

Appendix A Individual utility size group tables

- Tables A1 to A20 present a summary of key indicators by utility size group for the period 2011–12 to 2015–16.
- Utilities are sorted in descending order based on their 2015–16 value within each size group.
- Unlike the summary tables contained within the body of this report, median and average values presented at the end of each size group are based on all retail utilities reporting within the year.

Table A1 W12—Average annual residential water supplied, by utility size group (kL/property), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
WC (Perth)	250	249	254	244	240	-2
Sydney Water	193	198	206	201	201	0
SA Water			178	180	200	11
Icon Water	180	199	203	188	195	4
TasWater				172	176	2
Barwon Water	152	160	151	156	170	9
Gold Coast		162	187	173	170	-2
Hunter Water	163	176	181	168	166	-1
Unitywater	158	163	164	159	157	-1
Yarra Valley Water	144	156	153	150	156	4
Qld Urban Utilities	139	154	156	155	156	1
Central Coast					155	
South East Water	139	148	149	149	154	3
Logan		140	157	157	151	-4
City West Water	143	150	145	148	150	1
Median	155	161	164	164	166	
Average	166	171	176	171	173	
50,000–100,000 size group						
P&W (Darwin)	471	454	407	409	405	-1
Townsville	362	383	404	435	369	-15
Goulburn Valley Water	234	276	266	265	287	8
Cairns	245	258	243	263	244	-7
Coliban Water	165	194	190	192	210	9
Western Water	169	181	182	178	193	8
Gippsland Water	163	176	171	164	170	4
Central Highlands Water	138	150	150	149	163	9
Toowoomba	101	130	144	146	145	-1
Median	169	194	190	192	210	
Average	228	245	240	245	243	
20,000–50,000 size group						
Lower Murray Water	391	479	450	475	504	6
Fitzroy River Water	288	311	348	317	363	15
Riverina Water (W)	256	347	324	311	333	7
Dubbo					322	
GWMWater	208	236	226	237	254	7
Tamworth	204	261	287	188	251	34
Gladstone				245	243	-1
Bundaberg				230	236	3

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
WC (Mandurah)	239	239	241	238	234	-2
Albury	203	255	232	205	223	9
North East Water	179	216	206	197	214	9
Mackay	231	216	216	214	196	-8
Wide Bay Water	170	186	197	181	181	0
Coffs Harbour	156	161	169	167	167	0
Redland City				168	166	-1
Tweed	163	177	184	178	165	-7
Queanbeyan					163	
Port Macquarie Hastings	144	157	157	151	158	5
Clarence Valley	139	148	161	147	158	7
Wannon Water	148	152	140	144	153	6
Shoalhaven	130	149	148	143	150	5
East Gippsland Water	138	158	151	140	146	4
MidCoast Water	131	143	150	142	139	-2
Median	175	201	202	188	196	
Average	195	222	222	210	223	
10,000-20,000 size group						
Central Highlands				632	520	-18
P&W (Alice Springs)	470	490	466	382	455	19
WC (Australind/Eaton)	334	338	337	329	315	-4
WC (Geraldton)	343	327	321	306	306	0
WC (Kal-Boulder) (W)	310	335	306	320	295	-8
Livingstone				260	294	13
Cassowary Coast				298	293	-2
Whitsunday				281	292	4
Busselton (W)	280	272	287	284	288	1
Goldenfields Water (R)	199	265	287	275	280	2
Aqwest-Bunbury (W)	255	254	267	265	261	-2
Bathurst	180	260	227	225	235	4
Essential Energy	237	285	281	257	233	-9
Wingecarribee	157	186	200	178	186	4
Gympie			215	300	182	-39
WC (Albany)	188	179	188	188	178	-5
Orange		180	174	170	173	2
Byron	168	176	181	180	169	-6
Ballina	166	177	194	181	168	-7
Goulburn Mulwaree	138	150	165	139	162	17
Lismore	143	145	155	155	155	0
Kempsey	143	156	157	155	149	-4
Southern Downs				210	145	-31
Bega Valley	130	139	134	137	135	-1
South Gippsland Water	114	119	118	117	125	7
Eurobodalla	104	116	119	114	117	3
Westernport Water	72	80	80	80	77	-4
Western Downs				176		
Median	174	180	197	218	186	
Average	207	220	221	236	229	

Table A2 W26—Total recycled water supplied, by utility size group (ML), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Sydney Water	45,929	46,951	46,943	43,075	43,342	1
SA Water			28,048	31,666	31,181	-2
Gold Coast		7,307	8,931	7,269	9,241	27
Qld Urban Utilities	10,104	9,961	9,760	9,322	8,828	-5
WC (Perth)	10,370	10,272	10,029	9,354	8,633	-8
Barwon Water	3,483	4,790	5,008	10,157	6,187	-39
Hunter Water	4,664		4,895	4,600	5,373	17
Icon Water	4,607	4,416	4,372	4,352	4,053	-7
South East Water	2,277	3,091	2,967	3,891	3,968	2
Yarra Valley Water	2,318	2,687	3,134	3,817	3,905	2
City West Water	1,216	1,140	138	140	2,567	1,734
Unitywater	1,328	1,713	1,737	1,215	969	-20
Central Coast					895	
Logan		2,000	1,372	681	784	15
TasWater			5,239	4,814		
Median	4,045	4,416	4,952	4,707	4,713	
Average	8,630	8,575	9,470	9,597	8,979	
50,000–100,000 size group						
Western Water	4,814	4,880	5,701	5,747	8,956	56
Goulburn Valley Water	6,824	7,344	6,594	7,687	7,194	-6
Coliban Water	3,893	3,346	2,658	3,198	3,444	8
Toowoomba	1,338	1,213	1,683	2,864	2,773	-3
Cairns	3,065	2,101	2,300	2,212	2,278	3
Central Highlands Water	1,628	1,971	1,683	1,530	2,055	34
Gippsland Water	1,128	1,651	1,104	1,701	1,958	15
Townsville	2,806	3,166	2,740	2,877	1,606	-44
P&W (Darwin)	376	499	347	492	80	-84
Median	2,806	2,101	2,300	2,864	2,278	
Average	2,875	2,908	2,757	3,145	3,372	
20,000–50,000 size group						
Wagga Wagga (S)	5,971	5,543	5,523	5,620	5,679	1
Mackay	4,409	8,314	4,412	5,076	4,967	-2
Wide Bay Water	2,624	4,064	4,794	3,830	4,933	29
Tamworth	3,656	3,595	4,128	4,278	4,071	-5
Gladstone				3,521	3,572	1
East Gippsland Water	2,469	2,959	2,902	2,754	3,172	15
Lower Murray Water	2,456	2,491	3,202	3,855	2,791	-28
Dubbo					2,599	
North East Water	1,959	2,203	1,895	2,561	2,590	1
Albury	5,287	2,733	2,468	2,398	2,503	4
GWMWater	2,291	2,366	2,302	2,233	2,108	-6
Wannon Water	1,248	1,490	1,251	1,979	1,725	-13
Shoalhaven	744	1,992	2,352	1,705	1,551	-9
Coffs Harbour	489	801	1,436	1,013	1,113	10
MidCoast Water	282	848	1,439	1,327	944	-29
Bundaberg				642	758	18
Tweed	386	431	604	551	695	26

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Fitzroy River Water	2,175	1,807	681	696	682	-2
Clarence Valley	109	128	176	195	385	97
Port Macquarie Hastings	294	242	363	386	340	-12
Redland City				287	113	-61
Queanbeyan					100	
WC (Mandurah)	119	104	119	131	50	-62
Riverina Water (W)	0					
Median	1,959	2,098	2,098	1,979	1,725	
Average	1,946	2,339	2,225	2,145	2,063	
10,000-20,000 size group						
WC (Albany)	1,929	2,051	2,114	2,009	2,131	6
Orange	2,218	1,681	2,947	2,826	2,051	-27
Central Highlands					1,753	
Goulburn Mulwaree	1,540	1,567	1,593	1,806	1,730	-4
Southern Downs				1,545	1,538	0
WC (Australind/Eaton)	1,257	1,350	1,378	1,433	1,469	3
Kal-Boulder (S)	1,817	1,793	1,410	1,607	1,449	-10
P&W (Alice Springs)	707	1,034	835	910	1,121	23
Essential Energy	416	629	709	776	669	-14
Whitsunday				727	667	-8
Ballina	164	132	273	517	500	-3
Bega Valley	485	680	626	446	401	-10
Byron	511	596	478	444	367	-17
Westernport Water	129	238	273	261	295	13
Wingecarribee	35	98	124	163	232	42
WC (Busselton) (S)		261	245	230	225	-2
South Gippsland Water	87	168	108	146	221	51
WC (Geraldton)	223	235	237	227	216	-5
Eurobodalla	86	189	216	243	195	-20
Gympie			1,243	549	160	-71
WC (Bunbury) (S)	111	110	148	102	109	7
Kempsey	0	10	110	77	96	25
Lismore	0	0	34	5	5	0
Bathurst		4,788	3,942	3,712	0	-100
Livingstone				458		
Western Downs				1,025		
Cassowary Coast						
Aqwest-Bunbury (W)						
WC (Kal-Boulder) (W)						
Busselton (W)						
Goldenfields Water (R)	0	0				
Median	223	261	478	517	384	
Average	617	839	907	890	719	

Table A3 P8—Typical residential bill, by utility size group (\$), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Gold Coast		1,500	1,564	1,613	1,570	-3
Logan		1,365	1,262	1,603	1,545	-4
Unitywater	1,384	1,400	1,470	1,508	1,492	-1
WC (Perth)	1,221	1,277	1,327	1,354	1,370	1
SA Water			1,298	1,317	1,341	2
Qld Urban Utilities	1,097	1,136	1,152	1,206	1,215	1
Sydney Water	1,181	1,177	1,178	1,172	1,169	0
Central Coast					1,164	
Icon Water	1,162	1,244	1,134	1,112	1,133	2
Yarra Valley Water	986	1,012	1,190	1,046	1,080	3
TasWater					1,063	
Barwon Water	1,030	1,129	1,087	1,044	1,027	-2
South East Water	898	907	1,105	979	1,023	4
Hunter Water	958	1,033	1,040	1,023	1,019	0
City West Water	858	862	1,031	918	944	3
Median	1,064	1,157	1,178	1,172	1,164	
Average	1,078	1,170	1,218	1,223	1,210	
50,000–100,000 size group						
P&W (Darwin)	1,535	1,882	1,840	1,898	1,882	-1
Townsville	1,428	1,464	1,519	1,508	1,498	-1
Coliban Water	1,046	1,127	1,272	1,301	1,344	3
Toowoomba		1,218	1,344	1,330	1,328	0
Gippsland Water	1,283	1,335	1,281	1,256	1,250	0
Cairns	1,239	1,271	1,270	1,294	1,238	-4
Central Highlands Water	1,186	1,238	1,256	1,202	1,226	2
Western Water	1,036	1,035	1,058	977	1,038	6
Goulburn Valley Water	822	915	896	903	925	2
Median	1,213	1,238	1,272	1,294	1,250	
Average	1,197	1,276	1,304	1,297	1,303	
20,000–50,000 size group						
MidCoast Water	1,478	1,538	1,531	1,556	1,591	2
Dubbo					1,578	
Gladstone				1,319	1,574	19
Clarence Valley	1,170	1,279	1,375	1,421	1,556	10
WC (Mandurah)	1,290	1,340	1,375	1,425	1,526	7
Wide Bay Water	1,397	1,447	1,503	1,508	1,524	1
Bundaberg				1,718	1,474	-14
Redland City				1,409	1,471	4
Queanbeyan					1,434	
Mackay	1,382	1,434	1,553	1,477	1,426	-3
Wide Bay Water	2,624	4,061	4,794	3,830	4,933	29
Tamworth	1,295	1,378	1,419	1,291	1,396	8
Coffs Harbour	1,320	1,371	1,394	1,407	1,396	-1
Port Macquarie Hastings	1,200	1,264	1,293	1,322	1,388	5
Tweed	1,114	1,207	1,283	1,334	1,386	4
GWMWater	1,187	1,282	1,301	1,335	1,360	2
Fitzroy River Water	1,031	1,064	1,140	1,151	1,199	4
East Gippsland Water	1,101	1,202	1,150	1,117	1,132	1

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Wannon Water	1,130	1,233	1,175	1,116	1,124	1
Albury	750	892	938	1,007	1,121	11
Shoalhaven	994	1,048	1,063	1,074	1,100	2
Lower Murray Water	834	881	899	934	959	3
North East Water	870	976	940	855	884	3
Median	1,170	1,264	1,293	1,328	1,396	
Average	1,150	1,226	1,255	1,289	1,345	
10,000-20,000 size group						
P&W (Alice Springs)	1,541	1,949	1,951	1,937	1,970	2
Central Highlands				2,051	1,869	-9
Byron	1,527	1,617	1,660	1,690	1,705	1
Bega Valley	1,586	1,650	1,651	1,673	1,704	2
WC (Geraldton)	1,444	1,510	1,555	1,594	1,689	6
WC (Australind/Eaton)	1,508	1,584	1,629	1,681	1,686	0
Whitsunday				1,615	1,606	-1
Cassowary Coast				1,535	1,586	3
Eurobodalla	1,350	1,407	1,521	1,554	1,581	2
Lismore	1,260	1,299	1,386	1,458	1,543	6
Livingstone				1,565	1,531	-2
WC (Albany)	1,263	1,285	1,344	1,400	1,497	7
Southern Downs				1,363	1,457	7
Kempsey	1,231	1,272	1,343	1,390	1,444	4
Goulburn Mulwaree	1,312	1,349	1,420	1,367	1,412	3
Ballina	1,152	1,221	1,323	1,381	1,409	2
Wingecarribee	1,052	1,168	1,222	1,219	1,245	2
Essential Energy	1,145	1,291	1,258	1,284	1,240	-3
Gympie			1,198	1,387	1,220	-12
Orange	860	905	933	1,001	1,083	8
Westernport Water	1,070	1,103	1,097	1,087	1,080	-1
Bathurst	851	1,002	989	1,015	1,079	6
South Gippsland Water	1,037	1,063	1,023	970	970	0
Western Downs				1,097		
Median	1,260	1,291	1,344	1,395	1,497	
Average	1,246	1,334	1,361	1,430	1,461	

Table A4 P7—Annual bill based on 200 kL, by utility size group (\$), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Logan		1,574	1,709	1,772	1,724	-3
Gold Coast		1,635	1,665	1,721	1,691	-2
Unitywater	1,463	1,490	1,597	1,661	1,654	0
Qld Urban Utilities	1,260	1,290	1,306	1,371	1,385	1
SA Water			1,370	1,384	1,342	-3
WC (Perth)	1,138	1,186	1,225	1,268	1,289	2
Yarra Valley Water	1,192	1,171	1,409	1,271	1,279	1
Central Coast					1,267	
South East Water	1,105	1,081	1,331	1,200	1,225	2
Sydney Water	1,197	1,182	1,165	1,169	1,167	0
City West Water	1,043	1,020	1,251	1,124	1,148	2
Icon Water	1,210	1,256	1,136	1,152	1,144	-1
Hunter Water	1,034	1,087	1,081	1,094	1,094	0
Barwon Water	1,133	1,222	1,200	1,145	1,094	-4
TasWater					1,086	
Median	1,165	1,204	1,306	1,268	1,267	
Average	1,178	1,266	1,342	1,333	1,306	
50,000–100,000 size group						
Townsville	1,428	1,464	1,519	1,508	1,498	-1
P&W (Darwin)	1,162	1,417	1,451	1,496	1,488	-1
Toowoomba		1,464	1,475	1,450	1,450	0
Coliban Water	1,126	1,141	1,295	1,325	1,321	0
Gippsland Water	1,356	1,384	1,337	1,327	1,308	-1
Central Highlands Water	1,308	1,331	1,330	1,304	1,299	0
Cairns	1,190	1,207	1,222	1,223	1,225	0
Western Water	1,094	1,070	1,092	1,021	1,052	3
Goulburn Valley Water	787	829	822	829	826	0
Median	1,176	1,331	1,330	1,325	1,308	
Average	1,181	1,256	1,282	1,276	1,274	
20,000–50,000 size group						
MidCoast Water	1,655	1,688	1,664	1,717	1,769	3
Clarence Valley	1,270	1,365	1,442	1,516	1,635	8
Wide Bay Water	1,446	1,499	1,498	1,539	1,586	3
Queanbeyan					1,582	
Port Macquarie Hastings	1,329	1,367	1,401	1,449	1,503	4
Redland City				1,409	1,490	6
Coffs Harbour	1,433	1,473	1,476	1,496	1,483	-1
Tweed	1,188	1,258	1,319	1,389	1,481	7
WC (Mandurah)	1,225	1,268	1,297	1,350	1,457	8
Gladstone				1,237	1,448	17
Mackay	1,326	1,386	1,415	1,432	1,412	-1
Dubbo					1,344	
Bundaberg				1,280	1,322	3
Tamworth	1,289	1,291	1,295	1,308	1,321	1
GWMWater	1,174	1,224	1,258	1,273	1,268	0
East Gippsland Water	1,202	1,274	1,245	1,237	1,241	0
Wannon Water	1,231	1,334	1,299	1,233	1,222	-1

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Shoalhaven	1,108	1,132	1,150	1,167	1,182	1
Albury	747	808	896	1,002	1,091	9
Fitzroy River Water	951	986	1,011	1,055	1,064	1
North East Water	920	937	925	862	855	-1
Lower Murray Water	723	722	734	745	747	0
Median	1,225	1,274	1,297	1,294	1,378	
Average	1,189	1,236	1,254	1,285	1,341	
10,000-20,000 size group						
Bega Valley	1,757	1,802	1,815	1,832	1,879	3
Eurobodalla	1,652	1,674	1,806	1,853	1,871	1
Byron	1,649	1,726	1,747	1,769	1,815	3
Lismore	1,406	1,444	1,512	1,596	1,686	6
Kempsey	1,334	1,360	1,433	1,484	1,556	5
WC (Albany)	1,283	1,323	1,366	1,424	1,542	8
Cassowary Coast				1,472	1,519	3
Goulburn Mulwaree	1,425	1,456	1,519	1,540	1,519	-1
Southern Downs				1,405	1,514	8
P&W (Alice Springs)	1,162	1,417	1,451	1,496	1,488	-1
Ballina	1,213	1,263	1,334	1,420	1,475	4
WC (Geraldton)	1,200	1,267	1,321	1,385	1,473	6
Whitsunday				1,459	1,455	0
WC (Australind/Eaton)	1,280	1,317	1,361	1,421	1,450	2
Livingstone				1,379	1,433	4
Westernport Water	1,299	1,323	1,326	1,319	1,317	0
Central Highlands				1,300	1,306	0
Wingecarribee	1,123	1,192	1,222	1,258	1,270	1
Gympie			1,155	1,247	1,263	1
Essential Energy	1,086	1,148	1,119	1,184	1,183	0
Western Downs				1,121	1,162	4
Orange	934	944	983	1,064	1,144	8
South Gippsland Water	1,179	1,203	1,164	1,116	1,100	-1
Bathurst	880	899	942	973	1,019	5
Median	1,280	1,323	1,348	1,412	1,464	
Average	1,286	1,339	1,365	1,397	1,435	

Table A5 F8—Revenue from community service obligations, by utility size group (%), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
SA Water	12.1	7.4	9.7	9.4	9.1	-3
WC (Perth)	8.3	7.9	7.9	6.2	6.2	0
Sydney Water	6	6.3	6	6	5.9	-2
Yarra Valley Water	5.6	6.1	4.8	5.3	5	-6
Barwon Water	4	4.6	5	4.8	4.7	-2
Hunter Water	4.8	4.7	4.6	4.6	4.4	-4
South East Water	5.3	5.7	4.6	4.9	4.4	-10
City West Water	4	4.3	3.6	3.9	3.5	-10
Icon Water	3.7	3.9	3.3	3.7	3.2	-14
TasWater			2.8	2.7	2.7	0
Qld Urban Utilities	2.4	6.3	2	1.8	1.6	-11
Unitywater	5.6	9.4	1	0.9	0.9	0
Gold Coast		0	0	0	0	
Logan		0	0	0		
Central Coast						
Median	5.3	5.7	4.1	4.2	4.4	
Average	5.6	5.1	4	3.9	4	
50,000–100,000 size group						
Goulburn Valley Water	6	5.7	5.6	5.5	5.6	2
Coliban Water	5.3	5.1	4	4.4	4.1	-7
Western Water	3.9	4	4.6	4.6	4	-13
Gippsland Water	4	3.9	4	4.2	3.9	-7
P&W (Darwin)	3	2	3.3		3.6	
Cairns	2.8	2.8	3.1	2.7	2.9	7
Townsville	0	0	1.7	1.6	1.2	-25
Toowoomba		0.8	0.8		0.7	
Central Highlands Water					0	
Median	3.9	3.4	3.6	4.3	3.6	
Average	3.6	3	3.4	3.8	2.9	
20,000–50,000 size group						
GWMWater	8.6	7.4	7.1	6.5	6.6	2
WC (Mandurah)	32.2	19.3	19.9	18.3	6.3	-66
East Gippsland Water			5.2	6.1	6.2	2
North East Water	6.7	5.7	6.1	6.6	6.1	-8
Lower Murray Water	6.3	6	5.9	5.7	5.7	0
Wannon Water	3.6	3.9	4.4	4.3	4.5	5
Bundaberg				1.8	1.7	-6
Shoalhaven	1.8	1.6	1.6	1.5	1.5	0
MidCoast Water	0.9	1.5	1.4	1.4	1.3	-7
Clarence Valley	1.7	1.6	1.4	1.4	1.3	-7
Tweed	1.6	1.5	1.1	1.2	1.2	0
Coffs Harbour	1.1	1.1	1.1	1	1	0
Port Macquarie Hastings	1.7	1.7	1.2	1.4	1	-29
Wagga Wagga (S)	0.9	0.9	1	0.8	0.9	12
Tamworth	1	1.1	0.9	1	0.9	-10
Fitzroy River Water	1.5	1.7	0.7	1.3	0.9	-31
Albury	1.2	1	0.9	0.9	0.8	-11

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Riverina Water (W)	1.2	0.8	0.8	0.6	0.7	17
Wide Bay Water	1.8	1.7	0.4	0.4	0.4	0
Redland City				0.4	0.3	-25
Mackay	0.1	0	0.1	0.2	0.2	0
Gladstone				0	0	
Dubbo						
Queanbeyan						
Median	1.6	1.6	1.2	1.4	1.1	
Average	4.1	3.2	3.2	2.9	2.2	
10,000-20,000 size group						
WC (Kal-Boulder) (W)	52.8	47.9	58.7	59.1	62.2	5
WC (Busselton) (S)		23	17.6	23.9	29.9	25
WC (Albany)	27.2	20.8	36.5	34.6	22.5	-35
WC (Australind/Eaton)	27.7	29.2	25.1	22.9	13.8	-40
P&W (Alice Springs)	13	12	7.5		9.3	
WC (Geraldton)	15.7	14.1	14.5	13.6	6.2	-54
South Gippsland Water	5	5.2	5.3	5.5	5.5	0
Westernport Water	2.5	3.6	4.3	3.7	3.9	5
Busselton (W)	0.1	0.1	0.1	4.2	3.7	-12
WC (Bunbury) (S)	7.1	23.1	22.9	14.4	3.5	-76
Aqwest-Bunbury (W)		0	0	0	3	
Whitsunday				1.7	2.5	47
Gympie			4.4	4.4	2.5	-43
Essential Energy	1.3	1.1	1.7	2.2	1.4	-36
Kempsey	1.6	1.5	1.5	1.3	1.3	0
Lismore	1.3	1.4	1.2	1	1	0
Bega Valley	1	1.1	1	1	1	0
Eurobodalla	1.3	1.4	1.2	1.1	1	-9
Wingecarribee	1.4	1.3	1.2	1.2	1	-17
Ballina	1.4	1.4	1.1	1.9	1	-47
Orange	1.1	1	0.9	0.8	0.9	12
Goulburn Mulwaree	1	0.9	0.9	0.2	0.8	300
Bathurst	1.1	0.9	0.8	0.8	0.8	0
Byron	0.8	0.7	0.6	0.6	0.6	0
Goldenfields Water (R)	1	0.9	0.7	0.7	0.6	-14
Livingstone				0	0	
Kal-Boulder (S)	0	0	0	0	0	
Cassowary Coast				0	0	
Central Highlands				0	0	
Western Downs				40.6		
Southern Downs				1		
Median	1.4	1.4	1.2	1.2	1.3	
Average	7.5	8	8.4	8.1	6.2	

Table A6 F13—Combined operating cost: water and sewerage, by utility size group (\$/property), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Qld Urban Utilities	911	1,046	1,148	1,151	1,147	0
Gold Coast		1,024	1,118	1,165	1,128	-3
City West Water	965	926	1,223	1,095	1,126	3
Logan		1,002	1,079	1,094	1,054	-4
Unitywater	958	949	994	988	987	0
TasWater				901	939	4
Yarra Valley Water	750	726	966	871	926	6
Icon Water	851	821	763	774	917	18
South East Water	785	733	997	874	915	5
SA Water			718	670	697	4
Sydney Water	667	696	686	673	689	2
WC (Perth)	552	587	604	587	597	2
Barwon Water	721	632	648	605	591	-2
Hunter Water	556	627	587	631	584	-7
Central Coast						
Median	767	777	966	873	922	
Average	772	814	887	863	878	
50,000–100,000 size group						
Gippsland Water	1,941	1,329	1,241	1,211	1,168	-4
P&W (Darwin)	1,134	1,162	1,036		1,122	
Townsville	740	766	1,066	1,008	989	-2
Western Water	1,198	1,245	852	703	923	31
Goulburn Valley Water	860	828	815	812	846	4
Coliban Water	779	806	807	781	822	5
Central Highlands Water	901	864	819	773	801	4
Toowoomba	516	543	656	1,180	690	-42
Cairns	807	698	700	681	649	-5
Median	860	828	819	796	846	
Average	986	916	888	894	890	
20,000–50,000 size group						
Gladstone				2,393	1,420	-41
Mackay	1,268	1,337	1,521	1,287	1,105	-14
GWMWater	919	921	966	940	990	5
MidCoast Water	1,045	976	930	1,035	972	-6
Coffs Harbour	925	1,029	1,037	1,028	971	-6
Wannon Water	1,128	1,013	991	991	956	-4
Tweed	888	940	958	956	934	-2
Tamworth	989	1,002	1,038	955	916	-4
East Gippsland Water	862	455	960	831	911	10
Wide Bay Water	1,404	423	899	851	879	3
Redland City				874	876	0
Port Macquarie Hastings	764	877	907	890	874	-2
North East Water	888	777	820	814	833	2
Clarence Valley	887	957	903	862	806	-6
Bundaberg				776	779	0
Shoalhaven	792	790	775	786	744	-5
Albury	798	810	758	679	674	-1

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Lower Murray Water	764	631	621	662	666	1
Fitzroy River Water	698	669	581	713	661	-7
WC (Mandurah)	571	562	590	556	655	15
Dubbo						
Queanbeyan						
Median	888	877	907	868	878	
Average	917	834	897	944	881	
10,000-20,000 size group						
P&W (Alice Springs)	1,665	2,131	1,752		1,787	
Essential Energy	1,814	1,555	1,650	1,376	1,607	17
Central Highlands				1,676	1,535	-8
Bega Valley	1,352	1,300	1,278	1,299	1,448	11
Southern Downs				1,500	1,374	-8
Byron	1,204	1,286	1,293	1,301	1,253	-4
Ballina	1,263	1,377	1,325	1,310	1,233	-6
Whitsunday				1,220	1,219	0
Western Downs				1,127	1,218	8
Livingstone					1,179	
South Gippsland Water	1,190	1,102	1,056	1,071	1,118	4
Lismore	1,117	1,128	1,116	1,081	1,117	3
Bathurst	902	988	977	994	1,046	5
Kempsey	1,003	1,093	1,056	1,054	1,019	-3
Cassowary Coast				938	987	5
Eurobodalla	1,044	968	1,018	917	961	5
Westernport Water	674	699	3,644	450	960	113
WC (Australind/Eaton)	807	1,059	795	954	814	-17
Wingecarribee	795	819	934	821	810	-1
Orange	696	732	779	758	746	-2
Goulburn Mulwaree	843	854	810	768	731	-5
Gympie			905	290	686	137
WC (Albany)	805	740	686	670	648	-3
WC (Geraldton)	676	765	707	695	641	-8
Median	1,003	1,059	1,037	1,024	1,082	
Average	1,050	1,094	1,210	1,012	1,089	

Table A7 F16—Total capital expenditure: water and sewerage, by utility size group (\$000s), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Sydney Water	780,992	704,580	604,694	636,497	648,180	2
WC (Perth)	557,408	511,430	266,143	356,657	293,885	-18
SA Water			274,010	217,336	275,167	27
Yarra Valley Water	249,826	233,827	203,128	176,132	261,580	49
Qld Urban Utilities	280,724	280,759	201,427	193,174	201,064	4
South East Water	187,925	179,426	219,131	225,069	144,562	-36
TasWater			76,460	103,916	128,647	24
Hunter Water	123,952	92,898	112,280	78,481	88,379	13
Unitywater	149,201	153,495	145,678	85,631	87,212	2
Icon Water	233,861	145,285	60,210	49,622	83,690	69
Barwon Water	246,271	163,155	90,956	64,386	79,895	24
City West Water	123,953	160,424	87,991	60,404	71,115	18
Gold Coast		62,780	45,277	36,389	51,508	42
Logan		72,122	60,519	75,687	45,990	-39
Central Coast						
Median	240,066	161,789	128,979	94,774	108,513	
Average	293,411	230,015	174,850	168,527	175,777	
50,000–100,000 size group						
Townsville	53,716	43,089	25,470	47,699	52,018	9
P&W (Darwin)	58,840	65,657	25,953		48,549	
Toowoomba		45,671	20,355	26,388	39,138	48
Coliban Water	40,301	43,610	42,661	20,097	33,796	68
Gippsland Water	39,928	54,759	46,349	48,364	32,167	-33
Goulburn Valley Water	26,639	19,261	22,908	30,925	30,498	-1
Cairns	44,754	29,963	37,082	29,642	17,413	-41
Western Water	18,096	17,260	26,964	26,727	15,725	-41
Central Highlands Water	24,103	14,763	14,537	15,477	8,973	-42
Median	40,114	43,089	25,953	28,184	32,167	
Average	38,297	37,115	29,142	30,665	30,920	
20,000–50,000 size group						
Shoalhaven	28,432	22,193	24,409	22,946	21,707	-5
Port Macquarie Hastings	13,898	14,322	9,182	16,085	18,903	18
Fitzroy River Water	28,471	24,111	22,951	16,066	18,840	17
Clarence Valley	32,287	12,433	11,182	25,861	18,460	-29
Redland City				15,656	18,362	17
Wide Bay Water	27,934	18,709	18,254	11,553	17,910	55
Mackay	46,820	48,643	48,546	26,708	16,066	-40
Bundaberg				22,082	15,626	-29
MidCoast Water	86,193	22,602	11,634	6,884	14,337	108
Wannon Water	29,171	22,698	15,273	12,913	14,312	11
WC (Mandurah)	37,915	31,162	29,477	21,948	14,044	-36
North East Water	14,349	37,602	19,927	9,937	13,696	38
Gladstone				10,223	12,654	24
Lower Murray Water	11,133	9,704	9,884	7,868	9,652	23
Tweed	39,700	14,068	13,485	7,095	8,458	19
Albury	2,647	6,126	5,923	4,188	8,434	101
East Gippsland Water	11,497	6,857	10,196	7,712	7,247	-6

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
GWMWater	16,780	14,571	16,369	10,978	6,423	-41
Tamworth	10,935	13,408	21,271	9,160	5,687	-38
Coffs Harbour	7,147	8,982	10,625	14,170	5,459	-61
Dubbo						
Queanbeyan						
Median	27,934	14,571	15,273	12,233	14,178	
Average	26,195	19,305	17,564	14,002	13,314	
10,000-20,000 size group						
Essential Energy	4,448	5,655	4,232	6,390	14,431	126
Eurobodalla	17,956	7,017	6,951	6,600	13,164	99
Orange	4,630	7,859	28,989	22,163	11,704	-47
Western Downs				17,092	11,274	-34
WC (Geraldton)	8,962	13,358	8,471	13,365	11,106	-17
WC (Albany)	10,529	6,257	8,278	4,932	9,708	97
Gympie			6,658	5,481	9,009	64
Lismore	12,595	9,314	5,099	6,022	8,313	38
South Gippsland Water	13,069	7,779	10,148	12,315	8,085	-34
Bathurst	6,215	7,046	6,826	13,197	7,646	-42
Cassowary Coast				5,766	7,374	28
WC (Australind/Eaton)	30,504	7,177	3,503	4,697	6,623	41
Kempsey	3,948	7,166	6,709	7,081	6,364	-10
Wingecarribee	18,991	14,591	3,008	6,017	5,996	0
Bega Valley	7,202	4,565	8,419	8,269	5,448	-34
Goulburn Mulwaree	14,100	4,555	3,962	8,561	5,427	-37
Whitsunday				733	5,196	609
P&W (Alice Springs)	10,557	12,093	9,992		5,151	
Ballina	33,140	29,278	11,232	8,335	4,626	-44
Westernport Water	12,495	13,473	3,519	4,791	4,196	-12
Byron	1,496	2,597	2,011	1,214	4,005	230
Southern Downs				3,277	2,548	-22
Livingstone					1,732	
Central Highlands				27,588	883	-97
Median	10,557	7,177	6,767	6,495	6,494	
Average	12,402	9,399	7,667	8,813	7,084	

Table A8 F28—Capital expenditure: water, by utility size group (\$/property), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
TasWater				254	347	37
Barwon Water	1,336	902	490	223	241	8
Icon Water	1,353	737	267	155	238	54
SA Water			229	153	199	30
WC (Perth)	583	514	179	197	194	-2
Logan		104	160	192	180	-6
Qld Urban Utilities	75	118	117	131	126	-4
Hunter Water	163	131	333	156	125	-20
Sydney Water	167	142	109	81	117	44
City West Water	163	338	148	110	116	5
Unitywater	121	113	112	111	113	2
Yarra Valley Water	147	158	102	89	103	16
Gold Coast		87	60	63	46	-27
South East Water	83	75	66	68	44	-35
Central Coast						
Median	163	137	148	142	126	
Average	419	285	183	142	156	
50,000–100,000 size group						
P&W (Darwin)	358	469	251		617	
Townsville	194	312	100	321	453	41
Goulburn Valley Water	353	190	228	432	267	-38
Gippsland Water	225	221	149	149	196	32
Coliban Water	445	503	421	118	192	63
Toowoomba		117	216	195	165	-15
Central Highlands Water	213	62	114	129	133	3
Western Water	142	96	180	196	78	-60
Cairns	330	162	271	212	53	-75
Median	278	190	216	196	192	
Average	283	237	215	219	239	
20,000–50,000 size group						
Riverina Water (W)	221	199	215	403	1,104	174
Fitzroy River Water	335	349	377	296	363	23
Wide Bay Water	576	383	293	261	349	34
Shoalhaven	132	96	233	221	279	26
Lower Murray Water	170	155	176	166	245	48
Wannon Water	281	128	166	148	224	51
MidCoast Water	1,254	290	201	81	212	162
Gladstone				138	206	49
Port Macquarie Hastings	262	216	84	330	205	-38
North East Water	243	311	226	134	196	46
Tamworth	318	518	527	309	184	-40
Mackay	1,078	542	343	442	163	-63
Clarence Valley	94	120	104	91	156	71
GWMWater	237	319	448	181	133	-27
WC (Mandurah)	529	506	256	174	130	-25
East Gippsland Water	189	153	221	113	109	-4
Albury	116	155	106	89	108	21

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Bundaberg				89	105	18
Tweed	214	176	279	62	97	56
Coffs Harbour	70	145	69	54	48	-11
Redland City				26	12	-54
Dubbo						
Queanbeyan						
Median	240	208	224	148	184	
Average	351	264	240	181	220	
10,000-20,000 size group						
Essential Energy	282	342	304	355	1,218	243
Orange	205	431	1,632	1,070	546	-49
WC (Geraldton)	458	613	261	497	396	-20
WC (Kal-Boulder) (W)	1,773	1,473	6,253	326	381	17
Cassowary Coast				310	357	15
Goldenfields Water (R)				164	348	112
Bathurst	293	185	240	480	328	-32
Kempsey	152	378	417	434	321	-26
Western Downs				624	319	-49
Lismore	121	147	165	88	316	259
WC (Albany)	140	169	168	213	314	47
Busselton (W)	573	145	135	293	294	0
P&W (Alice Springs)	598	547	362		277	
Bega Valley	374	147	187	287	260	-9
Byron	13	93	39	31	243	684
Goulburn Mulwaree	1,161	283	253	559	235	-58
Gympie			153	160	210	31
WC (Australind/Eaton)	2,851	87	104	218	174	-20
Southern Downs				279	169	-39
Eurobodalla	196	144	122	133	149	12
Whitsunday				2	148	7,300
Aqwest-Bunbury (W)	266	241	174	164	146	-11
Wingecarribee	145	137	40	148	112	-24
Ballina	129	121	153	218	108	-50
Westernport Water	237	830	107	47	87	85
Livingstone					84	
South Gippsland Water	212	163	98	135	83	-39
Central Highlands				2,332	34	-99
Median	252	177	168	248	252	
Average	509	334	541	368	273	

Table A9 F29—Capital expenditure: Sewerage, by utility size group, (\$/property), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
TasWater				300	328	9
Barwon Water	471	270	153	235	320	36
Logan		677	476	581	269	-54
Icon Water	167	184	105	145	258	78
Yarra Valley Water	217	175	184	154	253	64
Hunter Water	395	281	150	182	252	38
Qld Urban Utilities	451	411	254	220	234	6
Sydney Water	272	247	224	265	230	-13
SA Water			173	171	204	19
Unitywater	459	473	433	198	194	-2
WC (Perth)	175	170	175	270	177	-34
Gold Coast		186	139	94	169	80
South East Water	207	199	261	261	161	-38
City West Water	165	74	71	36	50	39
Central Coast						
Median	244	223	175	209	232	
Average	298	279	215	222	221	
50,000–100,000 size group						
Toowoomba		865	171	320	618	93
Gippsland Water	459	718	638	658	312	-53
Goulburn Valley Water	153	181	207	131	303	131
Coliban Water	167	138	201	178	298	67
P&W (Darwin)	814	825	242		212	
Western Water	217	241	328	290	204	-30
Cairns	256	231	267	215	191	-11
Townsville	572	262	246	293	191	-35
Central Highlands Water	204	200	128	123	1	-99
Median	236	241	242	252	212	
Average	355	407	270	276	259	
20,000–50,000 size group						
Clarence Valley	2,070	675	611	1,625	1,024	-37
Bundaberg				782	509	-35
Port Macquarie Hastings	224	289	243	218	449	106
Redland City				277	347	25
Gladstone				321	337	5
Fitzroy River Water	409	258	395	230	246	7
East Gippsland Water	402	186	276	269	243	-10
Albury	0	116	156	79	235	197
Mackay	125	678	875	201	214	6
WC (Mandurah)	462	270	502	371	202	-46
Shoalhaven	547	430	321	299	201	-33
Coffs Harbour	233	231	378	540	179	-67
Tweed	1,064	284	152	166	170	2
Wide Bay Water	227	195	246	73	169	132
MidCoast Water	1,094	327	111	107	167	56
Wagga Wagga (S)	264	146	186	163	146	-10
Wannon Water	506	497	234	186	132	-29

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
North East Water	72	545	209	77	88	14
GWMWater	374	185	93	208	86	-59
Tamworth	225	126	516	125	82	-34
Lower Murray Water	206	169	147	84	53	-37
Dubbo						
Queanbeyan						
Median	319	264	245	208	201	
Average	472	312	314	305	251	
10,000-20,000 size group						
WC (Busselton) (S)		2,269	1,704	1,688	1,390	-18
Western Downs				1,075	844	-21
WC (Bunbury) (S)	338	632	553	1,348	791	-41
Eurobodalla	791	235	254	221	556	152
Gympie			409	288	499	73
WC (Australind/Eaton)	132	755	274	248	498	101
Cassowary Coast				296	457	54
WC (Albany)	758	323	488	132	386	192
South Gippsland Water	556	282	496	569	375	-34
Lismore	862	570	214	372	303	-19
WC (Geraldton)	104	204	314	337	294	-13
Kempsey	219	257	155	168	258	54
Goulburn Mulwaree	155	181	127	215	255	19
Wingecarribee	1,109	819	143	202	235	16
Whitsunday				61	210	244
Ballina	2,344	2,008	644	369	207	-44
Westernport Water	635	39	128	284	195	-31
Essential Energy	153	213	106	273	166	-39
P&W (Alice Springs)	338	546	542		153	
Bathurst	119	280	200	357	147	-59
Bega Valley	152	202	470	339	139	-59
Byron	129	150	149	81	112	38
Orange	75	35	57	207	111	-46
Southern Downs				14	69	393
Livingstone					60	
Central Highlands				42	50	19
Kal-Boulder (S)	123	99	50	67	10	-85
Median	219	268	254	273	235	
Average	479	505	356	370	325	

Table A10 C9—Water quality complaints, by utility size group (no. per 1,000 properties), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Central Coast					16.7	
Yarra Valley Water	3.6	4.2	3.7	2.6	2.8	8
Logan		4	4.2	7	2.3	-67
Barwon Water	1.8	2.1	1.6	1.3	2	54
South East Water	2	2.7	2.7	1.8	1.7	-6
Qld Urban Utilities	5.2	3.2	2.7	2	1.7	-15
Hunter Water	2.9	2.9	3.4	3	1.7	-43
Icon Water	0.9	0.8	1.1	1.2	1.1	-8
Gold Coast		1.2	1.2	1	1	0
SA Water			1	1	0.9	-10
City West Water	0.7	0.7	0.4	0.6	0.6	0
Sydney Water	0.5	0.5	0.3	0.4	0.4	0
WC (Perth)	6.9	0.1	0.1	0.1	0.1	0
Unitywater			0.1	0	0	
TasWater						
Median	2	2.1	1.2	1.2	1.4	
Average	2.7	2	1.7	1.7	2.4	
50,000–100,000 size group						
Western Water	3.1	3.2	3.9	3.4	4.1	21
Gippsland Water	7.2	4	4	4.3	3.4	-21
Goulburn Valley Water	5	3.3	3.1	1.6	3.3	106
Coliban Water	5.2	3	3	3.4	3	-12
P&W (Darwin)	6.3	1.9	1.8	2.1	2.8	33
Central Highlands Water	3.4	3.9	3.2	1.2	2.4	100
Cairns	3.1	2.7	3	3	2.3	-23
Toowoomba		2.1	2.6	2	1.7	-15
Townsville	0.9	1.3	1	1	0	-100
Median	4.2	3	3	2.1	2.8	
Average	4.3	2.8	2.8	2.4	2.6	
20,000–50,000 size group						
Port Macquarie Hastings	3	8.5	6.7	6	5.3	-12
MidCoast Water	3.5	2.8	2.6	3	4	33
Wannon Water	1.3	0.8	0.6	0.6	3.3	450
GWMWater	9.3	7.5	2.5	3.7	2.8	-24
Riverina Water (W)	2.8	4.4	3.1	3	2.6	-13
Redland City				2	2.5	25
Fitzroy River Water	5.9	6.1	2.1	9	2.5	-72
Wide Bay Water	1.1	2.4	1.3	1	2.3	130
Albury	1	4.2	3.2	2.6	2.2	-15
Mackay	2.1	2.5	2.3	3	2	-33
Bundaberg				1	1.9	90
Lower Murray Water	1.1	0.7	0.5	0.6	0.9	50
North East Water	1.9	0.8	0.4	0.4	0.5	25
East Gippsland Water	0.3	0.3	0.5	0.2	0.4	100
Dubbo					0.3	
Shoalhaven	0.5	0.3	0.3	0.5	0.2	-60
Gladstone				0	0	

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Coffs Harbour	1.1	0	0	0	0	
WC (Mandurah)	3.1	0.1	0.1	0	0	
Tamworth		0.8	0.2	0	0	
Clarence Valley	6.7	8.1	22.6	13.9		
Tweed	4.5	4.2	4.9	5.9		
Queanbeyan						
Median	2.1	2.4	1.7	1	2.0	
Average	2.9	3	3	2.7	1.7	
10,000-20,000 size group						
Goulburn Mulwaree	1.4	3	7.7	4.5	19.7	338
Wingecarribee	9.5	13.2	11.7	7.7	8.9	16
Bathurst	29.3	37.5	34.6	34	8.5	-75
Cassowary Coast				4	5	25
Western Downs				5	4.7	-6
Livingstone					4.3	
Bega Valley	4.7	8.7	13.3	12.7	4.2	-67
Busselton (W)	22	17.8	2.4	1.8	3.9	117
South Gippsland Water	2.7	9	5.8	1.8	3.3	83
Central Highlands				12	2.7	-78
Whitsunday				2	2.7	35
Westernport Water	2.6	1.2	6.4	1.8	2.5	39
Southern Downs				1	2.1	110
Orange	1.5	1.6	1.3	1.4	1.8	29
Aqwest-Bunbury (W)	8.9	8.1	0.1	0.1	1.8	1,700
Byron	0	0.3	1.3	1.9	1.4	-26
Kempsey	0.2	0.4	0.7	0.2	0.9	350
WC (Albany)	15.9	0.1	0.2	0.2	0.4	100
Eurobodalla	0.3	0.3	0.9	0.7	0.4	-43
Essential Energy	0	8	0	0	0.3	
Gympie			0.1	0	0.3	
WC (Australind/Eaton)	11.8	1.8	0.1	0.3	0.3	0
P&W (Alice Springs)	1.6	0.9	0.1	0	0.1	
Goldenfields Water (R)	6.6	8.8	7.2	4.8	0	-100
Ballina	0.1	0.3	4.3	0	0	
Lismore	1.1	0	0	0	0	
WC (Kal-Boulder) (W)	5	0	0	0	0	
WC (Geraldton)	3.7	0.1	0	0.1	0	-100
Median	2.7	1.6	1.1	1.4	1.8	
Average	6.1	5.8	4.5	3.6	2.9	

Table A11 C11—Service complaints: sewerage, by utility size group (no. per 1,000 properties), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Gold Coast			8.4	1.7	1.2	-29
Hunter Water	2.2	1.6	0.8	1	1.1	10
Icon Water	1.4	1.2	0.9	1.3	1.1	-15
Barwon Water	0.6	0.7	0.5	0.9	0.8	-11
Yarra Valley Water	0.3	0.3	0.2	0.3	0.5	67
Sydney Water	0.5	0.4	0.5	0.6	0.5	-17
Qld Urban Utilities	0.2	0.4	0.3	0.6	0.3	-50
Unitywater			0.3	0.4	0.3	-25
City West Water	0.3	0.3	0.3	0.2	0.2	0
SA Water			0.2	0.1	0.1	0
WC (Perth)	0.4	0.1	0.1	0	0.1	
South East Water	0	0	0	0	0	
TasWater						
Logan						
Central Coast						
Median	0.4	0.4	0.3	0.5	0.4	
Average	0.7	0.6	1	0.6	0.5	
50,000–100,000 size group						
P&W (Darwin)	10.7	4.5	5.1	2.2	5.2	136
Coliban Water	1.8	2.2	2	2.2	2.6	18
Goulburn Valley Water	0.7	0.7	1.1	0.6	1.1	83
Western Water	0	0.1	0	0	0.7	
Gippsland Water	1	0.6	0.6	0.6	0.4	-33
Central Highlands Water	0.2	0.1	0.2	0.1	0.3	200
Cairns	8.6	6.9	4.3	0.1	0.1	0
Toowoomba		4.3	3.6		0.1	
Townsville	9.5	9.9	10.9	10	0	-100
Median	1.4	2.2	2	0.6	0.4	
Average	4.1	3.3	3.1	2	1.2	
20,000–50,000 size group						
Wagga Wagga (S)	49.8	53.7	53.4	41.4	38.1	-8
Fitzroy River Water	0	21	22	18.9	19.8	5
Tamworth	21.8	21.9	21.3	16.4	16.1	-2
Dubbo					12.4	
Port Macquarie Hastings	5.2	8.1	9.9	6.3	9.1	44
Mackay	9.4	9	5.6	5.7	3.8	-33
Wide Bay Water	0.6	0.8	1.9	2.9	3.6	24
MidCoast Water	1.4	1.7	1.7	3	2.3	-23
Albury	33.2	0.5	0.5	2.2	1.3	-41
Bundaberg				1.4	1.1	-21
Redland City				0.1	0.9	800
Lower Murray Water	0.2	0.1	0.2	0.3	0.8	167
Wannon Water	0.3	0.4	0.3	0.1	0.5	400
GWMWater	0.4	1.3	0.6	0.8	0.5	-38
Shoalhaven	0.5	0.4	0.6	0.4	0.5	25
East Gippsland Water	0.3	0.1	0	0.2	0.2	0
Coffs Harbour	22.4	0.3	0	0.3	0.1	-67

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
WC (Mandurah)	0.3	0.1	0	0	0.1	
North East Water	0.3	0.2	0.1	0.3	0.1	-67
Gladstone				0	0	
Clarence Valley	23.9	22.9	19.3	25.6		
Tweed	5.5	5.8	6.7	5.8		
Queanbeyan						
Median	1	1	1.2	1.4	1.0	
Average	9.8	8.2	8	6.3	5.6	
10,000-20,000 size group						
Bathurst	19.5	17.7	24	29	46.7	61
Orange	47.9	25.6	30.4	40.8	42.4	4
Goulburn Mulwaree	28.4	21	29.9	28.5	29.2	2
Southern Downs				13.2	22.5	70
Wingecarribee	23.5	20.9	19.6	11.3	14.8	31
Central Highlands				10.3	14.3	39
Cassowary Coast				6.5	9.5	46
Whitsunday				9	8.4	-7
Kal-Boulder (S)	12.3	4.1	4.2	2.7	3.7	37
Livingstone				6.4	3.5	-45
P&W (Alice Springs)	8.5	3.4	0.8	0	2.5	
Bega Valley	9.3	1.5	1.6	1.1	2.1	91
Kempsey	0.6	1.5	1.6	1.3	1.5	15
Eurobodalla	1	1.1	1.8	0.4	1.4	250
Gympie			1.4	0.1	1.3	1,200
Byron	1.3	2.3	3.7	1.3	1	-23
Ballina	2.6	1	3.8	2.8	0.9	-68
Westernport Water	1.6	1.3	1	0.1	0.8	700
Essential Energy	0.4	0.7	0.8	0.2	0.4	100
Lismore	21.5	2.7	16.3	1.6	0.3	-81
WC (Geraldton)	0.7	0.2	0.7	0.8	0.2	-75
WC (Albany)	0.8	0.3	0.1	0.2	0.2	0
WC (Busselton) (S)		0.3	0.1	0.2	0.2	0
South Gippsland Water	0.1	0.3	0.7	0.6	0.2	-67
WC (Australind/Eaton)	2.4	0.1	0.1	0	0	
WC (Bunbury) (S)	1.6	0.2	0.1	0	0	
Western Downs				0.2		
Median	2.4	1.4	1.6	1.3	1.4	
Average	9.7	5.3	6.8	6.2	8	

Table A12 C13—Total complaints: water and sewerage, by utility size group (no. per 1,000 properties), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Gold Coast			18.1	5	6.3	26
Qld Urban Utilities	6	4.6	5	5	6	20
Yarra Valley Water	10.3	12.5	7	5	5.8	16
City West Water	3.7	3.3	3.3	3.4	5.2	53
Hunter Water	7.6	7	6	6.3	4.8	-24
Barwon Water	4.3	5.5	2.7	4.3	4.4	2
Icon Water	5	4.8	4	4.3	3.8	-12
South East Water	3.5	4.4	4.7	3.4	3.4	0
Sydney Water	3.5	3.9	3.2	2.7	2.6	-4
SA Water			2.4	2.4	2.3	-4
Unitywater			2.6	2	1.2	-40
WC (Perth)	9.5	0.6	1	0.8	0.8	0
TasWater						
Logan						
Central Coast						
Median	5	4.6	3.6	3.8	4.1	
Average	5.9	5.2	5	3.7	3.9	
50,000–100,000 size group						
P&W (Darwin)	72.7	37.5	49.9	39.5	66	67
Gippsland Water	14.6	9.5	9.2	9.5	9.4	-1
Goulburn Valley Water	8.4	5.9	5.9	4.3	6.6	53
Coliban Water	7.7	5.7	5.6	6.3	6.5	3
Western Water	4	4	4.7	4	5.5	38
Central Highlands Water	8.2	13.5	8.3	3.2	5	56
Cairns	74.8			3	2.9	-3
Toowoomba		10.9	5.8	2	2.6	30
Townsville	9.3	9.9	10.7	10	0.7	-93
Median	8.9	9.7	7.1	4.3	5.5	
Average	25	12.1	12.5	9.1	11.7	
20,000–50,000 size group						
Tamworth	82	67	78	59	54.5	-8
Fitzroy River Water	38.8	61.9	56	51	48	-6
Mackay	99.8	119.2	131.8	30	33.4	11
Port Macquarie Hastings	24	33	31	32	31.2	-3
Dubbo					23.1	
MidCoast Water	6	7	7	11	8.2	-25
Wide Bay Water	5.2			4	7.7	92
GWMWater	26.4	21.5	11	7.3	7.4	1
Albury		6	5	6	7	17
Wannon Water	7.3	5.6	3.5	3.6	6.1	69
Redland City				4	3.6	-10
Lower Murray Water	7.9	5.8	1.4	1.8	2.9	61
Bundaberg				2	2.8	40
East Gippsland Water	2	1.3	0.6	1	1.8	80
North East Water	3.1	1.6	0.8	2.6	1.7	-35
Shoalhaven	1	1	1	2	1.5	-25
Coffs Harbour	80	1	0	1	0.4	-60

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
WC (Mandurah)	5.1	0.4	0.7	0.4	0.4	0
Gladstone				0	0	
Clarence Valley	76	53	101	109		
Tweed	31	33	40	29		
Queanbeyan						
Median	16	6.5	6	4	6.1	
Average	31	26.1	29.3	17.8	12.7	
10,000-20,000 size group						
Central Highlands				182	184.2	1
Orange		85	92	104	123.1	18
Cassowary Coast				128	115.4	-10
Whitsunday				150	106.2	-29
Goulburn Mulwaree					98.5	
Bathurst	100	100	82	91	89.3	-2
Wingecarribee	120	105	103	74	87.9	19
Southern Downs				49	48.5	-1
P&W (Alice Springs)	169.6	60	9.6	3	19.7	557
Bega Valley		16	17	16	7.2	-55
Livingstone				140	7.1	-95
Westernport Water	9.4	9.1	3.6	4.9	6.8	39
South Gippsland Water	7.2	14.3	5.9	6.1	5.2	-15
Byron	32	5	7	5	4.5	-10
Essential Energy	1	10	1	1	2.5	150
Kempsey	1	2	3	2	2.4	20
Gympie			11.3	0	2.3	
Eurobodalla		1	3	1	1.9	90
WC (Geraldton)	7.2	1.7	1.3	1.3	1.2	-8
WC (Albany)	18.2	0.7	0.8	0.6	1	67
Ballina	3	1	12	3	0.9	-70
WC (Australind/Eaton)	16.3	2.5	0.7	0.7	0.8	14
Lismore	28	4	19	4	0.3	-92
Western Downs				5		
Median	16.3	7	7	5	6.8	
Average	39.5	26.1	21.9	42.2	39.9	

Table A13 C14—Percentage of calls answered by an operator within 30 seconds, by utility size group (%), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
TasWater				88.6	88.5	0
Barwon Water	95.8	96.2	92.1	89.5	88	-2
SA Water			88	85.3	85.3	0
City West Water	63.4	74.3	83.3	82.6	82.5	0
Unitywater			80.2	80	81	1
Qld Urban Utilities	84	76	72	77	80	4
South East Water	91	82.8	88.3	84.4	77.2	-9
Sydney Water	86.2	86	83	79	73	-8
WC (Perth)	73.3	73.1	72.6	72.8	71.1	-2
Hunter Water	71	79	71	70	71	1
Icon Water		72.5	79.1	71.3	66.7	-6
Yarra Valley Water	61.4	81.9	76.9	63.5	46.9	-26
Gold Coast		49	34	43		
Logan						
Central Coast						
Median	78.7	77.5	79.6	79	78.6	
Average	78.3	77.1	76.7	75.9	75.9	
50,000–100,000 size group						
Goulburn Valley Water	97.3	97.8	98.9	99	97.2	-2
Coliban Water	78	80.3	84.8	91.3	90.9	0
Gippsland Water	82	82.6	83.1	82.7	88.8	7
Western Water	98.1	97.2	97.8	94.4	88.3	-6
Central Highlands Water	90.6	89.8	90.4	92	88.2	-4
Cairns	79.7	75.5		76.2		
Toowoomba		82.5	82.8			
Townsville	64.2	85.2	83			
P&W (Darwin)						
Median	82	83.9	84.8	91.7	88.8	
Average	84.3	86.4	88.7	89.3	90.7	
20,000–50,000 size group						
Wagga Wagga (S)		100	100	100	100	0
East Gippsland Water	95.9	99.5	99.8	99.8	99.5	0
Wannon Water	99.5	99.4	99.2	99	99.3	0
Port Macquarie Hastings	72	77	75	84	98	17
Shoalhaven	100	100	96	96	98	2
GWMWater	81.1	90.5	94.4	94	93.1	-1
North East Water	96.8	96.5	89.5	89.9	90.8	1
Lower Murray Water	86	87.7	85.7	87.6	86.4	-1
Tweed		51	56	48	49	2
Mackay	26	30	44			
Redland City				89		
Fitzroy River Water				80		
Wide Bay Water						
Gladstone						
Bundaberg						
WC (Mandurah)						
Albury	59					

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Clarence Valley						
Coffs Harbour	99	99	99	99		
MidCoast Water						
Riverina Water (W)						
Tamworth						
Dubbo						
Queanbeyan						
Median	91	96.5	94.4	92	98	
Average	81.5	84.6	85.3	88.9	90.5	
10,000-20,000 size group						
Kal-Boulder (S)	100	100	100	100	100	0
South Gippsland Water	99.5	99.5	99.5	99.7	99.5	0
Westernport Water	95	95.1	97.8	97.7	97.6	0
Essential Energy	78	76	78	78	78	0
Lismore		80	80	80	77	-4
Eurobodalla		84		100	72	-28
Wingecarribee		66	79	53	66	25
Orange	80				65	
Kempsey		49	48	45	42	-7
Livingstone						
Cassowary Coast						
Western Downs						
Southern Downs						
Whitsunday						
Central Highlands						
Gympie			60	80		
Aqwest-Bunbury (W)						
WC (Albany)						
WC (Geraldton)						
WC (Australind/Eaton)						
WC (Bunbury) (S)						
WC (Busselton) (S)						
WC (Kal-Boulder) (W)						
Busselton (W)						
P&W (Alice Springs)						
Ballina						
Bathurst						
Bega Valley	65	72	79	87		
Byron						
Goldenfields Water (R)						
Goulburn Mulwaree						
Median	87.5	80	79	83.5	77	
Average	86.3	80.2	80.1	82	77.5	

Table A14 C15—Average duration of an unplanned interruption: water, by utility size group (minutes), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Central Coast					198	
SA Water			161	163	185.7	14
Logan		135.4	151.4	155.6	143	-8
Unitywater				157	139	-11
Hunter Water	121.7	142.4	128	136	137	1
Sydney Water	154.8	152.6	151	147	136	-7
Icon Water	118.5	147.9	104	119.5	135	13
Qld Urban Utilities	169	162	139	139	134	-4
Yarra Valley Water	101.3	108.1	99.4	103.2	122.5	19
Gold Coast		119.7	160	132.4	119.7	-10
City West Water	131.4	120.5	115.4	112	119.5	7
WC (Perth)	118	129.7	117.4	96	107.9	12
Barwon Water	113.9	107.2	93.1	88	99.5	13
South East Water	87.3	89	91	89	81.3	-9
Median	118.5	129.7	122.7	132.4	134.5	
Average	124	128.6	125.9	126	132.7	
50,000–100,000 size group						
Coliban Water	105.5	113.9	170.2	115	118.4	3
Central Highlands Water	127.7	142.2	103.8	69	109.2	58
Goulburn Valley Water	97.4	128.3	100	113	107.5	-5
Western Water	67	129.2	76.9	95.3	92.8	-3
Cairns	46	109.3	49.7	44.1	92	109
Gippsland Water	75.1	86.4	74.4	89	76.2	-14
Townsville	3.5	3.5	3.2	67.3	63.9	-5
Toowoomba						
P&W (Darwin)	72			93.6		
Median	73.6	113.9	76.9	91.3	92.8	
Average	74.3	101.8	82.6	85.8	94.3	
20,000–50,000 size group						
Riverina Water (W)	281	308	173	185	206	11
Shoalhaven	177	194	220	135	202	50
Albury		104	124	137	137	0
Wide Bay Water			38.9	129.5	127.8	-1
Port Macquarie Hastings	205	163	174	210	121	-42
Mackay	282	113	121	92	115	25
Tweed		160	149	134	112	-16
North East Water	198.8	87.3	101.7	104.7	107.7	3
GWMWater	80	64.5	73.2	85.2	105.7	24
Wannon Water	88.6	110.8	100.9	91.2	104.9	15
East Gippsland Water	92.1	70.8	75.8	64	71.5	12
Lower Murray Water	54.5	50.5	43.1	57	54.1	-5
WC (Mandurah)	79	64.3	68	61	49.9	-18
Gladstone				15.9	46	189
Fitzroy River Water	39.5	60	4.1	98.2	33	-66
Redland City				20.5	23.9	17
Bundaberg						
Clarence Valley						

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Coffs Harbour	120					
MidCoast Water						
Tamworth						
Dubbo						
Queanbeyan						
Median	106	104	101.3	95.1	106.7	
Average	141.5	119.3	104.8	101.3	101.1	
10,000-20,000 size group						
Cassowary Coast				418	375	-10
Goldenfields Water (R)		235	192	205	240	17
Eurobodalla		240	190	220	214	-3
Lismore		288	120	140	214	53
Kempsey	132	165	127	215	155	-28
Orange		240	238	255	135	-47
WC (Albany)	145	123.8	123.3	124	132	6
WC (Geraldton)	193	139.7	110.2	102	120	18
Whitsunday				120	120	0
Southern Downs				120	120	0
South Gippsland Water	94.8	118	138.6	160	95.6	-40
Busselton (W)	147.6	87.2	77.1	197.5	85.7	-57
Gympie			240	97.2	85	-13
Westernport Water	175.1	123.6	92.3	103	80.2	-22
WC (Kal-Boulder) (W)	36	33.9	55.9	45	62.4	39
Aqwest-Bunbury (W)	61.8	56.7	47.5	43.6	61	40
WC (Australind/Eaton)	86	75.7	78.2	75	56	-25
Central Highlands				45	30	-33
Livingstone				22.9	26	14
Western Downs				62		
P&W (Alice Springs)	121					
Ballina						
Bathurst						
Bega Valley						
Byron						
Essential Energy						
Goulburn Mulwaree						
Wingecarribee		91	108	122		
Median	126.5	123.7	120	120	120	
Average	119.2	144.1	129.2	137.7	126.7	

Table A15 E12—Total net greenhouse gas emissions, by utility size group (net tonnes CO₂ equivalents per 1,000 connected water properties), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
WC (Perth)	647	663	731	738	817	11
SA Water			287	320	402	26
Central Coast					397	
Barwon Water	403	266	274	262	267	2
Icon Water	313	288	260	257	255	-1
Unitywater			225		199	
Qld Urban Utilities				199	192	-4
Hunter Water	438	381	412	220	181	-18
Sydney Water	72	85	85	84	144	71
South East Water	50	59	53	60	60	0
Yarra Valley Water	40	41	44	44	44	0
City West Water	-4	25	26	27	32	19
TasWater						
Gold Coast						
Logan						
Median	193	176	242	210	196	
Average	245	226	240	221	249	
50,000–100,000 size group						
Gippsland Water	959	661	580	639	897	40
Goulburn Valley Water	777	848	873	872	782	-10
Coliban Water	487	475	446	610	770	26
Western Water	320	282	267	520	530	2
Central Highlands Water	236	228	250	246	444	80
P&W (Darwin)	208	219	205	165	154	-7
Cairns	330	308	273			
Toowoomba		439	394			
Townsville						
Median	330	373	333	565	650	
Average	474	433	411	509	596	
20,000–50,000 size group						
North East Water	820	837	860	838	885	6
Wannon Water	819	739	693	751	776	3
Lower Murray Water	1,092	346	533	544	602	11
GWMWater	487	384	652	607	583	-4
Dubbo					492	
Albury	528	541	451	393	477	21
Coffs Harbour	460	515	362	487	456	-6
Shoalhaven	489	423	377	437	454	4
Tweed	454	434	441	413	453	10
Tamworth	374	378	419	393	423	8
Port Macquarie Hastings	222	417	386	416	385	-7
MidCoast Water	315	340	483	490	371	-24
East Gippsland Water	383	380	359	344	346	1
Riverina Water (W)	624	365	372	372	341	-8
Queanbeyan					233	
WC (Mandurah)	287	306	290	193	189	-2

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Clarence Valley	137	114	114	119	177	49
Mackay						
Redland City						
Fitzroy River Water	1,149	1,032	1,134			
Wide Bay Water						
Gladstone						
Bundaberg						
Wagga Wagga (S)	208					
Median	460	400	430	416	453	
Average	520	472	495	453	450	
10,000-20,000 size group						
WC (Kal-Boulder) (W)	1,814	1,773	1,604	1,688	1,629	-3
Essential Energy	572	647	930	779	1,118	44
Goulburn Mulwaree		615	618	449	662	47
P&W (Alice Springs)	704	778	686	609	636	4
Orange	390	414	416	405	515	27
Wingecarribee	377	398	467	469	492	5
WC (Australind/Eaton)	337	443	469	457	448	-2
Bega Valley	193	331	343	342	422	23
WC (Albany)	621	554	541	434	419	-3
Bathurst	512	384	362	337	416	23
Goldenfields Water (R)		461	407	394	389	-1
Ballina	347	366	425	390	385	-1
Westernport Water	476	402	411	412	379	-8
WC (Geraldton)	448	419	433	341	373	9
South Gippsland Water	429	445	354	377	372	-1
Eurobodalla	351	352	363	359	335	-7
Kempsey	368	376	349	324	292	-10
WC (Busselton) (S)		297	320	275	273	-1
Kal-Boulder (S)	169	295	281	276	271	-2
Lismore	69	210	248	233	229	-2
WC (Bunbury) (S)	386	330	384	201	216	7
Busselton (W)	194	193	198	196	199	2
Byron	363	164	167	166	172	4
Aqwest-Bunbury (W)	158	159	170	165	138	-16
Livingstone						
Cassowary Coast						
Western Downs						
Southern Downs						
Whitsunday						
Central Highlands						
Gympie						
Median	377	391	395	368	382	
Average	442	450	456	420	449	

Table A16 A8—Water main breaks, by utility size groups (no. per 100 km of water main), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Yarra Valley Water	40.4	52.3	50.5	39.3	48.5	23
City West Water	33	52.2	39.9	37.1	40.1	8
Barwon Water	34	44	31	29	33.5	16
South East Water	30.1	31.3	30.8	32.2	33.5	4
Hunter Water	25.2	31.9	30.2	28.9	26.8	-7
Sydney Water	22.3	29	30	26	26	0
Qld Urban Utilities	17.7	26.6	29	28	25.7	-8
Central Coast					17	
SA Water			11.4	13.9	14.9	7
Icon Water	24.7	20	11.5	14.2	13.8	-3
WC (Perth)	12.5	13.3	13.4	15	12	-20
Gold Coast		10.5	12	7.1	7.4	4
Logan		10.8	6.6	6.5	4.7	-28
Unitywater			5.6	3.3	3.7	12
TasWater						
Median	25.2	29	29	26	21.4	
Average	26.7	29.3	23.2	21.6	22	
50,000–100,000 size group						
Townsville	23.3	17.7	24.6	28.6	31.6	10
Coliban Water	28.4	26.7	28.6	26.1	29.1	11
Gippsland Water	22.6	33.6	25.2	25.1	24.5	-2
Goulburn Valley Water	22.2	29.4	27.5	22.6	19.9	-12
Central Highlands Water	22.2	23.4	22.8	20.7	18.8	-9
P&W (Darwin)	40.7	16.9	20.2	21.1	17.2	-18
Western Water	13.9	18.8	13.3	12.2	13.3	9
Toowoomba	23	18.5	13.8	20.7	13.3	-36
Cairns	12.1	13	14.1	13.3	12.4	-7
Median	22.6	18.8	22.8	21.1	18.8	
Average	23.2	22	21.1	21.2	20	
20,000–50,000 size group						
GWMWater	56.2	51.5	60.3	55.4	55.5	0
Gladstone				141	33.9	-76
Lower Murray Water	44.1	45	30	35.4	32	-10
Riverina Water (W)	14	14.3	19	6.9	18.6	170
Fitzroy River Water	14.2	18.7	24.9	12.9	16.7	29
East Gippsland Water	7.5	7.9	7.5	17.3	12.9	-25
Clarence Valley	10.3	12	12.5	10.7	12.3	15
Mackay	9.3	10.4	11.8	10.3	11.8	15
Wannon Water	10.9	12.7	10.5	9.7	11.1	14
Tamworth	12.6	7.5	6.6	13.9	8.9	-36
North East Water	18	21.3	13.3	12.5	8.7	-30
Shoalhaven	9.8	10.1	9.5	7.9	8	1
Tweed	4.6	4.4	8	4.1	7.5	83
Queanbeyan					7.5	
Coffs Harbour	8.6	10	3.3	2.7	7.1	163
Dubbo					6.5	
Bundaberg				3.9	4.2	8

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Albury	6	7.7	10.3	4.7	4.1	-13
WC (Mandurah)	6.8	6.3	4.2	4.2	3.6	-14
Redland City				3.4	3.2	-6
Wide Bay Water	7.7	4.5	6.2	3.6	3	-17
Port Macquarie Hastings	1.6	3	2.4	3.1	2.6	-16
MidCoast Water	5	7.5	8.3	9.2	1.7	-82
Median	9.6	10.1	9.9	9.2	8	
Average	13.7	14.2	13.8	17.8	12.2	
10,000-20,000 size group						
South Gippsland Water	32.1	41.7	47.8	39.5	40.9	4
Central Highlands				42.5	40.4	-5
Lismore	10.2	25.1	36.7	20.1	35.8	78
WC (Geraldton)	20	27.7	23.4	26.9	25.2	-6
Westernport Water	22.7	28.2	16.6	13.6	22	62
Essential Energy		24.1	16.5	14.1	20.9	48
Western Downs				24.6	20.5	-17
WC (Kal-Boulder) (W)	16.7	13.1	16.8	20.8	20.3	-2
Whitsunday				19.4	15	-23
Bathurst	7.6	4.9	8.2	6.8	14.8	118
Aqwest-Bunbury (W)	10.2	12	10.4	12.4	13.5	9
Goldenfields Water (R)	20.7	20.6	10.3	13.1	12.9	-2
Eurobodalla		11.4	13.4	13	12.7	-2
Wingecarribee	5.9	5.5	11.8	5.3	12	126
WC (Albany)	8.1	13.8	11.6	11.3	11.4	1
Orange		9.2	8.5	7.1	8.8	24
P&W (Alice Springs)	41.7	17.6	26.7	2.2	8.2	273
Cassowary Coast				18	7.6	-58
WC (Australind/Eaton)	7.1	5.2	5.5	4.7	7.4	57
Busselton (W)	3.3	6.6	7.5	8.3	7.2	-13
Byron	7.2	7.2	9.3	8.8	7.1	-19
Kempsey	8.5	7.3	9.8	7.3	5.5	-25
Bega Valley	3.8	7.9	8.8	6.3	4.5	-29
Gympie			9.6	4.8	3.8	-21
Ballina	2.2	12.1	6.3	5.4	3.7	-31
Southern Downs				16.6	3.7	-78
Livingstone				3.9	3.2	-18
Goulburn Mulwaree		10.7	10.7	9.6		
Median	8.5	12	10.5	11.9	12	
Average	13.4	14.9	14.8	13.8	14.4	

Table A17 A10—Real losses, by utility size group (L/service connection/d), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Hunter Water	75	75	82	91	104	14
SA Water			89	90	82	-9
Gold Coast		80.9	110	77	81	5
WC (Perth)	91	81.1	77.9	79.7	78	-2
Sydney Water	85	87	81	74	76	3
City West Water	65	69	67	70	71	1
Yarra Valley Water	50	65	70	60	71	18
Qld Urban Utilities	96	84	69	69	71	3
Icon Water	59	52	38	58	69	19
Logan		44.2	32.7	78.8	67	-15
Unitywater			58	69	66	-4
South East Water	74	81	70.3	67	64	-4
Barwon Water	61	64	39	25	47	88
Central Coast					31	
TasWater						
Median	74	75	70	70	71	
Average	72.9	71.2	68	69.9	69.9	
50,000–100,000 size group						
Townsville					276	
P&W (Darwin)	293	416	268	229	96	-58
Goulburn Valley Water	62	75	82	111	93	-16
Toowoomba	100.4	100	111.6	84.5	85	1
Coliban Water	121	85	54	65	74	14
Gippsland Water	52	87	98	78	72	-8
Western Water	50	53	33	47	37	-21
Central Highlands Water	53	59	40	30	30	0
Cairns	120	78	50.6	24	27	12
Median	81.2	81.5	68	71.5	74	
Average	106.4	119.1	92.1	83.6	87.8	
20,000–50,000 size group						
Bundaberg				50.3	354	604
Gladstone				860.2	336	-61
Fitzroy River Water	145	185	227.7	180	152	-16
Mackay	146.9	167.7	118.4	106.5	131	23
Riverina Water (W)	64	81	81	86	115	34
GWMWater	136.2	185.7	215	110	109	-1
Tamworth	74	83	91	69	87	26
Wide Bay Water	49.2	68	53	84	78	-7
Lower Murray Water		56.5	68	45.7	76	66
Wannon Water	125	110	82	71	72	1
Shoalhaven	37	43	57	92	72	-22
MidCoast Water	84	57	57	61	71	16
WC (Mandurah)	43	44.5	74.1	54.5	67	23
East Gippsland Water	76	67.7	42.5	51.4	66	28
North East Water	55	60	60	120	60	-50
Coffs Harbour	60	75	63	50	48	-4
Port Macquarie Hastings	62	37	37	45	43	-4

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Redland City				44.1	17	-61
Albury	50	56	57	55		
Clarence Valley		104	127	111		
Tweed	56	58	61	56		
Dubbo						
Queanbeyan						
Median	63	67.8	65.5	69	74	
Average	79	85.5	87.3	114.4	108.6	
10,000-20,000 size group						
Cassowary Coast				356	390	10
Whitsunday				537.2	346	-36
WC (Geraldton)	108	156.3	220.4	262.4	217	-17
WC (Albany)	84	82	90	174.5	189	8
Ballina	121	156	145	156	156	0
P&W (Alice Springs)	300	428	291	200	126	-37
Wingecarribee	74	122	133	61	116	90
WC (Australind/Eaton)	105	83.3	88.6	139.8	107	-23
South Gippsland Water	77	95	138	103.5	100	-3
Gympie			75	190	98	-48
Southern Downs				182	96	-47
Aqwest-Bunbury (W)	115.3	95	115	106	95	-10
Kempsey	48	50	96	97	93	-4
Byron	63	78	68	53	90	70
Essential Energy	98	102	90	82	84	2
Busselton (W)	88.4	87.8	95.9	79.8	69	-14
Orange		64	60	61	63	3
Bega Valley	54	143	50	50	50	0
Eurobodalla	59	50	50	48	50	4
Westernport Water	30	15	24.5	13	47	262
WC (Kal-Boulder) (W)	58	44.8	63	30.1	42	40
Lismore	46	37	39	40	39	-3
Livingstone					0	
Western Downs						
Central Highlands						
Bathurst						
Goldenfields Water (R)	74	91	92	91		
Goulburn Mulwaree		68	82	70		
Median	75.5	85.6	90	94	95	
Average	89	102.4	100.3	132.6	115.8	

Table A18 A14—Sewerage mains breaks and chokes, by utility size group (no. per 100 km sewer main), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
Sydney Water	48.2	46.2	61.4	68.7	58.4	-15
Icon Water	42	42	57	51.6	54.1	5
SA Water			46	48	51	6
Hunter Water	46.6	42.3	53.6	53.6	42.7	-20
Barwon Water	24.5	25.2	29	35.4	38.8	10
Central Coast					38	
Yarra Valley Water	26.3	25.4	27.6	31.6	35.3	12
Qld Urban Utilities	15.1	21.1	22.9	30.1	25.2	-16
Unitywater			20.4	25	24.5	-2
City West Water	15.4	15	16.2	17	21.4	26
WC (Perth)	18.6	16.1	17	17.6	18.6	6
South East Water	11.7	12.3	14.8	14.3	17.6	23
Logan		12.1	12.1	12.6	11.5	-9
Gold Coast				3.9	7.2	85
TasWater						
Median	24.5	23.2	25.3	30.1	30.3	
Average	27.6	25.8	31.5	31.5	31.7	
50,000–100,000 size group						
Toowoomba	18	16.1	30.7	29	64.8	123
Coliban Water	42.6	53.7	62.9	48.1	53.7	12
Central Highlands Water	12.4	16.9	18.8	19.7	22.6	15
P&W (Darwin)	23.8	15.7	8.5	8.9	22.2	149
Western Water	15.6	12.7	15.7	15.5	14.1	-9
Goulburn Valley Water	17.7	22.4	20.4	10.1	9.5	-6
Gippsland Water	7.9	7.8	8.6	8	8	0
Cairns	22.1	14.6	14.7	7.6	7.2	-5
Townsville	5.5	2.7	5.4	2.8	3.9	39
Median	17.7	15.7	15.7	10.1	14.1	
Average	18.4	18.1	20.6	16.6	22.9	
20,000–50,000 size group						
Coffs Harbour	43	65	76	89	97	9
Albury		67	75	65	76	17
Wagga Wagga (S)	75	88	80	80	72	-10
GWMWater	22	33.2	38.7	45	50.5	12
Dubbo					46	
Queanbeyan					33	
Port Macquarie Hastings	13				27	
Fitzroy River Water	70.5	70.3	12.1	24.4	25.9	6
Tamworth	79	77	74	50	20	-60
Wannon Water	8.3	10.7	11.5	13.4	18.2	36
Lower Murray Water	11.8	16.1	16.7	17.1	15.6	-9
Shoalhaven	13	14	8	11	13	18
Bundaberg				9.1	11.4	25
Gladstone				6.9	10.9	58
North East Water	9.1	5.7	9.7	8.8	9.6	9
WC (Mandurah)	8.1	9.4	8.1	7.5	9	20
MidCoast Water	6	6	6	6	8	33

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Redland City				7.2	7.2	0
Wide Bay Water	29.1	23.7	8.5	5.4	6.2	15
East Gippsland Water	2.7	3.6	5.3	6.1	5.2	-15
Mackay	3.5	4.3	19.3	4.1	5.1	24
Tweed	8	2	1	0	1	
Clarence Valley	29	43	45	52		
Median	13	16.1	12.1	10.1	14.3	
Average	25.4	31.7	29.1	25.4	25.8	
10,000-20,000 size group						
Bathurst	64	58	84	99	162	64
Orange	19	15	24	33	42	27
Central Highlands				24.9	39.4	58
Southern Downs				13.2	35.7	170
WC (Albany)	25.6	30.7	19.5	25	30.6	22
South Gippsland Water	21.4	17	14.8	23.6	29.9	27
Lismore	101	55	49	50	28	-44
Kal-Boulder (S)	63.6	24.4	30.3	17.7	27	53
Kempsey	11	24	16	33	25	-24
Eurobodalla		29	30	32	23	-28
Byron	20	32	11	11	21	91
Bega Valley	10	9	22	9	20	122
WC (Bunbury) (S)	12.2	14.6	12.1	12.4	12.8	3
Wingecarribee	25	44	46	22	10	-55
Whitsunday				0.3	8.9	2,867
WC (Geraldton)	8.8	14.3	7	10.8	8.7	-19
WC (Australind/Eaton)	6.1	6.5	6.4	10.4	7.9	-24
Livingstone				3.6	6	67
Western Downs				9.6	4.8	-50
Westernport Water	4.7	4.6	2.8	2	4.2	110
Gympie			21.3	40.9	3.8	-91
WC (Busselton) (S)		8.4	3.1	3.5	3.7	6
P&W (Alice Springs)	9.7	9.6	1.4	0.9	1.8	100
Cassowary Coast				3.5	1.3	-63
Ballina	10	8	20	3		
Essential Energy	102	128	115	129		
Goulburn Mulwaree						
Median	19	17	19.7	12.8	16.4	
Average	30.2	28	26.8	24	23.2	

Table A19 A15—Property connection sewer breaks and chokes, by utility size group (no. per 1,000 properties), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
SA Water			30	29	32	10
Icon Water	8	8	10	9.4	10.1	7
Hunter Water	9.3	8.6	10.1	10.2	8.5	-17
Yarra Valley Water	10.2	5.8	6.5	6.7	7.4	10
City West Water	11.2	4.2	4.2	5	5.2	4
South East Water	6.7	7.2	4.9	4.7	5	6
Qld Urban Utilities	2.6	2.9	2.9	3.8	3.3	-13
Central Coast					2.9	
Barwon Water	0	0	0	1.8	2.8	56
Logan		1.2	1	1.8	1.8	0
Unitywater			0.7	1.5	1.3	-13
Gold Coast				1.2	0.9	-25
Sydney Water	0.1	0.2	0.2	0.2	0.2	0
TasWater						
WC (Perth)						
Median	7.4	4.2	4.2	4.2	3.3	
Average	6	4.2	6.4	6.3	6.3	
50,000–100,000 size group						
Western Water	4.2	4.1	5.2	5	5.6	12
Coliban Water		14.5	18	4.5	5.2	16
Goulburn Valley Water		8.2	5.2	0	4.3	
Townsville	2.6	3.1	4.1	3	4.3	43
P&W (Darwin)	0.8	2.2	3.3	3.1	3.1	0
Gippsland Water			0	1.8	1.8	0
Central Highlands Water	0	1.9	2.6	1	1.7	70
Cairns	9.4	1.3	3.2	3.2	1.4	-56
Toowoomba	0				0.6	
Median	1.7	3.1	3.7	3	3.1	
Average	2.8	5	5.2	2.7	3.1	
20,000–50,000 size group						
GWMWater	0	4.8	0	25.1	31.4	25
Wagga Wagga (S)	17.5	17.2	20.8	14.7	13.4	-9
Albury		11.6	10.3	13.4	12.5	-7
Tamworth	1.2	3.1	8.7	2.4	10.8	350
Fitzroy River Water	11.3	11.4	11.5	9.7	9.8	1
Lower Murray Water	0	0	0	0	6.2	
Wannon Water			0	4.6	3.5	-24
North East Water	2.4	2.4	4.5	1.8	2	11
Coffs Harbour	9.7	12.8	2.7	3.5	1.5	-57
Wide Bay Water	1.5	0.8	1.9	1.3	1.3	0
Tweed	1.2	0.4	0.4	0.3	1.2	300
East Gippsland Water	6	1.3	0.4	0.6	0.8	33
Gladstone				0.8	0.7	-13
Redland City				0.3	0.6	100
Mackay	1.6	0.1	0.3	1.7	0.6	-65
Bundaberg				0.2	0.2	0

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Shoalhaven	0.4	0.5	0.2	0.2	0.1	-50
WC (Mandurah)						
Clarence Valley	15.8	10.7	10.2	3.6		
MidCoast Water						
Port Macquarie Hastings						
Dubbo						
Queanbeyan						
Median	1.6	2.7	1.9	1.8	1.5	
Average	5.3	5.5	4.8	4.7	5.7	
10,000-20,000 size group						
Essential Energy	40.1	36.2	36.9	41.3	44	7
Goulburn Mulwaree		12.9	5.2	6.6	17	158
Kempsey		10	13.6	9.6	14.1	47
Byron	9.4	9.9	7.7	7.9	10.3	30
Lismore	12.3	6.3	9.3	10.1	8.2	-19
Southern Downs				8.4	6.3	-25
Eurobodalla		5.9	5	5.7	4.4	-23
Wingecarribee	7.8	9.1	6.9	8.5	3.7	-56
Cassowary Coast				0.9	3.2	256
Bathurst	2.9	2.8	2.5	1.7	3.1	82
Western Downs				1.6	2.8	75
Westernport Water	0	0	0	0.6	2.3	283
Central Highlands					2.3	
Bega Valley		3	3.3	0.9	2	122
South Gippsland Water	0	0	0	4.5	1.8	-60
Orange	7	0.6	4.5	9.9	1.4	-86
Gympie			2.3	0.8	0.5	-38
Whitsunday				1.7	0.3	-82
P&W (Alice Springs)	3.3	1.6	0.2	0.2	0.2	0
Livingstone				2.3		
WC (Albany)						
WC (Geraldton)						
WC (Australind/Eaton)						
WC (Bunbury) (S)						
WC (Busselton) (S)						
Kal-Boulder (S)	8.9		4.2	2.5		
Ballina	0.7	1.6	2.1	0.1		
Median	7	4.5	4.3	2.5	3	
Average	8.4	7.1	6.5	6	6.7	

Table A20 H3—Percentage of population where microbiological compliance was achieved, by utility size group (%), 2011–12 to 2015–16

Utility	2011–12	2012–13	2013–14	2014–15	2015–16	Change from 2014–15%
100,000+ size group						
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
Qld Urban Utilities	100	100	100	100	100	0
Unitywater	100	100	100		100	
SA Water			100	100	100	0
WC (Perth)	100	100	100	100	100	0
Hunter Water	100	100	100	100	100	0
Sydney Water	100	100	100	100	100	0
Central Coast					100	
Icon Water	100	100	100	100	100	0
TasWater			99	98.6	99.2	1
Gold Coast		100	100			
Logan		100	100			
Median	100	100	100	100	100	
Average	100	100	99.9	99.9	99.9	
50,000–100,000 size group						
Central Highlands Water	100	100	100	100	100	0
Coliban Water	100	99.8	99.4	100	100	0
Goulburn Valley Water	100	100	100	100	100	0
Western Water	100	100	100	100	100	0
P&W (Darwin)	100	100	100	100	100	0
Gippsland Water	99.7	100	100	100	88.6	-11
Cairns	99.9	100	100	100		
Toowoomba		100	99.8			
Townsville	100	100	100			
Median	100	100	100	100	100	
Average	100	100	99.9	100	98.1	
20,000–50,000 size group						
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	99.3	100	100	100	100	0
WC (Mandurah)	100	100	100	100	100	0
Albury	100	100	100	100	100	0
Clarence Valley	99	73	100	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	100	100	100	100	100	0
Tamworth	100	99	100	100	100	0
Tweed	100	100	100	100	100	0
Dubbo					100	
Queanbeyan					100	

Utility	2011-12	2012-13	2013-14	2014-15	2015-16	Change from 2014-15%
Mackay	100	100	100			
Redland City						
Fitzroy River Water		100	100			
Wide Bay Water	100	100	100			
Gladstone						
Bundaberg						
Wagga Wagga (S)						
Median	100	100	100	100	100	
Average	99.9	98.4	100	100	100	
10,000-20,000 size group						
South Gippsland Water	100	100	100	100	100	0
Byron	100	100	100	100	100	0
Orange	100	100	100	100	100	0
Lismore	100	100	100	100	100	0
Kempsey	100	100	100	100	100	0
Goulburn Mulwaree	100	100	100	100	100	0
Eurobodalla	100	100	100	100	100	0
Essential Energy	100	100	100	100	100	0
Bega Valley	100	100	100	100	100	0
Westernport Water	100	100	100	100	100	0
Bathurst	100	100	100	100	100	0
Ballina	100	100	100	100	100	0
P&W (Alice Springs)	100	100	100	100	100	0
WC (Australind/Eaton)	100	100	100	100	100	0
WC (Geraldton)	100	100	100	100	100	0
WC (Albany)	100	100	100	100	100	0
Wingecarribee	100	100	100	100	100	0
Livingstone						
Cassowary Coast						
Western Downs						
Southern Downs						
Whitsunday						
Central Highlands						
Gympie			100			
WC (Bunbury) (S)						
WC (Busselton) (S)						
Kal-Boulder (S)						
Median	100	100	100	100	100	
Average	100	100	100	100	100	