

Key Performance Indicators 2020 – 2021



▶ Bundaberg Regional Council

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 2020 / 2021

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Bundaberg WSA	Potable water	QG1.1	AS2	General	Length water mains	512	km
Bundaberg WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	1	Count
Bundaberg WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	78.6	ML/day
Bundaberg WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	39.8	ML/day
Bundaberg WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	8355.9	ML
Bundaberg WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	49.9	ML
Bundaberg WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	3051.2	ML
Bundaberg WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	5427	ML
Bundaberg WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
Bundaberg WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	8478.2	ML
Bundaberg WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	18.987	000s
Bundaberg WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	2.185	000s
Bundaberg WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	5348.8	ML
Bundaberg WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	1718.5	ML
Bundaberg WSA	Potable water	QG1.21	WA223	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	964.5	ML
Bundaberg WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	1246.7	ML
Bundaberg WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	yes	yes/no
Bundaberg WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	NR	days
Bundaberg WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
Bundaberg WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
Bundaberg WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
Bundaberg WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days
Bundaberg WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	days
Bundaberg WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	yes	yes/no
Bundaberg WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
Bundaberg WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes	yes/no
Bundaberg 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
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	yes/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	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	high	high,fair,unsure,low,very low
Bundaberg WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	high	high,fair,unsure,low,very low
Bundaberg WSA	Potable water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	Water Access - 20mm connection	Text
Bundaberg WSA	Potable water	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	416	\$/annum
Bundaberg WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	33.8	per 100 km water main
Bundaberg WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	42.5	per 1000 connections
Bundaberg WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	92	%
Bundaberg WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	2.6	per 1000 connections
Bundaberg WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	8.1	per 1000 connections
Bundaberg WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	3.6	per 1000 connections
Bundaberg WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	1.5	per 1000 connections
Gin Gin WSA	Potable water	QG1.1	AS2	General	Length water mains	23.5	km
Gin Gin WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	1	Count
Gin Gin WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	1	ML/day
Gin Gin WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	1.6	ML/day
Gin Gin WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	280.8	ML

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Gin Gin WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	2.7	ML
Gin Gin WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	282.1	ML
Gin Gin WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	NR	ML
Gin Gin WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
Gin Gin WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	282.1	ML
Gin Gin WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.43	000s
Gin Gin WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.129	000s
Gin Gin WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	150.2	ML
Gin Gin WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	86	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	ML
Gin Gin WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	43.1	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	NR	days
Gin Gin WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
Gin Gin WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
Gin Gin WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
Gin Gin WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days
Gin Gin WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	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	416	\$/annum
Gin Gin WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	51.1	per 100 km water main
Gin Gin WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	186	per 1000 connections
Gin Gin WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	89	%
Gin Gin WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	5.4	per 1000 connections
Gin Gin WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	10.7	per 1000 connections
Gin Gin WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	1.8	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	1.8	km
Gooburrum WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	1	Count
Gooburrum WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	1.3	ML/day
Gooburrum WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	0.1	ML/day
Gooburrum WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	0.1	ML
Gooburrum WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	0.1	ML
Gooburrum WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	NR	ML
Gooburrum WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	0.1	ML
Gooburrum WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
Gooburrum WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	13.5	ML
Gooburrum WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.052	000s

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Gooburrum WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.003	000s
Gooburrum WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	11.9	ML
Gooburrum WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	0.4	ML
Gooburrum WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	13.4	ML
Gooburrum WSA	Potable water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Gooburrum WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	1.1	ML
Gooburrum WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	yes	yes/no
Gooburrum WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	NR	days
Gooburrum WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
Gooburrum WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
Gooburrum WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
Gooburrum WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days
Gooburrum WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	days
Gooburrum WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	yes	yes/no
Gooburrum WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
Gooburrum WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes	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?	yes	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?	yes	yes/no
Gooburrum 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
Gooburrum WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	high	high,fair,unsure,low,very low
Gooburrum WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	high	high,fair,unsure,low,very low
Gooburrum WSA	Potable water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	Water Access - 20mm connection	Text
Gooburrum WSA	Potable water	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	416	\$/annum
Gooburrum WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	55.6	per 100 km water main
Gooburrum WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	0	per 1000 connections
Gooburrum WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	100	%
Gooburrum WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	0	per 1000 connections
Gooburrum WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
Gooburrum WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Gooburrum WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Gregory River WSA	Potable water	QG1.1	AS2	General	Length water mains	115.6	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	4	ML/day
Gregory River WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	794.9	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	865	ML
Gregory River WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	NR	ML
Gregory River WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
Gregory River WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	865	ML
Gregory River WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	1.966	000s
Gregory River WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.277	000s
Gregory River WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	503.2	ML
Gregory River WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	193.1	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	94.6	ML

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
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	NR	days
Gregory River WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
Gregory River WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
Gregory River WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
Gregory River WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days
Gregory River WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	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	Water Access - 20mm connection	\$/annum
Gregory River WSA	Potable water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	416	Text
Gregory River WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	31.1	per 100 km water main
Gregory River WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	90.9	per 1000 connections
Gregory River WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	98	%
Gregory River WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	1.8	per 1000 connections
Gregory River WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	6.7	per 1000 connections
Gregory River WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	3.1	per 1000 connections
Gregory River WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	1.3	per 1000 connections
Kalkie WSA	Potable water	QG1.1	AS2	General	Length water mains	231.4	km
Kalkie WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	1	Count
Kalkie WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	17.3	ML/day
Kalkie WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	13.1	ML/day
Kalkie WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	1784.6	ML
Kalkie WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	14.6	ML
Kalkie WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	1784.6	ML
Kalkie WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	NR	ML
Kalkie WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
Kalkie WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	2732.7	ML
Kalkie WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	7.104	000s
Kalkie WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.366	000s
Kalkie WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	2098.5	ML
Kalkie WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	250.3	ML
Kalkie WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	948.1	ML
Kalkie WSA	Potable water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Kalkie WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	370.2	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 restriction duration: PWCM	NR	days
Kalkie WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
Kalkie WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
Kalkie WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
Kalkie WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Kalkie WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	days
Kalkie WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	yes	yes/no
Kalkie WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
Kalkie WSA	Potable water	QG2.11c	WS19	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	QG2.11e	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	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	6	1,2,3,4,5,6
Kalkie WSA	Potable water	QG2.13	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	416	\$/annum
Kalkie WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	32.8	per 100 km water main
Kalkie WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	84.9	per 1000 connections
Kalkie WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	91	%
Kalkie WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	1.5	per 1000 connections
Kalkie WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	7.1	per 1000 connections
Kalkie WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	2.8	per 1000 connections
Kalkie WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	1.7	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	0.2	ML/day
Lake Monduran WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	7	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	12.1	ML
Lake Monduran WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	NR	ML
Lake Monduran WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
Lake Monduran WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	12.1	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
Lake Monduran WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	7	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	0.1	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	NR	days
Lake Monduran WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
Lake Monduran WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
Lake Monduran WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
Lake Monduran WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days
Lake Monduran WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	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	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
Lake Monduran WSA	Potable water	QG2.11c	WS19	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	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes	yes/no

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Lake Monduran 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
Lake Monduran 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
Lake Monduran WSA	Potable water	QG2.13	WS23	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	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(value)	PR3	Customer Service	Fixed charge: water value	0	\$/annum
Lake Monduran WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	0	per 100 km water main
Lake Monduran WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	0	per 1000 connections
Lake Monduran WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	100	%
Lake Monduran WSA	Potable water	QG4.10	CS9	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	41.8	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	5.6	ML/day
Moore Park Beach WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	439.9	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	282.8	ML
Moore Park Beach WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	206.7	ML
Moore Park Beach WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
Moore Park Beach WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	489.4	ML
Moore Park Beach WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	1.048	000s
Moore Park Beach WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.07	000s
Moore Park Beach WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	298.5	ML
Moore Park Beach WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	26.6	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	16.1	ML
Moore Park Beach WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	94.5	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	NR	days
Moore Park Beach WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
Moore Park Beach WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
Moore Park Beach WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
Moore Park Beach WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days
Moore Park Beach WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	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
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

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Moore Park Beach WSA	Potable water	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	416	\$/annum
Moore Park Beach WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	21.5	per 100 km water main
Moore Park Beach WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	52.8	per 1000 connections
Moore Park Beach WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	100	%
Moore Park Beach WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	2.7	per 1000 connections
Moore Park Beach WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	5.4	per 1000 connections
Moore Park Beach WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0.9	per 1000 connections
Moore Park Beach WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	1.8	per 1000 connections
River Park WSA	Potable water	QG1.1	AS2	General	Length water mains	3.7	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	0.3	ML/day
River Park WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	38.6	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	46.3	ML
River Park WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	NR	ML
River Park WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
River Park WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	46.3	ML
River Park WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.123	000s
River Park WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.002	000s
River Park WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	37.6	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	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	0.8	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	NR	days
River Park WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
River Park WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
River Park WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
River Park WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days
River Park WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	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	416	\$/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	0	per 1000 connections
River Park WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
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
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	13.1	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	NR	ML
Rocky Point WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	13.1	ML
Rocky Point WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
Rocky Point WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	13.1	ML
Rocky Point WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.075	000s
Rocky Point WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.01	000s
Rocky Point WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	11.3	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	1.4	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	NR	days
Rocky Point WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
Rocky Point WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
Rocky Point WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
Rocky Point WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days
Rocky Point WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	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	416	\$/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	258.8	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	23.5	per 1000 connections
Rocky Point WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	23.5	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	3.5	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	0.3	ML/day

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Wallaville WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	28.5	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	34	ML
Wallaville WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	NR	ML
Wallaville WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
Wallaville WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	34	ML
Wallaville WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.08	000s
Wallaville WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.015	000s
Wallaville WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	16.9	ML
Wallaville WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	10.8	ML
Wallaville WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	0	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	0.7	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	NR	days
Wallaville WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
Wallaville WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
Wallaville WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
Wallaville WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days
Wallaville WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	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	416	\$/annum
Wallaville WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	85.7	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	10.5	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

Wastewater Service Areas

Bundaberg Regional Council - Department of Regional Development, Manufacturing and Water - Qld Supply Regulation - Key Performance Indicators 2020 / 2021

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Bargara WWTP	Sewerage	QG1.2	AS5	General	Length sewerage mains and channels	118.2	km
Bargara WWTP	Sewerage	QG1.3	AS4	General	Number sewage treatment plants	1	Count
Bargara WWTP	Sewerage	QG1.15	CS6	General	Connected residential properties: sewerage	4.239	000s
Bargara WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.091	000s
Bargara WWTP	Sewerage	QG4.2(text)	PR40	Customer Service	Fixed charge: sewerage description	per Pedestal	Text
Bargara WWTP	Sewerage	QG4.2(value)	PR31	Customer Service	Fixed charge: sewerage value	782	\$/annum
Bargara WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	8.5	per 100 km sewer mains
Bargara WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	91	%
Bargara WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	2.5	per 1000 connections
Bargara WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	2.5	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	Sewerage	QG1.2	AS5	General	Length sewerage mains and channels	23.5	km
Childers WWTP	Sewerage	QG1.3	AS4	General	Number sewage treatment plants	1	Count
Childers WWTP	Sewerage	QG1.15	CS6	General	Connected residential properties: sewerage	0.568	000s
Childers WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.159	000s
Childers WWTP	Sewerage	QG4.2(text)	PR40	Customer Service	Fixed charge: sewerage description	per Pedestal	Text
Childers WWTP	Sewerage	QG4.2(value)	PR31	Customer Service	Fixed charge: sewerage value	782	\$/annum
Childers WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	25.6	per 100 km sewer mains
Childers WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	100	%
Childers WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	17.9	per 1000 connections
Childers WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	17.9	per 1000 connections
Childers WWTP	Sewerage	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Gin Gin WWTP	Sewerage	QG1.2	AS5	General	Length sewerage mains and channels	16.2	km
Gin Gin WWTP	Sewerage	QG1.3	AS4	General	Number sewage treatment plants	1	Count
Gin Gin WWTP	Sewerage	QG1.15	CS6	General	Connected residential properties: sewerage	0.34	000s
Gin Gin WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.09	000s
Gin Gin WWTP	Sewerage	QG4.2(text)	PR40	Customer Service	Fixed charge: sewerage description	per Pedestal	Text
Gin Gin WWTP	Sewerage	QG4.2(value)	PR31	Customer Service	Fixed charge: sewerage value	782	\$/annum
Gin Gin WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	92.8	per 100 km sewer mains
Gin Gin WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	94	%
Gin Gin WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	41.9	per 1000 connections
Gin Gin WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	41.9	per 1000 connections
Gin Gin WWTP	Sewerage	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Lake Monduran WWTP	Sewerage	QG1.2	AS5	General	Length sewerage mains and channels	2.3	km
Lake Monduran WWTP	Sewerage	QG1.3	AS4	General	Number sewage treatment plants	1	Count
Lake Monduran WWTP	Sewerage	QG1.15	CS6	General	Connected residential properties: sewerage	0	000s
Lake Monduran WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.041	000s
Lake Monduran WWTP	Sewerage	QG4.2(text)	PR40	Customer Service	Fixed charge: sewerage description	per Pedestal	Text
Lake Monduran WWTP	Sewerage	QG4.2(value)	PR31	Customer Service	Fixed charge: sewerage value	782	\$/annum
Lake Monduran WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	0	per 100 km sewer mains
Lake Monduran WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	100	%
Lake Monduran WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
Lake Monduran WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	0	per 1000 connections
Lake Monduran WWTP	Sewerage	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Millbank WWTP	Sewerage	QG1.2	AS5	General	Length sewerage mains and channels	165.6	km
Millbank WWTP	Sewerage	QG1.3	AS4	General	Number sewage treatment plants	1	Count
Millbank WWTP	Sewerage	QG1.15	CS6	General	Connected residential properties: sewerage	5.529	000s

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Millbank WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.463	000s
Millbank WWTP	Sewerage	QG4.2(text)	PR40	Customer Service	Fixed charge: sewerage description	per Pedestal	Text
Millbank WWTP	Sewerage	QG4.2(value)	PR31	Customer Service	Fixed charge: sewerage value	782	\$/annum
Millbank WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	49.5	per 100 km sewer mains
Millbank WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	91	%
Millbank WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	16.7	per 1000 connections
Millbank WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	16.4	per 1000 connections
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	295	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	11.425	000s
Rubyanna WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	1.037	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	782	\$/annum
Rubyanna WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	24.7	per 100 km sewer mains
Rubyanna WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	91	%
Rubyanna WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	7.4	per 1000 connections
Rubyanna WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	7.3	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	1.481	000s
Thabeban WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.072	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	782	\$/annum
Thabeban WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	25.9	per 100 km sewer mains
Thabeban WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	100	%
Thabeban WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	7.7	per 1000 connections
Thabeban WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	7.7	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	53.4	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	1.19	000s
Woodgate WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.019	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	782	\$/annum
Woodgate WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	35.6	per 100 km sewer mains
Woodgate WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	92	%
Woodgate WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	15.7	per 1000 connections
Woodgate WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	15.7	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

Recycled Water Schemes

Bundaberg Regional Council - Department of Regional Development, Manufacturing and Water - Qld Supply Regulation - Key Performance Indicators 2020 / 2021

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title		Units
Bargara WWTP - Reuse	Recycled water	QG1.1	AS2	General	Length water mains	0	km
Bargara WWTP - Reuse	Recycled water	QG1.11	WA26	General	Volume recycled sewage supplied: all	58.6	ML
Bargara WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	58.6	ML
Bargara WWTP - Reuse	Recycled water	QG1.13	CS2	General	Connected residential properties: water	0	000s
Bargara WWTP - Reuse	Recycled water	QG1.14	CS3	General	Connected non-residential properties: water	0.001	000s
Bargara WWTP - Reuse	Recycled water	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
Bargara WWTP - Reuse	Recycled water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Bargara WWTP - Reuse	Recycled water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	None	Text
Bargara WWTP - Reuse	Recycled water	QG4.1(value)	PR3	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	Recycled water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
Bargara WWTP - Reuse	Recycled water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Bargara WWTP - Reuse	Recycled water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Childers WWTP - Reuse	Recycled water	QG1.1	AS2	General	Length water mains	0	km
Childers WWTP - Reuse	Recycled water	QG1.11	WA26	General	Volume recycled sewage supplied: all	18.7	ML
Childers WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	18.7	ML
Childers WWTP - Reuse	Recycled water	QG1.13	CS2	General	Connected residential properties: water	0	000s
Childers WWTP - Reuse	Recycled water	QG1.14	CS3	General	Connected non-residential properties: water	0.001	000s
Childers WWTP - Reuse	Recycled water	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
Childers WWTP - Reuse	Recycled water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Childers WWTP - Reuse	Recycled water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	Infrastructure Repayment	Text
Childers WWTP - Reuse	Recycled water	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	509.26	\$/annum
Childers WWTP - Reuse	Recycled water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	0	per 100 km water main
Childers WWTP - Reuse	Recycled water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	0	per 1000 connections
Childers WWTP - Reuse	Recycled water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
Childers WWTP - Reuse	Recycled water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Childers WWTP - Reuse	Recycled water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Millbank WWTP - Reuse	Recycled water	QG1.1	AS2	General	Length water mains	0	km
Millbank WWTP - Reuse	Recycled water	QG1.11	WA26	General	Volume recycled sewage supplied: all	133.1	ML
Millbank WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	133.1	ML
Millbank WWTP - Reuse	Recycled water	QG1.13	CS2	General	Connected residential properties: water	0	000s
Millbank WWTP - Reuse	Recycled water	QG1.14	CS3	General	Connected non-residential properties: water	0.001	000s
Millbank WWTP - Reuse	Recycled water	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
Millbank WWTP - Reuse	Recycled water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Millbank WWTP - Reuse	Recycled water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	None	Text
Millbank WWTP - Reuse	Recycled water	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	0	\$/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	Recycled water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	0	per 1000 connections
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	Recycled water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Millbank WWTP - Reuse	Recycled water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Rubyanna WWTP - Reuse	Recycled water	QG1.1	AS2	General	Length water mains	0	km
Rubyanna WWTP - Reuse	Recycled water	QG1.11	WA26	General	Volume recycled sewage supplied: all	0	ML
Rubyanna WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	0	ML

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Rubyanna WWTP - Reuse	Recycled water	QG1.13	CS2	General	Connected residential properties: water	0	000s
Rubyanna WWTP - Reuse	Recycled water	QG1.14	CS3	General	Connected non-residential properties: water	0	000s
Rubyanna WWTP - Reuse	Recycled water	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
Rubyanna WWTP - Reuse	Recycled water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Rubyanna WWTP - Reuse	Recycled water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	None	Text
Rubyanna WWTP - Reuse	Recycled water	QG4.1(value)	PR3	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	Recycled water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	0	per 1000 connections
Rubyanna WWTP - Reuse	Recycled water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	0	per 1000 connections
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	213.1	ML
Thabeban WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	213.1	ML
Thabeban WWTP - Reuse	Recycled water	QG1.13	CS2	General	Connected residential properties: water	0	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	0	ML
Thabeban WWTP - Reuse	Recycled water	QG1.22	WA224	General	Volume all water exported: internal and external	0	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	451.93	\$/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	107.1	ML
Woodgate WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	107.1	ML
Woodgate WWTP - Reuse	Recycled water	QG1.13	CS2	General	Connected residential properties: water	0	000s
Woodgate WWTP - Reuse	Recycled water	QG1.14	CS3	General	Connected non-residential properties: water	0	000s
Woodgate WWTP - Reuse	Recycled water	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
Woodgate WWTP - Reuse	Recycled water	QG1.22	WA224	General	Volume all water exported: internal and external	0	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

Non-Potable Water Service Areas

Bundaberg Regional Council - Department of Regional Development, Manufacturing and Water - Qld Supply Regulation - Key Performance Indicators 2020 / 2021

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Burnett Downs WSA (Non Potable)	Non Potable	QG1.1	AS2	General	Length water mains	6.3	km
Burnett Downs WSA (Non Potable)	Non Potable	QG1.5	WA201	General	Maximum daily demand	0.4	ML/day
Burnett Downs WSA (Non Potable)	Non Potable	QG1.8	WA1	General	Volume water sourced: surface water	45.8	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.9a	WA2	General	Volume water sourced: groundwater	NR	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.12	WA7	General	Volume water sourced: all	45.8	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.13	CS2	General	Connected residential properties: water	0.155	000s
Burnett Downs WSA (Non Potable)	Non Potable	QG1.14	CS3	General	Connected non-residential properties: water	0	000s
Burnett Downs WSA (Non Potable)	Non Potable	QG1.17b	WA91	General	Volume raw-PT water supplied: residential	44.9	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.18b	WA92	General	Volume raw-PT water supplied: non-residential	0.3	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG2.3	WS3	Water Security	Available contingency supplies	yes	yes/no
Burnett Downs WSA (Non Potable)	Non Potable	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	NR	days
Burnett Downs WSA (Non Potable)	Non Potable	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
Burnett Downs WSA (Non Potable)	Non Potable	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
Burnett Downs WSA (Non Potable)	Non Potable	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
Burnett Downs WSA (Non Potable)	Non Potable	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days
Burnett Downs WSA (Non Potable)	Non Potable	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	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	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes	yes/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
Burnett Downs 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?	yes	yes/no
Burnett Downs WSA (Non Potable)	Non Potable	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	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	high	high,fair,unsure,low,very low
Burnett Downs WSA (Non Potable)	Non Potable	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	high	high,fair,unsure,low,very low
Burnett Downs WSA (Non Potable)	Non Potable	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	Water Access - 20mm connection	Text
Burnett Downs WSA (Non Potable)	Non Potable	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	333	\$/annum
Burnett Downs WSA (Non Potable)	Non Potable	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	15.9	per 100 km water main
Burnett Downs WSA (Non Potable)	Non Potable	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	100	%
Burnett Downs WSA (Non Potable)	Non Potable	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	6.5	per 1000 connections
Burnett Downs WSA (Non Potable)	Non Potable	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	58.1	per 1000 connections
Burnett Downs WSA (Non Potable)	Non Potable	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	51.6	per 1000 connections
Burnett Downs WSA (Non Potable)	Non Potable	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections

Bundaberg Regional Council - Department of Regional Development, Manufacturing and Water - Qld Supply Regulation - Key Performance Indicators 2020 / 2021

Scheme	Scheme Type	KPI code	SWIM code	QG KPI category	Indicator Title	Value	Units
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.1	AS2	General	Length water mains	4.9	km
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.5	WA201	General	Maximum daily demand	NR	ML/day
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.8	WA1	General	Volume water sourced: surface water	0	ML
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.9a	WA2	General	Volume water sourced: groundwater	0	ML
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.10	WA61	General	Volume water sourced: desalination marine water	NR	ML
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.12	WA7	General	Volume water sourced: all	16.1	ML
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.13	CS2	General	Connected residential properties: water	0.047	000s
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.14	CS3	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	16.1	ML
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.18b	WA92	General	Volume raw-PT water supplied: non-residential	0	ML
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.21	WA223	General	Volume all water imported: internal and external	16.1	ML
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.3	WS3	Water Security	Available contingency supplies	NR	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	NR	days
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	NR	days
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	NR	days
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	NR	days
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	NR	days
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	NR	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?	NR	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?	NR	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?	NR	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?	NR	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?	NR	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)	NR	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	NR	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	NR	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	333	\$/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

Water Service Provider Wide

Bundaberg Regional Council - Department of Regional Development, Manufacturing and Water - Qld Supply Regulation - Key Performance Indicators 2020 / 2021

Scheme	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Bundaberg Regional Council WSP-wide	WSP	QG1.1	AS2	General	Length water mains	950.8	km
Bundaberg Regional Council WSP-wide	WSP	QG1.2	AS5	General	Length sewerage mains and channels	716.6	km
Bundaberg Regional Council WSP-wide	WSP	QG1.3	AS4	General	Number sewage treatment plants	9	Count
Bundaberg Regional Council WSP-wide	WSP	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	10	Count
Bundaberg Regional Council WSP-wide	WSP	QG1.4b	AS47	General	Capacity of water treatment plants	110.21	ML/day
Bundaberg Regional Council WSP-wide	WSP	QG1.5	WA201	General	Maximum daily demand	65.5	ML/day
Bundaberg Regional Council WSP-wide	WSP	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	11743.3	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.7	AS48	General	Total potable water storage volume	79.2	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.8	WA1	General	Volume water sourced: surface water	6403.9	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.9a	WA2	General	Volume water sourced: groundwater	5646.9	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.10	WA61	General	Volume water sourced: desalination marine water	0	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.11	WA26	General	Volume recycled sewage supplied: all	530.6	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.12	WA7	General	Volume water sourced: all	13559	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.13	CS2	General	Connected residential properties: water	30.067	000s
Bundaberg Regional Council WSP-wide	WSP	QG1.14	CS3	General	Connected non-residential properties: water	3.073	000s
Bundaberg Regional Council WSP-wide	WSP	QG1.15	CS6	General	Connected residential properties: sewerage	24.772	000s
Bundaberg Regional Council WSP-wide	WSP	QG1.16	CS7	General	Connected non-residential properties: sewerage	1.972	000s
Bundaberg Regional Council WSP-wide	WSP	QG1.17a	WA32	General	Volume potable water supplied: residential	8476.8	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.17b	WA91	General	Volume raw-PT water supplied: residential	61	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.18a	WA34	General	Volume potable water supplied: non-residential	2293	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.18b	WA92	General	Volume raw-PT water supplied: non-residential	0.3	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.20	WF1	General	Total full-time equivalent water+sewerage employees	122	FTEs
Bundaberg Regional Council WSP-wide	WSP	QG1.21	WA223	General	Volume all water imported: internal and external	977.6	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.22	WA224	General	Volume all water exported: internal and external	980.6	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.23	AS56	General	Volume water lost: potable water	1853.2	ML
Bundaberg Regional Council WSP-wide	WSP	QG2.3	WS3	Water Security	Available contingency supplies	yes	yes/no
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
Bundaberg Regional Council WSP-wide	WSP	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
Bundaberg Regional Council WSP-wide	WSP	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes	yes/no
Bundaberg Regional Council WSP-wide	WSP	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes	yes/no
Bundaberg Regional Council WSP-wide	WSP	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	yes	yes/no
Bundaberg Regional Council WSP-wide	WSP	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
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	WSP	QG2.14	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	FN14	Finance	Capital expenditure: water supply	19826.67	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.2	FN15	Finance	Capital expenditure: sewerage	3113.41	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.3	FN26	Finance	Capital works grants: water	249.33	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.4	FN27	Finance	Capital works grants: sewerage	29.25	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.5	FN9	Finance	Nominal written down replacement cost: fixed water assets	287139.1	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.6	FN10	Finance	Nominal written down replacement cost: fixed sewerage assets	351783.5	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.7	FN74	Finance	Current replacement costs: fixed water assets	505649.34	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.8	FN75	Finance	Current replacement costs: fixed sewerage assets	499362.08	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.9	FN1	Finance	Revenue: all (NPR) water	36048.74	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.10	FN2	Finance	Revenue: all (NPR) sewerage	34281.03	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.11	FN11	Finance	Costs: operating water per connection	455.1	\$/connection

Scheme	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Bundaberg Regional Council WSP-wide	WSP	QG3.11a	FN32	Finance	Costs: operating water (NPR)	15082.07	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.12	FN12	Finance	Costs: operating sewerage per connection	492.91	\$/connection
Bundaberg Regional Council WSP-wide	WSP	QG3.12a	FN33	Finance	Costs: operating sewerage	13182.34	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.13	FN76	Finance	Costs: maintenance water	3009.78	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.14	FN77	Finance	Costs: maintenance sewerage	2251.77	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.15	FN78	Finance	Current cost depreciation: water	6901.18	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.16	FN79	Finance	Current cost depreciation: sewerage	6906.83	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.17	FN80	Finance	Previous 5 year average annual renewals expenditure: water	1443.89	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.18	FN81	Finance	Previous 5 year average annual renewals expenditure: sewerage	1092.14	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.19	FN82	Finance	Forecast 5 year average annual renewals expenditure: water	2479.95	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.20	FN83	Finance	Forecast 5 year average annual renewals expenditure: sewerage	4154.63	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.21	FN49	Finance	Costs: any other water	7058.88	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.22	FN50	Finance	Costs: any other sewerage	8511.77	\$,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	416	\$/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	782	\$/annum
Bundaberg Regional Council WSP-wide	WSP	QG4.3	PR47	Customer Service	Annual bill based on 200kL/a: water+sewerage	1467	\$
Bundaberg Regional Council WSP-wide	WSP	QG4.4	PR48	Customer Service	Typical residential bill: water+sewerage	1520.14	\$
Bundaberg Regional Council WSP-wide	WSP	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	32.7	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	30.1	per 100 km sewer mains
Bundaberg Regional Council WSP-wide	WSP	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	58.4	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	93	%
Bundaberg Regional Council WSP-wide	WSP	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	92	%
Bundaberg Regional Council WSP-wide	WSP	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	2.4	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	15.9	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	3.5	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	9.8	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	1.5	per 1000 connections

National Performance Reporting

Bundaberg Regional Council - National Performance Reporting - Key Performance Indicators 2020 / 2021

SWIM code	NPR code	NPR category	Indicator title	Value	Units
AS1	A1	Asset	Number of water treatment plants providing full treatment	10	Count
AS10	A10	Asset	Real losses: service connections	135.4	L/service connection/day
AS11	A11	Asset	Real losses: water mains	4.7	kL/km water main/day
AS14	IA8	Asset	Number of water main breaks, bursts and leaks	311	Count
AS2	A2	Asset	Length of water mains	950.8	km
AS3	A3	Asset	Number of properties served per km of water main	34.9	Connections/km
AS39	A14	Asset	Number of sewer mains breaks and chokes per 100 km	30.1	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	11	per 1000 connections
AS5	A5	Asset	Length of sewer mains and channels	716.6	km
AS6	A6	Asset	Number of properties served per km of sewer main	37.3	Connections/km
AS8	A8	Asset	Number of water main breaks, bursts and leaks, per 100 km of water main	32.7	per 100 km water main
AS9	A9	Asset	Infrastructure leakage index	3.6	Index
CS1	C1	Customers	Population receiving services: water supply	86.151	000s
CS10	C10	Customers	Number of water service complaints per 1,000 properties	3.5	per 1000 connections
CS11	C11	Customers	Number of sewerage service complaints per 1,000 properties	9.8	per 1000 connections
CS12	C12	Customers	Number of billing and account complaints per 1,000 properties	1.5	per 1000 connections
CS13	C13	Customers	Number of water and sewerage complaints per 1,000 properties	15.9	per 1000 connections
CS14	C14	Customers	Percentage of calls answered by an operator within 30 seconds	42.9	%
CS15	C15	Customers	Average duration of an unplanned interruption: water supply	70	mins
CS17	C17	Customers	Number of unplanned interruptions per 1,000 properties	58.4	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	30.067	000s
CS20	IC9	Customers	Number of water quality complaints: water supply	78	Count
CS21	IC11	Customers	Number of sewerage service complaints	262	Count
CS22	IC10	Customers	Number of water service complaints	115	Count
CS23	IC12	Customers	Number of billing and account complaints: water supply and sewerage	49	Count
CS3	C3	Customers	Number of connected non-residential properties: water supply	3.073	000s
CS4	C4	Customers	Total number of connected properties: water supply properties	33.14	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	24.772	000s
CS67	IC17	Customers	Number of unplanned interruptions: water supply	1923	000s
CS62	IC13	Customers	Number of water and sewerage complaints	528	Count
CS7	C7	Customers	Number of connected non-residential properties: wastewater	1.972	000s
CS8	C8	Customers	Total number of connected properties: wastewater properties	26.744	000s
CS9	C9	Customers	Number of water quality complaints per 1,000 properties	2.4	per 1000 connections
EN1	E1	Environment	Percentage of wastewater treated to a primary level	0.1	%
EN10	E10	Environment	Net greenhouse gas emissions per 1,000 properties: wastewater	173.3	t CO2eq/1000 connections
EN11	E11	Environment	Net greenhouse gas emissions per 1,000 properties: other	46.5	t CO2eq/1000 connections
EN12	E12	Environment	Total net greenhouse gas emissions per 1,000 properties	337.9	t CO2eq/1000 connections
EN14	IE9	Environment	Net greenhouse gas emissions: water supply	5023.6	t CO2eq
EN15	IE10	Environment	Net greenhouse gas emissions: wastewater	4634.2	t CO2eq
EN16	IE11	Environment	Net greenhouse gas emissions: other	1539.9	t CO2eq
EN17	IE12	Environment	Total net greenhouse gas emissions	11197.7	t CO2eq
EN18	IE1	Environment	Volume of wastewater treated to a primary level	5.9	ML

SWIM code	NPR code	NPR category	Indicator title	Value	Units
EN19	IE2	Environment	Volume of wastewater treated to a secondary level	5030.8	ML
EN2	E2	Environment	Percentage of wastewater treated to a secondary level	99.9	%
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	90.9	%
EN9	E9	Environment	Net greenhouse gas emissions per 1,000 properties: water supply	151.6	t CO2eq/1000 connections
FN1	F1	Finance	Total revenue: water supply	36048.74	\$,000
FN10	F10	Finance	Written-down replacement cost of fixed wastewater assets	351783.5	\$,000
FN11	F11	Finance	Operating cost per property: water supply	455.1	\$/connection
FN12	F12	Finance	Operating cost per property: wastewater	492.91	\$/connection
FN13	F13	Finance	Combined operating cost per property: water supply and wastewater	852.88	\$/connection
FN14	F14	Finance	Capital expenditure: water supply	19826.67	\$,000
FN15	F15	Finance	Capital expenditure: wastewater	3113.41	\$,000
FN16	F16	Finance	Total capital expenditure: water supply and wastewater	22940.08	\$,000
FN17	F17	Finance	Economic real rate of return: water supply	4.9	%
FN18	F18	Finance	Economic real rate of return: wastewater	4	%
FN19	F19	Finance	Economic real rate of return: water supply and wastewater	4.4	%
FN2	F2	Finance	Total revenue: wastewater	34281.03	\$,000
FN20	F20	Finance	Dividend	12709.11	\$,000
FN88	F21	Finance	Dividend payout ratio	0.7	Ratio
FN22	F22	Finance	Net debt to equity ratio	-5	%
FN23	F23	Finance	Interest cover ratio	25.3	Ratio
FN24	F24	Finance	Net profit after tax (NPAT)	18155.87	\$,000
FN25	F25	Finance	Community service obligation	2635.25	\$,000
FN26	F26	Finance	Capital works grants: water supply	249.33	\$,000
FN27	F27	Finance	Capital works grants: wastewater	29.25	\$,000
FN3	F3	Finance	Total income for the utility	70329.77	\$,000
FN32	IF11	Finance	Operating cost: water supply	15082.07	\$,000
FN33	IF12	Finance	Operating cost: wastewater	13182.34	\$,000
FN34	F28	Finance	Capital expenditure per property: water supply	598.27	\$/connection
FN35	F29	Finance	Capital expenditure per property: wastewater	116.42	\$/connection
FN89	F30	Finance	Net profit after tax ratio	0.3	Ratio
FN4	F4	Finance	Percentage of residential revenue from usage charges: water supply	47.9	%
FN5	F5	Finance	Revenue per property: water supply	1087.77	\$/connection
FN6	F6	Finance	Revenue per property: wastewater	1281.82	\$/connection
FN7	F7	Finance	Total income per property	2122.2	\$/connection
FN87	F8	Finance	Community service obligations ratio	0.037	ratio
FN9	F9	Finance	Written-down replacement cost of fixed water supply assets	287139.1	\$,000
HL1	H1	Public health	Water quality guidelines	Australian Drinking Water Guidelines	Text
HL3	H3	Public health	Percentage of population where microbiological compliance was achieved	100	%
HL5	H5	Public health	Risk-based drinking water management plan externally assessed	yes	yes/no
HL8	H4	Public health	Number of zones where chemical compliance was achieved	8	Count
HL9	H4a	Public health	Total number of zones	11	Count
PR1	P1	Pricing	Tariff structure: water supply	Two-Tiered Charging System	Text
PR3	P1.2	Pricing	Fixed charge: water supply	416	\$/annum
PR6	P1.3	Pricing	Usage charge: step 1	1.16	\$/kL
PR49	P1.3a	Pricing	Upper bound of usage: step 1	150	kL
PR8	P1.4	Pricing	Usage charge: step 2	1.9	\$/kL

SWIM code	NPR code	NPR category	Indicator title	Value	Units
PR50	P1.4a	Pricing	Upper bound of usage: step 2	0	kL
PR10	P1.5	Pricing	Usage charge: step 3	0	\$/kL
PR51	P1.5a	Pricing	Upper bound of usage: step 3	0	kL
PR12	P1.6	Pricing	Usage charge: step 4	0	\$/kL
PR52	P1.6a	Pricing	Upper bound of usage: step 4	0	kL
PR14	P1.7	Pricing	Usage charge: step 5	0	\$/kL
PR53	P1.7a	Pricing	Upper bound of usage: step 5	0	kL
PR23	P1.12	Pricing	Special levies: water supply	0	\$/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	685	\$
PR44	P3	Pricing	Typical residential bill: water supply	738.14	\$
PR31	P4.1	Pricing	Fixed charge: wastewater	782	\$/annum
PR32	P4.2	Pricing	Usage charge: wastewater	0	\$/kL
PR33	P4.3	Pricing	Special levies: wastewater	0	\$
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	782	\$
PR46	P6	Pricing	Typical residential bill: wastewater	782	\$
PR47	P7	Pricing	Total annual residential bill based on 200 kL per annum	1467	\$
PR48	P8	Pricing	Total typical residential bill	1520.14	\$
WA1	W1	Water Resources	Volume of water sourced from surface water	6403.9	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	13295.9	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	0	ML
WA12	W12	Water Resources	Average volume of residential water supplied per property	284	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	0	ML
WA16	W16	Water Resources	Volume of wastewater, excluding trade waste, collected	4661	ML
WA17	W17	Water Resources	Volume of trade waste collected	375.7	ML
WA18	W18	Water Resources	Total volume of wastewater collected	5036.7	ML
WA19	W19	Water Resources	Average volume of wastewater collected per property	188.3	kL/connection/year
WA197	W31	Water Resources	Volume of water returned to surface water and groundwater from the urban water supply system	0	ML
WA2	W2	Water Resources	Volume of water sourced from groundwater	5646.9	ML
WA20	W20	Water Resources	Volume of recycled water supplied to residential customers	0	ML
WA206	W8.3	Water Resources	Volume of water supplied to residential customers	8537.8	ML
WA207	W9.3	Water Resources	Volume of water supplied to non-residential customers	4227.4	ML
WA21	W21	Water Resources	Volume of recycled water supplied to non-residential customers	530.6	ML
WA215	W29	Water Resources	Volume of treated wastewater disposals	4928.2	ML
WA217	W30	Water Resources	Volume of wastewater losses and discharges	5.9	ML
WA23	W23	Water Resources	Volume of recycled water supplied as environmental flows	0	ML
WA26	W26	Water Resources	Total volume of recycled water supplied	530.6	ML
WA27	W27	Water Resources	Recycled water as a percentage of total wastewater collected	10.5	%
WA31	W18.5	Water Resources	Volume of treated effluent outflow from wastewater treatment plants	5036.7	ML
WA36	W10.1	Water Resources	Volume of non-revenue water	1934.2	ML
WA45	W5	Water Resources	Total volume of water received from other service providers or operational areas within the urban water system	0	ML

SWIM code	NPR code	NPR category	Indicator title	Value	Units
WA46	W14	Water Resources	Total volume of water exported to other service providers or operational areas within the urban water supply system	0	ML
WA61	W3.1	Water Resources	Volume of water sourced from desalinated marine waters	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	0	ML
WA68	W18.3	Water Resources	Volume of wastewater taken through sewer mining	0	ML
WA69	W18.4	Water Resources	Volume of wastewater inflow to wastewater treatment plants	5036.7	ML
WA7	W7	Water Resources	Total volume of water sourced	13559	ML
WA73	W25.1	Water Resources	Volume of recycled water supplied to managed aquifer recharge	0	ML
WA74	W11.3	Water Resources	Volume of potable water produced for supply into the urban water supply system	12704	ML
WA8	W8	Water Resources	Total volume of water supplied to residential customers	8537.8	ML
WA85	W28.4	Water Resources	Volume of urban stormwater supplied to residential customers	0	ML
WA86	W28.5	Water Resources	Volume of urban stormwater supplied to non-residential customers	0	ML
WA9	W9	Water Resources	Total volume of water supplied to non-residential customers	4758.1	ML