



ANNUAL PERFORMANCE REPORT

2020-2021

Registered Water Service Provider No. SP485

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About this report

In 2014, industry Regulator, Department of Regional Development, Manufacturing and Water (DRDMW, previously Dept. of Energy & Water Supply), introduced the Water Industry Regulatory Reporting Reform. The purpose of this reform was to introduce a focus on outcomes, not plans, with the new framework providing greater transparency and accountability to customers about the water and wastewater services they receive.

This framework removed the requirement for service providers to submit to the Regulator management plans relating to strategic asset management, system leakage, drought management and outdoor water use conservation. Instead, the submission of these plans was replaced with the requirement to submit annual reports - this Annual Performance Report and the Drinking Water Quality Management Plan Report - outlining our performance against key industry performance indicators developed in consultation with the Regulator and the water industry.

The Regulator prepares an annual comparative report that compares the performance of water and wastewater service providers across the state. Customers will be able to see how their service provider performs relative to similar providers in Queensland.

Water and wastewater service providers are also required to make their Annual Performance Plan and the Drinking Water Quality Management Plan Report available to customers on their website.

Report content

This report outlines our performance against:

- Key performance indicators required by the Regulator, including selected National Performance Reporting indicators.
- Our Customer Service Standard.
- National Performance Reporting indicators, including those included as key performance indicators above.

Link to Customer Service Standard

As part of the Water Industry Regulatory Reporting Reform, water and wastewater service providers are required to review and compare their *Customer Service Standard* to link with the performance indicators. These standards provide customers with an understanding of the levels of service they can expect to receive from their water and wastewater service provider. Our *Customer Service Standard* can be found on our website.

Link to Annual Report

Gympie Regional Council is also required to produce an *Annual Report*, which is submitted to the Regulator, Department of Regional Development, Manufacturing and Water (DRDMW).

The *Annual Report* is a comprehensive report of our performance for the financial year, based on our Corporate Plan. The Annual Report also includes our corporate governance arrangements, as well as our audited financial statements.

This *Annual Report* and the reports for the previous two financial years can be found on our website.

Our strategic direction

Our purpose

To actively serve our community and plan for the future of the region.

Our vision

To be the natural choice to live, work and play.

Our Corporate Values



Council's activities aimed toward achieving its vision for the future of the local government area are focused into the following five key strategic themes.

OUR INFRASTRUCTURE

is well planned, integrated and safe.

OUR COMMUNITY

is active, diverse, creative and engaged.

OUR ECONOMY

is dynamic, productive and resilient.

OUR ENVIRONMENT

is sustainable, well-managed and accessible.

OUR ORGANISATION

is accountable, responsive, efficient and innovative.

Performance against Key Performance Indicators

Interpreting our performance

The results shown within this report should be interpreted considering the following values:

- 0 - An activity or function we may undertake, however the result for the period was nil.
- MD (Missing data) - An activity or function we may undertake, however reliable data is not available for the reporting period.
- NR (Not relevant) - An activity or function we do not undertake.
- N/A (Not applicable) - An answer is not required.

General indicators

Regulator Code	Key performance indicator (National Performance Reporting indicator)	Unit of measure	Service Standard target	2018/19	2019/20	2020/21
QG 1.1	Length of water mains ¹	Km	N/A	449.6	451.0	452.4
QG 1.2	Length of sewerage mains ²	Km	N/A	425.4	428.9	430.8
QG 1.3	Number of sewerage treatment plants	Number	N/A	7	7	7
QG1.4a	Number of water treatment plants	Number	N/A	8	8	8
QG1.4b	Capacity of water treatment plants	ML/d	N/A	26.07	26.07	26.07
QG 1.5	Maximum daily demand	ML/d	N/A	20.6	22.2	25.9
QG 1.6	Total volume of potable water produced	ML	N/A	3945.2	3997	
QG1.6a	Volume potable water produced at a water treatment plant	ML	N/A			4051.8
QG 1.7	Total treated/drinking water storage	ML	N/A	38.6	38.6	38.315
QG 1.8	Volume of water sourced from surface	ML	N/A	3524.1	3799.2	3678
QG 1.9a	Volume of water sourced from groundwater	ML	N/A	543.9	605.5	576.6
QG 1.10	Volume of water sourced from desalination of marine water	ML	N/A	0	0	0
QG 1.11	Total recycled water supplied	ML	N/A	110.6	97.2	92.6
QG 1.12	Total water sourced	ML	N/A	4176.1	4445.2	4346.8
QG 1.13	Connected residential properties - water supply	'000	N/A	12.125	12.899	13.03
QG 1.14	Connected non-residential properties - water supply	'000	N/A	1.043	1.55	1.413
QG 1.15	Connected residential properties - sewerage	'000	N/A	11.15	11.23	11.363

¹ Based on lengths recorded in Council GIS

² Based on lengths recorded in Council GIS

Regulator Code	Key performance indicator (National Performance Reporting indicator)	Unit of measure	Service Standard target	2018/19	2019/20	2020/21
QG 1.16	Connected non-residential properties – sewerage	'000	N/A	0.847	0.876	0.879
QG 1.17a	Volume of water supplied - residential	ML	N/A	1911.6	2183.2	2170
QG 1.18a	Volume of water supplied - commercial, municipal and industrial	ML	N/A	551.8	1164.6	1091.7
QG 1.19	Volume of non-revenue water	ML	N/A	1069.2	649.2	790.1
QG 1.20	Total full-time equivalent water and sewerage service employees	Number	N/A	39	39	38
QG1.21	Volume all water imported: internal and external	ML	N/A			0.6
QG1.22	Volume all water exported: internal and external	ML	N/A			0.6

Water security indicators

Regulator Code	Key performance indicator (National Performance Reporting indicator)	Unit of measure	Service Standard target	2018/19	2019/20	2020/21
QG 2.1	Months of supply remaining at end of reporting period	Months	N/A	22		
QG 2.2	Anticipated capacity to meet demand for next reporting year	OK/Not OK	N/A	OK		
QG 2.3	Available contingency supplies	Yes/No	N/A	YES	Yes	Yes
QG 2.4	Total anticipated water demand for next reporting year	ML	N/A	4064		
QG 2.5	Total anticipated annual water demand in five years' time	ML	N/A	4288		
QG 2.6	Anticipated capacity to meet demand in 5 years' time	OK/Not OK	N/A	OK		
QG 2.7	Planned supply system response	Yes/No	N/A	YES		
QG 2.8	Water restrictions (duration)	Days	N/A	0		
QG 2.9	Water restrictions (severity)	%	N/A	N/A		
QG2.10a	Water restriction duration: PWCM	Days	N/A		366	365
QG2.10b	Water restriction duration: Level 1	Days	N/A		0	0
QG2.10c	Water restriction duration: Level 2	Days	N/A		0	0
QG2.10d	Water restriction duration: Level 3	Days	N/A		0	0
QG2.10e	Water restriction duration: Level 4	Days	N/A		0	0
QG2.10f	Water restriction duration: Level 5	Days	N/A		0	106
QG2.11a	Has asset management planning been undertaken in the last 10 yrs?	Yes/No	N/A		Yes	Yes
QG2.11b	Has drought management planning been undertaken in the last 10 yrs?	Yes/No	N/A		Yes	Yes
QG2.11c	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Yes/No	N/A		Yes	Yes
QG2.11d	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	Yes/No	N/A		Yes	Yes
QG2.11e	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Yes/No	N/A		Yes	Yes
QG2.12	Months water supply remaining as at 30 June (KPI level)	KPI level	N/A		5	5
QG2.13	Confidence water demand will be met: next 18 mths	Level	N/A		High	High
QG2.14	Confidence water demand will be met: next 5 yrs	Level	N/A		Fair	Fair

Finance indicators

Regulator Code	Key performance indicator (National Performance Reporting indicator)	Unit of measure	Service Standard target	2018/19	2019/20	2020/21
QG 3.1	Total water supply capital expenditure	\$'000	N/A	2428	2704	3604.98
QG 3.2	Total sewerage capital expenditure	\$'000	N/A	2116	2411	1088.28
QG 3.3	Capital works grants- water	\$'000	N/A	0	0	708.75
QG 3.4	Capital works grants- sewerage	\$'000	N/A	0	0	0
QG 3.5	Nominal written-down replacement cost of fixed water supply assets	\$'000	N/A	94899	94899	122321
QG 3.6	Nominal written-down replacement cost of fixed sewerage assets	\$'000	N/A	127226	127226	143243
QG 3.7	Current replacement costs of fixed water supply assets	\$'000	N/A	205294	205294	223006
QG 3.8	Current replacement costs of fixed sewerage assets	\$'000	N/A	206530	206530	223051
QG 3.9	Total revenue - water	\$'000	N/A	11892	12605	13597.72
QG 3.10	Total revenue – sewerage	\$'000	N/A	12348	13275	14060.23
QG 3.11	Operating cost - water	\$/property	N/A	159.63	325.97	439.28
QG3.11a	Costs: operating water (NPR)	\$'000	N/A		4710	3644.56
QG 3.12	Operating cost – sewerage	\$/property	N/A	109.44	272.01	338.27
QG3.12a	Costs: operating sewerage	\$'000			3293	4141.16
QG 3.13	Annual maintenance costs water	\$'000	N/A	1494	1727	1558.86
QG 3.14	Annual maintenance costs sewerage	\$'000	N/A	1015	1206	1419.14
QG 3.15	Current cost depreciation – water	\$'000	N/A	3855	3669	3740.84
QG 3.16	Current cost depreciation – sewerage	\$'000	N/A	3643	3472	3507.06
QG 3.17	Previous 5 year average annual renewals expenditure – water	\$'000	N/A	1329	11	1773
QG 3.18	Previous 5 year average annual renewals expenditure – sewerage	\$'000	N/A	1514	22	1222
QG 3.19	Forecast 5 year average annual renewals expenditure – water	\$'000	N/A	1251	1492	1740
QG 3.20	Forecast 5 year average annual renewals expenditure – sewerage	\$'000	N/A	1065	500	359
QG3.21	Costs: any other water	\$'000	N/A		0	3740.84
QG3.22	Costs: any other sewerage	\$'000	N/A		0	3507.06

Customer indicators

Regulator Code	Key performance indicator (National Performance Reporting indicator)	Unit of measure	Service standard target	2018/19	2019/20	2020/21
QG 4.1	Fixed charge - water Operating and capital costs apportioned across all properties in the connected service area.	\$/property	N/A	369.50	376.20	387.50
QG 4.2	Fixed charge - sewerage Operating and capital costs apportioned across all properties in the connected service area	\$/property	N/A	650.40	662.40	682.40
QG 4.3	Annual bill based on 200 kL/annum	\$	N/A	1249.90	1272.60	1321.90
QG 4.4	Typical residential bill Based on the average annual residential water consumption per property	\$	N/A	1200.45	1248.03	1300.48
QG 4.5	Total water main breaks	Per 100km of main	<10	9.8	9.8	10.6
QG 4.6	Total sewerage main breaks and chokes	Per 100 km of main	<10	5.9	14.2	15.6
QG 4.7	Incidence of unplanned interruptions-water	Per 1,000 properties	-	70.5	101.9	157
QG 4.8	Percentage of water incidents (bursts and leaks) responded to within the average response time detailed in customer service standards	%	-	80	Reworded as below	
QG 4.8a	Percent CSS response target met: water incidents	%	80		92.5	72.3
QG 4.9	Percentage of sewerage incidents (bursts and leaks) responded to within the average response time detailed in customer service standards	%	-	94	Reworded as below	
QG4.9a	Percent CSS response target met: sewerage incidents	%	80		98.8	86
QG 4.10	Water quality complaints	Per 1,000 properties	<2	0.2		0.8
QG 4.11	Total water and sewerage complaints	Per 1,000 properties	-	0.5		1.2
QG 4.12	Water service complaints per 1000 connections	Per 1,000 connections	2		0.1	0.2
QG 4.13	Sewerage service complaints per 1000 connections	Per 1,000 connections	0.4		0.0	0.1
QG 4.14	Water and sewerage billing and account complaints per 1000 connections	Per 1,000 connections	N/A		0.1	0.1

Performance against customer service standard

The performance below is against our Customer Service Standard as at 11 December 2019.

Indicator	Service standard	2019/20 result	2020/21 result	Was standard achieved?
Number of water quality complaints per 1,000 properties	Less than 2	0.45	0.80	Yes
Planned water interruptions per 100km of water main	Less than 10	5.33	7.52	Yes
Water Minimum pressure expectation at boundary - Demand Flow	> 12m head	Yes	Yes	Yes
Water Minimum Flow - All except low pressure area - Low pressure area	20L/minute 1L/minute	Yes Yes	Yes Yes	Yes Yes
Response time for unplanned water and sewerage - Urgent less than 1 hour - Non-urgent less than 24 hours	80% 80%	81% 81%	88% 100%	Yes Yes
Unplanned interruptions for water and sewerage less than 5 hours	90%	87%	92%	Yes
Sewerage reliability – number of breaks/chokes per 100 km of sewer main	Less than 10	16.69	17.13	No
Billing – approved overcharged notice correction	7 – 10 business days	99%	100%	Yes
Complaints resolution	Within 10 business days	100%	63%	No
Minimum notice time for planned interruptions	48 hours	100%	100%	Yes

Performance against national performance reporting indicators

Water Resources

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2018/19	2019/20	2020/21
W1	Volume of water sourced from surface water	ML	3524.1	3799.2	3678
W2	Volume of water sourced from groundwater	ML	543.9	605.5	576.6
W3.1	Volume of water sourced from desalination of marine water	ML	N/A	0	0
W5	Total volume of water received from other service providers or operational areas within the urban water system	ML	0	0.6	0
W5.3	Volume of water, excluding recycled water, exported to other services providers or operational areas within the urban water supply system	ML	0	0.6	0
W6	Volume of recycled water received from other service providers or operational areas within the urban water supply system	ML	0	0	0
W7	Total volume of sourced water	ML	4176.1	4445.2	4346.8
W8	Total volume of water supplied to residential customers	ML	1911.6	2183.2	2170
W8.3	Volume of water supplied to residential customers	ML	1911.6	2183.2	2170
W9	Total volume of water supplied to non-residential customers	ML	662.4	1851.4	1974.4
W9.3	Volume of water supplied to non-residential customers	ML	551.8	1813.8	1881.8
W10.1	Volume of non-revenue water	ML	1069.2	649.2	790.1
W11	Total volume of urban water supplied	ML	2574	4034.6	4144.4
W11.3	Total volume potable water produced	ML	3945.2	3997	4051.8
W12	Average annual residential water supplied	kL/ property	157.7	169.3	166.5
W13	Volume of water returned as environmental flows from outside of the urban water supply system	ML	0	0	0
W14	Total volume of water exported to other service providers or operational areas within the urban water supply system	ML	0	0	0
W14.3	Volume of water, excluding recycled water, exported to other service providers or operational areas within the urban water supply system	ML	0	0	0
W15	Volume of recycled water exported to other service providers or operational areas within the urban water supply system	ML	0	0	0

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2018/19	2019/20	2020/21
W16	Volume of wastewater collected – excluding trade waste	ML	2455.9	2494.9	2474.9
W17	Volume of trade waste collected	ML	153.8	140.9	141.3
W18	Total wastewater collected	ML	2609.7	2635.8	2616.2
W18.1	Volume of wastewater exported to other service providers or operational areas within the urban wastewater system	ML	0	0	0
W18.2	Volume of wastewater received from other service providers or operational areas within the urban wastewater system	ML	6.9	0	7.5
W18.3	Volume of wastewater taken from sewer mining	ML	0	0	0
W18.4	Volume of wastewater measured at inlet to treatment works	ML	2609.7	0	2616.2
W18.5	Volume of treated wastewater effluent	ML	2609.7	2535.8	2616.2
W19	Average volume of wastewater collected per property	kL		217.7	213.7
W20	Volume of recycled water supplied - residential	ML	0	0	0
W21	Volume of recycled water supplied to non-residential customers	ML	110.6	37.6	92.6
W23	Volume of recycled water supplied - environmental	ML	0	0	0
W25.1	Volume of recycled water supplied - managed aquifer recharge	ML	0	0	0
W26	Total recycled water supplied	ML	110.6	97.2	92.6
W27	Recycled water as a percentage of total wastewater collected	%	4.2	1.5	3.5
W28.4	Volume of urban stormwater supplied to residential customers	ML	0	0	0
W28.5	Volume of urban stormwater supplied to non-residential customers	ML	0	0	0
W29	Volume of wastewater losses and discharge	ML	2378.3	2177.2	2349.1
W30	Volume of wastewater losses and discharges	MI	91461.6	155	134
W31	Volume of water returned to surface water or groundwater from the urban water supply system (ML)	ML	2.5	0	1.1

Performance against national performance reporting indicators

Assets

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2018/19	2019/20	2020/21
A1	Number of water treatment plants providing full treatment	Number	8	8	8
A2	Length of water mains	km	449.6	451	452.4
A3	Number of properties served per km of water main	Connections per km		32	32
A4	Number of sewage treatment plants	Number	7	7	7
A5	Length of sewage mains and channels	km	425.4	428.9	430.8
A6	Number of properties served per km of sewer main	Connections per km		28.2	28.4
IA8	Number of water main breaks, bursts and leaks	Count	44	44	48
A8	Water main breaks	per 100km of water main	9.8	9.8	10.6
A9	Infrastructure Leakage Index	ILI	4	3.3	3.4
A10	Real losses	L/service connection/d	185.4	113.7	131.9
A11	Real losses	kL/km water main/day	6	3.4	3.9
A14	Sewer main breaks and chokes (QG4.6)	per 100km of sewer main	5.9	14.2	15.6
A15	Property connection sewer breaks and chokes	per 1,000 connections	0.6	1.9	2.3

Performance against national performance reporting indicators

Customers

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2018/19	2019/20	2020/21
C1	Population receiving water supply services	'000s	32.733	33.081	35.182
C2	Connected residential properties - water supply	'000s	12.125	12.899	13.03
C3	Connected non-residential properties - water supply	'000s	1.043	1.550	1.413
C4	Total connected properties – water supply	'000s	13.168	14.449	14.443
C6	Connected residential properties - wastewater	'000s	11.15	11.23	11.363
C7	Connected non-residential properties - wastewater	'000s	0.847	0.876	0.879
C8	Total connected properties - sewerage	'000s	11.997	12.106	12.242
IC9	Number of water quality complaints: water supply	Count	3	6	11
C9	Water quality complaints	Per 1,000 properties	0.2	0.4	0.8
IC10	Number of water service complaints	Count	1	1	3
C10	Water service complaints	Per 1,000 properties	0.1	0.1	0.2
IC11	Number of wastewater service complaints	Count	0	0	1
C11	Sewerage service complaints	Per 1,000 properties	0	0	0.1
IC12	Number of billing and account complaints: water supply and wastewater	Count	0	1	2
C12	Billing and account complaints - water and wastewater	Per 1,000 properties	0	0.1	0.1
IC13	Number of water and wastewater complaints	Count	7	16	18
C13	Total water and wastewater complaints	Per 1,000 properties	0.5	1.1	1.2
C14	Percentage of calls answered by an operator within 30 seconds	%		71	73.5
C15	Average duration of unplanned interruption - water	Minutes	129	201	157.6
IC17	Number of unplanned interruptions: water supply	Count	928	1472	2267
C17	Incident of unplanned interruptions – water (QG4.7)	Per 1,000 properties	70.5	101.9	157
IC18	Number of restrictions for non-payment of water bills	Count	0	0	0
C18	Customers to which restrictions applied for non-payment of water bill	Per 1,000 properties	0	0	0

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2018/19	2019/20	2020/21
IC19	Number of legal actions taken for non-payment of water bills	Count	3	NR	NR
C19	Customers to which legal actions applied for non-payment of water bill	Per 1,000 properties	0	0	0

Performance against national performance reporting indicators

Environment

NPR code	Indicator	Unit of measure	2018/19	2019/20	2020/21
IE1	Volume of wastewater treated to a primary level	ML	0	0	0
E1	Percent of wastewater treated to a primary level	%	0	0	0
IE2	Volume of wastewater treated to a secondary level	ML	128	131.6	134.4
E2	Percent of wastewater treated to a secondary level	%	4.9	5.2	5.1
IE3	Volume of wastewater treated to a tertiary level	ML	2481.7	2404.2	2440.5
E3	Percent of wastewater treated to a tertiary or advanced level	%	95.1	94.8	93.3
E8	Percentage of biosolids reused	%		100	98.7
IE9	Net greenhouse gas emissions: water supply	t CO2eq	2176.5	2514	2353
E9	Net greenhouse gas emissions per 1,000 properties: water supply	t CO2eq per 1,000 properties		174	162.9
IE10	Net greenhouse gas emissions: wastewater	t CO2eq	3312.1	3323	2871
E10	Net greenhouse gas emissions wastewater	t CO2eq per 1,000 properties:		274.5	234.5
IE11	Net greenhouse gas emissions: other	t CO2eq	223.7	13	9
E11	Net greenhouse gas emissions other	t CO2eq per 1000 properties		0.9	0.6
IE12	Total net greenhouse gas emissions	t CO2eq	5712.3	5850	5233
E12	Total net greenhouse gas emissions	t CO2eq per 1,000 properties		404.9	362.3

Performance against national performance reporting indicators

Pricing

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2018/19	2019/20	2020/21
P1	Tariff structure – water		Access Charge and 2 tier usage	Access charge and 2 tier usage	Access charge and 2 tier usage
P1.2	Fixed charge (QG4.1)	\$/ property	369.50	376.20	387.50
P1.3	Usage charge 1 st step (0-250 kL)	\$ per kL	1.15	1.17	1.26
P1.4	Usage charge 2 nd step (>250kL)	\$ per kL	2.05	2.09	2.26
P1.12	Special levies - water	\$/ property	NR	NR	NR
P1.13	Income from special levies retained by the utility - water	Yes/No	NR	No	No
P2	Annual bill based on 200kL/a - water	\$	599.50	610.20	639.50
P3	Typical residential bill – water	\$	550.05	585.63	618.08
P4	Tariff structure: wastewater	Unit per annum		\$82.80 with residential properties charged 8 units	\$85.30 with residential properties charged 8 units
P4.1	Fixed charge – wastewater (QG4.2)	\$	650.40	662.40	682.40
P4.2	Usage charge - wastewater	\$/kl	NR	NR	NR
P4.3	Special levies - wastewater	\$	0	0	0
P4.4	Income from special levies retained by utility	Yes/No	No	No	No
P5	Annual bill based on 200kL/a – wastewater	\$	650.40	662.40	682.40
P6	Typical residential bill – wastewater	\$	650.40	662.40	682.40
P7	Annual bill based on 200kL/annum – water and wastewater (QG4.3)	\$	1249.90	1272.60	1321.90
P8	Typical residential bill – water and wastewater (QG4.4)	\$	1200.45	1248.03	1300.48

Performance against national performance reporting indicators

Financials

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2018/19	2019/20	2020/21
F1	Total Revenue – water	\$'000	11892	12605	13597.72
F2	Total Revenue – wastewater	\$'000	12348	13275	14060.23
F3	Total income for whole of utility	\$'000	24240	25881	28366.7
F4	Percentage of residential revenue from usage charges: water supply	%		77.8	78.1
F5	Revenue per property for water supply	\$/property	903.1	872.38	941.47
F6	Revenue per property for wastewater	\$/property	1029.26	1096.56	1148.52
F7	Total income per property	\$/connection		1791.20	1964.04
F8	Revenue from Community Services obligations	%	0	0	0.024
F9	Nominal written down replacement cost of fixed water supply assets	\$'000	94899	94899	122321
F10	Nominal written down replacement costs of fixed wastewater assets	\$'000	127226	127226	143243
IF11	Operating cost: water supply	\$'000	2102	4710	6344.563
F11	Operating costs – water supply	\$/property	159.63	325.97	439.28
IF12	Operating cost: wastewater	\$'000	1313	3293	4141.162
F12	Operating cost – wastewater	\$/property	109.44	272.01	338.27
F13	Combined operating cost per property: water supply and wastewater	\$/connection		553.88	726.01
F14	Total water supply capital expenditure	\$'000	2428	2704	3604.98
F15	Total wastewater capital expenditure	\$'000	2116	2411	1088.28
F16	Total capital expenditure: water supply and wastewater	\$'000		5115	4693.26
F17	Economic real rate of return – water	Ratio	6.3	4.5	2.9
F18	Economic real rate of return – wastewater	Ratio	5.8	5.1	4.5
F19	Economic real rate of return – water and wastewater	Ratio	6.0	4.8	3.7
F20	Dividend	\$'000	0	0	0
F21	Dividend payout ratio	%	0	0	0
F22	Net debt to equity ratio	%	5.5	11.6	6.7
F23	Interest cover	Ratio	6	33.4	13.8
F24	Net profit after tax	\$'000	4,449	7894	10637.42
F30	NPAT ratio	%	0.2	0.3	0.4
F25	Community Service Obligations	\$'000	534	192	692
F26	Capital grants – water	\$'000	0	0	708.75
F27	Capital grants – wastewater	\$'000	0	0	0
F28	Capital expenditure water supply	\$/connection		187.14	249.6
F29	Capital expenditure wastewater	\$/connection		199.16	88.9

Performance against national performance reporting indicators

Public Health

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2019/20	2020/21
H1	Water Quality guidelines		ADWG	ADWG
H3	Percentage of population where microbiological compliance was achieved	%	98.6	100
H4	Number of zones where chemical compliance was achieved	Number	5	5
H4a	Total number of zones	Number	8	8
H5	Risk based drinking water management plan externally assessed	Yes/No	No	Yes