



## **2020/2021 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 2020/2021 financial year for the Water Schemes in Cooktown, Coen, Laura and Lakeland and is available 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	2020/2021
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		0.4
QG1.6a	Volume potable water produced at a water treatment plant	ML		61.9
QG1.7	Total potable water storage volume	ML		0.6
QG1.8	Volume water sourced: surface water	ML		80.3
QG1.9a	Volume water sourced: groundwater	ML		6.1
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		86.4
QG1.13	Connected residential properties: water	000s		0.077
QG1.14	Connected non-residential properties: water	000s		0.044
QG1.17a	Volume potable water supplied: residential	ML		41.5
QG1.18a	Volume potable water supplied: non-residential	ML		12.1
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		7.9

## Water Security Indicators – Coen Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2020/2021
<b>Water security indicators</b>				
QG2.10a	Water restriction duration: PWCM	days		0
QG2.10b	Water restriction duration: Level 1	days		6
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 – Coen Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2020/2021
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		490
QG4.5	Water main breaks per 100 km water main	per 100 km water main	<30	14.1
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	<100	124
QG4.8a	Percent CSS response target met: water incidents	%	95	80
QG4.10	Water quality complaints per 1000 connections	per 1000 connections	<10	0
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<20	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

## Cooktown Water

### General indicators – Cooktown Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2020/2021
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		3.1
QG1.6a	Volume potable water produced at a water treatment plant	ML		698.2
QG1.7	Total potable water storage volume	ML		5.6
QG1.8	Volume water sourced: surface water	ML		876.8
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		876.8
QG1.13	Connected residential properties: water	000s		0.778
QG1.14	Connected non-residential properties: water	000s		0.188
QG1.17a	Volume potable water supplied: residential	ML		289.4
QG1.18a	Volume potable water supplied: non-residential	ML		209.4
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		145.4

## Water Security Indicators – Cooktown Water

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	Customer Service Standard Target	2020/2021
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		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>2020/2021</b>
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		490
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	<70	61.1
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	2.1
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	2020/2021
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		0
QG1.9a	Volume water sourced: groundwater	ML		24.4
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		24.4
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		8
QG1.18a	Volume potable water supplied: non-residential	ML		12.1
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		4.1

## Water Security 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>2020/2021</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 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		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>2020/2021</b>
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		490
QG4.5	Water main breaks per 100 km water main	per 100 km water main	<60	28.6
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	>70	0
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

<b>Regulator Code</b>	<b>Key Performance Indicator (National Performance Reporting indicator)</b>	<b>units</b>	<b>Customer Service Standard Target</b>	<b>2020/2021</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		0.3
QG1.6a	Volume potable water produced at a water treatment plant	ML		51.9
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		54.5
QG1.10	Volume water sourced: desalination marine water	ML		NR
QG1.12	Volume water sourced: all	ML		54.5
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		22.8
QG1.18a	Volume potable water supplied: non-residential	ML		20.8
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		8.1

## Water Security 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>2020/2021</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 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		no

## Customer 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>2020/2021</b>
QG4.1(text)	Fixed charge: water description	Text		Access to infrastructure charge
QG4.1(value)	Fixed charge: water value	\$/annum		490
QG4.5	Water main breaks per 100 km water main	per 100 km water main	<60	29.4
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	<70	652.2
QG4.8a	Percent CSS response target met: water incidents	%	95	13
QG4.10	Water quality complaints per 1000 connections	per 1000 connections	<25	21.7
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	<120	21.7
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	2020/2021
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	2020/2021
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		1048
QG4.6	Sewerage mains breaks/chokes per 100 km sewer main	per 100 km sewer mains	<40	19
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	2020/2021
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		0.568
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	2020/2021
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		894
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	<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	2020/2021
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	2020/2021
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		592
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	2020/2021
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	165.4
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	4.0
QG1.6a	Volume potable water produced at a water treatment plant	ML	812
QG1.7	Total potable water storage volume	ML	6.8
QG1.8	Volume water sourced: surface water	ML	957.1
QG1.9a	Volume water sourced: groundwater	ML	85
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	1042.1
QG1.13	Connected residential properties: water	000s	0.909
QG1.14	Connected non-residential properties: water	000s	0.267
QG1.15	Connected residential properties: sewerage	000s	0.666
QG1.16	Connected non-residential properties: sewerage	000s	0.127

QG1.17a	Volume potable water supplied: residential	ML	361.7
QG1.17b	Volume raw-PT water supplied: residential	ML	NR
QG1.18a	Volume potable water supplied: non-residential	ML	254.4
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	2020/2021
QG2.3	Available contingency supplies	yes/no	no
QG2.10a	Water restriction duration: PWCM	days	0
QG2.10b	Water restriction duration: Level 1	days	6
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	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

## Finance Indicators – Cook Shire Council

<b>Regulator Code</b>	<b>Key Performance Indicator (National Performance Reporting indicator)</b>	<b>units</b>	<b>2020/2021</b>
QG3.1	Capital expenditure: water supply	\$	585,000
QG3.2	Capital expenditure: sewerage	\$	100,000
QG3.3	Capital works grants: water	\$	585,000
QG3.4	Capital works grants: sewerage	\$	100,000
QG3.5	Nominal written down replacement cost: fixed water assets	\$	29,633,590
QG3.6	Nominal written down replacement cost: fixed sewerage assets	\$	20,742,710
QG3.7	Current replacement costs: fixed water assets	\$	53,765,860
QG3.8	Current replacement costs: fixed sewerage assets	\$	28,810,320
QG3.9	Revenue: all (NPR) water	\$	1,678,167
QG3.10	Revenue: all (NPR) sewerage	\$	1,419,988
QG3.11	Costs: operating water per connection	\$/connection	1867.67
QG3.11a	Costs: operating water (NPR)	\$	2,196,383
QG3.12	Costs: operating sewerage per connection	\$/connection	1617.56
QG3.12a	Costs: operating sewerage	\$	1,282,724
QG3.13	Costs: maintenance water	\$	1,558,490
QG3.14	Costs: maintenance sewerage	\$	1,051,171
QG3.15	Current cost depreciation: water	\$	961,719
QG3.16	Current cost depreciation: sewerage	\$	556,312
QG3.17	Previous 5 year average annual renewals expenditure: water	\$	2,631,024
QG3.18	Previous 5 year average annual renewals expenditure: sewerage	\$	1,009,278
QG3.19	Forecast 5 year average annual renewals expenditure: water	\$	9,530,000
QG3.20	Forecast 5 year average annual renewals expenditure: sewerage	\$	3,136,000

QG3.21	Costs: any other water	\$	961,719
QG3.22	Costs: any other sewerage	\$	556,312

### Customer Indicators – Cook Shire Council

Regulator Code	Key Performance Indicator (National Performance Reporting indicator)	units	2020/2021
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	894
QG4.3	Annual bill based on 200kL/a: water + sewerage	\$	1,754
QG4.4	Typical Annual residential bill: water + sewerage	\$	2,255.78
QG4.5	Water main breaks per 100 km water main	per 100 km water main	25.4
QG4.6	Sewerage mains breaks/chokes per 100 km sewer main	per 100 km sewer mains	4.3
QG4.7	Average frequency unplanned interruptions: water	per 1000 connections	88.4
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	0.9
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 connections	2.6
QG4.12	Water service complaints per 1000 connections	per 1000 connections	1.7
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