Redland CITY COUNCIL

City Water

Queensland Government Key Performance Indicators

Annual Performance Report | 2024–2025

Table of Contents

Figures

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 KPI Annual 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, is now 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 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 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'.

Each year, the regulator takes the data submitted from service providers and updates the Queensland Urban Water Explorer. Comparing 75 water service providers across the state.

National Performance Reporting Indicators (NPR)

The 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 143 performance indicators from 300 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	Description	Section reported in
QG 4.5	Total water main breaks per 100km	Performance Asset
QG 4.6	Total sewerage main breaks per 100km	Performance Asset
QG 4.7	Incidence of unplanned interruptions per 1000 properties	Customer Service
QG 4.8a	Performance against response for bursts and leaks	Customer Service
QG 4.9a	Performance against response to sewerage incidents	Customer Service
QG 4.10	Water quality complaints per 1000 properties	Customer Service
QG 4.11	Total water and sewerage complaints per 1000 properties	Customer Service

Overview of Operations

Redland City, also known as Redlands Coast, has a population of more than 170,000 and covers an area of around 537 km[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 1325 km of drinking water mains within four water supply schemes across five supply zones:

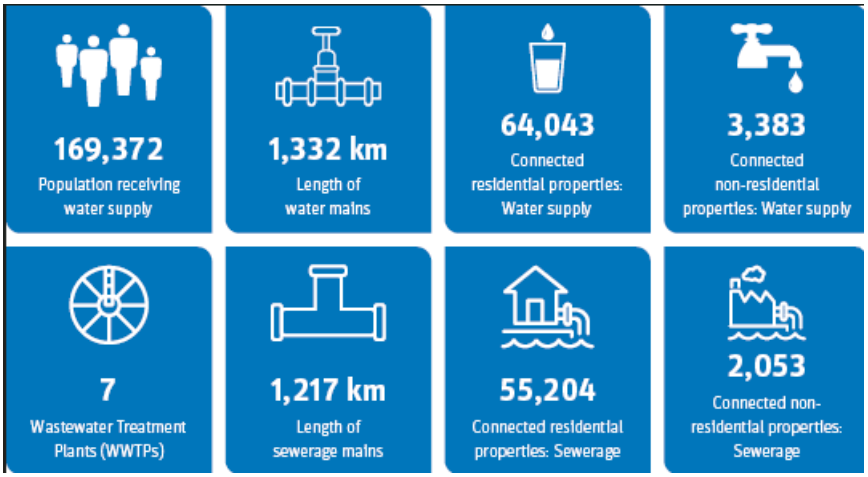
- Mainland Scheme
  - Alexandra Hills Reservoir Zone
  - Heinemann Road Reservoir Zone
- Dunwich Scheme and Zone
- Amity Point Scheme and Zone
- Point Lookout Scheme and Zone

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 (WWTP) to collect and treat incoming wastewater from around 57,200 properties across the existing wastewater connection area via a network of approximately 139 pump stations and 1,217 km of mains. This includes the management of trade waste generated by approximately 717 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 and 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	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Population receiving water services.	CS1.1	-	C1	people	157,338	159,69	161,712	169,945[2]	169,372
Number of water treatment plants providing full treatment	AS1	QG1.4a	A1	number	NR	NR	NR	NR	NR
Length of water mains (potable and non-potable)	AS2	QG1.1	A2	km	1,319.7	1,326.7	1,326.7	1,328.7	1,331.7
Total potable water storage volume	AS48	QG1.7	-	ML	6	6	6	6	6
Connected residential properties: water [3] (Figure 1*)*	CS2.1	QG1.13	C2	connections	60,853	61,497	62,410	63,112	64,043
Connected non-residential properties: water	CS3.1	QG1.14	C3	connections	2,350	2,364	2,388	2,385	3,383
Total connected properties: water	CS4.1	-	C4	connections	63,203	63,861	64,798	65,497	67,426
Connections served per km drinking & non-drinking water main	AS3	-	A3	number	48.1	48.4	49.1	49.5	50.9
Total service connections: water	CS64.1	-	IA10	connections	57,784	58,589	59,321	60,114	60,816
Length sewerage mains and channels	AS5	QG1.2	A5	km	1,208	1,216	1,220	1,221	1,217
Number sewerage treatment plants	AS4	QG1.3	A4	number	7	7	7	7	7
Connected Residential Properties: sewerage (Figure 9)	CS6.1	QG1.15	C6	connections	52,802	53,235	53,933	54,479	55,204
Connected Non-residential properties: sewerage	CS7.1	QG1.16	C7	connections	1,616	1,887	1,912	1,931	2,053
Total connected properties: sewerage	CS8.1	-	C8	connections	54,418	55,122	55,845	54,610	57,257

[2] This was reported as total RCC population instead of connected population. Value for comparison is 165,526.
3. 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.

Connections served per km sewer main	AS6	-	A6	connections/ km	45	45.3	45.8	46.2	47.0

Performance Asset

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Total water main breaks per 100km water main (Figure 3)	AS8.1	QG4.5	-	per 100km water main	3.9	5.9	6.6	8.1	5.1
Water main breaks (excluding recycled water) per 100km water main[4]	AS60	-	A8	per 100km water main					4.7
Infrastructure Leakage Index (ILI)	AS9	-	A9	ILI	0.3	0.4	0.2	0.8	0.7[5]
Volume of water lost potable water	AS56	QG1.23	-	ML	438.0	654.6	650.2	1,512.0	1,292.9
Real water losses: service connections	AS10	-	A10	L/service connection/day	18.4	28.5	16.2	55.7	45.6
Real Water Losses: water mains	AS11	-	A11	kL/km water main/day	0.8	1.3	0.7	2.5	2.1
Sewerage mains breaks/chokes per 100km sewer main[6] (Figure 11)	AS39.1	QG4.6	A14	per 100km sewer main	13.9	15.2	15.0	14.8	3.0
Property connection sewer break/chokes per 1000 connections	AS41	-	A15	per 1000 connections	1.0	1.4	0.6	1.3	0.6

[4] New Indicator 2024/25 excludes recycled water
[5] RCC acknowledges concerns regarding data quality for leakage and ILI; however, this constitutes the best information available from the current systems.
[6] Chokes in pumps included 2020/21 to 2023/24 only

Sources of Water

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Volume of water sourced: surface water	WA1	QG1.8	W1	ML	NR	NR	NR	NR	NR
Volume of water sourced: ground water	WA2	QG1.9a	W2	ML	NR	NR	NR	NR	NR

Total Water Supply including exports

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Volume potable water supplied: residential (Figure 2)	WA32	QG1.17a	-	ML	11,201.8	10,714.8	11,325.2	11,294.3	11,064.7
Volume potable water supplied: non-residential	WA34	QG1.18a	-	ML	1,755.1	1,661.1	1,964.5	1,909.0	1,955.5
Maximum Daily Demand	WA201	QG1.5	-	ML/day	61.1	58.4	53.2	61.5	55.5
Volume water returned to surface water or groundwater from water supply scheme	WA197	-	W31	ML	NR	NR	NR	NR	NR
Volume potable + raw-PT water supplied: residential	WA206	-	W8.3	ML	11,201.8	10,714.8	11,325.2	11,294.3	11,064.7
Volume all water supplied: residential	WA206	-	W8	ML	11,201.8	10,714.8	11,325.2	11,294.3	11,064.7
Volume potable + raw-PT water supplied: non-residential	WA121	-	W9.3	ML	1,626.8	1,594.0	1,854.8	1,685.2	1,765.3
Volume potable water supplied: non-revenue	WA36	-	IW10.1	ML	630.8	706.3	685.6	1,580.3	1,359.8
Volume water supplied: all	WA11	-	W11	ML	13,687.2	13,178.1	14,118.3	14,901.0	12,911.6

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Volume potable water produced/ supplied into water supply system	WA74	-	W11.3	ML	13,587.7	13,082.3	13,975.4	14,783.6	14,380
Annual residential water supplied per connection	WA12.1	-	W12	ML/connection/yr	0.18	0.17	0.18	0.18	0.2 [7]
Volume sewage treated (Figure 10)	WA31	-	W18.5	ML	12,394	13,752	10,408	12,244	14,197
Volume recycled water supplied: residential	WA20	-	W20	ML	NR	NR	NR	NR	NR
Volume recycled water supplied: non-residential	WA21	-	W21	ML	99.5	95.8	143.0	117.4	81.7
Volume recycled water supplied: environmental flows	WA23	-	W23	ML	NR	NR	NR	NR	NR
Volume recycled water supplied: aquifer recharge	WA73	-	W25.1	ML	NR	NR	NR	NR	NR
Volume recycled water supplied: all [8]	WA26	QG1.11	W26	ML	99.5	95.8	143.0	117.4	81.7
Percent treated effluent recycled [9]		-	W27	%	0.8	0.7	1.4	1.0	0.6
Volume drinking and non-drinking water exported - external	WA228	-	W14.3	ML	NR	NR	NR	NR	NR
Volume recycled water exported: external	WA15	-	W15	ML	NR	NR	NR	NR	NR
Volume all water exported: internal and external	WA242	QG1.22	-	ML	NR	NR	NR	NR	NR

[7] Unit of measure changed to ML 2024/25. Previously KL/connection/year
8 Estimate - includes metered data only.
9 Estimate - includes metered data only.

Workforce

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Total full time equivalent water + sewerage employees	WF1	QG1.20	-	FTEs	98.4	92.0	101.7	120.6	135.5

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	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Water restriction duration: PWCM[10]	WS11	QG2.10a	-	days	0	0	0	0	0
Water restriction duration: Level 1	WS12	QG2.10b	WR_N5	days	0	0	0	0	0
Water restriction duration: Level 2	WS13	QG2.10c	WR_N6	days	0	0	0	0	0
Water restriction duration: Level 3	WS14	QG2.10d	IWR_N7	days	0	0	0	0	0
Water restriction duration: Level 4	WS15	QG2.10e	IWR_N7	days	0	0	0	0	0

[10] *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.

Note: NA = No longer required.

Revenue

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Revenue: all water	FN1	QG3.9	F1	$,000	76,984.50	77,569.44	83,551.23	92,545.21	94,563.18
Revenue: all sewerage	FN2	QG3.10	F2	$,000	54,185.33	59,453.95	62,335.53	70,975.23	73,585.36
Revenue: whole of utility	FN3	-	F3	$,000	131,169.83	137,023.40	145,886.77	163,520.43	168,148.55
Revenue: whole of utility per connection		-	F7	$/connection	2,075.37	2,145.65	2,251.41	2,496.61	NA
Revenue: percent residential revenue from water usage charges		-	F4	%	84.9	85.0	83.9	83.1	NA
Revenue: water supply per connection		-	F5	$/connection	1,218.05	1,214.66	1,289.41	1,412.97	NA
Revenue: sewerage services per connection		-	F6	$/connection	995.72	1,078.59	1,116.22	1,258.20	NA
Community service obligations	FN25	-	F25	$,000	357.120	495.06	528.49	2,087.07	662.73
Community service obligations ratio	FN87	-	F8	ratio	0.003	0.004	0.004	0.013	0.004

Costs

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Nominal written down replacement costs: fixed water assets	FN9	QG3.5	F9	$,000	286,281.85	287,560.34	299,914.14	313,749.33	315,828.83
Nominal written down replacement costs: fixed sewerage assets	FN10	QG3.6	F10	$,000	502,432.87	509,668.53	587,045.20	612,453.48	617,595.73
Current replacement costs: fixed water assets	FN74	QG3.7	-	$,000	521,932.18	538,998.42	574,999.12	609,708.54	627,004.44
Current replacement costs: fixed sewerage assets	FN75	QG3.8	-	$,000	869,807.96	908,800.86	1,037,928.35	1,098,036.97	1,141,316.02
Costs: operating water (including purchased water) (Figure 6)	FN32	QG3.11a	IF11	$,000	50,984.150	51,820.15	57,240.13	62,343.96	63,351.78
Costs: operating water per connection		QG3.11	F11	$/connection	806.67	811.45	883.36	951.86	NA
Costs: maintenance water	FN76	QG3.13	-	$,000	3,850.44	4,159.63	5,053.36	5,335.91	6,050.91
Costs: any other water	FN49	QG3.21	-	$,000	11,114.38	12,868.86	12,821.80	13,538.08	15,369.24
Costs: operating sewerage (Figure 14)	FN33	QG3.12a	-	$,000	20,281.280	20,226.2	21,857.77	25,054.43	29,225.7
Costs: operating sewerage per connections		QG3.12	F12	$/connection	372.69	366.94	391.40	444.15	NA
Cost: maintenance sewerage	FN77	QG3.14	-	$,000	8,664.17	9,689.71	10,353.63	11,185.78	12.731.8
Costs: any other sewerage	FN50	QG3.22	-	$,000	23,498.04	26,845.72	27,860.33	30,996.12	35,744.18
Costs: operating water + sewerage per connection		-	F13	$/connection	1,127.56	1,128.17	1,220.68	NA	NA
Current cost depreciation water	FN78	QG3.15	-	$,000	7,078.40	7,359.07	7,659.46	8,066.51	8698.06

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Current cost depreciation sewerage	FN79	QG3.16	-	$,000	16,913.020	17,216.93	18,273.13	20,834.65	23,354.86
Previous 5-year average annual renewals expenditure: water		QG3.17	-	$,000	978.65	870.80	1,301.96	1,769.65	NA
Previous 5-year average annual renewals expenditure: sewerage		QG3.18	-	$,000	6,344.05	4,179.52	3,884.08	5,166.48	NA
Forecast 5-year average annual renewals expenditure: water	FN82	QG3.19	-	$,000	2,240.00	3,962.05	5,707.093	9,727.23	9,653.23
Forecast 5-year average annual renewals expenditure: sewerage [11]	FN83	QG3.20	-	$,000	37,577.00	39,051.85	23,254.934	55,718.48	91,030.51

[11] *Large increases in forecasts due change in program of works*

Capital Expenditure

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Capital expenditure: water supply	FN14	QG3.1	F14	$,000	991.38	868.59	3,282.51	3,020.86	937.03
Capital expenditure: sewerage	FN15	QG3.2	F15	$,000	8,786.01	2,603.85	3,406.47	9,417.46	12,241.13
Capital works grants: water	FN26	QG3.3	F26	$,000	0	0	0	0	0
Capital works grants: sewerage	FN27	QG3.4	F27	$,000	0	0	0	0	0
Capital expenditure: water + sewerage	FN16	-	F16	$,000	9,777.39	3,472.44	6,688.98	12,438.32	13,178.16
Capital expenditure: water per connection	FN34.2	-	F28	$,000/connection	0.02	0.01	0.06	0.05	0.02[12]
Capital expenditure: sewerage per connection	FN35.1	-	F29	$,000/connection	0.16	0.05	0.06	0.17	0.21[13]

[12] *Change in unit of measure, previously $/connection*
[13] *Change in unit of measure, previously $/connection*

Financial

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Economic real rate of return: water		-	F17	%	6.6	6.4	6.2	7.1	NA
Economic real rate of return: sewerage		-	F18	%	3.4	4.3	3.8	4.1	NA
Economic real rate of return: water + sewerage		-	F19	%	4.6	5.1	4.6	5.1	NA
Dividend	FN20	-	F20	$,000	16,108.00	8,830.01	0	6,597.55	6,812.47
Net profit after tax	FN24	-	F24	$,000	20,315.00	11,086.35	-15,133.12	8,796.73	9,083.29
Dividend payout ratio		-	F21	ratio	0.8	0.8	0	0.8	NA
Net debt to equity	FN22	-	F22	%	57.0	17.4	46.4	48.6	70
Interest cover ratio		-	F23	ratio	2.5	1.7	2.8	5.1	NA
Net profit after tax ratio	FN89	-	F30	ratio	0.15	0.08	-0.10	0.05	0.054

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.

Note:

In this series 'NA' indicates that a KPI is not reportable in that year.

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	SWIM	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Water pricing tariff structure	PR1	IQG4.15	IFP_N1	text	Access + flat rate	Access + flat rate	Access + flat rate	Access + flat rate	Access + flat rate
Fixed charge: water value (Figure 7)	PR3	IQG4.15	IFP_N1	$/annum	280.48	289.68	299.40	319.12	336.72
Fixed charge: water description	PR5	IQG4.15	IFP_N1	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	PR6	IQG4.15	IFP_N1	$/kL	3.74	3.86	3.95	4.06	4.18
Usage upper bound of 1st Step: kL	PR49	IQG4.15	IFP_N1	kL	NR	NR	NR	NR	NR
Usage charge 2nd step: value	PR8	IQG4.15	IFP_N1	$/kL	NR	NR	NR	NR	NR
Usage upper bound of 2nd Step: kL	PR50	I IQG4.15	IFP_N1	kL	NR	NR	NR	NR	NR
Usage charge 3rd step: value	PR10	IQG4.15	IFP_N1	$/kL	NR	NR	NR	NR	NR

Indicator Description	SWIM	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Usage upper bound of 3rd Step: kL	PR51	IQG4.15	IFP_N1	kL	NR	NR	NR	NR	NR
Usage charge 4th step: value	PR12	IQG4.15	IFP_N1	$/kL	NR	NR	NR	NR	NR
Usage upper bound of 4th Step: kL	PR52	IQG4.15	IFP_N1	kL	NR	NR	NR	NR	NR
Usage charge 5th step: value	PR14	IQG4.15	IFP_N1	$/kL	NR	NR	NR	NR	NR
Usage upper bound of 5th Step: kL	PR53	IQG4.15	IFP_N1	kL	NR	NR	NR	NR	NR
Usage charge 6th step: value	PR16	IQG4.15	IFP_N1	$/kL	NR	NR	NR	NR	NR
Usage upper bound of 6th Step: kL	PR54	IQG4.15	IFP_N1	kL	NR	NR	NR	NR	NR
Special levies: water value	PR23	IQG4.15	IFP_N1	$/kL	NR	NR	NR	NR	NR
Revenue from water special levies retained by utility	PR25	IQG4.15	IFP_N1	yes/no	NR	NR	NR	NR	NR
Annual bill based on 200kL/a: water (Figure 8)	PR43	IQG4.3	P2	$	1,027.68	1,061.68	1,089.80	1,131.12	1,171.92
Typical residential bill: water	PR44	IQG4.4	P3	$	967.45	962.22	1,016.55	1,046.58	10,58.9
Sewerage pricing tariff structure	PR4	IQG4.16	IFP_N2	text	Fixed Access Fee	Fixed Access Fee	Fixed Access Fee	Fixed Access Fee	Fixed Access Fee
Fixed charge: sewerage value (Figure 13)	PR31	IQG4.16	IFP_N2	$	713.00	746.00	785.00	816.00	873.00
Fixed charge: sewerage description	PR40	IQG4.16	IFP_N2	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	PR32	IQG4.16	IFP_N2	$	NR	NR	NR	NR	NR

Indicator Description	SWIM	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Special levies: sewerage value	PR33	IQG4.16	IFP_N2	$	NR	NR	NR	NR	NR
Revenue from sewerage special levies retained by the utility	PR34	IQG4.16	IFP_N2	$	NR	NR	NR	NR	NR
Annual bill based on 200kL/a: sewerage	PR45	IQG4.3	P5	$	713.00	746.00	785.00	816.00	873.00
Typical residential bill: sewerage	PR46	IQG4.4	P6	$	713.00	746.00	785.00	816.00	873.00
Annual bill based on 200kL/a: water + sewerage	PR47	QG4.3	P7	$	1740.68	1807.68	1874.8	1,947.12	2044.92
Typical residential bill: water + sewerage	PR48	QG4.4	P8	$	1680.45	1708.22	1801.55	1,862.58	1931.9

Customer Service

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Water Quality Complaints per 1000 connections (Figure 5)	CS9	QG4.10	C9	per 1000 connections	1.7	2.3	1.3	1.6	1.5
Water Service Complaints per 1000 connections	CS10	QG4.12	C10	per 1000 connections	2.0	1.9	0.7	1.3	2.1
Average frequency of unplanned interruptions: (Figure 4)	CS17	QG4.7	C17	per 1000 connections	88.2	56.1	60.2	111.0	123.4
Per cent Customer Service Standard (CSS) response targets met: water incidents	CS66	QG4.8a	-	%	90.6	85	91	96.7	93

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Average duration unplanned Interruptions: water	CS15	-	C15	minutes	135.1	160	273	130	257.7
Restrictions applied for non-payment of water bill per 1000 connections	CS18	-	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	1.6	1.5	1.5	NA	NA
Sewerage Service complaints per 1000 connections (Figure 12)	CS11	QG4.13	C11	per 1000 connections	0.1	0.1	0.1	0.1	0
Percent CSS response targets met - sewerage incidents	CS65	QG4.9a	-	%	100	56[14]	76[15]	98	60
Number water and sewerage complaints: billing and accounts per 1000 connections	CS12	QG4.14	-	per 1000 connections	0.08	0.11	0.19	0.05	0
Water and sewerage complaints (all) per 1000 connections	CS13	QG4.11	-	per 1000 connections	4.0	4.4	2.3	3.0	3.8
Per cent calls answered within 30seconds [16]		-	C14	%	80	83.4	70.8	NA[17]	NA[18]

14 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.
15 Immediate responses have been provided to the customer however, some work orders are left open when further long-term rectification works are required.

16 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.
[17] KPI No longer required.
[18] 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	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Per cent sewage treated: maximum primary level only	EN1	-	E1	%	1.1	4.5	0.1	1.0	1.1
Per cent sewage treated: maximum secondary level only	EN2	-	E2	%	1.4	0.0	0.0	0.0	0.0
Per cent sewage treated: maximum tertiary level	EN3	-	E3	%	97.5	95.5	99.9	99.0	98.9

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	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Per cent Biosolids reused	EN8	-	E8	%	98.8	75	98.7	99.1	98.8

Net Greenhouse Gas Emissions[19]

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	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Greenhouse gas emissions: water per 1000 connections		-	E9	t CO_2 eq/ 1000 connections	0.2	0.2	0.2	0.1	NA
Greenhouse gas emissions: sewage per 1000 connections		-	E10	t CO_2 eq/ 1000 connections	195.10	161.2	164.8	180.6	NA
Greenhouse gas emissions: other per 1000 connections		-	E11	t CO_2 eq/ 1000 connections	21.4	40.8	38.2	1.3	NA
Greenhouse gas emissions: all per 1000 connections		-	E12	t CO_2 eq/ 1000 connections	189.5	180.1	180.3	156.9	NA
Total greenhouse gas emissions reported under the NGER scheme [20]	EN23	-	HE_N1	t CO_2eq					NR
Greenhouse gas emissions reduction target/s	EN24	-	HE_N2	Text					NR[21]

[19]KPI's E9,10,11 & 12 retired. New indicators EN23 & 24 reportable from 2024-25
[20] Redland City Council (including City Water) is not considered a "Controlling Corporation" or "Constitutional Corporation" under the NGER Act and therefore not required to report under the Scheme. Further, it is unlikely that Redland City Council will meet the corporation or the Facility thresholds under the NGER Act.
[21] Redland City Council (including City Water) do not currently have an emissions reduction target in place.

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.

Note: NA = No longer required.

Water Quality Compliance

Indicator Description	SWIM Code	QGKPI Code	NPR Code	Unit of measure	2020/21	2021/22	2022/23	2023/24	2024/25
Water quality compliance guideline used	HL1	-	H1	text	ADWG	ADWG	ADWG	ADWG	ADWG
Percent population where microbiological compliance achieved	HL3	-	H3	%	100	100	100	100	100
Number zones chemical compliance achieved		-	H4	number	5	5	5	5	NA
Number chemical compliance zones tested		-	H4a	number	5	5	5	NA	NA[22]
Risk based drinking water management plan assessed externally	H5	-	H5	yes/no	yes	yes	yes	yes	yes

[22] *KPIs no longer required*

Figure 1 – QG1.13/NPR C2 connected residential properties[23] – water supply (SWIM CS2.1)

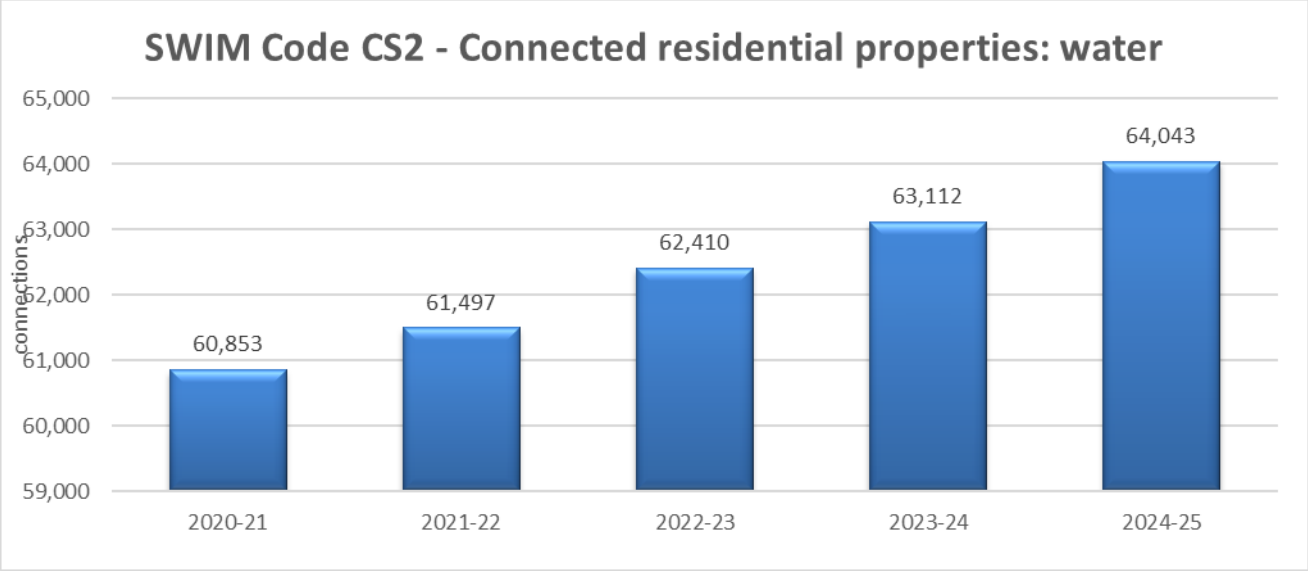
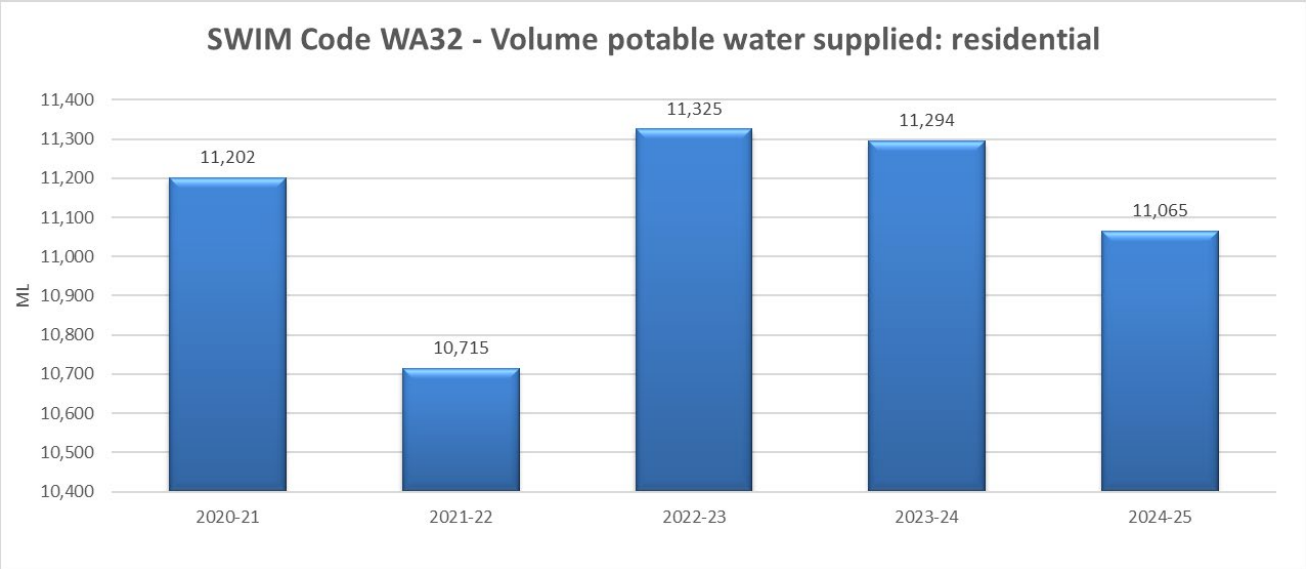


Figure 2 – QG1.17a volume potable water supplied: residential. (SWIM WA32)



[23] *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.*

Figure 3 – QG4.18 water main breaks (SWIM AS14.1)

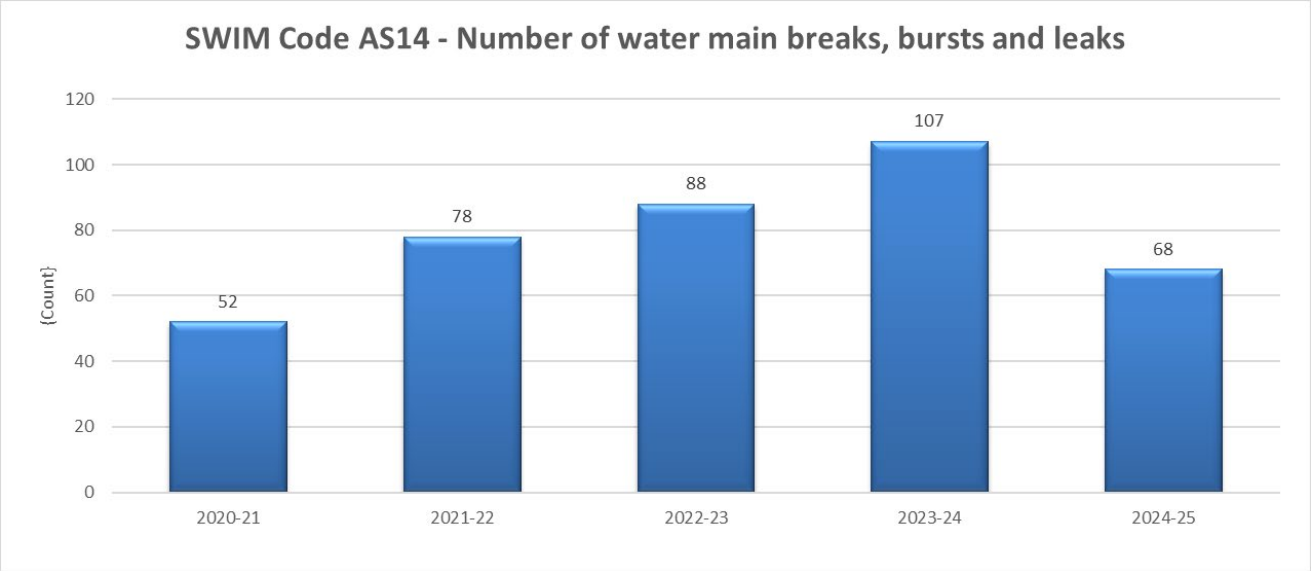
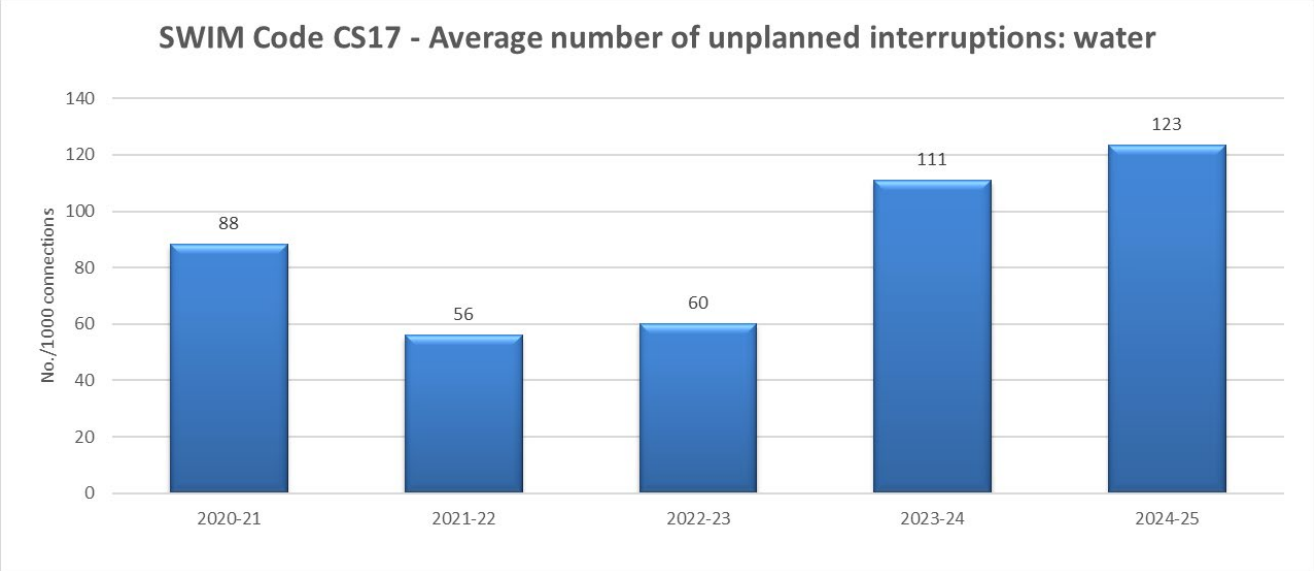


Figure 4 – QG4.7/NPR C17 Average number of unplanned interruptions - per 1000 connections (SWIM CS17) [24]



[24] *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)

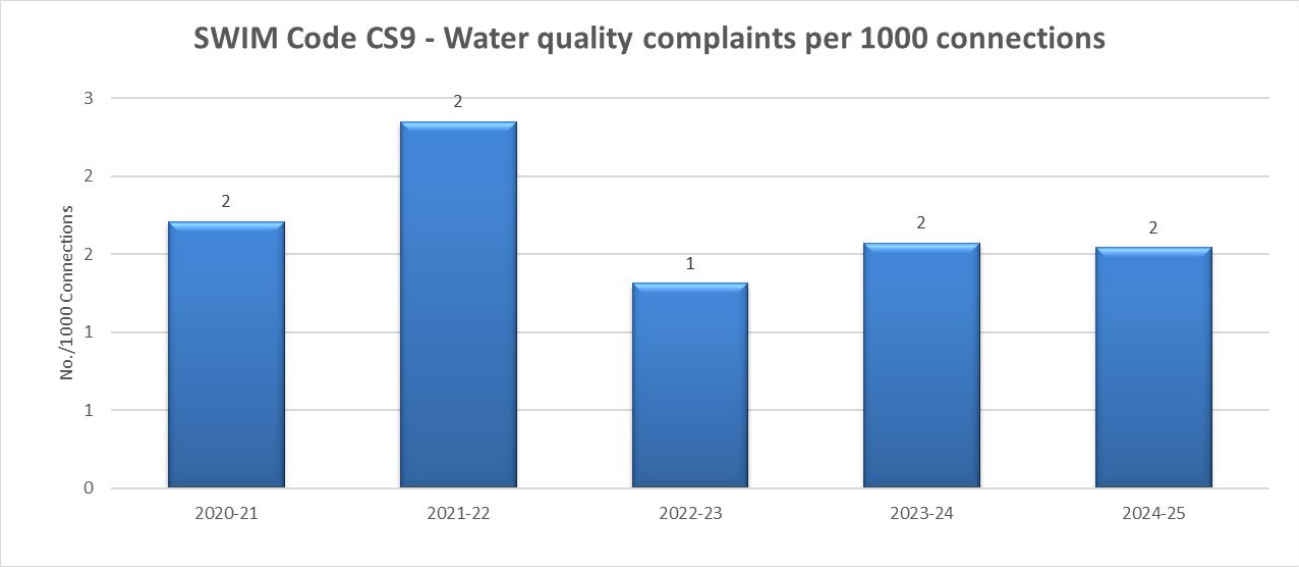


Figure 6 – QG3.11a/NPR IF11 operating costs: water including bulk water purchased (SWIM FN32)

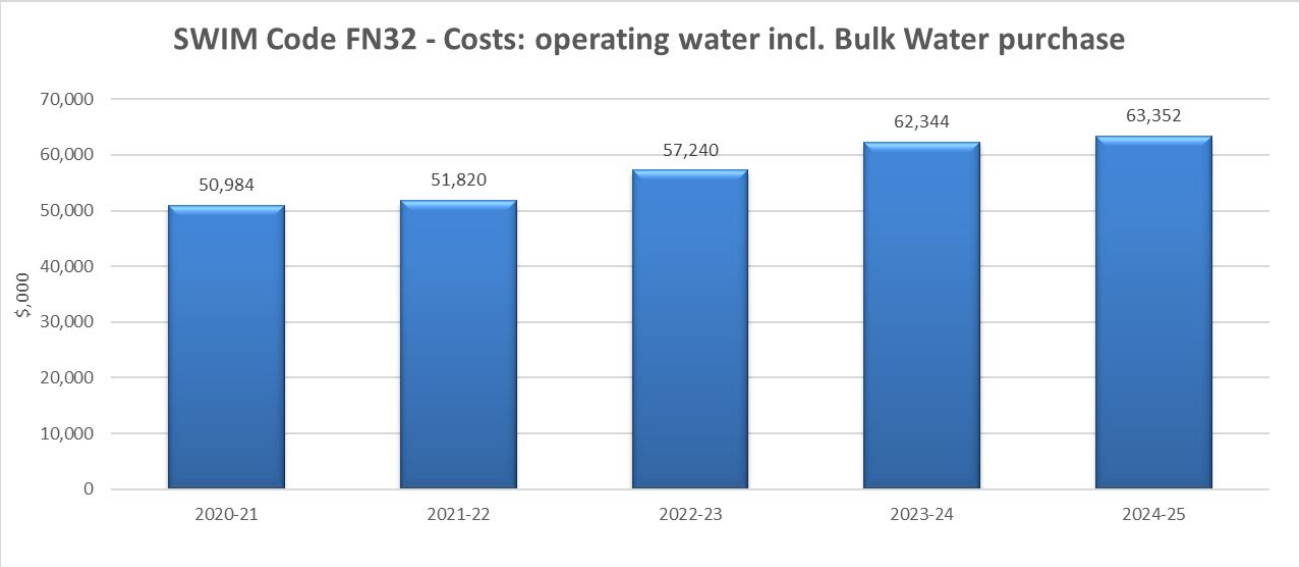


Figure 7 – QG4.1/NPR P1.2 fixed charge: water ($/annum) (SWIM PR3)

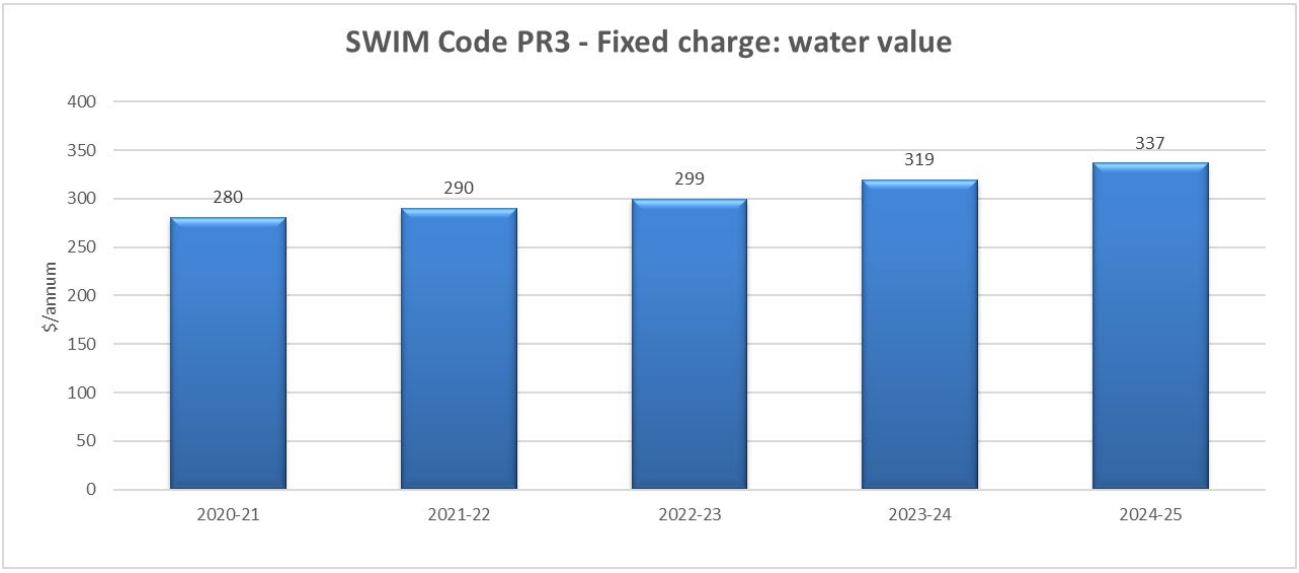


Figure 8 – NPR P2 annual bill based on 200kL/annum – water (SWIM PR43)

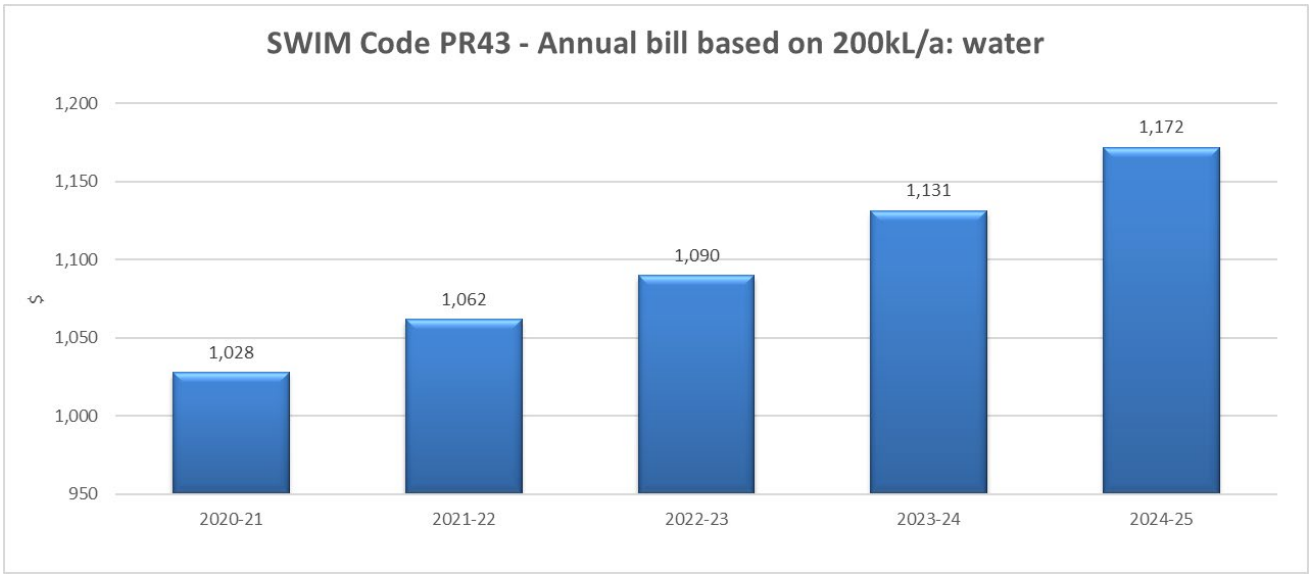


Figure 9 – QG1.15/NPR C6 connected residential properties: sewerage (SWIM CS6)

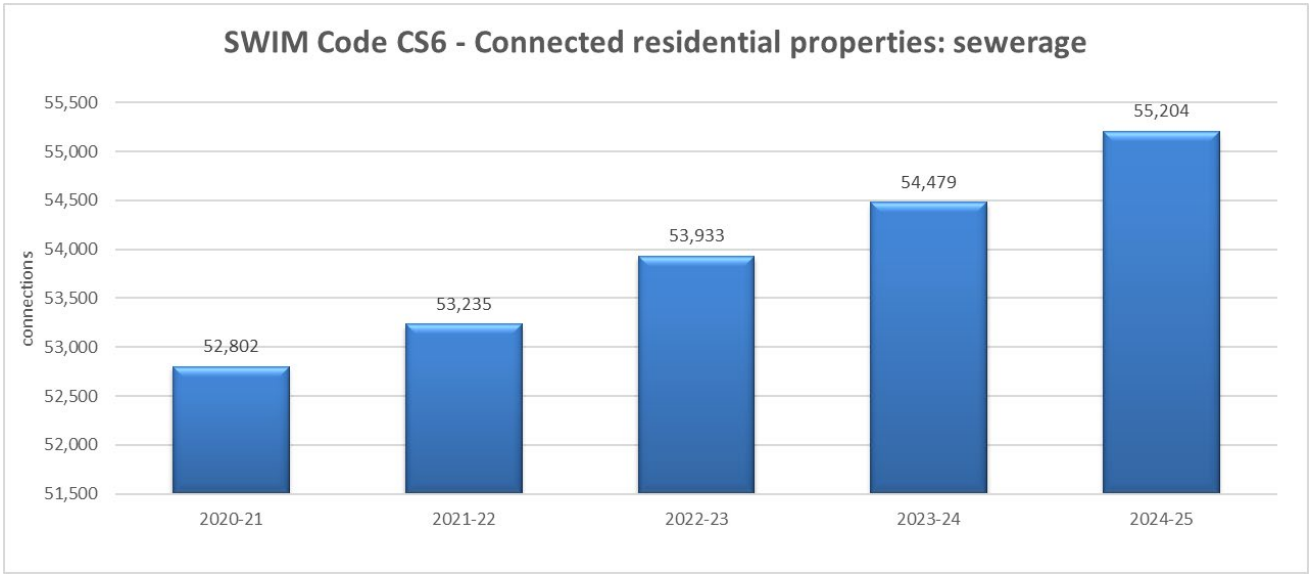


Figure 10 – NPR W18.5 volume of sewage effluent treated by the utility (SWIM WA31)

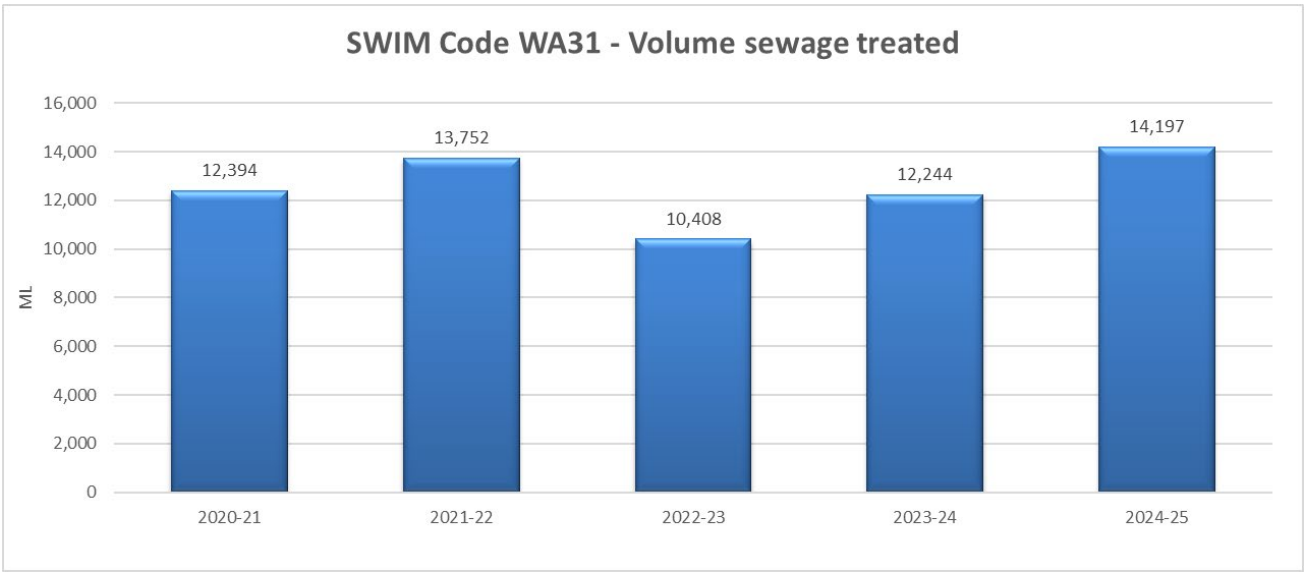


Figure 11 – QG4.6/NPR A14 sewerage mains breaks/chokes per 100km sewer main[25] (SWIM AS39)

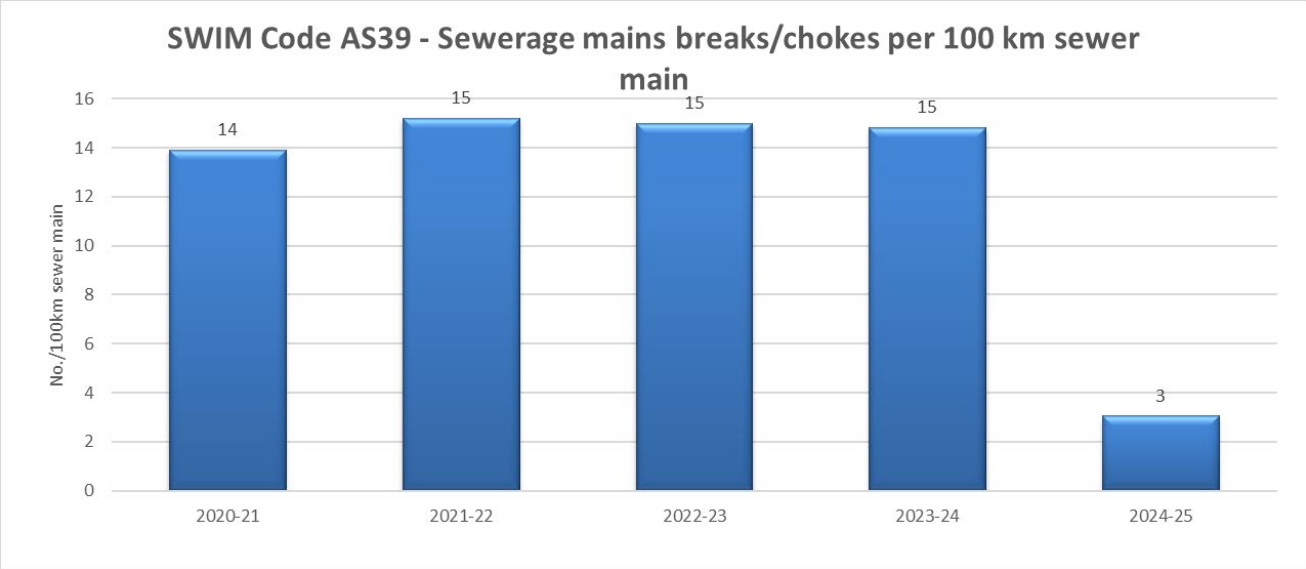
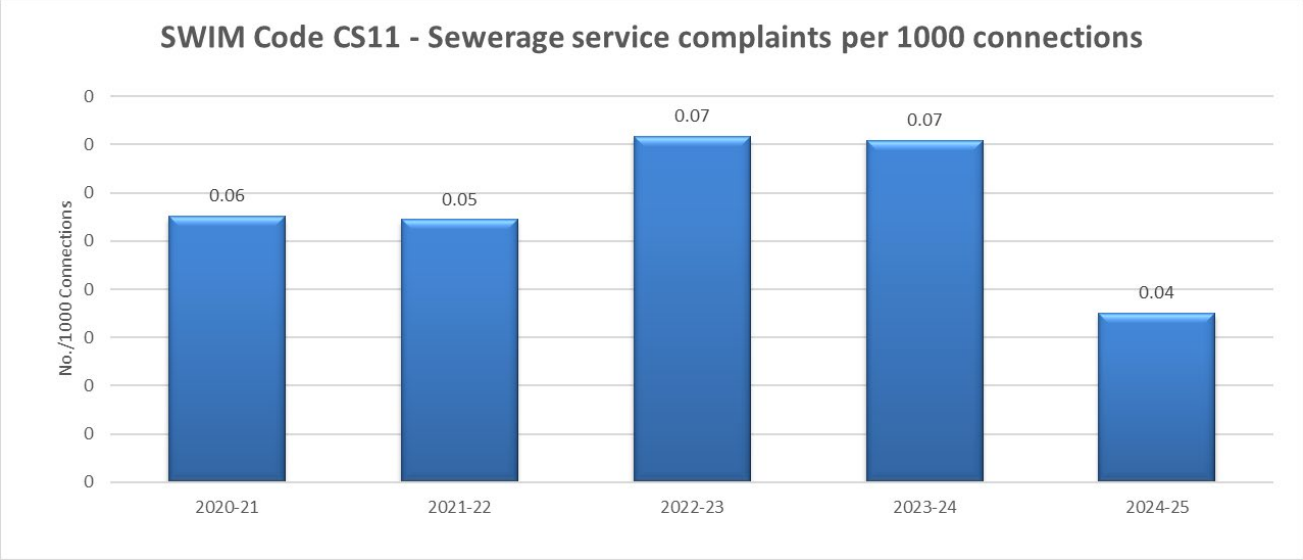


Figure 12 – QG4.13/NPR C11 sewerage service complaints per 1000 connections (SWIM CS11)



[25] *2024-25 chokes in pumps stations excluded.*

Figure 13 - IQG4.16 / NPR IFP_N2 Residential fixed charge: sewerage ($/annum) (SWIM PR31)

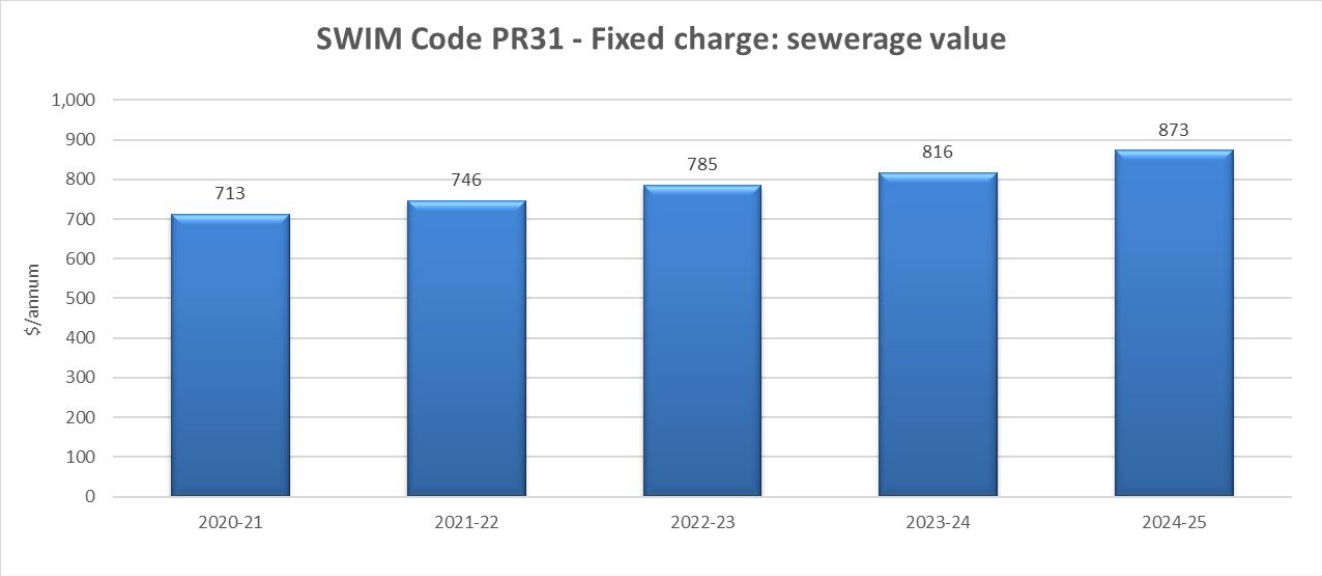
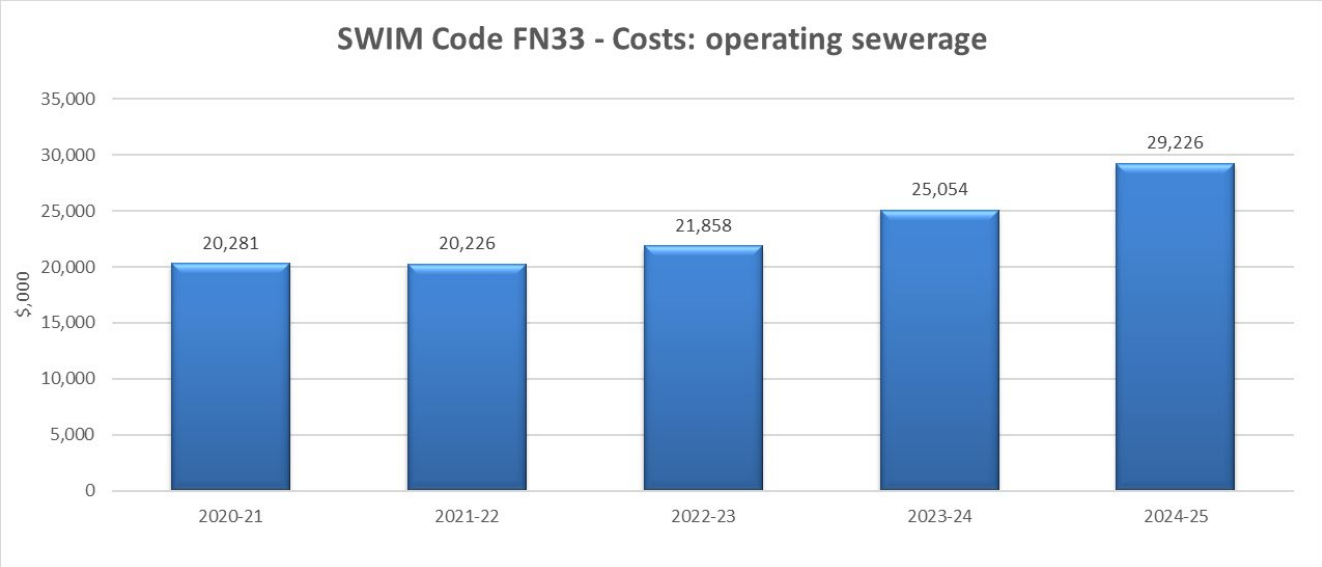


Figure 14 – QG3.12a/ NPR IF12 operating costs: sewerage ($,000) (SWIM FN33)



03685 11/25