

# 2022 - 2023

# **Key Performance Indicators**



Department of Regional Development, Manufacturing & Water

Queensland Water Supply Regulator



### Potable Water Service Areas



Bundaberg Regional Council - Department of Regional Development, Manufacturing and Water - Qld Supply Regulation - Key Performance Indicators 2022 / 2023 Scheme Type **KPI** Code SWIM code Scheme QG KPI category Indicator Title Value Units Bundaberg WSA AS2 524 Potable water QG1.1 General Length water mains km AS1 General Bundaberg WSA Potable water QG1.4a Number water treatment plants: providing full treatment 1 Count QG1.4b AS47 78.6 Bundaberg WSA Potable water General Capacity of water treatment plants ML/day WA201 25.9 Bundaberg WSA Potable water QG1.5 General Maximum daily demand ML/dav WA225 Bundaberg WSA Potable water QG1.6a General Volume potable water produced at a water treatment plant 6997.7 MI Potable water Total potable water storage volume Bundaberg WSA QG1.7 AS48 General 49.9 ML 1744 Bundaberg WSA Potable water QG1.8 WA1 General ML Volume water sourced: surface water 5282.7 Bundaberg WSA Potable water QG1.9a WA2 General Volume water sourced: groundwater MLQG1.10 **WA61** NR ML Bundaberg WSA Potable water General Volume water sourced: desalination marine water QG1.12 WA7 7026.7 Bundaberg WSA Potable water General Volume water sourced: all ML Bundaberg WSA Potable water QG1.13 CS2 General Connected residential properties: water 19.585 000s QG1.14 CS3 2.239 000s Bundaberg WSA Potable water General Connected non-residential properties: water WA32 4027.3 Bundaberg WSA QG1.17a Potable water General Volume potable water supplied: residential ML Volume potable water supplied: non-residential Bundaberg WSA Potable water QG1.18a WA34 General 1593.2 MI Bundaberg WSA QG1.21 WA223 Potable water General Volume all water imported: internal and external 0 ML Bundaberg WSA Potable water QG1.22 WA224 General Volume all water exported: internal and external 591.6 ML Bundaberg WSA QG1.23 AS56 1374 ML Potable water General Volume water lost: potable water WS3 Available contingency supplies Bundaberg WSA Potable water QG2.3 Water Security ves/no yes QG2.10a WS11 Bundaberg WSA Potable water Water Security Water restriction duration: PWCM Not Relevant days Bundaberg WSA Potable water QG2.10b WS12 Water Security Water restriction duration: Level 1 Not Relevant days Bundaberg WSA Potable water QG2.10c WS13 Water Security Water restriction duration: Level 2 Not Relevant days Bundaberg WSA QG2.10d WS14 Water Security Water restriction duration: Level 3 Not Relevant Potable water days QG2.10e Bundaberg WSA Potable water WS15 Water Security Water restriction duration: Level 4 Not Relevant days QG2.10f WS16 Bundaberg WSA Not Relevant Potable water Water Security Water restriction duration: Level 5 days QG2.11a WS17 Bundaberg WSA Potable water Water Security Has asset management planning been undertaken in the last 10 yrs? Yes ves/no Bundaberg WSA Potable water QG2.11b WS18 Water Security Has drought management planning been undertaken in the last 10 yrs? Yes ves/no Bundaberg WSA QG2.11c WS19 Has water demand forecasts been developed or reviewed in the last 5 yrs? Potable water Water Security Yes yes/no Water Security Bundaberg WSA QG2.11d WS20 Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs? Yes Potable water yes/no Bundaberg WSA Potable water QG2.11e WS21 Water Security Has the timing for potential future supply augmentation been assessed in the last 10 yrs? Yes ves/no Bundaberg WSA Potable water QG2.12 **WS22** Water Security Months water supply remaining as at 30 June (KPI level) 6 1,2,3,4,5,6 Bundaberg WSA QG2.13 WS23 Confidence water demand will be met: next 18 mths High Potable water Water Security high,fair,unsure,low,very low QG2.14 Bundaberg WSA WS24 Water Security Confidence water demand will be met: next 5 yrs High high,fair,unsure,low,very low Potable water Bundaberg WSA Potable water QG4.1 (text) PR5 **Customer Service** Fixed charge: water description Water Access – 20mm connection Text PR3 Bundaberg WSA Potable water QG4.1 (value) Customer Service Fixed charge: water value 442 \$/annum Bundaberg WSA QG4.5 AS8 **Customer Service** 16.4 per 100 km water main Potable water Water main breaks per 100 km water main QG4.7 CS17 84.6 per 1000 connections Bundaberg WSA Potable water Customer Service Average frequency unplanned interruptions: water Bundaberg WSA Potable water QG4.8a **CS66** Percent CSS response target met: water incidents 93 Customer Service Bundaberg WSA Potable water QG4.10 CS9 **Customer Service** Water quality complaints per 1000 connections 1.4 per 1000 connections QG4.11 CS13 Bundaberg WSA Water and sewerage complaints (all) per 1000 connections 3 per 1000 connections Potable water Customer Service Bundaberg WSA Potable water QG4.12 CS10 **Customer Service** Water service complaints per 1000 connections 1.6 per 1000 connections Bundaberg WSA QG4.14 CS12 Water and sewerage billing and account complaints per 1000 connections per 1000 connections Potable water **Customer Service** 0 Gin Gin WSA Potable water QG1.1 AS2 General Length water mains 24.6 km Gin Gin WSA QG1.4a AS1 General Number water treatment plants: providing full treatment Count Potable water 1 Gin Gin WSA Potable water QG1.4b AS47 General Capacity of water treatment plants ML/dav 1 WA201 2.9 Gin Gin WSA Potable water QG1.5 General Maximum daily demand ML/dav Gin Gin WSA QG1.6a WA225 188.4 ML Potable water General Volume potable water produced at a water treatment plant Gin Gin WSA QG1.7 AS48 2.7 ML Potable water General Total potable water storage volume 193 Gin Gin WSA Potable water QG1.8 WA1 General Volume water sourced: surface water MI Potable water Volume water sourced: groundwater Gin Gin WSA QG1.9a WA2 General Not Relevant MI Gin Gin WSA QG1.10 WA61 Not Relevant ML Potable water General Volume water sourced: desalination marine water Gin Gin WSA WA7 Potable water QG1.12 General Volume water sourced: all 193 ML Gin Gin WSA Potable water QG1.13 CS2 General Connected residential properties: water 0.437 000s Gin Gin WSA Potable water QG1.14 CS3 General Connected non-residential properties: water 0.132 000s



	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Gin Gin WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	92.9	ML
Gin Gin WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	84.4	ML
Gin Gin WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
Gin Gin WSA	Potable water	QG1.22	WA224	General	Volume all water exported: internal and external	0.2	ML
Gin Gin WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	14.8	ML
Gin Gin WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	Yes	yes/no
Gin Gin WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	Not Relevant	days
Gin Gin WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	Not Relevant	days
Gin Gin WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	Not Relevant	days
Gin Gin WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	Not Relevant	days
Gin Gin WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	Not Relevant	days
Gin Gin WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	Not Relevant	days
Gin Gin WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	Yes	yes/no
Gin Gin WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	Yes	yes/no
Gin Gin WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Yes	yes/no
Gin Gin WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	Yes	yes/no
Gin Gin WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Yes	yes/no
Gin Gin WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
Gin Gin WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	High	high,fair,unsure,low,very low
Gin Gin WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	High	high,fair,unsure,low,very low
Gin Gin WSA	Potable water	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Water Access – 20mm connection	Text
Gin Gin WSA	Potable water	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	442	\$/annum
Gin Gin WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	28.4	per 100 km water main
Gin Gin WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	28.1	per 1000 connections
Gin Gin WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	88	%
Gin Gin WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	5.3	per 1000 connections
Gin Gin WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	8.8	per 1000 connections
Gin Gin WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	3.5	per 1000 connections
Gin Gin WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Gooburrum WSA	Potable water	QG1.1	AS2	General	Length water mains	Not Relevant	km
Gooburrum WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	Not Relevant	Count
Gooburrum WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	Not Relevant	ML/day
Gooburrum WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	Not Relevant	ML/day
Gooburrum WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	Not Relevant	ML
Gooburrum WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	Not Relevant	ML
Gooburrum WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water		ML
Gooburrum WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	Not Relevant	ML
Gooburrum WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	Not Relevant	ML
Gooburrum WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	Not Relevant	ML
Gooburrum WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	Not Relevant	000s
Gooburrum WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	Not Relevant	000s
Gooburrum WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	Not Relevant	ML
Gooburrum WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	Not Relevant	ML
Gooburrum WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	Not Relevant	ML
Gooburrum WSA	Potable water	QG1.22	WA224	General	Volume all water exported: internal and external	Not Relevant	ML
Gooburrum WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	Not Relevant	ML
Gooburrum WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	Not Relevant	yes/no
Gooburrum WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	Not Relevant	days
Gooburrum WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	Not Relevant	days
Gooburrum WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	Not Relevant	days
Gooburrum WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	Not Relevant	days
Gooburrum WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	Not Relevant	days
	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	Not Relevant	days
GOODUITUIII WSA		-,		į			
Gooburrum WSA Gooburrum WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	Not Relevant	yes/no

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Scheme	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Gooburrum WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Not Relevant	yes/no
Gooburrum WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	Not Relevant	yes/no
Gooburrum WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Not Relevant	yes/no
Gooburrum WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	Not Relevant	1,2,3,4,5,6
Gooburrum WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	Not Relevant	high,fair,unsure,low,very low
Gooburrum WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	Not Relevant	high,fair,unsure,low,very low
Gooburrum WSA	Potable water	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Not Relevant	Text
Gooburrum WSA	Potable water	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	Not Relevant	\$/annum
Gooburrum WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	Not Relevant	per 100 km water main
Gooburrum WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	Not Relevant	per 1000 connections
Gooburrum WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	Not Relevant	%
Gooburrum WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	Not Relevant	per 1000 connections
Gooburrum WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	Not Relevant	per 1000 connections
Gooburrum WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	Not Relevant	per 1000 connections
Gooburrum WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	Not Relevant	per 1000 connections
Gregory River WSA	Potable water	QG1.1	AS2	General	Length water mains	118.5	km
Gregory River WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	1	Count
Gregory River WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	4.3	ML/day
Gregory River WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	3.7	ML/day
Gregory River WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	616.2	ML
Gregory River WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	8.5	ML
Gregory River WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	626	ML
Gregory River WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	Not Relevant	ML
Gregory River WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	Not Relevant	ML
Gregory River WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	626	ML
Gregory River WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	2.106	000s
Gregory River WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.297	000s
Gregory River WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	386.8	ML
Gregory River WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	191.5	ML
Gregory River WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
Gregory River WSA	Potable water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Gregory River WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	45	ML
Gregory River WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	yes	yes/no
Gregory River WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	Not Relevant	days
Gregory River WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	Not Relevant	days
Gregory River WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	Not Relevant	days
Gregory River WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	Not Relevant	days
Gregory River WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	Not Relevant	days
Gregory River WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	Not Relevant	days
Gregory River WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	Yes	yes/no
Gregory River WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	Yes	yes/no
Gregory River WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Yes	yes/no
Gregory River WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	Yes	yes/no
Gregory River WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Yes	yes/no
Gregory River WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
Gregory River WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	High	high,fair,unsure,low,very low
Gregory River WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	High	high,fair,unsure,low,very low
Gregory River WSA	Potable water	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	442	\$/annum
Gregory River WSA	Potable water	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Water Access – 20mm connection	Text
Gregory River WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	9.3	per 100 km water main
Gregory River WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	14.6	per 1000 connections
Gregory River WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	96	%
Gregory River WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	1.7	per 1000 connections
Gregory River WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	4.6	per 1000 connections
Gregory River WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	2.5	per 1000 connections



Scheme	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Gregory River WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0.4	per 1000 connections
Kalkie WSA	Potable water	QG1.1	AS2	General	Length water mains	240.2	km
Kalkie WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	240.2	Count
Kalkie WSA	Potable water	QG1.4a	AS47	General	Capacity of water treatment plants	17.3	ML/day
Kalkie WSA	Potable water	QG1.40	WA201	General	Maximum daily demand	10.7	ML/day
Kalkie WSA	Potable water	QG1.6a	WA201	General	Volume potable water produced at a water treatment plant	1723.9	ML
Kalkie WSA	Potable water	QG1.0a	AS48	General	Total potable water storage volume	14.6	ML
Kalkie WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	1760.2	ML
Kalkie WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	Not Relevant	ML
Kalkie WSA	Potable water	QG1.9a	WA61	General	Volume water sourced: desalination marine water	Not Relevant	ML
Kalkie WSA	Potable water	QG1.10	WA7	General	Volume water sourced: all	2351.6	ML
Kalkie WSA	Potable water	QG1.12	CS2	General	Connected residential properties: water	7.682	000s
Kalkie WSA	Potable water	QG1.13	CS3	General	Connected non-residential properties: water	0.378	000s
Kalkie WSA	Potable water	QG1.14 QG1.17a	WA32	General	Volume potable water supplied: residential	1643.1	ML
Kalkie WSA	Potable water	QG1.17a QG1.18a	WA34	General	Volume potable water supplied: residential  Volume potable water supplied: non-residential	340.8	ML
Kalkie WSA	Potable water	QG1.10a	WA223	General	Volume all water imported: internal and external	591.4	ML
Kalkie WSA	Potable water	QG1.21	WA224	General	Volume all water imported: internal and external  Volume all water exported: internal and external	0	ML
Kalkie WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	320.8	ML
Kalkie WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	Yes	yes/no
Kalkie WSA	Potable water	QG2.10a	WS11	Water Security  Water Security	Water restriction duration: PWCM	Not Relevant	days
Kalkie WSA	Potable water	QG2.10a	WS12	Water Security  Water Security	Water restriction duration: F well	Not Relevant	days
Kalkie WSA	Potable water	QG2.100	WS12	Water Security  Water Security	Water restriction duration: Level 1  Water restriction duration: Level 2	Not Relevant	days
Kalkie WSA	Potable water	QG2.10d	WS14	Water Security  Water Security	Water restriction duration: Level 2  Water restriction duration: Level 3	Not Relevant	days
Kalkie WSA	Potable water	QG2.10d	WS15	Water Security	Water restriction duration: Level 4	Not Relevant	days
Kalkie WSA	Potable water	QG2.100	WS16	Water Security	Water restriction duration: Level 5	Not Relevant	days
Kalkie WSA	Potable water	QG2.101	WS17	Water Security  Water Security	Has asset management planning been undertaken in the last 10 yrs?	Yes	yes/no
Kalkie WSA	Potable water	QG2.11a	WS18	Water Security  Water Security	Has drought management planning been undertaken in the last 10 yrs?	Yes	yes/no
Kalkie WSA	Potable water	QG2.11b	WS19	Water Security  Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Yes	yes/no
Kalkie WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	Yes	yes/no
Kalkie WSA	Potable water	QG2.11d	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Yes	yes/no
Kalkie WSA	Potable water	QG2.110	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	6	1,2,3,4,5,6
Kalkie WSA	Potable water	QG2.12	WS23	Water Security	Confidence water demand will be met: next 18 mths	High	high,fair,unsure,low,very low
Kalkie WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	High	high,fair,unsure,low,very low
Kalkie WSA	Potable water	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Water Access – 20mm connection	Text
Kalkie WSA	Potable water	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	442	\$/annum
Kalkie WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	11.7	per 100 km water main
Kalkie WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	70.3	per 1000 connections
Kalkie WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	93	%
Kalkie WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	3	per 1000 connections
Kalkie WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	5.1	per 1000 connections
Kalkie WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	2.1	per 1000 connections
Kalkie WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Lake Monduran WSA	Potable water	QG1.1	AS2	General	Length water mains	3.5	km
Lake Monduran WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	1	Count
Lake Monduran WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	0.86	ML/day
Lake Monduran WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	0.3	ML/day
Lake Monduran WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	2.2	ML
Lake Monduran WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	0.2	ML
Lake Monduran WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	7.9	ML
Lake Monduran WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	Not Relevant	ML
Lake Monduran WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	Not Relevant	ML
Lake Monduran WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	7.9	ML
Lake Monduran WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0	000s
Lake Monduran WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.016	000s
Lake Monduran WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	0	ML



Scheme	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Lake Monduran WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	2.2	ML
Lake Monduran WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
Lake Monduran WSA	Potable water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Lake Monduran WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	5.7	ML
Lake Monduran WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	Yes	yes/no
Lake Monduran WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	Not Relevant	days
Lake Monduran WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	Not Relevant	days
Lake Monduran WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	Not Relevant	days
Lake Monduran WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	Not Relevant	days
Lake Monduran WSA	Potable water	QG2.10d	WS15	Water Security	Water restriction duration: Level 4	Not Relevant	days
Lake Monduran WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	Not Relevant	days
Lake Monduran WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	Yes	yes/no
Lake Monduran WSA	Potable water	QG2.11b	WS18	Water Security  Water Security	Has drought management planning been undertaken in the last 10 yrs?	Yes	yes/no
Lake Monduran WSA	Potable water	QG2.11b	WS19	Water Security  Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Yes	yes/no
Lake Monduran WSA	Potable water	QG2.11d	WS20	Water Security  Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	Yes	yes/no
Lake Monduran WSA	Potable water	QG2.11d QG2.11e	WS21	Water Security  Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Yes	yes/no
Lake Monduran WSA	Potable water	QG2.11e	WS21	Water Security Water Security	Months water supply remaining as at 30 June (KPI level)	1 63 F	1,2,3,4,5,6
Lake Monduran WSA	Potable water	QG2.12 QG2.13	WS23	Water Security Water Security	Confidence water demand will be met: next 18 mths	High	high,fair,unsure,low,very low
Lake Monduran WSA	Potable water	QG2.14	WS24	Water Security  Water Security	Confidence water demand will be met: next 10 miles  Confidence water demand will be met: next 5 yrs	High	high,fair,unsure,low,very low
Lake Monduran WSA	Potable water	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Water Access – 20mm connection	Text
Lake Monduran WSA	Potable water	QG4.1 (text)	PR3	Customer Service	Fixed charge: water description  Fixed charge: water value	valer Access – Zonini connection	\$/annum
Lake Monduran WSA	Potable water	QG4.1 (value)	AS8		Water main breaks per 100 km water main	0	per 100 km water main
Lake Monduran WSA		QG4.7	CS17	Customer Service	· ·	0	•
	Potable water Potable water	QG4.8a	CS66	Customer Service Customer Service	Average frequency unplanned interruptions: water	100	per 1000 connections
Lake Monduran WSA			CS9		Percent CSS response target met: water incidents	100	70
Lake Monduran WSA	Potable water	QG4.10		Customer Service	Water quality complaints per 1000 connections	0	per 1000 connections
Lake Monduran WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
Lake Monduran WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Lake Monduran WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Moore Park Beach WSA	Potable water	QG1.1	AS2	General	Length water mains	46.7	km
Moore Park Beach WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	1	Count
Moore Park Beach WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	2.16	ML/day
Moore Park Beach WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	6.2	ML/day
Moore Park Beach WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	345.8	ML
Moore Park Beach WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	2.8	ML
Moore Park Beach WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	165.8	ML
Moore Park Beach WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater		ML
Moore Park Beach WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	Not Relevant	ML
Moore Park Beach WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	373.2	ML
Moore Park Beach WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	1.125	000s
Moore Park Beach WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.071	000s
Moore Park Beach WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	267.3	ML
Moore Park Beach WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	48.6	ML
Moore Park Beach WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
Moore Park Beach WSA	Potable water	QG1.22	WA224	General	Volume all water exported: internal and external	8	ML
Moore Park Beach WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	27.3	ML
Moore Park Beach WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	Yes	yes/no
Moore Park Beach WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	Not Relevant	days
Moore Park Beach WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	Not Relevant	days
Moore Park Beach WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	Not Relevant	days
Moore Park Beach WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	Not Relevant	days
Moore Park Beach WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	Not Relevant	days
Moore Park Beach WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	Not Relevant	days
Moore Park Beach WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	Yes	yes/no
Moore Park Beach WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	Yes	yes/no
Moore Park Beach WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Yes	yes/no

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Scheme	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Moore Park Beach WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	Yes	yes/no
Moore Park Beach WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Yes	yes/no
Moore Park Beach WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
Moore Park Beach WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	High	high,fair,unsure,low,very low
Moore Park Beach WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	High	high,fair,unsure,low,very low
Moore Park Beach WSA	Potable water	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Water Access – 20mm connection	Text
Moore Park Beach WSA	Potable water	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	442	\$/annum
Moore Park Beach WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	8.6	per 100 km water main
Moore Park Beach WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	27.6	per 1000 connections
Moore Park Beach WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	75	%
Moore Park Beach WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	0	per 1000 connections
Moore Park Beach WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
Moore Park Beach WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Moore Park Beach WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
River Park WSA	Potable water	QG1.1	AS2	General	Length water mains	3.9	km
River Park WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	1	Count
River Park WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	1.5	ML/day
River Park WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	0.5	ML/day
River Park WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	29.1	ML
River Park WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	0.1	ML
River Park WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	44.9	ML
River Park WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	Not Relevant	ML
River Park WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	Not Relevant	ML
River Park WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	45	ML
River Park WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.121	000s
River Park WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.001	000s
River Park WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	24.7	ML
River Park WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	0	ML
River Park WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	0.2	ML
River Park WSA	Potable water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
River Park WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	19.9	ML
River Park WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	Yes	yes/no
River Park WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	Not Relevant	days
River Park WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	Not Relevant	days
River Park WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	Not Relevant	days
River Park WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	Not Relevant	days
River Park WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	Not Relevant	days
River Park WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	Not Relevant	days
River Park WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	Yes	yes/no
River Park WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	Yes	yes/no
River Park WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Yes	yes/no
River Park WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	Yes	yes/no
River Park WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Yes	yes/no
River Park WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
River Park WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	High	high,fair,unsure,low,very low
River Park WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	High	high,fair,unsure,low,very low
River Park WSA	Potable water	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Water Access – 20mm connection	Text
River Park WSA	Potable water	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	442	\$/annum
River Park WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	0	per 100 km water main
River Park WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	0	per 1000 connections
River Park WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	100	%
River Park WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	8.2	per 1000 connections
River Park WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	8.2	per 1000 connections
River Park WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
River Park WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
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Scheme	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Rocky Point WSA	Potable water	QG1.1	AS2	General	Length water mains	2.9	km
Rocky Point WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	1	Count
Rocky Point WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	0.69	ML/day
Rocky Point WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	0.1	ML/day
Rocky Point WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	11.4	ML
Rocky Point WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	0.2	ML
Rocky Point WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	Not Relevant	ML
Rocky Point WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	11.4	ML
Rocky Point WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	Not Relevant	ML
Rocky Point WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	11.4	ML
Rocky Point WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.076	000s
Rocky Point WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.009	000s
Rocky Point WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	8.3	ML
Rocky Point WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	0.3	ML
Rocky Point WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
Rocky Point WSA	Potable water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Rocky Point WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	2.8	ML
Rocky Point WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	Yes	yes/no
Rocky Point WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	Not Relevant	days
Rocky Point WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	Not Relevant	days
Rocky Point WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	Not Relevant	days
Rocky Point WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	Not Relevant	days
Rocky Point WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	Not Relevant	days
Rocky Point WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	Not Relevant	days
Rocky Point WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	Yes	yes/no
Rocky Point WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	Yes	yes/no
Rocky Point WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Yes	yes/no
Rocky Point WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	Yes	yes/no
Rocky Point WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Yes	yes/no
Rocky Point WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
Rocky Point WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	High	high,fair,unsure,low,very low
Rocky Point WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	High	high,fair,unsure,low,very low
Rocky Point WSA	Potable water	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Water Access – 20mm connection	Text
Rocky Point WSA	Potable water	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	442	\$/annum
Rocky Point WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	0	per 100 km water main
Rocky Point WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	0	per 1000 connections
Rocky Point WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	100	%
Rocky Point WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	0	per 1000 connections
Rocky Point WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
Rocky Point WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Rocky Point WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Wallaville WSA	Potable water	QG1.1	AS2	General	Length water mains	3.8	km
Wallaville WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	1	Count
Wallaville WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	2.5	ML/day
Wallaville WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	0.5	ML/day
Wallaville WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	21.5	ML
Wallaville WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	0.1	ML
Wallaville WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	24.7	ML
Wallaville WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	Not Relevant	ML
Wallaville WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	Not Relevant	ML
Wallaville WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	24.7	ML
Wallaville WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.082	000s
Wallaville WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.017	000s
Wallaville WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	13.6	ML
Wallaville WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	5.8	ML

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Scheme	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Wallaville WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	0.2	ML
Wallaville WSA	Potable water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Wallaville WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	5.2	ML
Wallaville WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	Yes	yes/no
Wallaville WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	Not Relevant	days
Wallaville WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	Not Relevant	days
Wallaville WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	Not Relevant	days
Wallaville WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	Not Relevant	days
Wallaville WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	Not Relevant	days
Wallaville WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	Not Relevant	days
Wallaville WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	Yes	yes/no
Wallaville WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	Yes	yes/no
Wallaville WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Yes	yes/no
Wallaville WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	Yes	yes/no
Wallaville WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Yes	yes/no
Wallaville WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
Wallaville WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	High	high,fair,unsure,low,very low
Wallaville WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	High	high,fair,unsure,low,very low
Wallaville WSA	Potable water	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Water Access – 20mm connection	Text
Wallaville WSA	Potable water	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	442	\$/annum
Wallaville WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	105.5	per 100 km water main
Wallaville WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	0	per 1000 connections
Wallaville WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	100	%
Wallaville WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	0	per 1000 connections
Wallaville WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
Wallaville WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Wallaville WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections

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#### Non-Potable Water Service Areas



Bundaberg Regional Council - Department of Regional Development, Manufacturing and Water - Qld Supply Regulation - Key Performance Indicators 2022 / 2023 **KPI** Code SWIM code Scheme Scheme Type QG KPI category Indicator Title Value Units Non Potable AS2 6.3 Burnett Downs WSA (Non Potable) QG1.1 General Length water mains km WA201 Burnett Downs WSA (Non Potable) Non Potable QG1.5 General Maximum daily demand 0.2 ML/dav QG1.8 WA1 27.5 ML Burnett Downs WSA (Non Potable) Non Potable General Volume water sourced: surface water WA2 Burnett Downs WSA (Non Potable) Non Potable QG1.9a General Volume water sourced: groundwater Not Relevant MI Burnett Downs WSA (Non Potable) Non Potable QG1.10 **WA61** General Volume water sourced: desalination marine water Not Relevant MI QG1.12 WA7 Burnett Downs WSA (Non Potable) Non Potable General Volume water sourced: all 27.5 ML Burnett Downs WSA (Non Potable) Non Potable QG1.13 CS2 0.15 000s General Connected residential properties: water Burnett Downs WSA (Non Potable) Non Potable QG1.14 CS3 General Connected non-residential properties: water 0 000s QG1.17b WA91 18.7 ML Burnett Downs WSA (Non Potable) Non Potable General Volume raw-PT water supplied: residential QG1.18b **WA92** Burnett Downs WSA (Non Potable) Non Potable General Volume raw-PT water supplied: non-residential 0 ML Burnett Downs WSA (Non Potable) Non Potable QG1.21 WA223 General Volume all water imported: internal and external 0 ML QG1.22 WA224 ML Burnett Downs WSA (Non Potable) Non Potable General Volume all water exported: internal and external 0 Burnett Downs WSA (Non Potable) Non Potable QG2.3 WS3 Available contingency supplies Not Relevant Water Security yes/no Burnett Downs WSA (Non Potable) Non Potable QG2.10a WS11 Water Security Water restriction duration: PWCM Not Relevant days Burnett Downs WSA (Non Potable) QG2.10b WS12 Not Relevant Non Potable Water Security Water restriction duration: Level 1 days Burnett Downs WSA (Non Potable) Non Potable QG2.10c WS13 Water Security Water restriction duration: Level 2 Not Relevant days QG2.10d WS14 Not Relevant Burnett Downs WSA (Non Potable) Non Potable Water Security Water restriction duration: Level 3 days QG2.10e Burnett Downs WSA (Non Potable) Non Potable WS15 Water Security Water restriction duration: Level 4 Not Relevant days QG2.10f Burnett Downs WSA (Non Potable) Non Potable WS16 Water Security Water restriction duration: Level 5 Not Relevant days Burnett Downs WSA (Non Potable) Non Potable QG2.11a WS17 Water Security Has asset management planning been undertaken in the last 10 yrs? Yes yes/no Burnett Downs WSA (Non Potable) Non Potable QG2.11b WS18 Water Security Has drought management planning been undertaken in the last 10 yrs? Yes yes/no Burnett Downs WSA (Non Potable) Non Potable QG2.11c WS19 Has water demand forecasts been developed or reviewed in the last 5 yrs? Not Relevant Water Security ves/no Burnett Downs WSA (Non Potable) Non Potable QG2.11d WS20 Water Security Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs? Yes yes/no QG2.11e WS21 Burnett Downs WSA (Non Potable) Has the timing for potential future supply augmentation been assessed in the last 10 yrs? Not Relevant Non Potable Water Security ves/no QG2.12 Burnett Downs WSA (Non Potable) WS22 Non Potable Water Security Months water supply remaining as at 30 June (KPI level) Not Relevant 1,2,3,4,5,6 Burnett Downs WSA (Non Potable) Non Potable QG2.13 **WS23** Water Security Confidence water demand will be met: next 18 mths Not Relevant high,fair,unsure,low,very low Burnett Downs WSA (Non Potable) Non Potable QG2.14 WS24 Confidence water demand will be met: next 5 yrs Not Relevant Water Security high,fair,unsure,low,very low PR5 **Customer Service** Burnett Downs WSA (Non Potable) Non Potable QG4.1 (text) Water Access – 20mm connection Fixed charge: water description Text PR3 Burnett Downs WSA (Non Potable) Non Potable QG4.1 (value) Customer Service Fixed charge: water value 354 \$/annum Burnett Downs WSA (Non Potable) Non Potable QG4.5 AS8 **Customer Service** Water main breaks per 100 km water main 0 per 100 km water main Burnett Downs WSA (Non Potable) QG4.8a CS66 100 % Non Potable **Customer Service** Percent CSS response target met: water incidents QG4.10 Burnett Downs WSA (Non Potable) Non Potable CS9 **Customer Service** Water quality complaints per 1000 connections 0 per 1000 connections CS13 Burnett Downs WSA (Non Potable) Non Potable QG4.11 **Customer Service** Water and sewerage complaints (all) per 1000 connections 0 per 1000 connections QG4.14 CS12 per 1000 connections Burnett Downs WSA (Non Potable) Non Potable Customer Service Water and sewerage billing and account complaints per 1000 connections 0 QG4.12 CS10 Water service complaints per 1000 connections per 1000 connections Burnett Downs WSA (Non Potable) Non Potable Customer Service n 4.9 Moore Park Beach WSA (Non Potable) Non Potable QG1.1 AS2 General Length water mains km Moore Park Beach WSA (Non Potable) Non Potable QG1.5 WA201 General Maximum daily demand Not Relevant ML/dav Moore Park Beach WSA (Non Potable) Non Potable QG1.8 WA1 General Volume water sourced: surface water ML WA2 ML Moore Park Beach WSA (Non Potable) Non Potable QG1.9a General Volume water sourced: groundwater Not Relevant Moore Park Beach WSA (Non Potable) Non Potable QG1.10 WA61 General Volume water sourced: desalination marine water ML Moore Park Beach WSA (Non Potable) QG1.12 WA7 ML Non Potable General Volume water sourced: all Moore Park Beach WSA (Non Potable) Non Potable QG1.13 CS2 General Connected residential properties: water 0.048 000s Moore Park Beach WSA (Non Potable) QG1.14 CS3 Non Potable General Connected non-residential properties: water 0 000s Moore Park Beach WSA (Non Potable) Non Potable QG1.17b WA91 General Volume raw-PT water supplied: residential 8 ML Moore Park Beach WSA (Non Potable) WA92 Non Potable QG1.18b General Volume raw-PT water supplied: non-residential 0 ML Moore Park Beach WSA (Non Potable) QG1.21 WA223 General 8 ML Non Potable Volume all water imported: internal and external Moore Park Beach WSA (Non Potable) QG1.22 WA224 Volume all water exported: internal and external 0 ML Non Potable General Available contingency supplies Moore Park Beach WSA (Non Potable) Non Potable QG2.3 WS3 Water Security Not Relevant ves/no Moore Park Beach WSA (Non Potable) Non Potable QG2.10a WS11 Water Security Water restriction duration: PWCM Not Relevant days Moore Park Beach WSA (Non Potable) Non Potable QG2.10b WS12 Not Relevant Water Security Water restriction duration: Level 1 days Moore Park Beach WSA (Non Potable) QG2.10c Non Potable WS13 Water Security Water restriction duration: Level 2 Not Relevant days Moore Park Beach WSA (Non Potable) Non Potable QG2.10d WS14 Water Security Water restriction duration: Level 3 Not Relevant days Moore Park Beach WSA (Non Potable) Non Potable QG2.10e WS15 Water restriction duration: Level 4 Not Relevant Water Security days QG2.10f Moore Park Beach WSA (Non Potable) Non Potable WS16 Not Relevant Water Security Water restriction duration: Level 5 days



Moore Park Beach WSA (Non Potable)	Non Potable	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	Not Relevant	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	Not Relevant	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Not Relevant	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	Not Relevant	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Not Relevant	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	Not Relevant	1,2,3,4,5,6
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	Not Relevant	high,fair,unsure,low,very low
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	Not Relevant	high,fair,unsure,low,very low
Moore Park Beach WSA (Non Potable)	Non Potable	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Water Access – 20mm connection	Text
Moore Park Beach WSA (Non Potable)	Non Potable	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	354	\$/annum
Moore Park Beach WSA (Non Potable)	Non Potable	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	0	per 100 km water main
Moore Park Beach WSA (Non Potable)	Non Potable	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	100	%
Moore Park Beach WSA (Non Potable)	Non Potable	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	0	per 1000 connections
Moore Park Beach WSA (Non Potable)	Non Potable	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
Moore Park Beach WSA (Non Potable)	Non Potable	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Moore Park Beach WSA (Non Potable)	Non Potable	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections

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#### **Wastewater Service Areas**



Bundaberg Regional Council - Department of Regional Development, Manufacturing and Water - Qld Supply Regulation - Key Performance Indicators 2022 / 2023 Scheme **KPI** Code SWIM code QG KPI category Indicator Title Value Units Scheme Type Bargara WWTP Sewerage QG1.2 AS5 General Length sewerage mains and channels 127.1 km General Bargara WWTP Sewerage QG1.3 AS4 Number sewage treatment plants 1 Count Bargara WWTP QG1.15 CS6 3.745 000s General Connected residential properties: sewerage Sewerage Bargara WWTP QG1.16 CS7 General Connected non-residential properties: sewerage 0.054 000s Sewerage Bargara WWTP PR40 Sewerage QG4.2 (text) **Customer Service** Fixed charge: sewerage description Per Pedestal Text Fixed charge: sewerage value Bargara WWTP PR31 822 Sewerage QG4.2 (value) **Customer Service** \$/annum Bargara WWTP QG4.6 AS39 Sewerage mains breaks/chokes per 100 km sewer main 16.5 per 100 km sewer mains Sewerage Customer Service **Customer Service** Bargara WWTP QG4.9a CS65 Percent CSS response target met: sewerage incidents 100 Sewerage Bargara WWTP QG4.11 CS13 6.1 Sewerage **Customer Service** Water and sewerage complaints (all) per 1000 connections per 1000 connections Bargara WWTP Sewerage QG4.13 **CS11 Customer Service** Sewerage service complaints per 1000 connections 6.1 per 1000 connections Bargara WWTP Sewerage QG4.14 CS12 **Customer Service** Water and sewerage billing and account complaints per 1000 connections 0 per 1000 connections Childers WWTP QG1.2 24.5 AS5 Length sewerage mains and channels Sewerage General km Childers WWTP QG1.3 AS4 General Count Sewerage Number sewage treatment plants 1 Childers WWTP 0.554 QG1.15 CS6 General Connected residential properties: sewerage 000s Sewerage Childers WWTP CS7 000s Sewerage QG1.16 General Connected non-residential properties: sewerage 0.15 Childers WWTP Sewerage QG4.2 (text) PR40 Customer Service Fixed charge: sewerage description Per Pedestal Text Childers WWTP PR31 QG4.2 (value) Customer Service 822 \$/annum Sewerage Fixed charge: sewerage value Childers WWTP per 100 km sewer mains QG4.6 AS39 **Customer Service** Sewerage mains breaks/chokes per 100 km sewer main 12.2 Sewerage Childers WWTP Sewerage QG4.9a CS65 **Customer Service** Percent CSS response target met: sewerage incidents 75 Childers WWTP QG4.11 CS13 Water and sewerage complaints (all) per 1000 connections 5.7 per 1000 connections Sewerage **Customer Service** Childers WWTP QG4.13 CS11 **Customer Service** Sewerage service complaints per 1000 connections 5.7 per 1000 connections Sewerage Childers WWTP QG4.14 CS12 Water and sewerage billing and account complaints per 1000 connections per 1000 connections Sewerage Customer Service 0 Gin Gin WWTP QG1.2 AS5 Length sewerage mains and channels 16.4 Sewerage General km Gin Gin WWTP QG1.3 AS4 General 1 Count Sewerage Number sewage treatment plants CS6 0.335 Gin Gin WWTP Sewerage QG1.15 General Connected residential properties: sewerage 000s Gin Gin WWTP QG1.16 CS7 General Connected non-residential properties: sewerage 0.092 000s Sewerage Gin Gin WWTP QG4.2 (text) PR40 Customer Service Per Pedestal Fixed charge: sewerage description Text Sewerage Gin Gin WWTP PR31 822 QG4.2 (value) **Customer Service** \$/annum Sewerage Fixed charge: sewerage value **Customer Service** Gin Gin WWTP Sewerage QG4.6 AS39 Sewerage mains breaks/chokes per 100 km sewer main 18.3 per 100 km sewer mains Customer Service Gin Gin WWTP QG4.9a CS65 Percent CSS response target met: sewerage incidents 100 % Sewerage Gin Gin WWTP QG4.11 CS13 9.4 per 1000 connections Sewerage Customer Service Water and sewerage complaints (all) per 1000 connections per 1000 connections Gin Gin WWTP QG4.13 CS11 Sewerage service complaints per 1000 connections 9.4 Sewerage Customer Service Gin Gin WWTP QG4.14 CS12 Customer Service Water and sewerage billing and account complaints per 1000 connections 0 per 1000 connections Sewerage Lake Monduran WWTP Sewerage QG1.2 AS5 General Length sewerage mains and channels 2.3 km Lake Monduran WWTP AS4 Sewerage QG1.3 General Count Number sewage treatment plants 1 Lake Monduran WWTP Sewerage QG1.15 CS6 General Connected residential properties: sewerage 0 000s Lake Monduran WWTP QG1.16 CS7 0.041 000s Sewerage General Connected non-residential properties: sewerage Lake Monduran WWTP QG4.2 (text) PR40 **Customer Service** Fixed charge: sewerage description Per Pedestal Text Sewerage Lake Monduran WWTP QG4.2 (value) PR31 822 **Customer Service** Fixed charge: sewerage value \$/annum Sewerage Lake Monduran WWTP QG4.6 AS39 **Customer Service** Sewerage mains breaks/chokes per 100 km sewer main 0 per 100 km sewer mains Sewerage Lake Monduran WWTP QG4.9a CS65 Percent CSS response target met: sewerage incidents 95 Sewerage **Customer Service** Customer Service per 1000 connections Lake Monduran WWTP QG4.11 CS13 Water and sewerage complaints (all) per 1000 connections 0 Sewerage Lake Monduran WWTP QG4.13 per 1000 connections **CS11 Customer Service** Sewerage service complaints per 1000 connections 0 Sewerage Lake Monduran WWTP QG4.14 CS12 Customer Service Water and sewerage billing and account complaints per 1000 connections per 1000 connections Sewerage 0 Millbank WWTP Length sewerage mains and channels Sewerage QG1.2 AS5 General 172 km Millbank WWTP QG1.3 AS4 Count Sewerage General Number sewage treatment plants 1 Millbank WWTP CS6 5.242 Sewerage QG1.15 General Connected residential properties: sewerage 000s Millbank WWTP QG1.16 CS7 General Connected non-residential properties: sewerage 0.408 000s Sewerage Millbank WWTP PR40 Sewerage QG4.2 (text) **Customer Service** Fixed charge: sewerage description Per Pedestal Text Millbank WWTP PR31 QG4.2 (value) 822 \$/annum Sewerage Customer Service Fixed charge: sewerage value Millbank WWTP QG4.6 AS39 Sewerage mains breaks/chokes per 100 km sewer main 18.6 per 100 km sewer mains Sewerage **Customer Service** Millbank WWTP Sewerage QG4.9a CS65 **Customer Service** Percent CSS response target met: sewerage incidents 94 Millbank WWTP QG4.11 CS13 Water and sewerage complaints (all) per 1000 connections 6.5 per 1000 connections Sewerage **Customer Service** 6.5 Millbank WWTP QG4.13 CS11 per 1000 connections Sewerage service complaints per 1000 connections Sewerage Customer Service



R E G I O N A L C O U N C I L

Scheme	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Millbank WWTP	Sewerage	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Rubyanna WWTP	Sewerage	QG1.2	AS5	General	Length sewerage mains and channels	300.6	km
Rubyanna WWTP	Sewerage	QG1.3	AS4	General	Number sewage treatment plants	1	Count
Rubyanna WWTP	Sewerage	QG1.15	CS6	General	Connected residential properties: sewerage	10.336	000s
Rubyanna WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.916	000s
Rubyanna WWTP	Sewerage	QG4.2 (text)	PR40	Customer Service	Fixed charge: sewerage description	Per Pedestal	Text
Rubyanna WWTP	Sewerage	QG4.2 (value)	PR31	Customer Service	Fixed charge: sewerage value	822	\$/annum
Rubyanna WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	22.3	per 100 km sewer mains
Rubyanna WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	87	%
Rubyanna WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	6.3	per 1000 connections
Rubyanna WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	6.3	per 1000 connections
Rubyanna WWTP	Sewerage	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Thabeban WWTP	Sewerage	QG1.2	AS5	General	Length sewerage mains and channels	42.5	km
Thabeban WWTP	Sewerage	QG1.3	AS4	General	Number sewage treatment plants	1	Count
Thabeban WWTP	Sewerage	QG1.15	CS6	General	Connected residential properties: sewerage	1.493	000s
Thabeban WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.06	000s
Thabeban WWTP	Sewerage	QG4.2 (text)	PR40	Customer Service	Fixed charge: sewerage description	Per Pedestal	Text
Thabeban WWTP	Sewerage	QG4.2 (value)	PR31	Customer Service	Fixed charge: sewerage value	822	\$/annum
Thabeban WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	40	per 100 km sewer mains
Thabeban WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	94	%
Thabeban WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	10.9	per 1000 connections
Thabeban WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	10.9	per 1000 connections
Thabeban WWTP	Sewerage	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Woodgate WWTP	Sewerage	QG1.2	AS5	General	Length sewerage mains and channels	55.8	km
Woodgate WWTP	Sewerage	QG1.3	AS4	General	Number sewage treatment plants	1	Count
Woodgate WWTP	Sewerage	QG1.15	CS6	General	Connected residential properties: sewerage	1.241	000s
Woodgate WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.017	000s
Woodgate WWTP	Sewerage	QG4.2 (text)	PR40	Customer Service	Fixed charge: sewerage description	Per Pedestal	Text
Woodgate WWTP	Sewerage	QG4.2 (value)	PR31	Customer Service	Fixed charge: sewerage value	822	\$/annum
Woodgate WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	17.9	per 100 km sewer mains
Woodgate WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	100	%
Woodgate WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	7.9	per 1000 connections
Woodgate WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	7.9	per 1000 connections
Woodgate WWTP	Sewerage	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections

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# Recycled Water Schemes



Bundaberg Regional Council - Department of Regional Development, Manufacturing and Water - Qld Supply Regulation - Key Performance Indicators 2022 / 2023 Scheme **KPI** Code SWIM code QG KPI category **Indicator Title** Value Units Scheme Type Bargara WWTP - Reuse Recycled water QG1.1 AS2 General Length water mains 0 km General Bargara WWTP - Reuse Recycled water QG1.11 WA26 Volume recycled sewage supplied: all 48.6 ML Bargara WWTP - Reuse QG1.12 WA7 48.6 ML General Volume water sourced: all Recycled water Bargara WWTP - Reuse Recycled water QG1.13 CS2 General Connected residential properties: water Not Relevant 000s Bargara WWTP - Reuse CS3 Recycled water QG1.14 General Connected non-residential properties: water 0.001 000s Bargara WWTP - Reuse QG1.21 WA223 Recycled water General Volume all water imported: internal and external Not Relevant ML Bargara WWTP - Reuse QG1.22 WA224 Not Relevant ML Recycled water General Volume all water exported: internal and external **Customer Service** Bargara WWTP - Reuse QG4.1 (text) PR5 Fixed charge: water description Text Recycled water None Bargara WWTP - Reuse PR3 Recycled water QG4.1 (value) **Customer Service** Fixed charge: water value 0 \$/annum Bargara WWTP - Reuse Recycled water QG4.5 AS8 **Customer Service** Water main breaks per 100 km water main 0 per 100 km water main Bargara WWTP - Reuse Recycled water QG4.10 CS9 **Customer Service** Water quality complaints per 1000 connections 0 per 1000 connections Bargara WWTP - Reuse CS13 Water and sewerage complaints (all) per 1000 connections QG4.11 **Customer Service** per 1000 connections Recycled water 0 Bargara WWTP - Reuse Water service complaints per 1000 connections QG4.12 CS10 **Customer Service** per 1000 connections Recycled water 0 Bargara WWTP - Reuse Recycled water QG4.14 CS12 Customer Service Water and sewerage billing and account complaints per 1000 connections per 1000 connections 0 Childers WWTP - Reuse Recycled water QG1.1 AS2 General Length water mains 0 km Volume recycled sewage supplied: all Childers WWTP - Reuse Recycled water QG1.11 WA26 General 11 ML Childers WWTP - Reuse QG1.12 WA7 Volume water sourced: all 11 ML Recycled water General Not Relevant Childers WWTP - Reuse Recycled water QG1.13 CS2 General Connected residential properties: water 000s Recycled water Childers WWTP - Reuse QG1.14 CS3 General Connected non-residential properties: water 0.001 000s Childers WWTP - Reuse QG1.21 WA223 Not Relevant ML Recycled water General Volume all water imported: internal and external Childers WWTP - Reuse Recycled water QG1.22 WA224 General Volume all water exported: internal and external Not Relevant ML Childers WWTP - Reuse QG4.1 (text) PR5 Infrastructure Repayment Text Recycled water **Customer Service** Fixed charge: water description Childers WWTP - Reuse QG4.1 (value) PR3 Customer Service 610 \$/annum Recycled water Fixed charge: water value Childers WWTP - Reuse QG4.5 AS8 per 100 km water main Water main breaks per 100 km water main 0 Recycled water Customer Service Childers WWTP - Reuse Recycled water QG4.10 CS9 **Customer Service** Water quality complaints per 1000 connections 0 per 1000 connections Childers WWTP - Reuse Water and sewerage complaints (all) per 1000 connections Recycled water QG4.11 **CS13 Customer Service** 0 per 1000 connections Childers WWTP - Reuse QG4.12 CS10 Customer Service Water service complaints per 1000 connections per 1000 connections Recycled water Λ Childers WWTP - Reuse QG4.14 per 1000 connections CS12 **Customer Service** Water and sewerage billing and account complaints per 1000 connections 0 Recycled water Millbank WWTP - Reuse Recycled water QG1.1 AS2 General Length water mains 0 km Millbank WWTP - Reuse QG1.11 WA26 General Volume recycled sewage supplied: all 50.1 ML Recycled water Millbank WWTP - Reuse QG1.12 WA7 50.1 ML Recycled water General Volume water sourced: all Millbank WWTP - Reuse QG1.13 CS2 Not Relevant 000s Recycled water General Connected residential properties: water Millbank WWTP - Reuse Recycled water QG1.14 CS3 General Connected non-residential properties: water 0.002 000s Volume all water imported: internal and external Millbank WWTP - Reuse Recycled water QG1.21 WA223 General Not Relevant ML Millbank WWTP - Reuse QG1.22 WA224 General Volume all water exported: internal and external Not Relevant ML Recycled water Millbank WWTP - Reuse Recycled water QG4.1 (text) PR5 Customer Service Fixed charge: water description None Text Millbank WWTP - Reuse QG4.1 (value) PR3 Fixed charge: water value 9600 Recycled water **Customer Service** \$/annum Millbank WWTP - Reuse Recycled water QG4.5 AS8 **Customer Service** Water main breaks per 100 km water main 0 per 100 km water main Millbank WWTP - Reuse CS9 Water quality complaints per 1000 connections QG4.10 per 1000 connections Recycled water Customer Service 0 Millbank WWTP - Reuse Recycled water QG4.11 **CS13 Customer Service** Water and sewerage complaints (all) per 1000 connections 0 per 1000 connections Millbank WWTP - Reuse Water service complaints per 1000 connections per 1000 connections Recycled water QG4.12 CS10 **Customer Service** 0 Millbank WWTP - Reuse QG4.14 CS12 **Customer Service** Water and sewerage billing and account complaints per 1000 connections 0 per 1000 connections Recycled water Rubyanna WWTP - Reuse QG1.1 AS2 General Length water mains 0 Recycled water km Rubyanna WWTP - Reuse QG1.11 WA26 General Volume recycled sewage supplied: all ML Recycled water 0 Rubyanna WWTP - Reuse Recycled water QG1.12 WA7 General Volume water sourced: all 0 MI Rubyanna WWTP - Reuse QG1.13 CS2 Not Relevant 000s Recycled water General Connected residential properties: water Rubyanna WWTP - Reuse CS3 Recycled water QG1.14 General Connected non-residential properties: water Not Relevant 000s Rubvanna WWTP - Reuse Recycled water QG1.21 WA223 General Volume all water imported: internal and external Not Relevant ML Rubyanna WWTP - Reuse Recycled water QG1.22 WA224 General Volume all water exported: internal and external Not Relevant ML Rubyanna WWTP - Reuse Fixed charge: water description QG4.1 (text) PR5 None Text Recycled water Customer Service Rubyanna WWTP - Reuse PR3 Recycled water QG4.1 (value) **Customer Service** Fixed charge: water value 0 \$/annum Rubyanna WWTP - Reuse Recycled water QG4.5 AS8 **Customer Service** Water main breaks per 100 km water main 0 per 100 km water main Rubyanna WWTP - Reuse QG4.10 CS9 Water quality complaints per 1000 connections 0 per 1000 connections Recycled water **Customer Service** Rubvanna WWTP - Reuse QG4.11 CS13 per 1000 connections Water and sewerage complaints (all) per 1000 connections Recycled water Customer Service



R E G I O N A L C O U N C I L

Scheme	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Rubyanna WWTP - Reuse	Recycled water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Rubyanna WWTP - Reuse	Recycled water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Thabeban WWTP - Reuse	Recycled water	QG1.1	AS2	General	Length water mains	0	km
Thabeban WWTP - Reuse	Recycled water	QG1.11	WA26	General	Volume recycled sewage supplied: all	114.6	ML
Thabeban WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	114.6	ML
Thabeban WWTP - Reuse	Recycled water	QG1.13	CS2	General	Connected residential properties: water	Not Relevant	000s
Thabeban WWTP - Reuse	Recycled water	QG1.14	CS3	General	Connected non-residential properties: water	0.003	000s
Thabeban WWTP - Reuse	Recycled water	QG1.21	WA223	General	Volume all water imported: internal and external	Not Relevant	ML
Thabeban WWTP - Reuse	Recycled water	QG1.22	WA224	General	Volume all water exported: internal and external	Not Relevant	ML
Thabeban WWTP - Reuse	Recycled water	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Infrastructure Repayment	Text
Thabeban WWTP - Reuse	Recycled water	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	586.49	\$/annum
Thabeban WWTP - Reuse	Recycled water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	0	per 100 km water main
Thabeban WWTP - Reuse	Recycled water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	0	per 1000 connections
Thabeban WWTP - Reuse	Recycled water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
Thabeban WWTP - Reuse	Recycled water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Thabeban WWTP - Reuse	Recycled water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Woodgate WWTP - Reuse	Recycled water	QG1.1	AS2	General	Length water mains	0	km
Woodgate WWTP - Reuse	Recycled water	QG1.11	WA26	General	Volume recycled sewage supplied: all	128.7	ML
Woodgate WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	128.7	ML
Woodgate WWTP - Reuse	Recycled water	QG1.13	CS2	General	Connected residential properties: water	Not Relevant	000s
Woodgate WWTP - Reuse	Recycled water	QG1.14	CS3	General	Connected non-residential properties: water	0.001	000s
Woodgate WWTP - Reuse	Recycled water	QG1.21	WA223	General	Volume all water imported: internal and external	Not Relevant	ML
Woodgate WWTP - Reuse	Recycled water	QG1.22	WA224	General	Volume all water exported: internal and external	Not Relevant	ML
Woodgate WWTP - Reuse	Recycled water	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	None	Text
Woodgate WWTP - Reuse	Recycled water	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	0	\$/annum
Woodgate WWTP - Reuse	Recycled water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	0	per 100 km water main
Woodgate WWTP - Reuse	Recycled water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	0	per 1000 connections
Woodgate WWTP - Reuse	Recycled water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
Woodgate WWTP - Reuse	Recycled water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Woodgate WWTP - Reuse	Recycled water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections

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#### Water Service Provider Wide



Bundaberg Regional Council - Department of Regional Development, Manufacturing and Water - Qld Supply Regulation - Key Performance Indicators 2022 / 2023 **KPI** Code SWIM code Indicator Title Value Scheme Scheme Type QG KPI category Units Bundaberg Regional Council WSP-wide WSP QG1.1 AS2 979.2 General Length water mains km WSP QG1.2 AS5 Bundaberg Regional Council WSP-wide General Length sewerage mains and channels 741.3 km Bundaberg Regional Council WSP-wide WSP QG1.3 AS4 Number sewage treatment plants General 9 Count Bundaberg Regional Council WSP-wide WSP QG1.4a AS1 Number water treatment plants: providing full treatment 9 General Count Bundaberg Regional Council WSP-wide WSP QG1.4b AS47 108.91 General Capacity of water treatment plants ML/day ML/day Bundaberg Regional Council WSP-wide WSP QG1.5 WA201 General Maximum daily demand 50.9 Bundaberg Regional Council WSP-wide WSP 9936.3 QG1.6a WA225 General Volume potable water produced at a water treatment plant ML Bundaberg Regional Council WSP-wide WSP QG1.7 AS48 General Total potable water storage volume 79.1 MLBundaberg Regional Council WSP-wide **WSP** QG1.8 WA1 4594.1 ML General Volume water sourced: surface water Bundaberg Regional Council WSP-wide WSP QG1.9a WA2 5501.4 ML General Volume water sourced: groundwater Bundaberg Regional Council WSP-wide WSP QG1.11 WA26 General Volume recycled sewage supplied: all 353 ML Bundaberg Regional Council WSP-wide WSP QG1.12 WA7 11048.2 MI General Volume water sourced: all Bundaberg Regional Council WSP-wide WSP QG1.13 CS2 31.412 000s General Connected residential properties: water Bundaberg Regional Council WSP-wide Connected non-residential properties: water WSP QG1.14 CS3 General 3.16 000s Bundaberg Regional Council WSP-wide WSP QG1.15 CS6 22.946 000s General Connected residential properties: sewerage Bundaberg Regional Council WSP-wide WSP QG1.16 CS7 General Connected non-residential properties: sewerage 1.738 000s Bundaberg Regional Council WSP-wide WSP QG1.17a WA32 General 5866.2 ML Volume potable water supplied: residential Bundaberg Regional Council WSP-wide WSP QG1.17b WA91 26.7 General Volume raw-PT water supplied: residential ML Bundaberg Regional Council WSP-wide WSP QG1.18a WA34 1946.5 General Volume potable water supplied: non-residential ML Volume raw-PT water supplied: non-residential Bundaberg Regional Council WSP-wide WSP QG1.18b WA92 General 0 ML Bundaberg Regional Council WSP-wide WSP QG1.20 WF1 133 FTEs General Total full-time equivalent water+sewerage employees Bundaberg Regional Council WSP-wide WSP QG1.21 WA223 General Volume all water imported: internal and external 599.7 ML Bundaberg Regional Council WSP-wide WSP QG1.22 WA224 599.8 General Volume all water exported: internal and external ML Bundaberg Regional Council WSP-wide WSP QG1.23 AS56 Volume water lost: potable water 1815.5 ML General Bundaberg Regional Council WSP-wide QG2.3 WS3 WSP Available contingency supplies Water Security Yes ves/no Bundaberg Regional Council WSP-wide **WSP** QG2.10b WS12 Water Security Water restriction duration: Level 1 0 days Bundaberg Regional Council WSP-wide **WSP** QG2.10c WS13 Water Security Water restriction duration: Level 2 0 days Bundaberg Regional Council WSP-wide WSP QG2.10d WS14 Water Security Water restriction duration: Level 3 0 days Bundaberg Regional Council WSP-wide WSP QG2.10e WS15 Water Security Water restriction duration: Level 4 0 days Bundaberg Regional Council WSP-wide WSP QG2.10f WS16 Water Security Water restriction duration: Level 5 0 days Bundaberg Regional Council WSP-wide WSP QG2.11a WS17 Water Security Has asset management planning been undertaken in the last 10 yrs? Yes yes/no QG2.11b Bundaberg Regional Council WSP-wide WSP WS18 Water Security Has drought management planning been undertaken in the last 10 vrs? Yes ves/no Bundaberg Regional Council WSP-wide WSP QG2.11c WS19 Water Security Has water demand forecasts been developed or reviewed in the last 5 vrs? Yes ves/no Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs? Bundaberg Regional Council WSP-wide WSP QG2.11d WS20 Water Security Yes ves/no Yes Bundaberg Regional Council WSP-wide WSP QG2.11e WS21 Has the timing for potential future supply augmentation been assessed in the last 10 yrs? Water Security ves/no Bundaberg Regional Council WSP-wide WSP QG2.12 1.2.3.4.5.6 **WS22** Water Security Months water supply remaining as at 30 June (KPI level) 5 Bundaberg Regional Council WSP-wide WSP QG2.13 **WS23** Water Security Confidence water demand will be met: next 18 mths High high,fair,unsure,low,very low Bundaberg Regional Council WSP-wide QG2.14 WSP **WS24** Water Security Confidence water demand will be met: next 5 yrs High high,fair,unsure,low,very low Bundaberg Regional Council WSP-wide WSP QG3.1 6039.38 \$,000 FN14 Finance Capital expenditure: water supply QG3.2 FN15 9300.22 Bundaberg Regional Council WSP-wide WSP Finance Capital expenditure: sewerage \$,000 Bundaberg Regional Council WSP-wide WSP QG3.3 FN26 Capital works grants: water 8.94 \$,000 Finance Bundaberg Regional Council WSP-wide WSP QG3.4 FN27 Finance Capital works grants: sewerage 1190.9 \$,000 Bundaberg Regional Council WSP-wide WSP QG3.5 FN9 337880.59 \$,000 Finance Nominal written down replacement cost: fixed water assets Bundaberg Regional Council WSP-wide WSP QG3.6 FN10 Finance Nominal written down replacement cost; fixed sewerage assets 398020.79 \$.000 Bundaberg Regional Council WSP-wide WSP QG3.7 FN74 590193.5 \$.000 Finance Current replacement costs: fixed water assets Current replacement costs: fixed sewerage assets Bundaberg Regional Council WSP-wide WSP QG3.8 FN75 569317.31 \$,000 Finance QG3.9 \$,000 Bundaberg Regional Council WSP-wide WSP FN1 Finance Revenue: all (NPR) water 35023.47 WSP QG3.10 Revenue: all (NPR) sewerage 37438.57 Bundaberg Regional Council WSP-wide FN2 Finance \$.000 Bundaberg Regional Council WSP-wide QG3.11 WSP FN11 Finance Costs: operating water per connection 473.89 \$/connection QG3.11a Bundaberg Regional Council WSP-wide WSP 16383.48 FN32 Finance Costs: operating water (NPR) \$,000 Bundaberg Regional Council WSP-wide WSP QG3.12 FN12 Finance Costs: operating sewerage per connection 551.14 \$/connection Bundaberg Regional Council WSP-wide WSP QG3.12a FN33 Finance Costs: operating sewerage 13604.44 \$,000 Bundaberg Regional Council WSP-wide WSP QG3.13 FN76 Finance Costs: maintenance water 3540.42 \$,000 Bundaberg Regional Council WSP-wide WSP QG3.14 FN77 2530.27 \$,000 Finance Costs: maintenance sewerage



Bundaberg Regional Council WSP-wide	WSP	QG3.15	FN78	Finance	Current cost depreciation: water	7435.32	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.16	FN79	Finance	Current cost depreciation: sewerage	7306.83	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.17	FN80	Finance	Previous 5 year average annual renewals expenditure: water	1459.85	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.18	FN81	Finance	Previous 5 year average annual renewals expenditure: sewerage	1254.23	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.19	FN82	Finance	Forecast 5 year average annual renewals expenditure: water	6288.6	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.20	FN83	Finance	Forecast 5 year average annual renewals expenditure: sewerage	3121.61	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.21	FN49	Finance	Costs: any other water	7545.2	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.22	FN50	Finance	Costs: any other sewerage	8726.88	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG4.1 (text)	PR5	Customer Service	Fixed charge: water description	Water Access – 20mm connection	Text
Bundaberg Regional Council WSP-wide	WSP	QG4.1 (value)	PR3	Customer Service	Fixed charge: water value	442	\$/annum
Bundaberg Regional Council WSP-wide	WSP	QG4.2 (text)	PR40	Customer Service	Fixed charge: sewerage description	Per Pedestal	Text
Bundaberg Regional Council WSP-wide	WSP	QG4.2 (value)	PR31	Customer Service	Fixed charge: sewerage value	822	\$/annum
Bundaberg Regional Council WSP-wide	WSP	QG4.3	PR47	Customer Service	Annual bill based on 200kL/a: water+sewerage	1549.5	\$
Bundaberg Regional Council WSP-wide	WSP	QG4.4	PR48	Customer Service	Typical residential bill: water+sewerage	1494.86	\$
Bundaberg Regional Council WSP-wide	WSP	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	14.3	per 100 km water main
Bundaberg Regional Council WSP-wide	WSP	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	20.6	per 100 km sewer mains
Bundaberg Regional Council WSP-wide	WSP	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	72.6	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	91	%
Bundaberg Regional Council WSP-wide	WSP	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	91	%
Bundaberg Regional Council WSP-wide	WSP	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	1.8	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	8.4	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	1.7	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	6.7	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections

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## **National Performance Reporting**



Bundaberg Regional Council - National Performance Reporting - Key Performance Indicators 2022 / 2023

	Bundaberg Regional Council – National Performance Reporting – Key Performance Indicators 2022 / 2023												
SWIM code	NPR code	NPR category	Indicator Title	Value	Units								
AS1	A1	Asset	Number of water treatment plants providing full treatment	9	Count								
AS10	A10	Asset	Real losses: service connections	133.3	L/service connection/day								
AS11	A11	Asset	Real losses: water mains	4.6	kL/km water main/day								
AS14	IA8	Asset	Number of water main breaks, bursts and leaks	140	Count								
AS2	A2	Asset	Length of water mains	979.2	km								
AS3	A3	Asset	Number of properties served per km of water main	35.3	Connections/km								
AS39	A14	Asset	Number of sewer mains breaks and chokes per 100 km	20.6	per 100 km sewer mains								
AS4	A4	Asset	Number of wastewater treatment plants	9	Count								
AS41	A15	Asset	Number of property connection sewer breaks and chokes per 1,000 properties	3.8	per 1000 connections								
AS5	A5	Asset	Length of sewer mains and channels	741.3	km								
AS6	A6	Asset	Number of properties served per km of sewer main	33.3	Connections/km								
AS8	A8	Asset	Number of water main breaks, bursts and leaks, per 100 km of water main	14.3	per 100 km water main								
AS9	A9	Asset	Infrastructure leakage index	4.5	Index								
CS1	C1	Customers	Population receiving services: water supply	89.885	000s								
CS10	C10	Customers	Number of water service complaints per 1,000 properties	1.7	per 1000 connections								
CS11	C11	Customers	Number of sewerage service complaints per 1,000 properties	6.7	per 1000 connections								
CS12	C12	Customers	Number of billing and account complaints per 1,000 properties	0	per 1000 connections								
CS13	C13	Customers	Number of water and sewerage complaints per 1,000 properties	8.4	per 1000 connections								
CS14	C14	Customers	Percentage of calls answered by an operator within 30 seconds	51.1	%								
CS15	C15	Customers	Average duration of an unplanned interruption: water supply	126	mins								
CS17	C17	Customers	Number of unplanned interruptions per 1,000 properties	72.6	per 1000 connections								
CS18	C18	Customers	Number of restrictions for non-payment of water bills per 1,000 properties	0	per 1000 connections								
CS19	C19	Customers	Number of legal actions taken for non-payment of water bills per 1000 properties	0	per 1000 connections								
CS2	C2	Customers	Number of connected residential properties: water supply	31.412	000s								
CS20	IC9	Customers	Number of water quality complaints: water supply	63	Count								
CS21	IC11	Customers	Number of sewerage service complaints	166	Count								
CS22	IC10	Customers	Number of water service complaints	59	Count								
CS23	IC12	Customers	Number of billing and account complaints: water supply and sewerage	1	Count								
CS3	C3	Customers	Number of connected non-residential properties: water supply	3.16	000s								
CS4	C4	Customers	Total number of connected properties: water supply properties	34.572	000s								
CS48	IC18	Customers	Number of restrictions for non-payment of water bills	0	Count								
CS49	IC19	Customers	Number of legal actions taken for non-payment of water bills	0	Count								
CS6	C6	Customers	Number of connected residential properties: wastewater	22.946	000s								
CS67	IC17	Customers	Number of unplanned interruptions: water supply	2497	000s								
CS62	IC13	Customers	Number of water and sewerage complaints	289	Count								
CS7	C7	Customers	Number of connected non-residential properties: wastewater	1.738	000s								
CS8	C8	Customers	Total number of connected properties: wastewater properties	24.684	000s								
CS9	C9	Customers	Number of water quality complaints per 1,000 properties	1.8	per 1000 connections								
EN1	E1	Environment	Percentage of wastewater treated to a primary level	0.2	%								
EN10	E10	Environment	Net greenhouse gas emissions per 1,000 properties: wastewater	61.4	t CO2eq/1000 connections								
EN11	E11	Environment	Net greenhouse gas emissions per 1,000 properties: other	9.4	t CO2eq/1000 connections								
EN12	E12	Environment	Total net greenhouse gas emissions per 1,000 properties	54.4	t CO2eq/1000 connections								
EN14	IE9	Environment	Net greenhouse gas emissions: water supply	38.7	t CO2eq								
EN15	IE10	Environment	Net greenhouse gas emissions: wastewater	1515.5	t CO2eq								
EN16	IE11	Environment	Net greenhouse gas emissions: other	325.2	t CO2eq								
EN17	IE12	Environment	Total net greenhouse gas emissions	1879.4	t CO2eq								
EN18	IE1	Environment	Volume of wastewater treated to a primary level	10.2	ML								
EN19	IE2	Environment	Volume of wastewater treated to a secondary level	6241.4	ML								
EN2	E2	Environment	Percentage of wastewater treated to a secondary level	99.8	%								
EN20	IE3	Environment	Volume of wastewater treated to a tertiary level	0	ML								
EN3	E3	Environment	Percentage of wastewater treated to a tertiary level	0	%								
EN8	E8	Environment	Percentage of biosolids reused	93	%								
EN9	E9	Environment	Net greenhouse gas emissions per 1,000 properties: water supply	1.1	t CO2eg/1000 connections								
FN1	F1	Finance	Total revenue: water supply	35023.47	\$,000								



FN10	F40				
	F10	Finance	Written-down replacement cost of fixed wastewater assets	398020.79	\$,000
FN11	F11	Finance	Operating cost per property: water supply	473.89	\$/connection
FN12	F12	Finance	Operating cost per property: wastewater	551.14	\$/connection
FN13	F13	Finance	Combined operating cost per property: water supply and wastewater	867.4	\$/connection
FN14	F14	Finance	Capital expenditure: water supply	6039.38	\$,000
FN15	F15	Finance	Capital expenditure: wastewater	9300.22	\$,000
FN16	F16	Finance	Total capital expenditure: water supply and wastewater	15339.6	\$,000
FN17	F17	Finance	Economic real rate of return: water supply	3.3	%
FN18	F18	Finance	Economic real rate of return: wastewater	4.2	%
FN19	F19	Finance	Economic real rate of return: water supply and wastewater	3.8	%
FN2	F2	Finance	Total revenue: wastewater	37438.57	\$,000
FN20	F20	Finance	Dividend	10527.41	\$,000
FN88	F21	Finance	Dividend payout ratio	0.7	Ratio
FN22	F22	Finance	Net debt to equity ratio	-5.9	%
FN23	F23	Finance	Interest cover ratio	15.1	Ratio
FN24	F24	Finance	Net profit after tax (NPAT)	15039.16	\$,000
FN25	F25	Finance	Community service obligation	633.64	\$,000
FN26	F26	Finance	Capital works grants: water supply	8.94	\$,000
FN27	F27	Finance	Capital works grants: wastewater	1190.9	\$,000
FN3	F3	Finance	Total income for the utility	72462.05	\$,000
FN32	IF11	Finance	Operating cost: water supply	16383.48	\$,000
FN33	IF12	Finance	Operating cost: wastewater	13604.44	\$,000
FN34	F28	Finance	Capital expenditure per property: water supply	174.69	\$/connection
FN35	F29	Finance	Capital expenditure per property: wastewater	376.77	\$/connection
FN89	F30	Finance	Net profit after tax ratio	0.2	Ratio
FN4	F4	Finance	Percentage of residential revenue from usage charges: water supply	40.2	%
FN5	F5	Finance	Revenue per property: water supply	1013.06	\$/connection
FN6	F6	Finance	Revenue per property: wastewater	1516.71	\$/connection
FN7	F7	Finance	Total income per property	2095.98	\$/connection
FN87	F8	Finance	Community service obligations ratio	0.009	ratio
FN9	F9	Finance	Written-down replacement cost of fixed water supply assets	337880.59	\$,000
111.4	114	5.15.11.10	MALE OF THE STATE	Australian Drinking Water	
HL1	H1	Public Health	Water quality guidelines	Guidelines	Text
HL3	H3	Public Health	Percentage of population where microbiological compliance was achieved	99.9	%
HL5	H5	Public Health	Risk-based drinking water management plan externally assessed	yes	yes/no
HL8	H4 H4a	Public Health	Number of zones where chemical compliance was achieved	10	Count
HL9	P1	Public Health	Total number of zones		Count
PR1	P1.2	Pricing	Tariff structure: water supply	Two-Tiered Charging System	Text
PR3 PR6	P1.3	Pricing Pricing	Fixed charge: water supply Usage charge: step 1	442 1.23	\$/annum \$/kL
PR49	P1.3a	Pricing	Upper bound of usage: step 1	1.23	kL
PR49 PR8	P1.3a	Pricing	Usage charge: step 2	2.02	KL   \$/kL
PR50	P1.4a	Pricing	Upper bound of usage: step 2	Z.0Z NR	kL
PR10	P1.4a	Pricing	Usage charge: step 3	NR NR	KL   \$/kL
PR51	P1.5a	Pricing	Upper bound of usage: step 3	NR NR	kL
PR12	P1.6	Pricing	Usage charge: step 4	NR NR	KL   \$/kL
PR52	P1.6a	Pricing	Upper bound of usage: step 4	NR	kL
PR14	P1.7	Pricing	Usage charge: step 5	NR	\$/kL
PR53	P1.7a	Pricing	Upper bound of usage: step 5	NR	kL
PR23	P1.12	Pricing	Special levies: water supply	1417	\$/kL
PR25	P1.13	Pricing	Income from special levies retained by the utility: water supply	no	yes/no
PR43	P2	Pricing	Annual residential bill based on 200 kL per annum: water supply	727.5	\$
PR44	P3	Pricing	Typical residential bill: water supply  Typical residential bill: water supply	672.86	\$
PR31	P4.1	Pricing	Fixed charge: wastewater	822	\$/annum
1 1 10 1			· · · · · · · · · · · · · · · · · · ·		\$/kL
PR32	P4.2	Pricing	Usage charge: wastewater	NR	1.5/KI



SWIM code	NPR code	NPR category	Indicator Title	Value	Units
PR34	P4.4	Pricing	Income from special levies retained by the utility: wastewater	no	yes/no
PR4	P4	Pricing	Tariff structure: wastewater	Fixed charge only	Text
PR45	P5	Pricing	Annual residential bill based on 200 kL per annum: wastewater	822	\$
PR46	P6	Pricing	Typical residential bill: wastewater	822	\$
PR47	P7	Pricing	Total annual residential bill based on 200 kL per annum	1549.5	\$
PR48	P8	Pricing	Total typical residential bill	1494.86	\$
WA1	W1	Water Resources	Volume of water sourced from surface water	4594.1	ML
WA101	W6	Water Resources	Volume of recycled water received from other service providers or operational areas within the urban water supply system	0	ML
WA11	W11	Water Resources	Total volume of urban water supplied	10989.1	ML
WA110	W14.3	Water Resources	Volume of water, excluding recycled water, exported to other service providers or operational areas within the urban water supply system	187.6	ML
WA12	W12	Water Resources	Average volume of residential water supplied per property	0	kL/connection/year
WA13	W13	Water Resources	Volume of water returned as environmental flows from outside of the urban water supply system	0	ML
WA15	W15	Water Resources	Volume of recycled water exported to other service providers or operational areas within the urban water supply system	0	ML
WA158	W5.3	Water Resources	Volume of water, excluding recycled water, received from other service providers or operational areas within the urban water supply system	6098.7	ML
WA16	W16	Water Resources	Volume of wastewater, excluding trade waste, collected	461.6	ML
WA17	W17	Water Resources	Volume of trade waste collected	6560.2	ML
WA18	W18	Water Resources	Total volume of wastewater collected	265.8	ML
WA19	W19	Water Resources	Average volume of wastewater collected per property	0	kL/connection/year
WA197	W31	Water Resources	Volume of water returned to surface water and groundwater from the urban water supply system	5501.4	ML
WA2	W2	Water Resources	Volume of water sourced from groundwater	0	ML
WA20	W20	Water Resources	Volume of recycled water supplied to residential customers	5892.8	ML
WA206	W8.3	Water Resources	Volume of water supplied to residential customers	4743.2	ML
WA207	W9.3	Water Resources	Volume of water supplied to non-residential customers	353	ML
WA21	W21	Water Resources	Volume of recycled water supplied to non-residential customers	6006.6	ML
WA215	W29	Water Resources	Volume of treated wastewater disposals	61.3	ML
WA217	W30	Water Resources	Volume of wastewater losses and discharges	0	ML
WA23	W23	Water Resources	Volume of recycled water supplied as environmental flows	353	ML
WA26	W26	Water Resources	Total volume of recycled water supplied	5.6	ML
WA27	W27	Water Resources	Recycled water as a percentage of total wastewater collected	6251.6	%
WA31	W18.5	Water Resources	Volume of treated effluent outflow from wastewater treatment plants	2796.7	ML
WA36	W10.1	Water Resources	Volume of non-revenue water	0	ML
WA45	W5	Water Resources	Total volume of water received from other service providers or operational areas within the urban water system	0	ML
WA46	W14	Water Resources	Total volume of water exported to other service providers or operational areas within the urban water supply system	0	ML
WA66	W18.1	Water Resources	Volume of wastewater exported to other service providers or operational areas within the urban wastewater system	0	ML
WA67	W18.2	Water Resources	Volume of wastewater received from other service providers or operational areas within the urban wastewater system	6560.2	ML
WA68	W18.3	Water Resources	Volume of wastewater taken through sewer mining	11048.2	ML
WA69	W18.4	Water Resources	Volume of wastewater inflow to wastewater treatment plants	0	ML
WA7	W7	Water Resources	Total volume of water sourced	10609.4	ML
WA73	W25.1	Water Resources	Volume of recycled water supplied to managed aquifer recharge	5892.8	ML
WA74	W11.3	Water Resources	Volume of potable water produced for supply into the urban water supply system	0	ML
WA8	W8	Water Resources	Total volume of water supplied to residential customers	0	ML
WA85	W28.4	Water Resources	Volume of urban stormwater supplied to residential customers	5096.2	ML
WA86	W28.5	Water Resources	Volume of urban stormwater supplied to non-residential customers	4594.1	ML
WA9	W9	Water Resources	Total volume of water supplied to non-residential customers	0	ML

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