



ANNUAL PERFORMANCE REPORT

2021-2022

Registered Water Service Provider No. SP485



CONTENTS

About this report	1
Report content	1
Link to Customer Service Standards	2
Link to Annual Report	2
Our strategic direction	3
Our purpose.....	3
Our vision.....	3
Our Corporate Values	3
Key Strategic Themes	3
General indicators.....	4
Water security indicators.....	6
Finance indicators	7
Customer indicators	8
Performance against customer service standard.....	9
Performance against national performance reporting indicators	10
Water Resources.....	10
Assets	12
Customers	13
Environment.....	15
Pricing	16
Financials.....	17
Public Health	18

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 Standards.
- National Performance Reporting indicators, including those included as key performance indicators above.

Link to Customer Service Standards

As part of the Water Industry Regulatory Reporting Reform, water and wastewater service providers are required to review and compare their *Customer Service Standards* 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 Standards* 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* 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



Key Strategic Themes

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	2019/20	2020/21	2021/22
QG 1.1	Length of water mains ¹	Km	N/A	451.0	452.4	455.6
QG 1.2	Length of sewerage mains ²	Km	N/A	428.9	430.8	435.9
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	22.2	25.9	23.4
QG 1.6	Total volume of potable water produced	ML	N/A	3997		
QG1.6a	Volume potable water produced at a water treatment plant	ML	N/A		4051.8	3752.2
QG 1.7	Total treated/drinking water storage	ML	N/A	38.6	38.315	38.315
QG 1.8	Volume of water sourced from surface	ML	N/A	3799.2	3678	3530.9
QG 1.9a	Volume of water sourced from groundwater	ML	N/A	605.5	576.6	530.9
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	97.2	92.6	67.6
QG 1.12	Total water sourced	ML	N/A	4445.2	4346.8	4130.1
QG 1.13	Connected residential properties - water supply	'000	N/A	12.899	13.03	13.300
QG 1.14	Connected non-residential properties - water supply	'000	N/A	1.55	1.413	1.428
QG 1.15	Connected residential properties - sewerage	'000	N/A	11.23	11.363	11.631

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	2019/20	2020/21	2021/22
QG 1.16	Connected non-residential properties – sewerage	'000	N/A	0.876	0.879	0.882
QG 1.17a	Volume of water supplied - residential	ML	N/A	2183.2	2170	2059.4
QG 1.18a	Volume of water supplied - commercial, municipal and industrial	ML	N/A	1164.6	1091.7	1025.3
QG 1.19	Volume of non-revenue water	ML	N/A	649.2	790.1	435.9
QG 1.20	Total full-time equivalent water and sewerage service employees	Number	N/A	39	38	38
QG1.21	Volume all water imported: internal and external	ML	N/A		0.6	1.1
QG1.22	Volume all water exported: internal and external	ML	N/A		0.6	1.1

Water security indicators

Regulator Code	Key performance indicator (National Performance Reporting indicator)	Unit of measure	Service Standard target	2019/20	2020/21	2021/22
QG 2.3	Available contingency supplies	Yes/No	N/A	Yes	Yes	Yes
QG2.10a	Water restriction duration: PWCM	Days	N/A	366	365	365
QG2.10b	Water restriction duration: Level 1	Days	N/A	0	0	0
QG2.10c	Water restriction duration: Level 2	Days	N/A	0	0	0
QG2.10d	Water restriction duration: Level 3	Days	N/A	0	0	0
QG2.10e	Water restriction duration: Level 4	Days	N/A	0	0	0
QG2.10f	Water restriction duration: Level 5	Days	N/A	0	106	0
QG2.11a	Has asset management planning been undertaken in the last 10 yrs?	Yes/No	N/A	Yes	Yes	Yes
QG2.11b	Has drought management planning been undertaken in the last 10 yrs?	Yes/No	N/A	Yes	Yes	Yes
QG2.11c	Has water demand forecasts been developed or reviewed in the last 5 yrs?	Yes/No	N/A	Yes	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	Yes
QG2.11e	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	Yes/No	N/A	Yes	Yes	Yes
QG2.12	Months water supply remaining as at 30 June (KPI level)	KPI level	N/A	5	5	5
QG2.13	Confidence water demand will be met: next 18 mths	Level	N/A	High	High	High
QG2.14	Confidence water demand will be met: next 5 yrs	Level	N/A	Fair	Fair	Fair

Finance indicators

Regulator Code	Key performance indicator (National Performance Reporting indicator)	Unit of measure	Service Standard target	2019/20	2020/21	2021/22
QG 3.1	Total water supply capital expenditure	\$'000	N/A	2704	3604.98	2192.62
QG 3.2	Total sewerage capital expenditure	\$'000	N/A	2411	1088.28	2773
QG 3.3	Capital works grants- water	\$'000	N/A	0	708.75	981
QG 3.4	Capital works grants- sewerage	\$'000	N/A	0	0	2148
QG 3.5	Nominal written-down replacement cost of fixed water supply assets	\$'000	N/A	94899	122321	127664
QG 3.6	Nominal written-down replacement cost of fixed sewerage assets	\$'000	N/A	127226	143243	153010
QG 3.7	Current replacement costs of fixed water supply assets	\$'000	N/A	205294	223006	239362
QG 3.8	Current replacement costs of fixed sewerage assets	\$'000	N/A	206530	223051	240884
QG 3.9	Total revenue - water	\$'000	N/A	12605	13597.72	15104
QG 3.10	Total revenue – sewerage	\$'000	N/A	13275	14060.23	17479
QG 3.11	Operating cost - water	\$/property	N/A	325.97	439.28	422.32
QG3.11a	Costs: operating water (NPR)	\$'000	N/A	4710	3644.56	6220
QG 3.12	Operating cost – sewerage	\$/property	N/A	272.01	338.27	385.88
QG3.12a	Costs: operating sewerage	\$'000		3293	4141.16	4828.52
QG 3.13	Annual maintenance costs water	\$'000	N/A	1727	1558.86	1984
QG 3.14	Annual maintenance costs sewerage	\$'000	N/A	1206	1419.14	4056.57
QG 3.15	Current cost depreciation – water	\$'000	N/A	3669	3740.84	3414.71
QG 3.16	Current cost depreciation – sewerage	\$'000	N/A	3472	3507.06	1773
QG 3.17	Previous 5 year average annual renewals expenditure – water	\$'000	N/A	11	1773	1222
QG 3.18	Previous 5 year average annual renewals expenditure – sewerage	\$'000	N/A	22	1222	1740
QG 3.19	Forecast 5 year average annual renewals expenditure – water	\$'000	N/A	1492	1740	3772
QG 3.20	Forecast 5 year average annual renewals expenditure – sewerage	\$'000	N/A	500	359	359
QG3.21	Costs: any other water	\$'000	N/A	0	3740.84	4056.57
QG3.22	Costs: any other sewerage	\$'000	N/A	0	3507.06	3414.71

Customer indicators

Regulator Code	Key performance indicator (National Performance Reporting indicator)	Unit of measure	Service standard target	2019/20	2020/21	2021/22
QG 4.1	Fixed charge - water Operating and capital costs apportioned across all properties in the connected service area.	\$/property	N/A	376.20	387.50	387.50
QG 4.2	Fixed charge - sewerage Operating and capital costs apportioned across all properties in the connected service area	\$/property	N/A	662.40	682.40	700.00
QG 4.3	Annual bill based on 200 kL/annum	\$	N/A	1272.60	1321.90	1355.50
QG 4.4	Typical residential bill Based on the average annual residential water consumption per property	\$	N/A	1248.03	1300.48	1301.90
QG 4.5	Total water main breaks	Per 100km of main	<10	9.8	10.6	16
QG 4.6	Total sewerage main breaks and chokes	Per 100 km of main	<10	14.2	15.6	19
QG 4.7	Incidence of unplanned interruptions-water	Per 1,000 properties	-	101.9	157	154.7
QG 4.8a	Percent CSS response target met: water incidents	%	80	92.5	72.3	73
QG4.9a	Percent CSS response target met: sewerage incidents	%	80	98.8	86	75
QG 4.10	Water quality complaints	Per 1,000 properties	<2		0.8	0
QG 4.11	Total water and sewerage complaints	Per 1,000 properties	-		1.2	0.3
QG 4.12	Water service complaints per 1000 connections	Per 1,000 connections	2	0.1	0.2	0
QG 4.13	Sewerage service complaints per 1000 connections	Per 1,000 connections	0.4	0.0	0.1	0.3
QG 4.14	Water and sewerage billing and account complaints per 1000 connections	Per 1,000 connections	N/A	0.1	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	2021/22 result	Was standard achieved?
Number of water quality complaints per 1,000 properties	Less than 2	0.45	0.80	0.07	Yes
Planned water interruptions per 100km of water main	Less than 10	5.33	7.52	18.44	No
Water Minimum pressure expectation at boundary - Demand Flow	> 12m head	Yes	Yes	Yes	Yes
Water Minimum Flow - All except low pressure area - Low pressure area	20L/minute 1L/minute	Yes Yes	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%	100% 100%	Yes Yes
Unplanned interruptions for water and sewerage restored in less than 5 hours	90%	87%	92%	100%	Yes
Sewerage reliability – number of breaks/chokes per 100 km of sewer main	Less than 10	16.69	17.13	18.77	No
Billing – approved overcharged notice correction	7 – 10 business days	99%	100%	0%	No
Complaints resolution	Within 10 business days	100%	63%	0%	No
Minimum notice time for planned interruptions	48 hours	100%	100%	100%	Yes

Performance against national performance reporting indicators

Water Resources

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2019/20	2020/21	2021/22
W1	Volume of water sourced from surface water	ML	3799.2	3678	3530.9
W2	Volume of water sourced from groundwater	ML	605.5	576.6	530.9
W3.1	Volume of water sourced from desalination of marine water	ML	0	0	0
W5	Total volume of water received from other service providers or operational areas within the urban water system	ML	0.6	0	0
W5.3	Volume of water, excluding recycled water, exported to other services providers or operational areas within the urban water supply system	ML	0.6	0	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	4445.2	4346.8	4130.1
W8	Total volume of water supplied to residential customers	ML	2183.2	2170	2059.4
W8.3	Volume of water supplied to residential customers	ML	2183.2	2170	2059.4
W9	Total volume of water supplied to non-residential customers	ML	1851.4	1974.4	1800.6
W9.3	Volume of water supplied to non-residential customers	ML	1813.8	1881.8	1733.0
W10.1	Volume of non-revenue water	ML	649.2	790.1	707.7
W11	Total volume of urban water supplied	ML	4034.6	4144.4	3860
W11.3	Total volume potable water produced	ML	3997	4051.8	3792.4
W12	Average annual residential water supplied	kL/ property	169.3	166.5	154.8
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	2019/20	2020/21	2021/22
W16	Volume of wastewater collected – excluding trade waste	ML	2494.9	2474.9	3203.8
W17	Volume of trade waste collected	ML	140.9	141.3	129.7
W18	Total wastewater collected	ML	2635.8	2616.2	333.5
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	0	7.5	10.9
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	0	2616.2	3333.5
W18.5	Volume of treated wastewater effluent	ML	2535.8	2616.2	3333.5
W19	Average volume of wastewater collected per property	kL	217.7	213.7	266.4
W20	Volume of recycled water supplied - residential	ML	0	0	0
W21	Volume of recycled water supplied to non-residential customers	ML	37.6	92.6	67.6
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	97.2	92.6	67.6
W27	Recycled water as a percentage of total wastewater collected	%	1.5	3.5	2
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	2177.2	2349.1	2644.5
W30	Volume of wastewater losses and discharges	MI	155	134	146.1
W31	Volume of water returned to surface water or groundwater from the urban water supply system (ML)	ML	0	1.1	0.5

Performance against national performance reporting indicators

Assets

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2019/20	2020/21	2021/22
A1	Number of water treatment plants providing full treatment	Number	8	8	8
A2	Length of water mains	km	451	452.4	455.6
A3	Number of properties served per km of water main	Connections per km	32	32	32.2
A4	Number of sewage treatment plants	Number	7	7	7
A5	Length of sewage mains and channels	km	428.9	430.8	435.9
A6	Number of properties served per km of sewer main	Connections per km	28.2	28.4	28.7
IA8	Number of water main breaks, bursts and leaks	Count	44	48	73
A8	Water main breaks	per 100km of water main	9.8	10.6	16
A9	Infrastructure Leakage Index	ILI	3.3	3.4	3.5
A10	Real losses	L/service connection/d	113.7	131.9	117.6
A11	Real losses	kL/km water main/day	3.4	3.9	3.5
A14	Sewer main breaks and chokes (QG4.6)	per 100km of sewer main	14.2	15.6	19
A15	Property connection sewer breaks and chokes	per 1,000 connections	1.9	2.3	1.1

Performance against national performance reporting indicators

Customers

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2019/20	2020/21	2021/22
C1	Population receiving water supply services	'000s	33.081	35.182	35.908
C2	Connected residential properties - water supply	'000s	12.899	13.03	13.3
C3	Connected non-residential properties - water supply	'000s	1.550	1.413	1.428
C4	Total connected properties – water supply	'000s	14.449	14.443	14.728
C6	Connected residential properties - wastewater	'000s	11.23	11.363	11.631
C7	Connected non-residential properties - wastewater	'000s	0.876	0.879	0.882
C8	Total connected properties - sewerage	'000s	12.106	12.242	12.513
IC9	Number of water quality complaints: water supply	Count	6	11	0
C9	Water quality complaints	Per 1,000 properties	0.4	0.8	0
IC10	Number of water service complaints	Count	1	3	0
C10	Water service complaints	Per 1,000 properties	0.1	0.2	0
IC11	Number of wastewater service complaints	Count	0	1	4
C11	Sewerage service complaints	Per 1,000 properties	0	0.1	0.3
IC12	Number of billing and account complaints: water supply and wastewater	Count	1	2	1
C12	Billing and account complaints - water and wastewater	Per 1,000 properties	0.1	0.1	0.1
IC13	Number of water and wastewater complaints	Count	16	18	5
C13	Total water and wastewater complaints	Per 1,000 properties	1.1	1.2	0.3
C14	Percentage of calls answered by an operator within 30 seconds	%	71	73.5	69.8
C15	Average duration of unplanned interruption - water	Minutes	201	157.6	105.8
IC17	Number of unplanned interruptions: water supply	Count	1472	2267	2278
C17	Incident of unplanned interruptions – water (QG4.7)	Per 1,000 properties	101.9	157	154.7
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	2019/20	2020/21	2021/22
IC19	Number of legal actions taken for non-payment of water bills	Count	NR	NR	0
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	2019/20	2020/21	2021/22
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	131.6	134.4	176.5
E2	Percent of wastewater treated to a secondary level	%	5.2	5.1	5.3
IE3	Volume of wastewater treated to a tertiary level	ML	2404.2	2440.5	3156.9
E3	Percent of wastewater treated to a tertiary or advanced level	%	94.8	93.3	94.7
E8	Percentage of biosolids reused	%	100	98.7	100
IE9	Net greenhouse gas emissions: water supply	t CO2eq	2514	2353	1917.5
E9	Net greenhouse gas emissions per 1,000 properties: water supply	t CO2eq per 1,000 properties	174	162.9	130.2
IE10	Net greenhouse gas emissions: wastewater	t CO2eq	3323	2871	2011.7
E10	Net greenhouse gas emissions wastewater	t CO2eq per 1,000 properties:	274.5	234.5	160.8
IE11	Net greenhouse gas emissions: other	t CO2eq	13	9	0
E11	Net greenhouse gas emissions other	t CO2eq per 1000 properties	0.9	0.6	0
IE12	Total net greenhouse gas emissions	t CO2eq	5850	5233	3929.2
E12	Total net greenhouse gas emissions	t CO2eq per 1,000 properties	404.9	362.3	266.8

Performance against national performance reporting indicators

Pricing

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2019/20	2020/21	2021/22
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	376.20	387.50	387.50
P1.3	Usage charge 1 st step (0-250 kL)	\$ per kL	1.17	1.26	1.34
P1.4	Usage charge 2 nd step (>250kL)	\$ per kL	2.09	2.26	2.39
P1.12	Special levies - water	\$/ property	NR	NR	NR
P1.13	Income from special levies retained by the utility - water	Yes/No	No	No	No
P2	Annual bill based on 200kL/a - water	\$	610.20	639.50	655.50
P3	Typical residential bill – water	\$	585.63	618.08	601.90
P4	Tariff structure: wastewater	Unit per annum	\$82.80 with residential properties charged 8 units	\$85.30 with residential properties charged 8 units	\$87.50 with residential properties charged 8 units
P4.1	Fixed charge – wastewater (QG4.2)	\$	662.40	682.40	700.00
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	\$	662.40	682.40	700.00
P6	Typical residential bill – wastewater	\$	662.40	682.40	700.00
P7	Annual bill based on 200kL/annum – water and wastewater (QG4.3)	\$	1272.60	1321.90	1355.50
P8	Typical residential bill – water and wastewater (QG4.4)	\$	1248.03	1300.48	1301.90

Performance against national performance reporting indicators

Financials

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2019/20	2020/21	2021/22
F1	Total Revenue – water	\$'000	12605	13597.72	15104
F2	Total Revenue – wastewater	\$'000	13275	14060.23	17479
F3	Total income for whole of utility	\$'000	25881	28366.7	32583
F4	Percentage of residential revenue from usage charges: water supply	%	77.8	78.1	78.2
F5	Revenue per property for water supply	\$/property	872.38	941.47	1025.53
F6	Revenue per property for wastewater	\$/property	1096.56	1148.52	1369.87
F7	Total income per property	\$/connection	1791.20	1964.04	2212.32
F8	Revenue from Community Services obligations	%	0	0.024	0.015
F9	Nominal written down replacement cost of fixed water supply assets	\$'000	94899	122321	127664
F10	Nominal written down replacement costs of fixed wastewater assets	\$'000	127226	143243	153010
IF11	Operating cost: water supply	\$'000	4710	6344.563	6220
F11	Operating costs – water supply	\$/property	325.97	439.28	422.32
IF12	Operating cost: wastewater	\$'000	3293	4141.162	4828.52
F12	Operating cost – wastewater	\$/property	272.01	338.27	385.88
F13	Combined operating cost per property: water supply and wastewater	\$/connection	553.88	726.01	750.17
F14	Total water supply capital expenditure	\$'000	2704	3604.98	2192.62
F15	Total wastewater capital expenditure	\$'000	2411	1088.28	2773
F16	Total capital expenditure: water supply and wastewater	\$'000	5115	4693.26	4965.62
F17	Economic real rate of return – water	Ratio	4.5	2.9	3.8
F18	Economic real rate of return – wastewater	Ratio	5.1	4.5	6
F19	Economic real rate of return – water and wastewater	Ratio	4.8	3.7	5
F20	Dividend	\$'000	0	0	0
F21	Dividend payout ratio	%	0	0	0
F22	Net debt to equity ratio	%	11.6	6.7	5.4
F23	Interest cover	Ratio	33.4	13.8	3.8
F24	Net profit after tax	\$'000	7894	10637.42	3135
F30	NPAT ratio	%	0.3	0.4	0.1
F25	Community Service Obligations	\$'000	192	692	500
F26	Capital grants – water	\$'000	0	708.75	981
F27	Capital grants – wastewater	\$'000	0	0	2148
F28	Capital expenditure water supply	\$/connection	187.14	249.6	148.87
F29	Capital expenditure wastewater	\$/connection	199.16	88.9	221.61

Performance against national performance reporting indicators

Public Health

NPR code	Indicator (Key Performance Indicator)	Unit of measure	2019/20	2020/21	2021/22
H1	Water Quality guidelines		ADWG	ADWG	ADWG
H3	Percentage of population where microbiological compliance was achieved	%	98.6	100	100
H4	Number of zones where chemical compliance was achieved	Number	5	5	5
H4a	Total number of zones	Number	8	8	8
H5	Risk based drinking water management plan externally assessed	Yes/No	No	Yes	No