



Redland

CITY COUNCIL

City Water Annual Performance Report 2022-2023

Date: December 2023



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1 About This Report

In 2014 the Department of Energy and Water Supply (now the Department of Regional Development, Manufacturing and Water, 'the Regulator') introduced a mandatory performance reporting framework. 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 a 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*. 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, however these are not required to be made publicly available to maintain that security.

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 86 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 and includes analysis of key indicators. 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 and the indicator definitions differ, the QGKPI definition prevails.

Link to Customer Service Standards

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. Redland City Council customer service standards can be found in our Customer Commitment Statement on our website [here](#).

2 Overview of Operations

Redland City, also known as Redlands Coast, has a population of more than 161,000 people and covers an area of around 537km².¹

The Quandamooka People are the Traditional Owners of much of Redlands Coast, which encompasses mainland suburbs and six residential islands.

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.

Redland City Council purchases treated bulk water from Seqwater to distribute to its customers via around 1320km of water mains within four water supply schemes across five supply zones:

- 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 on North Stradbroke Island: at Dunwich (two reservoirs), Point Lookout (two reservoirs) and Amity Point (one reservoir). This does not include the clear water storages at each water treatment plant which are owned by Seqwater.

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

Council owns and operates seven (7) Wastewater Treatment Plants to collect and treat incoming wastewater from around 55,845 properties across the existing wastewater connection area via a network of approximately 137 pump stations and 1,220KM of mains. This includes the management of Trade Waste generated by approximately 721 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.
- NA (Not applicable) – There is either no corresponding key performance indicator or, it was not a requirement for that year

¹ Source: profile.id.com.au/Redland (2022)

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 KPIs 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	2018/19	2019/20	2020/21	2021/22	2022/23
Population receiving water services.	NA	C1	000's	155.051	157.079	157.338	159.69	161.712
Number of water treatment plants providing full treatment	QG1.4a	A1	number	NR	NR	NR	NR	NR
Length of water mains	QG1.1	A2	km	1,315.7	1,318.7	1,319.7	1326.7	1326.7
Total potable water storage volume	QG1.7	NA	ML	6	6	6	6	6
Connected residential properties: water ² (figure 1)	QG1.13	C2	000's	66.409	67.157	60.853	61.497	62.410
Connected non-residential properties: water	QG1.14	C3	000's	2.350	2.599	2.350	2.364	2.388
Total connected properties: water	NA	C4	000's	68.759	69.756	63.203	63.861	64.798
Connections served per km water main	NA	A3	number	52.5	53.2	48.1	48.4	49.1
Length sewerage mains and channels	QG1.2	A5	km	1,202	1,205	1,208	1216	1220

². Prior to 2020/21, vacant blocks were included in the count of all connected properties. The definition does not consider vacant blocks "real properties", they have therefore been excluded from the count since 2020/21

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Number sewerage treatment plants	QG1.3	A4	number	7	7	7	7	7
Connected Residential Properties: sewerage (<i>figure 9</i>)	QG1.15	C6	000's	52.409	53.144	52.802	53.235	53.933
Connected Non-residential properties: sewerage	QG1.16	C7	000's	1.865	1.886	1.616	1.887	1.912
Total connected properties: sewerage	NA	C8	000's	54.274	55.030	54,418	55.122	55.845
Connections served per km sewer main	NA	A6	connections/km	45.2	45.7	45	45.3	45.8

3.1.2 Performance Asset

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Water main breaks per 100km water main (figure 3)	QG4.5	A8	per 100km water main	4.0	3.0	3.9	5.9	6.7
Infrastructure Leakage Index (ILI)	NA	A9	ILI	0.2	0.4	0.3	0.4	0.2
Volume of water lost: potable water	QG1.23	NA	ML	NA	586.0	438.0	654.6	650.2
Real water losses: service connections	NA	A10	L/service connection/day	11.6	25.6	18.4	28.5	16.2
Real Water Losses: water mains	NA	A11	kL/km water main/day	0.5	1.1	0.8	1.3	0.7
Sewerage mains breaks/chokes per 100km sewer main ³ (figure 11)	QG4.6	A14	per 100km sewer main	2.3	2.7	13.9	15.2	15
Property connection sewer break/chokes per 1000 connections	NA	A15	per 1000 connections	1.0	1.1	1.0	1.4	0.6

3.1.3 Sources of Water

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Volume of water sourced: surface water	QG1.8	W1	ML	NR	NR	NR	NR	NR
Volume of water sourced: ground water	QG1.9a	W2	ML	NR	NR	NR	NR	NR

3.1.4 Total Water Supply including exports

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Volume potable water supplied: residential. (figure 2)	QG1.17a	NA	ML	11,240.8	11,665.6	11,201.8	10,714.8	11,325.2
Volume potable water supplied: non-residential	QG1.18a	NA	ML	1,849.2	1,810.4	1,755.1	1661.1	1,964.5

³ Chokes in pumps included from 2020/21

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Maximum Daily Demand	QG1.5	NA	ML/day	59.4	65	61.1	58.4	53.2
Volume raw-PT potable water supplied: residential	QG1.17b	NA	ML	NR	NR	NR	NR	NR
Volume raw-PT potable water supplied: non-residential	QG1.18b	NA	ML	NR	NR	NR	NR	NR
Volume water returned to surface water or groundwater from water supply scheme	NA	W31	ML	NR	NR	NR	NR	NR
Volume potable + raw-PT water supplied: residential	NA	W8.3	ML	11,240.8	11,665.6	11,201.8	10,714.8	11,325.2
Volume all water supplied: residential	NA	W8	ML	11240.8	11,665.6	11,201.8	10,714.8	11,325.2
Volume potable + raw-PT water supplied: non-residential	NA	W9.3	ML	1,849.2	2,463.8	2,385.9	2,367.5	2,650.1
Volume all water supplied: non-residential	NA	W9	ML	1,849.2	2,463.8	2,385.9	2,367.5	2,650.1
Volume potable water supplied: non-revenue	NA	W10.1	ML	378.1	653.4	630.8	706.3	685.6
Volume water supplied: all	NA	W11	ML	13,183.9	14,250.7	13,687.2	13,178.1	14,118.3
Volume potable water produced/ supplied into water supply system	NA	W11.3	ML	13,443.4	14,129.4	13,587.7	13,082.3	13,975.4
Annual residential water supplied per connection	NA	W12	kL/connection/year	169.3	173.7	184.1	174.2	181.5
Volume sewage treated (<i>figure 10</i>)	NA	W18.5	ML	9859.0	11032.0	12394.0	13751.6	10408.3
Volume recycled sewage supplied: residential	NA	W20	ML	NR	NR	NR	NR	NR
Volume recycled sewage supplied: non-residential	NA	W21	ML	94	121.3	99.50	95.8	143
Volume recycled sewage supplied: environmental flows	NA	W23	ML	NR	NR	NR	NR	NR
Volume recycled sewage supplied: aquifer recharge	NA	W25.1	ML	NR	NR	NR	NR	NR
Volume recycled sewage supplied: all ⁴	QG1.11	W26	ML	94	121.3	99.50	95.8	143
Percent sewage recycled ⁵	NA	W27	%	1	1.1	0.8	0.7	1.4
Volume recycled stormwater supplied: residential	NA	W28.4	ML	NR	NR	NR	NR	NR

⁴ Estimate - includes metered data only.

⁵ Estimate - includes metered data only.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Volume recycled stormwater supplied: non-residential	NA	W28.5	ML	NR	NR	NR	NR	NR
Volume raw (untreated) water supplied: environmental flows	NA	W13	ML	NR	NR	NR	NR	NR
Volume potable + raw-PT water exported - external	NA	W14.3	ML	NR	NR	NR	NR	NR
Volume water exported external	NA	W14	ML	NR	NR	NR	NR	NR
Volume recycled sewage exported: external	NA	W15	ML	NR	NR	NR	NR	NR
Volume all water exported: internal and external	QG1.22	NA	ML	NR	NR	NR	NR	NR

3.1.5 Workforce

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Total full time equivalent water + sewerage employees	QG1.20	NA	FTEs	92.8	100	98.4	92	101.7

3.2 Water Security – QG Series 2

Series 2 'Water Security' QG KPIs 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 Council purchases 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	2018/19	2019/20	2020/21	2021/22	2022/23
Water restriction duration: PWCM ⁶	QG2.10a	NA	days	NA	0	0	0	0
Water restriction duration: Level 1	QG2.10b	NA	days	NA	0	0	0	0
Water restriction duration: Level 2	QG2.10c	NA	days	NA	0	0	0	0
Water restriction duration: Level 3	QG2.10d	NA	days	NA	0	0	0	0
Water restriction duration: Level 4	QG2.10e	NA	days	NA	0	0	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	2018/19	2019/20	2020/21	2021/22	2022/23
Revenue: all water	QG3.9	F1	\$,000	67,006.00	73,113.00	76,984.50	77,569.44	83,551.23
Revenue: all sewerage	QG3.10	F2	\$,000	48,960.00	50,361.00	54,185.33	59,453.95	62,335.53
Revenue: whole of utility	NA	F3	\$,000	115,965.00	123,474.00	131,169.83	137,023.40	145,886.77
Revenue: whole of utility per connection	NA	F7	\$/connection	1,686.54	1,770.08	2,075.37	2,145.65	2,251.41
Revenue: percent residential revenue from water usage charges	NA	F4	%	68.5	84.0	84.9	85	83.9
Revenue: water supply per connection	NA	F5	\$/connection	974.51	1,048.12	1,218.05	1,214.66	1,289.41

⁶ Permanent water conservation measures.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Revenue: sewerage services per connection	NA	F6	\$/connection	902.09	915.16	995.72	1,078.59	1,116.22
Community service obligations	NA	F25	\$,000	421.00	447.00	357.120	495.06	528.49
Community service obligations ratio	NA	F8	ratio	0.004	0.004	0.003	0.004	0.004

3.3.2 Costs

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Nominal written down replacement costs: fixed water assets	QG3.5	F9	\$,000	288,200.00	282,987.00	286,281.85	287,560.34	299,914.14
Nominal written down replacement costs: fixed sewerage assets	QG3.6	F10	\$,000	504,201.00	490,733.00	502,432.87	509,668.53	587,045.20
Current replacement costs: fixed water assets	QG3.7	NA	\$,000	502,936.00	504,785.00	521,932.18	538,998.42	574,999.12
Current replacement costs: fixed sewerage assets	QG3.8	NA	\$,000	830,219.00	831,323.00	869,807.96	908,800.86	1,037,928.35
Costs: operating water	QG3.11a	NA	\$,000	47,085.000	47,370.000	50,984.150	51,820.15	57,240.13
Costs: operating water per connection (<i>Figure 6</i>)	QG3.11	F11	\$/connection	684.78	679.08	806.67	811.45	883.36
Costs: maintenance water	QG3.13	NA	\$,000	3,020.00	3,541.00	3,850.44	4,159.63	5,053.36
Costs: any other water	QG3.21	NA	\$,000	12,833.00	12,747.00	11,114.38	12,868.86	12,821.80
Costs: operating sewerage	QG3.12a	NA	\$,000	18,885.00	20,401.740	20,281.280	20,226.2	21,857.77
Costs: operating sewerage per connections (<i>Figure 14</i>)	QG3.12	F12	\$/connection	347.96	370.74	372.69	366.94	391.40
Cost: maintenance sewerage	QG3.14	NA	\$,000	7,863.00	9,376.00	8,664.17	9,689.71	10,353.63
Costs: any other sewerage	QG3.22	NA	\$,000	26,350.00	26,107.00	23,498.04	26,845.72	27,860.33
Costs: operating water + sewerage per connection	NA	F13	\$/connection	1,032.74	971.55	1,127.56	1,128.17	1,220.68
Current cost depreciation water	QG3.15	NA	\$,000	6,946.00	7,098.00	7,078.40	7,359.07	7,659.46
Current cost depreciation sewerage	QG3.16	NA	\$,000	16,885.000	16,889.000	16,913.020	17,216.93	18,273.13
Previous 5-year average annual renewals expenditure: water	QG3.17	NA	\$,000	1,256.00	946.00	978.65	870.80	1,301.96

Department: Infrastructure and Operations

Group: City Water

Unit: Compliance and Reporting

Approved: Group Manager City Water

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Previous 5-year average annual renewals expenditure: sewerage	QG3.18	NA	\$,000	10,692.00	8,093.00	6,344.05	4,179.52	3,884.08
Forecast 5-year average annual renewals expenditure: water	QG3.19	NA	\$,000	1,118.00	1,369.00	2,240.00	3,962.05	5,707.093
Forecast 5-year average annual renewals expenditure: sewerage ⁷	QG3.20	NA	\$,000	6,351.00	29,248.00	37,577.00	39,051.85	23,254.934

3.3.3 Capital Expenditure

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Capital expenditure: water supply	QG3.1	F14	\$,000	685.00	682.00	991.38	868.59	3,282.51
Capital expenditure: sewerage	QG3.2	F15	\$,000	1,619.00	3,005.00	8,786.01	2,603.85	3,406.47
Capital works grants: water	QG3.3	F26	\$,000	0	0	0	0	0
Capital works grants: sewerage	QG3.4	F27	\$,000	0	0	0	0	0
Capital expenditure: water + sewerage	NA	F16	\$,000	2,304.00	3,687.00	9,777.39	3,472.44	6,688.98
Capital expenditure: water per connection	NA	F28	\$/connection	9.96	9.78	15.69	13.6	50.66
Capital expenditure: sewerage per connection	NA	F29	\$/connection	29.83	54.61	161.45	47.24	61.00

⁷ Large increase in forecast from 2019/2020 due to planned work at Capalaba Wastewater Treatment Plant.

3.3.4 Financial

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Economic real rate of return: water	NA	F17	%	4.5	6.6	6.6	6.4	6.2
Economic real rate of return: sewerage	NA	F18	%	2.6	2.8	3.4	4.3	3.8
Economic real rate of return: water + sewerage	NA	F19	%	3.3	4.2	4.6	5.1	4.6
Dividend	NA	F20	\$,000	4,245.00	7,814.00	16,108.00	8,830.01	0
Net profit after tax	NA	F24	\$,000	5,660.00	10,070.00	20,315.00	11,086.345	-15,133.115
Dividend payout ratio	NA	F21	ratio	0.8	0.8	0.8	0.8	0
Net debt to equity	NA	F22	%	56.3	58.6	57.0	17.4	46.4
Interest cover ratio	NA	F23	ratio	2.4	2.4	2.5	1.7	2.8
Net profit after tax ratio	NA	F30	ratio	0.0	0.1	0.2	0.1	-0.1

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 utility's communications with its customers.

3.3.5 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	2018/19	2019/20	2020/21	2021/22	2022/23
Water pricing tariff structure	NA	P1	text	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	268.64	280.48	289.68	299.4
Fixed charge: water description	QG4.1 (text)	NA	text	Pipe/meter size/lot	Pipe/meter size/lot	Pipe/meter size/lot	Pipe/meter size/lot	Pipe/meter size/lot
Usage charge 1 st Step: value	NA	P1.3	\$/kL	3.34	3.54	3.74	3.86	3.95
Usage upper bound of 1st Step: kL	NA	P1.3a	kL	NR	NR	NR	NR	NR
Usage charge 2 nd step: value	NA	P1.4	\$/kL	NR	NR	NR	NR	NR
Usage upper bound of 2nd Step: kL	NA	P1.4a	kL	NR	NR	NR	NR	NR
Usage charge 3 rd step: value	NA	P1.5	\$/kL	NR	NR	NR	NR	NR
Usage upper bound of 3 rd Step: kL	NA	P1.5a	kL	NR	NR	NR	NR	NR
Usage charge 4 th step: value	NA	P1.6	\$/kL	NR	NR	NR	NR	NR
Usage upper bound of 4 th Step: kL	NA	P1.6a	kL	NR	NR	NR	NR	NR
Usage charge 5 th step: value	NA	P1.7	\$/kL	NR	NR	NR	NR	NR
Usage upper bound of 5 th Step: kL	NA	P1.7a	kL	NR	NR	NR	NR	NR
Usage charge 6 th step: value	NA	P1.8	\$/kL	NR	NR	NR	NR	NR

Department: Infrastructure and Operations

Group: City Water

Unit: Compliance and Reporting

Approved: Group Manager City Water

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Usage upper bound of 6 th Step: kL	NA	P1.8a	kL	NR	NR	NR	NR	NR
Special levies: water value	NA	P1.12	\$/kL	NR	NR	NR	NR	NR
Revenue from water special levies retained by utility	NA	P1.13	yes/no	NR	NR	NR	NR	NR
Annual bill based on 200kL/a: water (<i>figure 8</i>)	NA	P2	\$	931.20	975.84	1,027.68	1,061.68	1,089.80
Typical residential bill: water	NA	P3	\$	828.61	838.08	967.45	962.22	1,016.55
Sewerage pricing tariff structure	NA	P4	text	Fixed Access Fee	Fixed Access Fee	Fixed Access Fee	Fixed Access Fee	Fixed Access Fee
Fixed charge: sewerage value (<i>figure 13</i>)	QG4.2 (value)	P4.1	\$	675.75	689.00	713.00	746.00	785.00
Fixed charge: sewerage description	QG4.2 (text)	NA	text	Based on 25 units	Based on 25 units	Based on 25 units	Based on 25 units	Based on 25 units
Usage charge: sewerage value	NA	P4.2	\$	NR	NR	NR	NR	NR
Special levies: sewerage value	NA	P4.3	\$	NR	NR	NR	NR	NR
Revenue from sewerage special levies retained by the utility	NA	P4.4	\$	NR	NR	NR	NR	NR
Annual bill based on 200kL/a: sewerage	NA	P5	\$	675.75	689.00	713.00	746.00	785
Typical residential bill: sewerage	NA	P6	\$	675.75	689.00	713.00	746.00	785
Annual bill based on 200kL/a: water + sewerage	QG4.3	P7	\$	1606.95	1664.84	1740.68	1807.68	1874.8
Typical residential bill: water + sewerage	QG4.4	P8	\$	1504.36	1527.08	1680.45	1708.22	1801.55

3.3.6 Customer Service

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Water Quality Complaints per 1000 connections (figure 5)	QG4.10	C9	per 1000 connections	2.6	2.2	1.7	2.3	1.3
Water Service Complaints per 1000 connections	QG4.12	C10	per 1000 connections	0.2	0.1	2.0	1.9	0.7
Average frequency of unplanned interruptions: water (figure 4)	QG4.7	C17	per 1000 connections	93.9	99.3	88.2	56.1	60.2
Per cent Customer Service Standard (CSS) response targets met: water incidents	QG4.8a	NA	%	100	100	90.6	85	91
Average duration unplanned Interruptions: water	NA	C15	minutes	113.8	110.0	135.1	160	273
Restrictions applied for non-payment of water bill per 1000 connections	NA	C18	per 1000 connections	0	0	0	0	0
Customers where legal action applied for non-payment of water bill per 1000 connections	NA	C19	per 1000 connections	1.7	2.1	1.6	1.5	1.5
Sewerage Service complaints per 1000 connections (figure 12)	QG4.13	C11	per 1000 connections	0.2	0.0	0.1	0.1	0.1
Percent CSS response targets met - sewerage incidents	QG4.9a	NA	%	100	97 ⁸	100	56 ⁹	76 ¹⁰
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	0.2
Water and sewerage complaints (all) per 1000 connections	QG4.11	C13	per 1000 connections	3	2.4	4.0	4.4	2.3

⁸ 1 incident was on the Southern Moreton Bay Islands which take a longer response time. Our Customer Service Standards state that this is to be expected for incidents on the Bay Islands.

⁹ Severe and persistent wet weather events during February/March led to a significant increase in the number of reported incidents that stretched well beyond our capacity to respond within normal timeframes.

¹⁰ Immediate responses have been provided to the customer however, some work orders are left open when further long-term rectification works are required.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Per cent calls answered within 30seconds ¹¹	NA	C14	%	81	82	80	83.4	70.8

3.4 Environment – NPR Category 7

3.4.1 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	2018/19	2019/20	2020/21	2021/22	2022/23
Per cent sewage treated: maximum primary level only	NA	E1	%	0	0	1.1	4.5	0.1
Per cent sewage treated: maximum secondary level only	NA	E2	%	0	0	1.4	0	0
Per cent sewage treated: maximum tertiary level	NA	E3	%	100	100	97.5	95.5	99.9

3.4.2 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	2018/19	2019/20	2020/21	2021/22	2022/23
Per cent Biosolids reused	NA	E8	%	85.7	85.7	98.8	75	98.7

3.4.3 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.

¹¹ Water calls are not tracked separately. Data relates to the response time for all of Council calls to our Contact Centre and, against our own CSS KPI of 20 seconds. The measure was reintroduced 2019.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Greenhouse gas emissions: water per 1000 connections	NA	E9	t CO ₂ eq/ 1000 connections	0.1	0.1	0.2	0.2	0.2
Greenhouse gas emissions: sewage per 1000 connections	NA	E10	t CO ₂ eq/ 1000 connections	201.8	189.5	195.10	161.2	164.8
Greenhouse gas emissions: other per 1000 connections	NA	E11	t CO ₂ eq/ 1000 connections	30.8	33.9	21.4	40.8	38.2
Greenhouse gas emissions: all per 1000 connections	NA	E12	t CO ₂ eq/ 1000 connections	190.2	183.6	189.5	180.1	180.3

3.5 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.

3.5.1 Water Quality Compliance

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2018/19	2019/20	2020/21	2021/22	2022/23
Water quality compliance guideline used	NA	H1	text	ADWG	ADWG	ADWG	ADWG	ADWG
Percent population where microbiological compliance achieved	NA	H3	%	100	100	100	100	100
Number zones chemical compliance achieved	NA	H4	number	4	5	5	5	5
Number chemical compliance zones tested	NA	H4a	number	4	5	5	5	5
Risk based drinking water management plan assessed externally	NA	H5	yes/no	yes	yes	yes	yes	yes

Figure 1 – QG1.13/C2 connected residential properties¹² – water supply

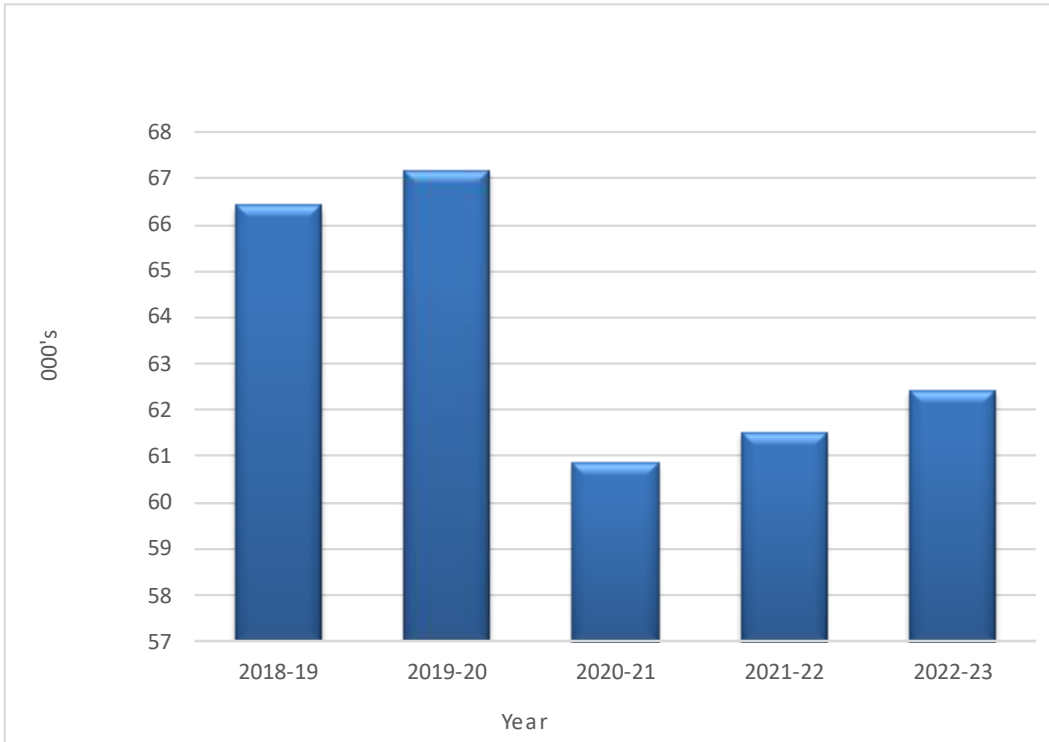
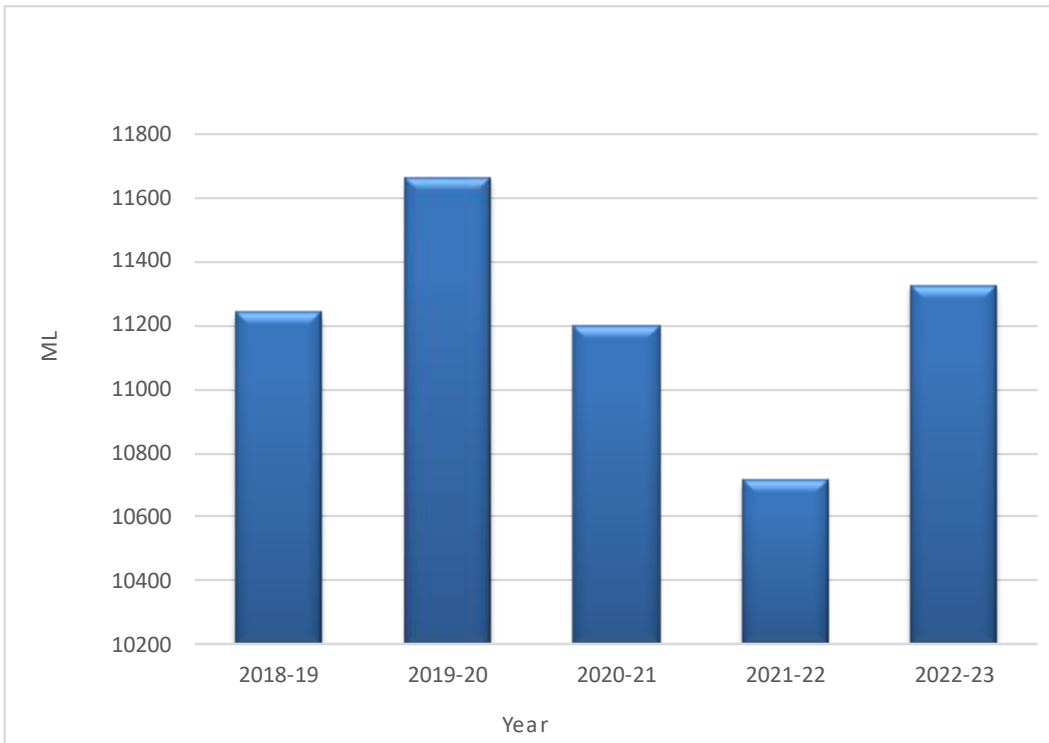


Figure 2 – QG1.17a volume potable water supplied: residential.



¹² From 2020-21 vacant blocks are no longer included in this indicator

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

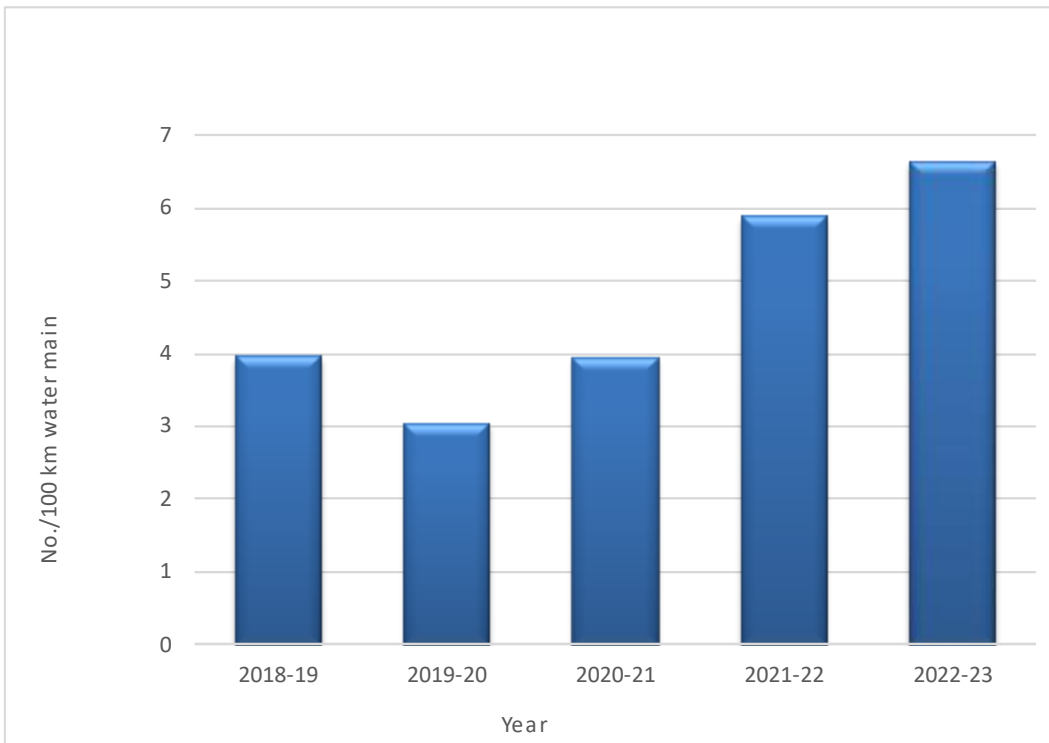
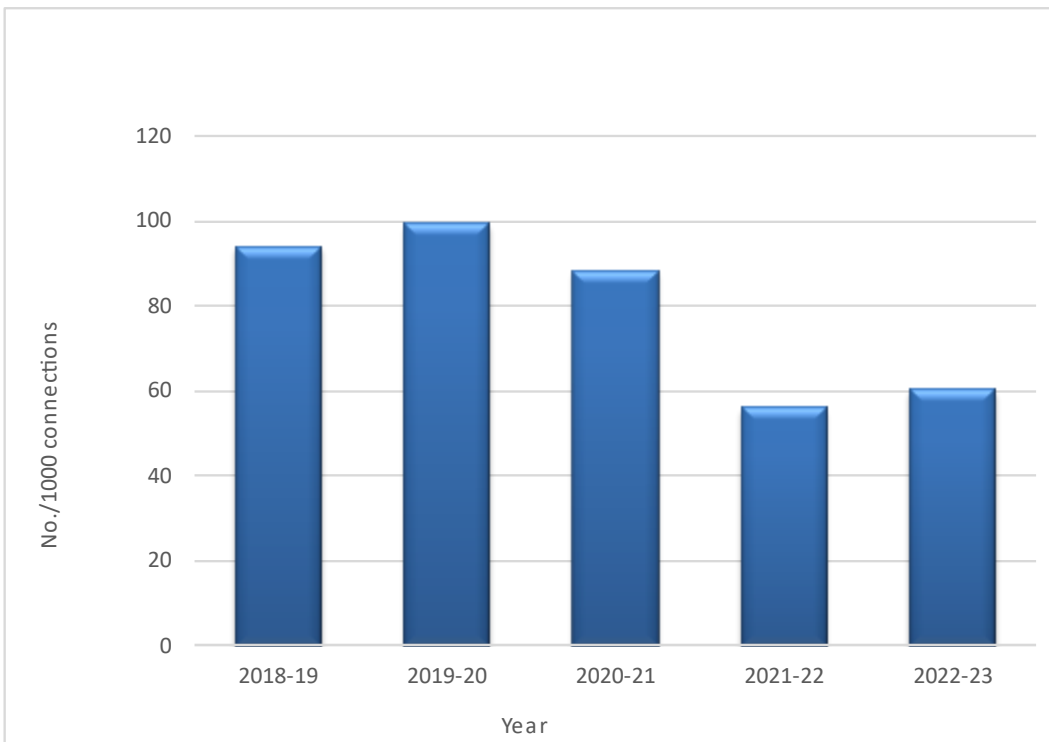


Figure 4 – QG4.7/C17 average frequency of unplanned interruptions: water per 1000 connections¹³



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

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

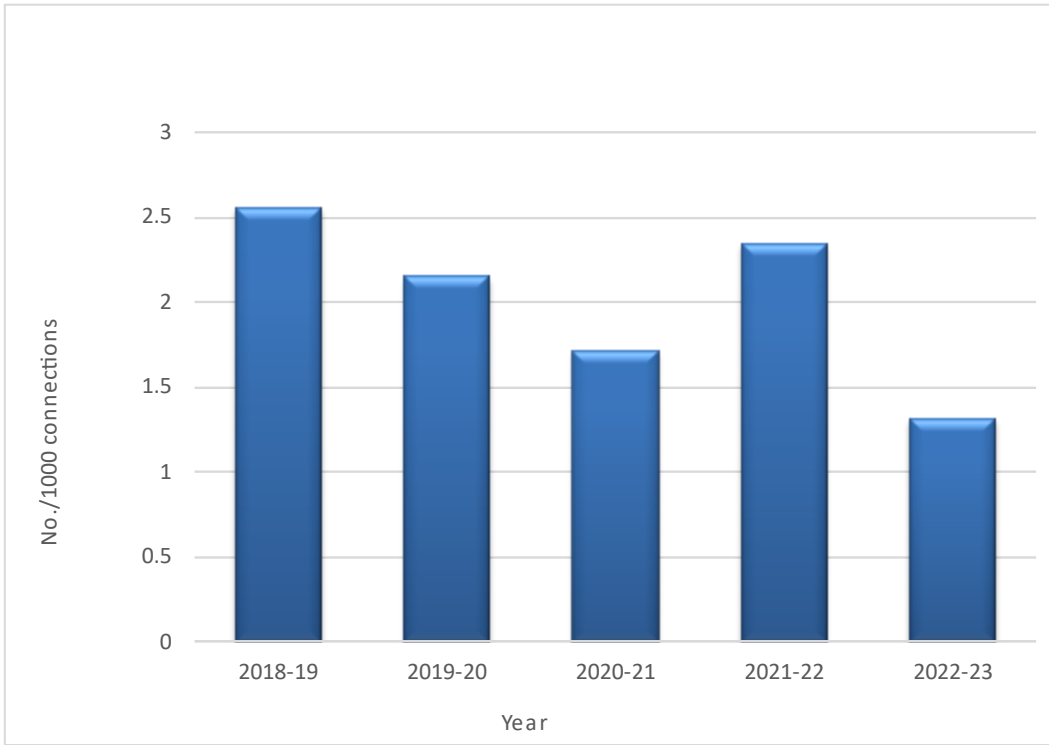


Figure 6 – QG3.11/F11 operating costs: water (\$/connection)

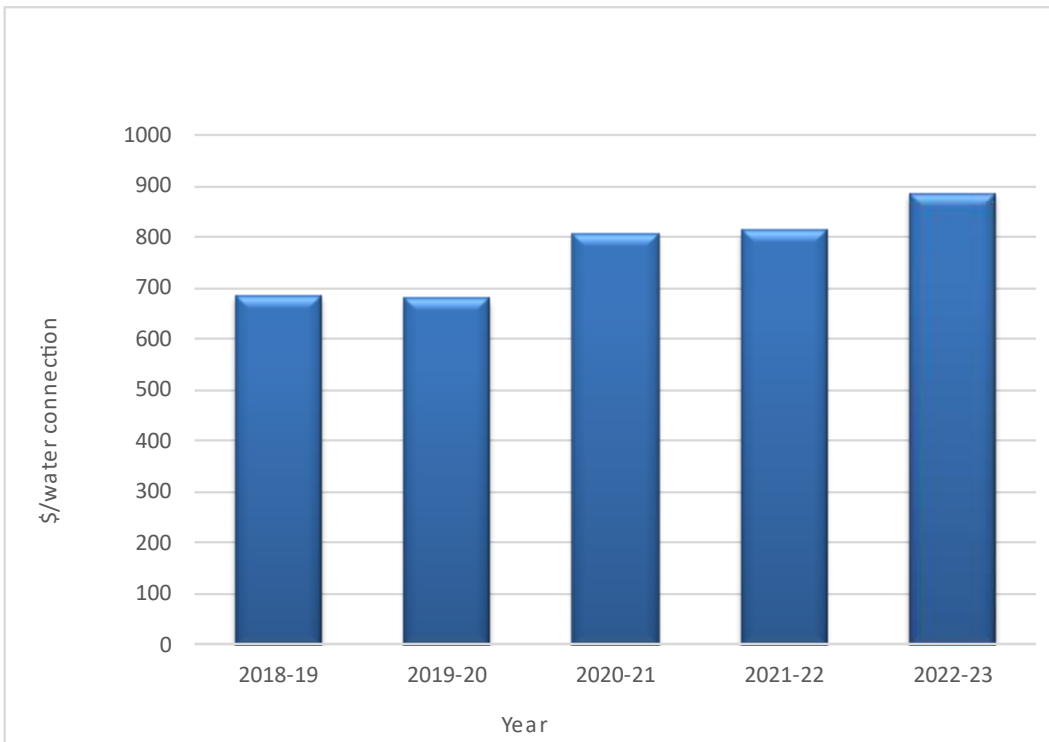


Figure 7 – QG4.1/P1.2 fixed charge: water (\$/annum)

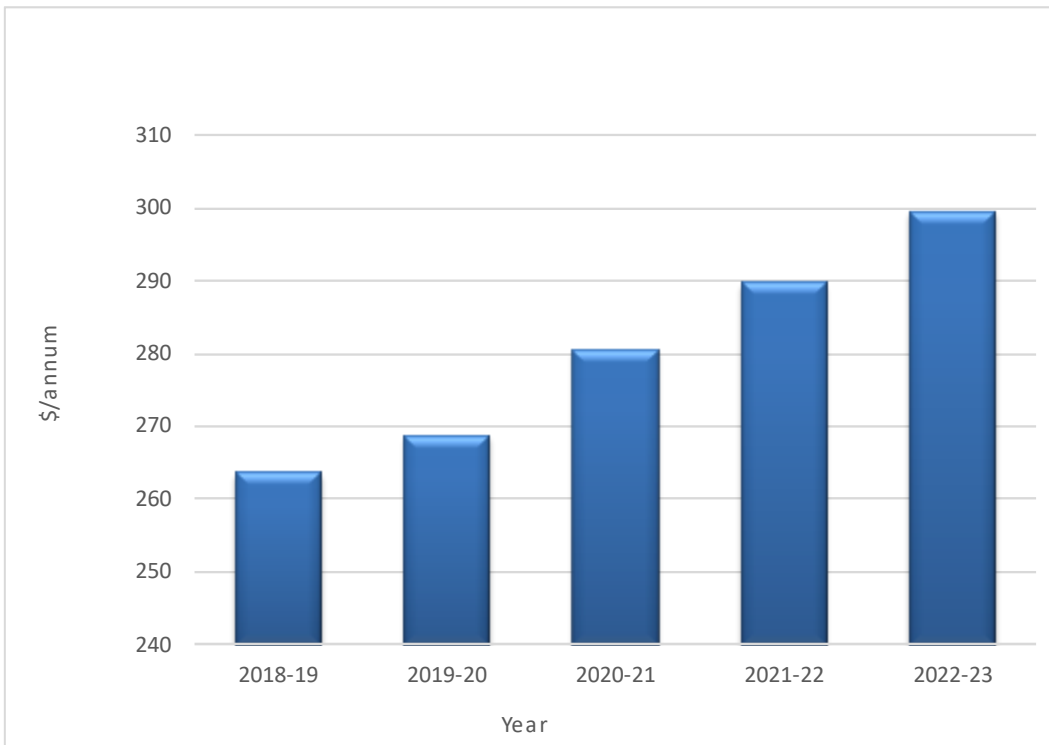


Figure 8 – P2 annual bill based on 200kL/annum – water

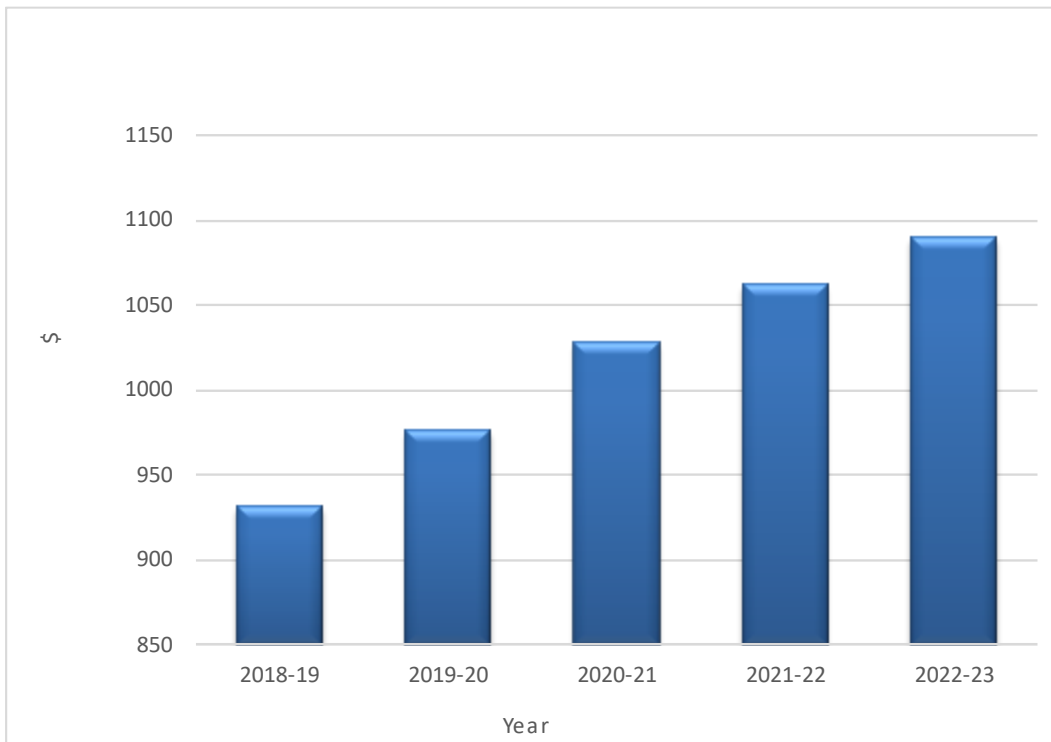


Figure 9 – QG1.15/C6 connected residential properties: sewerage

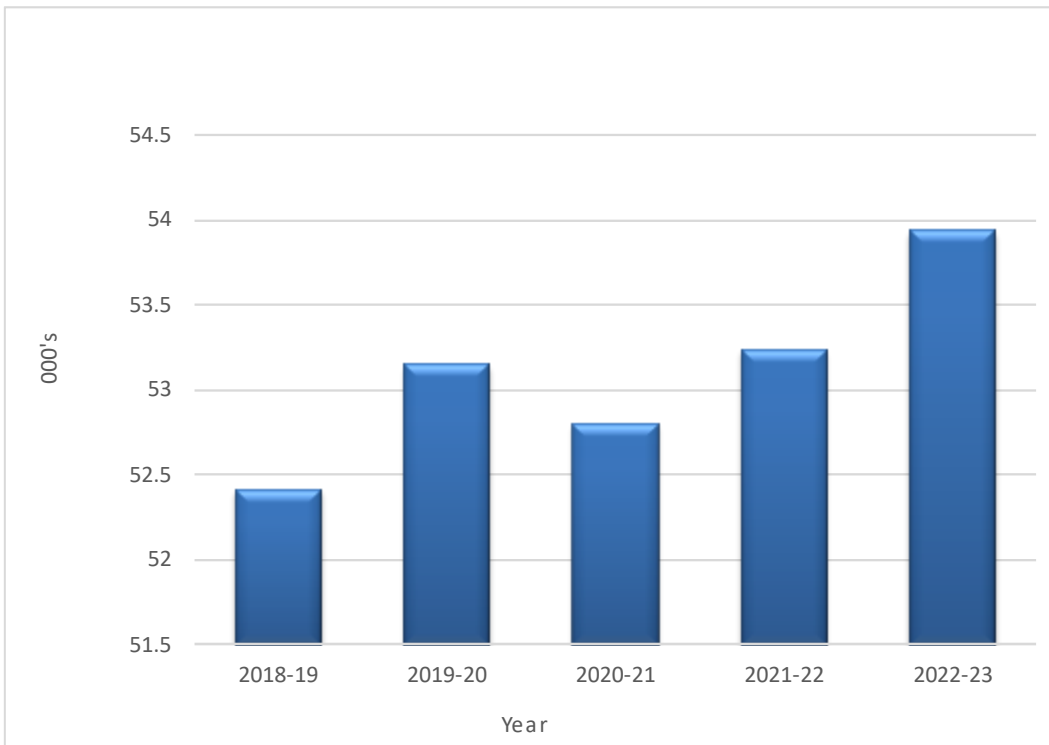


Figure 10 – W18.5 volume of sewage effluent treated by the utility

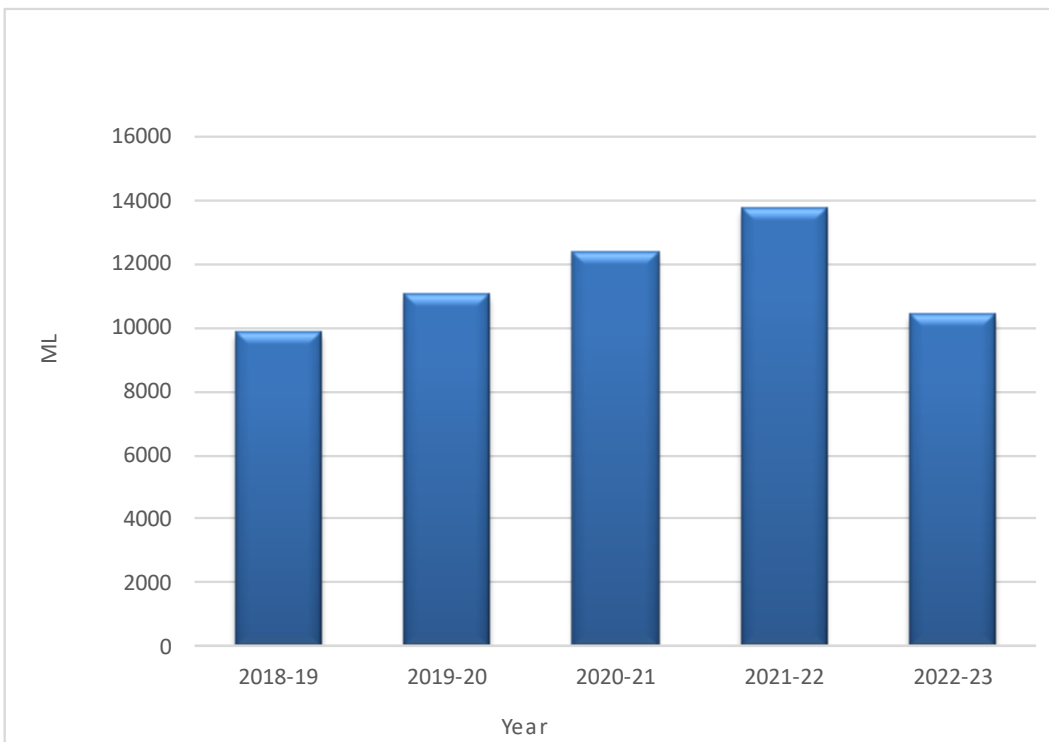


Figure 11 – QG4.6/A14 sewerage mains breaks/chokes per 100km sewer main¹⁴

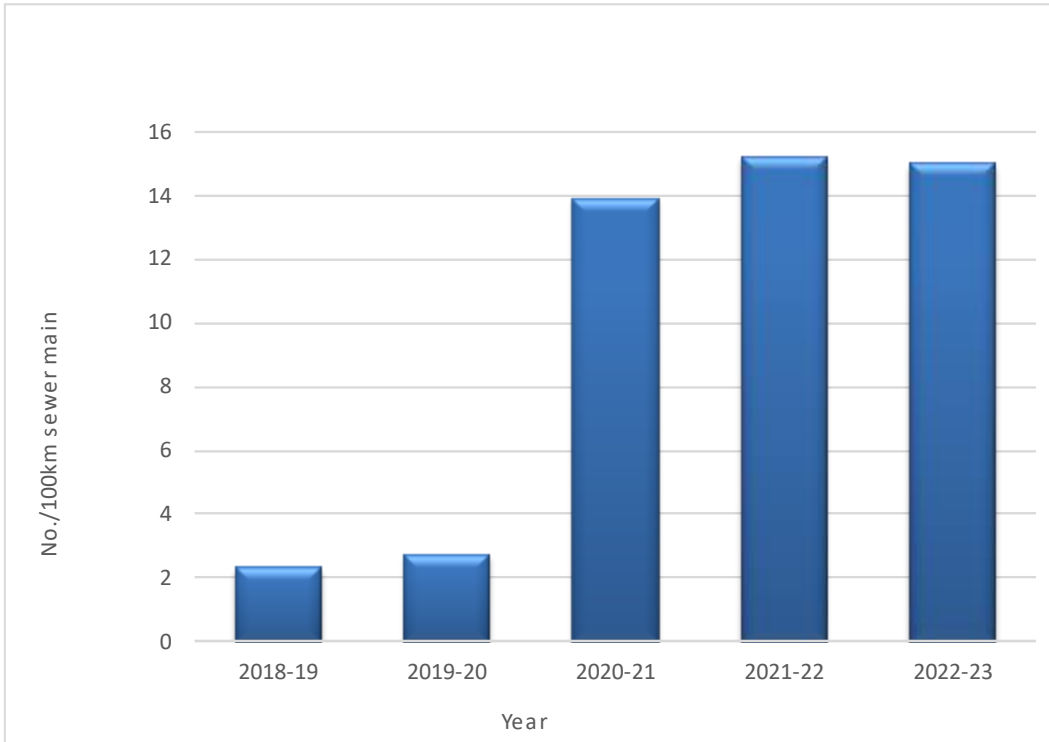
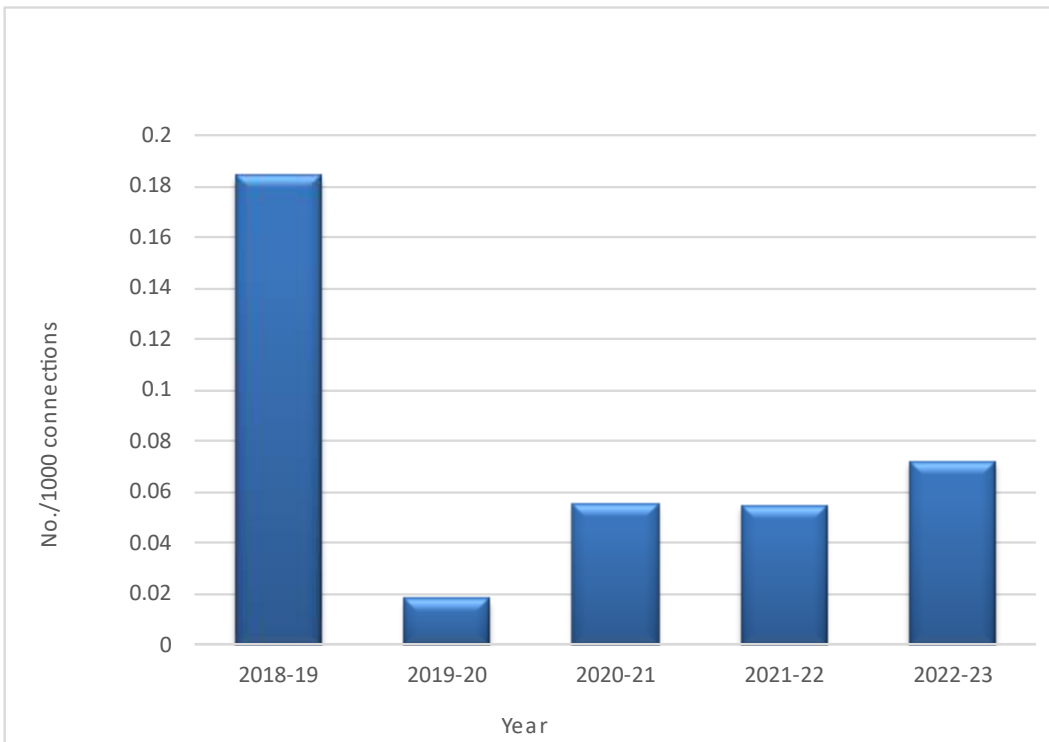


Figure 12 – QG4.13/C11 sewerage service complaints per 1000 connections



¹⁴ 2020-21 onwards, chokes in pumps stations included.

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

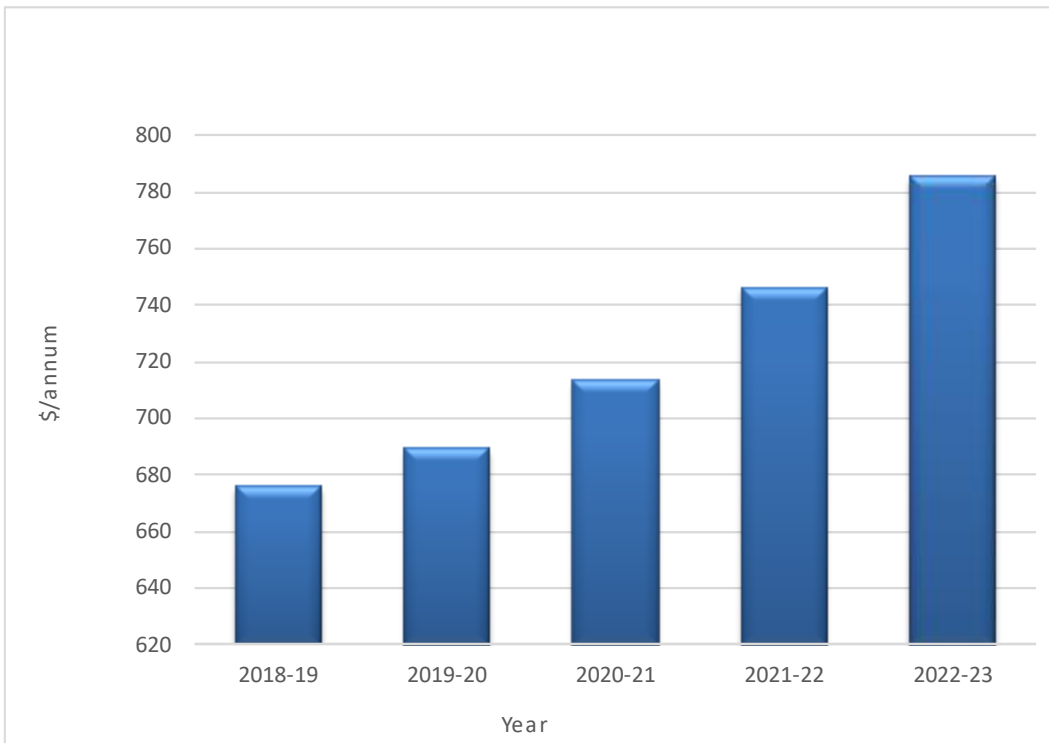


Figure 14 – QG3.12/F12 operating costs: sewerage (\$/connection)

