Mackay REGIONAL COUNCIL

WATER AND SEWERAGE
PERFORMANCE INDICATORS
2017/18 UPDATE

BLOOMSBURY

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	30
NON-RESIDENTIAL	7
SOURCES	
SURFACE WATER	0
GROUND WATER	7.3
TREATMENT	
VOLUME TREATED	7.2
USES	
RESIDENTIAL	4.2
NON-RESIDENTIAL [1]	2.8
NON-REVENUE	0.2
OTHER	
MAXIMUM DEMAND [2]	0
ASSETS	
TREATMENT PLANTS [3]	1
MAINS (km)	2.8
STORAGE VOLUME	0
TREATMENT CAPACITY [4]	105.5
ASSET PERFORMANCE	
MAIN BREAKS [5]	0
COMPLAINTS	
WATER QUALITY	0
OTHER [6]	108.1
INTERRUPTIONS AND RESPONSE TIMES	

AVG. UNPLANNED WATER INTERRUPTION DURATION [7]	27
AVG. RESPONSE TIME FOR WATER INCIDENTS[8]	94
WATER SECURITY	
REMAINING WATER SUPPLY [9]	36
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR [10]	7
ANTICIPATED DEMAND 5 YEARS TIME	8
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [9]	0
FINANCIAL	
ACCESS (FIXED) FEE [11]	$357.10

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

CALEN

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	132
NON-RESIDENTIAL	27
SOURCES	
SURFACE WATER	0
GROUND WATER	31.8
TREATMENT	
VOLUME TREATED	31.8
USES	
RESIDENTIAL	15.5
NON-RESIDENTIAL [1]	6.4
NON-REVENUE	9.8
OTHER	
MAXIMUM DEMAND [2]	0.2
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	6.9
STORAGE VOLUME	1.1
TREATMENT CAPACITY [4]	105.5
ASSET PERFORMANCE	
MAIN BREAKS [5]	0
COMPLAINTS	
WATER QUALITY	0
OTHER [6]	113.2
INTERRUPTIONS AND RESPONSE TIMES	

AVG. UNPLANNED WATER INTERRUPTION DURATION [7]	314.5
AVG. RESPONSE TIME FOR WATER INCIDENTS[8]	94
WATER SECURITY	
REMAINING WATER SUPPLY [9]	17
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR [10]	35
ANTICIPATED DEMAND 5 YEARS TIME	38
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [9]	0
FINANCIAL	
ACCESS (FIXED) FEE [11]	$357.10

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[6] Combined for water & sewer
[7] Per 1000 connections
[8] Percentage (%)
[9] Months
[10] Megalitres
[11] Per Annum

ETON

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	173
NON-RESIDENTIAL	11
SOURCES	
SURFACE WATER	0
GROUND WATER	40.6
TREATMENT	
VOLUME TREATED	40.6
USES	
RESIDENTIAL	27.9
NON-RESIDENTIAL [1]	2
NON-REVENUE	10.7
OTHER	
MAXIMUM DEMAND [2]	0.6
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	9.6
STORAGE VOLUME	0.2
TREATMENT CAPACITY [4]	105.5
ASSET PERFORMANCE	
MAIN BREAKS [5]	0
COMPLAINTS	
WATER QUALITY	27.2
OTHER [6]	141.3
INTERRUPTIONS AND RESPONSE TIMES	

AVG. UNPLANNED WATER INTERRUPTION DURATION [7]	385.9
AVG. RESPONSE TIME FOR WATER INCIDENTS[8]	94
WATER SECURITY	
REMAINING WATER SUPPLY [9]	18
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR [10]	41
ANTICIPATED DEMAND 5 YEARS TIME	45
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [9]	0
FINANCIAL	
ACCESS (FIXED) FEE [11]	$357.10

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[7] Per 1000 connections
[8] Percentage (%)
[9] Months
[10] Megalitres
[11] Per Annum

FINCH HATTON

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	117
NON-RESIDENTIAL	20
SOURCES	
SURFACE WATER	0
GROUND WATER	9.5
TREATMENT	
VOLUME TREATED	9.5
USES	
RESIDENTIAL	5.1
NON-RESIDENTIAL [1]	3.6
NON-REVENUE	0.8
OTHER	
MAXIMUM DEMAND [2]	0.2
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	5
STORAGE VOLUME	0.5
TREATMENT CAPACITY [4]	105.5
ASSET PERFORMANCE	
MAIN BREAKS [5]	0
COMPLAINTS	
WATER QUALITY	0

OTHER [6]	73
INTERRUPTIONS AND RESPONSE TIMES	
AVG. UNPLANNED WATER INTERRUPTION DURATION [7]	73
AVG. RESPONSE TIME FOR WATER INCIDENTS[8]	94
WATER SECURITY	
REMAINING WATER SUPPLY [9]	14
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR [10]	10
ANTICIPATED DEMAND 5 YEARS TIME	13
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [9]	0
FINANCIAL	
ACCESS (FIXED) FEE [11]	$357.10

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[6] Combined for water & sewer
[7] Per 1000 connections
[8] Percentage (%)
[9] Months
[10] Megalitres
[11] Per Annum

GARGETT

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	94
NON-RESIDENTIAL	28
SOURCES	
SURFACE WATER	0
GROUND WATER	21.3
TREATMENT	
VOLUME TREATED	21.3
USES	
RESIDENTIAL	15.2
NON-RESIDENTIAL [1]	3.7
NON-REVENUE	2.4
OTHER	
MAXIMUM DEMAND [2]	0.3
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	11
STORAGE VOLUME	0.5
TREATMENT CAPACITY [4]	105.5
ASSET PERFORMANCE	
MAIN BREAKS [5]	0
COMPLAINTS	
WATER QUALITY	0
OTHER [6]	114.8
INTERRUPTIONS AND RESPONSE TIMES	

AVG. UNPLANNED WATER INTERRUPTION DURATION [7]	614.8
AVG. RESPONSE TIME FOR WATER INCIDENTS[8]	94
WATER SECURITY	
REMAINING WATER SUPPLY [9]	34
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR [10]	22
ANTICIPATED DEMAND 5 YEARS TIME	23
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [9]	0
FINANCIAL	
ACCESS (FIXED) FEE [11]	$357.10

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[4] Megalitres per day. The capacity of the three full water treatment plants is 106 megalitres per day
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[6] Combined for water & sewer
[7] Per 1000 connections
[8] Percentage (%)
[9] Months
[10] Megalitres
[11] Per Annum

KOUMALA

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	62
NON-RESIDENTIAL	16
SOURCES	
SURFACE WATER	0
GROUND WATER	6.2
TREATMENT	
VOLUME TREATED	6.2
USES	
RESIDENTIAL	3.7
NON-RESIDENTIAL [1]	2.2
NON-REVENUE	0.3
OTHER	
MAXIMUM DEMAND [2]	0.3
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	3.1
STORAGE VOLUME	0.1
TREATMENT CAPACITY [4]	105.5
ASSET PERFORMANCE	
MAIN BREAKS [5]	0
COMPLAINTS	
WATER QUALITY	0
OTHER [6]	38.5
INTERRUPTIONS AND RESPONSE TIMES	

AVG. UNPLANNED WATER INTERRUPTION DURATION [7]	25.6
AVG. RESPONSE TIME FOR WATER INCIDENTS[8]	94
WATER SECURITY	
REMAINING WATER SUPPLY [9]	60
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR [10]	6
ANTICIPATED DEMAND 5 YEARS TIME	7
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [9]	0
FINANCIAL	
ACCESS (FIXED) FEE [11]	$357.10

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[4] Megalitres per day. The capacity of the three full water treatment plants is 106 megalitres per day
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[6] Combined for water & sewer
[7] Per 1000 connections
[8] Percentage (%)
[9] Months
[10] Megalitres
[11] Per Annum

MACKAY

	WATER	SEWERAGE	RECYCLED WATER
CONNECTED PROPERTIES			
RESIDENTIAL	46,030	37,979	0
NON-RESIDENTIAL	3,254	2,547	0
SOURCES			
SURFACE WATER	11,792		
GROUND WATER	1,198		
RECYCLED WATER PRODUCED			3,848
TREATMENT			
VOLUME TREATED	13,415		
USES			
RESIDENTIAL	7,735		
NON-RESIDENTIAL [1]	2,729		
NON-REVENUE	2,040		
OTHER			
MAXIMUM DEMAND [2]	46		
ASSETS			
TREATMENT PLANTS [3]	3	4	
MAINS (km)	1232	1432	0
STORAGE VOLUME	131.7		
TREATMENT CAPACITY [4]	105.5		
ASSET PERFORMANCE			
MAIN BREAKS [5]	6.6	2.2	0
COMPLAINTS			

WATER QUALITY	1.3		0
OTHER [6]	57.6	6	0
INTERRUPTIONS AND RESPONSE TIMES			
AVG. UNPLANNED WATER INTERRUPTION DURATION [7]	159.8		
AVG. RESPONSE TIME FOR WATER INCIDENTS [8]	94	96	
WATER SECURITY			
REMAINING WATER SUPPLY [9]	60		
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK		
CONTINGENCY SUPPLIES	YES		
ANTICIPATED DEMAND NEXT YEAR [10]	14,026		
ANTICIPATED DEMAND 5 YEARS TIME	15,187		
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK		
PLANNED SUPPLY SYSTEM RESPONSE	YES		
WATER RESTRICTION DURATION [9]	0		
BILL			
ACCESS (FIXED) FEE [11]	$357.10		
ANNUAL BILL (WATER & SEWERAGE)	1,448.54		
TYPICAL RESIDENTIAL BILL (WATER & SEWERAGE)	1,434.25		
FINANCIAL			
CAPITAL EXPENDITURE	10,438	1,799	n/a
GRANTS	309	7	n/a
CURRENT REPLACEMENT COST[1]	806,332	835,825	n/a
TOTAL REVENUE	47,957	47,578	
OPERATING COST	453.72	537.9	

MAINTENANCE COSTS	14,586	12,664	
DEPRECIATION	13,364	13,083	
PREVIOUS 5 YEAR AVERAGE RENEWALS EXPENDITURE	6,479	4,754	
FORECARE 5 YEARS AVERAGE RENEWALS EXPENDITURE	13,186	14,081	
GENERAL			
FULL-TIME EQUIVALENT WATER AND SEWERAGE EMPLOYEES	153	n/a	n/a

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[6] Combined for water & sewer
[7] Per 1000 connections
[8] Percentage (%)
[9] Months
[10] Megalitres
[11] Per Annum

MARIAN/MIRANI

	WATER	SEWERAGE	RECYCLED WATER
CONNECTED PROPERTIES			
RESIDENTIAL	1,708	1,677	0
NON-RESIDENTIAL	82	72	0
SOURCES			
SURFACE WATER	477.7		
GROUND WATER	15.5		
RECYCLED WATER PRODUCED			276
TREATMENT			
VOLUME TREATED	493.2		
USES			
RESIDENTIAL	345.8		
NON-RESIDENTIAL [1]	72.5		
NON-REVENUE	74.8		
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]	105.5		
ASSET PERFORMANCE			
MAIN BREAKS [5]	6.7	1.6	0
COMPLAINTS			

WATER QUALITY	1.1		0
OTHER [6]	72.1	6.9	0
INTERRUPTIONS AND RESPONSE TIMES			
AVG. UNPLANNED WATER INTERRUPTION DURATION [7]	133.5		
AVG. RESPONSE TIME FOR WATER INCIDENTS [8]	94		
WATER SECURITY			
REMAINING WATER SUPPLY [9]	16		
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK		
CONTINGENCY SUPPLIES	YES		
ANTICIPATED DEMAND NEXT YEAR [10]	500		
ANTICIPATED DEMAND 5 YEARS TIME	541		
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK		
PLANNED SUPPLY SYSTEM RESPONSE	YES		
WATER RESTRICTION DURATION [9]	0		
FINANCIAL			
ACCESS (FIXED) FEE [11]	$357.10		

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[7] Per 1000 connections
[8] Percentage (%)
[9] Months
[10] Megalitres
[11] Per Annum

MIDGE POINT

WATER

CONNECTED PROPERTIES	
RESIDENTIAL	493
NON-RESIDENTIAL	30
SOURCES	
SURFACE WATER	0
GROUND WATER	148.9
TREATMENT	
VOLUME TREATED	147.7
USES	
RESIDENTIAL	54.4
NON-RESIDENTIAL [1]	39
NON-REVENUE	54.2
OTHER	
MAXIMUM DEMAND [2]	1.5
ASSETS	
TREATMENT PLANTS [3]	0
MAINS (km)	50.7
STORAGE VOLUME	10
TREATMENT CAPACITY [4]	105.5
ASSET PERFORMANCE	
MAIN BREAKS [5]	0
COMPLAINTS	
WATER QUALITY	21
OTHER [6]	68.8

INTERRUPTIONS AND RESPONSE TIMES	
AVG. UNPLANNED WATER INTERRUPTION DURATION [7]	76.5
AVG. RESPONSE TIME FOR WATER INCIDENTS [8]	94
WATER SECURITY	
REMAINING WATER SUPPLY [9]	60
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK
CONTINGENCY SUPPLIES	YES
ANTICIPATED DEMAND NEXT YEAR [10]	150
ANTICIPATED DEMAND 5 YEARS TIME	162
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK
PLANNED SUPPLY SYSTEM RESPONSE	YES
WATER RESTRICTION DURATION [9]	0
FINANCIAL	
ACCESS (FIXED) FEE [11]	$357.10

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[8] Percentage (%)
[9] Months
[10] Megalitres
[11] Per Annum

SARINA

	WATER	SEWERAGE	RECYCLED WATER
CONNECTED PROPERTIES			
RESIDENTIAL	3,324	1,365	0
NON-RESIDENTIAL	191	135	0
SOURCES			
SURFACE WATER	0		
GROUND WATER	17.2		
RECYCLED WATER PRODUCED			139
TREATMENT			
VOLUME TREATED	926.2		
USES			
RESIDENTIAL	568.9		
NON-RESIDENTIAL [1]	151.3		
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]	105.45		
ASSET PERFORMANCE			
MAIN BREAKS [5]	4.3	6.3	0
COMPLAINTS			
WATER QUALITY	0.9		0

OTHER [6]	64.9	6.7	0
INTERRUPTIONS AND RESPONSE TIMES			
AVG. UNPLANNED WATER INTERRUPTION DURATION [7]	115.2		
AVG. RESPONSE TIME FOR WATER INCIDENTS [8]	94		
WATER SECURITY			
REMAINING WATER SUPPLY [9]	60		
ANTICIPATED AVAILABILITY TO MEET DEMAND NEXT YEAR	OK		
CONTINGENCY SUPPLIES	YES		
ANTICIPATED DEMAND NEXT YEAR [10]	7		
ANTICIPATED DEMAND 5 YEARS TIME	8		
ANTICIPATED CAPACITY TO MEET DEMAND IN 5 YEARS	OK		
PLANNED SUPPLY SYSTEM RESPONSE	YES		
WATER RESTRICTION DURATION [9]	0		
FINANCIAL			
ACCESS (FIXED) FEE [11]	$357.10		

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[6] Combined for water & sewer
[7] Per 1000 connections
[8] Percentage (%)
[9] Months
[10] Megalitres
[11] Per Annum