

Key Performance Indicators 2021 – 2022



▼ 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 2021 / 2022

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	513.5	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	28.3	ML/day
Bundaberg WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	6974.5	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	1750.3	ML
Bundaberg WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	5273.1	ML
Bundaberg WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	not relevant	ML
Bundaberg WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	7023.4	ML
Bundaberg WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	19.211	000s
Bundaberg WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	2.216	000s
Bundaberg WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	4586.8	ML
Bundaberg WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	1758.8	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	674.5	ML
Bundaberg WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	624.5	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	not relevant	days
Bundaberg WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
Bundaberg WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
Bundaberg WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
Bundaberg WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	days
Bundaberg WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	not relevant	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	429	\$/annum
Bundaberg WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	17.1	per 100 km water main
Bundaberg WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	111.6	per 1000 connections
Bundaberg WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	95	%
Bundaberg WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	2.2	per 1000 connections
Bundaberg WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	4	per 1000 connections
Bundaberg WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	1.5	per 1000 connections
Bundaberg WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0.2	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	2	ML/day
Gin Gin WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	198.9	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	199	ML
Gin Gin WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	not relevant	ML
Gin Gin WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	not relevant	ML
Gin Gin WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	199	ML
Gin Gin WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.433	000s
Gin Gin WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.132	000s
Gin Gin WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	102.9	ML
Gin Gin WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	80.9	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	0.5	ML
Gin Gin WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	14.2	ML
Gin Gin WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	yes	yes/no
Gin Gin WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	not relevant	days
Gin Gin WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
Gin Gin WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
Gin Gin WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
Gin Gin WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	days
Gin Gin WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	not relevant	days
Gin Gin WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	yes	yes/no
Gin Gin WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
Gin Gin WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes	yes/no
Gin Gin WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes	yes/no
Gin Gin WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	yes	yes/no
Gin Gin WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
Gin Gin WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	high	high,fair,unsure,low,very low
Gin Gin WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	high	high,fair,unsure,low,very low
Gin Gin WSA	Potable water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	Water Access - 20mm connection	Text
Gin Gin WSA	Potable water	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	429	\$/annum
Gin Gin WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	29.8	per 100 km water main
Gin Gin WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	14.2	per 1000 connections
Gin Gin WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	100	%
Gin Gin WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	5.3	per 1000 connections
Gin Gin WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	5.3	per 1000 connections
Gin Gin WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	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	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	not relevant	ML
Gooburrum WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	0	ML
Gooburrum WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	not relevant	ML
Gooburrum WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	11.5	ML
Gooburrum WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.053	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	0.001	000s
Gooburrum WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	11.4	ML
Gooburrum WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	0.3	ML
Gooburrum WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	11.5	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	0.2	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	not relevant	days
Gooburrum WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
Gooburrum WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
Gooburrum WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
Gooburrum WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	days
Gooburrum WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	not relevant	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	429	\$/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	18.5	per 1000 connections
Gooburrum WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	18.5	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	115.7	km
Gregory River WSA	Potable water	QG1.4a	AS1	General	Number water treatment plants: providing full treatment	1	Count
Gregory River WSA	Potable water	QG1.4b	AS47	General	Capacity of water treatment plants	4.3	ML/day
Gregory River WSA	Potable water	QG1.5	WA201	General	Maximum daily demand	3.2	ML/day
Gregory River WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	624.7	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	686.6	ML
Gregory River WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	not relevant	ML
Gregory River WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	not relevant	ML
Gregory River WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	686.6	ML
Gregory River WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	2.05	000s
Gregory River WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.29	000s
Gregory River WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	403.7	ML
Gregory River WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	184.9	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	33	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	not relevant	days
Gregory River WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
Gregory River WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
Gregory River WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
Gregory River WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	days
Gregory River WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	not relevant	days
Gregory River WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	yes	yes/no
Gregory River WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
Gregory River WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes	yes/no
Gregory River WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes	yes/no
Gregory River WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	yes	yes/no
Gregory River WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
Gregory River WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	high	high,fair,unsure,low,very low
Gregory River WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	high	high,fair,unsure,low,very low
Gregory River WSA	Potable water	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	Water Access - 20mm connection	\$/annum
Gregory River WSA	Potable water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	429	Text
Gregory River WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	13	per 100 km water main
Gregory River WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	81.2	per 1000 connections
Gregory River WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	100	%
Gregory River WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	5.1	per 1000 connections
Gregory River WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	7.3	per 1000 connections
Gregory River WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	2.1	per 1000 connections
Gregory River WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0	per 1000 connections
Kalkie WSA	Potable water	QG1.1	AS2	General	Length water mains	234.1	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	20.1	ML/day
Kalkie WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	1659.1	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	1596	ML
Kalkie WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	not relevant	ML
Kalkie WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	not relevant	ML
Kalkie WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	2256.8	ML
Kalkie WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	7.393	000s
Kalkie WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.372	000s
Kalkie WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	1780.4	ML
Kalkie WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	389	ML
Kalkie WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	660.8	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	137.3	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	not relevant	days
Kalkie WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
Kalkie WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
Kalkie WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
Kalkie WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	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	not relevant	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	429	\$/annum
Kalkie WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	16.7	per 100 km water main
Kalkie WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	42.4	per 1000 connections
Kalkie WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	94	%
Kalkie WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	2.3	per 1000 connections
Kalkie WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	4.2	per 1000 connections
Kalkie WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	1.8	per 1000 connections
Kalkie WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0.1	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	0.1	ML/day
Lake Monduran WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	3.3	ML
Lake Monduran WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	0.2	ML
Lake Monduran WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	7.5	ML
Lake Monduran WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	not relevant	ML
Lake Monduran WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	not relevant	ML
Lake Monduran WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	7.5	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	3.3	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	not relevant	days
Lake Monduran WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
Lake Monduran WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
Lake Monduran WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
Lake Monduran WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	days
Lake Monduran WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	not relevant	days
Lake Monduran WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	yes	yes/no
Lake Monduran WSA	Potable water	QG2.11b	WS18	Water Security	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	5.8	ML/day
Moore Park Beach WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	396.8	ML
Moore Park Beach WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	2.8	ML
Moore Park Beach WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	219.4	ML
Moore Park Beach WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	203.9	ML
Moore Park Beach WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	not relevant	ML
Moore Park Beach WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	423.3	ML
Moore Park Beach WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	1.079	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	269.9	ML
Moore Park Beach WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	27.8	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	9.8	ML
Moore Park Beach WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	97.2	ML
Moore Park Beach WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	yes	yes/no
Moore Park Beach WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	not relevant	days
Moore Park Beach WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
Moore Park Beach WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
Moore Park Beach WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
Moore Park Beach WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	days
Moore Park Beach WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	not relevant	days
Moore Park Beach WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	yes	yes/no
Moore Park Beach WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
Moore Park Beach WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes	yes/no
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	429	\$/annum
Moore Park Beach WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	28.7	per 100 km water main
Moore Park Beach WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	26.1	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	0	per 1000 connections
Moore Park Beach WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	1.7	per 1000 connections
Moore Park Beach WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	0	per 1000 connections
Moore Park Beach WSA	Potable water	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	1.7	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	0.5	ML/day
River Park WSA	Potable water	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	30.4	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	42.5	ML
River Park WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	not relevant	ML
River Park WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	not relevant	ML
River Park WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	44.7	ML
River Park WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.122	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	30.3	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	2.2	ML
River Park WSA	Potable water	QG1.22	WA224	General	Volume all water exported: internal and external	0	ML
River Park WSA	Potable water	QG1.23	AS56	General	Volume water lost: potable water	0.6	ML
River Park WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	yes	yes/no
River Park WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	not relevant	days
River Park WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
River Park WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
River Park WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
River Park WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	days
River Park WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	not relevant	days
River Park WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	yes	yes/no
River Park WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
River Park WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes	yes/no
River Park WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes	yes/no
River Park WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	yes	yes/no
River Park WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
River Park WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	high	high,fair,unsure,low,very low
River Park WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	high	high,fair,unsure,low,very low
River Park WSA	Potable water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	Water Access - 20mm connection	Text
River Park WSA	Potable water	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	429	\$/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	10.7	ML
Rocky Point WSA	Potable water	QG1.7	AS48	General	Total potable water storage volume	0.2	ML
Rocky Point WSA	Potable water	QG1.8	WA1	General	Volume water sourced: surface water	not relevant	ML
Rocky Point WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	10.7	ML
Rocky Point WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	not relevant	ML
Rocky Point WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	10.7	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	0.009	000s
Rocky Point WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	9.9	ML
Rocky Point WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	0.4	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	0.4	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	not relevant	days
Rocky Point WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
Rocky Point WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
Rocky Point WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
Rocky Point WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	days
Rocky Point WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	not relevant	days
Rocky Point WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	yes	yes/no
Rocky Point WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
Rocky Point WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes	yes/no
Rocky Point WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes	yes/no
Rocky Point WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	yes	yes/no
Rocky Point WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
Rocky Point WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	high	high,fair,unsure,low,very low
Rocky Point WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	high	high,fair,unsure,low,very low
Rocky Point WSA	Potable water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	Water Access - 20mm connection	Text
Rocky Point WSA	Potable water	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	429	\$/annum
Rocky Point WSA	Potable water	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	0	per 100 km water main
Rocky Point WSA	Potable water	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	0	per 1000 connections
Rocky Point WSA	Potable water	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	100	%
Rocky Point WSA	Potable water	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	11.9	per 1000 connections
Rocky Point WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	11.9	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	0.5	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	23.7	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	28	ML
Wallaville WSA	Potable water	QG1.9a	WA2	General	Volume water sourced: groundwater	not relevant	ML
Wallaville WSA	Potable water	QG1.10	WA61	General	Volume water sourced: desalination marine water	not relevant	ML
Wallaville WSA	Potable water	QG1.12	WA7	General	Volume water sourced: all	28.6	ML
Wallaville WSA	Potable water	QG1.13	CS2	General	Connected residential properties: water	0.081	000s
Wallaville WSA	Potable water	QG1.14	CS3	General	Connected non-residential properties: water	0.016	000s
Wallaville WSA	Potable water	QG1.17a	WA32	General	Volume potable water supplied: residential	12.9	ML
Wallaville WSA	Potable water	QG1.18a	WA34	General	Volume potable water supplied: non-residential	10.5	ML
Wallaville WSA	Potable water	QG1.21	WA223	General	Volume all water imported: internal and external	0.5	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	0.8	ML
Wallaville WSA	Potable water	QG2.3	WS3	Water Security	Available contingency supplies	yes	yes/no
Wallaville WSA	Potable water	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	not relevant	days
Wallaville WSA	Potable water	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
Wallaville WSA	Potable water	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
Wallaville WSA	Potable water	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
Wallaville WSA	Potable water	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	days
Wallaville WSA	Potable water	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	not relevant	days
Wallaville WSA	Potable water	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	yes	yes/no
Wallaville WSA	Potable water	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
Wallaville WSA	Potable water	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes	yes/no
Wallaville WSA	Potable water	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes	yes/no
Wallaville WSA	Potable water	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	yes	yes/no
Wallaville WSA	Potable water	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	5	1,2,3,4,5,6
Wallaville WSA	Potable water	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	high	high,fair,unsure,low,very low
Wallaville WSA	Potable water	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	high	high,fair,unsure,low,very low
Wallaville WSA	Potable water	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	Water Access - 20mm connection	Text
Wallaville WSA	Potable water	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	429	\$/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	10.3	per 1000 connections
Wallaville WSA	Potable water	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	20.6	per 1000 connections
Wallaville WSA	Potable water	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	10.3	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 2021 / 2022

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	124.7	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	3.639	000s
Bargara WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.066	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	802	\$/annum
Bargara WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	31.3	per 100 km sewer mains
Bargara WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	98	%
Bargara WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	13	per 1000 connections
Bargara WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	13	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	0.552	000s
Childers WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.156	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	802	\$/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	86	%
Childers WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	9.9	per 1000 connections
Childers WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	9.9	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	0.332	000s
Gin Gin WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.094	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	802	\$/annum
Gin Gin WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	43.3	per 100 km sewer mains
Gin Gin WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	100	%
Gin Gin WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	18.8	per 1000 connections
Gin Gin WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	18.8	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	802	\$/annum
Lake Monduran WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	43.1	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	24.4	per 1000 connections
Lake Monduran WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	24.4	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	166.9	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	5.188	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	0.446	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	802	\$/annum
Millbank WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	37.1	per 100 km sewer mains
Millbank WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	96	%
Millbank WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	12.4	per 1000 connections
Millbank WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	12.4	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	296.9	km
Rubyanna WWTP	Sewerage	QG1.3	AS4	General	Number sewage treatment plants	1	Count
Rubyanna WWTP	Sewerage	QG1.15	CS6	General	Connected residential properties: sewerage	10.303	000s
Rubyanna WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.958	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	802	\$/annum
Rubyanna WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	23.6	per 100 km sewer mains
Rubyanna WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	95	%
Rubyanna WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	7.6	per 1000 connections
Rubyanna WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	7.6	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	1.475	000s
Thabeban WWTP	Sewerage	QG1.16	CS7	General	Connected non-residential properties: sewerage	0.074	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	802	\$/annum
Thabeban WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	28.2	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	55	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	1.187	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	802	\$/annum
Woodgate WWTP	Sewerage	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	38.2	per 100 km sewer mains
Woodgate WWTP	Sewerage	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	100	%
Woodgate WWTP	Sewerage	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	22.4	per 1000 connections
Woodgate WWTP	Sewerage	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	22.4	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 2021 / 2022

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	45.5	ML
Bargara WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	45.5	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	10.5	ML
Childers WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	10.5	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	528.1	\$/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	48	ML
Millbank WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	48	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	0.002	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	224.4	ML
Thabeban WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	224.4	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	465.84	\$/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	118.5	ML
Woodgate WWTP - Reuse	Recycled water	QG1.12	WA7	General	Volume water sourced: all	118.5	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	0.001	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 2021 / 2022

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	0.3	ML/day
Burnett Downs WSA (Non Potable)	Non Potable	QG1.8	WA1	General	Volume water sourced: surface water	32	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.9a	WA2	General	Volume water sourced: groundwater	not relevant	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.10	WA61	General	Volume water sourced: desalination marine water	not relevant	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.12	WA7	General	Volume water sourced: all	32	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.13	CS2	General	Connected residential properties: water	0.154	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	30.1	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.18b	WA92	General	Volume raw-PT water supplied: non-residential	0	ML
Burnett Downs WSA (Non Potable)	Non Potable	QG1.21	WA223	General	Volume all water imported: internal and external	0	ML
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	not relevant	days
Burnett Downs WSA (Non Potable)	Non Potable	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
Burnett Downs WSA (Non Potable)	Non Potable	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
Burnett Downs WSA (Non Potable)	Non Potable	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
Burnett Downs WSA (Non Potable)	Non Potable	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	days
Burnett Downs WSA (Non Potable)	Non Potable	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	not relevant	days
Burnett Downs WSA (Non Potable)	Non Potable	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	yes	yes/no
Burnett Downs WSA (Non Potable)	Non Potable	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	yes	yes/no
Burnett Downs WSA (Non Potable)	Non Potable	QG2.11c	WS19	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	343	\$/annum
Burnett Downs WSA (Non Potable)	Non Potable	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	0	per 100 km water main
Burnett Downs WSA (Non Potable)	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	19.5	per 1000 connections
Burnett Downs WSA (Non Potable)	Non Potable	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	13	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 2021 / 2022

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	not relevant	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	not relevant	ML
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.12	WA7	General	Volume water sourced: all	9.8	ML
Moore Park Beach WSA (Non Potable)	Non Potable	QG1.13	CS2	General	Connected residential properties: water	0.045	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	9.8	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	9.8	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	not relevant	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10a	WS11	Water Security	Water restriction duration: PWCM	not relevant	days
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10b	WS12	Water Security	Water restriction duration: Level 1	not relevant	days
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10c	WS13	Water Security	Water restriction duration: Level 2	not relevant	days
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10d	WS14	Water Security	Water restriction duration: Level 3	not relevant	days
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10e	WS15	Water Security	Water restriction duration: Level 4	not relevant	days
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.10f	WS16	Water Security	Water restriction duration: Level 5	not relevant	days
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.11a	WS17	Water Security	Has asset management planning been undertaken in the last 10 yrs?	not relevant	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.11b	WS18	Water Security	Has drought management planning been undertaken in the last 10 yrs?	not relevant	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.11c	WS19	Water Security	Has water demand forecasts been developed or reviewed in the last 5 yrs?	not relevant	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.11d	WS20	Water Security	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	not relevant	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.11e	WS21	Water Security	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	not relevant	yes/no
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.12	WS22	Water Security	Months water supply remaining as at 30 June (KPI level)	not relevant	1,2,3,4,5,6
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.13	WS23	Water Security	Confidence water demand will be met: next 18 mths	not relevant	high,fair,unsure,low,very low
Moore Park Beach WSA (Non Potable)	Non Potable	QG2.14	WS24	Water Security	Confidence water demand will be met: next 5 yrs	not relevant	high,fair,unsure,low,very low
Moore Park Beach WSA (Non Potable)	Non Potable	QG4.1(text)	PR5	Customer Service	Fixed charge: water description	Water Access - 20mm connection	Text
Moore Park Beach WSA (Non Potable)	Non Potable	QG4.1(value)	PR3	Customer Service	Fixed charge: water value	343	\$/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 2021 / 2022

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	955.3	km
Bundaberg Regional Council WSP-wide	WSP	QG1.2	AS5	General	Length sewerage mains and channels	728	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	60.9	ML/day
Bundaberg Regional Council WSP-wide	WSP	QG1.6a	WA225	General	Volume potable water produced at a water treatment plant	9922.2	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	4561.3	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.9a	WA2	General	Volume water sourced: groundwater	5487.7	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.11	WA26	General	Volume recycled sewage supplied: all	447	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.12	WA7	General	Volume water sourced: all	11180.8	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.13	CS2	General	Connected residential properties: water	30.696	000s
Bundaberg Regional Council WSP-wide	WSP	QG1.14	CS3	General	Connected non-residential properties: water	3.124	000s
Bundaberg Regional Council WSP-wide	WSP	QG1.15	CS6	General	Connected residential properties: sewerage	22.676	000s
Bundaberg Regional Council WSP-wide	WSP	QG1.16	CS7	General	Connected non-residential properties: sewerage	1.854	000s
Bundaberg Regional Council WSP-wide	WSP	QG1.17a	WA32	General	Volume potable water supplied: residential	7208.1	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.17b	WA91	General	Volume raw-PT water supplied: residential	39.9	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.18a	WA34	General	Volume potable water supplied: non-residential	2455.8	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.18b	WA92	General	Volume raw-PT water supplied: non-residential	0	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.20	WF1	General	Total full-time equivalent water+sewerage employees	127	FTEs
Bundaberg Regional Council WSP-wide	WSP	QG1.21	WA223	General	Volume all water imported: internal and external	684.8	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.22	WA224	General	Volume all water exported: internal and external	684.8	ML
Bundaberg Regional Council WSP-wide	WSP	QG1.23	AS56	General	Volume water lost: potable water	908.3	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	9623.61	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.2	FN15	Finance	Capital expenditure: sewerage	4099.95	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.3	FN26	Finance	Capital works grants: water	0	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.4	FN27	Finance	Capital works grants: sewerage	806.39	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.5	FN9	Finance	Nominal written down replacement cost: fixed water assets	302638.51	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.6	FN10	Finance	Nominal written down replacement cost: fixed sewerage assets	376926.72	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.7	FN74	Finance	Current replacement costs: fixed water assets	534697.29	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.8	FN75	Finance	Current replacement costs: fixed sewerage assets	532519.08	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.9	FN1	Finance	Revenue: all (NPR) water	34927.39	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.10	FN2	Finance	Revenue: all (NPR) sewerage	36516.58	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.11	FN11	Finance	Costs: operating water per connection	443.89	\$/connection
Bundaberg Regional Council WSP-wide	WSP	QG3.11a	FN32	Finance	Costs: operating water (NPR)	15012.28	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.12	FN12	Finance	Costs: operating sewerage per connection	548.57	\$/connection

Scheme	Scheme Type	KPI Code	SWIM code	QG KPI category	Indicator Title	Value	Units
Bundaberg Regional Council WSP-wide	WSP	QG3.12a	FN33	Finance	Costs: operating sewerage	13456.44	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.13	FN76	Finance	Costs: maintenance water	3310.53	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.14	FN77	Finance	Costs: maintenance sewerage	2515.26	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.15	FN78	Finance	Current cost depreciation: water	6980.9	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.16	FN79	Finance	Current cost depreciation: sewerage	6971.74	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.17	FN80	Finance	Previous 5 year average annual renewals expenditure: water	1339.39	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.18	FN81	Finance	Previous 5 year average annual renewals expenditure: sewerage	1048.33	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.19	FN82	Finance	Forecast 5 year average annual renewals expenditure: water	2606.8	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.20	FN83	Finance	Forecast 5 year average annual renewals expenditure: sewerage	2464.8	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.21	FN49	Finance	Costs: any other water	7111.25	\$,000
Bundaberg Regional Council WSP-wide	WSP	QG3.22	FN50	Finance	Costs: any other sewerage	8486.21	\$,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	429	\$/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	802	\$/annum
Bundaberg Regional Council WSP-wide	WSP	QG4.3	PR47	Customer Service	Annual bill based on 200kL/a: water+sewerage	1507.5	\$
Bundaberg Regional Council WSP-wide	WSP	QG4.4	PR48	Customer Service	Typical residential bill: water+sewerage	1490.09	\$
Bundaberg Regional Council WSP-wide	WSP	QG4.5	AS8	Customer Service	Water main breaks per 100 km water main	17.3	per 100 km water main
Bundaberg Regional Council WSP-wide	WSP	QG4.6	AS39	Customer Service	Sewerage mains breaks/chokes per 100 km sewer main	29.9	per 100 km sewer mains
Bundaberg Regional Council WSP-wide	WSP	QG4.7	CS17	Customer Service	Average frequency unplanned interruptions: water	87.7	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.8a	CS66	Customer Service	Percent CSS response target met: water incidents	96	%
Bundaberg Regional Council WSP-wide	WSP	QG4.9a	CS65	Customer Service	Percent CSS response target met: sewerage incidents	96	%
Bundaberg Regional Council WSP-wide	WSP	QG4.10	CS9	Customer Service	Water quality complaints per 1000 connections	2.5	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.11	CS13	Customer Service	Water and sewerage complaints (all) per 1000 connections	12	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.12	CS10	Customer Service	Water service complaints per 1000 connections	1.7	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.13	CS11	Customer Service	Sewerage service complaints per 1000 connections	10.6	per 1000 connections
Bundaberg Regional Council WSP-wide	WSP	QG4.14	CS12	Customer Service	Water and sewerage billing and account complaints per 1000 connections	0.2	per 1000 connections

National Performance Reporting

Bundaberg Regional Council - National Performance Reporting - Key Performance Indicators 2021 / 2022

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	58.7	L/service connection/day
AS11	A11	Asset	Real losses: water mains	2	kL/km water main/day
AS14	IA8	Asset	Number of water main breaks, bursts and leaks	165	Count
AS2	A2	Asset	Length of water mains	955.3	km
AS3	A3	Asset	Number of properties served per km of water main	35.4	Connections/km
AS39	A14	Asset	Number of sewer mains breaks and chokes per 100 km	29.9	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	7.8	per 1000 connections
AS5	A5	Asset	Length of sewer mains and channels	728	km
AS6	A6	Asset	Number of properties served per km of sewer main	33.7	Connections/km
AS8	A8	Asset	Number of water main breaks, bursts and leaks, per 100 km of water main	17.3	per 100 km water main
AS9	A9	Asset	Infrastructure leakage index	1.6	Index
CS1	C1	Customers	Population receiving services: water supply	90.387	000s
CS10	C10	Customers	Number of water service complaints per 1,000 properties	1.7	per 1000 connections
CS11	C11	Customers	Number of sewerage service complaints per 1,000 properties	10.6	per 1000 connections
CS12	C12	Customers	Number of billing and account complaints per 1,000 properties	0.2	per 1000 connections
CS13	C13	Customers	Number of water and sewerage complaints per 1,000 properties	12	per 1000 connections
CS14	C14	Customers	Percentage of calls answered by an operator within 30 seconds	54.9	%
CS15	C15	Customers	Average duration of an unplanned interruption: water supply	88	mins
CS17	C17	Customers	Number of unplanned interruptions per 1,000 properties	87.7	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	30.696	000s
CS20	IC9	Customers	Number of water quality complaints: water supply	83	Count
CS21	IC11	Customers	Number of sewerage service complaints	259	Count
CS22	IC10	Customers	Number of water service complaints	56	Count
CS23	IC12	Customers	Number of billing and account complaints: water supply and sewerage	8	Count
CS3	C3	Customers	Number of connected non-residential properties: water supply	3.124	000s
CS4	C4	Customers	Total number of connected properties: water supply properties	33.82	000s
CS48	IC18	Customers	Number of restrictions for non-payment of water bills	0	Count
CS49	IC19	Customers	Number of legal actions taken for non-payment of water bills	0	Count
CS6	C6	Customers	Number of connected residential properties: wastewater	22.676	000s
CS67	IC17	Customers	Number of unplanned interruptions: water supply	2949	000s
CS62	IC13	Customers	Number of water and sewerage complaints	406	Count
CS7	C7	Customers	Number of connected non-residential properties: wastewater	1.854	000s
CS8	C8	Customers	Total number of connected properties: wastewater properties	24.53	000s
CS9	C9	Customers	Number of water quality complaints per 1,000 properties	2.5	per 1000 connections
EN1	E1	Environment	Percentage of wastewater treated to a primary level	0.2	%
EN10	E10	Environment	Net greenhouse gas emissions per 1,000 properties: wastewater	266.1	t CO2eq/1000 connections
EN11	E11	Environment	Net greenhouse gas emissions per 1,000 properties: other	3.2	t CO2eq/1000 connections
EN12	E12	Environment	Total net greenhouse gas emissions per 1,000 properties	199.5	t CO2eq/1000 connections
EN14	IE9	Environment	Net greenhouse gas emissions: water supply	111.9	t CO2eq
EN15	IE10	Environment	Net greenhouse gas emissions: wastewater	6527	t CO2eq
EN16	IE11	Environment	Net greenhouse gas emissions: other	106.9	t CO2eq
EN17	IE12	Environment	Total net greenhouse gas emissions	6745.8	t CO2eq
EN18	IE1	Environment	Volume of wastewater treated to a primary level	10.4	ML

SWIM code	NPR code	NPR category	Indicator title	Value	Units
EN19	IE2	Environment	Volume of wastewater treated to a secondary level	6726.3	ML
EN2	E2	Environment	Percentage of wastewater treated to a secondary level	99.8	%
EN20	IE3	Environment	Volume of wastewater treated to a tertiary level	0	ML
EN3	E3	Environment	Percentage of wastewater treated to a tertiary level	0	%
EN8	E8	Environment	Percentage of biosolids reused	65	%
EN9	E9	Environment	Net greenhouse gas emissions per 1,000 properties: water supply	3.3	t CO2eq/1000 connections
FN1	F1	Finance	Total revenue: water supply	34927.39	,\$000
FN10	F10	Finance	Written-down replacement cost of fixed wastewater assets	376926.72	,\$000
FN11	F11	Finance	Operating cost per property: water supply	443.89	\$/connection
FN12	F12	Finance	Operating cost per property: wastewater	548.57	\$/connection
FN13	F13	Finance	Combined operating cost per property: water supply and wastewater	841.77	\$/connection
FN14	F14	Finance	Capital expenditure: water supply	9623.61	,\$000
FN15	F15	Finance	Capital expenditure: wastewater	4099.95	,\$000
FN16	F16	Finance	Total capital expenditure: water supply and wastewater	13723.56	,\$000
FN17	F17	Finance	Economic real rate of return: water supply	4.3	%
FN18	F18	Finance	Economic real rate of return: wastewater	4.3	%
FN19	F19	Finance	Economic real rate of return: water supply and wastewater	4.3	%
FN2	F2	Finance	Total revenue: wastewater	36516.58	,\$000
FN20	F20	Finance	Dividend	11726.6	,\$000
FN88	F21	Finance	Dividend payout ratio	0.7	Ratio
FN22	F22	Finance	Net debt to equity ratio	-5.6	%
FN23	F23	Finance	Interest cover ratio	15.6	Ratio
FN24	F24	Finance	Net profit after tax (NPAT)	16752.29	,\$000
FN25	F25	Finance	Community service obligation	1264.8	,\$000
FN26	F26	Finance	Capital works grants: water supply	0	,\$000
FN27	F27	Finance	Capital works grants: wastewater	806.39	,\$000
FN3	F3	Finance	Total income for the utility	71443.98	,\$000
FN32	IF11	Finance	Operating cost: water supply	15012.28	,\$000
FN33	IF12	Finance	Operating cost: wastewater	13456.44	,\$000
FN34	F28	Finance	Capital expenditure per property: water supply	284.55	\$/connection
FN35	F29	Finance	Capital expenditure per property: wastewater	167.14	\$/connection
FN89	F30	Finance	Net profit after tax ratio	0.2	Ratio
FN4	F4	Finance	Percentage of residential revenue from usage charges: water supply	43.6	%
FN5	F5	Finance	Revenue per property: water supply	1032.74	\$/connection
FN6	F6	Finance	Revenue per property: wastewater	1488.65	\$/connection
FN7	F7	Finance	Total income per property	2112.48	\$/connection
FN87	F8	Finance	Community service obligations ratio	0.018	ratio
FN9	F9	Finance	Written-down replacement cost of fixed water supply assets	302638.51	,\$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	10	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	429	\$/annum
PR6	P1.3	Pricing	Usage charge: step 1	1.19	\$/kL
PR49	P1.3a	Pricing	Upper bound of usage: step 1	150	kL
PR8	P1.4	Pricing	Usage charge: step 2	1.96	\$/kL

SWIM code	NPR code	NPR category	Indicator title	Value	Units
PR50	P1.4a	Pricing	Upper bound of usage: step 2	not relevant	kL
PR10	P1.5	Pricing	Usage charge: step 3	not relevant	\$/kL
PR51	P1.5a	Pricing	Upper bound of usage: step 3	not relevant	kL
PR12	P1.6	Pricing	Usage charge: step 4	not relevant	\$/kL
PR52	P1.6a	Pricing	Upper bound of usage: step 4	not relevant	kL
PR14	P1.7	Pricing	Usage charge: step 5	not relevant	\$/kL
PR53	P1.7a	Pricing	Upper bound of usage: step 5	not relevant	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	705.5	\$
PR44	P3	Pricing	Typical residential bill: water supply	688.09	\$
PR31	P4.1	Pricing	Fixed charge: wastewater	802	\$/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	802	\$
PR46	P6	Pricing	Typical residential bill: wastewater	802	\$
PR47	P7	Pricing	Total annual residential bill based on 200 kL per annum	1507.5	\$
PR48	P8	Pricing	Total typical residential bill	1490.09	\$
WA1	W1	Water Resources	Volume of water sourced from surface water	4561.3	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	11081.8	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	236.1	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	6449.7	ML
WA17	W17	Water Resources	Volume of trade waste collected	518.2	ML
WA18	W18	Water Resources	Total volume of wastewater collected	6967.9	ML
WA19	W19	Water Resources	Average volume of wastewater collected per property	284.1	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	5487.7	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	7248	ML
WA207	W9.3	Water Resources	Volume of water supplied to non-residential customers	3386.9	ML
WA21	W21	Water Resources	Volume of recycled water supplied to non-residential customers	447	ML
WA215	W29	Water Resources	Volume of treated wastewater disposals	6668	ML
WA217	W30	Water Resources	Volume of wastewater losses and discharges	670.6	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	447	ML
WA27	W27	Water Resources	Recycled water as a percentage of total wastewater collected	6.6	%
WA31	W18.5	Water Resources	Volume of treated effluent outflow from wastewater treatment plants	6736.7	ML
WA36	W10.1	Water Resources	Volume of non-revenue water	931.1	ML
WA45	W5	Water Resources	Total volume of water received from other service providers or operational areas within the urban water system	0	ML
WA46	W14	Water Resources	Total volume of water exported to other service providers or operational areas within the urban water supply system	0	ML

SWIM code	NPR code	NPR category	Indicator title	Value	Units
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	6799.9	ML
WA7	W7	Water Resources	Total volume of water sourced	11180.8	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	10595	ML
WA8	W8	Water Resources	Total volume of water supplied to residential customers	7248	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	3833.8	ML