

Appendix A Individual utility group tables

- Tables A1 to A20 present a summary of key indicators by utility group for the period 2010–11 to 2014–15.
- Utilities are sorted in descending order of percentage change (2013–14 to 2014–15) within each group.
- Unlike the summary tables contained within the body of this report median and mean values presented at the end of each group are based on all utilities reporting within the year.

Table A1 W12—Average annual residential water supplied (kL/property), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Barwon Water	142	152	160	151	156	3
City West Water	139	143	150	145	148	2
SA Water				178	180	1
Logan			140	157	157	0
South East Water	136	139	148	149	149	0
Qld Urban Utilities	138	139	154	156	155	-1
Yarra Valley Water	139	144	156	153	150	-2
Sydney Water	197	193	198	206	201	-2
Unitywater	149	158	163	164	159	-3
WC (Perth)	264	250	249	254	244	-4
Hunter Water	175	163	176	181	168	-7
Icon Water	177	180	199	203	188	-7
Gold Coast			162	187	173	-7
TasWater					172	
Median	146	155	161	164	164	-2
Mean	166	166	171	176	171	-2
50,000–100,000 group						
Cairns	231	245	258	243	263	8
Townsville	287	362	383	404	435	8
Toowoomba		101	130	144	146	1
Coliban Water	144	165	194	190	192	1
P&W (Darwin)	405	471	454	407	409	0
Goulburn Valley Water	199	234	276	266	265	0
Gosford	148	145	157	161	160	-1
Central Highlands Water	125	138	150	150	149	-1
Western Water	158	169	181	182	178	-2
Central Gippsland Water	162	163	176	171	164	-4
Wyong	160	151	166	158	150	-5
Median	161	165	181	182	178	0
Mean	202	213	230	225	228	1
20,000–50,000 group						
Lower Murray Water	313	391	479	450	475	6
GWMWater	161	208	236	226	237	
Wannon Water	134	148	152	140	144	3
Mackay Water	186	231	216	216	214	-1
Coffs Harbour	162	156	161	169	167	-1
WC (Mandurah)	252	239	239	241	238	-1
Tweed	167	163	177	184	178	-3

Utility	2010-11	2011-12	2012-13	2013-14	2014-15	Change from 2013-14 %
Shoalhaven	136	130	149	148	143	-3
Port Macquarie Hastings	147	144	157	157	151	-4
Riverina Water (W)	225	256	347	324	311	-4
North East Water	167	179	216	206	197	-4
MidCoast Water	139	131	143	150	142	-5
East Gippsland Water	145	138	158	151	140	-7
Wide Bay Water	160	170	186	197	181	-8
Clarence Valley	142	139	148	161	147	-9
Fitzroy River Water	254	288	311	348	317	-9
Albury	180	203	255	232	205	-12
Tamworth	216	204	261	287	188	-34
Bundaberg					230	
Gladstone					245	
Redland					168	
Median	164	175	201	202	188	-4
Mean	183	195	222	222	210	-5
10,000-20,000 group						
Gympie				215	300	40
WC (Kal-Boulder) (W)	348	310	335	306	320	5
Bega Valley	129	130	139	134	137	2
Lismore	152	143	145	155	155	0
Westernport Water	69	72	80	80	80	0
WC (Albany)	190	188	179	188	188	0
Byron	159	168	176	181	180	-1
Aqwest-Bunbury (W)	266	255	254	267	265	-1
South Gippsland Water	114	114	119	118	117	-1
Bathurst	182	180	260	227	225	-1
Busselton (W)	285	280	272	287	284	-1
Kempsey	156	143	156	157	155	-1
Orange			180	174	170	-2
WC (Australind/Eaton)		334	338	337	329	-2
Queanbeyan	191	185	175	178	173	-3
Goldenfields Water (R)	176	199	265	287	275	-4
Eurobodalla	109	104	116	119	114	-4
WC (Geraldton)	357	343	327	321	306	-5
Dubbo	263	249	368	350	327	-7
Ballina	162	166	177	194	181	-7
P&W (Alice Springs)	403	470	490	466	432	-7
Essential Energy	219	237	285	281	257	-9
Wingecarribee	159	157	186	200	178	-11
Goulburn Mulwaree	133	138	150	165	139	-16
Livingstone					260	
Western Downs					176	
Southern Downs					210	
Whitsunday					281	
Cassowary Coast					298	
Central Highlands Regional Council					632	
Median	176	182	180	197	218	-2
Mean	201	208	225	224	238	-1

Table A2 W26—Total recycled water supplied (ML), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Barwon Water	1,997	3,483	4,790	5,008	10,157	103
South East Water	1,653	2,277	3,091	2,967	3,891	31
Yarra Valley Water	2,425	2,318	2,687	3,135	3,817	22
SA Water				28,048	31,666	13
City West Water	175	1,216	1,140	138	140	1
Icon Water	4,305	4,607	4,416	4,372	4,352	0
Qld Urban Utilities	10,144	10,104	9,961	9,760	9,322	-4
Hunter Water	4,674	4,664	4,269	4,895	4,600	-6
WC (Perth)	9,134	10,370	10,272	10,029	9,354	-7
TasWater				5,239	4,814	-8
Sydney Water	47,521	45,929	46,951	46,943	43,075	-8
Gold Coast			7,307	8,931	7,269	-19
Unitywater	1,803	1,328	1,713	1,737	1,215	-30
Logan			2,000	1,372	681	-50
Median	3,365	4,045	4,342	4,952	4,707	-5
Mean	8,383	8,630	8,216	9,470	9,597	3
50,000–100,000 group						
Toowoomba		1,338	1,213	1,683	2,864	70
Central Gippsland Water	1,113	1,128	1,651	1,104	1,701	54
P&W (Darwin)	305	376	499	347	492	42
Coliban Water	1,781	3,893	3,346	2,658	3,198	20
Goulburn Valley Water	4,021	6,824	7,344	6,594	7,687	17
Townsville	1,758	2,806	3,166	2,740	2,877	5
Western Water	4,053	4,814	4,880	5,701	5,747	1
Cairns	2,118	3,065	2,101	2,300	2,212	-4
Central Highlands Water	1,410	1,628	1,971	1,683	1,530	-9
Wyong	997	465	877	962	759	-21
Gosford	37	271	28	32	19	-41
Median	1,584	1,628	1,971	1,683	2,212	5
Mean	1,759	2,419	2,461	2,346	2,644	12
20,000–50,000 group						
Wannon Water	825	1,248	1,490	1,251	1,979	58
North East Water	1,312	1,959	2,203	1,895	2,561	35
Lower Murray Water	2,735	2,456	2,491	3,202	3,855	20
Mackay Water	11,099	4,409	8,314	4,412	5,076	15
Clarence Valley	25	109	128	176	195	11
WC (Mandurah)	70	119	104	119	131	10
Port Macquarie Hastings	292	294	242	363	386	6
Tamworth	5,250	3,656	3,595	4,128	4,278	4
Fitzroy River Water	1,537	2,175	1,807	681	696	2
Wagga Wagga	6,357	5,971	5,543	5,523	5,620	2
Albury	5,222	5,287	2,733	2,468	2,398	-3
GWMWater	2,036	2,291	2,366	2,302	2,233	-3
East Gippsland Water	2,511	2,469	2,959	2,903	2,754	-5
MidCoast Water	546	282	848	1,439	1,327	-8
Tweed	436	386	431	604	551	-9
Wide Bay Water	3,105	2,624	4,061	4,794	3,830	-20

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Shoalhaven	863	744	1,992	2,352	1,705	-28
Coffs Harbour	701	489	801	1,436	1,013	-29
Bundaberg					642	
Gladstone					3,521	
Redland					287	
Median	1,424	2,067	2,098	2,098	1,979	2
Mean	2,496	2,054	2,339	2,225	2,145	3
10,000–20,000 group						
Queanbeyan	0	0	0	0	37	
Ballina	123	164	132	273	517	89
South Gippsland Water	40	87	168	108	146	35
Wingecarribee	42	35	98	124	163	31
Kal-Boulder (S)	2,289	1,817	1,793	1,410	1,607	14
Goulburn Mulwaree	1,635	1,540	1,567	1,593	1,806	13
Eurobodalla	160	86	189	216	243	12
Dubbo	1,496	1,396	2,178	1,958	2,183	11
Essential Energy	320	416	629	709	776	9
P&W (Alice Springs)	480	707	1,034	835	910	9
WC (Australind/Eaton)		1,257	1,350	1,378	1,433	4
Orange	1,714	2,218	1,681	2,947	2,826	-4
WC (Geraldton)	233	223	235	237	227	-4
Westernport Water	163	129	238	273	261	-4
WC (Albany)	1,993	1,929	2,051	2,114	2,009	-5
Bathurst			4,788	3,942	3,712	-6
WC (Busselton)			261	245	230	-6
Byron	489	511	596	478	444	-7
Bega Valley	448	485	680	626	446	-29
Kempsey	0	0	10	110	77	-30
WC (Bunbury) (S)	138	111	110	148	102	-31
Gympie				1,243	549	-56
Lismore	0	0	0	34	5	-85
Western Downs					1,025	
Southern Downs					1,545	
Whitsunday					727	
Livingstone					458	
Median	233	320	428	478	517	-4
Mean	619	656	899	913	906	-2

Table A3 P8—Typical residential bill (\$), 2010–10 to 2014–15 (\$), by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Logan			1,347	1,245	1,581	27
Qld Urban Utilities	1,053	1,083	1,121	1,136	1,189	5
Gold Coast			1,481	1,542	1,591	3
Unitywater	1,447	1,367	1,381	1,450	1,487	3
WC (Perth)	1,151	1,205	1,260	1,309	1,336	2
SA Water				1,280	1,299	1
Sydney Water	1,136	1,165	1,162	1,162	1,156	-1
Hunter Water	919	945	1,020	1,025	1,008	-2
Icon Water	1,052	1,147	1,227	1,118	1,097	-2
Barwon Water	921	1,017	1,114	1,073	1,030	-4
City West Water	751	847	850	1,017	906	-11
South East Water	789	886	895	1,090	966	-11
Yarra Valley Water	834	973	999	1,174	1,032	-12
Median	986	1,050	1,141	1,162	1,156	-1
Mean	1,005	1,064	1,155	1,202	1,206	0
50,000–100,000 group						
Gosford	949	970	1,026	1,069	1,119	5
P&W (Darwin)	1,219	1,515	1,857	1,815	1,871	3
Coliban Water	959	1,032	1,112	1,255	1,283	2
Cairns	1,177	1,223	1,254	1,252	1,276	2
Goulburn Valley Water	724	811	903	884	891	1
Townsville	1,347	1,410	1,444	1,498	1,487	-1
Toowoomba			1,201	1,325	1,312	-1
Wyong	949	970	1,019	993	979	-1
Central Gippsland Water	1,199	1,267	1,318	1,263	1,239	-2
Central Highlands Water	1,101	1,171	1,222	1,239	1,185	-4
Western Water	946	1,022	1,021	1,043	964	-8
Median	1,030	1,102	1,201	1,252	1,239	-1
Mean	1,057	1,139	1,216	1,240	1,237	0
20,000–50,000 group						
Albury	710	740	880	925	993	7
Tweed	1,038	1,100	1,191	1,265	1,316	4
Lower Murray Water	756	823	869	887	921	4
WC (Mandurah)	1,224	1,273	1,322	1,356	1,405	4
Clarence Valley	1,108	1,155	1,262	1,357	1,401	3
GWMWater	1,036	1,172	1,265	1,284	1,317	3
Port Macquarie Hastings	1,158	1,184	1,248	1,275	1,304	2
MidCoast Water	1,417	1,459	1,517	1,510	1,535	2
Fitzroy River Water	962	1,017	1,050	1,125	1,136	1
Shoalhaven	970	982	1,035	1,049	1,059	1
Coffs Harbour	1,290	1,303	1,353	1,375	1,388	1
Wide Bay Water	1,321	1,379	1,428	1,482	1,487	0
East Gippsland Water	1,019	1,087	1,186	1,135	1,102	-3
Mackay Water	1,412	1,364	1,415	1,531	1,457	-5
Wannon Water	986	1,115	1,216	1,159	1,101	-5
Tamworth	1,256	1,278	1,360	1,399	1,273	-9
North East Water	803	859	963	927	843	-9

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Bundaberg					1,694	
Gladstone					1,301	
Redland					1,389	
Median	1,038	1,155	1,248	1,275	1,310	1
Mean	1,086	1,135	1,210	1,238	1,271	0
10,000–20,000 group						
Gympie				1,182	1,368	16
Orange	827	849	893	920	987	7
Queanbeyan	1,104	1,116	1,148	1,250	1,341	7
Lismore	1,178	1,243	1,282	1,367	1,438	5
Ballina	1,025	1,137	1,205	1,305	1,362	4
WC (Albany)	1,200	1,247	1,268	1,325	1,381	4
Kempsey	1,193	1,215	1,255	1,325	1,371	3
WC (Australind/Eaton)		1,488	1,564	1,607	1,657	3
Bathurst	832	840	989	975	1,001	3
WC (Geraldton)	1,373	1,426	1,490	1,534	1,572	2
Eurobodalla	1,320	1,333	1,389	1,500	1,533	2
Essential Energy	1,018	1,130	1,274	1,241	1,266	2
Byron	1,372	1,507	1,596	1,637	1,667	2
Dubbo	1,220	1,228	1,469	1,513	1,538	2
Bega Valley	1,580	1,565	1,628	1,628	1,650	1
Wingecarribee	990	1,038	1,153	1,205	1,202	0
P&W (Alice Springs)	1,217	1,521	1,923	1,924	1,910	-1
Westernport Water	1,015	1,056	1,089	1,082	1,072	-1
Goulburn Mulwaree	1,270	1,295	1,331	1,400	1,348	-4
South Gippsland Water	991	1,024	1,048	1,009	957	-5
Western Downs					1,082	
Southern Downs					1,344	
Whitsunday					1,593	
Livingstone					1,543	
Cassowary Coast					1,514	
Central Highlands Regional Council					2,023	
Median	1,185	1,228	1,274	1,325	1,376	2
Mean	1,151	1,224	1,315	1,346	1,412	3

Table A4 P7—Annual bill based on 200 kL (\$), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Qld Urban Utilities	1,201	1,244	1,273	1,289	1,352	5
Unitywater	1,375	1,444	1,471	1,575	1,638	4
Logan			1,553	1,685	1,748	4
WC (Perth)	1,064	1,123	1,170	1,208	1,251	4
Gold Coast			1,614	1,643	1,697	3
Icon Water	1,102	1,194	1,240	1,121	1,136	1
Hunter Water	966	1,021	1,072	1,067	1,079	1
SA Water				1,352	1,365	1
Sydney Water	1,142	1,181	1,166	1,149	1,153	0
Barwon Water	1,035	1,119	1,206	1,184	1,129	-5
Yarra Valley Water	1,025	1,177	1,156	1,390	1,253	-10
South East Water	984	1,091	1,067	1,313	1,183	-10
City West Water	926	1,029	1,006	1,234	1,108	-10
Median	1,049	1,150	1,188	1,289	1,251	1
Mean	1,082	1,162	1,250	1,324	1,315	-1
50,000–100,000 group						
Gosford	1,054	1,086	1,122	1,155	1,208	5
P&W (Darwin)	977	1,147	1,399	1,431	1,476	3
Coliban Water	1,083	1,111	1,125	1,277	1,307	2
Goulburn Valley Water	725	777	818	810	818	1
Wyong	1,035	1,073	1,118	1,080	1,089	1
Cairns	1,144	1,174	1,191	1,205	1,206	0
Townsville	1,335	1,410	1,444	1,498	1,487	-1
Central Gippsland Water	1,269	1,338	1,366	1,319	1,309	-1
Toowoomba			1,444	1,455	1,430	-2
Central Highlands Water	1,239	1,291	1,314	1,312	1,286	-2
Western Water	1,016	1,080	1,055	1,077	1,006	-7
Median	1,068	1,129	1,191	1,277	1,286	0
Mean	1,088	1,149	1,218	1,238	1,238	0
20,000–50,000 group						
Albury	724	738	797	884	988	12
Tweed	1,097	1,173	1,241	1,301	1,370	5
Clarence Valley	1,199	1,254	1,347	1,423	1,495	5
Fitzroy River Water	927	939	972	997	1,041	4
WC (Mandurah)	1,153	1,209	1,251	1,279	1,332	4
Port Macquarie Hastings	1,274	1,312	1,349	1,382	1,429	3
MidCoast Water	1,563	1,633	1,666	1,641	1,693	3
Wide Bay Water	1,382	1,427	1,479	1,478	1,518	3
Lower Murray Water	702	713	713	724	735	2
Shoalhaven	1,071	1,094	1,117	1,134	1,151	1
Coffs Harbour	1,380	1,414	1,454	1,456	1,475	1
Mackay Water	1,292	1,309	1,367	1,395	1,412	1
GWMWater	1,092	1,159	1,208	1,241	1,256	1
Tamworth	1,236	1,272	1,274	1,277	1,290	1
East Gippsland Water	1,101	1,187	1,257	1,228	1,220	-1
Wannon Water	1,101	1,215	1,316	1,281	1,216	-5
North East Water	876	909	925	912	850	-7

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Bundaberg					1,262	
Gladstone					1,220	
Redland					1,389	
Median	1,101	1,209	1,257	1,279	1,276	2
Mean	1,128	1,174	1,220	1,237	1,267	2
10,000–20,000 group						
Queanbeyan	1,132	1,166	1,235	1,331	1,450	9
Orange	901	921	931	969	1,049	8
Gympie				1,139	1,230	8
Ballina	1,089	1,197	1,247	1,316	1,400	6
Essential Energy	994	1,072	1,133	1,103	1,168	6
Lismore	1,292	1,388	1,425	1,492	1,574	5
WC (Geraldton)	1,153	1,184	1,250	1,303	1,366	5
WC (Australind/Eaton)		1,263	1,300	1,342	1,402	4
Dubbo	1,114	1,146	1,182	1,249	1,302	4
WC (Albany)	1,213	1,267	1,306	1,348	1,404	4
Kempsey	1,262	1,317	1,342	1,414	1,464	4
Bathurst	857	869	887	930	960	3
P&W (Alice Springs)	977	1,147	1,399	1,431	1,476	3
Wingecarribee	1,050	1,109	1,177	1,205	1,241	3
Eurobodalla	1,559	1,630	1,652	1,782	1,827	3
Goulburn Mulwaree	1,387	1,407	1,437	1,498	1,519	1
Byron	1,513	1,628	1,703	1,723	1,745	1
Bega Valley	1,750	1,734	1,779	1,790	1,807	1
Westernport Water	1,238	1,283	1,305	1,308	1,301	-1
South Gippsland Water	1,121	1,164	1,188	1,148	1,101	-4
Western Downs					1,106	
Southern Downs					1,386	
Whitsunday					1,439	
Livingstone					1,360	
Cassowary Coast					1,452	
Central Highlands Regional Council					1,282	
Median	1,143	1,197	1,300	1,324	1,393	4
Mean	1,200	1,257	1,309	1,341	1,377	4

Table A5 F8—Revenue from community service obligations (%), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Icon Water	3.7	3.7	3.9	3.3	3.7	12
Yarra Valley Water	6	5.6	6.1	4.8	5.3	10
City West Water	4.1	4	4.3	3.6	3.9	8
South East Water	5.8	5.3	5.7	4.6	4.9	7
Hunter Water	4.9	4.8	4.7	4.6	4.6	0
Sydney Water	7	6	6.3	6	6	0
SA Water	15.6	12.1	7.4	9.7	9.4	-3
TasWater				2.8	2.7	-4
Barwon Water	5.2	4	4.6	5	4.8	-4
Unitywater	5.5	5.6	9.4	1	0.9	-10
Qld Urban Utilities	1.9	2.4	6.3	2	1.8	-10
WC (Perth)	9	8.3	7.9	7.9	6.2	-22
Gold Coast			0	0	0	
Logan			0	0	0	
Median	5.5	5.3	5.7	4.1	4.2	-2
Mean	6.3	5.6	5.1	3.9	3.9	-1
50,000–100,000 group						
Coliban Water	7.4	5.3	5.1	4	4.4	10
Central Gippsland Water	3.9	4	3.9	4	4.2	5
Western Water	3.7	3.9	4	4.6	4.6	0
Goulburn Valley Water	5.9	6	5.7	5.6	5.5	-2
Wyong	1.9	2	1.8	1.7	1.6	-6
Townsville		0	0	1.7	1.6	-6
Gosford	0.8	0.8	1.4	1.4	1.3	-7
Cairns	2.8	2.8	2.8	3.1	2.7	-13
P&W (Darwin)	9	3	2	3.3		
Median	3.8	3	2.8	3.3	3.5	-4
Mean	4.4	3.1	3	3.3	3.2	-2
20,000–50,000 group						
Mackay Water	0.4	0.1	0	0.1	0.2	100
Fitzroy River Water	1.6	1.5	1.7	0.7	1.3	86
East Gippsland Water	5			5.2	6.1	17
Port Macquarie Hastings	2.1	1.7	1.7	1.2	1.4	17
Tamworth	1.1	1	1.1	0.9	1	11
Tweed	2	1.6	1.5	1.1	1.2	9
North East Water	6.3	6.7	5.7	6.1	6.6	8
Albury	1.3	1.2	1	0.9	0.9	0
Clarence Valley	2	1.7	1.6	1.4	1.4	0
Wide Bay Water	0.3	1.8	1.7	0.4	0.4	0
MidCoast Water	1.6	0.9	1.5	1.4	1.4	0
Wannon Water	4.5	3.6	3.9	4.4	4.3	-2
Lower Murray Water	5.4	6.3	6	5.9	5.7	-3
Shoalhaven	1.8	1.8	1.6	1.6	1.5	-6
WC (Mandurah)	30	32.2	19.3	19.9	18.3	-8
GWMWater	9	8.6	7.4	7.1	6.5	-8
Coffs Harbour	1.1	1.1	1.1	1.1	1	-9
Wagga Wagga	1.2	0.9	0.9	1	0.8	-20

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Riverina Water (W)	1.4	1.2	0.8	0.8	0.6	-25
Bundaberg					1.8	
Gladstone					0	
Redland					0.4	
Median	1.8	1.6	1.6	1.2	1.4	0
Mean	4.1	4.1	3.2	3.2	2.9	9
10,000–20,000 group						
Busselton (W)	0.1	0.1	0.1	0.1	4.2	4,100
Ballina	1.2	1.4	1.4	1.1	1.9	73
WC (Busselton) (S)			23	17.6	23.9	36
Essential Energy	1.8	1.3	1.1	1.7	2.2	29
South Gippsland Water	5	5	5.2	5.3	5.5	4
WC (Kal–Boulder) (W)	61	52.8	47.9	58.7	59.1	1
Queanbeyan	1	0.9	0.7	0.5	0.5	0
Gympie				4.4	4.4	0
Bega Valley	1.2	1	1.1	1	1	0
Bathurst	1.2	1.1	0.9	0.8	0.8	0
Byron	0.8	0.8	0.7	0.6	0.6	0
Goldenfields Water (R)	1.3	1	0.9	0.7	0.7	0
Wingecarribee	1.5	1.4	1.3	1.2	1.2	0
WC (Albany)	34.4	27.2	20.8	36.5	34.6	-5
WC (Geraldton)	17.4	15.7	14.1	14.5	13.6	-6
Eurobodalla	1.3	1.3	1.4	1.2	1.1	-8
WC (Australind/Eaton)		27.7	29.2	25.1	22.9	-9
Orange	1.3	1.1	1	0.9	0.8	-11
Kempsey	1.6	1.6	1.5	1.5	1.3	-13
Westernport Water	3.2	2.5	3.6	4.3	3.7	-14
Lismore	1.7	1.3	1.4	1.2	1	-17
Dubbo	0.8	0.9	0.6	0.6	0.5	-17
WC (Bunbury) (S)	28.8	7.1	23.1	22.9	14.4	-37
Goulburn Mulwaree	1.1	1	0.9	0.9	0.2	-78
Aqwest–Bunbury (W)	0		0	0	0	
Kal–Boulder (S)	0	0	0	0	0	
Western Downs					40.6	
Southern Downs					1	
Whitsunday					1.7	
Livingstone					0	
Cassowary Coast					0	
P&W (Alice Springs)	8	13	12	7.5		
Median	1.3	1.3	1.4	1.2	1.2	0
Mean	7.3	7	7.5	7.8	7.9	168

Table A6 F13—Combined operating cost: water and sewerage (\$/property), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Hunter Water	562	548	618	579	623	8
Gold Coast			1,011	1,103	1,149	4
Icon Water	769	840	810	753	764	1
Logan			988	1,064	1,079	1
Qld Urban Utilities	791	899	1,032	1,132	1,135	0
Unitywater	871	946	936	981	974	-1
Sydney Water	633	659	687	676	664	-2
WC (Perth)	508	545	579	595	579	-3
Barwon Water	655	712	623	639	597	-7
SA Water				708	661	-7
City West Water	810	953	914	1,206	1,080	-10
Yarra Valley Water	608	741	717	953	859	-10
South East Water	664	774	724	983	862	-12
TasWater					888	
Median	659	758	767	953	860	-2
Mean	687	762	803	875	851	-3
50,000–100,000 group						
Toowoomba		510	536	647	859	33
Goulburn Valley Water	783	849	817	804	801	0
Central Gippsland Water	1,447	1,916	1,311	1,224	1,194	-2
Cairns	778	797	689	691	672	-3
Coliban Water	620	769	795	796	770	-3
Wyong	818	690	695	684	655	-4
Townsville		731	756	1,052	994	-6
Central Highlands Water	554	890	852	808	763	-6
Gosford	651	715	841	784	710	-9
Western Water	1,096	1,182	1,229	840	693	-18
P&W (Darwin)	1,050	1,119	1,146	1,022		
Median	783	797	817	804	766	-4
Mean	866	924	879	850	811	-2
20,000–50,000 group						
Fitzroy River Water	605	689	660	574	703	22
MidCoast Water	886	1,032	963	917	1,021	11
Lower Murray Water	792	754	623	612	653	7
Shoalhaven	803	781	780	765	775	1
Wannon Water	1,035	1,113	1,000	978	977	0
Tweed	892	877	928	945	943	0
North East Water	799	876	767	809	803	-1
Coffs Harbour	896	913	1,016	1,023	1,014	-1
Port Macquarie Hastings	743	754	865	895	878	-2
GWMWater	915	907	909	953	927	-3
Clarence Valley	823	876	945	891	850	-5
Wide Bay Water	1,036	1,386	417	887	839	-5
WC (Mandurah)	575	563	554	582	548	-6
Tamworth	854	976	989	1,024	941	-8
Albury	759	788	799	747	670	-10
East Gippsland Water	1,004	851	449	947	819	-14

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Mackay Water	1,119	1,252	1,319	1,500	1,269	-15
Bundaberg					765	
Gladstone					2,360	
Redland					862	
Median	854	876	865	895	856	-2
Mean	855	905	823	885	931	-2
10,000–20,000 group						
WC (Australind/Eaton)		796	1,045	784	940	20
Bathurst	917	890	975	964	980	2
Bega Valley	1,266	1,334	1,283	1,261	1,281	2
South Gippsland Water	1,062	1,174	1,088	1,042	1,057	1
Byron	1,139	1,189	1,269	1,275	1,283	1
Kempsey	1,044	990	1,078	1,041	1,040	0
Ballina	1,177	1,246	1,358	1,307	1,292	-1
WC (Geraldton)	731	667	755	698	685	-2
Queanbeyan	1,229	1,266	1,265	1,354	1,322	-2
WC (Albany)	785	795	730	677	660	-3
Orange	827	687	722	769	748	-3
Lismore	1,041	1,102	1,113	1,100	1,066	-3
Dubbo	897	797	854	869	832	-4
Goulburn Mulwaree	775	832	842	799	757	-5
Westernport Water	637	666	690	471	444	-7
Eurobodalla	935	1,031	955	1,004	904	-10
Wingecarribee	707	785	808	921	810	-12
Essential Energy	1,525	1,791	1,534	1,627	1,357	-17
Gympie				892	286	-68
Western Downs					1,111	
Southern Downs					1,479	
Whitsunday					1,203	
Cassowary Coast					925	
Central Highlands Regional Council					1,653	
P&W (Alice Springs)	1,448	1,643	2,103	1,728		
Median	988	990	1,045	984	1,010	-3
Mean	1,008	1,036	1,077	1,030	1,005	-6

Table A7 F16—Total capital expenditure: water and sewerage (\$000s), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
TasWater				75,422	102,481	36
WC (Perth)	700,348	550,203	504,668	262,529	351,732	34
Logan			71,169	59,697	74,642	25
Sydney Water	775,548	770,897	695,266	596,483	627,709	5
South East Water	210,501	185,496	177,054	216,155	221,962	3
Qld Urban Utilities	214,742	277,095	277,047	198,692	190,507	-4
Yarra Valley Water	239,137	246,597	230,736	200,369	173,700	-13
Icon Water	256,668	230,838	143,365	59,393	48,937	-18
Gold Coast			61,950	44,663	35,887	-20
SA Water				270,289	214,335	-21
Barwon Water	193,744	243,088	160,998	89,721	63,497	-29
Hunter Water	174,969	122,350	91,670	110,755	77,397	-30
City West Water	124,422	122,350	158,303	86,796	59,570	-31
Unitywater	159,057	147,272	151,466	143,700	84,449	-41
Median	212,622	236,963	159,650	127,228	93,465	-15
Mean	304,914	289,619	226,974	172,476	166,200	-7
50,000–100,000 group						
Townsville		53,022	42,520	25,124	47,040	87
Goulburn Valley Water	20,775	26,294	19,006	22,597	30,498	35
Toowoomba			45,067	20,078	26,024	30
Central Highlands Water	28,460	23,792	14,568	14,340	15,263	6
Central Gippsland Water	54,249	39,412	54,035	45,719	47,696	4
Wyong	39,395	95,015	26,831	26,807	27,357	2
Western Water	28,888	17,862	17,031	26,598	26,358	-1
Gosford	74,725	45,922	47,712	41,232	36,061	-13
Cairns	27,924	44,175	29,567	36,579	29,233	-20
Coliban Water	39,070	39,780	43,033	42,081	19,820	-53
P&W (Darwin)	51,978	58,080	64,789	25,600		
Median	39,070	41,977	42,520	26,598	28,295	3
Mean	40,607	44,335	36,742	29,705	30,535	8
20,000–50,000 group						
Clarence Valley	13,055	31,870	12,268	11,030	25,504	131
Port Macquarie Hastings	19,483	13,718	14,133	9,057	15,863	75
Coffs Harbour	9,621	7,054	8,864	10,481	13,974	33
Shoalhaven	18,829	28,064	21,900	24,078	22,629	-6
Wannon Water	12,348	28,794	22,398	15,066	12,735	-15
Lower Murray Water	12,867	10,989	9,575	9,750	7,759	-20
East Gippsland Water	13,033	11,348	6,766	10,057	7,606	-24
WC (Mandurah)	43,144	37,424	30,750	29,077	21,645	-26
Albury	4,756	2,613	6,045	5,843	4,130	-29
Fitzroy River Water	40,250	28,103	23,793	22,640	15,844	-30
GWMWater	9,647	16,563	14,378	16,146	10,826	-33
Wide Bay Water	17,173	27,573	18,462	18,006	11,393	-37
MidCoast Water	28,002	85,078	22,303	11,476	6,789	-41
Mackay Water	51,050	46,215	48,000	47,887	26,339	-45
Tweed	8,690	39,186	13,882	13,302	6,997	-47
North East Water	11,328	14,163	37,105	19,657	9,800	-50

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Tamworth	33,120	10,794	13,231	20,982	9,034	-57
Bundaberg					21,777	
Gladstone					10,082	
Redland					15,440	
Median	13,055	27,573	14,378	15,066	12,064	-29
Mean	20,376	25,856	19,050	17,326	13,808	-13
10,000–20,000 group						
Dubbo	6,326	5,792	7,677	4,550	21,085	363
Goulburn Mulwaree	35,844	13,917	4,495	3,908	8,443	116
Wingecarribee	7,413	18,746	14,398	2,968	5,934	100
Bathurst	3,734	6,135	6,952	6,734	13,015	93
WC (Geraldton)	13,941	8,846	13,181	8,356	13,180	58
Essential Energy	7,761	4,390	5,580	4,175	6,302	51
Westernport Water	5,227	12,333	13,294	3,471	4,725	36
WC (Australind/Eaton)		30,110	7,083	3,456	4,632	34
South Gippsland Water	9,610	12,900	7,677	10,010	12,145	21
Lismore	6,669	12,432	9,191	5,030	5,939	18
Kempsey	6,895	3,896	7,072	6,618	6,983	6
Bega Valley	24,030	7,109	4,505	8,305	8,155	-2
Eurobodalla	20,200	17,724	6,924	6,857	6,509	-5
Gympie				6,568	5,405	-18
Orange	5,479	4,570	7,755	28,595	21,857	-24
Ballina	16,831	32,711	28,891	11,079	8,220	-26
Byron	6,303	1,476	2,562	1,984	1,197	-40
WC (Albany)	12,833	10,393	6,175	8,166	4,864	-40
Queanbeyan	1,107	2,355	918	7,213	2,757	-62
Western Downs					16,856	
Southern Downs					3,232	
Whitsunday					723	
Cassowary Coast					5,686	
Central Highlands Regional Council					27,207	
P&W (Alice Springs)	9,214	10,421	11,933	9,857		
Median	7,587	10,393	7,083	6,676	6,406	18
Mean	11,079	11,382	8,751	7,395	8,960	36

Table A8 F28—Capital expenditure: water (\$/property), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Logan			102	157	190	21
Qld Urban Utilities	79	74	116	115	129	12
WC (Perth)	745	575	507	177	195	10
Gold Coast			86	59	62	5
South East Water	106	82	74	65	67	3
Unitywater	86	119	111	110	109	-1
Yarra Valley Water	130	145	156	101	88	-13
City West Water	252	161	334	146	109	-25
Sydney Water	178	165	140	108	80	-26
SA Water				226	151	-33
Icon Water	1,555	1,335	727	264	153	-42
Hunter Water	119	161	130	329	154	-53
Barwon Water	992	1,319	890	483	220	-54
TasWater					251	
Median	154	161	135	146	140	-13
Mean	424	414	281	180	140	-15
50,000–100,000 group						
Townsville		192	308	98	317	223
Goulburn Valley Water	277	349	187	225	426	89
Central Highlands Water	273	210	61	113	127	12
Western Water	242	140	95	178	194	9
Central Gippsland Water	289	222	218	147	147	0
Toowoomba			115	213	193	-9
Cairns	185	326	160	267	209	-22
Wyong	574	1,390	234	328	250	-24
Gosford	659	198	183	183	94	-49
Coliban Water	310	440	497	416	116	-72
P&W (Darwin)	560	354	463	248		
Median	289	274	187	213	194	-5
Mean	374	382	229	220	207	16
20,000–50,000 group						
Port Macquarie Hastings	233	259	213	82	325	296
Riverina Water (W)	321	218	196	213	397	86
Mackay Water	974	1,065	535	338	435	29
Shoalhaven	430	130	95	230	218	-5
Lower Murray Water	116	168	153	174	164	-6
Wannon Water	177	278	126	164	146	-11
Wide Bay Water	369	569	378	289	257	-11
Clarence Valley	238	93	118	103	90	-13
Albury	103	114	153	105	88	-16
Fitzroy River Water	583	331	344	372	292	-22
Coffs Harbour	249	69	143	68	53	-22
WC (Mandurah)	949	522	499	252	171	-32
North East Water	186	240	307	223	132	-41
Tamworth	234	314	511	520	305	-41
East Gippsland Water	290	186	151	218	111	-49
MidCoast Water	458	1,238	286	198	80	-60

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
GWMWater	132	234	314	442	178	-60
Tweed	192	212	173	276	61	-78
Bundaberg					88	
Gladstone					136	
Redland					26	
Median	244	237	205	220	146	-19
Mean	346	347	261	237	179	-3
10,000–20,000 group						
Wingecarribee	143	143	135	40	146	265
Goulburn Mulwaree	3,219	1,146	279	249	551	121
Busselton (W)	329	566	143	133	289	117
WC (Australind/Eaton)		2,814	86	103	215	109
Bathurst	133	290	183	237	473	100
WC (Geraldton)	789	452	605	257	490	91
Bega Valley	1,351	369	145	184	283	54
Ballina	190	127	119	151	215	42
South Gippsland Water	249	210	161	97	134	38
WC (Albany)	119	138	167	166	210	27
Dubbo	81	112	269	99	123	24
Essential Energy	534	278	338	300	350	17
Eurobodalla	463	193	142	120	131	9
Gympie				151	158	5
Kempsey	436	150	373	411	428	4
Aqwest–Bunbury (W)	232	263	238	171	162	-5
Byron	102	13	92	39	31	-21
Orange	292	202	425	1,610	1,055	-34
Lismore	130	120	145	163	87	-47
Westernport Water	202	234	819	106	46	-57
Queanbeyan	25	38	35	128	52	-59
WC (Kal–Boulder) (W)	2,873	1,750	1,453	6,168	321	-95
Goldenfields Water (R)					162	
Western Downs					615	
Southern Downs					275	
Whitsunday					2	
Cassowary Coast					305	
Central Highlands Regional Council					2,300	
P&W (Alice Springs)	591	590	539	357		
Median	249	222	175	163	215	20
Mean	594	464	313	497	343	32

Table A9 F29—Capital expenditure: sewerage (\$/property), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
WC (Perth)	223	173	168	173	266	54
Barwon Water	465	465	267	151	232	54
Icon Water	157	165	181	104	143	38
Logan			668	469	573	22
Hunter Water	684	390	278	148	179	21
Sydney Water	261	268	243	221	261	18
South East Water	226	205	196	257	257	0
SA Water				171	168	-2
Qld Urban Utilities	334	445	405	251	216	-14
Yarra Valley Water	229	214	173	181	152	-16
Gold Coast			184	137	93	-32
City West Water	87	163	73	70	35	-50
Unitywater	550	453	467	427	195	-54
TasWater					296	
Median	245	241	220	173	206	0
Mean	322	294	275	212	219	3
50,000–100,000 group						
Toowoomba			854	169	315	86
Wyong	81	181	212	110	186	69
Townsville		565	259	243	289	19
Gosford	412	465	504	403	418	4
Central Gippsland Water	681	453	708	630	649	3
Central Highlands Water	226	201	198	126	121	-4
Coliban Water	315	165	136	198	176	-11
Western Water	347	214	237	323	286	-11
Cairns	196	253	228	263	212	-19
Goulburn Valley Water	124	151	178	204	129	-37
P&W (Darwin)	522	803	815	238		
Median	315	233	237	238	249	0
Mean	323	345	394	264	278	10
20,000–50,000 group						
Clarence Valley	551	2,043	666	603	1,603	166
GWMWater	222	369	182	92	205	123
Coffs Harbour	153	230	228	373	533	43
Tweed	84	1,050	280	149	164	10
East Gippsland Water	380	397	184	273	265	-3
MidCoast Water	342	1,080	323	110	105	-5
Shoalhaven	1,963	540	424	316	295	-7
Port Macquarie Hastings	468	221	285	240	215	-10
Wagga Wagga	238	261	144	183	161	-12
Wannon Water	151	500	490	231	183	-21
WC (Mandurah)	114	456	267	495	366	-26
Fitzroy River Water	476	403	255	390	227	-42
Lower Murray Water	340	204	167	145	83	-43
Albury	115	0	115	154	78	-49
North East Water	67	71	538	206	76	-63
Wide Bay Water	115	224	192	243	72	-70

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Tamworth	1,508	222	124	509	123	-76
Mackay Water	315	123	669	863	198	-77
Bundaberg					771	
Gladstone					317	
Redland					274	
Median	277	315	261	242	205	-16
Mean	422	466	307	310	301	-9
10,000–20,000 group						
Dubbo	319	249	198	178	1,152	547
Orange	45	74	34	56	204	264
Essential Energy	222	151	210	105	269	156
WC (Bunbury) (S)	271	334	624	546	1,329	143
Westernport Water	159	626	38	126	280	122
Bathurst	116	118	276	197	352	79
Lismore	384	851	562	212	367	73
Goulburn Mulwaree	160	153	179	125	212	70
Wingecarribee	330	1,095	808	141	199	41
Kal-Boulder (S)	178	121	97	49	66	35
South Gippsland Water	317	549	278	489	561	15
Kempsey	172	216	254	153	166	8
WC (Geraldton)	51	103	201	310	332	7
WC (Busselton) (S)			2,239	1,681	1,664	-1
WC (Australind/Eaton)		131	745	270	245	-9
Eurobodalla	632	780	232	250	218	-13
Bega Valley	396	150	200	464	334	-28
Gympie				404	284	-30
Ballina	1,041	2,313	1,981	636	364	-43
Byron	502	127	148	147	80	-46
Queanbeyan	44	109	21	306	107	-65
WC (Albany)	974	748	318	481	130	-73
Western Downs					1,060	
Southern Downs					14	
Whitsunday					60	
Cassowary Coast					292	
Central Highlands Regional Council					42	
P&W (Alice Springs)	225	334	538	535		
Median	248	216	243	250	269	12
Mean	327	444	463	342	385	57

Table A10 C9—Water quality complaints (no. per 1,000 properties), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Logan			4	4.2	7	67
City West Water	0.6	0.7	0.7	0.4	0.6	50
Icon Water	1	0.9	0.8	1.1	1.2	9
WC (Perth)	6.7	6.9	0.1	0.1	0.1	0
SA Water				1	1	0
Hunter Water	2.8	2.9	2.9	3.4	3	-12
Gold Coast			1.2	1.2	1	-17
Barwon Water	2	1.8	2.1	1.6	1.3	-19
Qld Urban Utilities	4.1	5.2	3.2	2.7	2	-26
Yarra Valley Water	3.3	3.6	4.2	3.7	2.6	-30
Sydney Water	0.6	0.5	0.5	0.3	0.2	-33
South East Water	2	2	2.7	2.7	1.8	-33
Unitywater				0.1	0	-100
Median	2	2	2.1	1.2	1.2	-17
Mean	2.6	2.7	2	1.7	1.7	-11
50,000–100,000 group						
Wyong	17.1	7.6	17.9	5.2	10	92
P&W (Darwin)	2.6	6.3	1.9	1.8	2.1	17
Coliban Water	5.3	5.2	3	3	3.4	13
Central Gippsland Water	2.8	7.2	4	4	4.3	7
Cairns	2.9	3.1	2.7	3	3	0
Townsville	2.2	0.9	1.3	1	1	0
Western Water	3.7	3.1	3.2	3.9	3.4	-13
Gosford	9.3	13.7	25	14.9	11.9	-20
Toowoomba			2.1	2.6	2	-23
Goulburn Valley Water	6.6	5	3.3	3.1	1.6	-48
Central Highlands Water	3.8	3.4	3.9	3.2	1.2	-62
Median	3.8	5.1	3.2	3.1	3	0
Mean	5.6	5.6	6.2	4.2	4	-3
20,000–50,000 group						
Fitzroy River Water	6.1	5.9	6.1	2.1	9	329
Shoalhaven	1.3	0.5	0.3	0.3	0.5	67
GWMWater	9.7	9.3	7.5	2.5	3.7	48
Mackay Water	2.1	2.1	2.5	2.3	3	30
Tweed	4.9	4.5	4.2	4.9	5.9	20
Lower Murray Water	4	1.1	0.7	0.5	0.6	20
MidCoast Water	6.6	3.5	2.8	2.6	3	15
Wannon Water	2.7	1.3	0.8	0.6	0.6	0
North East Water	1.3	1.9	0.8	0.4	0.4	0
Riverina Water (W)	3.6	2.8	4.4	3.1	3	-3
Port Macquarie Hastings	5.2	3	8.5	6.7	6	-10
Albury	1.2	1	4.2	3.2	2.6	-19
Wide Bay Water	1.3	1.1	2.4	1.3	1	-23
Clarence Valley	8	6.7	8.1	22.6	13.9	-38
East Gippsland Water	1.2	0.3	0.3	0.5	0.2	-60
WC (Mandurah)	4.2	3.1	0.1	0.1	0	-100
Tamworth			0.8	0.2	0	-100

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Coffs Harbour	3.6	1.1	0	0	0	
Bundaberg					1	
Gladstone					0	
Redland					2	
Median	3.6	2.1	2.4	1.7	1	0
Mean	3.9	2.9	3	3	2.7	10
10,000–20,000 group						
WC (Geraldton)	4.6	3.7	0.1	0	0.1	
WC (Australind/Eaton)		11.8	1.8	0.1	0.3	200
Dubbo	0.4	0.4	0.6	0.4	0.7	75
Byron	0.3	0	0.3	1.3	1.9	46
Orange	2.2	1.5	1.6	1.3	1.4	8
Aqwest–Bunbury (W)	7.5	8.9	8.1	0.1	0.1	0
Queanbeyan			0	0.1	0.1	0
WC (Albany)	10.4	15.9	0.1	0.2	0.2	0
Bathurst	50.9	29.3	37.5	34.6	34	–2
Bega Valley	0.7	4.7	8.7	13.3	12.7	–5
Eurobodalla	0	0.3	0.3	0.9	0.7	–22
Busselton (W)	1.4	22	17.8	2.4	1.8	–25
Goldenfields Water (R)	6.6	6.6	8.8	7.2	4.8	–33
Wingecarribee	9.8	9.5	13.2	11.7	7.7	–34
Goulburn Mulwaree	2	1.4	3	7.7	4.5	–42
South Gippsland Water	6.9	2.7	9	5.8	1.8	–69
Kempsey	0.7	0.2	0.4	0.7	0.2	–71
Westernport Water	1.7	2.6	1.2	6.4	1.8	–72
P&W (Alice Springs)	1.9	1.6	0.9	0.1	0	–100
Gympie				0.1	0	–100
Ballina	0.3	0.1	0.3	4.3	0	–100
Essential Energy	0	0	8	0	0	
Lismore	1	1.1	0	0	0	
WC (Kal–Boulder) (W)	2.4	5	0	0	0	
Western Downs					5	
Southern Downs					1	
Whitsunday					2	
Cassowary Coast					4	
Central Highlands Regional Council					12	
Median	1.9	2.7	1.2	0.8	1	–22
Mean	5.3	5.9	5.3	4.1	3.4	–17

Table A11 C11—Service complaints: sewerage (no. per 1,000 properties), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Qld Urban Utilities	0.1	0.2	0.4	0.3	0.6	100
Barwon Water	0.6	0.6	0.7	0.5	0.9	80
Yarra Valley Water	0.4	0.3	0.3	0.2	0.3	50
Icon Water	2.6	1.4	1.2	0.9	1.3	44
Unitywater				0.3	0.4	33
Hunter Water	2.2	2.2	1.6	0.8	1	25
Sydney Water	0.3	0.5	0.4	0.5	0.6	20
City West Water	0.4	0.3	0.3	0.3	0.2	-33
SA Water				0.2	0.1	-50
Gold Coast				8.4	1.7	-80
WC (Perth)	1.4	0.4	0.1	0.1	0	-100
South East Water	0.1	0	0	0	0	
Median	0.4	0.4	0.4	0.3	0.5	25
Mean	0.9	0.7	0.6	1	0.6	8
50,000–100,000 group						
Gosford	1.9	2.6	2.2	1.9	2.1	11
Coliban Water	1.6	1.8	2.2	2	2.2	10
Wyong	12.4	12	10.1	12.1	12.4	2
Central Gippsland Water	0.6	1	0.6	0.6	0.6	0
Townsville	6.5	9.5	9.9	10.9	10	-8
Goulburn Valley Water	0.7	0.7	0.7	1.1	0.6	-45
Central Highlands Water	1.4	0.2	0.1	0.2	0.1	-50
P&W (Darwin)	9.8	10.7	4.5	5.1	2.2	-57
Cairns	9.1	8.6	6.9	4.3	0.1	-98
Western Water	0	0	0.1	0	0	
Median	1.8	2.2	2.2	1.9	1.4	-8
Mean	4.4	4.7	3.7	3.8	3	-26
20,000–50,000 group						
East Gippsland Water	1.8	0.3	0.1	0	0.2	
Coffs Harbour	15.3	22.4	0.3	0	0.3	
Albury	37.2	33.2	0.5	0.5	2.2	340
North East Water	0.3	0.3	0.2	0.1	0.3	200
MidCoast Water	1.2	1.4	1.7	1.7	3	76
Wide Bay Water	10.4	0.6	0.8	1.9	2.9	53
Lower Murray Water	0.1	0.2	0.1	0.2	0.3	50
GWMWater	1.6	0.4	1.3	0.6	0.8	33
Clarence Valley	29.1	23.9	22.9	19.3	25.6	33
Mackay Water		9.4	9	5.6	5.7	2
Tweed	6.4	5.5	5.8	6.7	5.8	-13
Fitzroy River Water	69.9	0	21	22	18.9	-14
Wagga Wagga	51.2	49.8	53.7	53.4	41.4	-22
Tamworth	26.1	21.8	21.9	21.3	16.4	-23
Shoalhaven	3.5	0.5	0.4	0.6	0.4	-33
Port Macquarie Hastings	7.9	5.2	8.1	9.9	6.3	-36
Wannon Water	0.7	0.3	0.4	0.3	0.1	-67
WC (Mandurah)	0.7	0.3	0.1	0	0	
Bundaberg					1.4	

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Gladstone					0	
Redland					0.1	
Median	6.4	1	1	1.1	1.4	33
Mean	15.5	9.8	8.2	8	6.3	39
10,000–20,000 group						
WC (Busselton) (S)			0.3	0.1	0.2	100
WC (Albany)	1.1	0.8	0.3	0.1	0.2	100
Orange	40.9	47.9	25.6	30.4	40.8	34
Bathurst	25.3	19.5	17.7	24	29	21
WC (Geraldton)	1.3	0.7	0.2	0.7	0.8	14
Queanbeyan	21.5	18	10.1	10.8	11.9	10
Dubbo	10	9.4	11	11	11.6	5
Goulburn Mulwaree	32.4	28.4	21	29.9	28.5	-5
South Gippsland Water	0.2	0.1	0.3	0.7	0.6	-14
Kempsey	2.2	0.6	1.5	1.6	1.3	-19
Ballina	8.7	2.6	1	3.8	2.8	-26
Bega Valley	6.5	9.3	1.5	1.6	1.1	-31
Kal-Boulder (S)	24.6	12.3	4.1	4.2	2.7	-36
Wingecarribee	34.8	23.5	20.9	19.6	11.3	-42
Byron	1.5	1.3	2.3	3.7	1.3	-65
Essential Energy	0.7	0.4	0.7	0.8	0.2	-75
Eurobodalla	1.9	1	1.1	1.8	0.4	-78
Westernport Water	0.2	1.6	1.3	1	0.1	-90
Lismore	25.1	21.5	2.7	16.3	1.6	-90
Gympie				1.4	0.1	-93
P&W (Alice Springs)	6.4	8.5	3.4	0.8	0	-100
WC (Bunbury) (S)	0.4	1.6	0.2	0.1	0	-100
WC (Australind/Eaton)		2.4	0.1	0.1	0	-100
Western Downs					0.2	
Southern Downs					13.2	
Whitsunday					9	
Cassowary Coast					6.5	
Central Highlands Regional Council					10.3	
Livingstone					6.4	
Median	6.4	2.6	1.5	1.6	1.3	-31
Mean	12.3	10.1	5.8	7.2	6.6	-30

Table A12 C13—Total complaints: water and sewerage (no. per 1,000 properties), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Barwon Water	4.7	4.3	5.5	2.7	4.3	59
Icon Water	6.4	5	4.8	4	4.3	7
Hunter Water	7.6	7.6	7	6	6.3	5
City West Water	3.4	3.7	3.3	3.3	3.4	3
SA Water				2.4	2.4	0
Qld Urban Utilities	4.1	6	4.6	5	5	0
Sydney Water	3.4	3.5	3.9	3.2	2.6	-19
WC (Perth)	12.1	9.5	0.6	1	0.8	-20
Unitywater				2.6	2	-23
South East Water	3.4	3.5	4.4	4.7	3.4	-28
Yarra Valley Water	6.9	10.3	12.5	7	5	-29
Gold Coast				18.1	5	-72
Logan						
Median	4.7	5	4.6	3.6	3.8	-9
Mean	5.8	5.9	5.2	5	3.7	-10
50,000–100,000 group						
Wyong	34	24	33	23	29	26
Coliban Water	7.7	7.7	5.7	5.6	6.3	12
Central Gippsland Water	10.1	14.6	9.5	9.2	9.5	3
Townsville	30	9.3	9.9	10.7	10	-7
Western Water	4.5	4	4	4.7	4	-15
P&W (Darwin)	53.1	72.7	37.5	49.9	39.5	-21
Goulburn Valley Water	9.7	8.4	5.9	5.9	4.3	-27
Central Highlands Water	11	8.2	13.5	8.3	3.2	-61
Toowoomba			10.9	5.8	2	-66
Cairns	77.2	74.8			3	
Median	11	9.3	9.9	8.3	5.3	-15
Mean	26.4	24.9	14.4	13.7	11.1	-17
20,000–50,000 group						
Coffs Harbour	63	80	1	0	1	
North East Water	2.4	3.1	1.6	0.8	2.6	225
Shoalhaven	6	1	1	1	2	100
East Gippsland Water	4	2	1.3	0.6	1	67
MidCoast Water	10	6	7	7	11	57
Lower Murray Water	7.1	7.9	5.8	1.4	1.8	29
Albury			6	5	6	20
Clarence Valley	105	76	53	101	109	8
Port Macquarie Hastings	36	24	33	31	32	3
Wannon Water	11	7.3	5.6	3.5	3.6	3
Fitzroy River Water	94.1	38.8	61.9	56	51	-9
Tamworth	57	82	67	78	59	-24
Tweed	35	31	33	40	29	-28
GWMWater	23.3	26.4	21.5	11	7.3	-34
WC (Mandurah)	7.8	5.1	0.4	0.7	0.4	-43
Mackay Water	3.4	99.8	119.2	131.8	30	-77
Wide Bay Water	30.9	5.2			4	
Bundaberg					2	

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Gladstone					0	
Redland					4	
Median	17.1	16	6.5	6	4	6
Mean	31	31	26.1	29.3	17.8	20
10,000–20,000 group						
Westernport Water	4.3	9.4	9.1	3.6	4.9	36
Orange			85	92	104	13
Bathurst	139	100	100	82	91	11
South Gippsland Water	13.8	7.2	14.3	5.9	6.1	3
WC (Geraldton)	10.7	7.2	1.7	1.3	1.3	0
WC (Australind/Eaton)		16.3	2.5	0.7	0.7	0
Dubbo			15	15	15	0
Essential Energy	1	1	10	1	1	0
Bega Valley			16	17	16	-6
Queanbeyan	52	49	45	37	33	-11
WC (Albany)	13.9	18.2	0.7	0.8	0.6	-25
Wingecarribee	133	120	105	103	74	-28
Byron	14	32	5	7	5	-29
Kempsey	3	1	2	3	2	-33
Eurobodalla			1	3	1	-67
P&W (Alice Springs)	136.3	169.6	60	9.6	3	-69
Ballina	10	3	1	12	3	-75
Lismore	30	28	4	19	4	-79
Gympie				11.3	0	-100
Western Downs					5	
Southern Downs					49	
Whitsunday					150	
Cassowary Coast					128	
Livingstone					140	
Central Highlands Regional Council					182	
Median	13.9	17.2	9.5	9.6	5.5	-11
Mean	43.2	40.1	26.5	22.3	44.6	-24

Table A13 C14—Percentage of calls answered by an operator within 30 seconds (%), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Gold Coast			49	34	43	26
Qld Urban Utilities	75	84	76	72	77	7
WC (Perth)	73.7	73.3	73.1	72.6	72.8	0
Unitywater				80.2	80	0
City West Water	83	63.4	74.3	83.3	82.6	-1
Hunter Water	60	71	79	71	70	-1
Barwon Water	96.6	95.8	96.2	92.1	89.5	-3
SA Water				88	85.3	-3
South East Water	94.6	91	82.8	88.3	84.4	-4
Sydney Water	79.3	86.2	86	83	79	-5
Icon Water			72.5	79.1	71.3	-10
Yarra Valley Water	62.9	61.4	81.9	76.9	63.5	-17
TasWater					88.6	
Median	77.2	78.7	77.5	79.7	79	-2
Mean	78.1	78.3	77.1	76.7	75.9	-1
50,000–100,000 group						
Coliban Water	88.4	78	80.3	84.8	91.3	8
Wyong	59	49	32	33	34	3
Central Highlands Water	90.1	90.6	89.8	90.4	92	2
Goulburn Valley Water	98	97.3	97.8	98.9	99	0
Central Gippsland Water	83.8	82	82.6	83.1	82.7	0
Western Water	96.2	98.1	97.2	97.8	94.4	-3
Cairns	70.2	79.7	75.5		76.2	
Median	88.4	82	82.6	87.6	91.3	1
Mean	83.7	82.1	79.3	81.3	81.4	1
20,000–50,000 group						
Port Macquarie Hastings	74	72	77	75	84	12
Lower Murray Water	90.5	86	87.7	85.7	87.6	2
North East Water	95.8	96.8	96.5	89.5	89.9	0
Coffs Harbour	99	99	99	99	99	0
Shoalhaven	100	100	100	96	96	0
Wagga Wagga			100	100	100	0
East Gippsland Water	94.8	95.9	99.5	99.8	99.8	0
Wannon Water	99.6	99.5	99.4	99.2	99	0
GWMWater	78.1	81.1	90.5	94.4	94	0
Tweed			51	56	48	-14
Fitzroy River Water					80	
Redland					89	
Median	95.3	96.3	97.7	95.2	92	0
Mean	91.5	91.3	90.1	89.5	88.9	0
10,000–20,000 group						
Gympie				60	80	33
Bega Valley	79	65	72	79	87	10
South Gippsland Water	99.6	99.5	99.5	99.5	99.7	0
Essential Energy	79	78	76	78	78	0
Lismore			80	80	80	0
Kal-Boulder (S)		100	100	100	100	0

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Westernport Water	93.4	95	95.1	97.8	97.7	0
Dubbo	86	90	89	89	87	-2
Kempsey			49	48	45	-6
Wingecarribee			66	79	53	-33
Eurobodalla			84		100	
Median	86	92.5	82	79.5	87	0
Mean	87.4	87.9	81.1	81	82.5	0

Table A14 C15—Average duration of an unplanned interruption: water (minutes), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Icon Water	110.8	118.5	147.9	104	119.5	15
Hunter Water	140.7	121.7	142.4	128	136	6
Yarra Valley Water	109.9	101.3	108.1	99.4	103.2	4
Logan			135.4	151.4	155.6	3
SA Water				161	163	1
Qld Urban Utilities	172	169	162	139	139	0
South East Water	88.4	87.3	89	91	89	-2
Sydney Water	147.3	154.8	152.6	151	147	-3
City West Water	147.3	131.4	120.5	115.4	112	-3
Barwon Water	92.9	113.9	107.2	93.1	88	-5
Gold Coast			119.7	160	132.4	-17
WC (Perth)	114	118	129.7	117.4	96	-18
Unitywater					157	
Median	114	118.5	129.7	122.7	132.4	-1
Mean	124.8	124	128.6	125.9	126	-2
50,000–100,000 group						
Townsville	0	3.5	3.5	3.2	67.3	2,003
Western Water	81.2	67	129.2	76.9	95.3	24
Gosford	222	196	199	311	382	23
Central Gippsland Water	77.6	75.1	86.4	74.4	89	20
Goulburn Valley Water	104.1	97.4	128.3	100	113	13
Cairns	49	46	109.3	49.7	44.1	-11
Coliban Water	274	105.5	113.9	170.2	115	-32
Wyong	195	180	204	200	133	-34
Central Highlands Water	217	127.7	142.2	103.8	69	-34
P&W (Darwin)	92	72			93.6	
Median	98	86.3	128.3	100	94.4	13
Mean	131.2	97	124	121	120.1	219
20,000–50,000 group						
Fitzroy River Water	59	39.5	60	4.1	98.2	2,295
Wide Bay Water	90			38.9	129.5	233
Lower Murray Water	55.1	54.5	50.5	43.1	57	32
Port Macquarie Hastings	198	205	163	174	210	21
GWMWater	79.6	80	64.5	73.2	85.2	16
Albury			104	124	137	10
Riverina Water (W)	260	281	308	173	185	7
North East Water	80.9	198.8	87.3	101.7	104.7	3
Wannon Water	66	88.6	110.8	100.9	91.2	-10
Tweed			160	149	134	-10
WC (Mandurah)	34	79	64.3	68	61	-10
East Gippsland Water	60.1	92.1	70.8	75.8	64	-16
Mackay Water	181.5	282	113	121	92	-24
Shoalhaven	84	177	194	220	135	-39
Gladstone					15.9	
Redland					20.5	
Median	80.3	92.1	104	101.3	95.1	5
Mean	104	143.4	119.3	104.8	101.3	179

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
10,000–20,000 group						
Busselton (W)	41.6	79.5	87.2	77.1	197.5	156
Dubbo	147	168	152	75	131	75
Kempsey	114	132	165	127	215	69
Lismore			288	120	140	17
Eurobodalla			240	190	220	16
South Gippsland Water	100	94.8	118	138.6	160	15
Wingecarribee			91	108	122	13
Westernport Water	117.7	175.1	123.6	92.3	103	12
Orange			240	238	255	7
Goldenfields Water (R)			235	192	205	7
Queanbeyan	180	180	180	180	180	0
WC (Albany)	121	145	123.8	123.3	120.8	-2
WC (Geraldton)	102	193	139.7	110.2	103.4	-6
WC (Australind/Eaton)		86	75.7	78.2	72.2	-8
Aqwest–Bunbury (W)	50	61.8	56.7	47.5	43.6	-8
WC (Kal–Boulder) (W)	28	36	33.9	55.9	39.6	-29
Gympie				240	97.2	-60
Western Downs					62	
Southern Downs					120	
Whitsunday					120	
Livingstone					22.9	
Cassowary Coast					418	
Central Highlands Regional Council					45	
Median	108	132	131.8	120	120.8	7
Mean	100.1	122.8	146.8	129	138.8	16

Table A15 E12—Total net greenhouse gas emissions (net tonnes CO₂ equivalents per 1,000 connected water properties), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
South East Water	48	50	59	53	60	13
SA Water				287	320	11
City West Water	–3	–4	25	26	27	4
WC (Perth)	573	647	663	731	738	1
Yarra Valley Water	42	40	41	44	44	0
Icon Water	362	313	288	260	257	–1
Sydney Water	143	72	85	85	84	–1
Barwon Water	416	403	266	274	262	4
Hunter Water	455	438	381	412	220	–47
Qld Urban Utilities					199	
Median	252	193	176	260	210	0
Mean	254	245	226	241	221	–3
50,000–100,000 group						
Western Water	411	320	282	267	520	95
Coliban Water	490	487	475	446	610	37
Gosford	566	539	438	401	462	15
Central Gippsland Water	1,082	959	661	580	639	10
Wyong			486	441	459	4
Goulburn Valley Water	448	777	848	873	872	0
Central Highlands Water	305	236	228	250	246	–2
P&W (Darwin)	189	208	219	205	165	–20
Median	448	487	457	421	491	7
Mean	499	504	455	433	497	17
20,000–50,000 group						
Coffs Harbour	450	460	515	362	487	35
Shoalhaven	408	489	423	377	437	16
Wannon Water	703	819	739	693	751	8
Port Macquarie Hastings	202	222	417	386	416	8
Clarence Valley	98	137	114	114	119	4
Lower Murray Water	725	1,092	346	533	544	2
MidCoast Water	306	315	340	483	490	1
Riverina Water (W)	307	624	365	372	372	0
North East Water	773	820	837	860	838	–3
East Gippsland Water	404	383	380	359	344	–4
Tamworth	368	374	378	419	393	–6
Tweed	429	454	434	441	413	–6
GWMWater	502	487	384	652	607	–7
Albury	494	528	541	451	393	–13
WC (Mandurah)	280	287	306	290	193	–33
Median	408	460	384	419	416	0
Mean	430	499	435	453	453	0
10,000–20,000 group						
Queanbeyan	110	143	190	170	184	8
South Gippsland Water	673	429	445	354	377	6
WC (Kal–Boulder) (W)	1,820	1,814	1,773	1,604	1,688	5
Wingecarribee	382	377	398	467	469	0

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Westernport Water	288	476	402	411	412	0
Bega Valley	72	193	331	343	342	0
Byron	283	363	164	167	166	-1
Busselton (W)	202	194	193	198	196	-1
Eurobodalla	341	351	352	363	359	-1
Dubbo	482	429	527	499	491	-2
Kal-Boulder (S)	475	169	295	281	276	-2
WC (Australind/Eaton)		337	443	469	457	-3
Orange	449	390	414	416	405	-3
Aqwest-Bunbury (W)	176	158	159	170	165	-3
Goldenfields Water (R)			461	407	394	-3
Lismore	69	69	210	248	233	-6
Bathurst	616	512	384	362	337	-7
Kempsey	340	368	376	349	324	-7
Ballina	351	347	366	425	390	-8
P&W (Alice Springs)	600	704	778	686	609	-11
WC (Busselton) (S)			297	320	275	-14
Essential Energy	550	572	647	930	779	-16
WC (Albany)	590	621	554	541	434	-20
WC (Geraldton)	471	448	419	433	341	-21
Goulburn Mulwaree			615	618	449	-27
WC (Bunbury) (S)	406	386	330	384	201	-48
Median	394	377	391	396	368	-3
Mean	443	428	443	447	414	-7

Table A16 A8—Water main breaks (no. per 100 km of water main), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Icon Water	26.7	24.7	20	11.5	14.2	23
SA Water				11.4	13.9	22
WC (Perth)	12.7	12.5	13.3	13.4	15	12
South East Water	30.4	30.1	31.3	30.8	32.2	5
Logan			10.8	6.6	6.5	-2
Qld Urban Utilities	21.4	17.7	26.6	29	28	-3
Hunter Water	31.2	25.2	31.9	30.2	28.9	-4
Barwon Water	31	34	44	31	29	-6
City West Water	41.1	33	52.2	39.9	37.1	-7
Sydney Water	27.5	22.3	29	30	26	-13
Yarra Valley Water	45.9	40.4	52.3	50.5	39.3	-22
Gold Coast			10.5	12	7.1	-41
Unitywater				5.6	3.3	-41
Median	30.4	25.2	29	29	26	-4
Mean	29.8	26.7	29.3	23.2	21.6	-6
50,000–100,000 group						
Toowoomba		23	18.5	13.8	20.7	50
Townsville	35.4	23.3	17.7	24.6	28.6	16
P&W (Darwin)	42.4	40.7	16.9	20.2	21.1	4
Central Gippsland Water	23.2	22.6	33.6	25.2	25.1	0
Wyong	9.6	7.8	10.2	17.1	17	-1
Cairns	13.7	12.1	13	14.1	13.3	-6
Western Water	12.9	13.9	18.8	13.3	12.2	-8
Coliban Water	24.4	28.4	26.7	28.6	26.1	-9
Central Highlands Water	21	22.2	23.4	22.8	20.7	-9
Goulburn Valley Water	18.2	22.2	29.4	27.5	22.6	-18
Gosford	29.3	26.6	23.2	22.2	16.7	-25
Median	22.1	22.6	18.8	22.2	20.7	-6
Mean	23	22.1	21	20.9	20.4	0
20,000–50,000 group						
East Gippsland Water	9.6	7.5	7.9	7.5	17.3	131
Tamworth	6.1	12.6	7.5	6.6	13.9	111
Port Macquarie Hastings	2.6	1.6	3	2.4	3.1	29
Lower Murray Water	31.1	44.1	45	30	35.4	18
MidCoast Water	4.3	5	7.5	8.3	9.2	11
WC (Mandurah)	5.2	6.8	6.3	4.2	4.2	0
North East Water	13.2	18	21.3	13.3	12.5	-6
Wannon Water	12	10.9	12.7	10.5	9.7	-8
GWMWater	35.6	56.2	51.5	60.3	55.4	-8
Mackay Water	4	9.3	10.4	11.8	10.3	-13
Clarence Valley	13.6	10.3	12	12.5	10.7	-14
Shoalhaven	10.2	9.8	10.1	9.5	7.9	-17
Coffs Harbour	12	8.6	10	3.3	2.7	-18
Wide Bay Water	8.9	7.7	4.5	6.2	3.6	-42
Fitzroy River Water	11.5	14.2	18.7	24.9	12.9	-48
Tweed	7.7	4.6	4.4	8	4.1	-49
Albury	7.4	6	7.7	10.3	4.7	-54

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Riverina Water (W)	13.6	14	14.3	19	6.9	-64
Bundaberg					3.9	
Gladstone					14.1	
Redland					3.4	
Median	9.9	9.6	10.1	9.9	9.2	-10
Mean	11.6	13.7	14.2	13.8	17.8	-2
10,000– 20,000 group						
Queanbeyan	18.2	22.7	5.3	1.8	6.3	250
Goldenfields Water (R)	19.2	20.7	20.6	10.3	13.1	27
WC (Kal-Boulder) (W)	19.9	16.7	13.1	16.8	20.8	24
Dubbo	5.6	2.9	4.4	3.8	4.7	24
Aqwest-Bunbury (W)	10.3	10.2	12	10.4	12.4	19
WC (Geraldton)	28.9	20	27.7	23.4	26.9	15
Busselton (W)	5	3.3	6.6	7.5	8.3	11
WC (Albany)	12	8.1	13.8	11.6	11.3	-3
Eurobodalla			11.4	13.4	13	-3
Byron	8	7.2	7.2	9.3	8.8	-5
Goulburn Mulwaree			10.7	10.7	9.6	-10
Ballina	7.5	2.2	12.1	6.3	5.4	-14
WC (Australind/Eaton)		7.1	5.2	5.5	4.7	-15
Essential Energy			24.1	16.5	14.1	-15
Orange			9.2	8.5	7.1	-16
Bathurst	12.1	7.6	4.9	8.2	6.8	-17
South Gippsland Water	39.3	32.1	41.7	47.8	39.5	-17
Westernport Water	16.7	22.7	28.2	16.6	13.6	-18
Kempsey	10	8.5	7.3	9.8	7.3	-26
Bega Valley	5.9	3.8	7.9	8.8	6.3	-28
Lismore	13.8	10.2	25.1	36.7	20.1	-45
Gympie				9.6	4.8	-50
Wingecarribee	5	5.9	5.5	11.8	5.3	-55
P&W (Alice Springs)	41.4	41.7	17.6	26.7	2.2	-92
Western Downs					24.6	
Southern Downs					16.6	
Whitsunday					19.4	
Cassowary Coast					18	
Livingstone					3.9	
Central Highlands Regional Council					42.5	
Median	12.1	8.5	11.4	10.4	10.4	-14
Mean	15.5	13.4	14	13.8	13.2	-3

Table A17 A10—Real losses (L/service connection/d), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Logan			44.2	32.7	78.8	141
Icon Water	64	59	52	38	58	53
Hunter Water	84	75	75	82	91	11
City West Water	62	65	69	67	70	4
WC (Perth)	78	91	81.1	77.9	79.7	2
SA Water				89	90	1
Qld Urban Utilities	79	96	84	69	69	0
Unitywater				58	55.9	-4
South East Water	60.5	74	81	70.3	67	-5
Sydney Water	79	85	87	81	74	-9
Yarra Valley Water	51	50	65	70	60	-14
Gold Coast			80.9	110	77	-30
Barwon Water	52	61	64	39	25	-36
Median	64	74	75	70	70	0
Mean	67.7	72.9	71.2	68	68.9	9
50,000–100,000 group						
Western Water	42	50	53	33	47	42
Goulburn Valley Water	71	62	75	82	111	35
Coliban Water	18	121	85	54	65	20
Wyong	31	30	33	34	33	-3
P&W (Darwin)	415	293	416	268	229	-15
Central Gippsland Water	56	52	87	98	78	-20
Toowoomba		100.4	100	111.6	84.5	-24
Central Highlands Water	61	53	59	40	30	-25
Gosford	61	36	32	116	64	-45
Cairns	147	120	78	50.6	24	-53
Median	61	57.5	76.5	68	64.5	-17
Mean	100.2	91.7	101.8	88.7	76.5	-9
20,000–50,000 group						
North East Water	56.6	55	60	60	120	100
Shoalhaven	45	37	43	57	92	61
Wide Bay Water	49.2	49.2	68	53	84	58
Port Macquarie Hastings	71	62	37	37	45	22
East Gippsland Water	95.9	76	67.7	42.5	51.4	21
MidCoast Water	79	84	57	57	61	7
Riverina Water (W)	47	64	81	81	86	6
Albury	44	50	56	57	55	-4
Tweed	58	56	58	61	56	-8
Mackay Water	215.5	146.9	167.7	118.4	106.5	-10
Clarence Valley			104	127	111	-13
Wannon Water	132	125	110	82	71	-13
Coffs Harbour	50	60	75	63	50	-21
Fitzroy River Water	219	145	185	227.7	180	-21
Tamworth	186	74	83	91	69	-24
WC (Mandurah)	55	43	44.5	74.1	54.5	-26
Lower Murray Water			56.5	68	45.7	-33
GWMWater	68.1	136.2	185.7	215	110	-49

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Bundaberg					50.3	
Gladstone					860.2	
Redland					44.1	
Median	63.1	63	67.8	65.5	69	-9
Mean	92	79	85.5	87.3	114.4	3
10,000–20,000 group						
Gympie				75	190	153
WC (Albany)	91	84	82	90	174.5	94
WC (Australind/Eaton)		105	83.3	88.6	139.8	58
WC (Geraldton)	140	108	156.3	220.4	262.4	19
Ballina	194	121	156	145	156	8
Lismore	40	46	37	39	40	3
Orange			64	60	61	2
Kempsey	49	48	50	96	97	1
Bega Valley	54	54	143	50	50	0
Goldenfields Water (R)	67	74	91	92	91	-1
Eurobodalla	99	59	50	50	48	-4
Dubbo	69	65	101	124	118	-5
Aqwest–Bunbury (W)	110	115.3	95	115	106	-8
Essential Energy	65	98	102	90	82	-9
Goulburn Mulwaree			68	82	70	-15
Busselton (W)	96.9	88.4	87.8	95.9	79.8	-17
Queanbeyan	88	87	123	102	81	-21
Byron	104	63	78	68	53	-22
South Gippsland Water	69.7	77	95	138	103.5	-25
P&W (Alice Springs)	243	300	428	291	200	-31
Westernport Water	14.5	30	15	24.5	13	-47
WC (Kal–Boulder) (W)	56	58	44.8	63	30.1	-52
Wingecarribee	79	74	122	133	61	-54
Southern Downs					182	
Whitsunday					537.2	
Cassowary Coast					356	
Median	79	75.5	89.4	90	94	-5
Mean	91	87.7	103.3	101.4	130.1	1

Table A18 A14—Sewerage mains breaks and chokes (no. per 100-km sewer main), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Qld Urban Utilities	15.8	15.1	21.1	22.9	30.1	31
Unitywater				20.4	25	23
Barwon Water	29.6	24.5	25.2	29	35.4	22
Yarra Valley Water	40.7	26.3	25.4	27.6	31.6	14
Sydney Water	57	48.2	46.2	61.4	68.7	12
City West Water	20.5	15.4	15	16.2	17	5
SA Water				46	48	4
Logan			12.1	12.1	12.6	4
WC (Perth)	19.3	18.6	16.1	17	17.6	4
Hunter Water	59.8	46.6	42.3	53.6	53.6	0
South East Water	17.3	11.7	12.3	14.8	14.3	-3
Icon Water	78	42	42	57	51.6	-9
Gold Coast					3.9	
Median	29.6	24.5	23.2	25.2	30.1	5
Mean	37.5	27.6	25.8	31.5	31.5	9
50,000–100,000 group						
Gosford	42	36	38	37	39	5
Central Highlands Water	15	12.4	16.9	18.8	19.7	5
P&W (Darwin)	22.8	23.8	15.7	8.5	8.9	5
Western Water	21.7	15.6	12.7	15.7	15.5	-1
Toowoomba		18	16.1	30.7	29	-6
Central Gippsland Water	13.6	7.9	7.8	8.6	8	-7
Wyang	57	55	46	54	49	-9
Coliban Water	40.8	42.6	53.7	62.9	48.1	-24
Townsville	3	5.5	2.7	5.4	2.8	-48
Cairns	25.5	22.1	14.6	14.7	7.6	-48
Goulburn Valley Water	20.5	17.7	22.4	20.4	10.1	-50
Median	22.2	18	16.1	18.8	15.5	-7
Mean	26.2	23.3	22.4	25.2	21.6	-16
20,000–50,000 group						
Fitzroy River Water	94.5	70.5	70.3	12.1	24.4	102
Shoalhaven	12	13	14	8	11	38
Coffs Harbour	51	43	65	76	89	17
Wannon Water	10.4	8.3	10.7	11.5	13.4	17
GWMWater	24.9	22	33.2	38.7	45	16
Clarence Valley	41	29	43	45	52	16
East Gippsland Water	8.8	2.7	3.6	5.3	6.1	15
Lower Murray Water	16.5	11.8	16.1	16.7	17.1	2
MidCoast Water	6	6	6	6	6	0
Wagga Wagga	78	75	88	80	80	0
WC (Mandurah)	11.1	8.1	9.4	8.1	7.5	-7
North East Water	11	9.1	5.7	9.7	8.8	-9
Albury			67	75	65	-13
Tamworth	89	79	77	74	50	-32
Wide Bay Water	22.7	29.1	23.7	8.5	5.4	-36
Mackay Water	3.1	3.5	4.3	19.3	4.1	-79
Tweed	11	8	2	1	0	-100

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Bundaberg					9.1	
Gladstone					6.9	
Redland					7.2	
Median	14.3	12.4	16.1	12.1	10.1	0
Mean	30.7	26.1	31.7	29.1	25.4	-3
10,000–20,000 connected group						
Kempsey	2	11	24	16	33	106
Gympie				21.3	40.9	92
WC (Australind/Eaton)		6.1	6.5	6.4	10.4	62
South Gippsland Water	14.9	21.4	17	14.8	23.6	59
WC (Geraldton)	6.7	8.8	14.3	7	10.8	54
Orange	32	19	15	24	33	38
WC (Albany)	18.2	25.6	30.7	19.5	23.7	22
Bathurst	32	64	58	84	99	18
WC (Busselton) (S)			8.4	3.1	3.5	13
Essential Energy	129	102	128	115	129	12
Queanbeyan	75	57	52	55	61	11
Dubbo	38	36	43	42	46	10
Eurobodalla			29	30	32	7
WC (Bunbury) (S)	11.6	12.2	14.6	12.1	12.4	2
Lismore	120	101	55	49	50	2
Byron	26	20	32	11	11	0
Westernport Water	8.6	4.7	4.6	2.8	2	-29
P&W (Alice Springs)	11.6	9.7	9.6	1.4	0.9	-36
Kal-Boulder (S)	73.1	63.6	24.4	30.3	17.7	-42
Wingecarribee	36	25	44	46	22	-52
Bega Valley	18	10	9	22	9	-59
Ballina	28	10	8	20	3	-85
Western Downs					9.6	
Southern Downs					13.2	
Whitsunday					0.3	
Cassowary Coast					3.5	
Livingstone					3.6	
Central Highlands Regional Council					24.9	
Median	27	20	24	20.6	15.4	10
Mean	37.8	32	29.9	28.8	26	9

Table A19 A15—Property connection sewer breaks and chokes (no. per 1,000 properties), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Barwon Water	0	0	0	0	1.8	
Unitywater				0.7	1.5	114
Logan			1.2	1	1.8	80
Qld Urban Utilities	3	2.6	2.9	2.9	3.8	31
City West Water	6.2	11.2	4.2	4.2	5	19
Yarra Valley Water	10.6	10.2	5.8	6.5	6.7	3
Hunter Water	12.6	9.3	8.6	10.1	10.2	1
Sydney Water	0.1	0.1	0.2	0.2	0.2	0
SA Water				30	29	-3
South East Water	6.4	6.7	7.2	4.9	4.7	-4
Icon Water	11	8	8	10	9.4	-6
Gold Coast					1.2	
Median	6.3	7.4	4.2	4.2	4.2	3
Mean	6.2	6	4.2	6.4	6.3	24
50,000–100,000 group						
Central Gippsland Water				0	1.8	
Wyong	1.4	1.4	1	1.4	1.5	7
Cairns	4.8	9.4	1.3	3.2	3.2	0
Western Water	6.8	4.2	4.1	5.2	5	-4
P&W (Darwin)	0.8	0.8	2.2	3.3	3.1	-6
Gosford	4.2	4	3.9	4.9	4.6	-6
Townsville	2.7	2.6	3.1	4.1	3	-27
Central Highlands Water	1.6	0	1.9	2.6	1	-62
Coliban Water			14.5	18	4.5	-75
Goulburn Valley Water			8.2	5.2	0	-100
Median	2.7	2.6	3.1	3.7	3	-6
Mean	3.2	3.2	4.5	4.8	2.8	-30
20,000–50,000 group						
GWMWater	0.2	0	4.8	0	25.1	
Wannon Water				0	4.6	
Mackay Water	2.3	1.6	0.1	0.3	1.7	467
East Gippsland Water	0.9	6	1.3	0.4	0.6	50
Albury			11.6	10.3	13.4	30
Coffs Harbour	8.1	9.7	12.8	2.7	3.5	30
Shoalhaven	1.4	0.4	0.5	0.2	0.2	0
Fitzroy River Water	13	11.3	11.4	11.5	9.7	-16
Tweed	0.8	1.2	0.4	0.4	0.3	-25
Wagga Wagga	25.4	17.5	17.2	20.8	14.7	-29
Wide Bay Water	4.9	1.5	0.8	1.9	1.3	-32
North East Water	2.2	2.4	2.4	4.5	1.8	-60
Clarence Valley	4.6	15.8	10.7	10.2	3.6	-65
Tamworth	4	1.2	3.1	8.7	2.4	-72
Lower Murray Water	0	0	0	0	0	
Bundaberg					0.2	
Gladstone					0.8	
Redland					0.3	

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
Median	2.3	1.6	2.7	1.9	1.8	-8
Mean	5.2	5.3	5.5	4.8	4.7	23
10,000–20,000 group						
Westernport Water	0	0	0	0	0.6	
South Gippsland Water	0	0	0	0	4.5	
Orange	0.9	7	0.6	4.5	9.9	120
Goulburn Mulwaree			12.9	5.2	6.6	27
Wingecarribee	15.8	7.8	9.1	6.9	8.5	23
Eurobodalla			5.9	5	5.7	14
Essential Energy	36.7	40.1	36.2	36.9	41.3	12
Lismore	15.9	12.3	6.3	9.3	10.1	9
Byron	10.9	9.4	9.9	7.7	7.9	3
P&W (Alice Springs)	2.4	3.3	1.6	0.2	0.2	0
Kempsey			10	13.6	9.6	-29
Bathurst	10	2.9	2.8	2.5	1.7	-32
Dubbo	15.3	10.9	14.5	12.7	7.9	-38
Kal-Boulder (S)	10.1	8.9		4.2	2.5	-40
Gympie				2.3	0.8	-65
Bega Valley			3	3.3	0.9	-73
Ballina	0.5	0.7	1.6	2.1	0.1	-95
Queanbeyan	0	0	0	0	0	
Western Downs					1.6	
Southern Downs					8.4	
Whitsunday					1.7	
Livingstone					2.3	
Cassowary Coast					0.9	
Median	10	7	4.5	4.3	2.5	3
Mean	9.1	7.9	7.1	6.5	5.8	-11

Table A20 H3—Percentage of population where microbiological compliance was achieved (%), 2010–11 to 2014–15, by utility group

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
100,000+ group						
Icon Water	100	100	100	100	100	0
Hunter Water	100	100	100	100	100	0
Sydney Water	100	100	100	100	100	0
Barwon Water	100	100	100	100	100	0
City West Water	100	100	100	100	100	0
South East Water	100	100	100	100	100	0
Yarra Valley Water	100	100	100	100	100	0
WC (Perth)	100	100	100	100	100	0
SA Water				100	100	0
Qld Urban Utilities	100	100	100	100	100	0
TasWater				99	98.6	0
Median	100	100	100	100	100	0
Mean	100	100	100	99.9	99.9	0
50,000–100,000 group						
Coliban Water	98.7	100	99.8	99.4	100	1
Gosford	100	100	100	100	100	0
Wyong	100	100	100	100	100	0
P&W (Darwin)	100	100	100	100	100	0
Cairns	98.6	99.9	100	100	100	0
Central Gippsland Water	100	99.7	100	100	100	0
Goulburn Valley Water	100	100	100	100	100	0
Western Water	100	100	100	100	100	0
Central Highlands Water	98.1	100	100	100	100	0
Median	100	100	100	100	100	0
Mean	99.5	100	100	99.9	100	0
20,000–50,000 group						
Albury	100	100	100	100	100	0
Clarence Valley	99	99	73	100	100	0
Coffs Harbour	100	100	100	100	100	0
MidCoast Water	100	100	100	100	100	0
Port Macquarie Hastings	100	100	100	100	100	0
Shoalhaven	99	100	100	100	100	0
Tamworth	99	100	99	100	100	0
Tweed	100	100	100	100	100	0
East Gippsland Water	100	100	100	100	100	0
GWMWater	100	100	100	100	100	0
Lower Murray Water	100	100	100	100	100	0
North East Water	100	100	100	100	100	0
Wannon Water	100	99.3	100	100	100	0
WC (Mandurah)	100	100	100	100	100	0
Median	100	100	100	100	100	0
Mean	99.8	99.9	98	100	100	0
10,000–20,000 group						
Ballina	100	100	100	100	100	0
Queanbeyan	100	100	100	100	100	0
Goulburn Mulwaree	100	100	100	100	100	0

Utility	2010–11	2011–12	2012–13	2013–14	2014–15	Change from 2013–14 %
WC (Geraldton)	100	100	100	100	100	0
WC (Albany)	100	100	100	100	100	0
Westernport Water	100	100	100	100	100	0
South Gippsland Water	100	100	100	100	100	0
P&W (Alice Springs)	100	100	100	100	100	0
Wingecarribee	100	100	100	100	100	0
Orange	100	100	100	100	100	0
Bathurst	100	100	100	100	100	0
Lismore	100	100	100	100	100	0
Kempsey	100	100	100	100	100	0
Eurobodalla	100	100	100	100	100	0
Dubbo	100	100	100	100	100	0
Essential Energy	100	100	100	100	100	0
Byron	100	100	100	100	100	0
Bega Valley	99	100	100	100	100	0
WC (Australind/Eaton)		100	100	100	100	0
Median	100	100	100	100	100	0
Mean	99.9	100	100	100	100	0