

9.1 H3—Percentage of population for which microbiological compliance was achieved (%)

9.1.1 Introduction

This indicator reports the percentage of the population serviced by the utility for which microbiological compliance was achieved. Compliance is assessed against the *2004 Australian drinking water guidelines* or licence conditions imposed on the utility by the regulator. Typically, utilities record very high (often 100%) compliance, but occasionally there are unforeseen events that result in lower compliance. The cause of non-compliance is not always traceable.

In the 2013–14 reporting year, the median percentage of population for which microbiological compliance was achieved was 100% for each utility group.

Table 9.1 Overview of results: H3 (%)¹

Size group	Range		Number of utilities with increase/decrease from 2012–13		Median		% change in the median from 2012–13
	High	Low	Increase	Decrease	2012–13	2013–14	
100,000+ connected properties	100	99	0	0	100 [†]	100 [†]	0%
	multiple utilities	TasWater					
50,000–100,000 connected properties	100	99	0	2	100	100	0%
	multiple utilities	Coliban Water					
20,000–50,000 connected properties	100	100	2	0	100	100	0%
	multiple utilities	multiple utilities					
10,000–20,000 connected properties	100	100	0	0	100	100	0%
	multiple utilities	multiple utilities					
All size groups (national)	100	99	2	2	100 [†]	100 [†]	0%
	multiple utilities	TasWater					

Table notes

¹ Median percentage of population for which microbiological compliance was achieved is calculated using data from all reporting parties supplying both water services that reported data for H3 for both 2012–13 and 2013–14.

[†] As a result of changes to reporting boundaries for SA Water, the 2012–13 percentage of population for which microbiological compliance was achieved uses data for metropolitan Adelaide, while the 2013–14 figure uses whole of SA Water data.

9.1.2 Results and analysis

Most utilities in all groups reported that 100% of the population achieved microbiological compliance (Tables 9.2–9.5).

In 2013–14, three Tasmanian regional utilities (Ben Lomond Water, Southern Water, and Cradle Mountain Water) amalgamated and, from 1 July 2013, reported as one entity the Tasmanian Water and Sewerage Corporation (TasWater). The microbiological compliance achieved by the three previous regional utilities in Tasmania varied during the period 1 July 2009 – 30 June 2013; however, as cited in the *2013 Urban NPR*, substantial capital works programmes commenced and completed by the previous regional utilities or commenced by the previous regional utilities and completed by TasWater during 2013–14 have addressed many of the water quality issues. This contributed to TasWater reporting that, overall, 99% of the population received microbiologically compliant water in 2013–14 (Table 9.1). TasWater continues to work on addressing the remaining water quality issues.

Clarence Valley reported 100% microbiological compliance for 2013–14, increasing from a low result of 73% in 2012–13 that was attributed to major floods and defects in bird-proofing of the Maclean Reservoir (Table 9.4).

100,000+ group

Table 9.2 H3, 2009–10 to 2013–14 (%), for utilities with 100,000+ connections

Utility	2009–10	2010–11	2011–12	2012–13	2013–14	% change from 2012–13
Sydney Water	100	100	100	100	100	0%
WC (Perth)	100	100	100	100	100	0%
SA Water				100 [†]	100 [†]	0%
Yarra Valley Water	100	100	100	100	100	0%
South East Water	100	100	100	100	100	0%
Queensland Urban Utilities		100	100	100	100	0%
City West Water	100	100	100	100	100	0%
Unitywater		100	100	100	100	0%
Hunter Water	100	100	100	100	100	0%
Gold Coast Water	100			100	100	0%
ACTEW [†]	100	100	100	100	100	0%
Barwon Water	100	100	100	100	100	0%
Logan	100			100	100	0%
TasWater					99	

Table notes

[†] As a result of changes to reporting boundaries for SA Water, the 2012–13 percentage of population for which microbiological compliance was achieved uses data for metropolitan Adelaide, while the 2013–14 figure uses whole of SA Water data.

50,000–100,000 group

Table 9.3 H3, 2009–10 to 2013–14 (%), for utilities with 50,000–100,000 connections

Utility	2009–10	2010–11	2011–12	2012–13	2013–14	% change from 2012–13
Townsville	100		100	100	100	0.0%
Cairns	99	99	100	100	100	0.0%
Gosford	100	100	100	100	100	0.0%
Gippsland Water	100	100	100	100	100	0.0%
Central Highlands Water	100	98	100	100	100	0.0%
Wyang	100	100	100	100	100	0.0%
Western Water	100	100	100	100	100	0.0%
Goulburn Valley Water	100	100	100	100	100	0.0%
P&W (Darwin)	100	100	100	100	100	0.0%
Toowoomba				100	100	–0.2%
Coliban Water	100	99	100	100	99	–0.4%

20,000–50,000 group

Table 9.4 H3, 2009–10 to 2013–14 (%), for utilities with 20,000–50,000 connections

Utility	2009–10	2010–11	2011–12	2012–13	2013–14	% change from 2012–13
Clarence Valley	99	99	99	73	100	37.0%
Tamworth	99	99	100	99	100	1.0%
North East Water	100	100	100	100	100	0.0%
Shoalhaven	100	99	100	100	100	0.0%
WC (Mandurah)	100	100	100	100	100	0.0%
Mackay Water	100	99	100	100	100	0.0%
Wannon Water	100	100	99	100	100	0.0%
MidCoast Water	100	100	100	100	100	0.0%
Wide Bay Water		97	100	100	100	0.0%
Lower Murray Water	100	100	100	100	100	0.0%
Tweed	100	100	100	100	100	0.0%
GWMWater	100	100	100	100	100	0.0%
Fitzroy River Water	100	98		100	100	0.0%
Port Macquarie Hastings	100	100	100	100	100	0.0%
Riverina Water (W)	100	100	100	100	100	0.0%
Coffs Harbour	100	100	100	100	100	0.0%
Albury	100	100	100	100	100	0.0%
East Gippsland Water	100	100	100	100	100	0.0%

10,000–20,000 group**Table 9.5 H3, 2009–10 to 2013–14 (%), for utilities with 10,000–20,000 connections**

Utility	2009–10	2010–11	2011–12	2012–13	2013–14	% change from 2012–13
Eurobodalla	100	100	100	100	100	0.0%
South Gippsland Water	100	100	100	100	100	0.0%
Wingecarribee	100	100	100	100	100	0.0%
WC (Geraldton)	100	100	100	100	100	0.0%
Dubbo	100	100	100	100	100	0.0%
Orange	100	100	100	100	100	0.0%
Aqwest–Bunbury (W)	100	100	100	100	100	0.0%
Queanbeyan	100	100	100	100	100	0.0%
Westernport Water	100	100	100	100	100	0.0%
WC (Albany)	100	100	100	100	100	0.0%
Bathurst	100	100	100	100	100	0.0%
WC (Kal–Boulder) (W)	100	100	100	100	100	0.0%
Bega Valley	100	99	100	100	100	0.0%
Lismore	100	100	100	100	100	0.0%
Ballina	100	100	100	100	100	0.0%
Gympie					100	0.0%
Kempsey	100	100	100	100	100	0.0%
Busselton (W)	100	100	100	100	100	0.0%
P&W (Alice Springs)	100	100	100	100	100	0.0%
Byron	100	100	100	100	100	0.0%
WC (Australind-Eaton)			100	100	100	0.0%
Essential Energy	100	100	100	100	100	0.0%
Goulburn Mulwaree	100	100	100	100	100	0.0%
Goldenfields Water (R)	100	100	100	100	100	0.0%