



## **2019/2020 ANNUAL PERFORMANCE REPORT**



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## About this report

Service providers are required by the Department of Natural Resources, Mines and Energy (DNRME) to produce an Annual Performance Report. The key performance indicators (KPIs) monitor and benchmark performance. This report is the Annual Performance Report for the 2019/2020 financial year for the Water Schemes in Cooktown, Coen, Laura and Lakeland and on the Cook Shire Council website.

## Key Performance Indicators

### Interpreting our performance

The performance indicators are split into different groups – General, Water Security Indicators, Financial indicators (only reported Shire Wide) and Customer indicators. They are reported below for water in Cooktown, Coen, Lakeland and Laura and for wastewater in Cooktown, Coen and Laura and Shire Wide for the whole shire for water and wastewater.

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	2019/2020
<b>General</b>				
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		49.3
QG1.7	Total potable water storage volume	ML		0.6
QG1.8	Volume water sourced: surface water	ML		90.6
QG1.9a	Volume water sourced: groundwater	ML		3.5
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		94.1
QG1.13	Connected residential properties: water	000s		0.066
QG1.14	Connected non-residential properties: water	000s		0.05
QG1.17a	Volume potable water supplied: residential	ML		40.5
QG1.18a	Volume potable water supplied: non-residential	ML		16
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		18.4

## Water Security Indicators – Coen Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2019/2020
<b>Water security indicators</b>				
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 yrs?	yes/no		yes
QG2.11b	Has drought management planning been undertaken in the last 10 yrs?	yes/no		yes
QG2.11c	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes/no		no
QG2.11d	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes/no		no
QG2.11e	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	yes/no		no
QG2.12	Months water supply remaining as at 30 June (KPI level)	1,2,3,4,5,6		3 = 7-12 months
QG2.13	Confidence water demand will be met: next 18 mths	high,fair, unsure,low, very low		high
QG2.14	Confidence water demand will be met: next 5 yrs	high,fair, unsure,low, very low		high
QG2.3	Available contingency supplies	yes/no		yes

## Customer Indicators – Coen Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2019/2020
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		476
QG4.5	Water main breaks per 100 km water main	per 100 km water main	<10	14.1
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	<6	172.4
QG4.8a	Percent CSS response target met: water incidents	%	95	100
QG4.10	Water quality complaints per 1000 connections	per 1000 connections	<5	8.6
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<5	8.6
QG4.12	Water service complaints per 1000 connections	per 1000 connections	<5	0
QG4.14	Water and sewerage billing and account complaints per 1000 connections	per 1000 connections		0

## Cooktown Water

### General indicators – Cooktown Water

<b>Regulator Code</b>	<b>Key Performance Indicator (National Performance Reporting indicator)</b>	<b>units</b>	<b>Customer Service Standard Target</b>	<b>2019/2020</b>
QG1.1	Length water mains	km		68.8
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		3.4
QG1.6a	Volume potable water produced at a water treatment plant	ML		751.2
QG1.7	Total potable water storage volume	ML		5.6
QG1.8	Volume water sourced: surface water	ML		826.7
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		826.7
QG1.13	Connected residential properties: water	000s		0.732
QG1.14	Connected non-residential properties: water	000s		0.185
QG1.17a	Volume potable water supplied: residential	ML		247.6
QG1.18a	Volume potable water supplied: non-residential	ML		249.3
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		235.2

## Water Security Indicators – Cooktown Water

<b>Regulator Code</b>	<b>Key Performance Indicator (National Performance Reporting indicator)</b>	<b>units</b>	<b>Customer Service Standard Target</b>	<b>2019/2020</b>
QG2.10a	Water restriction duration: PWCM	days		0
QG2.10b	Water restriction duration: Level 1	days		50
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 yrs?	yes/no		yes
QG2.11b	Has drought management planning been undertaken in the last 10 yrs?	yes/no		yes
QG2.11c	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes/no		no
QG2.11d	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes/no		no
QG2.11e	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	yes/no		no
QG2.12	Months water supply remaining as at 30 June (KPI level)	1,2,3,4,5,6		3 = 7-12 months
QG2.13	Confidence water demand will be met: next 18 mths	high,fair, unsure,low, very low		high
QG2.14	Confidence water demand will be met: next 5 yrs	high,fair, unsure,low, very low		high
QG2.3	Available contingency supplies	yes/no		no



## Customer Indicators – Cooktown Water

<b>Regulator Code</b>	<b>Key Performance Indicator (National Performance Reporting indicator)</b>	<b>units</b>	<b>Customer Service Standard Target</b>	<b>2019/2020</b>
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		476
QG4.5	Water main breaks per 100 km water main	per 100 km water main	<30	26.2
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	<10	44.7
QG4.8a	Percent CSS response target met: water incidents	%	95	100
QG4.10	Water quality complaints per 1000 connections	per 1000 connections	<5	1.1
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<5	3.3
QG4.12	Water service complaints per 1000 connections	per 1000 connections		1.1
QG4.14	Water and sewerage billing and account complaints per 1000 connections	per 1000 connections		1.1

## Lakeland Water

### General indicators – Lakeland Water

<b>Regulator Code</b>	<b>Key Performance Indicator (National Performance Reporting indicator)</b>	<b>units</b>	<b>Customer Service Standard Target</b>	<b>2019/2020</b>
QG1.1	Length water mains	km		3.5
QG1.4a	Number water treatment plants: providing full treatment	Count		0
QG1.4b	Capacity of water treatment plants	ML/day		0.2
QG1.5	Maximum daily demand	ML/day		0.2
QG1.6a	Volume potable water produced at a water treatment plant	ML		NR
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		27.5
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		27.5
QG1.13	Connected residential properties: water	000s		0.026
QG1.14	Connected non-residential properties: water	000s		0.015
QG1.17a	Volume potable water supplied: residential	ML		11.1
QG1.18a	Volume potable water supplied: non-residential	ML		10.7
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		5.4

## Water Security Indicators – Lakeland Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2019/2020
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 yrs?	yes/no		yes
QG2.11b	Has drought management planning been undertaken in the last 10 yrs?	yes/no		yes
QG2.11c	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes/no		no
QG2.11d	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes/no		no
QG2.11e	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	yes/no		no
QG2.12	Months water supply remaining as at 30 June (KPI level)	1,2,3,4,5,6		6
QG2.13	Confidence water demand will be met: next 18 mths	high,fair, unsure,low, very low		high
QG2.14	Confidence water demand will be met: next 5 yrs	high,fair, unsure,low, very low		high
QG2.3	Available contingency supplies	yes/no		no

## Customer Indicators – Lakeland Water

<b>Regulator Code</b>	<b>Key Performance Indicator (National Performance Reporting indicator)</b>	<b>units</b>	<b>Customer Service Standard Target</b>	<b>2019/2020</b>
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		476
QG4.5	Water main breaks per 100 km water main	per 100 km water main	<6	28.6
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	>6	0
QG4.8a	Percent CSS response target met: water incidents	%	95	100
QG4.10	Water quality complaints per 1000 connections	per 1000 connections	<5	0
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<5	0
QG4.12	Water service complaints per 1000 connections	per 1000 connections		0
QG4.14	Water and sewerage billing and account complaints per 1000 connections	per 1000 connections		0

## Laura Water

### General indicators – Laura Water

<b>Regulator Code</b>	<b>Key Performance Indicator (National Performance Reporting indicator)</b>	<b>units</b>	<b>Customer Service Standard Target</b>	<b>2019/2020</b>
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		49.3
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		51
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		51
QG1.13	Connected residential properties: water	000s		0.019
QG1.14	Connected non-residential properties: water	000s		0.025
QG1.17a	Volume potable water supplied: residential	ML		17.9
QG1.18a	Volume potable water supplied: non-residential	ML		14.9
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		15.5

## Water Security Indicators – Laura Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2019/2020
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 yrs?	yes/no		yes
QG2.11b	Has drought management planning been undertaken in the last 10 yrs?	yes/no		yes
QG2.11c	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes/no		no
QG2.11d	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes/no		no
QG2.11e	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	yes/no		no
QG2.12	Months water supply remaining as at 30 June (KPI level)	1,2,3,4,5,6		6
QG2.13	Confidence water demand will be met: next 18 mths	high,fair,unsure,low,very low		high
QG2.14	Confidence water demand will be met: next 5 yrs	high,fair,unsure,low,very low		high
QG2.3	Available contingency supplies	yes/no		no

## Customer Indicators – Laura Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2019/2020
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		476
QG4.5	Water main breaks per 100 km water main	per 100 km water main	<6	58.8
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	<6	931.8
QG4.8a	Percent CSS response target met: water incidents	%	95	100
QG4.10	Water quality complaints per 1000 connections	per 1000 connections	<5	0
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<5	0
QG4.12	Water service complaints per 1000 connections	per 1000 connections		0
QG4.14	Water and sewerage billing and account complaints per 1000 connections	per 1000 connections		0

## Coen Wastewater

### General indicators – Coen Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2019/2020
QG1.2	Length sewerage mains and channels	km		5.3
QG1.3	Number sewage treatment plants	Count		1
QG1.15	Connected residential properties: sewerage	000s		0.068
QG1.16	Connected non-residential properties: sewerage	000s		0.027

### Customer Indicators – Coen Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2019/2020
QG4.2(text)	Fixed charge: sewerage description	Text		Fixed charge per property based on a unit number
QG4.2(value)	Fixed charge: sewerage value	\$/annum		1013.6
QG4.6	Sewerage mains breaks/chokes per 100 km sewer main	per 100 km sewer mains	<10	38
QG4.9a	Percent CSS response target met: sewerage incidents	%		100
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections		10.5
QG4.13	Sewerage service complaints per 1000 connections	per 1000 connections		10.5
QG4.14	Water and sewerage billing and account complaints per 1000 connections	per 1000 connections		0



## Cooktown Wastewater

### General indicators – Cooktown Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2019/2020
QG1.2	Length sewerage mains and channels	km		62.2
QG1.3	Number sewage treatment plants	Count		1
QG1.15	Connected residential properties: sewerage	000s		0.561
QG1.16	Connected non-residential properties: sewerage	000s		0.088

### Customer Indicators – Cooktown Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2019/2020
QG4.2(text)	Fixed charge: sewerage description	Text		Fixed charge per property based on a unit number.
QG4.2(value)	Fixed charge: sewerage value	\$/annum		865.2
QG4.6	Sewerage mains breaks/chokes per 100 km sewer main	per 100 km sewer mains	<10	3.2
QG4.9a	Percent CSS response target met: sewerage incidents	%		100
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections		3.1
QG4.13	Sewerage service complaints per 1000 connections	per 1000 connections		3.1
QG4.14	Water and sewerage billing and account complaints per 1000 connections	per 1000 connections		0

## Laura Wastewater

### General indicators – Laura Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2019/2020
QG1.2	Length sewerage mains and channels	km		2
QG1.3	Number sewage treatment plants	Count		1
QG1.15	Connected residential properties: sewerage	000s		0.03
QG1.16	Connected non-residential properties: sewerage	000s		0.012

### Customer Indicators – Laura Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2019/2020
QG4.2(text)	Fixed charge: sewerage description	Text		Fixed charge per property based on a unit number.
QG4.2(value)	Fixed charge: sewerage value	\$/annum		576
QG4.6	Sewerage mains breaks/chokes per 100 km sewer main	per 100 km sewer mains	<6	0
QG4.9a	Percent CSS response target met: sewerage incidents	%		100
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections		0
QG4.13	Sewerage service complaints per 1000 connections	per 1000 connections		0
QG4.14	Water and sewerage billing and account complaints per 1000 connections	per 1000 connections		0

## Cook Shire Council Wide Statistics

### General indicators – Cook Shire Council

<b>Regulator Code</b>	<b>Key Performance Indicator (National Performance Reporting indicator)</b>	<b>units</b>	<b>2019/2020</b>
QG1.1	Length water mains	km	82.8
QG1.2	Length sewerage mains and channels	km	69.4
QG1.20	Total full-time equivalent water + sewerage employees	FTEs	19
QG1.21	Volume all water imported: internal and external	ML	NR
QG1.22	Volume all water exported: internal and external	ML	0
QG1.23	Volume water lost: potable water	ML	274.5
QG1.3	Number sewage treatment plants	Count	3
QG1.4a	Number water treatment plants: providing full treatment	Count	3
QG1.4b	Capacity of water treatment plants	ML/day	4.6
QG1.5	Maximum daily demand	ML/day	4.1
QG1.6a	Volume potable water produced at a water treatment plant	ML	849.8
QG1.7	Total potable water storage volume	ML	6.8
QG1.8	Volume water sourced: surface water	ML	917.3
QG1.9a	Volume water sourced: groundwater	ML	82
QG1.10	Volume water sourced: desalination marine water	ML	NR
QG1.11	Volume recycled sewage supplied: all	ML	NR
QG1.12	Volume water sourced: all	ML	999.4
QG1.13	Connected residential properties: water	000s	0.843
QG1.14	Connected non-residential properties: water	000s	0.275
QG1.15	Connected residential properties: sewerage	000s	0.659
QG1.16	Connected non-residential properties: sewerage	000s	0.127
QG1.17a	Volume potable water supplied: residential	ML	317
QG1.17b	Volume raw-PT water supplied: residential	ML	NR
QG1.18a	Volume potable water supplied: non-residential	ML	290.9
QG1.18b	Volume raw-PT water supplied: non-residential	ML	NR

## Water Security Indicators – Cook Shire Council

<b>Regulator Code</b>	<b>Key Performance Indicator (National Performance Reporting indicator)</b>	<b>units</b>	<b>2019/2020</b>
QG2.3	Available contingency supplies	yes/no	no
QG2.10a	Water restriction duration: PWCM	days	0
QG2.10b	Water restriction duration: Level 1	days	50
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 yrs?	yes/no	yes
QG2.11b	Has drought management planning been undertaken in the last 10 yrs?	yes/no	yes
QG2.11c	Has water demand forecasts been developed or reviewed in the last 5 yrs?	yes/no	no
QG2.11d	Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?	yes/no	no
QG2.11e	Has the timing for potential future supply augmentation been assessed in the last 10 yrs?	yes/no	no
QG2.12	Months water supply remaining as at 30 June (KPI level)	1,2,3,4,5,6	3
QG2.13	Confidence water demand will be met: next 18 mths	high,fair,unsure, low,very low	high
QG2.14	Confidence water demand will be met: next 5 yrs	high,fair,unsure, low,very low	high

## Finance Indicators – Cook Shire Council

<b>Regulator Code</b>	<b>Key Performance Indicator (National Performance Reporting indicator)</b>	<b>units</b>	<b>2019/2020</b>
QG3.1	Capital expenditure: water supply	\$,000	748.089
QG3.2	Capital expenditure: sewerage	\$,000	241.623
QG3.3	Capital works grants: water	\$,000	397.149
QG3.4	Capital works grants: sewerage	\$,000	144.974
QG3.5	Nominal written down replacement cost: fixed water assets	\$,000	30677
QG3.6	Nominal written down replacement cost: fixed sewerage assets	\$,000	21416
QG3.7	Current replacement costs: fixed water assets	\$,000	54329
QG3.8	Current replacement costs: fixed sewerage assets	\$,000	29101
QG3.9	Revenue: all (NPR) water	\$,000	1613.921
QG3.10	Revenue: all (NPR) sewerage	\$,000	1358.782
QG3.11	Costs: operating water per connection	\$/connection	1938.18
QG3.11a	Costs: operating water (NPR)	\$,000	2166.884
QG3.12	Costs: operating sewerage per connection	\$/connection	1631.96
QG3.12a	Costs: operating sewerage	\$,000	1282.724
QG3.13	Costs: maintenance water	\$,000	1558.489
QG3.14	Costs: maintenance sewerage	\$,000	1051.171
QG3.15	Current cost depreciation: water	\$,000	961.719
QG3.16	Current cost depreciation: sewerage	\$,000	556.312
QG3.17	Previous 5 year average annual renewals expenditure: water	\$,000	1864.349
QG3.18	Previous 5 year average annual renewals expenditure: sewerage	\$,000	1277.528
QG3.19	Forecast 5 year average annual renewals expenditure: water	\$,000	2369
QG3.20	Forecast 5 year average annual renewals expenditure: sewerage	\$,000	1233
QG3.21	Costs: any other water	\$,000	0
QG3.22	Costs: any other sewerage	\$,000	0

## Customer Indicators – Cook Shire Council

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	2019/2020
QG4.1(text)	Fixed charge: water description	Text	Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum	476
QG4.2(text)	Fixed charge: sewerage description	Text	Fixed charge per property based on a unit price.
QG4.2(value)	Fixed charge: sewerage value	\$/annum	818.26
QG4.3	Annual bill based on 200kL/a: water + sewerage	\$	1450
QG4.4	Typical residential bill: water + sewerage	\$	2069.25
QG4.5	Water main breaks per 100 km water main	per 100 km water main	26.6
QG4.6	Sewerage mains breaks/chokes per 100 km sewer main	per 100 km sewer mains	5.8
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	91.2
QG4.8a	Percent CSS response target met: water incidents	%	100
QG4.9a	Percent CSS response target met: sewerage incidents	%	100
QG4.10	Water quality complaints per 1000 connections	per 1000 connections	1.8
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	6.3
QG4.12	Water service complaints per 1000 connections	per 1000 connections	0.9
QG4.13	Sewerage service complaints per 1000 connections	per 1000 connections	3.8
QG4.14	Water and sewerage billing and account complaints per 1000 connections	per 1000 connections	0.9