

# **Redland Water Performance Report**

## **2016-17**

**January 2018**

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## Introduction

In 2014 a mandatory performance reporting framework was introduced by “the Regulator” Department of Energy and Water Supply, restructured this year to the Department of Natural Resources, Mines and Energy. Under this framework service providers are required to submit annual reports to the Regulator in the form of a performance report. The aim of this was to focus on outcomes and not plans, improve openness and give customers more insight into service provider’s performance and challenges.

This Annual Performance report has been prepared in accordance with the Report Requirement Notice issued by the Regulator, under section 142A of the Water Supply (Safety and Reliability) Act 2008. It measures our performance against key industry performance indicators developed in consultation with the Regulator and the water industry. From this, the Regulator will prepare an annual comparative report that compares the performance of service providers across the state. This comparative report will be published on the Regulators website.

## Overview of Operations

Redland City Council covers an area of approximately 537 square kilometres and has a population of approximately 153,143 people.

Redland Water commenced operations on 1 July 2012 as a commercial business unit of Redland City Council. Our primary functions are to provide customers with a safe, reliable and compliant water supply and the collection and treatment of wastewater. We are also responsible for charging customers for water and wastewater services.

Bulk water is purchased from Seqwater and delivered to residents through our distribution network consisting of 1,300KM of water mains. We manage, operate and maintain reservoirs in each of the North Stradbroke Island (NSI) township schemes but not on the mainland.

We provide drinking water to 67,535 properties through four (4) water supply schemes:

- Redland City and Southern Moreton Bay Islands Supply Scheme
- Dunwich Supply Scheme
- Amity Point Supply Scheme
- Point Lookout Supply Scheme

Redland Water also manages, operates and maintains pumping stations and mains as part of this distribution network.

Redland Water owns and operates seven (7) Waste Water Treatment Plants which treat incoming wastewater collected from 52,675 properties across the existing wastewater connection area, including the management of Trade Waste generated by approximately 800 businesses, via a network of 137 pump stations and 1,189KM of mains.

## Key Performance Indicators

### Water Distribution Network

Indicator	Code QGKPI/NPR	Value	Units
Length of Water mains	QG 1.1 / A2	1,293	KM
Population receiving water services	C1	153,143	000s
Connected Residential properties*	QG 1.13 / C2	65,087	000s
Connected Non-residential properties	QG 1.14 / C3	2,448	000s
Total connected properties – water supply * (figure 1.1)	C4	67,535	000s
Total treated/drinking water storage	QG 1.7	NR	ML/day

\*Includes 7720 vacant properties

### Water Sources and Use

Indicator	Code QGKPI/NPR	Value	Units
Total volume of potable water produced	QG 1.6 / W11.3	NR	ML/day
Volume of water received from bulk supplier	W5	13,616.2	ML
Volume of potable water received from bulk supplier	W5.1	13,616.2	ML
Volume of water sourced from desalination of groundwater	W3.2	NR	ML
Volume of water sourced from desalination of surface water such as dams, rivers or irrigation channels	W3.3	NR	ML
Volume of non-potable water received from bulk supplier	W5.2	NR	ML
Volume of bulk recycled water purchased	W6	NR	ML
Volume of water sourced from surface water	QG 1.8 / W1	NR	ML
Volume of water sourced from groundwater	QG 1.9 / W2	NR	ML
Volume of water sourced from desalination of marine water	QG 1.10 / W3.1	NR	ML
Volume of water sourced from recycling	W4	105.1	ML
Total volume sourced water	QG 1.12 / W7	13,721.3	ML
Maximum daily demand	QG 1.5	58.1	ML/day
Total urban water supplied	W11	13,721.3	ML
Total urban potable water supplied (figure 1.2)	W11.1	13,616.2	ML
Total urban non-potable water supplied	W11.2	NR	ML
Volume of potable water supplied - Residential	W8.1	11,220	ML
Average annual residential water supplied per property	W12	172	ML
Volume of water supplied – Environmental flows	W13	NR	ML
Volume of water supplied – residential	QG 1.17 / W8	11,220	ML
Volume of potable water supplied - residential	W8.1	11,220	ML

NR- Not Relevant

Indicator	Code QGKPI/NPR	Value	Units
Volume of water supplied – commercial municipal and industrial	QG 1.18 / W9	2059	ML
Volume of potable and raw potable water supplied – Other	W10	450.35	ML
Volume of potable water supplied other (non-revenue)	QG 1.19/W10.1	442.7	ML
Volume of non-potable water supplied	W10.2	NR	ML
Volume of water supplied – managed aquifer recharge	W10.3	NR	ML
Volume of water supplied – agricultural irrigation	W10.4	NR	ML
Volume of bulk water exports	W14	NR	ML
Volume of potable bulk water exports	W14.1	NR	ML
Volume of non-potable bulk water exports	W14.2	NR	ML
Volume of bulk recycled water exports	W15	NR	ML
Total recycled water supplied	QG 1.11 / W26	105.1	ML
Source water/s nutrient/sediment load reduction initiatives	QG 5.1	Yes	Yes/No
Receiving waterway/s nutrient/sediment load reduction initiatives	QG 5.2	Yes	Yes/No

### Water security

Indicator	Code QGKPI/NPR	Value	Units
Water restrictions (duration) (Months)	QG 2.8	0	Months
Water restrictions (severity)	QG 2.9	0	%

### Sewerage Network

Indicator	Code QGKPI/NPR	Value	Units
Length of sewerage mains and channels	QG 1.2 / A5	1,189	KM
Number of sewerage treatment plants	QG 1.3 / A4	7	Count
Population receiving sewage services	C5	135,658	Count
Connected Residential Properties*	QG 1.15 / C6	50,814	000s
Connected Non-residential properties	QG 1.16 / C7	1,861	000s
Total connected properties – sewerage	C8	52,675	000s

\*Includes 1096 vacant blocks

NR- Not Relevant

## Sewage Collection and Treatment

Indicator	Code QGKPI/NPR	Value	Units
Volume of sewage collected - Residential sewage, non-residential sewage and non-trade waste	W16	9884.9	ML
Volume sewage collected – Trade waste	W17	380.7	ML
Volume sewage collected – All	W18	10,265.6	ML
Volume of sewage supplied to other infrastructure operators	W18.1	NR	ML
Volume of sewage taken from other infrastructure operators	W18.2	NR	ML
Volume of sewage taken from sewer mining	W18.3	NR	ML
Volume of sewage measured at inlet to treatment works	W18.4	10,265.6	ML
Volume of sewage effluent treated by the facility (figure 1.3)	W18.5	10,056.0	ML
Volume recycled sewage supplied – Residential	W20	NR	ML
Volume of recycled sewage supplied – Commercial, industrial and municipal	W21	105.1	ML
Volume of recycled sewage supplied – Agricultural	W22	NR	ML
Volume of recycled sewage supplied – Environmental	W23	NR	ML
Volume of recycled water supplied – On-site	W24	MD	ML
Volume of recycled water supplied – Other	W25	1.6	ML
Volume of recycled water supplied – managed aquifer recharge	W25.1	NR	ML
Total volume of urban stormwater discharges from a stormwater discharge point	W28	NR	ML
Volume of urban stormwater supplied to other infrastructure operators	W28.1	NR	ML
Volume of urban stormwater received from other infrastructure operators	W28.2	NR	ML
Volume of urban stormwater supplied for managed aquifer recharge	W28.3	NR	ML
Volume of urban stormwater used	W28.4	NR	ML
Total volume of treated and untreated sewage discharges from a sewage discharge point	W29	9,595.4	ML
Per cent sewage treated to a primary level only	E1	0	%
Per cent sewage treated to a secondary level only	E2	0.3	%
Per cent sewage treated to a tertiary or advanced level only	E3	99.7	%

NR- Not Relevant

MD – Missing Data

## Asset Performance

### Water Network

Indicator	Code QGKPI/NPR	Value	Units
Water main breaks	QG 4.5 / A8	3.1	Per 100KM
Infrastructure Leakage Index (ILI)*	A9	0.1	Index
Real water losses	A10	16.1	L/service connections/d)
Real water losses	A11	0.7	KL/KM/day

\*ILI System Leakage is less than Water Act exemption level for large Water Service Providers

### Sewerage Network

Indicator	Code QGKPI/NPR	Value	Units
Sewerage mains breaks and chokes	QG 4.6 / A14	4	per 100KM sewer main
Property connection sewer breaks and chokes	A15	66	Per 1000 connections

### Workforce

Indicator	Code QGKPI/NPR	Value	Units
Total Full-Time Equivalent water and sewerage service employees	QG 1.20	116	Count

### Pricing

#### Water Supply

Indicator	Code QGKPI/NPR	Value	Units
Water pricing tariff structure	P1	Access + Flat rate	
Free Water Allowance kl	P1.1	NR	
Fixed Access Charge – water	QG 4.1 / P1.2	\$263.60	(\$/annum)
Fixed Access Charge – water description	QG 4.1a	pipe/meter size 20mm	
Usage Charge 1 <sup>st</sup> Step	P1.3	2.95	\$/KL
Usage Charge 2 <sup>nd</sup> Step	P1.4	NR	
Usage Charge 3 <sup>rd</sup> Step	P1.5	NR	

NR –Not Relevant

Indicator	Code QGKPI/NPR	Value	Units
Usage Charge 4 <sup>th</sup> Step	P1.6	NR	
Usage Charge 5 <sup>th</sup> Step	P1.7	NR	
Usage Charge 6 <sup>th</sup> Step	P1.8	NR	
Usage Charge 7 <sup>th</sup> Step	P1.9	NR	
Usage Charge 8 <sup>th</sup> Step	P1.10	NR	
Usage Charge 9 <sup>th</sup> Step	P1.11	NR	
Special Levies – water	P1.12	NR	
Revenue from water special levies retained by the utility	P1.13	NR	
Annual bill based on 200kL/annum ( <i>figure 1.4</i> )	P2	\$853.80	
Average annual residential water supplied	P2.1	172.4	KL/property
Typical residential bill – water	P3	\$840.77	
Number of meter readings per annum	P3.1	4	Count

### Sewage Collection and Treatment

Indicator	Code QGKPI/NPR	Value	Units
Fixed charge – sewerage ( <i>figure 1.5</i> )	QG 4.2 / P4.1	\$675.75	\$/annum
Fixed charge – sewerage description	QG 4.2a	Fixed Access Charge based on 25 units	
Usage charge – sewerage	P4.2	NR	
Special levies (\$) – sewerage	P4.3	NR	
Income from special levies retained by utility – sewerage	P4.4	NR	
Annual bill based on 200kL/annum (sewerage)	P5	\$675.75	
Typical residential bill – sewerage	P6	\$675.75	
Number of bills per annum – sewerage	P6.1	4	count

### Water and Sewerage

Indicator	Code QGKPI/NPR	Value	Units
Annual water & sewerage bill based on 200kL	QG4.3 P7	\$1,529.52	\$/annum
Annual typical residential water & sewerage bill	QG4.4 P8	\$1,516.52	\$/annum

NR –Not Relevant



## Revenue & Expenditure

### Water Supply

Indicator	Code QGKPI/NPR	Value	Units
Total capital expenditure: water supply	QG 3.1 / F14	\$1,407.865	\$/,000/annum
Capital works grants - Water	QG 3.3 / F26	0	\$/,000/annum
Nominal written down replacement cost of fixed assets	QG 3.5 / F9	\$296,381.81	\$/,000/annum
Current replacement costs of fixed assets	QG 3.7	\$496,920.01	\$/,000/annum
Total revenue – water ( <i>figure 1.6</i> )	QG 3.9 / F1	\$64,510.60	\$/,000/annum
Total revenue per connection for water supply services	F5	\$955.22	\$/connection
Operating Costs - water	IF11	\$40,290.36	\$/,000/annum
Operating costs – water ( <i>figure 1.7</i> )	QG 3.11 / F11	\$596.58	\$/connection
Annual maintenance costs - water	QG 3.13	\$3,040.69	\$/,000/annum
Previous 5 year average annual renewals expenditure	QG 3.17	\$1,229.55	\$/,000/annum
Forecast 5 year average annual renewals expenditure	QG 3.19	\$818.89	\$/,000/annum
Economic real rate of return – water	F17	5.9	%

### Sewage Collection and Treatment

Indicator	Code QGKPI/NPR	Value	Units
Total capital expenditure: sewerage supply	QG 3.2 / F15	\$13,426.50	\$/,000/annum
Capital works grants	QG 3.4 / F27	\$3,087.92	\$/,000/annum
Nominal written down replacement cost of fixed assets	QG 3.6 / F10	\$511,335.74	\$/,000/annum
Current replacement costs of fixed assets	QG 3.8	\$812,209.36	\$/,000/annum
Total revenue – sewerage ( <i>figure 1.8</i> )	QG 3.10 / F2	\$57,692.60	\$/,000/annum
Total revenue per connection for sewerage services	F6	\$1,095.26	\$/connection
Operating costs - sewerage	IF12	\$15,227.81	\$/,000/annum
Operating costs – sewerage ( <i>figure 1.9</i> )	QG 3.12 / F12	\$289.09	\$/per connection
Annual maintenance costs – sewerage	QG 3.14	\$6,874.30	\$/,000/annum
Previous 5 year average annual renewals expenditure	QG 3.18	\$9,717.59	\$/,000/annum
Forecast 5 year average annual renewals expenditure	QG 3.20	\$4,796.76	\$/,000/annum
Economic real rate of return – sewerage	F18	5.9	%

## Other

Indicator	Code QGKPI/NPR	Value	Units
Total income for whole of utility ( <i>figure 1.10</i> )	F3	\$122,203.20	\$,000
Per cent revenue from Community Service Obligations	F8	0.3	%
Economic real rate of return – water & sewerage	F19	5.9	%
Dividend	F20	\$85.53	\$,000
Dividend payout ratio	F21	-0.9	%
Net debt to equity	F22	57.6	%
Interest cover ratio	F23	2.4	Ratio
Net profit after tax	F24	-\$10,009.33	\$,000
Net profit after tax ratio	F30	-8.2	%
Community service obligations	F25	\$372.36	\$,000

## Customer Service

Indicator	Code QGKPI/NPR	Value	Units
Water quality complaints	QG 4.10 / C9	1.9	per 1000 connections
Water service complaints	C10	0.5	per 1000 connections
Sewerage service complaints	C11	0.1	per 1000 connections
Billing and account complaints – water and sewerage	C12	0.1	Per 1000 properties
Total water and sewerage complaints ( <i>figure 1.13</i> )	QG 4.11 / C13	2.6	per 1000 properties
Average duration of an unplanned interruption – water	C15	114	minutes
Incidence of unplanned interruptions water ( <i>figure 1.14</i> )	QG 4.7 / C17	48.3	per 1000 connections
Percentage of Customer Service Standards response time target met: water incidents	QG 4.8	100	%
Percentage of Customer Service Standards response time target met: Sewerage incidents	QG 4.9	100	%
Restrictions applied for non-payment of water bill	C18	0	per 1000 connections
Customers which legal action applied for non-payment of water bill	C19	3.7	per 1000 connections

## Index 1 – Graphs

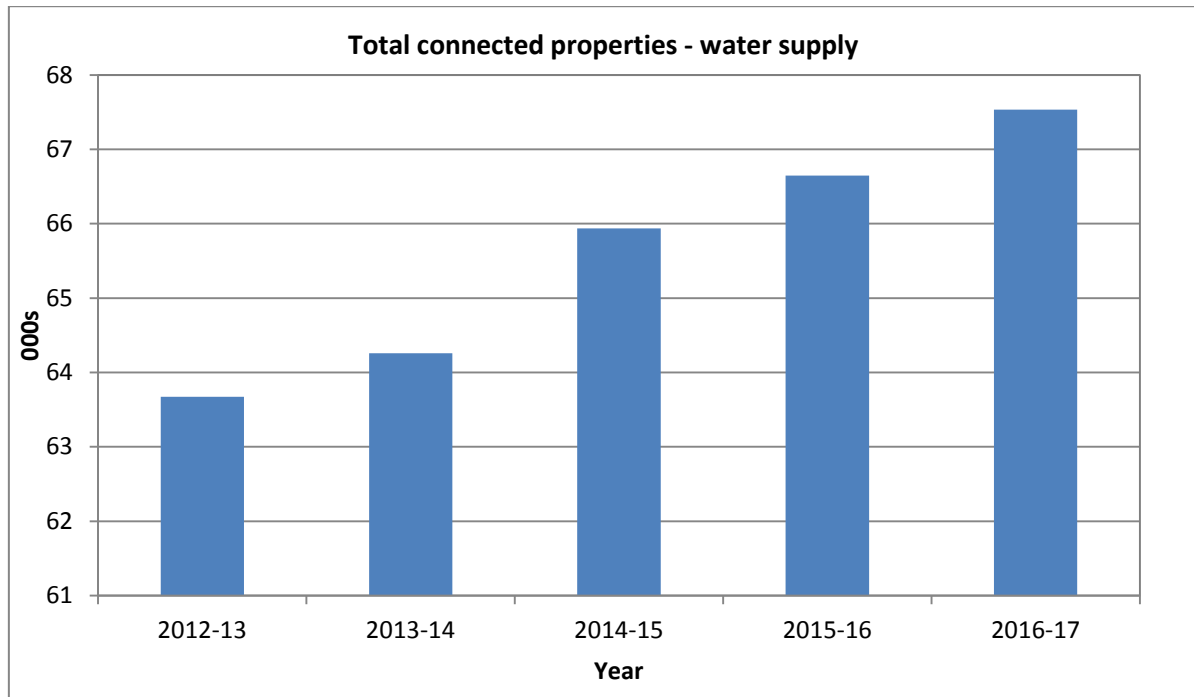


Figure 1.1 C4 - Total connected properties – water supply

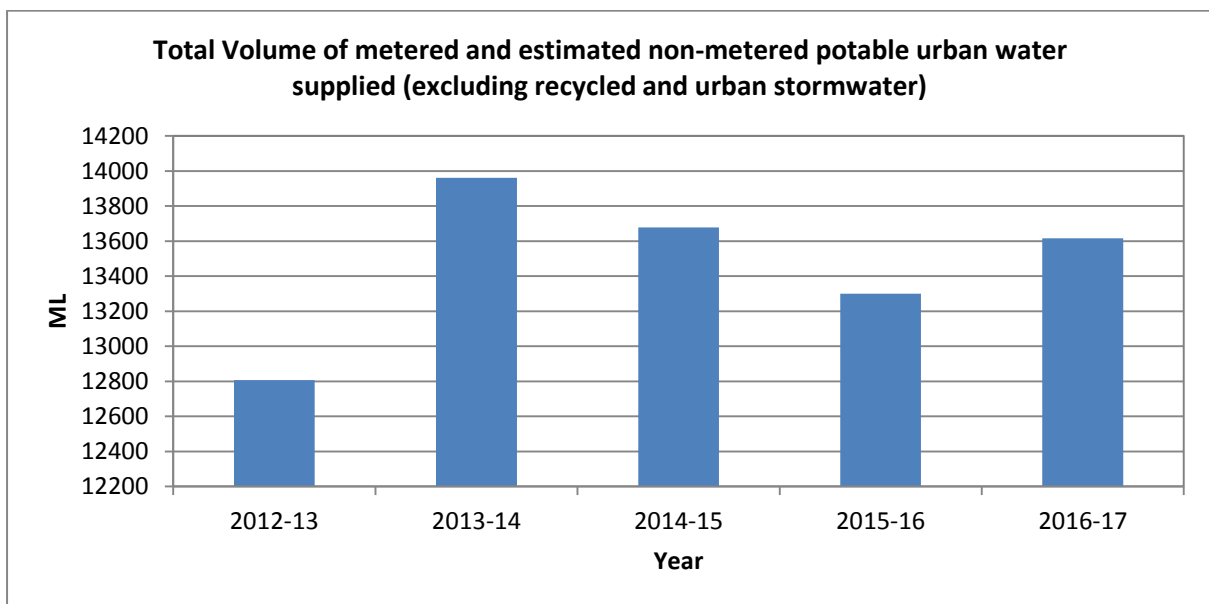


Figure 1.2 W11.1 - Total urban potable water supplied

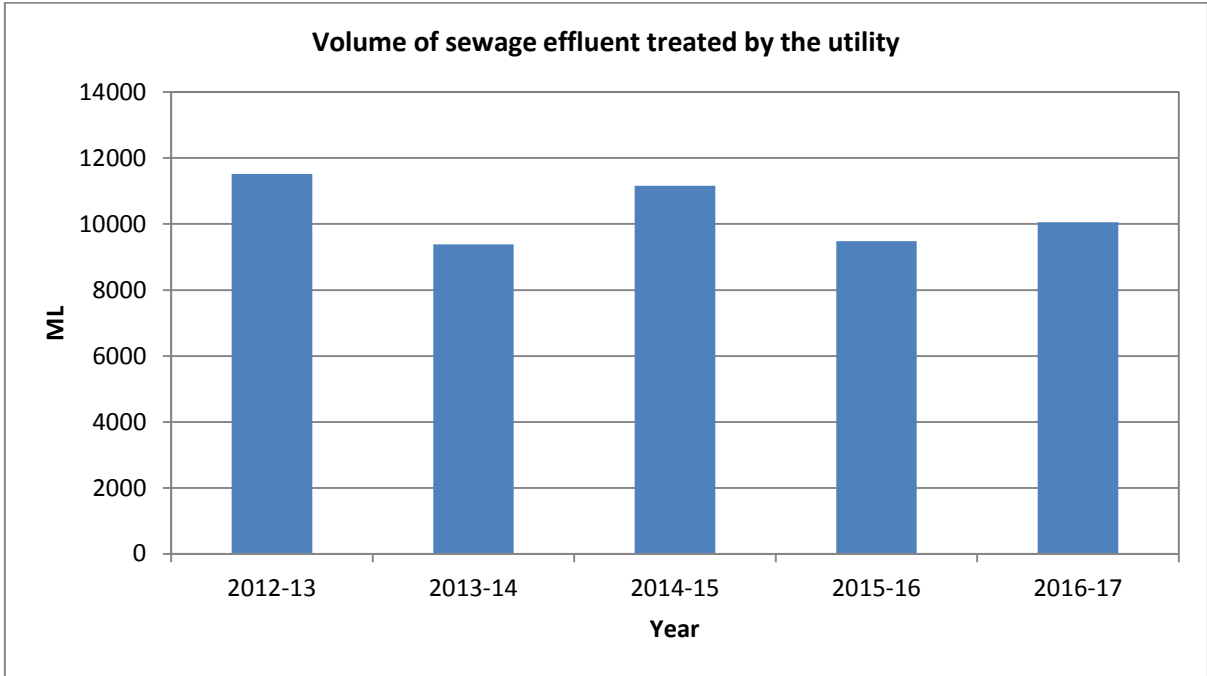


Figure 1.3 W18.5 - Volume of sewage effluent treated by the utility

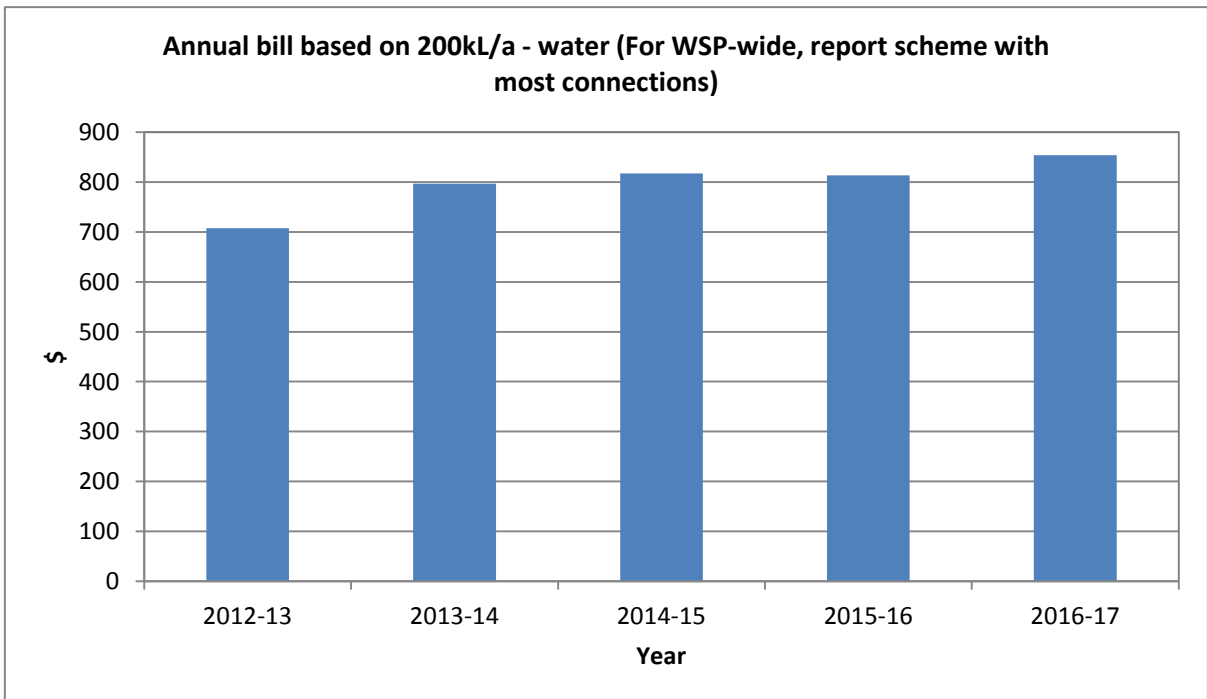


Figure 1.4 P2 - Annual bill based on 200kL/annum

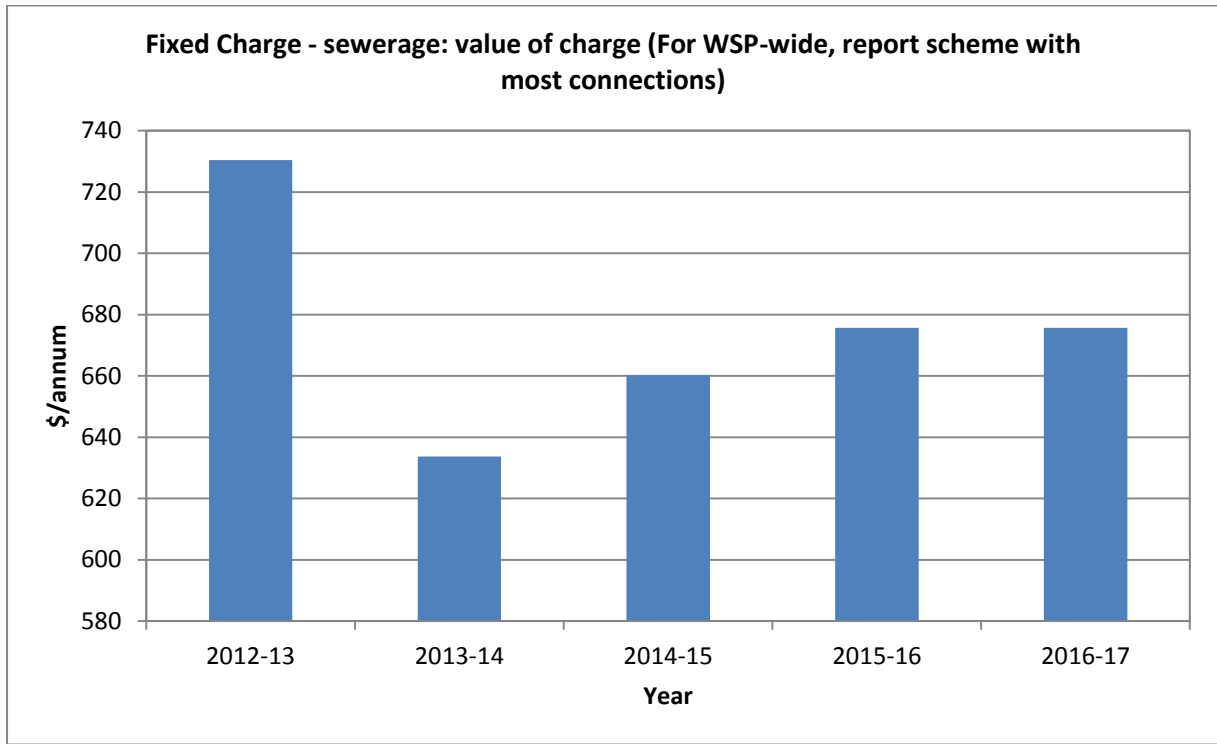


Figure 1.5 QG4.2/P4.1 - Fixed charge – sewerage

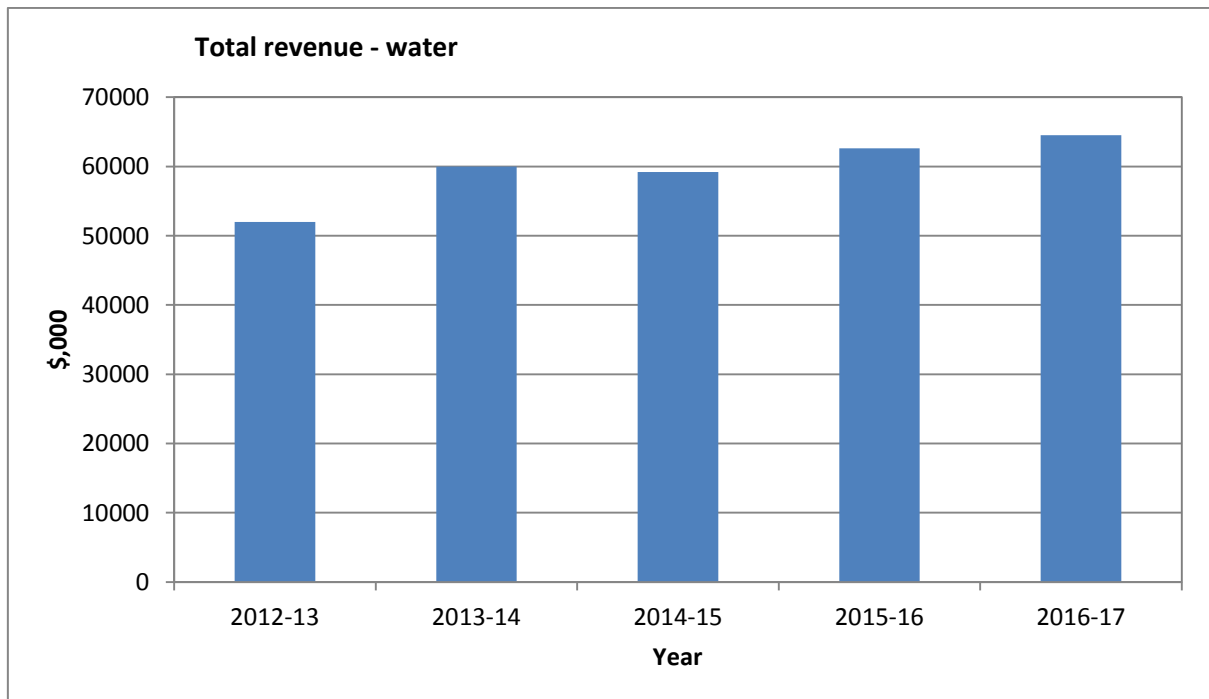


Figure 1.6 QG3.9/F1 - Total revenue – water

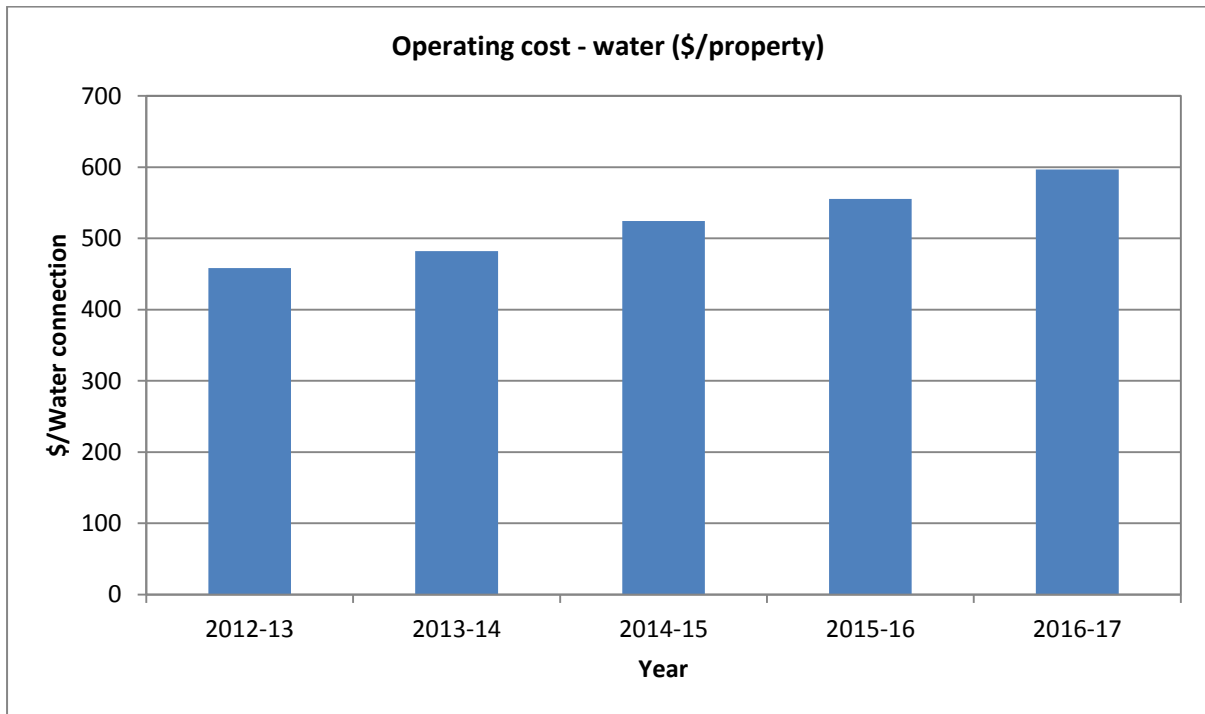


Figure 1.7 QG3.11/ F11 - Operating costs – water (\$/property)

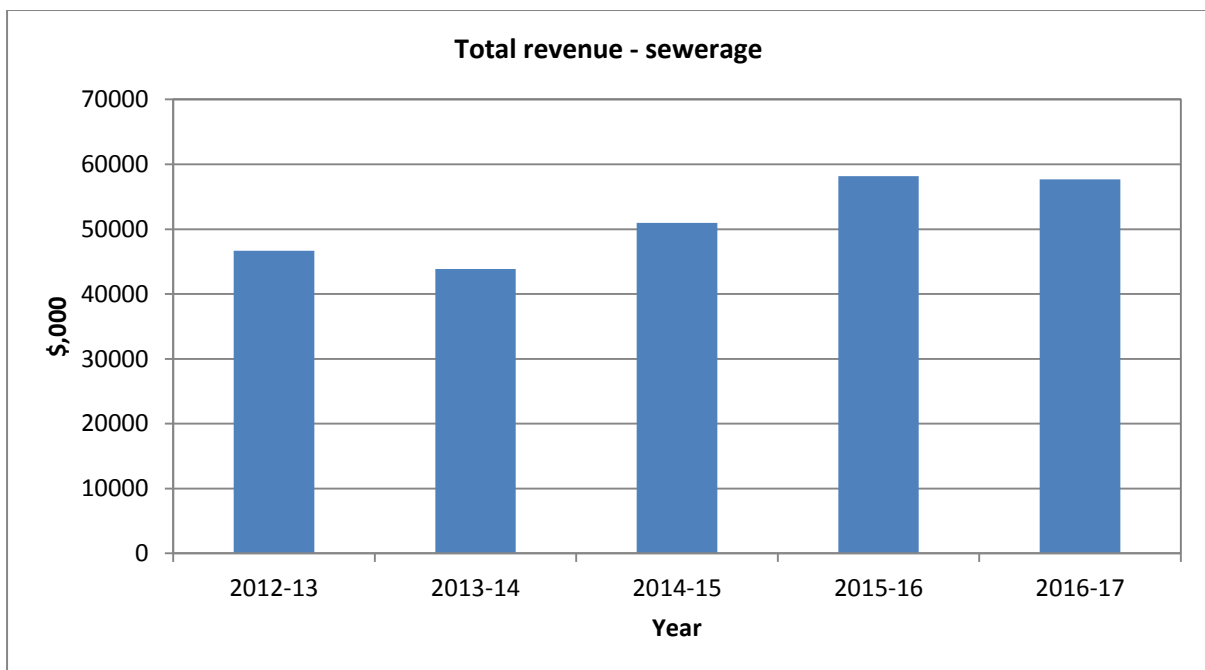


Figure 1.8 QG3.10/F2 - Total revenue – sewerage

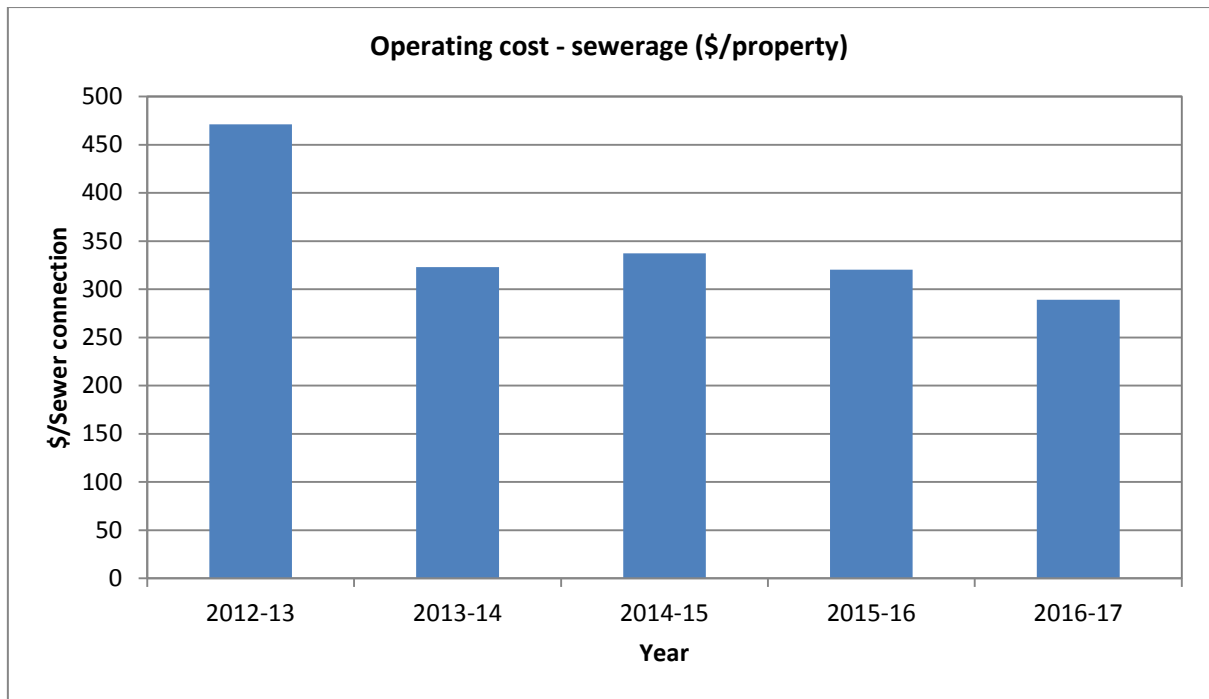


Figure 1.9 QG3.12/F12 - Operating costs – sewerage (\$/property)

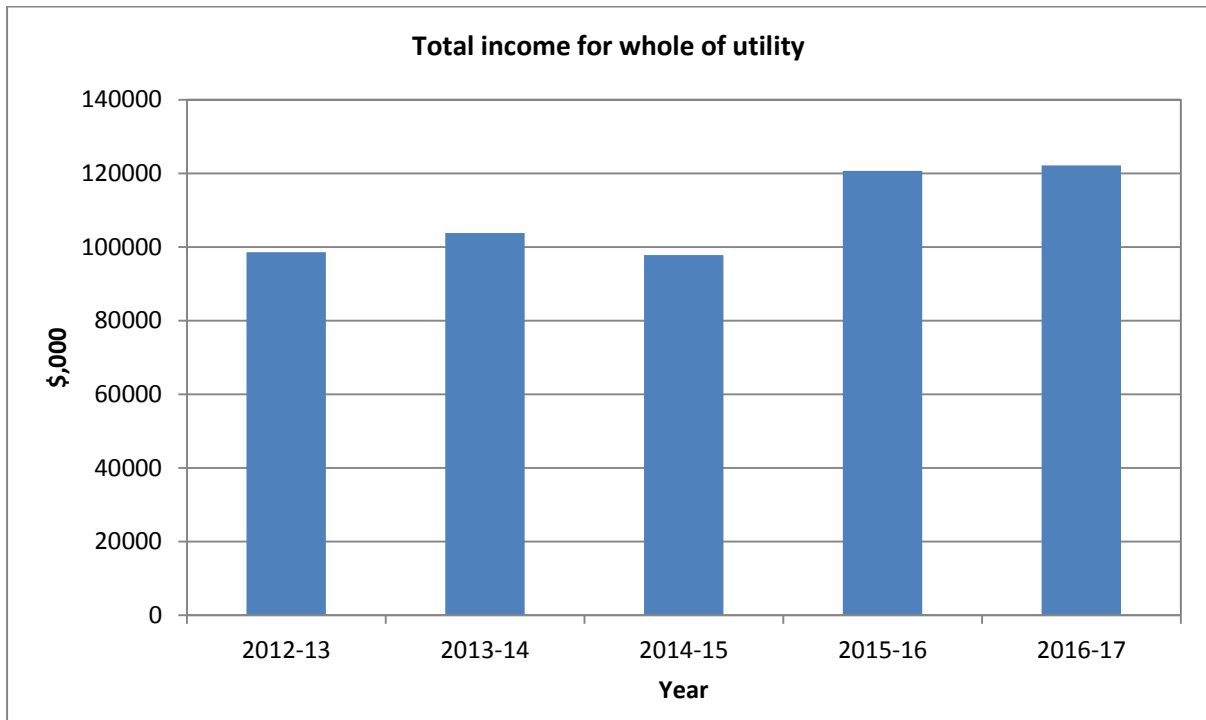


Figure 1.10 F3 - Total income for whole of utility

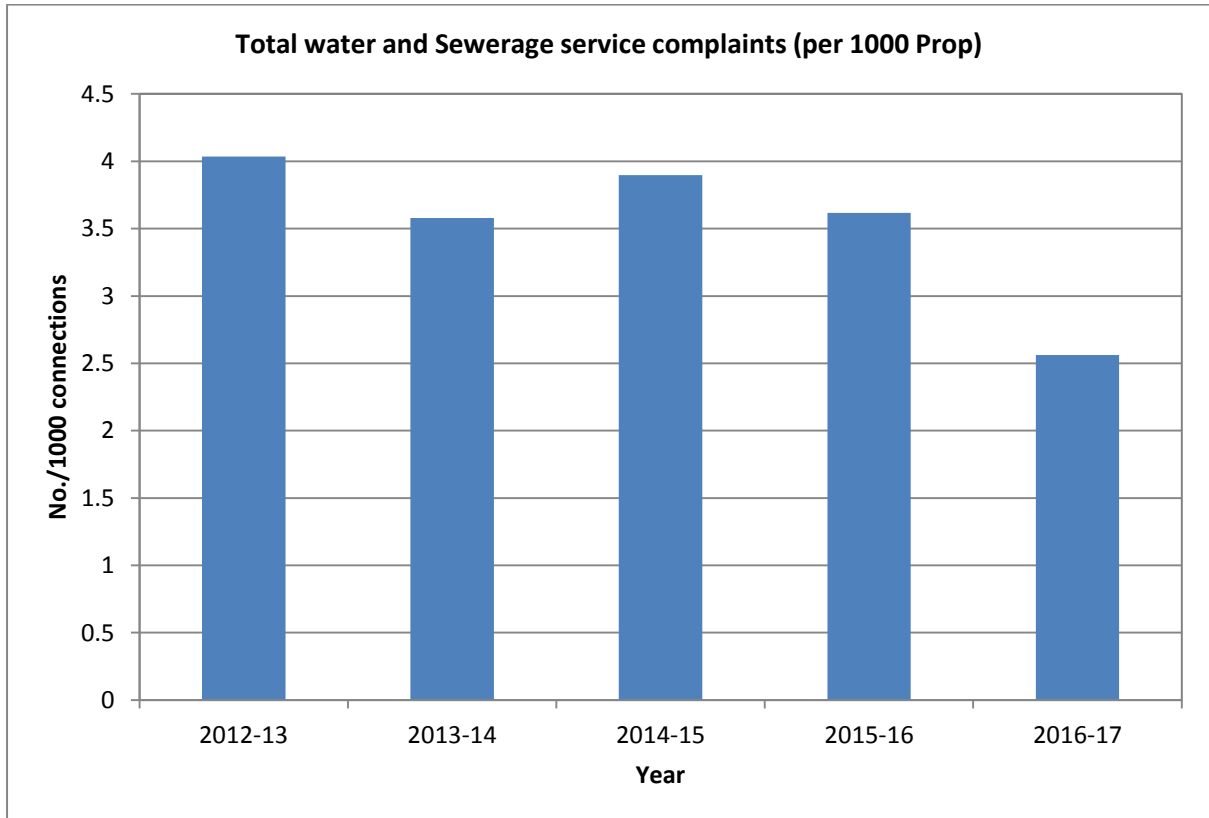


Figure 1.13 QG4.11/C13 – Total water and sewerage service complaints

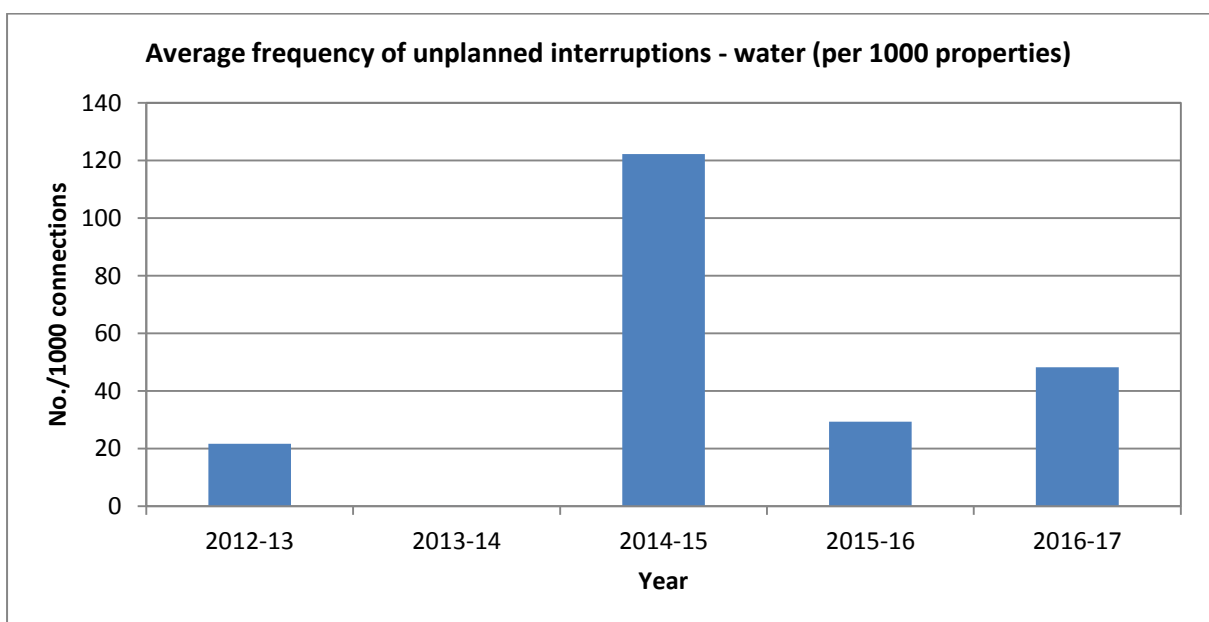


Figure 1.14 QG4.7/C17 - Average frequency of unplanned interruptions - water



## Index 2 - Queensland Government Key Performance Indicators

For additional information please refer to the relevant table in the ['Key Performance Indicators for Queensland Urban Water Service Providers: Definitions Guide'](#) published by the Department of Natural Resources, Mines and Energy.

Table 1: Queensland Government Key Performance Indicators

Queensland Government indicator code and title	NPR/SWIM Code
QG 1.1: Length of water mains (S)	A2/AS2
QG 1.2: Length of sewerage mains (S)	A5/AS5
QG 1.3: Number of sewage treatment plants (S)	A4/AS4
QG 1.5: Maximum daily demand (S)	-/WA201
QG 1.7: Total treated/drinking water storage (S)	-/AS48
QG 1.13: Connected residential properties - water supply (S)	C2/CS2
QG 1.14: Connected non-residential properties - water supply (S)	C3/CS3
QG 1.15: Connected residential properties - sewerage (S)	C6/CS6
QG 1.16: Connected non-residential properties - sewerage (S)	C7/CS7
QG 1.17a: Volume of potable water supplied - residential (S)	W8.1/WA32
QG 1.18a: Volume of potable water supplied - commercial, municipal and industrial (S)	W9.1/WA34
QG 1.19: Volume of non-revenue water (S)	W10.1/WA36
QG 1.20: Total Full-Time Equivalent water and sewerage services employees (W)	-/WF1
QG 2.8: Water restrictions (duration) (S) If response >0 months, then triggers QG 2.9	-/WS10
QG 2.9: Water restrictions (severity) (S) Only required if QG 2.8 response >0 months	-/WS9
QG 3.1: Total water supply capital expenditure (W)	F14/FN14
QG 3.2: Total sewerage capital expenditure (W)	F15/FN15
QG 3.3: Capital works grants - water (W )	F26/FN26
QG 3.4: Capital works grants - sewerage (W )	F27/FN27
QG 3.5: Nominal written-down replacement cost of fixed water supply assets (W)	F9/FN9

Queensland Government indicator code and title	NPR/SWIM Code
QG 3.6: Nominal written-down replacement costs of fixed sewerage assets (W)	F10/FN10
QG 3.7: Current replacement costs of fixed water supply assets (W)	-/FN74
QG 3.8: Current replacement costs of fixed sewerage assets (W )	-/FN75
QG 3.9: Total revenue - water (W)	F1/FN1
QG 3.10: Total revenue - sewerage (W )	F2/FN2
QG 3.11: Operating cost per connection - water (W)	F11/FN11
QG 3.12: Operating cost per connection - sewerage (W)	F12/FN12
QG 3.13: Annual maintenance costs water (W)	Component of NPRF11/FN76
QG 3.14: Annual maintenance costs sewerage (W)	Component of NPRF12/FN77
QG 3.17: Previous 5 year average annual renewals expenditure - water (W)	-/FN80
QG 3.18: Previous 5 year average annual renewals expenditure - sewerage (W)	-/FN81
QG 3.19: Forecast 5 year average annual renewals expenditure - water (W)	-/FN82
QG 3.20: Forecast 5 year average annual renewals expenditure - sewerage (W)	-/FN83
QG 4.1: Fixed charge - water (S)	P1.2/PR3
QG 4.2: Fixed charge - sewerage (S)	P4.1/PR31
QG 4.3: Annual bill based on 200 kl/annum (W )	P7/PR47
QG 4.4: Typical residential bill (W)	P8/PR48
QG 4.5: Total water main breaks (S)	A8/AS8
QG 4.6: Total sewerage main breaks and chokes (S)	A14/AS39
QG 4.7: Average frequency of unplanned interruptions - water (S)	C17/CS17
QG 4.8: Percentage of Customer Service Standards response targets met: water incidents (S)	-/CS66
QG 4.9: Percentage of Customer Service Standards response targets met: sewerage incidents (S)	-/CS65
QG 4.10: Water quality complaints (S)	C9/CS9
QG 4.11: Total water and sewerage complaints per 1000 connections (S)	C13/CS13

## Index 3 - National Performance Reporting Key Performance Indicators

Service providers must report on all applicable indicators below as part of the National Performance Reporting (NPR) framework. Details of applicable NPR indicators and definitions can be sourced from the most current Reporting handbook, released by the Bureau of Meteorology <http://www.bom.gov.au/water/npr/>

Where the indicator has a correlating QG KPI, please refer to relevant table in the 'Key Performance Indicators for Queensland urban water service providers: Definitions guide' published by the Department of Natural Resources, Mines and Energy '[Key Performance Indicators for Queensland Urban Water Service Providers: Definitions Guide](#)'

Table 2: National Performance Reporting Key Performance Indicators

National Performance Reporting Indicator Code and Title	QG KPI Code
W1: Volume of water sourced from surface water (ML)	QG 1.8
W2: Volume of water sourced from groundwater (ML)	QG 1.9
W3.1: Volume of water sourced from desalination of marine water	QG 1.10
W3.2: Volume of water sourced from desalination of groundwater	-
W3.3: Volume of water sourced from desalination of surface water such as dams, rivers or irrigation channels	-
W4: Volume of water sourced from recycling (ML)	-
W5: Volume of water received from bulk supplier (ML)	-
W5.1: Volume of potable water received from bulk supplier	-
W5.2: Volume of non-potable water received from bulk supplier	-
W6: Volume of bulk recycled water purchased (ML)	-
W7: Total sourced water (ML)	QG 1.12
W8: Volume of water supplied - residential (ML)	QG 1.17
W8.1 Volume of potable water supplied - residential	-
W8.2 Volume of non-potable water supplied – residential	-
W9: Volume of water supplied - commercial, municipal and industrial (ML)	QG 1.18
W9.1: Volume of potable water supplied - commercial, municipal and industrial (ML)	-
W9.2: Volume of non-potable water supplied - commercial , municipal and industrial (ML)	-
W10: Volume of water supplied - other (ML)	-

<b>National Performance Reporting Indicator Code and Title</b>	<b>QG KPI Code</b>
W10.1: Volume of non-revenue water	QG 1.19
W10.2: Volume of non-potable water supplied – other	-
W10.3: Volume of water supplied – managed aquifer recharge	-
W10.4: Volume of water supplied – agricultural irrigation	-
W11: Total urban water supplied (ML)	-
W11.1: Total urban potable water supplied	-
W11.2: Total urban non-potable water supplied	-
W11.3: Total volume of potable water produced	QG 1.6
W12: Average annual residential water supplied (kL/property)	-
W13: Volume of water supplied – Environmental (ML)	-
W14: Volume of bulk water exports (ML)	-
W14.1: Volume of potable water exports	-
W14.2: Volume of non-potable bulk water exports	-
W15: Volume of bulk recycled water exports (ML)	-
W16: Volume of waste collected – Residential sewage, non-residential sewage and non-trade waste (ML)	-
W17: Volume of waste collected – trade waste (ML)	-
W18: Total sewage collected (ML)	-
W18.1: Volume of sewage supplied to other infrastructure operators	-
W18.2: Volume of sewage taken from other infrastructure operators	-
W18.3: Volume of sewage taken from sewer mining	-
W18.4: Volume of sewage measured at inlet to treatment works	-
W18.5: Volume of sewage treated effluent	-
W20: Volume of recycled water supplied – Residential (ML)	-
W21: Volume of recycled water supplied – Commercial, municipal and industrial (ML)	-
W22: Volume of recycled water supplied – Agricultural (ML)	-
W23: Volume of recycled water supplied – Environmental (ML)	-

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W24: Volume of recycled water supplied – On-site (ML)	-
W25: Volume of recycled water – Other (ML)	-
W25.1: Volume of recycled water supplied – managed aquifer recharge	-
W26: Total recycled water supplied (ML)	QG 1.11
W28.1: Volume of urban stormwater supplied to other infrastructure operators	-
W28.2: Volume of urban stormwater	-
W28.3: Volume of urban stormwater supplied for managed aquifer recharge	-
W28.4: Volume of urban stormwater used	-
W29: Total volume of treated and untreated sewage discharges from a sewage discharge point	-
A1: Number of water treatment plants providing full treatment	-
A2: Length of water mains (km)	QG 1.1
A4: Number of sewage treatment plants (No.)	QG: 1.3
A5: Length of sewerage mains and channels (km)	QG 1.2
A8: Water main breaks (No, per 100 km of water main)	QG 4.5
A9: Infrastructure Leakage Index (ILI)	-
A10: Real losses (L/service connection/d)	-
A11: Real losses (kL/km water main/d)	-
A14: Sewerage mains breaks and chokes (No. per 100 km sewer main)	QG 4.6
A15: Property connection sewer breaks and chokes (No. per 1000 properties)	-
C1: Population receiving water supply services (000s)	-
C2: Connected Residential properties – water supply (000s)	QG 1.13
C3: Connected Non-residential properties – water supply (000s)	QG 1.14
C4: Total connected properties – water supply (000s)	-
C5: Population receiving sewage services (000s)	-
C6: Connected Residential properties – sewerage (000s)	QG 1.15
C7: Connected Non-residential properties – sewerage (000s)	QG 1.16

National Performance Reporting Indicator Code and Title	QG KPI Code
C8: Total connected properties – sewerage (000s)	-
C9: Water quality complaints (No. per 1000 properties)	QG 4.10
C10: Water service complaints (No. per 1000 properties)	-
C11: Sewerage service complaints (No. per 1000 properties)	-
C12: Billing and account complaints – water and sewerage (no. per 1000 properties)	-
C13: Total water and sewerage complaints (no. per 1000 properties)	QG 4.11
C15: Average duration of an unplanned interruption – water (minutes)	-
C17: Incidence of unplanned interruptions – water (No. per 1000 properties)	QG 4.7
C18: Customers to which restrictions applied for non-payment of water bill (No. per 1000 properties)	-
C19: Customers to which legal actions applied for non-payment of water bill (No. per 1000 properties)	-
E1: Per cent of sewage treated to a primary level (%)	-
E2: Per cent of sewage treated to a secondary level (%)	-
E3: Per cent of sewage treated to a tertiary or advanced level (%)	-
P1: Tariff structure – water (text)	-
P1.1: Free water allowance (kL) – water	-
P1.2: Fixed charge – water (\$)	QG 4.1
P1.3: Usage charge 1 <sup>st</sup> step (\$/kL)	-
P1.4: Usage charge 2 <sup>nd</sup> step (\$/kL)	-
P1.5: Usage charge 3 <sup>rd</sup> step (\$/kL)	-
P1.6: Usage charge 4 <sup>th</sup> step (\$/kL)	-
P1.7: Usage charge 5 <sup>th</sup> step (\$/kL)	-
P1.8: Usage charge 6 <sup>th</sup> step (\$/kL)	-
P1.9: Usage charge 7 <sup>th</sup> step (\$/kL)	-
P1.10: Usage charge 8 <sup>th</sup> step (\$/kL)	-
P1.11: Usage charge 9 <sup>th</sup> step (\$/kL)	-
P1.12: Special levies – water (\$)	-

<b>National Performance Reporting Indicator Code and Title</b>	<b>QG KPI Code</b>
P1.13: Income from special levies retained by utility – water (yes/no)	-
P2: Annual bill based on 200kL/a – water (\$)	-
P2.1: Average annual residential water supplied (kL/property)	-
P3: Typical residential bill – water (\$)	-
P3.1: Number of meter readings per annum – water (No.)	-
P3.2: Number of bills per annum – water (No.)	-
P4.1: Fixed charge – sewerage (\$)	QG 4.2
P4.2: Usage charge – sewerage (\$/kL)	-
P4.3: Special levies (\$) – sewerage	-
P4.4: Income from special levies retained by utility? (yes/no) – sewerage	-
P5: Annual bill based on 200 kL/a – sewerage	-
P6: Typical residential bill – sewerage	-
P6.1: Number of bills per annum – sewerage	-
P7: Annual bill based on 200 kL/a (water and sewerage)	QG 4.3
P8: Typical residential bill (water and sewerage)	QG 4.4
F1: Total revenue – water (\$000)	QG 3.9
F2: Total revenue – sewerage (\$000)	QG 3.10
F3: Total income for whole of utility (\$000)	-
F5: Revenue per property for water supply services (\$/property)	Used in QG 6.1; QG 6.3
F6: Revenue per property for sewerage services (\$/property)	Used in QG 6.1; QG 6.3
F8: Revenue from Community Service Obligations (%)	-
F9: Nominal written-down replacement costs of fixed water supply assets (\$000)	QG 3.5
F10: Nominal written-down replacement costs of fixed sewerage assets (\$000)	QG 3.6
F11: Operating cost – water (\$/property)	QG 3.11, used in QG 3.13; QG 6.1
F12: Operating cost – sewerage (\$/property)	QG 3.12, used in QG 3.14; QG 6.1

<b>National Performance Reporting Indicator Code and Title</b>	<b>QG KPI Code</b>
F14: Total water supply capital expenditure (\$000s)	QG 3.1
F15: Total sewerage capital expenditure (\$000s)	QG 3.2
F17: Economic real rate of return – water	-
F18: Economic real rate of return – sewerage	-
F19: Economic real rate of return – water and sewerage	-
F20: Dividend (\$000s)	-
F21: Dividend payout ratio (%)	-
F22: Net debt to equity (%)	-
F23: Interest cover	-
F24: Net profit after tax (\$000s)	-
F30: NPAT Ratio (%)	-
F25: Community service obligations (\$000s)	-
F26: Capital works grants – water (\$000s)	QG 3.3
F27: Capital works grants – sewerage (\$000s)	QG 3.4