATMENT CAPACITY ⁴			
ASSET PERFORMANCE			
MAIN BREAKS ^{5, 6}		2.1	0
COMPLAINTS			
WATER QUALITY ⁸			0
OTHER ^{7, 8}		7.7	0
INTERRUPTIONS AND RESPONSE TIMES			
AVG. FREQUENCY UNPLANNED WATER INTERRUPTION ⁸			

AVG. RESPONSE TIME FOR WATER/SEWERAGE INCIDENTS ⁹		100	
WATER SECURITY			
REMAINING WATER SUPPLY ¹⁰			
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR			
CONTINGENCY SUPPLIES			
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS			
PLANNED SUPPLY SYSTEM RESPONSE			
WATER RESTRICTION DURATION ¹¹			
FINANCIAL			
ACCESS (FIXED) FEE ¹²		\$934.70	

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⁹ Percentage (%)

¹⁰ Months

¹¹ Days

¹² Per Annum