

# 2022/2023 ANNUAL PERFORMANCE REPORT



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#### About this report

Service providers are required by the Department of Regional Development, Manufacturing and Water (DRDME) to produce an Annual Performance Report. The key performance indicators (KPIs) monitor and benchmark performance. This report is the Annual Performance Report for the 2022/2023 financial year for the water supply schemes in Cooktown, Coen, Laura and Lakeland and are available on the Cook Shire Council website.

#### **Key Performance Indicators**

#### Interpreting our performance

The performance indicators are split into several groups including General Indicators, Water Security Indicators, Financial indicators (only reported Shire Wide) and Customer indicators. They are reported below for water supply schemes in Cooktown, Coen, Lakeland and Laura and for wastewater in Cooktown, Coen and Laura and Shire Wide for water and wastewater. The Customer Service Standard values are from the Water & Wastewater Customer Service Standards document available on the Cook Shire Council website.

NR (Not relevant) – An activity or function that Cook Shire does not undertake.

#### Coen Water

#### General indicators – Coen Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2022/2023
QG1.1	Length water mains	km		7.1
QG1.4a	Number water treatment plants: providing full treatment	Count		1
QG1.4b	Capacity of water treatment plants	ML/day		0.4
QG1.5	Maximum daily demand	ML/day		0.3
QG1.6a	Volume potable water produced at a water treatment plant	ML		54.8
QG1.7	Total potable water storage volume	ML		0.6
QG1.8	Volume water sourced: surface water	ML		67.2
QG1.9a	Volume water sourced: groundwater	ML		2.1
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		69.3
QG1.13	Connected residential properties: water	000s		0.077
QG1.14	Connected non-residential properties: water	000s		0.043
QG1.17a	Volume potable water supplied: residential	ML		34.1
QG1.18a	Volume potable water supplied: non-residential	ML		14.2
QG1.21	Volume all water imported: internal and external	ML		NR
QG1.22	Volume all water exported: internal and external	ML		NR
QG1.23	Volume water lost: potable water	ML		1.2

# Water Security Indicators – Coen Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2022/2023
	, ,		J	-
QG2.10a	Water restriction duration: PWCM	days		NR
QG2.10b	Water restriction duration: Level 1	days		47
QG2.10c	Water restriction duration: Level 2	days		NR
QG2.10d	Water restriction duration: Level 3	days		NR
QG2.10e	Water restriction duration: Level 4	days		NR
QG2.10f	Water restriction duration: Level 5	days		NR
QG2.11a	Has asset management planning been undertaken in the last 10 years?	yes/no		yes
QG2.11b	Has drought management planning been undertaken in the last 10 years?	yes/no		
Q02.11b	Has water demand forecasts been developed or reviewed in the last 5	yes/110		no
QG2.11c	years?	yes/no		no
QG2.11d	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 years?	yes/no		no
QG2.11e	Has the timing for potential future supply augmentation been assessed in the last 10 years?	yes/no		No
QG2.12	Months water supply remaining as at 30 June (KPI level)	1,2,3,4,5,6		4 (13-18 months)
	Confidence water demand will be	high, fair, unsure, low,		,
QG2.13	met: next 18 months	very low		high
	Confidence water demand will be	high, fair, unsure, low,		
QG2.14	met: next 5 years	very low		high
QG2.3	Available contingency supplies	yes/no		yes

#### Customer Indicators – Coen Water

Regulator	Key Performance Indicator (National Performance Reporting		Customer Service	
Code	indicator)	units	Standard Target	2022/2023
				Access to
				infrastructure
QG4.1(text)	Fixed charge: water description	Text		charge
QG4.1(value)	Fixed charge: water value	\$/annum		567
	Water main breaks per 100 km	per 100 km		
QG4.5	water main	water main	<30	28.2
	Average frequency unplanned	per 1000		
QG4.7	interruptions: water	connections	<100	66.7
	Percent CSS response target met:			
QG4.8a	water incidents	% <hr< td=""><td>95</td><td>100</td></hr<>	95	100
	Water quality complaints per 1000	per 1000		
QG4.10	connections	connections	<10	8.3
	Water and sewerage complaints (all)	per 1000		
QG4.11	per 1000 connections	connections	<20	8.3
	Water service complaints per 1000	per 1000		
QG4.12	connections	connections		0
	Water and sewerage billing and			
	account complaints per 1000	per 1000		
QG4.14	connections	connections		0

# Cooktown Water

#### General indicators – Cooktown Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2022/2023
QG1.1	Length water mains	km		70.0
QG1.4a	Number water treatment plants: providing full treatment	Count		1
QG1.4b	Capacity of water treatment plants	ML/day		3.6
QG1.5	Maximum daily demand	ML/day		3.1
QG1.6a	Volume potable water produced at a water treatment plant	ML		662.9
QG1.7	Total potable water storage volume	ML		5.6
QG1.8	Volume water sourced: surface water	ML		833.9
QG1.9a	Volume water sourced: groundwater	ML		0
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		833.9
QG1.13	Connected residential properties: water	000s		0.788
QG1.14	Connected non-residential properties: water	000s		0.190
QG1.17a	Volume potable water supplied: residential	ML		240.4
QG1.18a	Volume potable water supplied: non-residential	ML		179.2
QG1.21	Volume all water imported: internal and external	ML		NR
QG1.22	Volume all water exported: internal and external	ML		NR
QG1.23	Volume water lost: potable water	ML		178.9

# Water Security Indicators – Cooktown Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2022/2023
QG2.10a	Water restriction duration: PWCM	days		0
QG2.10b	Water restriction duration: Level 1	days		0
QG2.10c	Water restriction duration: Level 2	days		0
QG2.10d	Water restriction duration: Level 3	days		0
QG2.10e	Water restriction duration: Level 4	days		0
QG2.10f	Water restriction duration: Level 5 Has asset management planning	days		NR
QG2.11a	been undertaken in the last 10 years?	yes/no		yes
QG2.11b	Has drought management planning been undertaken in the last 10 years?	yes/no		no
QG2.11c	Has water demand forecasts been developed or reviewed in the last 5 years?	yes/no		no
QG2.11d	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 years?	yes/no		no
QG2.11e	Has the timing for potential future supply augmentation been assessed in the last 10 years?	yes/no		no
QG2.12	Months water supply remaining as at 30 June (KPI level)	1,2,3,4,5,6		4 (13-18 months)
QG2.13	Confidence water demand will be met: next 18 months	high, fair, unsure, low, very low		high
QG2.14	Confidence water demand will be met: next 5 years	high, fair, unsure, low, very low		high
QG2.3	Available contingency supplies	yes/no		yes

# Customer Indicators – Cooktown Water

Regulator	Key Performance Indicator (National Performance Reporting		Customer Service	
Code	indicator)	units	Standard Target	2022/2023
				Access to
				infrastructure
QG4.1(text)	Fixed charge: water description	Text		charge
QG4.1(value)	Fixed charge: water value	\$/annum		541
	Water main breaks per 100 km	per 100 km		
QG4.5	water main	water main	<30	17.1
	Average frequency unplanned	per 1000		
QG4.7	interruptions: water	connections	<70	47
	Percent CSS response target met:			
QG4.8a	water incidents	% <hr< td=""><td>95</td><td>100</td></hr<>	95	100
	Water quality complaints per 1000	per 1000		
QG4.10	connections	connections	<5	1
	Water and sewerage complaints	per 1000		
QG4.11	(all) per 1000 connections	connections	<5	4.1
	Water service complaints per 1000	per 1000		
QG4.12	connections	connections		3.1
	Water and sewerage billing and			
	account complaints per 1000	per 1000		
QG4.14	connections	connections		0

# Lakeland Water

#### General indicators – Lakeland Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2022/2023
QG1.1	Length water mains	km		3.5
	Number water treatment plants:			
QG1.4a	providing full treatment	Count		0
QG1.4b	Capacity of water treatment plants	ML/day		NR
QG1.5	Maximum daily demand	ML/day		0.1
,	Volume potable water produced at a	, ,		
QG1.6a	water treatment plant	ML		NR
	·			
QG1.7	Total potable water storage volume	ML		0.3
QG1.8	Volume water sourced: surface water	ML		NR
QG1.9a	Volume water sourced: groundwater	ML		21.9
	Volume water sourced: desalination			
QG1.10	marine water	ML		NR
QG1.12	Volume water sourced: all	ML		21.9
Q01.12	Volume water sourced, an	IVIL		21.5
QG1.13	Connected residential properties: water	000s		0.027
	Connected non-residential properties:			
QG1.14	water	000s		0.017
	Volume potable water supplied:			
QG1.17a	residential	ML		5.6
	Volume potable water supplied: non-			
QG1.18a	residential	ML		16.6
	Volume all water imported: internal and			
QG1.21	external	ML		NR
004.55	Volume all water exported: internal and			
QG1.22	external	ML		NR
QG1.23	Volume water lost: potable water	ML		0.5

# Water Security Indicators – Lakeland Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2022/2023
	Water restriction duration:			
QG2.10a	PWCM	days		0
	Water restriction duration: Level			
QG2.10b	1	days		0
	Water restriction duration: Level			
QG2.10c	2	days		0
	Water restriction duration: Level			
QG2.10d	3	days		0
	Water restriction duration: Level			
QG2.10e	4	days		0
	Water restriction duration: Level			
QG2.10f	5	days		NR
	Has asset management planning			
	been undertaken in the last 10	,		
QG2.11a	years?	yes/no		yes
	Has drought management			
000.441	planning been undertaken in the	,		
QG2.11b	last 10 years?	yes/no		no
	Has water demand forecasts been			
062.11-	developed or reviewed in the last			
QG2.11c	5 years?  Has assessment of key capacity	yes/no		no
	constraints of water			
	infrastructure been undertaken in			
QG2.11d	last 10 years?	yes/no		no
Q02.110	Has the timing for potential future	yes/110		110
	supply augmentation been			
QG2.11e	assessed in the last 10 years?	yes/no		no
<b>4</b> 5-1-1-5	Months water supply remaining	7007110		4 (13-18
QG2.12	as at 30 June (KPI level)	1,2,3,4,5,6		months)
Q02.12	as at so same (in Fierely	high, fair,		····oriens)
	Confidence water demand will be	unsure, low,		
QG2.13	met: next 18 months	very low		high
-		high, fair,		
	Confidence water demand will be	unsure, low,		
QG2.14	met: next 5 years	very low		high
QG2.3	Available contingency supplies	yes/no		yes

# Customer Indicators – Lakeland Water

Regulator	Key Performance Indicator (National Performance Reporting		Customer Service	
Code	indicator)	units	Standard Target	2022/2023
				Access to
				infrastructure
QG4.1(text)	Fixed charge: water description	Text		charge
QG4.1(value)	Fixed charge: water value	\$/annum		541
	Water main breaks per 100 km	per 100 km		
QG4.5	water main	water main	<30	0
	Average frequency unplanned	per 1000		
QG4.7	interruptions: water	connections	>70	0
	Percent CSS response target met:			
QG4.8a	water incidents	% <hr< td=""><td>95</td><td>100</td></hr<>	95	100
	Water quality complaints per 1000	per 1000		
QG4.10	connections	connections	<25	0
	Water and sewerage complaints	per 1000		
QG4.11	(all) per 1000 connections	connections	<50	0
	Water service complaints per 1000	per 1000		
QG4.12	connections	connections		0
	Water and sewerage billing and			
	account complaints per 1000	per 1000		
QG4.14	connections	connections		0

#### Laura Water

#### General indicators – Laura Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2022/2023
QG1.1	Length water mains	km		3.4
QG1.4a	Number water treatment plants: providing full treatment	Count		1
QG1.4b	Capacity of water treatment plants	ML/day		0.4
QG1.5	Maximum daily demand	ML/day		0.2
QG1.6a	Volume potable water produced at a water treatment plant	ML		36.2
QG1.7	Total potable water storage volume	ML		0.3
QG1.8	Volume water sourced: surface water	ML		0
QG1.9a	Volume water sourced: groundwater	ML		40.1
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		40.1
QG1.13	Connected residential properties: water	000s		0.030
QG1.14	Connected non-residential properties: water	000s		0.017
QG1.17a	Volume potable water supplied: residential	ML		16.6
QG1.18a	Volume potable water supplied: non-residential	ML		8.1
QG1.21	Volume all water imported: internal and external	ML		NR
QG1.22	Volume all water exported: internal and external	ML		NR
QG1.23	Volume water lost: potable water	ML		11.2

# Water Security Indicators – Laura Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2022/2023
QG2.10a	Water restriction duration: PWCM	days		0
QG2.10b	Water restriction duration: Level 1	days		0
QG2.10c	Water restriction duration: Level 2	days		0
QG2.10d	Water restriction duration: Level 3	days		0
QG2.10e	Water restriction duration: Level 4	days		0
QG2.10f	Water restriction duration: Level 5	days		NR
QG2.11a	Has asset management planning been undertaken in the last 10 years?	yes/no		yes
QG2.11b	Has drought management planning been undertaken in the last 10 years?	yes/no		no
QG2.11c	Has water demand forecasts been developed or reviewed in the last 5 years?	yes/no		no
QG2.11d	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 years?	yes/no		no
QG2.11e	Has the timing for potential future supply augmentation been assessed in the last 10 years?	yes/no		no
QG2.12	Months water supply remaining as at 30 June (KPI level)	1,2,3,4,5,6		4 (13-18 months)
QG2.13	Confidence water demand will be met: next 18 months	high, fair, unsure, low, very low		high
QG2.14	Confidence water demand will be met: next 5 years	high, fair, unsure, low, very low		high
QG2.3	Available contingency supplies	yes/no		yes

#### Customer Indicators – Laura Water

Regulator	Key Performance Indicator (National Performance Reporting		Customer Service Standard	
Code	indicator)	units	Target	2022/2023
				Access to
				infrastructure
QG4.1(text)	Fixed charge: water description	Text		charge
QG4.1(value)	Fixed charge: water value	\$/annum		567
	Water main breaks per 100 km	per 100 km		
QG4.5	water main	water main	<60	29.4
	Average frequency unplanned	per 1000		
QG4.7	interruptions: water	connections	<70	0
	Percent CSS response target met:			
QG4.8a	water incidents	% <hr< td=""><td>95</td><td>100</td></hr<>	95	100
	Water quality complaints per 1000	per 1000		
QG4.10	connections	connections	<25	0
	Water and sewerage complaints	per 1000		
QG4.11	(all) per 1000 connections	connections	<120	0
	Water service complaints per 1000	per 1000		
QG4.12	connections	connections		0
	Water and sewerage billing and			
	account complaints per 1000	per 1000		
QG4.14	connections	connections		0

# Coen Wastewater

#### General indicators – Coen Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2022/2023
Couc	Terrormance reporting maleatory	units	Standard ranget	2022/2023
QG1.2	Length sewerage mains and channels	km		5.3
QG1.3	Number sewage treatment plants	Count		1
	Connected residential properties:			
QG1.15	sewerage	000s		0.067
	Connected non-residential			
QG1.16	properties: sewerage	000s		0.023

# Customer Indicators – Coen Wastewater

Regulator	Key Performance Indicator (National Performance Reporting		Customer Service	
Code	indicator)	units	Standard Target	2022/2023
				Fixed charge
				per property
QG4.2(text)	Fixed charge: sewerage description	Text		based on a unit number
QG4.2(text)	Fixed charge, sewerage description	Text		unit number
QG4.2(value)	Fixed charge: sewerage value	\$/annum		1214.40
	Sewerage mains breaks/chokes	per 100 km		
QG4.6	per 100 km sewer main	sewer mains	<40	0
	Percent CSS response target met:			
QG4.9a	sewerage incidents	% <hr< td=""><td>95</td><td>100</td></hr<>	95	100
	Water and sewerage complaints	per 1000		
QG4.11	(all) per 1000 connections	connections	<20	0
	Sewerage service complaints per	per 1000		
QG4.13	1000 connections	connections		0
	Water and sewerage billing and			
	account complaints per 1000	per 1000		
QG4.14	connections	connections		0

# Cooktown Wastewater

# General indicators – Cooktown Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2022/2023
	. 5			-
QG1.2	Length sewerage mains and channels	km		62.2
QG1.3	Number sewage treatment plants	Count		1
	Connected residential properties:			
QG1.15	sewerage	000s		0.579
	Connected non-residential			
QG1.16	properties: sewerage	000s		0.074

# Customer Indicators – Cooktown Wastewater

Regulator	Key Performance Indicator (National Performance Reporting		Customer Service	
Code	indicator)	units	Standard Target	2022/2023
				Fixed charge
				per property
				based on a
QG4.2(text)	Fixed charge: sewerage description	Text		unit number.
QG4.2(value)	Fixed charge: sewerage value	\$/annum		982.80
	Sewerage mains breaks/chokes	per 100 km		
QG4.6	per 100 km sewer main	sewer mains	<10	1.6
	Percent CSS response target met:			
QG4.9a	sewerage incidents	% <hr< td=""><td>95</td><td>100</td></hr<>	95	100
	Water and sewerage complaints	per 1000		
QG4.11	(all) per 1000 connections	connections	<5	0
	Sewerage service complaints per	per 1000		
QG4.13	1000 connections	connections		0
	Water and sewerage billing and			
	account complaints per 1000	per 1000		
QG4.14	connections	connections		0

#### Laura Wastewater

#### General indicators – Laura Wastewater

Regulator	Key Performance Indicator (National		Customer Service	
Code	Performance Reporting indicator)	units	Standard Target	2022/2023
QG1.2	Length sewerage mains and channels	km		2
QG1.3	Number sewage treatment plants	Count		1
	Connected residential properties:			
QG1.15	sewerage	000s		0.032
	Connected non-residential			
QG1.16	properties: sewerage	000s		0.009

#### Customer Indicators – Laura Wastewater

Regulator	Key Performance Indicator (National Performance Reporting		Customer Service	
Code	indicator)	units	Standard Target	2022/2023
				Fixed charge
				per property
				based on a
QG4.2(text)	Fixed charge: sewerage description	Text		unit number.
QG4.2(value)	Fixed charge: sewerage value	\$/annum		686.40
	Sewerage mains breaks/chokes	per 100 km		
QG4.6	per 100 km sewer main	sewer mains	<55	0
	Percent CSS response target met:			
QG4.9a	sewerage incidents	% <hr< td=""><td></td><td>100</td></hr<>		100
	Water and sewerage complaints	per 1000		
QG4.11	(all) per 1000 connections	connections	<120	0
	Sewerage service complaints per	per 1000		
QG4.13	1000 connections	connections		0
	Water and sewerage billing and			
	account complaints per 1000	per 1000		
QG4.14	connections	connections		0

# Cook Shire Council Wide Statistics

#### General indicators – Cook Shire Council

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	2022/2023
Code	Reporting indicator)	units	2022/2023
QG1.1	Length water mains	Km	84.0
QG1.2	Length sewerage mains and channels	km	69.4
QG1.20	Total full-time equivalent water + sewerage employees	FTEs	20
QG1.21	Volume all water imported: internal and external	ML	0
QUI.ZI	volume an water imported. Internal and external	IVIL	0
QG1.22	Volume all water exported: internal and external	ML	0
QG1.23	Volume water lost: potable water	ML	191.8
QG1.3	Number sewage treatment plants	Count	3
	Number water treatment plants: providing full		
QG1.4a	treatment	Count	3
QG1.4b	Capacity of water treatment plants	ML/day	4.4
QG1.5	Maximum daily demand	ML/day	3.9
QG1.6a	Volume potable water produced at a water treatment plant	ML	753.9
QG1.7	Total potable water storage volume	ML	6.8
QG1.8	Volume water sourced: surface water	ML	901.1
QG1.9a	Volume water sourced: groundwater	ML	64.1
QG1.10	Volume water sourced: desalination marine water	ML	0
QG1.11	Volume recycled sewage supplied: all	ML	0
QG1.12	Volume water sourced: all	ML	965.2
QG1.13	Connected residential properties: water	000s	0.922
QG1.14	Connected non-residential properties: water	000s	0.267
QG1.15	Connected residential properties: sewerage	000s	0.678
QG1.15	Connected non-residential properties: sewerage	000s	0.106

QG1.17a	Volume potable water supplied: residential	ML	296.7
QG1.17b	Volume raw-PT water supplied: residential	ML	NR
QG1.18a	Volume potable water supplied: non-residential	ML	226.1
QG1.18b	Volume raw-PT water supplied: non-residential	ML	NR

# Water Security Indicators – Cook Shire Council

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	2022/2023
QG2.3	Available contingency supplies	yes/no	yes
QG2.10a	Water restriction duration: PWCM	days	0
QG2.10b	Water restriction duration: Level 1	days	47
QG2.10c	Water restriction duration: Level 2	days	0
QG2.10d	Water restriction duration: Level 3	days	0
QG2.10e	Water restriction duration: Level 4	days	0
QG2.10f	Water restriction duration: Level 5	days	0
QG2.11a	Has asset management planning been undertaken in the last 10 years?	yes/no	yes
QG2.11b	Has drought management planning been undertaken in the last 10 years?	yes/no	no
QG2.11c	Has water demand forecasts been developed or reviewed in the last 5 years?	yes/no	no
	Has assessment of key capacity constraints of water infrastructure been undertaken in last	, co,	
QG2.11d	10 years?	yes/no	no
	Has the timing for potential future supply augmentation been assessed in the last 10		
QG2.11e	years?	yes/no	no
	Months water supply remaining as at 30 June		4 (13-18
QG2.12	(KPI level)	1,2,3,4,5,6	months)
QG2.13	Confidence water demand will be met: next 18 months	high, fair, unsure, low, very low	high
QG2.14	Confidence water demand will be met: next 5 years	high, fair, unsure, low, very low	high

#### Finance Indicators – Cook Shire Council

Regulator	Key Performance Indicator (National Performance		
Code	Reporting indicator)	units	2022/2023
QG3.1	Capital expenditure: water supply	\$	1,534,259
002.2	Canital aynanditura sayyaraga	ے	102.057
QG3.2	Capital expenditure: sewerage	\$	102,057
QG3.3	Capital works grants: water	\$	1,066,000
200.0	Carpital Herric granter Hatel	<u> </u>	
QG3.4	Capital works grants: sewerage	\$	2,000
	Nominal written down replacement cost: fixed		
QG3.5	water assets	\$	36,319,800
	Nominal written down replacement cost: fixed		
QG3.6	sewerage assets	\$	23,249,960
0027	Current replacement easts, fixed water assets	ے	FO 130 0FO
QG3.7	Current replacement costs: fixed water assets	\$	59,139,950
QG3.8	Current replacement costs: fixed sewerage assets	\$	30,471,680
			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
QG3.9	Revenue: all (NPR) water	\$	2,010,218
QG3.10	Revenue: all (NPR) sewerage	\$	1,494,729
062.44		<i>61</i>	4.040.66
QG3.11	Costs: operating water per connection	\$/connection	1,810.66
QG3.11a	Costs: operating water (NPR)	\$	2,251.87
	Cook operating trace (i.i.i.)		
QG3.12	Costs: operating sewerage per connection	\$/connection	1,660.69
QG3.12a	Costs: operating sewerage	\$	1,301.98
0.00.40			
QG3.13	Costs: maintenance water	\$	1,637,365
QG3.14	Costs: maintenance sewerage	\$	1,154,622
Q03.14	costs. mantenance sewerage	7	1,134,022
QG3.15	Current cost depreciation: water	\$	1,243,375
QG3.16	Current cost depreciation: sewerage	\$	660,924
	Previous 5 year average annual renewals		
QG3.17	expenditure: water	\$	666,398
QG3.18	Previous 5 year average annual renewals	\$	102 505
QU3.10	expenditure: sewerage Forecast 5 year average annual renewals	ر ا	192,595
QG3.19	expenditure: water	\$	1,911,000
	Forecast 5 year average annual renewals		,,
QG3.20	expenditure: sewerage	\$	822,400

QG3.21	Costs: any other water	\$ 1,406,035
QG3.22	Costs: any other sewerage	\$ 689,106

#### Customer Indicators – Cook Shire Council

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	2022/2023
			Access to
			infrastructure
QG4.1(text)	Fixed charge: water description	Text	charge
00444   1			
QG4.1(value)	Fixed charge: water value	\$/annum	554
			Fixed charge
			per property based on a
QG4.2(text)	Fixed charge: sewerage description	Text	unit price.
QG4.2(text)	Fixed charge, sewerage description	Text	unit price.
QG4.2(value)	Fixed charge: sewerage value	\$/annum	982.8
QG4.3	Annual bill based on 200kL/a: water + sewerage	\$	1,892.20
QG4.4	Typical Annual residential bill: water + sewerage	\$	2,157.66
		per 100 km	
QG4.5	Water main breaks per 100 km water main	water main	17.9
	Sewerage mains breaks/chokes per 100 km sewer	per 100 km	
QG4.6	main	sewer mains	1.4
	Average frequency unplanned interruptions:	per 1000	
QG4.7	water	connections	45.4
QG4.8a	Percent CSS response target met: water incidents	%	100
Q04.0α	Percent CSS response target met: water incidents  Percent CSS response target met: sewerage	70	100
QG4.9a	incidents	%	100
QG 1.5a	modernes	per 1000	100
QG4.10	Water quality complaints per 1000 connections	connections	1.7
	Water and sewerage complaints (all) per 1000	per 1000	
QG4.11	connections	connections	4.2
		per 1000	
QG4.12	Water service complaints per 1000 connections	connections	2.5
	Sewerage service complaints per 1000	per 1000	
QG4.13	connections	connections	0
	Water and sewerage billing and account	per 1000	
QG4.14	complaints per 1000 connections	connections	0