

City Water

Queensland Government Key Performance Indicators

Annual Performance Report | 2023–2024



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About This Report

As a business unit of Redland City Council, City Water reports on our Annual Performance Plan in councils Annual Report. This can be found on our website.

This Queensland Government Performance Report specifically covers our mandatory performance reporting framework, introduced in 2014 by the Department of Energy and Water Supply (DEWS, which as of November 2024, the Department of Local Government, Water and Volunteers (DLGWV), 'the Regulator').

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 providers 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 the following:

Queensland Government Key Performance Indicators (QGKPIs)

Determined by the Department of Regional Development, Manufacturing and Water (DRDMW), (as of November 2024, the Department of Local Government, Water and Volunteers (DLGWV, 'the Regulator') these QGKPI's are organised into six (6) series:

1. General
2. Water security
3. Finance
4. Customer
5. Distributor retailers, and
6. 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.

The cyber security measures were added in 2019/20, 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](#) is published annually on the Bureau of Meteorology (BoM) website. It provides an annual, independent benchmark of pricing and service quality of Australian urban water utilities.

The report covers more than 166 performance indicators from 75 service providers including bulk water authorities, water utilities, and councils. Further details and definitions for the indicators can be sourced on the Queensland Water Directorate [website](#).

The indicators are thematically grouped into seven (7) categories, note the numbering system starts at four (4):

4. Water resources
5. Assets
6. Customers
7. Environment
8. Pricing
9. Finance, and
10. Public health.

Link to Customer Service Standards

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

These standards provide customers with an understanding of the levels of service they can expect to receive from their water and sewerage service provider.

The mandatory customer service standard KPI's (CSS KPIs) are reported in the following sections.

QG KPI Code	Section reported in
QG 4.5	Performance Asset
QG 4.6	Performance Asset
QG 4.7	Customer Service
QG 4.8a	Customer Service
QG 4.9a	Customer Service
QG 4.10	Customer Service
QG 4.11	Customer Service

Overview of Operations

Redland City, also known as Redlands Coast, has a population of more than 169,000 and covers an area of around 537 km¹. 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 1322 km of water mains within four water supply schemes across five supply zones:

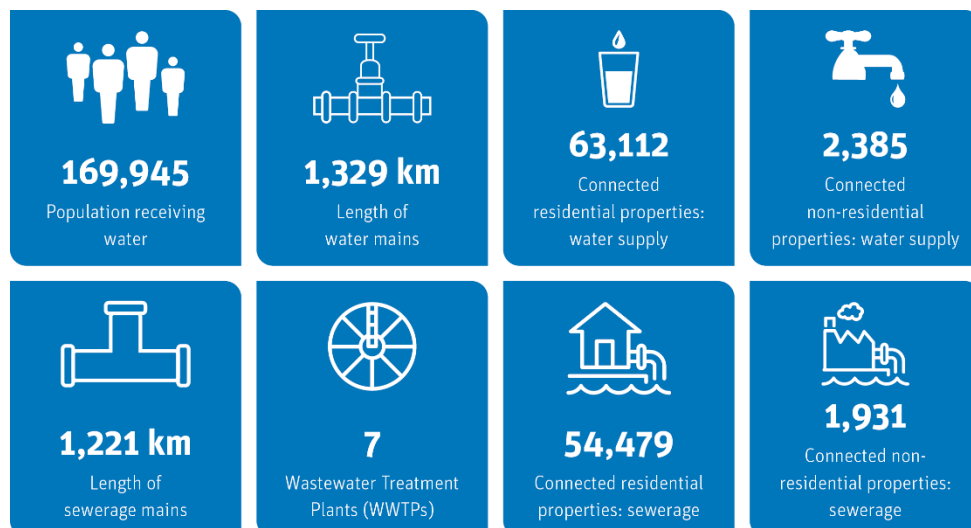
- Mainland Scheme
 - Alexandra Hills Reservoir Zone
 - Heinemann Road Reservoir Zone
- Dunwich Scheme and Zone
- Amity Point Scheme and Zone
- Point Lookout Scheme and Zone

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) available on request.

Council owns and operates seven (7) Wastewater Treatment Plants to collect and treat incoming wastewater from around 56,000 properties across the existing wastewater connection area via a network of approximately 141 pump stations and 1,221 km of mains. This includes the management of trade waste generated by approximately 734 businesses.



¹ Source: profile.id.com.au/Redland (2024)

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.

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

The general KPIs relate to water and sewerage infrastructure 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.

Assets and Connections

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Population receiving water services.	-	C1	000's	157.079	157.338	159.69	161.712	169.945
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	1,318.7	1,319.7	1326.7	1326.7	1328.7
Total potable water storage volume	QG1.7	-	ML	6	6	6	6	6
Connected residential properties: water ² (Figure 1)	QG1.13	C2	000's	67.157	60.853	61.497	62.410	63.112
Connected non-residential properties: water	QG1.14	C3	000's	2.599	2.350	2.364	2.388	2.385
Total connected properties: water	-	C4	000's	69.756	63.203	63.861	64.798	65.497
Connections served per km water main	-	A3	number	53.2	48.1	48.4	49.1	49.5
Length sewerage mains and channels	QG1.2	A5	km	1,205	1,208	1216	1220	1221
Number sewerage treatment plants	QG1.3	A4	number	7	7	7	7	7
Connected Residential Properties: sewerage (Figure 9)	QG1.15	C6	000's	53.144	52.802	53.235	53.933	54.479
Connected Non-residential properties: sewerage	QG1.16	C7	000's	1.886	1.616	1.887	1.912	1.931

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, hence the decrease after 2019-20.

Department: Infrastructure and Operations

Group: City Water **Unit:** Compliance and Reporting

Approved: Group Manager City Water

Total connected properties: sewerage	-	C8	000's	54.274	55.030	54,418	55.122	55.845
Connections served per km sewer main	-	A6	connections/km	45.7	45	45.3	45.8	46.2

Performance Asset

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Water main breaks per 100km water main (Figure 3)	QG4.5	A8	per 100km water main	3.0	3.9	5.9	6.6	8.1
Infrastructure Leakage Index (ILI)	-	A9	ILI	0.4	0.3	0.4	0.2	0.8
Volume of water lost: potable water	QG1.23	-	ML	586.0	438.0	654.6	650.2	1,512.0
Real water losses: service connections	-	A10	L/service connection/day	25.6	18.4	28.5	16.2	55.7
Real Water Losses: water mains	-	A11	kL/km water main/day	1.1	0.8	1.3	0.7	2.5
Sewerage mains breaks/chokes per 100km sewer main³ (Figure 11)	QG4.6	A14	per 100km sewer main	2.7	13.9	15.2	15.0	14.8
Property connection sewer break/chokes per 1000 connections	-	A15	per 1000 connections	1.1	1.0	1.4	0.6	1.3

³ Chokes in pumps included from 2020/21

Sources of Water

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
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

Total Water Supply including exports

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Volume potable water supplied: residential (Figure 2)	QG1.17a	-	ML	11,665.6	11,201.8	10,714.8	11,325.2	11,294.3
Volume potable water supplied: non-residential	QG1.18a	-	ML	1,810.4	1,755.1	1661.1	1,964.5	1,909.0
Maximum Daily Demand	QG1.5	-	ML/day	65.0	61.1	58.4	53.2	61.5
Volume raw-PT potable water supplied: residential	QG1.17b	-	ML	NR	NR	NR	NR	NR
Volume raw-PT potable water supplied: non-residential	QG1.18b	-	ML	NR	NR	NR	NR	NR
Volume water returned to surface water or groundwater from water supply scheme	-	W31	ML	NR	NR	NR	NR	NR
Volume potable + raw-PT water supplied: residential	-	W8.3	ML	11,665.6	11,201.8	10,714.8	11,325.2	11,294.3
Volume all water supplied: residential	-	W8	ML	11,665.6	11,201.8	10,714.8	11,325.2	11,294.3
Volume potable + raw-PT water supplied: non- residential	-	W9.3	ML	2,463.8	2,385.9	2,367.5	2,650.1	3,489.3
Volume all water supplied: non-residential	-	W9	ML	2,585.1	2,485.4	2,463.3	2,793.1	3,606.7
Volume potable water supplied: non-revenue	-	W10.1	ML	653.4	630.8	706.3	685.6	1,580.3
Volume water supplied: all	-	W11	ML	14,250.7	13,687.2	13,178.1	14,118.3	14,901.0
Volume potable water produced/ supplied into water supply system	-	W11.3	ML	14,129.4	13,587.7	13,082.3	13,975.4	14,783.6
Annual residential water supplied per connection	-	W12	kL/connection/year	173.7	184.1	174.2	181.5	179.0
Volume sewage treated (Figure 10)	-	W18.5	ML	11,032.0	12,394.0	13,751.6	10,408.3	12,244.1

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	2019/20	2020/21	2021/22	2022/23	2023/24
Volume recycled sewage supplied: residential	-	W20	ML	NR	NR	NR	NR	NR
Volume recycled sewage supplied: non-residential	-	W21	ML	121.3	99.5	95.8	143.0	117.4
Volume recycled sewage supplied: environmental flows	-	W23	ML	NR	NR	NR	NR	NR
Volume recycled sewage supplied: aquifer recharge	-	W25.1	ML	NR	NR	NR	NR	NR
Volume recycled sewage supplied: all ⁴	QG1.11	W26	ML	121.3	99.5	95.8	143.0	117.4
Percent sewage recycled ⁵	-	W27	%	1.1	0.8	0.7	1.4	1.0
Volume recycled stormwater supplied: residential	-	W28.4	ML	NR	NR	NR	NR	NR
Volume recycled stormwater supplied: non-residential	-	W28.5	ML	NR	NR	NR	NR	NR
Volume raw (untreated) water supplied: environmental flows	-	W13	ML	NR	NR	NR	NR	NR
Volume potable + raw-PT water exported - external	-	W14.3	ML	NR	NR	NR	NR	NR
Volume water exported external	-	W14	ML	NR	NR	NR	NR	NR
Volume recycled sewage exported: external	-	W15	ML	NR	NR	NR	NR	NR
Volume all water exported: internal and external	QG1.22	-	ML	NR	NR	NR	NR	NR

⁴ Estimate - includes metered data only.

⁵ Estimate - includes metered data only.

Department: Infrastructure and Operations

Group: City Water **Unit:** Compliance and Reporting

Approved: Group Manager City Water

Workforce

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Total full time equivalent water + sewerage employees	QG1.20	-	FTEs	100.0	98.4	92.0	101.7	120.6

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.

Water Security

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Water restriction duration: PWCM⁶	QG2.10a	-	days	0	0	0	0	0
Water restriction duration: Level 1	QG2.10b	-	days	0	0	0	0	0
Water restriction duration: Level 2	QG2.10c	-	days	0	0	0	0	0
Water restriction duration: Level 3	QG2.10d	-	days	0	0	0	0	0
Water restriction duration: Level 4	QG2.10e	-	days	0	0	0	0	0

⁶ Permanent water conservation measures.

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.

Revenue

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Revenue: all water	QG3.9	F1	\$,000	73,113.00	76,984.50	77,569.44	83,551.23	92,545.21
Revenue: all sewerage	QG3.10	F2	\$,000	50,361.00	54,185.33	59,453.95	62,335.53	70,975.23
Revenue: whole of utility	-	F3	\$,000	123,474.00	131,169.83	137,023.40	145,886.77	163,520.43
Revenue: whole of utility per connection	-	F7	\$/connection	1,770.08	2,075.37	2,145.65	2,251.41	2,496.61
Revenue: percent residential revenue from water usage charges	-	F4	%	84.0	84.9	85.0	83.9	83.1
Revenue: water supply per connection	-	F5	\$/connection	1,048.12	1,218.05	1,214.66	1,289.41	1,412.97
Revenue: sewerage services per connection	-	F6	\$/connection	915.16	995.72	1,078.59	1,116.22	1,258.20
Community service obligations	-	F25	\$,000	447.00	357.120	495.06	528.49	2,087.07
Community service obligations ratio	-	F8	ratio	0.004	0.003	0.004	0.004	0.013

Costs

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Nominal written down replacement costs: fixed water assets	QG3.5	F9	\$,000	282,987.00	286,281.85	287,560.34	299,914.14	313,749.33
Nominal written down replacement costs: fixed sewerage assets	QG3.6	F10	\$,000	490,733.00	502,432.87	509,668.53	587,045.20	612,453.48
Current replacement costs: fixed water assets	QG3.7	-	\$,000	504,785.00	521,932.18	538,998.42	574,999.12	609,708.54
Current replacement costs: fixed sewerage assets	QG3.8	-	\$,000	831,323.00	869,807.96	908,800.86	1,037,928.35	1,098,036.97
Costs: operating water	QG3.11a	-	\$,000	47,370.000	50,984.150	51,820.15	57,240.13	62,343.96
Costs: operating water per connection (Figure 6)	QG3.11	F11	\$/connection	679.08	806.67	811.45	883.36	951.86
Costs: maintenance water	QG3.13	-	\$,000	3,541.00	3,850.44	4,159.63	5,053.36	5,335.91
Costs: any other water	QG3.21	-	\$,000	12,747.00	11,114.38	12,868.86	12,821.80	13,538.08
Costs: operating sewerage	QG3.12a	-	\$,000	20,401.740	20,281.280	20,226.2	21,857.77	25,054.43
Costs: operating sewerage per connections (Figure 14)	QG3.12	F12	\$/connection	370.74	372.69	366.94	391.40	444.15
Cost: maintenance sewerage	QG3.14	-	\$,000	9,376.00	8,664.17	9,689.71	10,353.63	11,185.78
Costs: any other sewerage	QG3.22	-	\$,000	26,107.00	23,498.04	26,845.72	27,860.33	30,996.12
Costs: operating water + sewerage per connection	-	F13	\$/connection	971.55	1,127.56	1,128.17	1,220.68	- ⁷

⁷ This KPI no longer required.

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Current cost depreciation water	QG3.15	-	\$,000	7,098.00	7,078.40	7,359.07	7,659.46	8,066.51
Current cost depreciation sewerage	QG3.16	-	\$,000	16,889.000	16,913.020	17,216.93	18,273.13	20,834.65
Previous 5-year average annual renewals expenditure: water	QG3.17	-	\$,000	946.00	978.65	870.80	1,301.96	1,769.65
Previous 5-year average annual renewals expenditure: sewerage	QG3.18	-	\$,000	8,093.00	6,344.05	4,179.52	3,884.08	5,166.48
Forecast 5-year average annual renewals expenditure: water	QG3.19	-	\$,000	1,369.00	2,240.00	3,962.05	5,707.093	9,727.23
Forecast 5-year average annual renewals expenditure: sewerage ⁸	QG3.20	-	\$,000	29,248.00	37,577.00	39,051.85	23,254.934	55,718.48

⁸ Large increase in forecast from 2019/2020 due to planned work at Capalaba Wastewater Treatment Plant.

Capital Expenditure

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Capital expenditure: water supply	QG3.1	F14	\$,000	682.00	991.38	868.59	3,282.51	3,020.86
Capital expenditure: sewerage	QG3.2	F15	\$,000	3,005.00	8,786.01	2,603.85	3,406.47	9,417.46
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	-	F16	\$,000	3,687.00	9,777.39	3,472.44	6,688.98	12,438.32
Capital expenditure: water per connection	-	F28	\$/connection	9.78	15.69	13.6	50.66	46.12
Capital expenditure: sewerage per connection	-	F29	\$/connection	54.61	161.45	47.24	61.00	166.95

Financial

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Economic real rate of return: water	-	F17	%	6.6	6.6	6.4	6.2	7.1
Economic real rate of return: sewerage	-	F18	%	2.8	3.4	4.3	3.8	4.1
Economic real rate of return: water + sewerage	-	F19	%	4.2	4.6	5.1	4.6	5.1
Dividend	-	F20	\$,000	7,814.00	16,108.00	8,830.01	0	6,597.55
Net profit after tax	-	F24	\$,000	10,070.00	20,315.00	11,086.35	-15,133.12	8,796.73
Dividend payout ratio	-	F21	ratio	0.8	0.8	0.8	0	0.8
Net debt to equity	-	F22	%	58.6	57.0	17.4	46.4	48.6
Interest cover ratio	-	F23	ratio	2.4	2.5	1.7	2.8	5.1
Net profit after tax ratio	-	F30	ratio	0.08	0.15	0.08	-0.10	0.05

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.

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	2019/20	2020/21	2021/22	2022/23	2023/24
Water pricing tariff structure	-	P1	text	Access + flat rate	Access + flat rate	Access + flat rate	Access + flat rate	Access + flat rate
Fixed charge: water value (Figure 7)	QG4.1 (value)	P1.2	\$/annum	268.64	280.48	289.68	299.40	319.12
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
Usage charge 1st Step: value	-	P1.3	\$/kL	3.54	3.74	3.86	3.95	4.06
Usage upper bound of 1st Step: kL	-	P1.3a	kL	NR	NR	NR	NR	NR
Usage charge 2nd step: value	-	P1.4	\$/kL	NR	NR	NR	NR	NR
Usage upper bound of 2nd Step: kL	-	P1.4a	kL	NR	NR	NR	NR	NR
Usage charge 3rd step: value	-	P1.5	\$/kL	NR	NR	NR	NR	NR
Usage upper bound of 3rd Step: kL	-	P1.5a	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	2019/20	2020/21	2021/22	2022/23	2023/24
Usage charge 4 th step: value	-	P1.6	\$/kL	NR	NR	NR	NR	NR
Usage upper bound of 4 th Step: kL	-	P1.6a	kL	NR	NR	NR	NR	NR
Usage charge 5 th step: value	-	P1.7	\$/kL	NR	NR	NR	NR	NR
Usage upper bound of 5 th Step: kL	-	P1.7a	kL	NR	NR	NR	NR	NR
Usage charge 6 th step: value	-	P1.8	\$/kL	NR	NR	NR	NR	NR
Usage upper bound of 6 th Step: kL	-	P1.8a	kL	NR	NR	NR	NR	NR
Special levies: water value	-	P1.12	\$/kL	NR	NR	NR	NR	NR
Revenue from water special levies retained by utility	-	P1.13	yes/no	NR	NR	NR	NR	NR
Annual bill based on 200kL/a: water (Figure 8)	-	P2	\$	975.84	1,027.68	1,061.68	1,089.80	1,131.12
Typical residential bill: water	-	P3	\$	838.08	967.45	962.22	1,016.55	1,046.58
Sewerage pricing tariff structure	-	P4	text	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	\$	689.00	713.00	746.00	785.00	816.00
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
Usage charge: sewerage value	-	P4.2	\$	NR	NR	NR	NR	NR

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Special levies: sewerage value	-	P4.3	\$	NR	NR	NR	NR	NR
Revenue from sewerage special levies retained by the utility	-	P4.4	\$	NR	NR	NR	NR	NR
Annual bill based on 200kL/a: sewerage	-	P5	\$	689.00	713.00	746.00	785.00	816.00
Typical residential bill: sewerage	-	P6	\$	689.00	713.00	746.00	785.00	816.00
Annual bill based on 200kL/a: water + sewerage	QG4.3	P7	\$	1664.84	1740.68	1807.68	1874.8	1,947.12
Typical residential bill: water + sewerage	QG4.4	P8	\$	1527.08	1680.45	1708.22	1801.55	1,862.58

Customer Service

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Water Quality Complaints per 1000 connections (Figure 5)	QG4.10	C9	per 1000 connections	2.2	1.7	2.3	1.3	1.6
Water Service Complaints per 1000 connections	QG4.12	C10	per 1000 connections	0.1	2.0	1.9	0.7	1.3
Average frequency of unplanned interruptions: (Figure 4)	QG4.7	C17	per 1000 connections	99.3	88.2	56.1	60.2	111.0
Per cent Customer Service Standard (CSS) response targets met: water incidents	QG4.8a	-	%	100	90.6	85	91	96.7
Average duration unplanned interruptions: water	-	C15	minutes	110.0	135.1	160	273	130
Restrictions applied for non-payment of water bill per 1000 connections	-	C18	per 1000 connections	0	0	0	0	0
Customers where legal action applied for non-payment of water bill per 1000 connections	-	C19	per 1000 connections	2.1	1.6	1.5	1.5	⁹
Sewerage Service complaints per 1000 connections (Figure 12)	QG4.13	C11	per 1000 connections	0.0	0.1	0.1	0.1	0.1
Percent CSS response targets met - sewerage incidents	QG4.9a	-	%	97 ¹⁰	100	56 ¹¹	76 ¹²	98.1

⁹ KPI No longer required.

¹⁰ 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.

¹¹ 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.

¹² 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	2019/20	2020/21	2021/22	2022/23	2023/24
Number water and sewerage complaints: billing and accounts per 1000 connections	QG4.14	C12	per 1000 connections	0.07	0.08	0.11	0.19	0.05
Water and sewerage complaints (all) per 1000 connections	QG4.11	C13	per 1000 connections	2.4	4.0	4.4	2.3	3.0
Per cent calls answered within 30seconds ¹³	-	C14	%	82	80	83.4	70.8	- ¹⁴

¹³ 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.

¹⁴ KPI No longer required.

Environment – NPR Category 7

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	2019/20	2020/21	2021/22	2022/23	2023/24
Per cent sewage treated: maximum primary level only	-	E1	%	0	1.1	4.5	0.1	1.0
Per cent sewage treated: maximum secondary level only	-	E2	%	0	1.4	0.0	0.0	0.0
Per cent sewage treated: maximum tertiary level	-	E3	%	100	97.5	95.5	99.9	99.0

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	2019/20	2020/21	2021/22	2022/23	2023/24
Per cent Biosolids reused	-	E8	%	85.7	98.8	75	98.7	99.1

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	2019/20	2020/21	2021/22	2022/23	2023/24
Greenhouse gas emissions: water per 1000 connections	-	E9	t CO ₂ eq/ 1000 connections	0.1	0.2	0.2	0.2	0.1
Greenhouse gas emissions: sewage per 1000 connections	-	E10	t CO ₂ eq/ 1000 connections	189.5	195.10	161.2	164.8	180.6
Greenhouse gas emissions: other per 1000 connections	-	E11	t CO ₂ eq/ 1000 connections	33.9	21.4	40.8	38.2	1.3
Greenhouse gas emissions: all per 1000 connections	-	E12	t CO ₂ eq/ 1000 connections	183.6	189.5	180.1	180.3	156.9

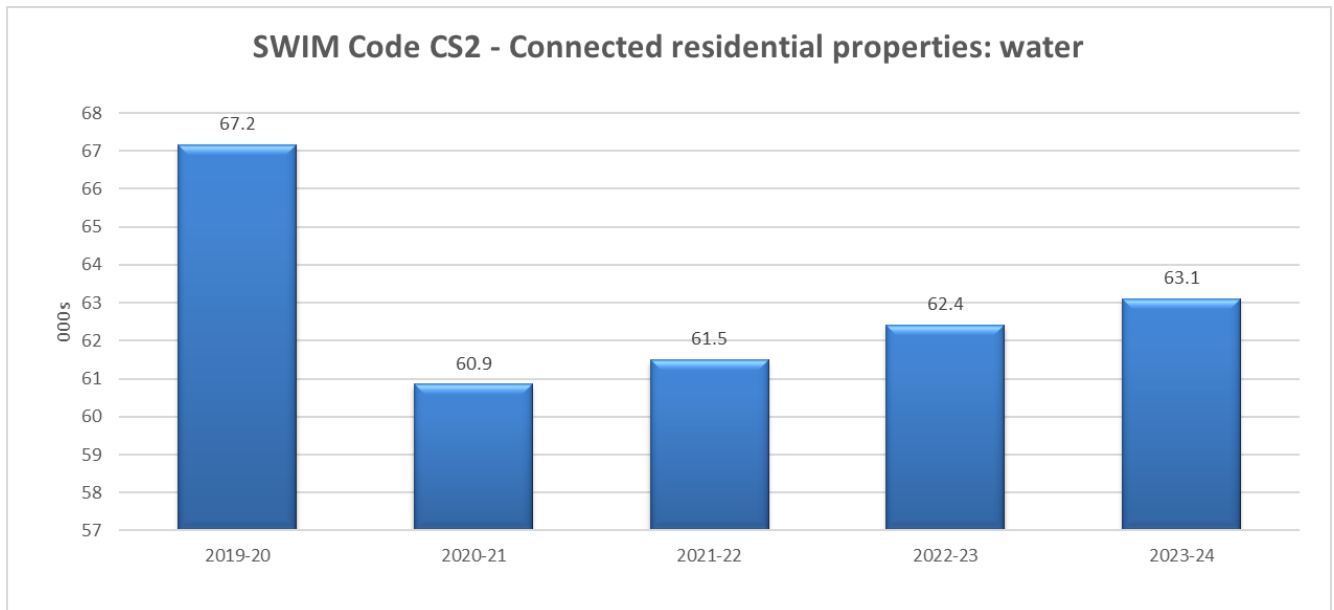
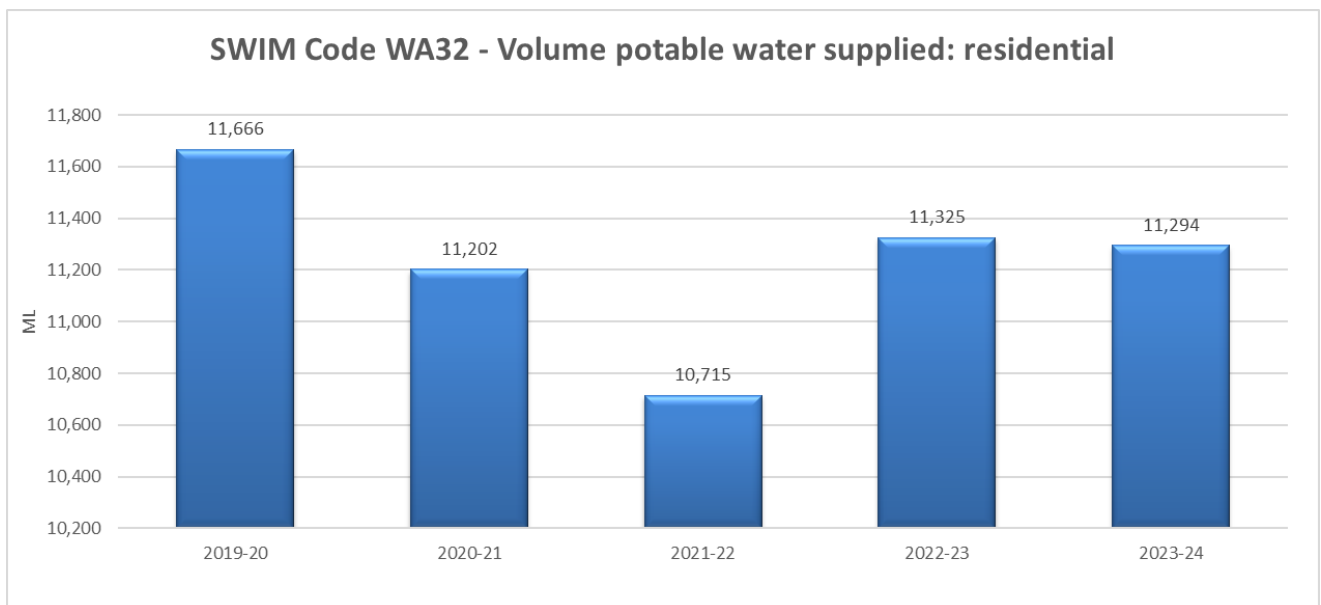
Public Health – NPR category 10

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.

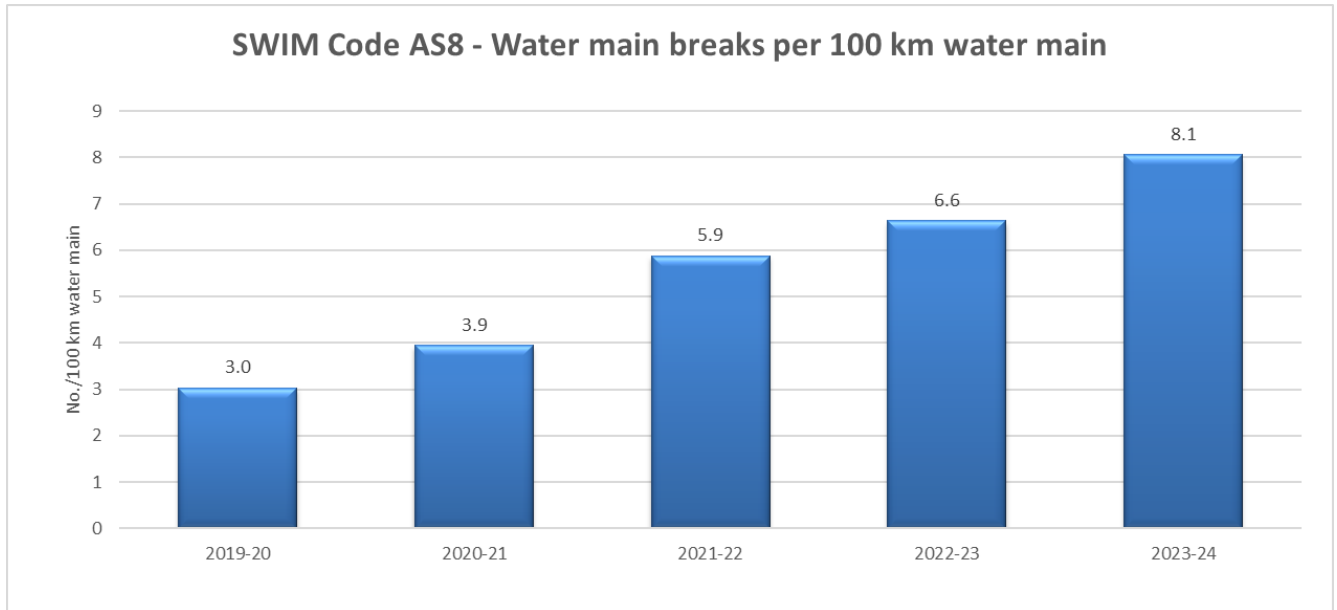
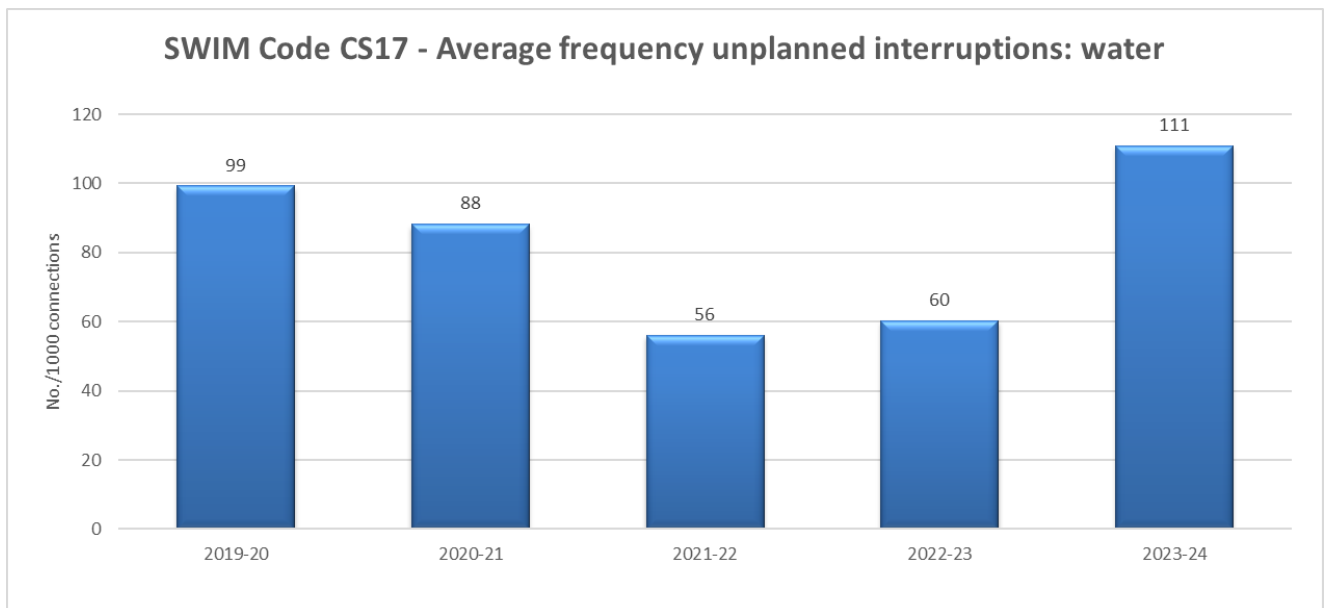
Water Quality Compliance

Indicator Description	QGKPI Code	NPR Code	Unit of measure	2019/20	2020/21	2021/22	2022/23	2023/24
Water quality compliance guideline used	-	H1	text	ADWG	ADWG	ADWG	ADWG	ADWG
Percent population where microbiological compliance achieved	-	H3	%	100	100	100	100	100
Number zones chemical compliance achieved	-	H4	number	5	5	5	5	5
Number chemical compliance zones tested	-	H4a	number	5	5	5	5	NA ¹⁵
Risk based drinking water management plan assessed externally	-	H5	yes/no	yes	yes	yes	yes	yes

¹⁵ KPI No longer required

Figure 1 – QG1.13/NPR C2 connected residential properties¹⁶ – water supply (SWIM CS2)**Figure 2 – QG1.17a volume potable water supplied: residential. (SWIMWA32)**

¹⁶ From 2020-21 vacant blocks are no longer included in this indicator. 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, hence the decrease after 2019-20.

Figure 3 – QG4.5/NPR A8 water main breaks per 100km water main (SWIM AS8)**Figure 4 – QG4.7/NPR C17 frequency of unplanned interruptions - per 1000 connections (SWIM CS17) ¹⁷**

¹⁷ Calculated as the total number of properties affected by unplanned water supply interruptions divided by the total number of connected properties.

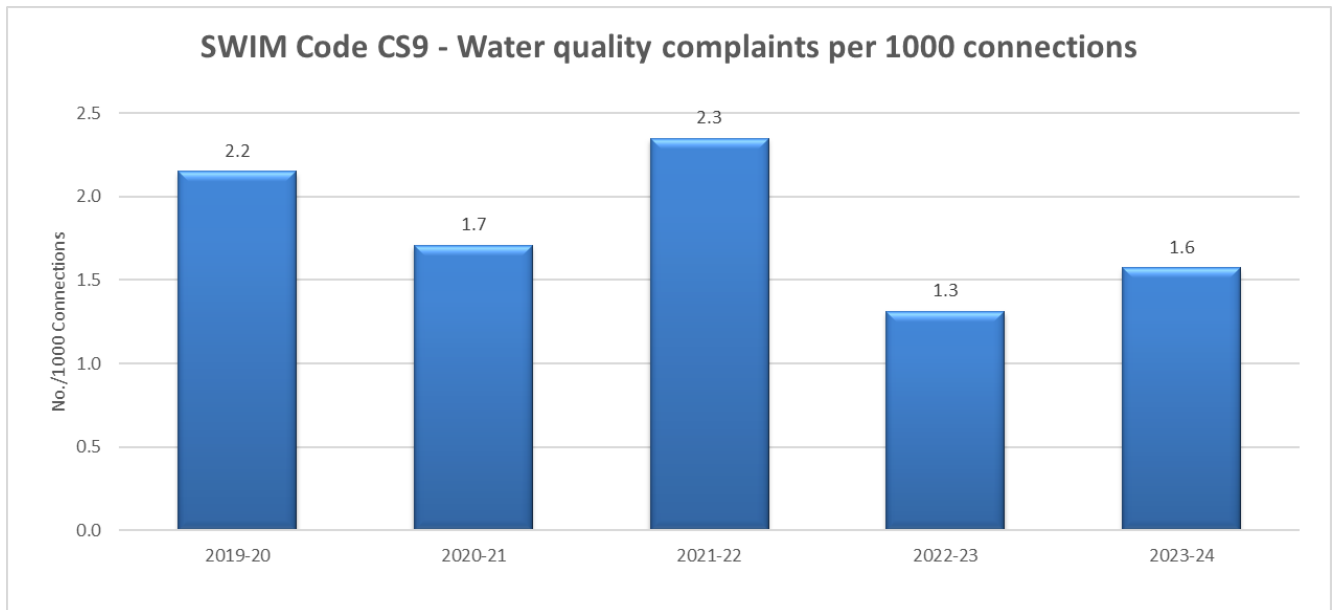
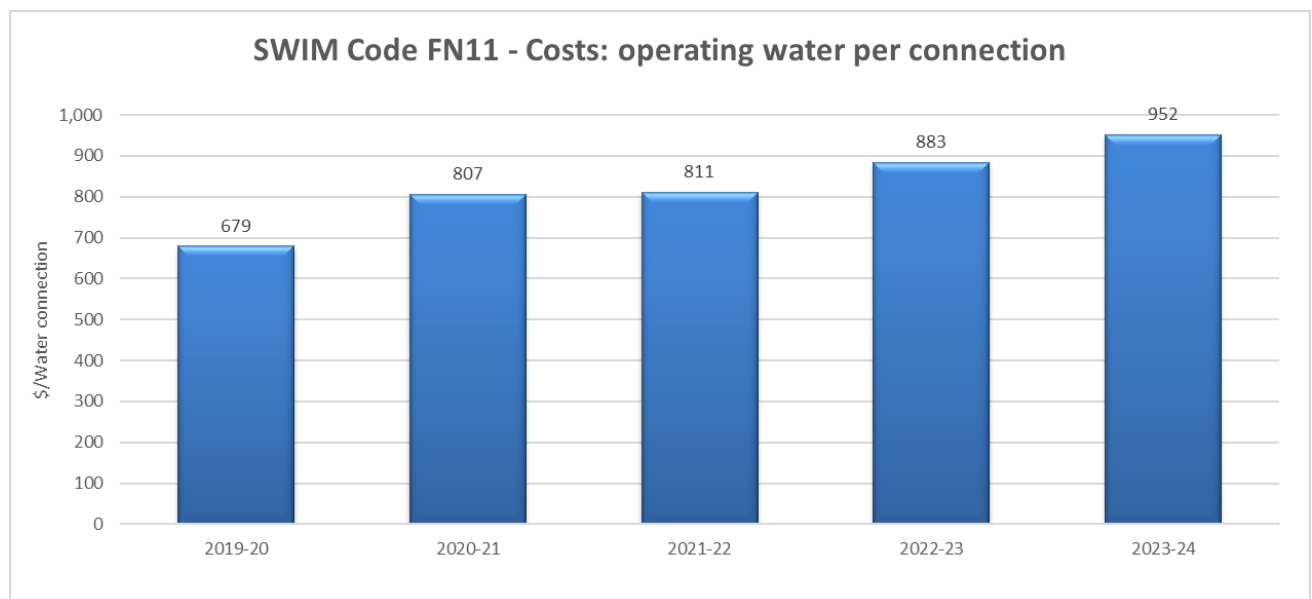
Figure 5 – QG4.10/NPR C9 water quality complaints per 1000 connections (SWIM CS9)**Figure 6 – QG3.11/NPR F11 operating costs: water (\$/connection) (SWIM FN11)**

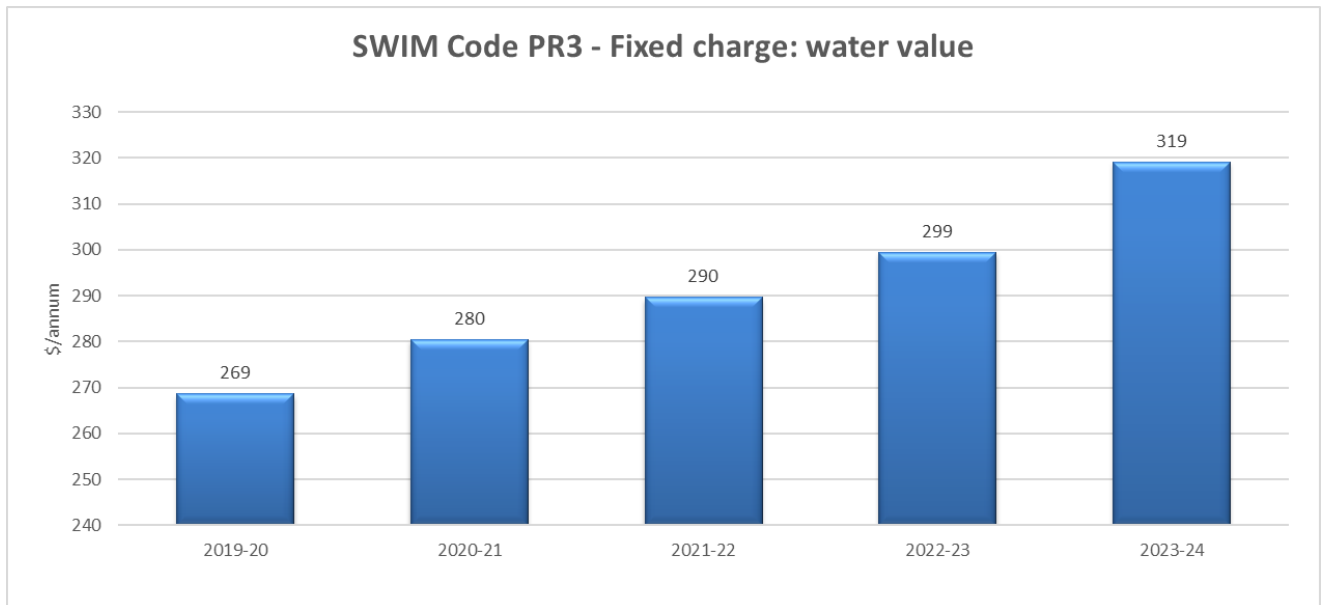
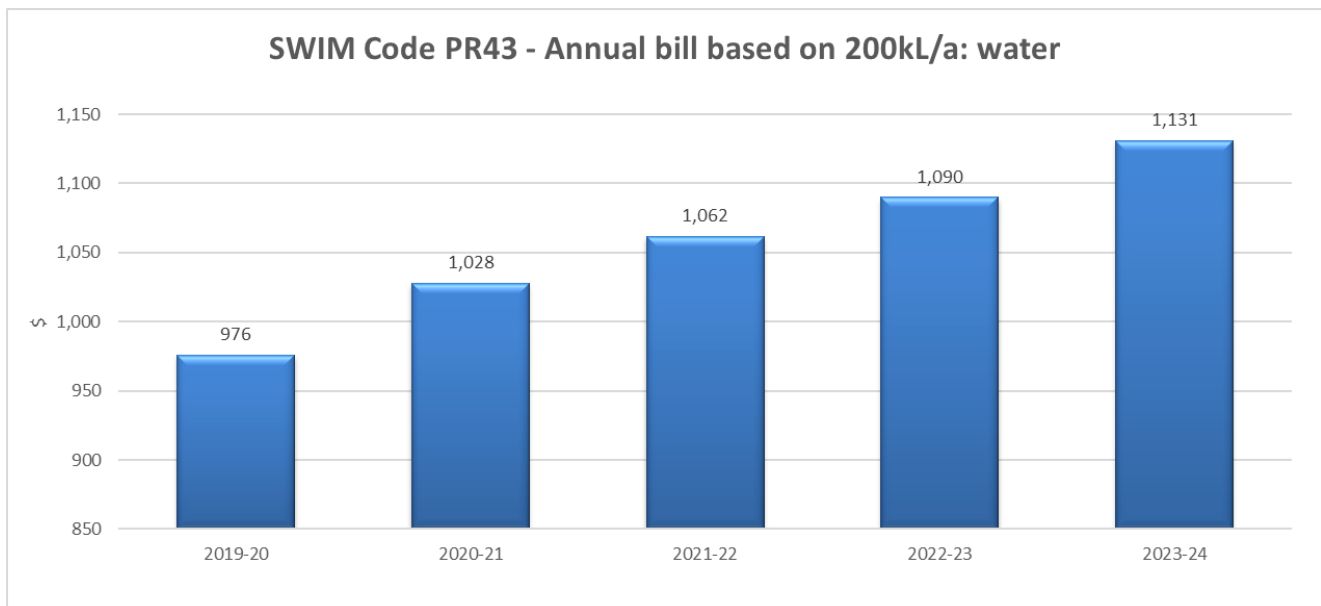
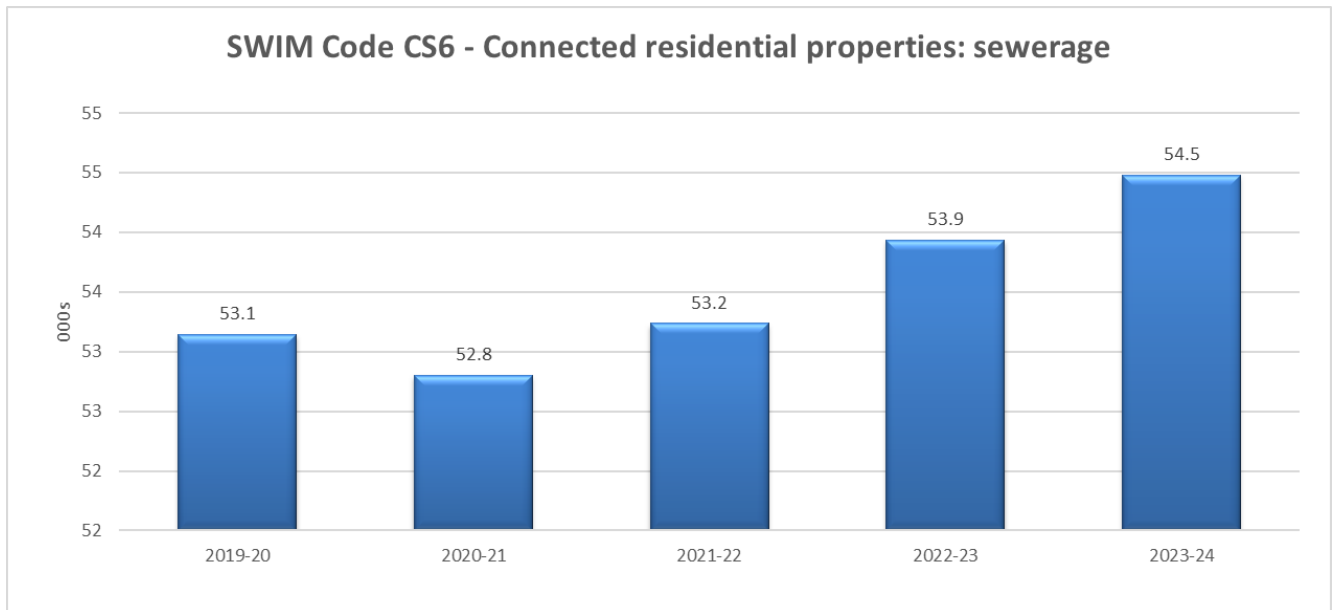
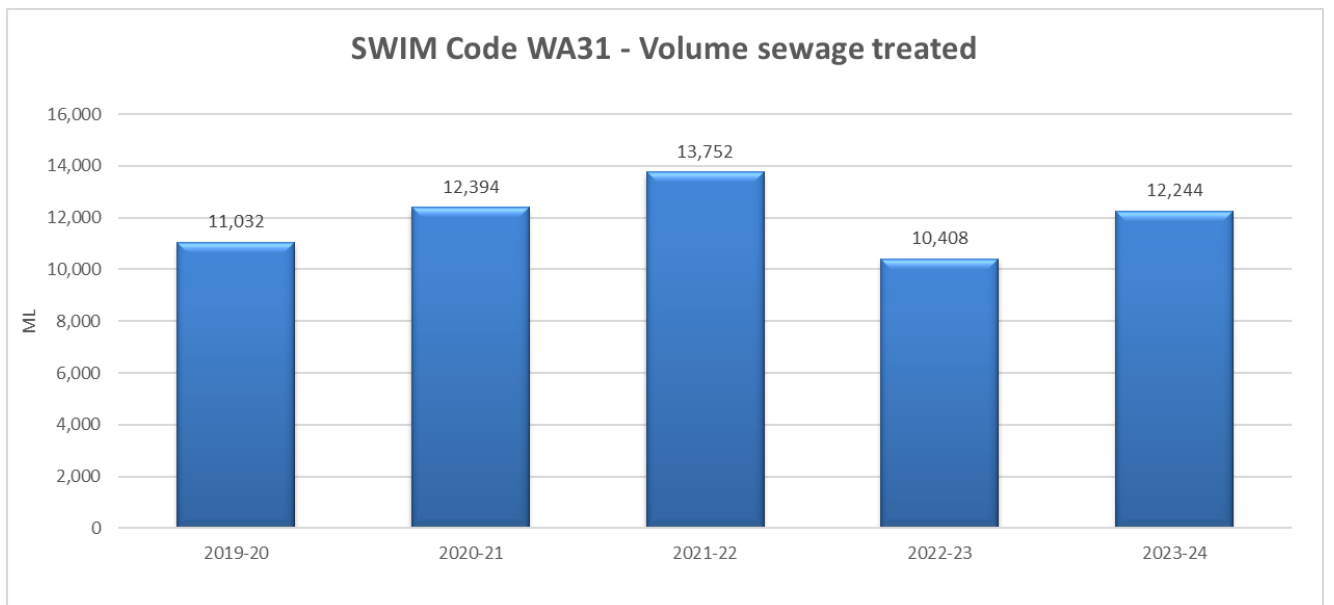
Figure 7 – QG4.1/NPR P1.2 fixed charge: water (\$/annum) (SWIM PR3)**Figure 8 – NPR P2 annual bill based on 200kL/annum – water (SWIM PR43)**

Figure 9 – QG1.15/NPR C6 connected residential properties: sewerage¹⁸ (SWIM CS6)**Figure 10 – NPR W18.5 volume of sewage effluent treated by the utility (SWIM WA31)**

¹⁸ 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, hence the decrease after 2019-20.

Figure 11 – QG4.6/NPR A14 sewerage mains breaks/chokes per 100km sewer main¹⁹ (SWIM AS39)

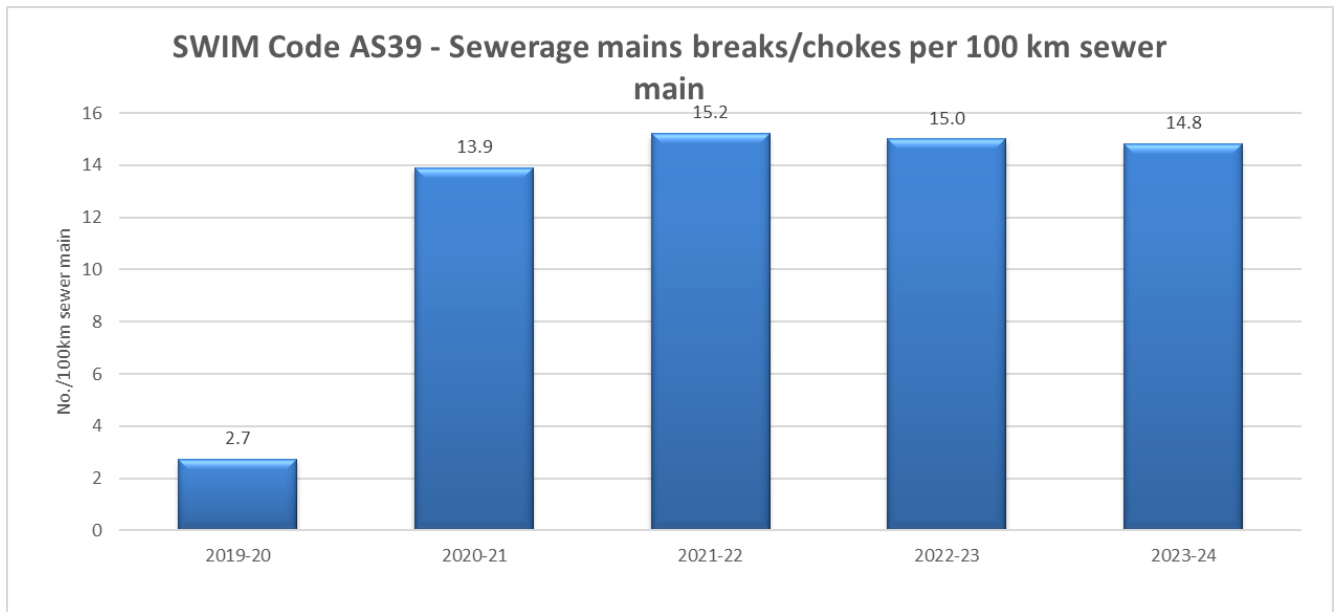
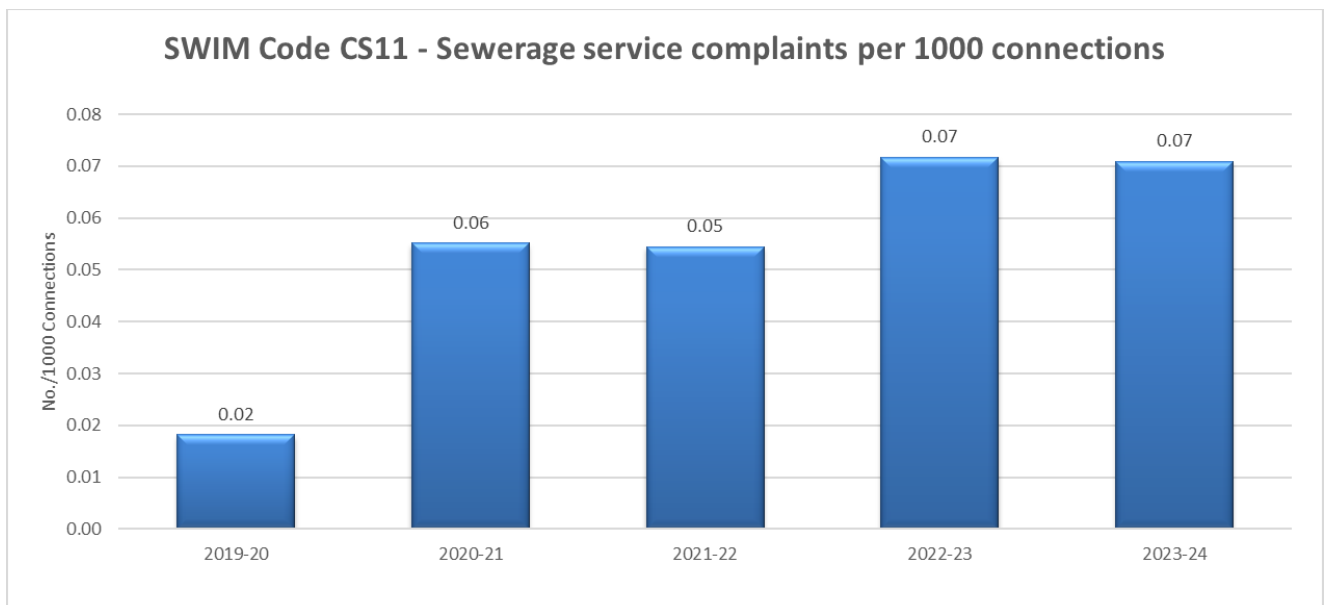
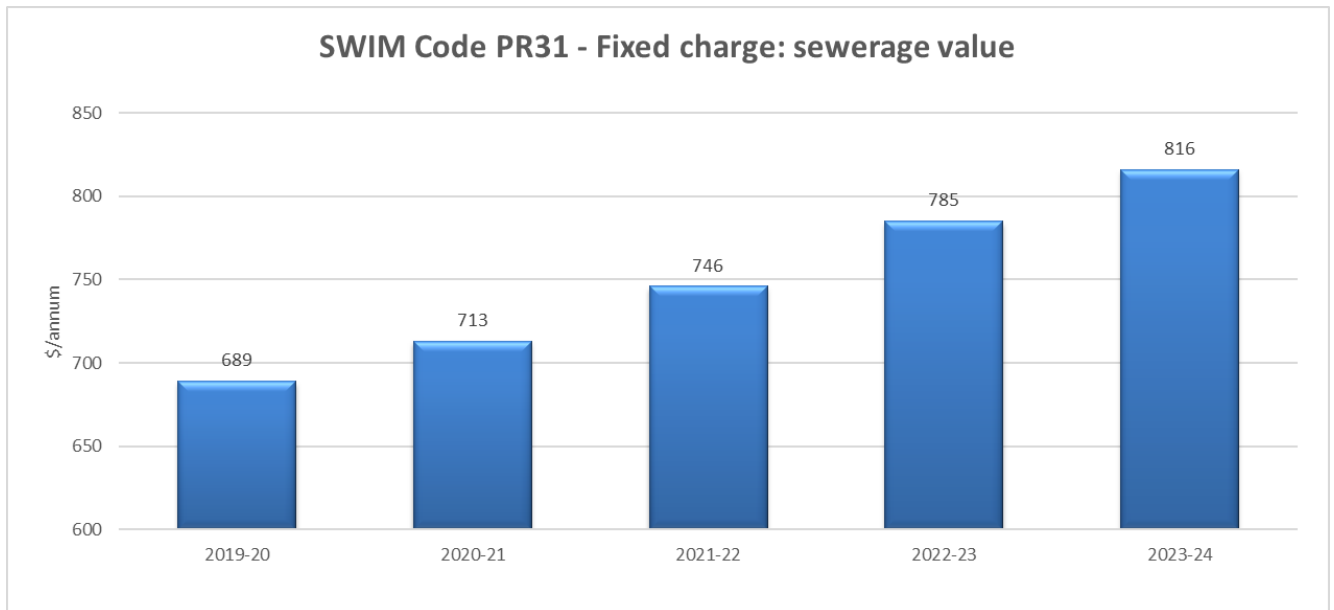


Figure 12 – QG4.13/NPR C11 sewerage service complaints per 1000 connections (SWIM CS11)



¹⁹ 2020-21 onwards, chokes in pumps stations included.

Figure 13 - QG4.2 / NPR P4.1 fixed charge: sewerage (\$/connection/annum) (SWIM PR31)**Figure 14 – QG3.12/ NPR F12 operating costs: sewerage (\$/connection) (SWIM FN12)**