



2021/2022 ANNUAL PERFORMANCE REPORT



Table of Contents

Contents

About this report.....	3
Key Performance Indicators.....	3
Interpreting our performance.....	3
Coen Water	4
General indicators – Coen Water.....	4
Water Security Indicators – Coen Water	5
Customer Indicators – Coen Water.....	6
Cooktown Water.....	7
General indicators – Cooktown Water	7
Water Security Indicators – Cooktown Water	8
Customer Indicators – Cooktown Water	9
Lakeland Water.....	10
General indicators – Lakeland Water	10
Water Security Indicators – Lakeland Water	11
Customer Indicators – Lakeland Water	12
Laura Water	13
General indicators – Laura Water	13
Water Security Indicators – Laura Water.....	14
Customer Indicators – Laura Water.....	15
Coen Wastewater	16
General indicators – Coen Wastewater	16
Customer Indicators – Coen Wastewater	16
Cooktown Wastewater	17
General indicators – Cooktown Wastewater.....	17
Customer Indicators – Cooktown Wastewater.....	17
Laura Wastewater.....	18
General indicators – Laura Wastewater	18
Customer Indicators – Laura Wastewater	18
Cook Shire Council Wide Statistics.....	19
General indicators – Cook Shire Council.....	19
Water Security Indicators – Cook Shire Council	20
Finance Indicators – Cook Shire Council	21
Customer Indicators – Cook Shire Council.....	22

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 2021/2022 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.

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	2021/2022
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		66.2
QG1.7	Total potable water storage volume	ML		0.6
QG1.8	Volume water sourced: surface water	ML		83.8
QG1.9a	Volume water sourced: groundwater	ML		1.2
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		85.0
QG1.13	Connected residential properties: water	000s		0.078
QG1.14	Connected non-residential properties: water	000s		0.044
QG1.17a	Volume potable water supplied: residential	ML		46.8
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		5.9

Water Security Indicators – Coen Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
Water security indicators				
QG2.10a	Water restriction duration: PWCM	days		NR
QG2.10b	Water restriction duration: Level 1	days		NR
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		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		yes
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 – Coen Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		515
QG4.5	Water main breaks per 100 km water main	per 100 km water main	<30	42.3
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	<100	163.9
QG4.8a	Percent CSS response target met: water incidents	%	95	100
QG4.10	Water quality complaints per 1000 connections	per 1000 connections	<10	16.4
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<20	24.6
QG4.12	Water service complaints per 1000 connections	per 1000 connections		8.2
QG4.14	Water and sewerage billing and account complaints per 1000 connections	per 1000 connections		0

Cooktown Water

General indicators – Cooktown Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
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		2.4
QG1.6a	Volume potable water produced at a water treatment plant	ML		695.6
QG1.7	Total potable water storage volume	ML		5.6
QG1.8	Volume water sourced: surface water	ML		893.74
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		893.74
QG1.13	Connected residential properties: water	000s		0.782
QG1.14	Connected non-residential properties: water	000s		0.189
QG1.17a	Volume potable water supplied: residential	ML		297.4
QG1.18a	Volume potable water supplied: non-residential	ML		224.9
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		130.6

Water Security Indicators – Cooktown Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
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		yes
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 Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		515
QG4.5	Water main breaks per 100 km water main	per 100 km water main	<30	27.6
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	<70	119.5
QG4.8a	Percent CSS response target met: water incidents	%	95	100
QG4.10	Water quality complaints per 1000 connections	per 1000 connections	<5	2.1
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<5	4.1
QG4.12	Water service complaints per 1000 connections	per 1000 connections		2.1
QG4.14	Water and sewerage billing and account complaints per 1000 connections	per 1000 connections		0

Lakeland Water

General indicators – Lakeland Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
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		0.1
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		NR
QG1.9a	Volume water sourced: groundwater	ML		23.9
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		23.9
QG1.13	Connected residential properties: water	000s		0.026
QG1.14	Connected non-residential properties: water	000s		0.017
QG1.17a	Volume potable water supplied: residential	ML		6.3
QG1.18a	Volume potable water supplied: non-residential	ML		14.5
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		1.4

Water Security Indicators – Lakeland Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
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		yes
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 – Lakeland Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		515
QG4.5	Water main breaks per 100 km water main	per 100 km water main	<60	86
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	>70	233
QG4.8a	Percent CSS response target met: water incidents	%	95	100
QG4.10	Water quality complaints per 1000 connections	per 1000 connections	<25	0
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<50	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

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
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		47.8
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		54.0
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		54.0
QG1.13	Connected residential properties: water	000s		0.028
QG1.14	Connected non-residential properties: water	000s		0.018
QG1.17a	Volume potable water supplied: residential	ML		26.1
QG1.18a	Volume potable water supplied: non-residential	ML		12.7
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		8.2

Water Security Indicators – Laura Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
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		yes
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 Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		515
QG4.5	Water main breaks per 100 km water main	per 100 km water main	<60	88.2
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	<70	304.3
QG4.8a	Percent CSS response target met: water incidents	%	95	100
QG4.10	Water quality complaints per 1000 connections	per 1000 connections	<25	0
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<120	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	2021/2022
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		0.067
QG1.16	Connected non-residential properties: sewerage	000s		0.023

Customer Indicators – Coen Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
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		1104
QG4.6	Sewerage mains breaks/chokes per 100 km sewer main	per 100 km sewer mains	<40	0
QG4.9a	Percent CSS response target met: sewerage incidents	%		100
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<20	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

Cooktown Wastewater

General indicators – Cooktown Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
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		0.577
QG1.16	Connected non-residential properties: sewerage	000s		0.073

Customer Indicators – Cooktown Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
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		936
QG4.6	Sewerage mains breaks/chokes per 100 km sewer main	per 100 km sewer mains	<10	6.4
QG4.9a	Percent CSS response target met: sewerage incidents	%		100
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<5	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

Laura Wastewater

General indicators – Laura Wastewater

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2021/2022
QG1.2	Length sewerage mains and channels	km		2
QG1.3	Number sewage treatment plants	Count		1
QG1.15	Connected residential properties: sewerage	000s		0.032
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	2021/2022
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		624
QG4.6	Sewerage mains breaks/chokes per 100 km sewer main	per 100 km sewer mains	<55	0
QG4.9a	Percent CSS response target met: sewerage incidents	%		100
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<120	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

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	2021/2022
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	20
QG1.21	Volume all water imported: internal and external	ML	0
QG1.22	Volume all water exported: internal and external	ML	0
QG1.23	Volume water lost: potable water	ML	146.2
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	3.1
QG1.6a	Volume potable water produced at a water treatment plant	ML	809.6
QG1.7	Total potable water storage volume	ML	6.8
QG1.8	Volume water sourced: surface water	ML	977.5
QG1.9a	Volume water sourced: groundwater	ML	79.1
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	1056.5
QG1.13	Connected residential properties: water	000s	0.914
QG1.14	Connected non-residential properties: water	000s	0.268
QG1.15	Connected residential properties: sewerage	000s	0.676
QG1.16	Connected non-residential properties: sewerage	000s	0.108

QG1.17a	Volume potable water supplied: residential	ML	376.7
QG1.17b	Volume raw-PT water supplied: residential	ML	NR
QG1.18a	Volume potable water supplied: non-residential	ML	266.2
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	2021/2022
QG2.3	Available contingency supplies	yes/no	yes
QG2.10a	Water restriction duration: PWCM	days	0
QG2.10b	Water restriction duration: Level 1	days	
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
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	yes
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

Finance Indicators – Cook Shire Council

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	2021/2022
QG3.1	Capital expenditure: water supply	\$	826,603
QG3.2	Capital expenditure: sewerage	\$	38,653
QG3.3	Capital works grants: water	\$	826,603
QG3.4	Capital works grants: sewerage	\$	38,653
QG3.5	Nominal written down replacement cost: fixed water assets	\$	30,249,420
QG3.6	Nominal written down replacement cost: fixed sewerage assets	\$	20,848,810
QG3.7	Current replacement costs: fixed water assets	\$	54,366,970
QG3.8	Current replacement costs: fixed sewerage assets	\$	28,917,820
QG3.9	Revenue: all (NPR) water	\$	1,534,846
QG3.10	Revenue: all (NPR) sewerage	\$	1,319,214
QG3.11	Costs: operating water per connection	\$/connection	1,891.09
QG3.11a	Costs: operating water (NPR)	\$	2,235,264
QG3.12	Costs: operating sewerage per connection	\$/connection	1,543
QG3.12a	Costs: operating sewerage	\$	1,210,126
QG3.13	Costs: maintenance water	\$	1,699,532
QG3.14	Costs: maintenance sewerage	\$	1,110,734
QG3.15	Current cost depreciation: water	\$	917,758
QG3.16	Current cost depreciation: sewerage	\$	539,336
QG3.17	Previous 5 year average annual renewals expenditure: water	\$	628,310
QG3.18	Previous 5 year average annual renewals expenditure: sewerage	\$	272,070
QG3.19	Forecast 5 year average annual renewals expenditure: water	\$	2,596,000
QG3.20	Forecast 5 year average annual renewals expenditure: sewerage	\$	913,800

QG3.21	Costs: any other water	\$	917,758
QG3.22	Costs: any other sewerage	\$	539,336

Customer Indicators – Cook Shire Council

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	2021/2022
QG4.1(text)	Fixed charge: water description	Text	Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum	490
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	936
QG4.3	Annual bill based on 200kL/a: water + sewerage	\$	1,839
QG4.4	Typical Annual residential bill: water + sewerage	\$	2,189
QG4.5	Water main breaks per 100 km water main	per 100 km water main	33.8
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	135.4
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	3.4
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	5.9
QG4.12	Water service complaints per 1000 connections	per 1000 connections	2.5
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