



**Redland**  
CITY COUNCIL

**Water Service Provider  
Queensland Government Annual Performance Report  
2020-2021**

Date: November 2021





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## 1 Introduction

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*. The report outlines our performance against:

- **Queensland Government Key Performance Indicators (QGKPI)**

Determined by the Department of Regional Development, Manufacturing and Water (the Regulator) and are organised into six (6) series: general; water security; finance; customer; distributor retailers and cyber security. Services covered in the report include: potable water; non-potable water; recycled water and sewerage.

Each indicator has a separate table outlining the KPI definition, how it is to be reported, as well as additional information to assist the service provider in collecting and reporting performance data. In 2019/20, new measures relating to cyber security were added, these are not publicly available.

For additional information and a complete set of definitions please refer to the ['Key Performance Indicators for Queensland Urban Water Service Providers: Definitions Guide'](#).

- **National Performance Reporting Indicators (NPR)**

The Urban National Performance Report provides an annual, independent benchmark of pricing and service quality of Australian urban water utilities. The report covers more than 166 performance indicators from 85 service providers; including bulk water authorities, water utilities, and councils.

The indicators are thematically grouped into seven major categories: water resources; assets; customers; environment; pricing; finance and public health. Further details and definitions for the indicators can be sourced on the Queensland Water Directorate [website](#).

Part A reports on key indicators and provides analysis. Part B is a file of the complete dataset. Service providers must report on all applicable indicators as part of the NPR framework. More information can be sourced at the [Bureau of Meteorology](#).

Where the indicator has a correlating QGKPI, the QGKPI definition prevails.

As part of the Water Industry Regulatory Reporting Reform, service providers were also required to review their customer service standards to link with the performance indicators. These standards provide customers with an understanding of the levels of service they can expect to receive from their water and sewerage service provider. Our customer service standards can be found in our Commitment Statement on our website [here](#).



## 2 Overview of Operations

Redland City Council (Council) covers an area of approximately 537 square kilometres and has a population of around 157,000 people.

As a water service provider, Council's primary functions are to provide customers with a safe, reliable and compliant water supply and the collection and treatment of wastewater.

For the 2020/21 reporting year, drinking water was provided to 63,203 properties and 6,682 connected vacant lots through four (4) water supply schemes.

The schemes consist of five (5) bulk water supply zones within the Redland reticulation system:

- Mainland Scheme
  - Alexandra Hills Reservoir Zone
  - Heinemann Road Reservoir Zone
- Dunwich Scheme and Zone
- Amity Point Scheme and Zone
- Point Lookout Scheme and Zone

Council does not own or operate any of the reservoirs in the Mainland Water Supply Scheme – these are all owned and operated by Seqwater.

Council owns and operates a total five (5) reservoirs at Dunwich (two reservoirs), Point Lookout (two reservoirs) and Amity Point (one reservoir), however, this does not include the clear water storages at each water treatment plant which are owned by Seqwater.

We also manage, operate and maintain six (6) water pumping stations and mains as part of this distribution network. Detail regarding the entire drinking water distribution network can be found in our [Drinking Water Quality Management Plan \(DWQMP\)](#).

Bulk water is purchased from Seqwater and delivered to residents through our distribution network of around 1,313KM of water mains.

Council owns and operates seven (7) Waste Water Treatment Plants to collect and treat incoming wastewater from around 54,418 properties across the existing wastewater connection area via a network of approximately 145 pump stations and 1,208KM of mains. This includes the management of Trade Waste generated by approximately 750 businesses.

## 3 Key Performance Indicators

### Interpreting the data:

Where the measure relates to Council for the reporting period and data is available, the result is shown. This includes '0', which means the activity or function applied to Council and our result for the period was 0.

In all other cases, the following applies:

- MD (Missing data) – An activity or function we may undertake, however reliable data is not available for the reporting period.
- NR (Not relevant) – An activity or function we do not undertake and where there is no data present in the table the KPI was not reportable that year.



### 3.1 General – QG Series 1 –, NPR Categories 4 – Water Resources, 5 – Assets, 6 – Customers

The general KPIs relate to water and sewerage infrastructure in place as well as water sourced and supplied for the reporting financial year. The KPIs relating to water supply and sewerage infrastructure include the number of treatment plants, capacity, length of mains and connections, i.e. the infrastructure in place to deliver the service in each scheme.

The KPI's relating to water sourced and supplied supports an understanding of the availability and use of water resources across the nation. It provides insight into the diversity of supply sources and can inform water security policy, planning and management decisions. It also provides overall water balance information for each scheme.

NPR Category 6 Customer, for the purposes of this section is in relation to connections and asset performance only and is important for understanding and comparing the relative performance of utilities, and understanding the scale and composition of the water business. Connected property numbers are used as a normaliser for many indicators.

#### 3.1.1 Assets and Connections

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Population receiving water services	-	C1	000's	150.693	153.143	155.600	155.051	157.079	157.338
Number of water treatment plants providing full treatment	QG1.4a	A1	number	NR	NR	NR	NR	NR	NR
Length of water mains	QG1.1	A2	km	1,287.7	1,299.7	1,307.7	1,315.7	1,318.7	1,319.7
Total potable water storage volume	QG1.7	-	ml	-	-	6	6	6	6
Connected residential properties: water	QG1.13	C2	000's	64.233	65.087	65.886	66.409	67.157	60.853 <sup>1</sup>

<sup>1</sup> Previously this figure included vacant blocks which are charged an access fee plus any consumption as measured through the meter. Under the definition, these are not considered "real properties" and are therefore no longer included. For reporting year 20/21 there were 6,682 vacant blocks.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Connected non-residential properties: water	QG1.14	C3	000's	2.415	2.448	2.478	2.350	2.599	2.350
Total connected properties: water (figure 1)	-	C4	000's	66.648	67.535	68.364	68.759	69.756	63.203
Connections served per km water main	-	A3	number	-	-	52.3	52.3	52.9	47.9
Length sewerage mains and channels	QG1.2	A5	km	1,175	1,189	1,200	1,202	1,205	1,208
Number sewerage treatment plants	QG1.3	A4	number	7	7	7	7	7	7
Connected Residential Properties: sewerage (figure 9)	QG1.15	C6	000's	48.779	50.814	51.749	52.409	53.144	52.802 <sup>2</sup>
Connected Non-residential properties: sewerage	QG1.16	C7	000's	1.682	1.861	1.858	1.865	1.886	1.616 <sup>3</sup>
Total connected properties: sewerage	-	C8	000's	50.461	52.675	53.607	54.274	55.030	54,418
Connections served per km sewer main	-	A6	connections/km	-	-	44.7	45.2	45.7	45

### 3.1.2 Asset Performance

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Water main breaks per 100km water main (figure 3)	QG4.5	A8	per 100km water main	3.2	3.1	3.1	4.0	3.0	3.9
Infrastructure Leakage Index (ILI) <sup>4</sup>	-	A9	ILI	0.3	0.1	0.3	0.2	0.4	0.3
Volume of water lost: potable water	QG1.23	-	ML	-	-	-	-	586.0	438.0
Real water losses: service connections	-	A10	l/service connection/ day	17	16.1	16.5	11.6	25.6	18.4

<sup>2</sup> Previously this figure included vacant blocks which are charged an access fee. Under the definition, these are not considered "real properties" and are therefore no longer included. For reporting year 20/21 there were 805 vacant blocks.

<sup>3</sup> Previously this figure included some infrastructure that is charged an access fee but are not considered "real" properties under the definition and are therefore no longer included.

<sup>4</sup> ILI System Leakage is less than Water Act exemption level for large Water Service Providers.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Real Water Losses: water mains	-	A11	kl/km water main/day	0.7	0.7	0.7	0.5	1.1	0.8
Sewerage mains breaks/chokes per 100km sewer main (figure 11)	QG4.6	A14	per 100km sewer main	7.2	4	3.6	2.3	2.7	13.9 <sup>5</sup>
Property connection sewer break/chokes per 1000 connections	-	A15	per 1000 connections	0.6	1.3	1.1	1.0	1.1	1.0

### 3.1.3 Sources of Water

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Volume of water sourced: surface water	QG1.8	W1	ml	NR	NR	NR	NR	NR	NR
Volume of water sourced: ground water	QG1.9a	W2	ml	NR	NR	NR	NR	NR	NR

### 3.1.4 Total Water Supply including exports

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Volume potable water supplied: residential (figure 2)	QG1.17a	-	ml	10,649.8	11,220	10,821.2	11,240.8	11,665.6	11,201.8
Volume potable water supplied: non-residential	QG1.18a	-	ml	1,973	1,953.5	1,871.2	1,849.2	1,810.4	1,755.1
Maximum Daily Demand	QG1.5	-	ml/day	-	58.1	52.7	59.4	65	61.1
Volume raw-PT potable water supplied: residential	QG1.17b	-	ml	-	-	-	-	NR	NR
Volume raw-PT potable water supplied: non-residential	QG1.18b	-	ml	-	-	-	-	NR	NR
Volume water returned to surface water or groundwater from water supply scheme	-	W31	ml	-	-	-	-	NR	NR

<sup>5</sup> Increase in reportable amount is due to the inclusion of blockages in pumps for this reporting year.



Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Volume potable + raw-PT water supplied: residential	-	W8.3	ml	-	11,220	10,821.2	11,240.8	11,665.6	11,201.8
Volume all water supplied: residential	-	W8	ml	10,64.8	11,220	10,821.2	11,240.8	11,665.6	11,201.8
Volume potable + raw-PT water supplied: non-residential	-	W9.3	ml		1,953.5	2,327.2	1,849.2	2,463.8	2,385.9
Volume all water supplied: non-residential	-	W9	ml	2,085.7	2,058.6	2,415.8	1,943.1	2,585.1	2,485.4
Volume potable water supplied: non-revenue	-	W10.1	ml	676.6	442.7	456	378.1	653.4	630.8
Volume water supplied: all	-	W11	ml	13,412.1	13,729.0	13,237.0	13,183.9	14,250.7	13,687.2
Volume potable water produced/ supplied into water supply system	-	W11.3	ml		13,616.2	13,148.4	13,443.4	14,129.4	13,587.7
Annual residential water supplied per connection	-	W12	kl/connection/year	165.8	172.4	164.2	169.3	173.7	184.1
Volume sewage treated ( <i>figure 10</i> )	-	W18.5	MI	-	10056.0	11091.2	9859.0	11032.0	12394.0
Volume recycled sewage supplied: residential	-	W20	ml	NR	NR	NR	NR	NR	NR
Volume recycled sewage supplied: non-residential	-	W21	ml	112.7	105.1	88.6	94	121.3	99.50
Volume recycled sewage supplied: environmental flows	-	W23	ml				NR	NR	NR
Volume recycled sewage supplied: aquifer recharge	-	W25.1	ml	NR	NR	NR	NR	NR	NR
Volume recycled sewage supplied: all <sup>6</sup>	QG1.11	W26	ml	112.7	105.1	88.6	94	121.3	99.50
Percent sewage recycled <sup>7</sup>	-	W27	%	-	-	0.8	1	1.1	0.8
Volume recycled stormwater supplied: residential	-	W28.4	ml	NR	NR	NR	NR	NR	NR

<sup>6</sup> Estimate - includes metered data only.

<sup>7</sup> Estimate includes Metered data only.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Volume recycled stormwater supplied: non-residential	-	W28.5	ml	NR	NR	NR	NR	NR	NR
Volume raw (untreated) water supplied: environmental flows	-	W13	ml	NR	NR	NR	NR	NR	NR
Volume potable + raw-PT water exported- external	-	W14.3	ml	NR	NR	NR	NR	NR	NR
Volume water exported external	-	W14	ml	NR	NR	NR	NR	NR	NR
Volume recycled sewage exported: external	-	W15	ml	NR	NR	NR	NR	NR	NR
Volume all water exported: internal and external	QG1.22	-	ml	-	-	-	-	NR	NR

### 3.1.5 Workforce

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Total full time equivalent water + sewerage employees	QG1.20	-	FTE's	87.3	116	96	92.8	100	98.3

## 3.2 Water Security – QG Series 2

Series 2 'Water Security' QG KPI's collectively are aimed at enabling a service provider, where relevant, to outline the water supply security situation of the water supply system over the next 18 months and out to 5 years. These KPIs provide information about the water security, resilience and level of water planning undertaken for the scheme. As we purchase our bulk water supply from Seqwater, indicators in relation to water restrictions only are relevant and reportable.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Water restriction duration: PWCM <sup>8</sup>	QG2.10a	-	days	-	-	-	-	0	0
Water restriction duration: Level 1	QG2.10b	-	days	-	-	-	-	0	0
Water restriction duration: Level 2	QG2.10c	-	days	-	-	-	-	0	0

<sup>8</sup> Permanent water conservation measures.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Water restriction duration: Level 3	QG2.10d	-	days	-	-	-	-	0	0
Water restriction duration: Level 4	QG2.10e	-	days	-	-	-	-	0	0

### 3.3 Finance – QG Series 3 and NPR Category 9

Includes QG KPIs in relation to capital expenditure, grants, replacement costs, revenue, operation and maintenance cost, depreciation and renewal expenditure for both water and sewerage services at service-wide level.

#### 3.3.1 Revenue

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Revenue: all water	QG3.9	F1	\$,000	62,605.090	64,510.600	64,573.115	67,005.00	73,113.000	76,984.500
Revenue: all sewerage	QG3.10	F2	\$,000	58,149.350	57,692.600	51,594.417	48,960.000	50,361.000	54,185.330
Revenue: whole of utility ( <i>Figure 16</i> )	-	F3	\$,000	120,754.440	122,203.200	116,167.533	115,965.000	123,474.000	131,169.830
Revenue: whole of utility per connection	-	F7	\$/connection	-	-	1,699.25	1,686.54	1,770.08	2,075.37
Revenue: percent residential revenue from water usage charges	-	F4	%	-	-	68.0	68.5	84.0	84.9
Revenue: water supply per connection	-	F5	\$/connection	939.34	955.22	944.55	974.51	1,048.12	1,218.05
Revenue: sewerage services per connection	-	F6	\$/connection	1,152.36	1,095.26	962.46	902.09	915.16	995.72
Community service obligations	-	F25	\$,000	362.960	372.357	377.975	421.000	447.000	357.120
Community service obligations ratio	-	F8	ratio	-	-	0.003	0.004	0.004	0.003

### 3.3.2 Costs

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Nominal written down replacement costs: fixed water assets	QG3.5	F9	\$,000	274,707.100	296,381.811	292,887.205	288,200.000	282,987.000	286,281.850
Nominal written down replacement costs: fixed sewerage assets	QG3.6	F10	\$,000	429,448.260	511,335.740	511,060.476	504,201.000	490,733.00	502,432.870
Current replacement costs: fixed water assets	QG3.7	-	\$,000	476,344.650	496,920.010	501,435.321	502,936.000	504,785.000	521,932.180
Current replacement costs: fixed sewerage assets	QG3.8	-	\$,000	680,240.910	812,209.360	829,881.177	830,219.000	831,323.000	869,807.960
Costs: operating water	QG3.11a	-	\$,000	37,018.440	40,290.357	42,364.739	47,085.000	47,370.000	50,984.150
Costs: operating water per connection (figure 6)	QG3.11	F11	\$/connection	555.43	596.58	619.69	684.78	679.08	806.67
Costs: maintenance water	QG3.13	-	\$,000	2,743.450	3,040.687	3,050.484	3,020.000	3,541.000	3,850.440
Costs: any other water	QG3.21	-	\$,000	11,301.750	13,490.889	13,889.263	12,833.000	12,747.000	11,114.380
Costs: operating sewerage	QG3.12a	-	\$,000	16,169.620	15,227.881	17,386.475	18,885.000	20,401.740	20,281.280
Costs: operating sewerage per connections	QG3.12	F12	\$/connection	320.44	289.09	324.33	347.96	370.74	372.69
Cost: maintenance sewerage	QG3.14	-	\$,000	7,265.930	6,874.302	7,663.403	7,863.000	9,376.000	8,664.170
Costs: any other sewerage	QG3.22	-	\$,000	17,157.120	23,768.908	27,476.186	26,350.000	26,107.000	23,498.040
Costs: operating water + sewerage per connection	-	F13	\$/connection	-	-	944.03	1,032.74	971.55	-
Current cost depreciation water	QG3.15	-	\$,000	6,161.010	6,249.705	6,885.144	6,946.000	7,098.000	7,078.400
Current cost depreciation sewerage	QG3.16	-	\$,000	10,795.280	12,210.100	16,215.464	16,885.000	16,889.000	16,913.020
Previous 5 year average annual renewals expenditure: water	QG3.17	-	\$,000	1,184.970	1,229.552	1,312.262	1,256.000	946.000	978.650
Previous 5 year average annual renewals expenditure: sewerage	QG3.18	-	\$,000	8,790.360	9,717.590	10,888.174	10,692.000	8,093.000	6,344.050
Forecast 5 year average annual renewals expenditure: water	QG3.19	-	\$,000	818.130	818.890	896.122	1,118.000	1,369.000	2,240.000

**Department:** Infrastructure and Operations

**Group:** City Water

**Unit:** Compliance and Reporting

**Approved:** Service Manager Compliance and Reporting

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Forecast 5 year average annual renewals expenditure: sewerage <sup>9</sup>	QG3.20	-	\$,000	4,287.840	4,796.758	4,542.550	6,351.000	29,248.000	37,577.000

### 3.3.3 Capital Expenditure

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Capital expenditure: water supply	QG3.1	F14	\$,000	828.960	1,407.865	1,126.690	685.000	682.000	991.380
Capital expenditure: sewerage	QG3.2	F15	\$,000	17,532.970	13,426.501	4,883.673	1,619.000	3,005.000	8,786.010
Capital works grants: water	QG3.3	F26	\$,000	0	0	0	0	0	0
Capital works grants: sewerage	QG3.4	F27	\$,000	2,446.310	3,087.923	583.786	0	0	0
Capital expenditure: water + sewerage	-	F16	\$,000	-	-	6,010.363	2,304.000	3,687.000	9,777.390
Capital expenditure: water per connection	-	F28	\$/connection	-	-	16.48	9.96	9.78	15.69
Capital expenditure: sewerage per connection	-	F29	\$/connection	-	-	91.10	29.83	54.61	161.45

### 3.3.4 Financial

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Economic real rate of return: water	-	F17	%	6	5.9	5.2	4.5	6.6	6.6
Economic real rate of return: sewerage	-	F18	%	6.4	5.9	3.5	2.6	2.8	3.4
Economic real rate of return: water + sewerage	-	F19	%	6.2	5.9	4.1	3.3	4.2	4.6
Dividend	-	F20	\$,000	3,875.510	85.530	6,967.414	4,245.000	7,814.000	16,108.000
Net profit after tax	-	F24	\$,000	-5,167.350	-10,009.330	9,289.886	5,660.000	10,070.000	20,315.000
Dividend ratio payout	-	F21	ratio	-	-	-	0.8	0.8	0.8
Net debt to equity	-	F22	%	36.5	57.6	57.9	56.3	58.6	57.0

<sup>9</sup> Large increase in forecast for 2019/2020 due to planned work at Capalaba Wastewater Treatment Plant.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Interest cover ratio	-	F23	ratio	1.9	2.4	2.2	2.4	2.4	2.5
Net profit after tax ratio	-	F30	ratio	-	-	-	0.0	0.1	0.2

### 3.4 Customer – QG series 4 and NPR Category 6 and 8 – Pricing

Series 4 'Customer' includes QGKPIs in relation to water and sewerage billing and Customer Service Standards (CSS). Provides insight into customer satisfaction with the quality of the service and its reliability provided by a utility. It also provides insight into the effectiveness of a utilities communications with its customers.

#### 3.4.1 Pricing

Residential water tariff structures are divided into fixed and pay-for-use charges. Information about the structures supports an understanding of the operation of water supply systems and is important for comparing the relative performance of utilities.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Water pricing tariff structure	-	P1	text	Access + flat rate	Access + flat rate	Access + flat rate	Access + flat rate	Access + flat rate	Access + flat rate
Fixed charge: water value ( <i>figure 7</i> )	QG4.1 (value)	P1.2	\$/annum	263.60	263.60	263.60	263.60	268.64	280.48
Fixed charge: water description	QG4.1 (text)	-	text	Pipe/meter size/lot	Pipe/meter size/lot	Pipe/meter size/lot	Pipe/meter size/lot	Pipe/meter size/lot	Pipe/meter size/lot
Usage charge 1 <sup>st</sup> Step: value	-	P1.3	\$/kl	2.75	2.95	3.15	3.34	3.54	3.74
Usage upper bound of 1 <sup>st</sup> Step: kl	-	P1.3a	Kl	NR	NR	NR	NR	NR	NR
Usage charge 2 <sup>nd</sup> step: value	-	P1.4	\$/kl	NR	NR	NR	NR	NR	NR
Usage upper bound of 2 <sup>nd</sup> Step: kl	-	P1.4a	Kl	NR	NR	NR	NR	NR	NR
Usage charge 3 <sup>rd</sup> step: value	-	P1.5	\$/kl	NR	NR	NR	NR	NR	NR
Usage upper bound of 3 <sup>rd</sup> Step: kl	-	P1.5a	Kl	NR	NR	NR	NR	NR	NR
Usage charge 4 <sup>th</sup> step: value	-	P1.6	\$/kl	NR	NR	NR	NR	NR	NR
Usage upper bound of 4 <sup>th</sup> Step: kl	-	P1.6a	Kl	NR	NR	NR	NR	NR	NR

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**Group:** City Water

**Unit:** Compliance and Reporting

**Approved:** Service Manager Compliance and Reporting

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Usage charge 5 <sup>th</sup> step: value	-	P1.7	\$/kl	NR	NR	NR	NR	NR	NR
Usage upper bound of 5 <sup>th</sup> Step: kl	-	P1.7a	Kl	NR	NR	NR	NR	NR	NR
Usage charge 6 <sup>th</sup> step: value	-	P1.8	\$/kl	NR	NR	NR	NR	NR	NR
Usage upper bound of 6 <sup>th</sup> Step: kl	-	P1.8a	Kl	NR	NR	NR	NR	NR	NR
Special levies: water value	-	P1.12	\$/kl	NR	NR	NR	NR	NR	NR
Revenue from water special levies retained by utility	-	P1.13	yes/no	-	-	-	NR	NR	NR
Annual bill based on 200kl/a: water (figure 8)	-	P2	\$	813.60	853.80	893.80	931.20	975.84	1027.68
Typical residential bill: water	-	P3	\$	794.53	840.77	780.96	828.61	838.08	967.45
Sewerage pricing tariff structure	-	P4	text	Fixed Access Fee	Fixed Access Fee	Fixed Access Fee	Fixed Access Fee	Fixed Access Fee	Fixed Access Fee
Fixed charge: sewerage value (figure 13)	QG4.2 (value)	P4.1	\$	675.70	675.75	675.75	675.75	689.00	713.00
Fixed charge: sewerage description	QG4.2 (text)	-	text	Based on 25 units	Based on 25 units	Based on 25 units	Based on 25 units	Based on 25 units	Based on 25 units
Usage charge: sewerage value	-	P4.2	\$	NR	NR	NR	NR	NR	NR
Special levies: sewerage value	-	P4.3	\$	NR	NR	NR	NR	NR	NR
Revenue from sewerage special levies retained by the utility	-	P4.4	\$	NR	NR	NR	NR	NR	NR
Annual bill based on 200kl/a: sewerage	-	P5	\$	675.70	675.75	675.75	675.75	689.00	713.00
Typical residential bill: sewerage	-	P6	\$	675.70	675.75	675.75	675.75	689.00	713.00
Annual bill based on 200kl/a: water + sewerage	QG4.3	P7	\$	1,489.500	1,529.52	1,569.55	1,606.95	1,664.84	1740.68
Typical residential bill: water + sewerage	QG4.4	P8	\$	1,470.23	1,516.52	1,456.71	1,504.36	1,527.08	1680.45

### 3.4.2 Customer Service

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Water Quality Complaints per 1000 connections (figure 5)	QG4.10	C9	per 1000 connections	2.5	1.9	2.5	2.6	2.2	1.7
Water Service Complaints per 1000 connections	QG4.12	C10	per 1000 connections	0.4	0.5	0.2	0.2	0.1	2.0
Average frequency of unplanned interruptions: water (figure 4)	QG4.7	C17	per 1000 connections	29.3	48.3	55.3	93.9	99.3	88.2
Percent Customer Service Standard (CSS) response targets met: water incidents	QG4.8a	-	%		100	100	100	100	90.6
Average duration unplanned Interruptions: water	-	C15	minutes	23.9	114	148	113.8	110.0	135.10
Restrictions applied for non-payment of water bill per 1000 connections	-	C18	per 1000 connections	0	0	0	0	0	0
Customers which legal action applied for non-payment of water bill per 1000 connections	-	C19	per 1000 connections	0.2	3.7	1	1.7	2.1	1.6
Sewerage Service complaints per 1000 connections (figure 12)	QG4.13	C11	per 1000 connections	0.9	0.1	0.4	0.2	0.02	0.1
Percent CSS response targets met: sewerage incidents <sup>10</sup>	QG4.9a	-	%	-	100	100	100	97	100
Number water and sewerage complaints: billing and accounts per 1000 connections	QG4.14	C12	per 1000 connections	0.1	0.1	0.1	0.1	0.1	0.1
Water and sewerage complaints (all ) per 1000 connections (figure 15)	QG4.11	C13	per 1000 connections	3.6	2.6	3.2	3	2.4	4.0
Percent calls answered within 30seconds <sup>11</sup>	-	C14	%	-	-	-	81	82	80

<sup>10</sup> Not met CSS KPI 2019-20 due to one incidents on the Southern Moreton Bay Islands which, take a longer response time. CSS state that this is to be expected for incidents on the Bay Islands.

<sup>11</sup> Water calls are not tracked separately. Data relates to response time for all of Council calls to our Contact Centre and, against our own CSS KPI of 20 seconds. This NPR KPI was not reportable for the years 2016-2018. The measure was reintroduced 2019.



### 3.5 Environment – NPR Category 7

#### 3.5.1 Comparative treatment levels

Information about comparative treatment levels assists with understanding the degree to which wastewater is required to be treated.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Percent sewage treated: maximum primary level only	-	E1	%	0	0	0	0	0	1.1
Percent sewage treated: maximum secondary level only	-	E2	%	1.1	0.3	0	0	0	1.4
Percent sewage treated: maximum tertiary level	-	E3	%	98.9	99.7	100	100	100	97.5

#### 3.5.2 Biosolids

Information about biosolids supports an understanding of the operation of the wastewater treatment plant and how organic solids derived from treatment processes are managed sustainably by the utility.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Percent Biosolids reused	-	E8	%	-	-	98	85.7	85.7	98.8

#### 3.5.3 Net Greenhouse Gas Emissions

Information about net greenhouse gas emissions supports an understanding of a utility's operation efficiency and how its water, wastewater and other activities contribute to greenhouse emissions

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Greenhouse gas emissions: water per 1000 connections	-	E9	t CO <sub>2</sub> eq/1000 connections	-	-	-	0.1	0.1	0.2
Greenhouse gas emissions: sewage per 1000 connections	-	E10	t CO <sub>2</sub> eq/1000 connections	-	-	43.1	201.8	189.5	195.10

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**Unit:** Compliance and Reporting

**Approved:** Service Manager Compliance and Reporting

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Greenhouse gas emissions: other per 1000 connections	-	E11	t CO2eq/1000 connections	-	-	-	30.8	33.9	21.4
Greenhouse gas emissions: all per 1000 connections	-	E12	t CO2eq/1000 connections	-	-	33.8	190.2	183.6	189.5

### 3.6 Public Health – NPR category 10

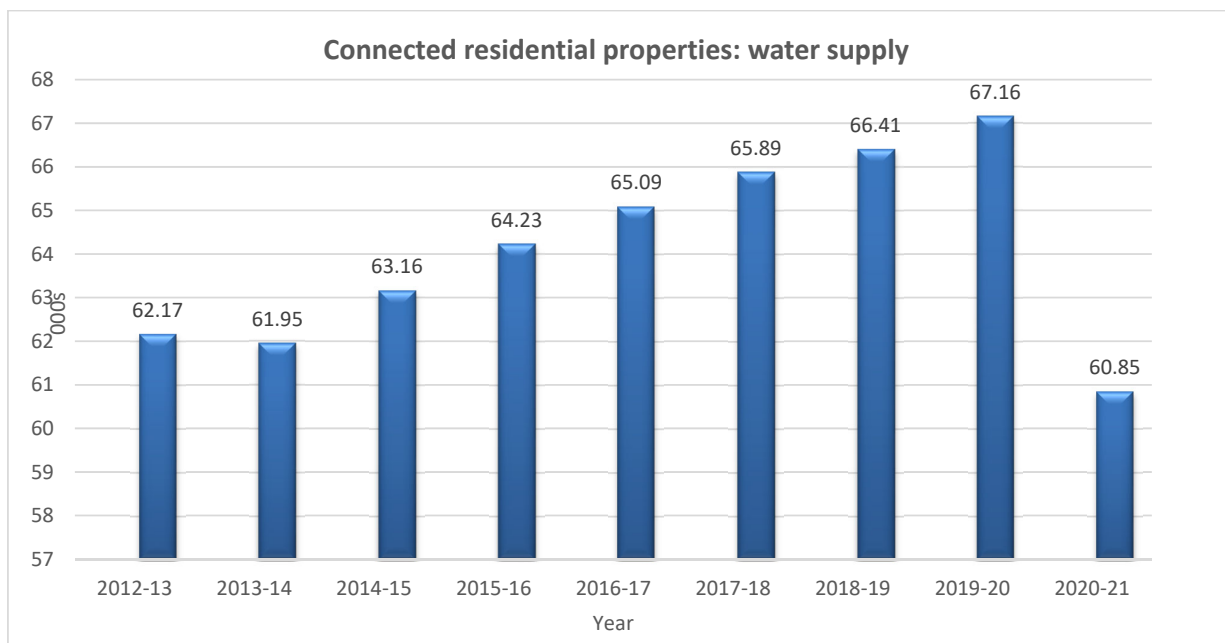
Information about drinking water quality zones that were compliant with the Australian Drinking Water Guidelines (ADWG) or licence conditions imposed on the utility is important for understanding the overall performance of the utility's water treatment. The indicators provide information on how well the utility is managing its water treatment facilities and distribution system.

#### 3.6.1 Water Quality Compliance

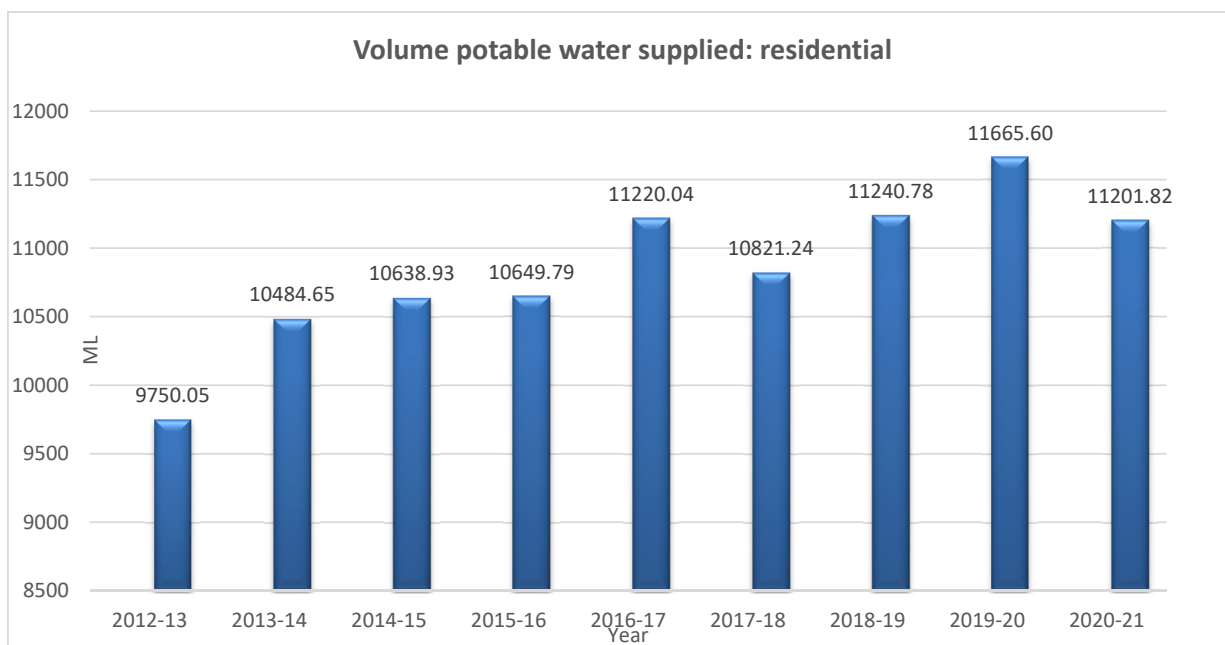
Indicator Description	QGKPI Code	NPR Code	Unit of measure	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Water quality compliance guideline used	-	H1	text	-	-	ADWG	ADWG	ADWG	ADWG
Percent population where microbiological compliance achieved	-	H3	%	-	-	100	100	100	100
Number zones chemical compliance achieved	-	H8	number	-	-	4	4	5	5
Number chemical compliance zones tested	-	H9	number	-	-	4	4	5	5
Risk based drinking water management plan assessed externally	-	H5	yes/no	-	-	yes	yes	yes	yes



**Figure 1 – QG1.13/C2 connected residential properties<sup>12</sup> – water supply**



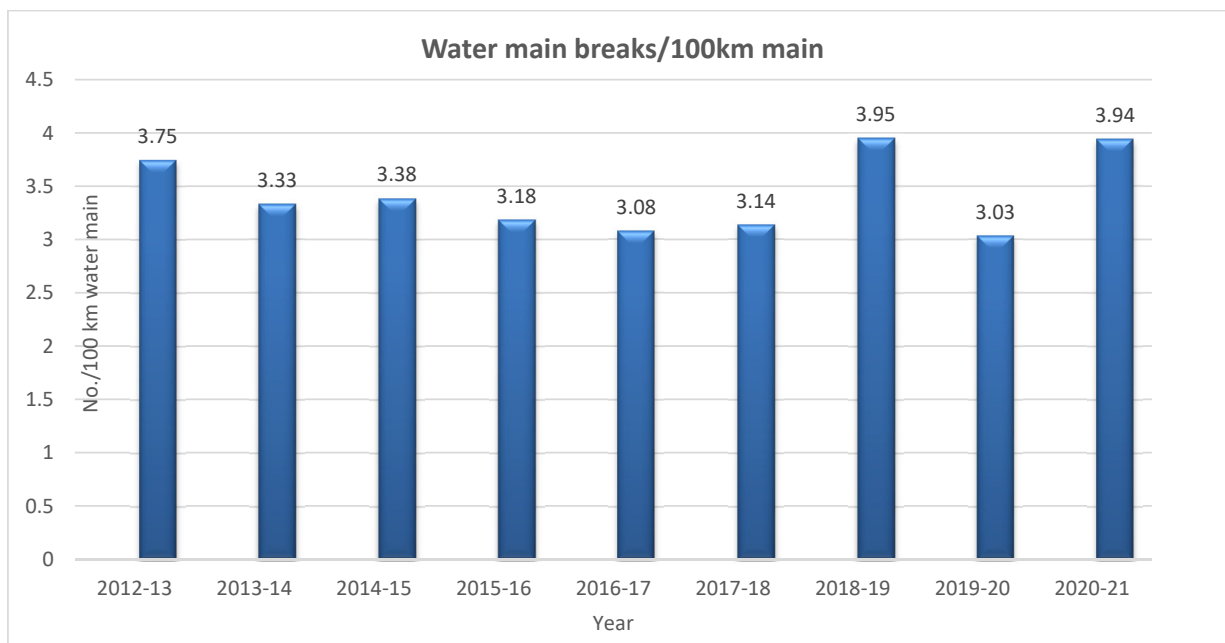
**Figure 2 – QG1.17a volume potable water supplied: residential**



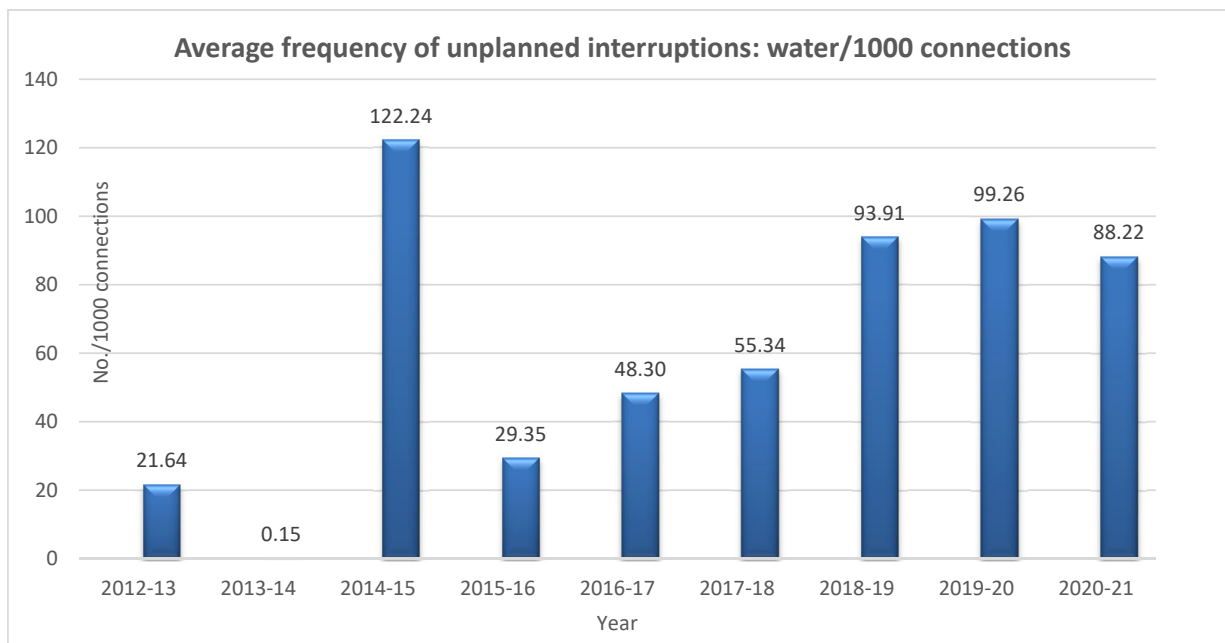
<sup>12</sup> 2020-21 vacant blocks no longer included in this indicator (6,682).



**Figure 3 – QG4.5/A8 water main breaks per 100km water main**



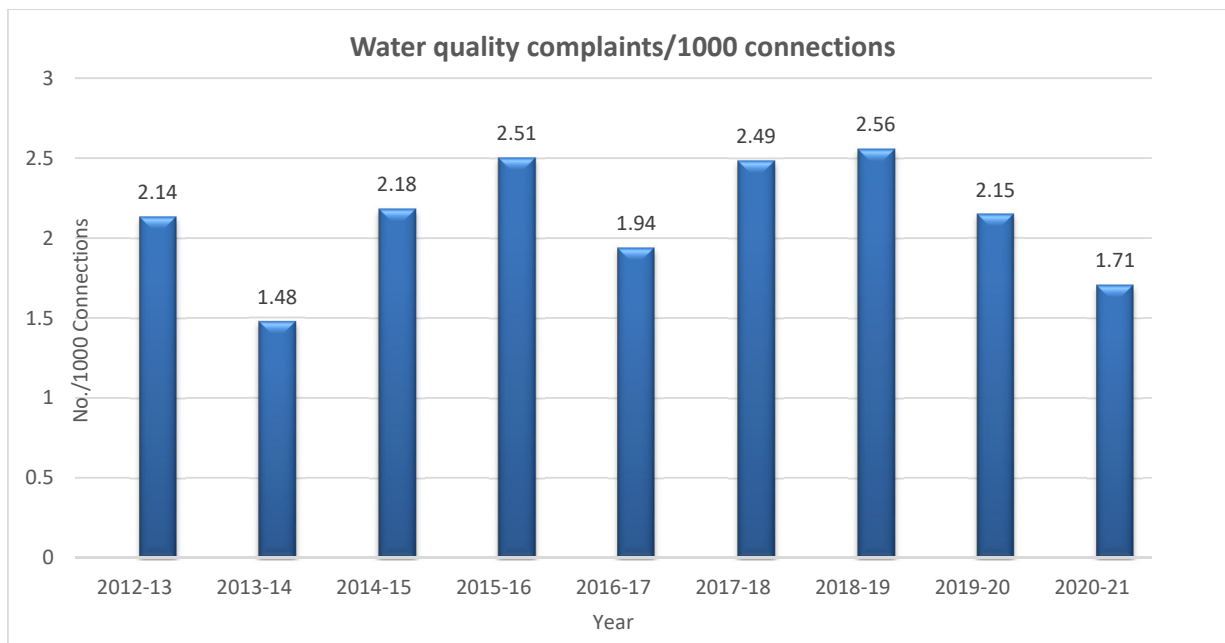
**Figure 4 – QG4.7/C17 average frequency of unplanned interruptions: water per 1000 connections<sup>13</sup>**



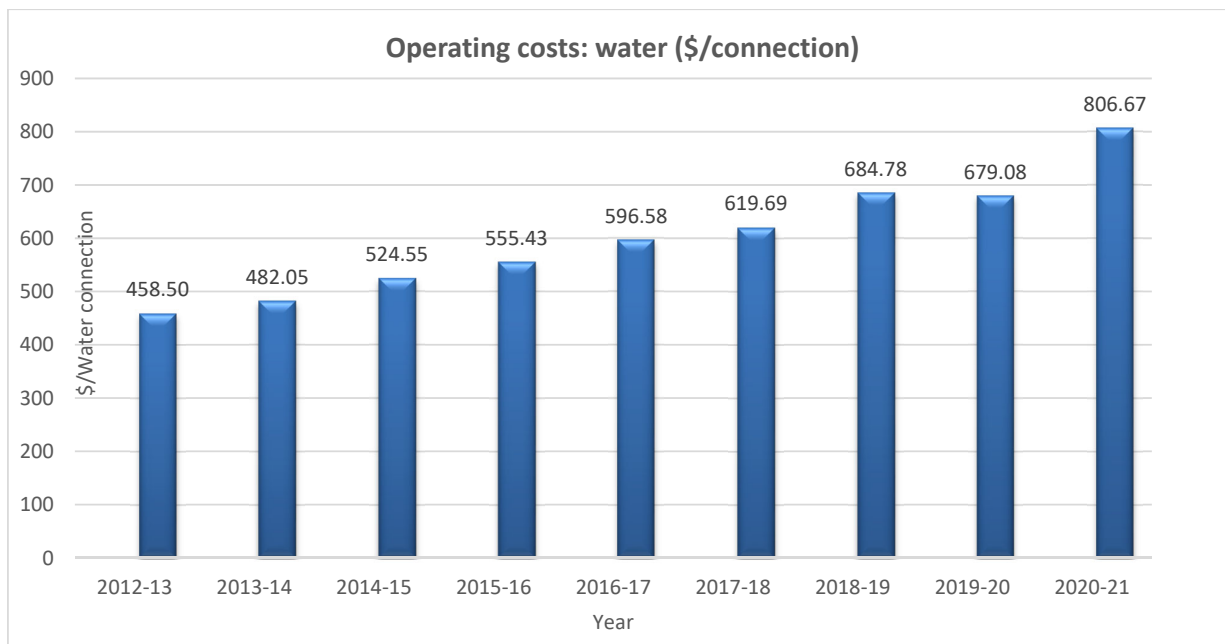
<sup>13</sup> Calculated as the total number of properties affected by unplanned water supply interruptions divided by the total number of water connected properties.



**Figure 5 – QG4.10/C9 water quality complaints per 1000 connections**

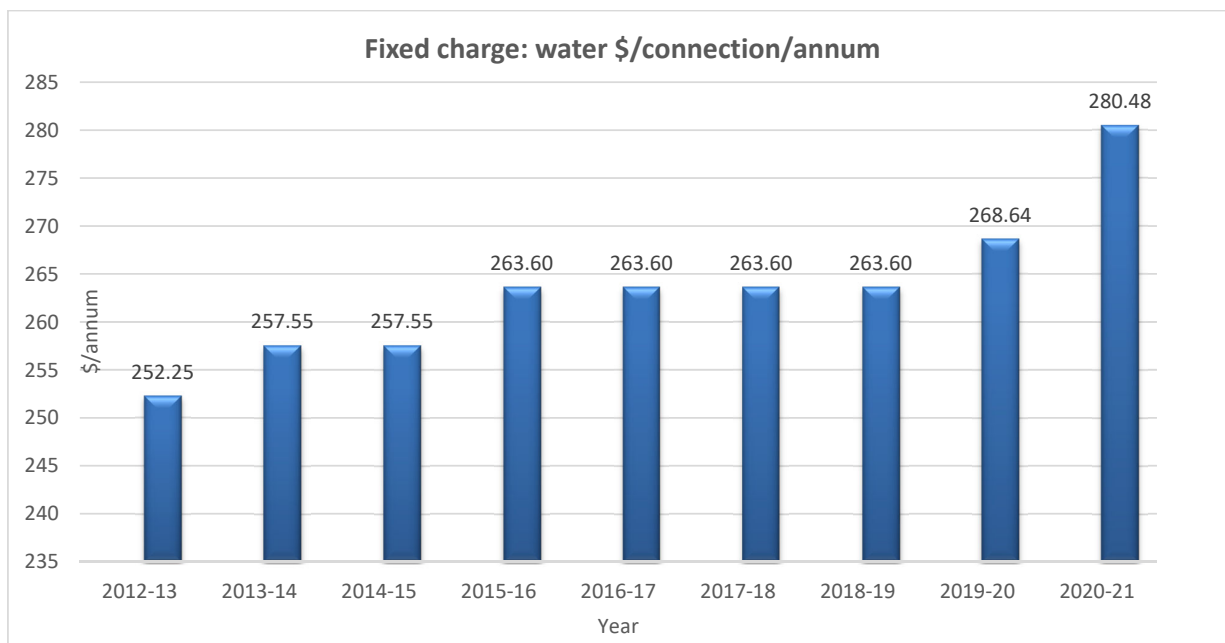


**Figure 6 – QG3.11/F11 operating costs: water (\$/connection)**

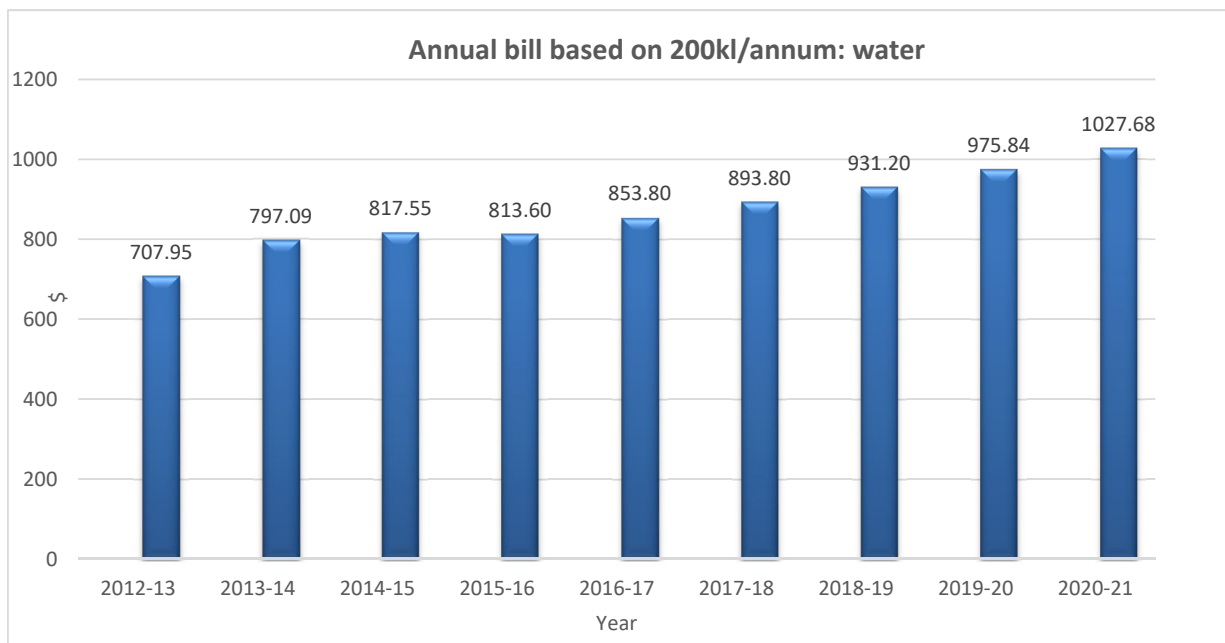




**Figure 7 – QG4.1/P1.2 fixed charge: water \$/connection/annum**

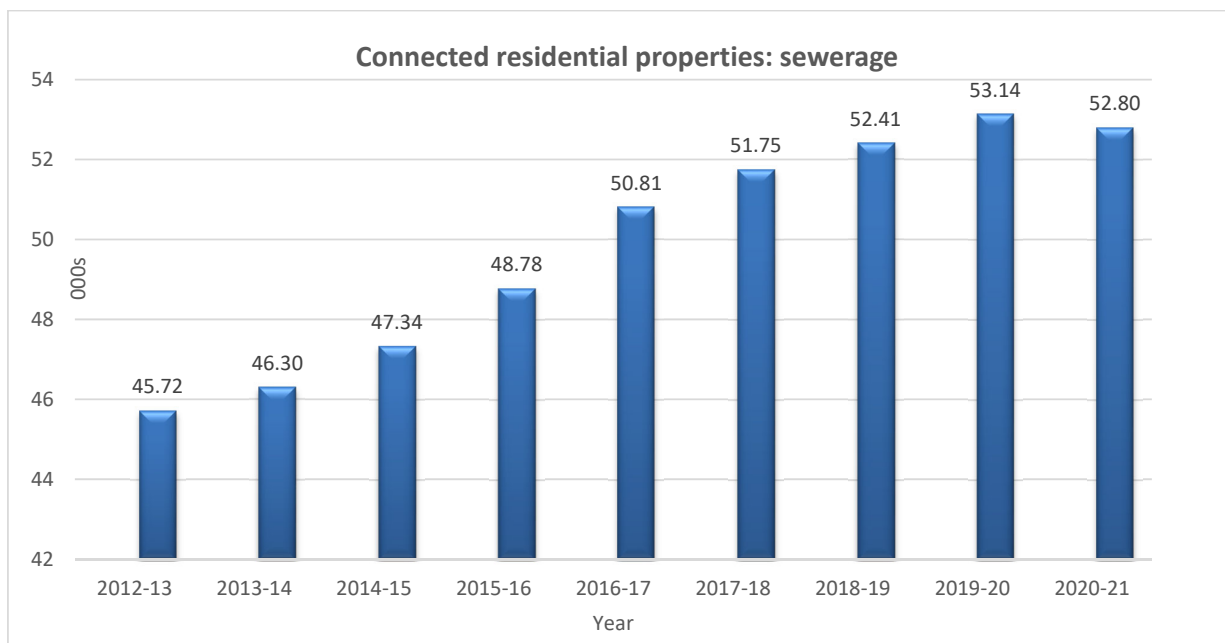


**Figure 8 – P2 annual bill based on 200kl/annum – water**

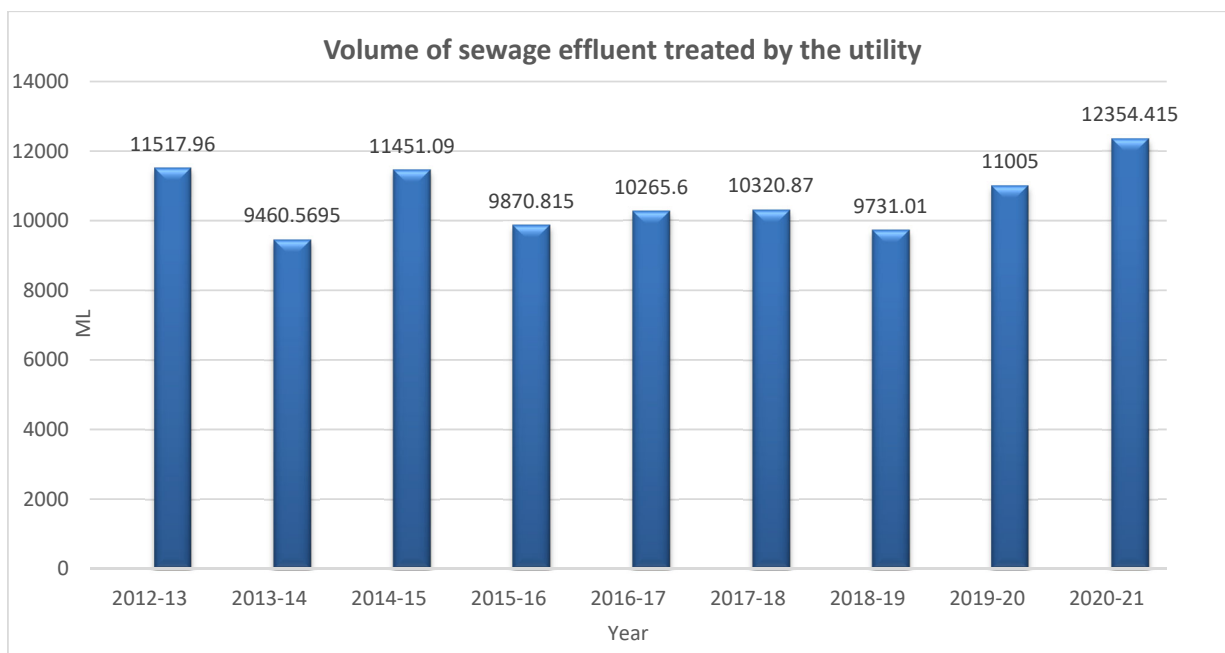




**Figure 9 – QG1.15/C6 connected residential properties: sewerage<sup>14</sup>**



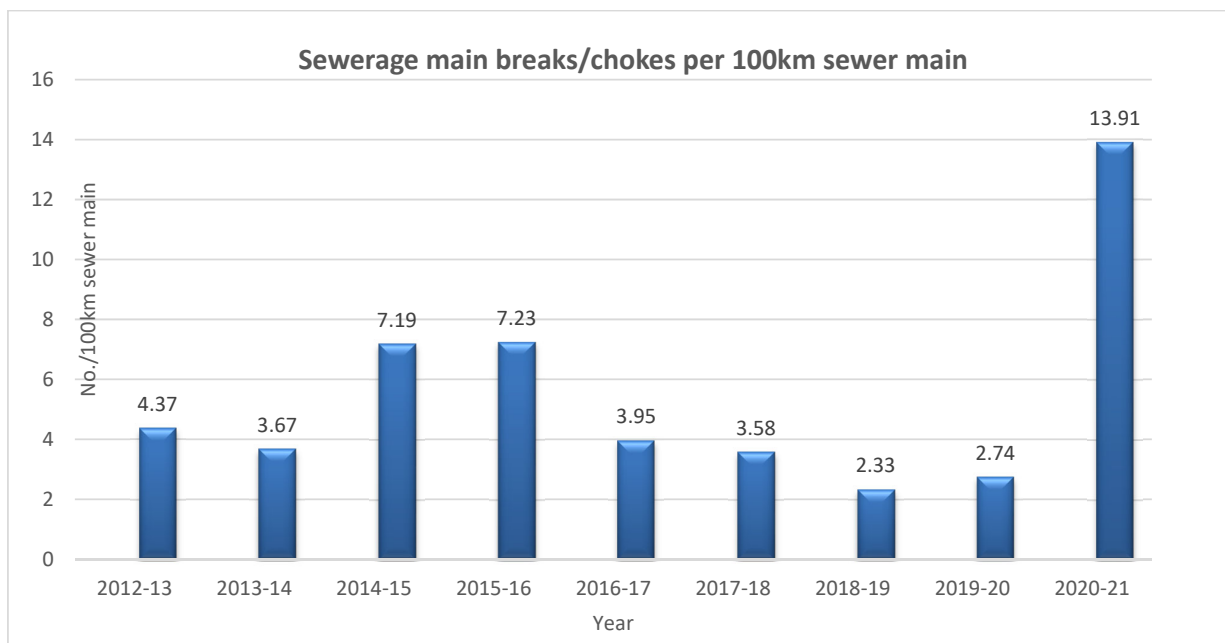
**Figure 10 – W18.5 volume of sewage effluent treated by the utility**



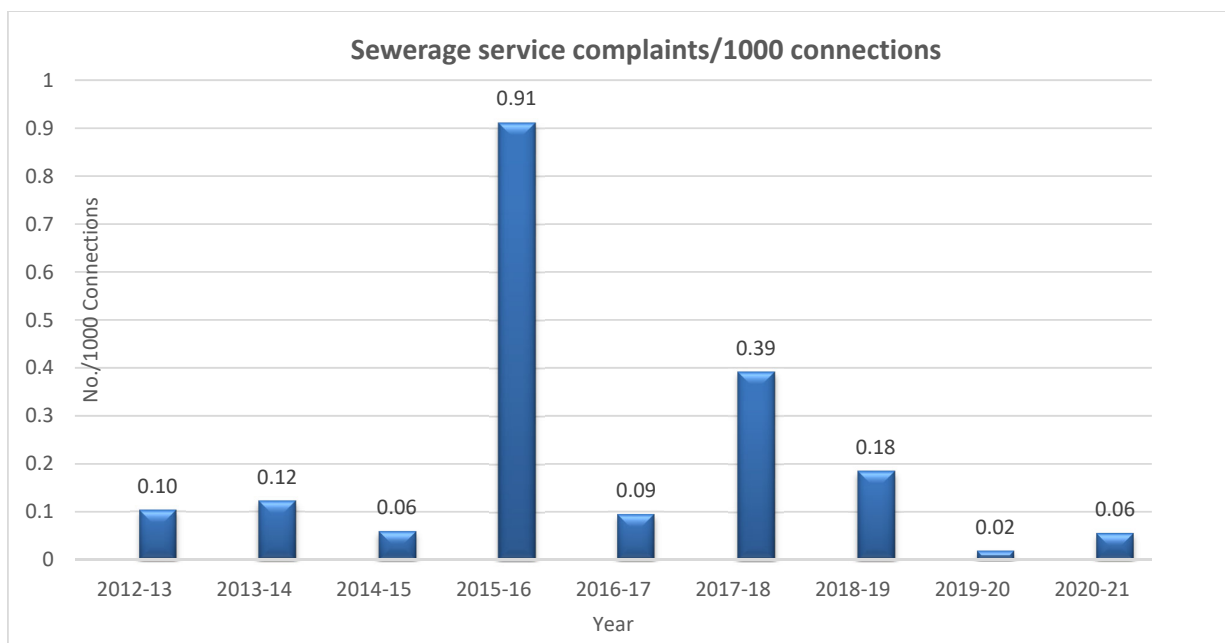
<sup>14</sup> 2020-21 vacant blocks no longer included in this indicator (805).



**Figure 11 – QG4.6/A14 sewerage mains breaks/chokes per 100km sewer main<sup>15</sup>**



**Figure 12 – QG4.13/C11 sewerage service complaints per 1000 connections**

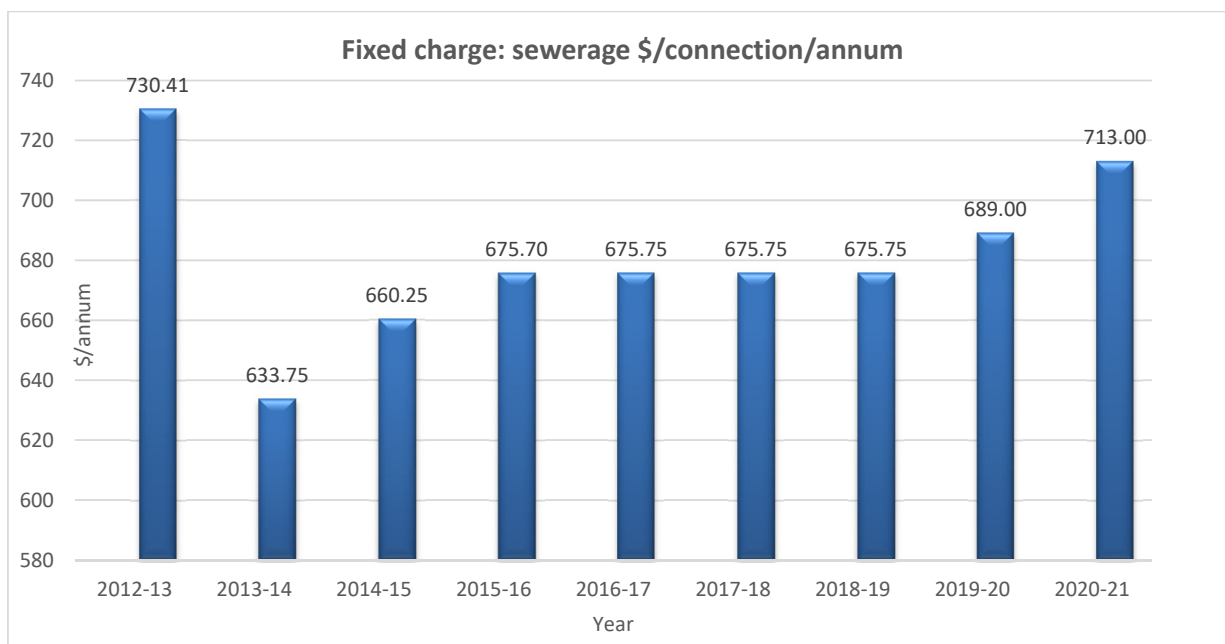


<sup>15</sup> Data prior to 2020-21 excluded chokes in pumps.

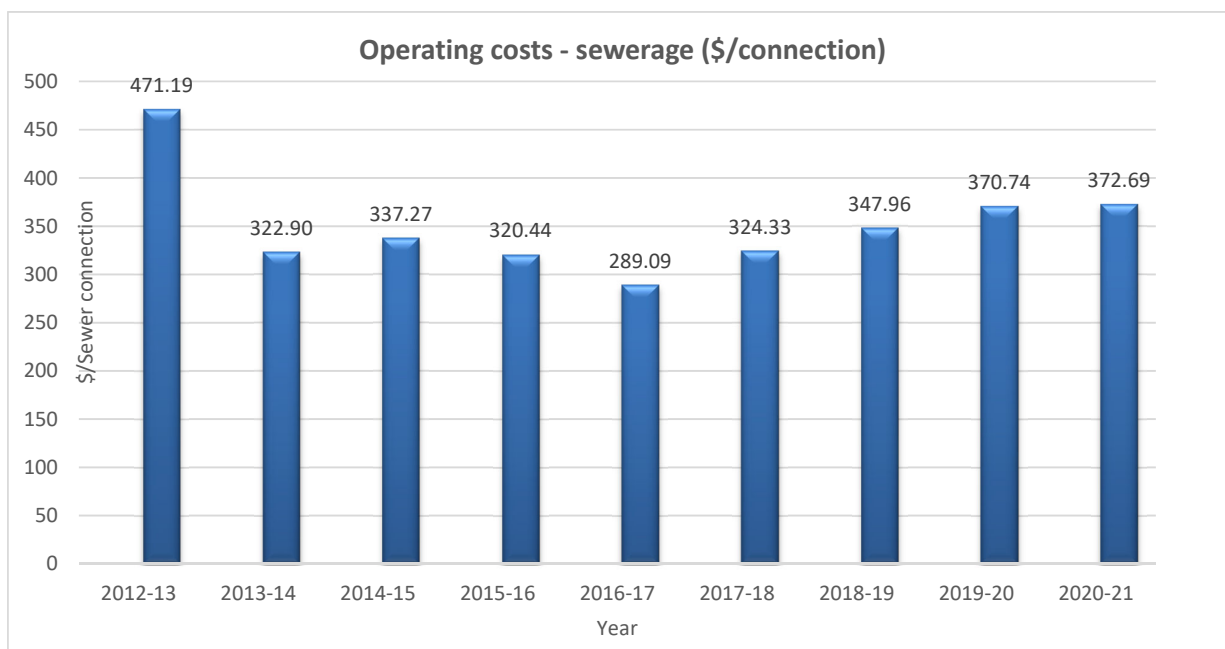




**Figure 13 – QG4.2 (value)/P4.1 fixed charge: sewerage \$ per connection per annum**

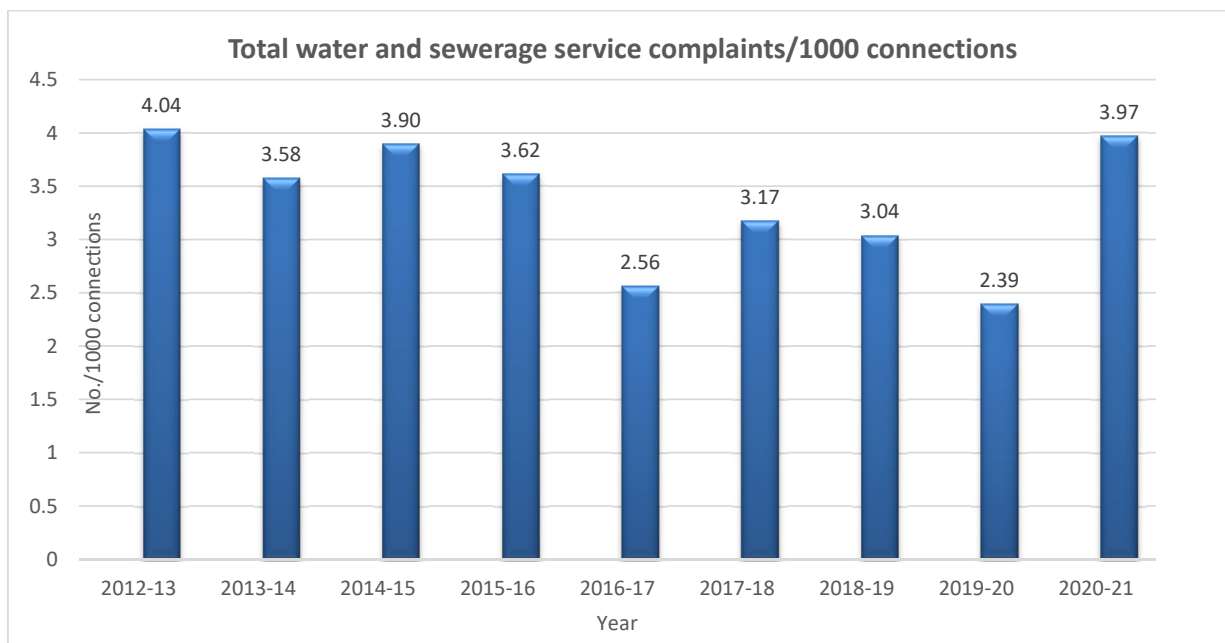


**Figure 14 – QG3.12/F12 operating costs: sewerage (\$/connection)**





**Figure 35 – QG4.11/C13 total water and sewerage service complaints/1000**



**Figure 16 – F3 total revenue: whole of utility**

