

Appendix A Individual utility size group tables

- Tables A1 to A18 present a summary of key indicators by utility group for the period 2012–13 to 2016–17.
- Utilities are sorted in descending order based on their 2016–17 value within each utility group.
- Unlike the summary tables contained within the body of this report, median and average values presented at the end of each utility group are based on all utilities reporting within the year.

Table A1 W12—Average annual residential water supplied, by utility size group (kL/property), 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|------------|------------|------------|------------|------------|-----------------------|
| Major | | | | | | |
| WC (Perth) | 249 | 254 | 244 | 240 | 223 | -7.1 |
| Sydney Water | 198 | 206 | 201 | 201 | 206 | 2.5 |
| Icon Water | 199 | 203 | 188 | 195 | 190 | -2.6 |
| TasWater | | | 172 | 176 | 179 | 1.7 |
| Hunter Water | 176 | 181 | 168 | 166 | 172 | 3.6 |
| Gold Coast | 162 | 187 | 173 | 170 | 168 | -1.2 |
| SA Water | | 178 | 180 | 200 | 166 | -17.0 |
| Central Coast | | | | 155 | 161 | 3.9 |
| Barwon Water | 160 | 151 | 156 | 170 | 158 | -7.1 |
| Unitywater | 163 | 164 | 159 | 157 | 157 | 0.0 |
| Logan | 140 | 157 | 157 | 151 | 154 | 2.0 |
| Qld Urban Utilities | 154 | 156 | 155 | 156 | 154 | -1.3 |
| South East Water | 148 | 149 | 149 | 154 | 150 | -2.6 |
| Yarra Valley Water | 156 | 153 | 150 | 156 | 148 | -5.1 |
| City West Water | 150 | 145 | 148 | 150 | 147 | -2.0 |
| Median | 161 | 164 | 164 | 166 | 161 | |
| Mean | 171 | 176 | 171 | 173 | 169 | |
| Large | | | | | | |
| P&W (Darwin) | 454 | 407 | 409 | 405 | 361 | -10.9 |
| Cairns | 258 | 243 | 263 | 244 | 251 | 2.9 |
| Townsville | 383 | 404 | 435 | 369 | 243 | -34.1 |
| Goulburn Valley Water | 276 | 266 | 265 | 287 | 242 | -15.7 |
| North East Water | 216 | 206 | 197 | 214 | 198 | -7.5 |
| Coliban Water | 194 | 190 | 192 | 210 | 185 | -11.9 |
| Western Water | 181 | 182 | 178 | 193 | 179 | -7.3 |
| Redland City | | | 168 | 166 | 172 | 3.6 |
| Gippsland Water | 176 | 171 | 164 | 170 | 166 | -2.4 |
| Toowoomba | 130 | 144 | 146 | 145 | 155 | 6.9 |
| Central Highlands Water | 150 | 150 | 149 | 163 | 150 | -8.0 |
| Median | 205 | 198 | 192 | 210 | 185 | |
| Mean | 242 | 236 | 233 | 233 | 209 | |
| Medium | | | | | | |
| Lower Murray Water | 479 | 450 | 475 | 504 | 428 | -15.1 |
| Fitzroy River Water | 311 | 348 | 317 | 363 | 345 | -5.0 |
| Dubbo | | | | 322 | 300 | -6.8 |
| Riverina Water (W) | 347 | 324 | 311 | 333 | 298 | -10.5 |

| Utility | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | Change from 2015-16 % |
|-------------------------|------------|------------|------------|------------|------------|-----------------------|
| Bundaberg | | | 230 | 236 | 234 | -0.8 |
| Tamworth | 261 | 287 | 188 | 251 | 230 | -8.4 |
| Gladstone | | | 245 | 243 | 224 | -7.8 |
| WC (Mandurah) | 239 | 241 | 238 | 234 | 221 | -5.6 |
| GWMWater | 236 | 226 | 237 | 254 | 210 | -17.3 |
| Albury | 255 | 232 | 205 | 223 | 204 | -8.5 |
| Fraser Coast | 186 | 197 | 181 | 181 | 201 | 11.0 |
| Tweed | 177 | 184 | 178 | 165 | 178 | 7.9 |
| Mackay | 216 | 216 | 214 | 196 | 175 | -10.7 |
| Coffs Harbour | 161 | 169 | 167 | 167 | 167 | 0.0 |
| Clarence Valley | 148 | 161 | 147 | 158 | 162 | 2.5 |
| Port Macquarie Hastings | 157 | 157 | 151 | 158 | 152 | -3.8 |
| Shoalhaven | 149 | 148 | 143 | 150 | 151 | 0.7 |
| Queanbeyan | | | | 163 | 150 | -8.0 |
| East Gippsland Water | 158 | 151 | 140 | 146 | 148 | 1.4 |
| MidCoast Council | 143 | 150 | 142 | 139 | 143 | 2.9 |
| Wannon Water | 152 | 140 | 144 | 153 | 136 | -11.1 |
| South Gippsland Water | 119 | 118 | 117 | 125 | 120 | -4.0 |
| Median | 181 | 191 | 185 | 188 | 190 | |
| Mean | 216 | 217 | 209 | 221 | 208 | |
| Small | | | | | | |
| Central Highlands | | | 632 | 520 | 445 | -14.4 |
| P&W (Alice Springs) | 490 | 466 | 382 | 455 | 418 | -8.1 |
| WC (Geraldton) | 327 | 321 | 306 | 306 | 298 | -2.6 |
| WC (Australind/Eaton) | 338 | 337 | 329 | 315 | 288 | -8.6 |
| Livingstone | | | 260 | 294 | 281 | -4.4 |
| WC (Kal-Boulder) (W) | 335 | 306 | 320 | 295 | 279 | -5.4 |
| Busselton (W) | 272 | 287 | 284 | 288 | 275 | -4.5 |
| Cassowary Coast | | | 298 | 293 | 251 | -14.3 |
| Aqwest-Bunbury (W) | 254 | 267 | 265 | 261 | 248 | -5.0 |
| Whitsunday | | | 281 | 292 | 238 | -18.5 |
| Bathurst | 260 | 227 | 225 | 235 | 231 | -1.7 |
| Ballina | 177 | 194 | 181 | 168 | 192 | 14.3 |
| Wingecarribee | 186 | 200 | 178 | 186 | 190 | 2.2 |
| WC (Albany) | 179 | 188 | 188 | 178 | 175 | -1.7 |
| Orange | 180 | 174 | 170 | 173 | 173 | 0.0 |
| Gympie | | 215 | 300 | 182 | 170 | -6.6 |
| Southern Downs | | | 210 | 145 | 158 | 9.0 |
| Byron | 176 | 181 | 180 | 169 | 157 | -7.1 |
| Goulburn Mulwaree | 150 | 165 | 139 | 162 | 156 | -3.7 |
| Lismore | 145 | 155 | 155 | 155 | 155 | 0.0 |
| Bega Valley | 139 | 134 | 137 | 135 | 150 | 11.1 |
| Kempsey | 156 | 157 | 155 | 149 | 141 | -5.4 |
| Eurobodalla | 116 | 119 | 114 | 117 | 124 | 6.0 |
| Westernport Water | 80 | 80 | 80 | 77 | 84 | 9.1 |
| Median | 180 | 194 | 218 | 184 | 191 | |
| Mean | 220 | 220 | 240 | 231 | 220 | |

Table A2 W26—Total recycled water supplied, by utility size group (ML), 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|--------------|--------------|--------------|--------------|--------------|-----------------------|
| Major | | | | | | |
| Sydney Water | 46,951 | 46,943 | 43,075 | 43,342 | 38,339 | -11.5 |
| SA Water | | 28,048 | 31,666 | 31,181 | 23,890 | -23.4 |
| WC (Perth) | 10,272 | 10,029 | 9,354 | 10,212 | 9,568 | -6.3 |
| Gold Coast | 7,307 | 8,931 | 7,269 | 9,241 | 8,256 | -10.7 |
| Barwon Water | 4,790 | 5,008 | 10,157 | 6,187 | 5,541 | -10.4 |
| Hunter Water | | 4,895 | 4,600 | 5,373 | 5,384 | 0.2 |
| Icon Water | 4,416 | 4,372 | 4,352 | 4,053 | 4,404 | 8.7 |
| Qld Urban Utilities | 9,961 | 9,760 | 9,322 | 8,828 | 4,188 | -52.6 |
| Yarra Valley Water | 2,687 | 3,134 | 3,817 | 3,905 | 4,107 | 5.2 |
| South East Water | 3,091 | 2,967 | 3,891 | 3,968 | 3,233 | -18.5 |
| City West Water | 1,140 | 138 | 140 | 2,567 | 2,581 | 0.5 |
| Unitywater | 1,713 | 1,737 | 1,215 | 969 | 1,461 | 50.8 |
| Logan | 2,000 | 1,372 | 681 | 784 | 738 | -5.9 |
| Central Coast | | | | 895 | 724 | -19.1 |
| Median | 4,416 | 4,895 | 4,600 | 4,713 | 4,296 | |
| Mean | 8,575 | 9,795 | 9,965 | 9,393 | 8,030 | |
| Large | | | | | | |
| Coliban Water | 3,346 | 2,658 | 3,198 | 3,444 | 9,739 | 182.8 |
| Western Water | 4,880 | 5,701 | 5,747 | 8,956 | 9,073 | 1.3 |
| Goulburn Valley Water | 7,344 | 6,594 | 7,687 | 7,194 | 5,698 | -20.8 |
| Toowoomba | 1,213 | 1,683 | 2,864 | 2,773 | 2,854 | 2.9 |
| North East Water | 2,203 | 1,895 | 2,561 | 2,590 | 2,391 | -7.7 |
| Cairns | 2,101 | 2,300 | 2,212 | 2,278 | 2,184 | -4.1 |
| Gippsland Water | 1,651 | 1,104 | 1,701 | 1,958 | 2,169 | 10.8 |
| Townsville | 3,166 | 2,740 | 2,877 | 1,606 | 1,719 | 7.0 |
| Central Highlands Water | 1,971 | 1,683 | 1,530 | 2,055 | 1,104 | -46.3 |
| P&W (Darwin) | 499 | 347 | 492 | 80 | 541 | 576.2 |
| Median | 2,152 | 2,098 | 2,712 | 2,434 | 2,288 | |
| Mean | 2,837 | 2,670 | 3,087 | 3,293 | 3,747 | |
| Medium | | | | | | |
| Wagga Wagga (S) | 5,543 | 5,523 | 5,620 | 5,679 | 5,923 | 4.3 |
| Fraser Coast | 4,061 | 4,794 | 3,830 | 4,933 | 4,893 | -0.8 |
| Albury | 2,733 | 2,468 | 2,398 | 2,503 | 4,655 | 86.0 |
| GWMWater | 2,366 | 2,302 | 2,233 | 2,108 | 4,416 | 109.5 |
| Tamworth | 3,595 | 4,128 | 4,278 | 4,071 | 4,188 | 2.9 |
| Lower Murray Water | 2,491 | 3,202 | 3,855 | 2,791 | 3,759 | 34.7 |
| East Gippsland Water | 2,959 | 2,902 | 2,754 | 3,172 | 2,933 | -7.5 |
| Gladstone | | | 3,521 | 3,572 | 2,899 | -18.8 |
| Mackay | 8,314 | 4,412 | 5,076 | 4,967 | 2,602 | -47.6 |
| Dubbo | | | | 2,599 | 2,327 | -10.5 |
| Wannon Water | 1,490 | 1,251 | 1,979 | 1,725 | 1,656 | -4.0 |
| Shoalhaven | 1,992 | 2,352 | 1,705 | 1,551 | 1,576 | 1.6 |
| Coffs Harbour | 801 | 1,436 | 1,013 | 1,113 | 1,229 | 10.4 |
| MidCoast Council | 848 | 1,439 | 1,327 | 944 | 1,033 | 9.4 |
| Tweed | 431 | 604 | 551 | 695 | 824 | 18.6 |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|--------------|--------------|--------------|--------------|--------------|-----------------------|
| Fitzroy River Water | 1,807 | 681 | 696 | 682 | 801 | 17.4 |
| Port Macquarie Hastings | 242 | 363 | 386 | 340 | 481 | 41.5 |
| Bundaberg | | | 642 | 758 | 452 | -40.4 |
| Clarence Valley | 128 | 176 | 195 | 385 | 329 | -14.5 |
| WC (Mandurah) | 104 | 119 | 131 | 137 | 168 | 22.6 |
| Queanbeyan | | | | 100 | 158 | 58.0 |
| South Gippsland Water | 168 | 108 | 146 | 221 | 136 | -38.5 |
| Riverina Water (W) | 0 | | | 0 | 0 | |
| Median | 1,807 | 1,871 | 1,842 | 1,551 | 1,576 | |
| Mean | 2,109 | 2,126 | 2,117 | 1,959 | 2,063 | |
| Small | | | | | | |
| WC (Albany) | 2,051 | 2,114 | 2,009 | 2,131 | 2,145 | 0.7 |
| Goulburn Mulwaree | 1,567 | 1,593 | 1,806 | 1,730 | 1,843 | 6.5 |
| Central Highlands | | | | 1,753 | 1,619 | -7.6 |
| Southern Downs | | | 1,545 | 1,538 | 1,524 | -0.9 |
| WC (Australind/Eaton) | 1,350 | 1,378 | 1,433 | 1,469 | 1,181 | -19.6 |
| P&W (Alice Springs) | 1,034 | 835 | 910 | 1,121 | 1,078 | -3.8 |
| Kal-Boulder (S) | 1,793 | 1,410 | 1,607 | 1,449 | 946 | -34.7 |
| Orange | 1,681 | 2,947 | 2,826 | 2,051 | 786 | -61.7 |
| Livingstone | | | 458 | 0 | 786 | |
| Essential Energy | 629 | 709 | 776 | 669 | 704 | 5.2 |
| Ballina | 132 | 273 | 517 | 500 | 701 | 40.2 |
| Byron | 596 | 478 | 444 | 367 | 661 | 80.1 |
| Bega Valley | 680 | 626 | 446 | 401 | 535 | 33.4 |
| Whitsunday | | | 727 | 667 | 460 | -31.0 |
| Westernport Water | 238 | 273 | 261 | 295 | 299 | 1.4 |
| WC (Busselton) (S) | 261 | 245 | 230 | 225 | 221 | -1.8 |
| WC (Geraldton) | 235 | 237 | 227 | 216 | 220 | 1.9 |
| Wingecarribee | 98 | 124 | 163 | 232 | 187 | -19.4 |
| Eurobodalla | 189 | 216 | 243 | 195 | 186 | -4.6 |
| Kempsey | 10 | 110 | 77 | 96 | 123 | 28.1 |
| Gympie | | 1,243 | 549 | 160 | 118 | -26.2 |
| WC (Bunbury) (S) | 110 | 148 | 102 | 109 | 114 | 4.6 |
| Lismore | 0 | 34 | 5 | 5 | 8 | 60.0 |
| Cassowary Coast | | | | 0 | 0 | |
| Bathurst | 4,788 | 3,942 | 3,712 | 0 | 0 | |
| Aqwest-Bunbury (W) | | | | 0 | 0 | |
| Median | 596 | 552 | 517 | 331 | 498 | |
| Mean | 918 | 947 | 916 | 668 | 632 | |

Table A3 P8—Typical annual bill, by utility size group (\$), 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|--------------|--------------|--------------|--------------|--------------|-----------------------|
| Major | | | | | | |
| Logan | 1,389 | 1,284 | 1,630 | 1,571 | 1,586 | 1.0 |
| Gold Coast | 1,526 | 1,591 | 1,641 | 1,597 | 1,577 | -1.3 |
| Unitywater | 1,424 | 1,495 | 1,533 | 1,517 | 1,508 | -0.6 |
| WC (Perth) | 1,299 | 1,350 | 1,377 | 1,393 | 1,386 | -0.5 |
| Qld Urban Utilities | 1,156 | 1,172 | 1,226 | 1,236 | 1,242 | 0.5 |
| SA Water | | 1,320 | 1,339 | 1,364 | 1,142 | -16.3 |
| Icon Water | 1,265 | 1,153 | 1,131 | 1,152 | 1,136 | -1.4 |
| TasWater | | | | 1,081 | 1,103 | 2.0 |
| Sydney Water | 1,197 | 1,198 | 1,192 | 1,189 | 1,085 | -8.7 |
| Hunter Water | 1,051 | 1,057 | 1,040 | 1,036 | 1,056 | 1.9 |
| Yarra Valley Water | 1,030 | 1,211 | 1,064 | 1,098 | 1,031 | -6.1 |
| South East Water | 922 | 1,124 | 996 | 1,040 | 1,018 | -2.1 |
| Barwon Water | 1,148 | 1,106 | 1,062 | 1,045 | 988 | -5.5 |
| City West Water | 876 | 1,049 | 934 | 960 | 933 | -2.8 |
| Median | 1,176 | 1,198 | 1,192 | 1,170 | 1,120 | |
| Mean | 1,190 | 1,239 | 1,243 | 1,234 | 1,199 | |
| Large | | | | | | |
| P&W (Darwin) | 1,914 | 1,872 | 1,930 | 1,914 | 1,796 | -6.2 |
| Redland City | | | 1,433 | 1,496 | 1,517 | 1.4 |
| Townsville | 1,489 | 1,545 | 1,533 | 1,524 | 1,498 | -1.7 |
| Toowoomba | 1,239 | 1,367 | 1,353 | 1,351 | 1,384 | 2.4 |
| Coliban Water | 1,146 | 1,294 | 1,323 | 1,367 | 1,332 | -2.6 |
| Cairns | 1,293 | 1,292 | 1,316 | 1,259 | 1,303 | 3.5 |
| Gippsland Water | 1,358 | 1,303 | 1,278 | 1,271 | 1,295 | 1.9 |
| Central Highlands Water | 1,259 | 1,277 | 1,222 | 1,247 | 1,208 | -3.1 |
| Western Water | 1,052 | 1,076 | 994 | 1,056 | 956 | -9.5 |
| Goulburn Valley Water | 931 | 911 | 919 | 941 | 884 | -6.1 |
| North East Water | 993 | 956 | 869 | 899 | 860 | -4.3 |
| Median | 1,249 | 1,293 | 1,316 | 1,271 | 1,303 | |
| Mean | 1,267 | 1,289 | 1,288 | 1,302 | 1,276 | |
| Medium | | | | | | |
| Fraser Coast | 1,472 | 1,529 | 1,533 | 1,550 | 1,602 | 3.4 |
| WC (Mandurah) | 1,363 | 1,399 | 1,449 | 1,552 | 1,554 | 0.1 |
| Gladstone | | | 1,341 | 1,601 | 1,513 | -5.5 |
| Bundaberg | | | 1,747 | 1,499 | 1,415 | -5.6 |
| Mackay | 1,459 | 1,579 | 1,502 | 1,450 | 1,377 | -5.0 |
| GWMWater | 1,305 | 1,324 | 1,357 | 1,383 | 1,296 | -6.3 |
| Fitzroy River Water | 1,083 | 1,160 | 1,171 | 1,219 | 1,222 | 0.2 |
| East Gippsland Water | 1,223 | 1,170 | 1,136 | 1,151 | 1,189 | 3.3 |
| Wannon Water | 1,254 | 1,195 | 1,135 | 1,143 | 1,069 | -6.5 |
| South Gippsland Water | 1,081 | 1,041 | 987 | 987 | 957 | -3.0 |
| Lower Murray Water | 896 | 914 | 950 | 975 | 906 | -7.1 |
| Median | 1,254 | 1,195 | 1,341 | 1,383 | 1,296 | |
| Mean | 1,237 | 1,257 | 1,301 | 1,319 | 1,282 | |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|--------------|--------------|--------------|--------------|--------------|-----------------------|
| Small | | | | | | |
| P&W (Alice Springs) | 1,983 | 1,985 | 1,970 | 2,004 | 1,907 | -4.8 |
| WC (Geraldton) | 1,536 | 1,582 | 1,621 | 1,718 | 1,746 | 1.6 |
| Central Highlands | | | 2,086 | 1,901 | 1,730 | -9.0 |
| WC (Australind/Eaton) | 1,612 | 1,657 | 1,709 | 1,715 | 1,703 | -0.7 |
| Livingstone | | | 1,591 | 1,557 | 1,699 | 9.1 |
| Whitsunday | | | 1,642 | 1,633 | 1,633 | 0.0 |
| Cassowary Coast | | | 1,561 | 1,613 | 1,603 | -0.6 |
| WC (Albany) | 1,307 | 1,367 | 1,424 | 1,523 | 1,565 | 2.8 |
| Gympie | | 1,219 | 1,411 | 1,241 | 1,492 | 20.2 |
| Southern Downs | | | 1,386 | 1,482 | 1,483 | 0.1 |
| Westernport Water | 1,123 | 1,116 | 1,105 | 1,098 | 1,110 | 1.1 |
| Median | 1,536 | 1,474 | 1,591 | 1,613 | 1,633 | |
| Mean | 1,512 | 1,488 | 1,591 | 1,590 | 1,606 | |

Table A4 P7—Annual bill based on 200 kL, by utility size group (\$), 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|--------------|--------------|--------------|--------------|--------------|-----------------------|
| Major | | | | | | |
| Logan | 1,601 | 1,738 | 1,802 | 1,753 | 1,759 | 0.3 |
| Gold Coast | 1,664 | 1,694 | 1,750 | 1,720 | 1,703 | -1.0 |
| Unitywater | 1,516 | 1,625 | 1,689 | 1,682 | 1,676 | -0.4 |
| Qld Urban Utilities | 1,312 | 1,329 | 1,394 | 1,409 | 1,418 | 0.6 |
| WC (Perth) | 1,206 | 1,246 | 1,290 | 1,311 | 1,338 | 2.1 |
| Yarra Valley Water | 1,191 | 1,433 | 1,292 | 1,301 | 1,260 | -3.2 |
| SA Water | | 1,394 | 1,408 | 1,365 | 1,253 | -8.2 |
| South East Water | 1,100 | 1,354 | 1,220 | 1,246 | 1,219 | -2.2 |
| Icon Water | 1,278 | 1,156 | 1,171 | 1,164 | 1,152 | -1.0 |
| City West Water | 1,038 | 1,272 | 1,143 | 1,168 | 1,147 | -1.8 |
| TasWater | | | | 1,105 | 1,125 | 1.8 |
| Hunter Water | 1,105 | 1,100 | 1,113 | 1,113 | 1,119 | 0.5 |
| Barwon Water | 1,243 | 1,221 | 1,164 | 1,113 | 1,084 | -2.6 |
| Sydney Water | 1,202 | 1,185 | 1,189 | 1,187 | 1,074 | -9.5 |
| Median | 1,224 | 1,329 | 1,290 | 1,274 | 1,236 | |
| Mean | 1,288 | 1,365 | 1,356 | 1,331 | 1,309 | |
| Large | | | | | | |
| Redland City | | | 1,433 | 1,515 | 1,530 | 1.0 |
| Townsville | 1,489 | 1,545 | 1,533 | 1,524 | 1,498 | -1.7 |
| Toowoomba | 1,489 | 1,500 | 1,475 | 1,475 | 1,490 | 1.0 |
| P&W (Darwin) | 1,442 | 1,476 | 1,521 | 1,513 | 1,487 | -1.7 |
| Coliban Water | 1,160 | 1,317 | 1,347 | 1,344 | 1,366 | 1.6 |
| Gippsland Water | 1,408 | 1,361 | 1,350 | 1,330 | 1,362 | 2.4 |
| Central Highlands Water | 1,354 | 1,353 | 1,326 | 1,321 | 1,308 | -1.0 |
| Cairns | 1,228 | 1,243 | 1,244 | 1,246 | 1,244 | -0.2 |
| Western Water | 1,088 | 1,111 | 1,038 | 1,070 | 987 | -7.8 |
| North East Water | 953 | 941 | 876 | 870 | 864 | -0.7 |
| Goulburn Valley Water | 843 | 836 | 843 | 840 | 835 | -0.6 |
| Median | 1,291 | 1,335 | 1,347 | 1,330 | 1,362 | |
| Mean | 1,245 | 1,268 | 1,271 | 1,277 | 1,270 | |
| Medium | | | | | | |
| Fraser Coast | 1,525 | 1,524 | 1,565 | 1,613 | 1,603 | -0.6 |
| WC (Mandurah) | 1,290 | 1,319 | 1,373 | 1,482 | 1,510 | 1.9 |
| Gladstone | | | 1,258 | 1,473 | 1,468 | -0.3 |
| Mackay | 1,410 | 1,439 | 1,456 | 1,436 | 1,412 | -1.7 |
| Bundaberg | | | 1,301 | 1,345 | 1,384 | 2.9 |
| East Gippsland Water | 1,296 | 1,266 | 1,258 | 1,262 | 1,298 | 2.9 |
| GWMWater | 1,245 | 1,279 | 1,295 | 1,290 | 1,289 | -0.1 |
| Wannon Water | 1,357 | 1,321 | 1,254 | 1,243 | 1,201 | -3.4 |
| Fitzroy River Water | 1,002 | 1,028 | 1,073 | 1,082 | 1,101 | 1.8 |
| South Gippsland Water | 1,224 | 1,184 | 1,135 | 1,119 | 1,100 | -1.7 |
| Lower Murray Water | 735 | 746 | 758 | 760 | 755 | -0.7 |
| Median | 1,290 | 1,279 | 1,258 | 1,290 | 1,298 | |
| Mean | 1,232 | 1,234 | 1,248 | 1,282 | 1,284 | |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|--------------|--------------|--------------|--------------|--------------|-----------------------|
| Small | | | | | | |
| WC (Albany) | 1,346 | 1,390 | 1,448 | 1,568 | 1,618 | 3.2 |
| Cassowary Coast | | | 1,497 | 1,545 | 1,562 | 1.1 |
| Southern Downs | | | 1,429 | 1,540 | 1,555 | 1.0 |
| WC (Geraldton) | 1,288 | 1,344 | 1,408 | 1,498 | 1,537 | 2.6 |
| WC (Australind/Eaton) | 1,340 | 1,384 | 1,445 | 1,475 | 1,517 | 2.8 |
| Livingstone | | | 1,402 | 1,457 | 1,503 | 3.2 |
| P&W (Alice Springs) | 1,442 | 1,476 | 1,521 | 1,513 | 1,487 | -1.7 |
| Whitsunday | | | 1,484 | 1,480 | 1,484 | 0.3 |
| Western Downs | | | 1,140 | 1,182 | 1,362 | 15.2 |
| Westernport Water | 1,345 | 1,348 | 1,341 | 1,339 | 1,358 | 1.4 |
| Gympie | | 1,175 | 1,268 | 1,285 | 1,300 | 1.2 |
| Central Highlands | | | 1,322 | 1,328 | 1,296 | -2.4 |
| Median | 1,345 | 1,366 | 1,418 | 1,478 | 1,495 | |
| Mean | 1,352 | 1,353 | 1,392 | 1,434 | 1,465 | |

Table A5 F16—Total capital expenditure: water and sewerage (\$000s), by utility size group, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|----------------|----------------|----------------|----------------|----------------|-----------------------|
| Major | | | | | | |
| Sydney Water | 716,730 | 615,133 | 647,247 | 659,252 | 631,598 | -4.2 |
| WC (Perth) | 520,249 | 270,738 | 362,680 | 298,905 | 435,126 | 45.6 |
| SA Water | | 278,740 | 221,006 | 279,867 | 297,655 | 6.4 |
| Yarra Valley Water | 237,859 | 206,634 | 179,107 | 266,048 | 233,876 | -12.1 |
| Qld Urban Utilities | 285,600 | 204,905 | 196,437 | 204,499 | 193,454 | -5.4 |
| South East Water | 182,520 | 222,914 | 228,871 | 147,031 | 165,932 | 12.9 |
| Unitywater | 156,142 | 148,193 | 87,078 | 88,702 | 116,437 | 31.3 |
| TasWater | | 77,780 | 105,671 | 130,845 | 103,677 | -20.8 |
| Icon Water | 147,791 | 61,250 | 50,460 | 85,120 | 91,820 | 7.9 |
| City West Water | 163,190 | 89,510 | 61,424 | 72,330 | 89,378 | 23.6 |
| Barwon Water | 165,968 | 92,526 | 65,473 | 81,260 | 83,292 | 2.5 |
| Hunter Water | 94,500 | 114,218 | 79,806 | 89,889 | 77,364 | -13.9 |
| Gold Coast | 63,862 | 46,059 | 37,004 | 52,388 | 70,929 | 35.4 |
| Logan | 73,366 | 61,563 | 76,965 | 46,776 | 60,373 | 29.1 |
| Median | 164,579 | 131,206 | 96,374 | 110,367 | 110,057 | |
| Mean | 233,981 | 177,869 | 171,374 | 178,779 | 189,351 | |
| Large | | | | | | |
| Western Water | 17,557 | 27,429 | 27,178 | 15,994 | 69,515 | 334.6 |
| Townsville | 43,832 | 25,909 | 48,504 | 52,907 | 51,223 | -3.2 |
| Goulburn Valley Water | 19,593 | 23,303 | 31,447 | 31,019 | 33,467 | 7.9 |
| Cairns | 30,480 | 37,722 | 30,143 | 17,710 | 33,019 | 86.4 |
| Gippsland Water | 55,703 | 47,149 | 49,181 | 32,716 | 30,751 | -6.0 |
| Toowoomba | 46,458 | 20,706 | 26,834 | 39,807 | 28,745 | -27.8 |
| P&W (Darwin) | 66,789 | 26,401 | | 49,378 | 22,244 | -55.0 |
| Coliban Water | 44,362 | 43,397 | 20,437 | 34,373 | 22,200 | -35.4 |
| Central Highlands Water | 15,018 | 14,788 | 15,738 | 18,052 | 18,825 | 4.3 |
| Redland City | | | 15,921 | 18,676 | 14,834 | -20.6 |
| North East Water | 38,250 | 20,271 | 10,105 | 13,930 | 8,811 | -36.7 |
| Median | 41,041 | 26,155 | 27,006 | 31,019 | 28,745 | |
| Mean | 37,804 | 28,708 | 27,549 | 29,506 | 30,330 | |
| Medium | | | | | | |
| Shoalhaven | 22,576 | 24,830 | 23,333 | 22,078 | 59,307 | 168.6 |
| Bundaberg | | | 22,455 | 15,893 | 31,776 | 99.9 |
| Port Macquarie Hastings | 14,569 | 9,341 | 16,357 | 19,226 | 26,251 | 36.5 |
| Gladstone | | | 10,396 | 12,870 | 22,468 | 74.6 |
| Fraser Coast | 19,032 | 18,569 | 11,748 | 18,216 | 21,423 | 17.6 |
| WC (Mandurah) | 31,699 | 29,986 | 22,319 | 14,284 | 21,272 | 48.9 |
| Wannon Water | 23,089 | 15,537 | 13,131 | 14,556 | 18,419 | 26.5 |
| Fitzroy River Water | 24,527 | 23,348 | 16,337 | 19,162 | 16,360 | -14.6 |
| Tamworth | 13,639 | 21,638 | 9,315 | 5,784 | 15,528 | 168.5 |
| East Gippsland Water | 6,975 | 10,372 | 7,842 | 7,371 | 11,130 | 51.0 |
| Mackay | 49,482 | 49,384 | 27,159 | 16,340 | 11,048 | -32.4 |
| Albury | 6,232 | 6,025 | 4,259 | 8,578 | 9,190 | 7.1 |
| Tweed | 14,310 | 13,718 | 7,215 | 8,602 | 6,853 | -20.3 |
| GWMWater | 14,822 | 16,651 | 11,163 | 6,533 | 6,704 | 2.6 |
| Coffs Harbour | 9,137 | 10,809 | 14,409 | 5,552 | 5,391 | -2.9 |
| South Gippsland Water | 7,914 | 10,323 | 12,523 | 8,223 | 5,342 | -35.0 |
| Lower Murray Water | 9,871 | 10,055 | 8,001 | 9,817 | 4,956 | -49.5 |
| Clarence Valley | 12,647 | 11,375 | 26,298 | 18,775 | 3,445 | -81.7 |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|---------------|---------------|---------------|---------------|---------------|--------------------------|
| Median | 14,440 | 14,628 | 12,827 | 13,577 | 13,329 | |
| Mean | 17,533 | 17,623 | 14,681 | 12,881 | 16,492 | |
| Small | | | | | | |
| Eurobodalla | 7,138 | 7,071 | 6,712 | 13,389 | 16,184 | 20.9 |
| Western Downs | | | 17,381 | 11,467 | 16,008 | 39.6 |
| Wingecarribee | 14,843 | 3,060 | 6,119 | 6,098 | 15,561 | 155.2 |
| Bathurst | 7,167 | 6,944 | 13,420 | 7,777 | 14,577 | 87.4 |
| WC (Albany) | 6,365 | 8,421 | 5,015 | 9,874 | 13,479 | 36.5 |
| Lismore | 9,475 | 5,187 | 6,124 | 8,455 | 11,093 | 31.2 |
| WC (Geraldton) | 13,588 | 8,617 | 13,591 | 11,296 | 9,796 | -13.3 |
| Kempsey | 7,290 | 6,825 | 7,200 | 6,473 | 8,701 | 34.4 |
| Cassowary Coast | | | 5,863 | 7,500 | 8,137 | 8.5 |
| WC (Australind/Eaton) | 7,301 | 3,564 | 4,776 | 6,736 | 6,716 | -0.3 |
| P&W (Alice Springs) | 12,301 | 10,165 | | 5,239 | 6,632 | 26.6 |
| Whitsunday | | | 746 | 5,285 | 6,569 | 24.3 |
| Westernport Water | 13,705 | 3,580 | 4,872 | 4,268 | 5,813 | 36.2 |
| Essential Energy | 5,753 | 4,305 | 6,498 | 14,678 | 5,592 | -61.9 |
| Livingstone | | | | 1,762 | 5,524 | 213.5 |
| Central Highlands | | | 28,054 | 898 | 5,348 | 495.5 |
| Gympie | | 6,773 | 5,573 | 9,163 | 5,091 | -44.4 |
| Ballina | 29,783 | 11,426 | 8,476 | 4,705 | 3,619 | -23.1 |
| Southern Downs | | | 3,333 | 2,592 | 3,574 | 37.9 |
| Byron | 2,641 | 2,046 | 1,234 | 4,073 | 2,632 | -35.4 |
| Bega Valley | 4,644 | 8,564 | 8,409 | 5,541 | 2,313 | -58.3 |
| Median | 7,296 | 6,825 | 6,124 | 6,473 | 6,632 | |
| Mean | 10,142 | 6,437 | 8,073 | 7,013 | 8,236 | |

Table A6 F28—Capital expenditure: water (\$/property), by utility size group, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|------------|------------|------------|------------|------------|-----------------------|
| Major | | | | | | |
| Barwon Water | 917 | 499 | 227 | 245 | 369 | 50.6 |
| TasWater | | | 259 | 353 | 322 | -8.8 |
| WC (Perth) | 523 | 183 | 201 | 197 | 294 | 49.2 |
| Logan | 105 | 162 | 196 | 183 | 211 | 15.3 |
| Icon Water | 750 | 272 | 158 | 242 | 175 | -27.7 |
| City West Water | 344 | 151 | 112 | 118 | 139 | 17.8 |
| Unitywater | 115 | 114 | 113 | 115 | 127 | 10.4 |
| Hunter Water | 134 | 339 | 158 | 127 | 121 | -4.7 |
| Sydney Water | 144 | 111 | 82 | 119 | 120 | 0.8 |
| Qld Urban Utilities | 120 | 119 | 133 | 128 | 115 | -10.2 |
| SA Water | | 233 | 155 | 202 | 107 | -47.0 |
| Yarra Valley Water | 161 | 104 | 91 | 105 | 98 | -6.7 |
| Gold Coast | 89 | 61 | 64 | 47 | 63 | 34.0 |
| South East Water | 76 | 67 | 69 | 45 | 46 | 2.2 |
| Median | 139 | 151 | 144 | 128 | 124 | |
| Mean | 290 | 186 | 144 | 159 | 165 | |
| Large | | | | | | |
| Western Water | 98 | 183 | 200 | 79 | 430 | 444.3 |
| Townsville | 317 | 101 | 327 | 461 | 374 | -18.9 |
| Goulburn Valley Water | 193 | 232 | 439 | 272 | 350 | 28.7 |
| Cairns | 165 | 275 | 216 | 54 | 257 | 375.9 |
| P&W (Darwin) | 478 | 256 | | 628 | 233 | -62.9 |
| Coliban Water | 512 | 429 | 120 | 195 | 203 | 4.1 |
| Toowoomba | 119 | 220 | 199 | 168 | 199 | 18.5 |
| Gippsland Water | 225 | 152 | 151 | 199 | 194 | -2.5 |
| Central Highlands Water | 63 | 116 | 131 | 143 | 173 | 21.0 |
| North East Water | 316 | 230 | 136 | 199 | 129 | -35.2 |
| Redland City | | | 26 | 12 | 21 | 75.0 |
| Median | 209 | 225 | 175 | 195 | 203 | |
| Mean | 249 | 219 | 194 | 219 | 233 | |
| Medium | | | | | | |
| Fraser Coast | 390 | 298 | 265 | 355 | 438 | 23.4 |
| Gladstone | | | 140 | 210 | 388 | 84.8 |
| Tamworth | 527 | 536 | 314 | 187 | 371 | 98.4 |
| Shoalhaven | 98 | 237 | 224 | 284 | 350 | 23.2 |
| Port Macquarie Hastings | 220 | 85 | 335 | 209 | 329 | 57.4 |
| Fitzroy River Water | 355 | 384 | 301 | 369 | 288 | -22.0 |
| Albury | 157 | 108 | 91 | 110 | 249 | 126.4 |
| Wannon Water | 130 | 169 | 151 | 228 | 243 | 6.6 |
| East Gippsland Water | 156 | 225 | 115 | 111 | 235 | 111.7 |
| South Gippsland Water | 166 | 100 | 138 | 84 | 174 | 107.1 |
| WC (Mandurah) | 515 | 260 | 176 | 132 | 129 | -2.3 |
| Mackay | 552 | 349 | 449 | 166 | 119 | -28.3 |
| Tweed | 179 | 284 | 63 | 99 | 116 | 17.2 |
| GWMWater | 324 | 455 | 184 | 135 | 98 | -27.4 |
| Bundaberg | | | 91 | 107 | 95 | -11.2 |
| Clarence Valley | 122 | 106 | 93 | 159 | 93 | -41.5 |
| Lower Murray Water | 157 | 179 | 169 | 249 | 80 | -67.9 |
| Coffs Harbour | 148 | 70 | 55 | 49 | 50 | 2.0 |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|------------|------------|------------|------------|------------|--------------------------|
| Median | 172 | 231 | 160 | 162 | 204 | |
| Mean | 262 | 240 | 186 | 180 | 214 | |
| Small | | | | | | |
| Western Downs | | | 635 | 324 | 1391 | 329.3 |
| Bathurst | 189 | 244 | 488 | 334 | 655 | 96.1 |
| Cassowary Coast | | | 315 | 363 | 458 | 26.2 |
| WC (Albany) | 172 | 171 | 217 | 319 | 414 | 29.8 |
| Kempsey | 385 | 424 | 442 | 326 | 310 | -4.9 |
| P&W (Alice Springs) | 556 | 368 | | 282 | 305 | 8.2 |
| Wingecarribee | 139 | 41 | 151 | 114 | 288 | 152.6 |
| Southern Downs | | | 284 | 172 | 283 | 64.5 |
| WC (Australind/Eaton) | 89 | 106 | 221 | 177 | 273 | 54.2 |
| WC (Geraldton) | 623 | 265 | 505 | 403 | 251 | -37.7 |
| Lismore | 150 | 168 | 90 | 321 | 248 | -22.7 |
| Whitsunday | | | 2 | 151 | 212 | 40.4 |
| Westernport Water | 844 | 109 | 47 | 88 | 182 | 106.8 |
| Central Highlands | | | 2372 | 35 | 167 | 377.1 |
| Livingstone | | | | 85 | 161 | 89.4 |
| Eurobodalla | 147 | 124 | 135 | 152 | 157 | 3.3 |
| Gympie | | 156 | 163 | 214 | 143 | -33.2 |
| Bega Valley | 150 | 190 | 292 | 264 | 111 | -58.0 |
| Ballina | 123 | 155 | 222 | 110 | 83 | -24.5 |
| Byron | 95 | 40 | 32 | 247 | 51 | -79.4 |
| Median | 150 | 162 | 222 | 230 | 250 | |
| Mean | 282 | 183 | 367 | 224 | 307 | |

Table A7 F29—Capital expenditure: Sewerage, by utility size group, (\$/property), 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|------------|------------|------------|------------|------------|-----------------------|
| Major | | | | | | |
| Logan | 689 | 484 | 591 | 274 | 364 | 32.8 |
| Icon Water | 187 | 107 | 147 | 262 | 356 | 35.9 |
| SA Water | | 176 | 173 | 207 | 355 | 71.5 |
| Unitywater | 481 | 441 | 201 | 197 | 273 | 38.6 |
| WC (Perth) | 173 | 178 | 274 | 180 | 243 | 35.0 |
| Gold Coast | 190 | 142 | 96 | 172 | 229 | 33.1 |
| Qld Urban Utilities | 418 | 259 | 223 | 238 | 217 | -8.8 |
| Yarra Valley Water | 179 | 187 | 156 | 257 | 217 | -15.6 |
| Sydney Water | 251 | 228 | 269 | 234 | 212 | -9.4 |
| TasWater | | | 305 | 334 | 210 | -37.1 |
| Hunter Water | 286 | 153 | 185 | 256 | 203 | -20.7 |
| Barwon Water | 275 | 155 | 239 | 325 | 191 | -41.2 |
| South East Water | 202 | 265 | 265 | 164 | 184 | 12.2 |
| City West Water | 76 | 72 | 36 | 51 | 63 | 23.5 |
| Median | 226 | 178 | 212 | 236 | 217 | |
| Mean | 284 | 219 | 226 | 225 | 237 | |
| Large | | | | | | |
| Western Water | 245 | 333 | 295 | 207 | 760 | 267.1 |
| Toowoomba | 880 | 174 | 325 | 629 | 346 | -45.0 |
| Gippsland Water | 730 | 649 | 669 | 317 | 283 | -10.7 |
| Townsville | 267 | 250 | 298 | 194 | 266 | 37.1 |
| Goulburn Valley Water | 184 | 210 | 133 | 308 | 259 | -15.9 |
| Redland City | | | 282 | 353 | 255 | -27.8 |
| Cairns | 235 | 271 | 219 | 194 | 216 | 11.3 |
| P&W (Darwin) | 840 | 246 | | 216 | 149 | -31.0 |
| Central Highlands Water | 204 | 130 | 125 | 147 | 120 | -18.4 |
| Coliban Water | 141 | 204 | 181 | 303 | 106 | -65.0 |
| North East Water | 555 | 212 | 78 | 90 | 51 | -43.3 |
| Median | 256 | 229 | 250 | 216 | 255 | |
| Mean | 428 | 268 | 260 | 269 | 256 | |
| Medium | | | | | | |
| Bundaberg | | | 795 | 518 | 1103 | 112.9 |
| Shoalhaven | 437 | 326 | 304 | 204 | 992 | 386.3 |
| Gladstone | | | 327 | 343 | 595 | 73.5 |
| Port Macquarie Hastings | 294 | 248 | 222 | 457 | 538 | 17.7 |
| WC (Mandurah) | 275 | 510 | 378 | 205 | 374 | 82.4 |
| Tamworth | 128 | 524 | 127 | 83 | 342 | 312.0 |
| East Gippsland Water | 189 | 281 | 273 | 247 | 286 | 15.8 |
| Fitzroy River Water | 263 | 402 | 234 | 250 | 239 | -4.4 |
| Wannon Water | 505 | 238 | 189 | 134 | 220 | 64.2 |
| Coffs Harbour | 235 | 385 | 550 | 182 | 173 | -4.9 |
| Fraser Coast | 198 | 251 | 74 | 172 | 168 | -2.3 |
| Mackay | 690 | 890 | 204 | 218 | 149 | -31.7 |
| GWMWater | 188 | 95 | 211 | 87 | 137 | 57.5 |
| Albury | 118 | 158 | 80 | 239 | 107 | -55.2 |
| South Gippsland Water | 287 | 505 | 579 | 381 | 105 | -72.4 |
| Tweed | 289 | 154 | 169 | 173 | 97 | -43.9 |
| Clarence Valley | 686 | 622 | 1653 | 1041 | 97 | -90.7 |
| Lower Murray Water | 172 | 150 | 85 | 54 | 78 | 44.4 |

| Utility | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | Change from 2015-16 % |
|-----------------------|------------|------------|------------|------------|------------|--------------------------|
| Median | 269 | 304 | 228 | 212 | 196 | |
| Mean | 310 | 359 | 359 | 277 | 322 | |
| Small | | | | | | |
| Eurobodalla | 239 | 258 | 225 | 565 | 707 | 25.1 |
| Wingecarribee | 833 | 146 | 205 | 239 | 595 | 149.0 |
| Lismore | 580 | 218 | 378 | 308 | 587 | 90.6 |
| WC (Albany) | 328 | 496 | 134 | 393 | 549 | 39.7 |
| Kempsey | 262 | 157 | 171 | 262 | 514 | 96.2 |
| WC (Geraldton) | 207 | 319 | 342 | 299 | 402 | 34.4 |
| Cassowary Coast | | | 301 | 465 | 360 | -22.6 |
| Central Highlands | | | 43 | 51 | 347 | 580.4 |
| WC (Australind/Eaton) | 768 | 279 | 252 | 507 | 343 | -32.3 |
| Livingstone | | | | 61 | 339 | 455.7 |
| Gympie | | 416 | 293 | 508 | 293 | -42.3 |
| Whitsunday | | | 62 | 214 | 289 | 35.0 |
| P&W (Alice Springs) | 555 | 552 | | 156 | 253 | 62.2 |
| Bathurst | 284 | 203 | 363 | 150 | 237 | 58.0 |
| Westernport Water | 40 | 130 | 289 | 198 | 193 | -2.5 |
| Byron | 153 | 152 | 82 | 114 | 191 | 67.5 |
| Ballina | 2042 | 655 | 375 | 211 | 159 | -24.6 |
| Bega Valley | 206 | 478 | 344 | 141 | 58 | -58.9 |
| Southern Downs | | | 14 | 70 | 43 | -38.6 |
| Western Downs | | | 1093 | 858 | 21 | -97.6 |
| Median | 284 | 268 | 270 | 226 | 316 | |
| Mean | 500 | 318 | 276 | 288 | 324 | |

Table A8 F13—Combined operating cost: water and sewerage (\$/property), by utility size group, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|------------|------------|------------|------------|------------|-----------------------|
| Major | | | | | | |
| Gold Coast | 1,042 | 1,137 | 1,185 | 1,147 | 1,164 | 1.5 |
| Qld Urban Utilities | 1,064 | 1,168 | 1,170 | 1,167 | 1,146 | -1.8 |
| City West Water | 942 | 1,244 | 1,113 | 1,145 | 1,081 | -5.6 |
| Logan | 1,019 | 1,097 | 1,113 | 1,072 | 1,013 | -5.5 |
| Unitywater | 965 | 1,011 | 1,004 | 1,004 | 996 | -0.8 |
| TasWater | | | 916 | 955 | 986 | 3.2 |
| Icon Water | 835 | 776 | 787 | 933 | 971 | 4.1 |
| Yarra Valley Water | 739 | 983 | | 942 | 864 | -8.3 |
| South East Water | 746 | 1,014 | 889 | 931 | 854 | -8.2 |
| Sydney Water | 708 | 697 | 685 | 701 | 673 | -4.0 |
| SA Water | | 730 | 681 | 709 | 650 | -8.3 |
| Barwon Water | 642 | 659 | 615 | 601 | 640 | 6.4 |
| WC (Perth) | 597 | 614 | 597 | 607 | 587 | -3.3 |
| Hunter Water | 637 | 597 | 642 | 594 | 574 | -3.4 |
| Median | 790 | 983 | 889 | 937 | 917 | |
| Mean | 828 | 902 | 877 | 893 | 871 | |
| Large | | | | | | |
| Gippsland Water | 1,351 | 1,263 | 1,231 | 1,188 | 1,143 | -3.8 |
| Townsville | 779 | 1,085 | 1,025 | 1,006 | 1,010 | 0.4 |
| P&W (Darwin) | 1,182 | 1,054 | | 1,141 | 962 | -15.7 |
| Goulburn Valley Water | 842 | 829 | 826 | 860 | 888 | 3.2 |
| North East Water | 791 | 834 | 828 | 847 | 880 | 3.8 |
| Western Water | 1,267 | 867 | 715 | 939 | 870 | -7.3 |
| Central Highlands Water | 879 | 833 | 786 | 815 | 839 | 3.0 |
| Redland City | | | 889 | 891 | 816 | -8.4 |
| Coliban Water | 820 | 821 | 794 | 836 | 795 | -4.9 |
| Cairns | 710 | 712 | 693 | 660 | 660 | 0.0 |
| Toowoomba | 553 | 667 | 1,200 | 702 | 608 | -13.3 |
| Median | 831 | 834 | 827 | 860 | 870 | |
| Mean | 917 | 896 | 899 | 899 | 861 | |
| Medium | | | | | | |
| East Gippsland Water | 462 | 977 | 845 | 927 | 1,039 | 12.1 |
| Gladstone | | | 2,433 | 1,444 | 1,028 | -28.8 |
| GWMWater | 937 | 983 | 956 | 1,007 | 959 | -4.8 |
| Clarence Valley | 974 | 919 | 876 | 820 | 945 | 15.3 |
| Tweed | 957 | 974 | 972 | 950 | 944 | -0.6 |
| Coffs Harbour | 1,047 | 1,055 | 1,046 | 988 | 942 | -4.6 |
| Wannon Water | 1,031 | 1,008 | 1,008 | 972 | 923 | -5.1 |
| Fraser Coast | 430 | 915 | 865 | 894 | 919 | 2.8 |
| South Gippsland Water | 1,121 | 1,075 | 1,089 | 1,137 | 917 | -19.4 |
| Tamworth | 1,019 | 1,056 | 971 | 932 | 900 | -3.4 |
| Mackay | 1,360 | 1,547 | 1,308 | 1,124 | 896 | -20.3 |
| Port Macquarie Hastings | 892 | 923 | 905 | 889 | 829 | -6.8 |
| Lower Murray Water | 642 | 632 | 673 | 677 | 797 | 17.7 |
| Shoalhaven | 804 | 789 | 800 | 757 | 738 | -2.5 |
| Bundaberg | | | 789 | 792 | 667 | -15.9 |
| Fitzroy River Water | 681 | 591 | 725 | 672 | 643 | -4.4 |
| Albury | 824 | 771 | 691 | 686 | 642 | -6.3 |
| WC (Mandurah) | 572 | 600 | 565 | 666 | 590 | -11.4 |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|--------------|--------------|--------------|--------------|------------|--------------------------|
| Median | 915 | 949 | 891 | 910 | 908 | |
| Mean | 860 | 926 | 973 | 907 | 851 | |
| Small | | | | | | |
| Livingstone | | | | 1,199 | 1,749 | 45.8 |
| Byron | 1,308 | 1,315 | 1,323 | 1,274 | 1,318 | 3.4 |
| P&W (Alice Springs) | 2,167 | 1,782 | | 1,818 | 1,271 | -30.1 |
| Bega Valley | 1,323 | 1,301 | 1,321 | 1,473 | 1,207 | -18.1 |
| Ballina | 1,400 | 1,348 | 1,332 | 1,254 | 1,187 | -5.4 |
| Central Highlands | | | 1,704 | 1,561 | 1,135 | -27.3 |
| Whitsunday | | | 1,240 | 1,240 | 1,128 | -9.0 |
| Bathurst | 1,005 | 994 | 1,010 | 1,064 | 1,123 | 5.5 |
| Lismore | 1,147 | 1,135 | 1,099 | 1,136 | 1,108 | -2.4 |
| Eurobodalla | 985 | 1,035 | 932 | 977 | 987 | 1.0 |
| Westernport Water | 711 | 3,707 | 458 | 976 | 962 | -1.5 |
| Western Downs | | | 1,146 | 1,239 | 850 | -31.4 |
| Kempsey | 1,112 | 1,074 | 1,072 | 1,036 | 822 | -20.7 |
| Orange | 744 | 793 | 771 | 759 | 799 | 5.3 |
| Southern Downs | | | 1,525 | 1,397 | 776 | -44.4 |
| Wingecarribee | 833 | 950 | 835 | 824 | 776 | -5.8 |
| WC (Australind/Eaton) | 1,077 | 809 | 970 | 855 | 764 | -10.7 |
| WC (Albany) | 753 | 698 | 681 | 773 | 701 | -9.3 |
| WC (Geraldton) | 778 | 720 | 706 | 652 | 595 | -8.7 |
| Cassowary Coast | | | 954 | 1,004 | 568 | -43.4 |
| Gympie | | 920 | 295 | 698 | 401 | -42.5 |
| Median | 1,041 | 1,035 | 1,010 | 1,064 | 962 | |
| Mean | 1,096 | 1,239 | 1,020 | 1,105 | 963 | |

Table A9 F8—Revenue from community service obligations (%), by utility size group, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|------------|------------|------------|------------|------------|-----------------------|
| Major | | | | | | |
| SA Water | 7.4 | 9.7 | 9.4 | 9.1 | 10.5 | 15.4 |
| WC (Perth) | 7.9 | 7.9 | 6.2 | 6.2 | 6.5 | 4.8 |
| Sydney Water | 6.3 | 6 | 6 | 5.9 | 5.5 | -6.8 |
| Yarra Valley Water | 6.1 | 4.8 | 5.3 | 5 | 5.2 | 4.0 |
| Barwon Water | 4.6 | 5 | 4.8 | 4.7 | 4.9 | 4.3 |
| South East Water | 5.7 | 4.6 | 4.9 | 4.4 | 4.6 | 4.5 |
| Hunter Water | 4.7 | 4.6 | 4.6 | 4.4 | 4.5 | 2.3 |
| City West Water | 4.3 | 3.6 | 3.9 | 3.5 | 3.3 | -5.7 |
| Icon Water | 3.9 | 3.3 | 3.7 | 3.2 | 3.3 | 3.1 |
| TasWater | | 2.8 | 2.7 | 2.7 | 2.7 | 0.0 |
| Unitywater | 9.4 | 1 | 0.9 | 0.9 | 0.8 | -11.1 |
| Gold Coast | 0 | 0 | 0 | 0 | 0 | |
| Logan | 0 | 0 | 0 | 0 | 0 | |
| Qld Urban Utilities | 6.3 | 2 | 1.8 | 1.6 | 0 | -100.0 |
| Median | 5.7 | 4.1 | 4.2 | 4 | 3.9 | |
| Mean | 5.1 | 4 | 3.9 | 3.7 | 3.7 | |
| Large | | | | | | |
| North East Water | 5.7 | 6.1 | 6.6 | 6.1 | 6.5 | 6.6 |
| Goulburn Valley Water | 5.7 | 5.6 | 5.5 | 5.6 | 5.7 | 1.8 |
| Gippsland Water | 3.9 | 4 | 4.2 | 3.9 | 4.3 | 10.3 |
| Central Highlands Water | 0 | 0 | 0 | 5.3 | 4.3 | -18.9 |
| Western Water | 4 | 4.6 | 4.6 | 4 | 4.3 | 7.5 |
| Coliban Water | 5.1 | 4 | 4.4 | 4.1 | 4.2 | 2.4 |
| Cairns | 2.8 | 3.1 | 2.7 | 2.9 | 2.8 | -3.4 |
| P&W (Darwin) | 2 | 3.3 | | 3.6 | 2.8 | -22.2 |
| Townsville | 0 | 1.7 | 1.6 | 1.2 | 1 | -16.7 |
| Redland City | | | 0.4 | 0.3 | 0.3 | 0.0 |
| Toowoomba | 0.8 | 0.8 | | 0.7 | 0 | -100.0 |
| Median | 3.4 | 3.6 | 4.2 | 3.9 | 4.2 | |
| Mean | 3 | 3.3 | 3.3 | 3.4 | 3.3 | |
| Medium | | | | | | |
| WC (Mandurah) | 19.3 | 19.9 | 18.3 | 6.3 | 10.4 | 65.1 |
| GWMWater | 7.4 | 7.1 | 6.5 | 6.6 | 6.9 | 4.5 |
| East Gippsland Water | 0.5 | 5.2 | 6.1 | 6.2 | 6.2 | 0.0 |
| Lower Murray Water | 6 | 5.9 | 5.7 | 5.7 | 6 | 5.3 |
| South Gippsland Water | 5.2 | 5.3 | 5.5 | 5.5 | 6 | 9.1 |
| Wannon Water | 3.9 | 4.4 | 4.3 | 4.5 | 4.8 | 6.7 |
| Bundaberg | | | 1.8 | 1.7 | 3.3 | 94.1 |
| Clarence Valley | 1.6 | 1.4 | 1.4 | 1.3 | 1.3 | 0.0 |
| Shoalhaven | 1.6 | 1.6 | 1.5 | 1.5 | 1.3 | -13.3 |
| Tweed | 1.5 | 1.1 | 1.2 | 1.2 | 1.1 | -8.3 |
| Port Macquarie Hastings | 1.7 | 1.2 | 1.4 | 1 | 1.1 | 10.0 |
| Fitzroy River Water | 1.7 | 0.7 | 1.3 | 0.9 | 1.1 | 22.2 |
| Coffs Harbour | 1.1 | 1.1 | 1 | 1 | 0.9 | -10.0 |
| Tamworth | 1.1 | 0.9 | 1 | 0.9 | 0.8 | -11.1 |
| Albury | 1 | 0.9 | 0.9 | 0.8 | 0.8 | 0.0 |
| Fraser Coast | 1.7 | 0.4 | 0.4 | 0.4 | 0.4 | 0.0 |
| Mackay | 0 | 0.1 | 0.2 | 0.2 | 0.2 | 0.0 |
| Gladstone | | | 0 | 0 | 0 | |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|------------|------------|------------|------------|-------------|--------------------------|
| Median | 1.6 | 1.3 | 1.4 | 1.2 | 1.2 | |
| Mean | 3.5 | 3.6 | 3.2 | 2.5 | 2.9 | |
| Small | | | | | | |
| P&W (Alice Springs) | 12 | 7.5 | | 9.3 | 14.3 | 53.8 |
| Gympie | | 4.4 | 4.4 | 2.5 | 4.2 | 68.0 |
| Westernport Water | 3.6 | 4.3 | 3.7 | 3.9 | 3.9 | 0.0 |
| Whitsunday | | | 1.7 | 2.5 | 3.2 | 28.0 |
| Essential Energy | 1.1 | 1.7 | 2.2 | 1.4 | 1.9 | 35.7 |
| Lismore | 1.4 | 1.2 | 1 | 1 | 1.5 | 50.0 |
| Kempsey | 1.5 | 1.5 | 1.3 | 1.3 | 1.4 | 7.7 |
| Ballina | 1.4 | 1.1 | 1.9 | 1 | 1.1 | 10.0 |
| Eurobodalla | 1.4 | 1.2 | 1.1 | 1 | 1 | 0.0 |
| Bega Valley | 1.1 | 1 | 1 | 1 | 0.9 | -10.0 |
| Orange | 1 | 0.9 | 0.8 | 0.9 | 0.8 | -11.1 |
| Wingecarribee | 1.3 | 1.2 | 1.2 | 1 | 0.8 | -20.0 |
| Bathurst | 0.9 | 0.8 | 0.8 | 0.8 | 0.6 | -25.0 |
| Byron | 0.7 | 0.6 | 0.6 | 0.6 | 0.5 | -16.7 |
| Central Highlands | | | 0 | 0 | 0 | |
| Livingstone | | | 0 | 0 | 0 | |
| Cassowary Coast | | | 0 | 0 | 0 | |
| WC (Australind/Eaton) | 29.2 | 25.1 | 22.9 | 13.8 | -1.1 | -108.0 |
| WC (Albany) | 20.8 | 36.5 | 34.6 | 22.5 | -8.2 | -136.4 |
| WC (Geraldton) | 14.1 | 14.5 | 13.6 | 6.2 | -65.3 | -1153.2 |
| Median | 1.4 | 1.4 | 1.2 | 1 | 0.9 | |
| Mean | 6.1 | 6.5 | 4.9 | 3.5 | -1.9 | |

Table A10 C15—Average duration of an unplanned interruption: water (minutes), by utility size group, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|------------|------------|------------|------------|------------|-----------------------|
| Major | | | | | | |
| Hunter Water | 157 | 129 | 364 | 136 | 231 | 69.9 |
| Central Coast | | | | 198 | 202 | 2.0 |
| SA Water | | 161 | 163 | 186 | 195 | 5.0 |
| Logan | 135 | 151 | 156 | 143 | 178 | 24.2 |
| Unitywater | | | 157 | 139 | 160 | 15.1 |
| Gold Coast | 120 | 160 | 132 | 120 | 138 | 14.9 |
| Icon Water | 148 | 104 | 120 | 135 | 135 | -0.2 |
| Sydney Water | 153 | 151 | 147 | 136 | 133 | -2.2 |
| Qld Urban Utilities | 162 | 139 | 139 | 134 | 132 | -1.5 |
| City West Water | 121 | 115 | 112 | 122 | 125 | 2.5 |
| Yarra Valley Water | 108 | 99 | 103 | 123 | 118 | -3.5 |
| WC (Perth) | 130 | 117 | 96 | 108 | 103 | -4.5 |
| Barwon Water | 107 | 93 | 88 | 100 | 102 | 2.5 |
| South East Water | 89 | 91 | 89 | 81 | 83 | 2.1 |
| Median | 130 | 123 | 132 | 135 | 134 | |
| Mean | 130 | 126 | 144 | 133 | 145 | |
| Large | | | | | | |
| Western Water | 129 | 77 | 95 | 93 | 215 | 131.5 |
| Coliban Water | 114 | 170 | 115 | 118 | 132 | 11.5 |
| Redland City | | | 21 | 24 | 114 | 377.0 |
| North East Water | 87 | 102 | 105 | 108 | 112 | 3.5 |
| Central Highlands Water | 142 | 104 | 69 | 109 | 107 | -1.7 |
| Goulburn Valley Water | 128 | 100 | 113 | 108 | 98 | -8.7 |
| Gippsland Water | 86 | 74 | 89 | 76 | 87 | 14.7 |
| Townsville | 4 | 3 | 67 | 64 | 77 | 20.5 |
| Cairns | 109 | 50 | 44 | 92 | 65 | -29.2 |
| Median | 112 | 89 | 89 | 93 | 107 | |
| Mean | 100 | 85 | 80 | 88 | 112 | |
| Medium | | | | | | |
| Riverina Water (W) | 308 | 173 | 185 | 206 | 183 | -11.2 |
| Tweed | 160 | 149 | 134 | 112 | 136 | 21.4 |
| Albury | 104 | 124 | 137 | 137 | 119 | -13.1 |
| Fraser Coast | | 39 | 130 | 128 | 106 | -17.4 |
| Shoalhaven | 194 | 220 | 135 | 202 | 104 | -48.5 |
| GWMWater | 65 | 73 | 85 | 106 | 94 | -10.7 |
| Wannon Water | 111 | 101 | 91 | 105 | 94 | -10.9 |
| East Gippsland Water | 71 | 76 | 64 | 72 | 92 | 28.7 |
| South Gippsland Water | 118 | 139 | 160 | 96 | 91 | -4.8 |
| WC (Mandurah) | 64 | 68 | 61 | 50 | 71 | 42.3 |
| Mackay | 113 | 121 | 92 | 115 | 67 | -42.2 |
| Lower Murray Water | 51 | 43 | 57 | 54 | 57 | 5.4 |
| Gladstone | | | 16 | 46 | 48 | 3.5 |
| Fitzroy River Water | 60 | 4 | 98 | 33 | 40 | 20.6 |
| Port Macquarie Hastings | 163 | 174 | 210 | 121 | 30 | -75.2 |
| Median | 111 | 111 | 98 | 106 | 92 | |
| Mean | 122 | 107 | 110 | 105 | 89 | |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|------------|------------|------------|------------|-----------|-----------------------|
| Small | | | | | | |
| Cassowary Coast | | | 418 | 375 | 218 | -41.9 |
| Eurobodalla | 240 | 190 | 220 | 214 | 213 | -0.5 |
| WC (Geraldton) | 140 | 110 | 102 | 120 | 137 | 14.2 |
| Orange | | | | | | |
| Lismore | 288 | 120 | 140 | 214 | 129 | -39.7 |
| WC (Albany) | 124 | 123 | 124 | 132 | 121 | -8.3 |
| Whitsunday | | | 120 | 120 | 120 | 0.0 |
| Westernport Water | 124 | 92 | 103 | 80 | 109 | 35.9 |
| Southern Downs | | | 120 | 120 | 87 | -27.4 |
| WC (Australind/Eaton) | 76 | 78 | 75 | 56 | 85 | 51.8 |
| Gympie | | 240 | 97 | 85 | 82 | -4.0 |
| Busselton (W) | 87 | 77 | 198 | 86 | 64 | -25.9 |
| Aqwest-Bunbury (W) | 57 | 48 | 44 | 61 | 49 | -19.7 |
| WC (Kal-Boulder) (W) | 34 | 56 | 45 | 62 | 44 | -29.5 |
| Central Highlands | | | 45 | 30 | 30 | 0.0 |
| Kempsey | 165 | 127 | 215 | 155 | 26 | -83.2 |
| Livingstone | | | 23 | 26 | 26 | -1.2 |
| Median | 124 | 115 | 120 | 120 | 87 | |
| Mean | 143 | 125 | 138 | 122 | 99 | |

Table A11 C13—Total complaints: water and sewerage (per 1,000 properties), by utility size group, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|-------------|-------------|-------------|-------------|-------------|-----------------------|
| Major | | | | | | |
| Yarra Valley Water | 12.5 | 7.0 | 5.0 | 5.8 | 11.0 | 89.7 |
| Gold Coast | | 18.1 | 5.0 | 6.3 | 8.4 | 33.3 |
| Qld Urban Utilities | 4.6 | 5.0 | 5.0 | 6.0 | 5.9 | -1.7 |
| Barwon Water | 5.5 | 2.7 | 4.3 | 4.4 | 4.3 | -2.3 |
| Icon Water | 4.8 | 4.0 | 4.3 | 3.8 | 4.3 | 13.2 |
| City West Water | 3.3 | 3.3 | 3.4 | 5.2 | 3.6 | -30.8 |
| Hunter Water | 7.0 | 6.0 | 6.3 | 4.8 | 3.1 | -35.4 |
| South East Water | 4.4 | 4.7 | 3.4 | 3.4 | 3.0 | -11.8 |
| SA Water | | 2.4 | 2.4 | 2.3 | 2.5 | 8.7 |
| Sydney Water | 3.9 | 3.2 | 2.7 | 2.6 | 2.1 | -19.2 |
| Unitywater | | 2.6 | 2.0 | 1.2 | 1.4 | 16.7 |
| WC (Perth) | 0.6 | 1.0 | 0.8 | 0.8 | 0.8 | 0.0 |
| Median | 4.6 | 3.6 | 3.9 | 4.1 | 3.4 | |
| Mean | 5.2 | 5.0 | 3.7 | 3.9 | 4.2 | |
| Large | | | | | | |
| P&W (Darwin) | 37.5 | 49.9 | 39.5 | 86.2 | 85.1 | -1.3 |
| Gippsland Water | 9.5 | 9.2 | 9.5 | 9.4 | 10.9 | 16.0 |
| Coliban Water | 5.7 | 5.6 | 6.3 | 6.5 | 8.6 | 32.3 |
| Central Highlands Water | 13.5 | 8.3 | 3.2 | 5.0 | 6.9 | 38.0 |
| Goulburn Valley Water | 5.9 | 5.9 | 4.3 | 6.6 | 5.4 | -18.2 |
| Toowoomba | 10.9 | 5.8 | 2.0 | 2.6 | 4.1 | 57.7 |
| Cairns | | | 3.0 | 2.9 | 3.6 | 24.1 |
| Western Water | 4.0 | 4.7 | 4.0 | 5.5 | 3.3 | -40.0 |
| North East Water | 1.6 | 0.8 | 2.6 | 1.7 | 2.9 | 70.6 |
| Redland City | | | 4.0 | 3.6 | 2.6 | -27.8 |
| Townsville | 9.9 | 10.7 | 10.0 | 0.7 | 0.8 | 14.3 |
| Median | 9.5 | 5.9 | 4.0 | 5.0 | 4.1 | |
| Mean | 10.9 | 11.2 | 8.0 | 11.9 | 12.2 | |
| Medium | | | | | | |
| Mackay | 119.2 | 131.8 | 30.0 | 33.4 | 57.0 | 70.7 |
| Fitzroy River Water | 61.9 | 56.0 | 51.0 | 48.0 | 47.2 | -1.7 |
| Tamworth | 67.0 | 78.0 | 59.0 | 54.5 | 39.5 | -27.5 |
| Fraser Coast | | | 4.0 | 7.7 | 20.5 | 166.2 |
| Dubbo | | | | 23.1 | 18.3 | -20.8 |
| Port Macquarie Hastings | 33.0 | 31.0 | 32.0 | 31.2 | 15.5 | -50.3 |
| Bundaberg | | | 2.0 | 2.8 | 12.8 | 357.1 |
| Albury | 6.0 | 5.0 | 6.0 | 7.0 | 11.2 | 60.0 |
| GWMWater | 21.5 | 11.0 | 7.3 | 7.4 | 7.6 | 2.7 |
| South Gippsland Water | 14.3 | 5.9 | 6.1 | 5.2 | 6.2 | 19.2 |
| Wannon Water | 5.6 | 3.5 | 3.6 | 6.1 | 5.3 | -13.1 |
| Lower Murray Water | 5.8 | 1.4 | 1.8 | 2.9 | 4.8 | 65.5 |
| MidCoast Council | 7.0 | 7.0 | 11.0 | 8.2 | 4.4 | -46.3 |
| East Gippsland Water | 1.3 | 0.6 | 1.0 | 1.8 | 4.0 | 122.2 |
| Shoalhaven | 1.0 | 1.0 | 2.0 | 1.5 | 1.8 | 20.0 |
| Coffs Harbour | 1.0 | 0.0 | 1.0 | 0.4 | 1.6 | 300.0 |
| Gladstone | | | 0.0 | 0.0 | 0.3 | |
| WC (Mandurah) | 0.4 | 0.7 | 0.4 | 0.4 | 0.3 | -25.0 |
| Median | 6.5 | 5.4 | 4.0 | 6.5 | 6.9 | |
| Mean | 24.6 | 23.8 | 12.8 | 13.4 | 14.4 | |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|-------------|-------------|-------------|-------------|-------------|-----------------------|
| Small | | | | | | |
| Central Highlands | | | 182.0 | 184.2 | 146.0 | -20.7 |
| Orange | 85.0 | 92.0 | 104.0 | 123.1 | 111.6 | -9.3 |
| P&W (Alice Springs) | 60.0 | 9.6 | 3.0 | 45.2 | 101.3 | 124.1 |
| Southern Downs | | | 49.0 | 48.5 | 95.6 | 97.1 |
| Wingecarribee | 105.0 | 103.0 | 74.0 | 87.9 | 90.0 | 2.4 |
| Whitsunday | | | 150.0 | 106.2 | 84.7 | -20.2 |
| Bathurst | 100.0 | 82.0 | 91.0 | 89.3 | 69.4 | -22.3 |
| Livingstone | | | 140.0 | 7.1 | 61.6 | 767.6 |
| Cassowary Coast | | | 128.0 | 115.4 | 16.6 | -85.6 |
| Bega Valley | 16.0 | 17.0 | 16.0 | 7.2 | 7.5 | 4.2 |
| Byron | 5.0 | 7.0 | 5.0 | 4.5 | 6.1 | 35.6 |
| Gympie | | 11.3 | 0.0 | 2.3 | 5.5 | 139.1 |
| Westernport Water | 9.1 | 3.6 | 4.9 | 6.8 | 4.8 | -29.4 |
| Eurobodalla | 1.0 | 3.0 | 1.0 | 1.9 | 2.0 | 5.3 |
| WC (Australind/Eaton) | 2.5 | 0.7 | 0.7 | 0.8 | 1.5 | 87.5 |
| WC (Geraldton) | 1.7 | 1.3 | 1.3 | 1.2 | 1.5 | 25.0 |
| Kempsey | 2.0 | 3.0 | 2.0 | 2.4 | 1.1 | -54.2 |
| WC (Albany) | 0.7 | 0.8 | 0.6 | 1.0 | 0.9 | -10.0 |
| Ballina | 1.0 | 12.0 | 3.0 | 0.9 | 0.6 | -33.3 |
| Lismore | 4.0 | 19.0 | 4.0 | 0.3 | 0.5 | 66.7 |
| Goulburn Mulwaree | | | | 98.5 | 0.0 | -100.0 |
| Median | 4.5 | 9.6 | 5.0 | 7.1 | 6.1 | |
| Mean | 28.1 | 24.4 | 48.0 | 44.5 | 38.5 | |

Table A12 C14—Percentage of calls answered by an operator within 30 seconds (%), by utility size group, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|-----------|-----------|-----------|-----------|-----------|-----------------------|
| Major | | | | | | |
| TasWater | | | 89 | 89 | 89 | 0.7 |
| SA Water | | 88 | 85 | 85 | 85 | 0.1 |
| Barwon Water | 96 | 92 | 90 | 88 | 85 | -3.5 |
| City West Water | 74 | 83 | 83 | 83 | 81 | -1.8 |
| WC (Perth) | 73 | 73 | 73 | 71 | 71 | -0.7 |
| Hunter Water | 79 | 71 | 70 | 71 | 67 | -5.6 |
| South East Water | 83 | 88 | 84 | 77 | 67 | -13.2 |
| Yarra Valley Water | 82 | 77 | 64 | 47 | 64 | 37.2 |
| Icon Water | 73 | 79 | 71 | 67 | 61 | -8.4 |
| Sydney Water | 86 | 83 | 79 | 73 | 60 | -17.8 |
| Median | 80 | 83 | 79 | 75 | 69 | |
| Mean | 81 | 82 | 78 | 75 | 73 | |
| Large | | | | | | |
| Goulburn Valley Water | 98 | 99 | 99 | 97 | 97 | 0.1 |
| Coliban Water | 80 | 85 | 91 | 91 | 92 | 1.0 |
| North East Water | 97 | 90 | 90 | 91 | 90 | -0.9 |
| Central Highlands Water | 90 | 90 | 92 | 88 | 89 | 1.3 |
| Western Water | 97 | 98 | 94 | 88 | 86 | -2.6 |
| Gippsland Water | 83 | 83 | 83 | 89 | 84 | -5.7 |
| Median | 93 | 90 | 92 | 90 | 90 | |
| Mean | 91 | 91 | 92 | 91 | 90 | |
| Medium | | | | | | |
| East Gippsland Water | 100 | 100 | 100 | 100 | 99 | -0.5 |
| Wannon Water | 99 | 99 | 99 | 99 | 99 | -0.5 |
| Shoalhaven | 100 | 96 | 96 | 98 | 98 | 0.0 |
| Port Macquarie Hastings | 77 | 75 | 84 | 98 | 96 | -2.0 |
| Lower Murray Water | 88 | 86 | 88 | 86 | 94 | 8.8 |
| South Gippsland Water | 100 | 100 | 100 | 100 | 94 | -5.5 |
| Wagga Wagga (S) | 100 | 100 | 100 | 100 | 94 | -6.0 |
| GWMWater | 91 | 94 | 94 | 93 | 92 | -0.9 |
| Tweed | 51 | 56 | 48 | 49 | 50 | 2.0 |
| Median | 99 | 96 | 96 | 98 | 94 | |
| Mean | 89 | 90 | 90 | 91 | 91 | |
| Small | | | | | | |
| Westernport Water | 95 | 98 | 98 | 98 | 100 | 2.2 |
| Wingecarribee | 66 | 79 | 53 | 66 | 96 | 45.5 |
| Lismore | 80 | 80 | 80 | 77 | 80 | 3.9 |
| Orange | | | | 65 | 77 | 18.5 |
| Eurobodalla | 84 | | 100 | 72 | 68 | -5.6 |
| Kempsey | 49 | 48 | 45 | 42 | 40 | -4.8 |
| Median | 80 | 80 | 80 | 69 | 79 | |
| Mean | 75 | 76 | 75 | 70 | 77 | |

Table A13 A8—Water main breaks (no. per 100 km of water main), by utility size group, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|-------------|-------------|-------------|-------------|-------------|-----------------------|
| Major | | | | | | |
| Yarra Valley Water | 52.3 | 50.5 | 39.3 | 48.5 | 47.4 | -2.3 |
| City West Water | 52.2 | 39.9 | 37.1 | 40.1 | 42.1 | 5.0 |
| South East Water | 31.3 | 30.8 | 32.2 | 33.5 | 32.7 | -2.4 |
| Barwon Water | 44.0 | 31.0 | 29.0 | 33.5 | 31.0 | -7.5 |
| Hunter Water | 31.9 | 30.2 | 28.9 | 26.8 | 24.8 | -7.5 |
| Sydney Water | 29.0 | 30.0 | 26.0 | 26.0 | 23.9 | -8.1 |
| Qld Urban Utilities | 26.6 | 29.0 | 28.0 | 25.7 | 23.1 | -10.1 |
| Central Coast | | | | 17.0 | 16.0 | -5.9 |
| Icon Water | 20.0 | 11.5 | 14.2 | 13.8 | 14.3 | 3.6 |
| SA Water | | 11.4 | 13.9 | 14.9 | 13.5 | -9.4 |
| WC (Perth) | 13.3 | 13.4 | 15.0 | 12.0 | 13.1 | 9.2 |
| Gold Coast | 10.5 | 12.0 | 7.1 | 7.4 | 5.1 | -31.1 |
| Unitywater | | 5.6 | 3.3 | 3.7 | 4.8 | 29.7 |
| Logan | 10.8 | 6.6 | 6.5 | 4.7 | 4.0 | -14.9 |
| Median | 29.0 | 29.0 | 26.0 | 21.4 | 19.6 | |
| Mean | 29.3 | 23.2 | 21.6 | 22.0 | 21.1 | |
| Large | | | | | | |
| Townsville | 17.7 | 24.6 | 28.6 | 31.6 | 33.5 | 6.0 |
| Coliban Water | 26.7 | 28.6 | 26.1 | 29.1 | 28.7 | -1.4 |
| Gippsland Water | 33.6 | 25.2 | 25.1 | 24.5 | 23.0 | -6.1 |
| Central Highlands Water | 23.4 | 22.8 | 20.7 | 18.8 | 18.2 | -3.2 |
| Toowoomba | 18.5 | 13.8 | 20.7 | 13.3 | 16.3 | 22.6 |
| North East Water | 21.3 | 13.3 | 12.5 | 8.7 | 13.7 | 57.5 |
| Goulburn Valley Water | 29.4 | 27.5 | 22.6 | 19.9 | 12.9 | -35.2 |
| Western Water | 18.8 | 13.3 | 12.2 | 13.3 | 12.3 | -7.5 |
| P&W (Darwin) | 16.9 | 20.2 | 21.1 | 17.2 | 11.2 | -34.9 |
| Cairns | 13.0 | 14.1 | 13.3 | 12.4 | 10.5 | -15.3 |
| Redland City | | | 3.4 | 3.2 | 3.1 | -3.1 |
| Median | 20.0 | 21.5 | 20.7 | 17.2 | 13.7 | |
| Mean | 21.9 | 20.3 | 18.8 | 17.5 | 16.7 | |
| Medium | | | | | | |
| GWMWater | 51.5 | 60.3 | 55.4 | 55.5 | 56.6 | 2.0 |
| South Gippsland Water | 41.7 | 47.8 | 39.5 | 40.9 | 29.5 | -27.9 |
| Lower Murray Water | 45.0 | 30.0 | 35.4 | 32.0 | 28.6 | -10.6 |
| Fitzroy River Water | 18.7 | 24.9 | 12.9 | 16.7 | 16.2 | -3.0 |
| Clarence Valley | 12.0 | 12.5 | 10.7 | 12.3 | 15.4 | 25.2 |
| East Gippsland Water | 7.9 | 7.5 | 17.3 | 12.9 | 12.8 | -0.8 |
| Riverina Water (W) | 14.3 | 19.0 | 6.9 | 18.6 | 11.6 | -37.6 |
| Coffs Harbour | 10.0 | 3.3 | 2.7 | 7.1 | 10.0 | 40.8 |
| Wannon Water | 12.7 | 10.5 | 9.7 | 11.1 | 9.6 | -13.5 |
| Mackay | 10.4 | 11.8 | 10.3 | 11.8 | 9.4 | -20.3 |
| Tweed | 4.4 | 8.0 | 4.1 | 7.5 | 9.1 | 21.3 |
| Queanbeyan | | | | 7.5 | 8.3 | 10.7 |
| Bundaberg | | | 3.9 | 4.2 | 8.0 | 90.5 |
| Dubbo | | | | 6.5 | 7.8 | 20.0 |
| MidCoast Council | 7.5 | 8.3 | 9.2 | 1.7 | 6.9 | 305.9 |
| Gladstone | | | 141.0 | 33.9 | 6.7 | -80.2 |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|-------------|-------------|-------------|-------------|-------------|-----------------------|
| Shoalhaven | 10.1 | 9.5 | 7.9 | 8.0 | 5.7 | -28.7 |
| Tamworth | 7.5 | 6.6 | 13.9 | 8.9 | 5.5 | -38.2 |
| Fraser Coast | 4.5 | 6.2 | 3.6 | 3.0 | 4.2 | 40.0 |
| WC (Mandurah) | 6.3 | 4.2 | 4.2 | 3.6 | 4.0 | 11.1 |
| Albury | 7.7 | 10.3 | 4.7 | 4.1 | 3.3 | -19.5 |
| Port Macquarie Hastings | 3.0 | 2.4 | 3.1 | 2.6 | 1.8 | -30.8 |
| Median | 10.1 | 9.9 | 9.5 | 8.4 | 8.7 | |
| Mean | 15.3 | 15.7 | 19.8 | 14.1 | 12.3 | |
| Small | | | | | | |
| Central Highlands | | | 42.5 | 40.4 | 48.6 | 20.3 |
| P&W (Alice Springs) | 17.6 | 26.7 | 2.2 | 8.3 | 30.7 | 269.9 |
| Lismore | 25.1 | 36.7 | 20.1 | 35.8 | 29.5 | -17.6 |
| Western Downs | | | 24.6 | 20.5 | 28.0 | 36.6 |
| WC (Geraldton) | 27.7 | 23.4 | 26.9 | 25.2 | 27.4 | 8.7 |
| Westernport Water | 28.2 | 16.6 | 13.6 | 22.0 | 18.2 | -17.3 |
| Aqwest-Bunbury (W) | 12.0 | 10.4 | 12.4 | 13.5 | 17.5 | 29.6 |
| Essential Energy | 24.1 | 16.5 | 14.1 | 20.9 | 16.2 | -22.5 |
| WC (Kal-Boulder) (W) | 13.1 | 16.8 | 20.8 | 20.3 | 15.5 | -23.6 |
| Wingecarribee | 5.5 | 11.8 | 5.3 | 12.0 | 15.0 | 25.0 |
| Byron | 7.2 | 9.3 | 8.8 | 7.1 | 13.7 | 93.0 |
| Kempsey | 7.3 | 9.8 | 7.3 | 5.5 | 12.6 | 129.1 |
| Gympie | | 9.6 | 4.8 | 3.8 | 11.1 | 192.1 |
| WC (Albany) | 13.8 | 11.6 | 11.3 | 11.4 | 10.9 | -4.4 |
| Bathurst | 4.9 | 8.2 | 6.8 | 14.8 | 10.8 | -27.0 |
| Whitsunday | | | 19.4 | 15.0 | 10.4 | -30.7 |
| Ballina | 12.1 | 6.3 | 5.4 | 3.7 | 10.1 | 173.0 |
| Eurobodalla | 11.4 | 13.4 | 13.0 | 12.7 | 10.0 | -21.3 |
| Bega Valley | 7.9 | 8.8 | 6.3 | 4.5 | 9.5 | 111.1 |
| WC (Australind/Eaton) | 5.2 | 5.5 | 4.7 | 7.4 | 9.2 | 24.3 |
| Cassowary Coast | | | 18.0 | 7.6 | 8.8 | 15.8 |
| Orange | 9.2 | 8.5 | 7.1 | 8.8 | 7.3 | -17.0 |
| Busselton (W) | 6.6 | 7.5 | 8.3 | 7.2 | 7.1 | -1.4 |
| Southern Downs | | | 16.6 | 3.7 | 4.5 | 21.6 |
| Livingstone | | | 3.9 | 3.2 | 2.9 | -9.4 |
| Median | 11.7 | 10.4 | 11.3 | 11.4 | 11.1 | |
| Mean | 13.3 | 13.5 | 13.0 | 13.4 | 15.4 | |

Table A14 A14—Sewerage mains breaks and chokes, by utility size group (no. per 100 km sewer main), 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|-------------|-------------|-------------|-------------|-------------|-----------------------|
| Major | | | | | | |
| Sydney Water | 46.2 | 61.4 | 68.7 | 58.4 | 62.8 | 7.5 |
| Hunter Water | 42.3 | 53.6 | 53.6 | 42.7 | 49.6 | 16.2 |
| Icon Water | 42.0 | 57.0 | 51.6 | 54.1 | 48.9 | -9.6 |
| SA Water | | 46.0 | 48.0 | 51.0 | 43.0 | -15.7 |
| Yarra Valley Water | 25.4 | 27.6 | 31.6 | 35.3 | 38.1 | 7.9 |
| Barwon Water | 25.2 | 29.0 | 35.4 | 38.8 | 33.0 | -14.9 |
| Central Coast | | | | 38.0 | 27.0 | -28.9 |
| Qld Urban Utilities | 21.1 | 22.9 | 30.1 | 25.2 | 24.9 | -1.2 |
| Unitywater | | 20.4 | 25.0 | 24.5 | 24.8 | 1.2 |
| City West Water | 15.0 | 16.2 | 17.0 | 21.4 | 20.3 | -5.1 |
| South East Water | 12.3 | 14.8 | 14.3 | 17.6 | 18.0 | 2.3 |
| WC (Perth) | 16.1 | 17.0 | 17.6 | 18.6 | 17.0 | -8.6 |
| Logan | 12.1 | 12.1 | 12.6 | 11.5 | 11.2 | -2.6 |
| Gold Coast | | | 3.9 | 7.2 | 4.3 | -40.3 |
| Median | 23.2 | 25.3 | 30.1 | 30.2 | 25.9 | |
| Mean | 25.8 | 31.5 | 31.5 | 31.7 | 30.2 | |
| Large | | | | | | |
| Toowoomba | 16.1 | 30.7 | 29.0 | 64.8 | 56.9 | -12.2 |
| Coliban Water | 53.7 | 62.9 | 48.1 | 53.7 | 40.5 | -24.6 |
| Central Highlands Water | 16.9 | 18.8 | 19.7 | 22.6 | 19.3 | -14.6 |
| P&W (Darwin) | 15.7 | 8.5 | 8.9 | 22.2 | 19.0 | -14.4 |
| Cairns | 14.6 | 14.7 | 7.6 | 7.2 | 11.8 | 63.9 |
| North East Water | 5.7 | 9.7 | 8.8 | 9.6 | 11.8 | 22.9 |
| Western Water | 12.7 | 15.7 | 15.5 | 14.1 | 11.5 | -18.4 |
| Goulburn Valley Water | 22.4 | 20.4 | 10.1 | 9.5 | 9.1 | -4.2 |
| Gippsland Water | 7.8 | 8.6 | 8.0 | 8.0 | 8.4 | 5.0 |
| Redland City | | | 7.2 | 7.2 | 4.0 | -44.4 |
| Townsville | 2.7 | 5.4 | 2.8 | 3.9 | 2.7 | -30.8 |
| Median | 15.2 | 15.2 | 8.9 | 9.6 | 11.8 | |
| Mean | 16.8 | 19.5 | 15.1 | 20.3 | 17.7 | |
| Medium | | | | | | |
| South Gippsland Water | 17.0 | 14.8 | 23.6 | 29.9 | 110.0 | 267.9 |
| Coffs Harbour | 65.0 | 76.0 | 89.0 | 97.0 | 95.0 | -2.1 |
| Queanbeyan | | | | 33.0 | 86.0 | 160.6 |
| Albury | 67.0 | 75.0 | 65.0 | 76.0 | 78.0 | 2.6 |
| Wagga Wagga (S) | 88.0 | 80.0 | 80.0 | 72.0 | 62.0 | -13.9 |
| GWMWater | 33.2 | 38.7 | 45.0 | 50.5 | 46.3 | -8.3 |
| Tamworth | 77.0 | 74.0 | 50.0 | 20.0 | 41.0 | 105.0 |
| Fitzroy River Water | 70.3 | 12.1 | 24.4 | 25.9 | 28.1 | 8.5 |
| MidCoast Council | 6.0 | 6.0 | 6.0 | 8.0 | 20.0 | 150.0 |
| Wannon Water | 10.7 | 11.5 | 13.4 | 18.2 | 18.0 | -1.1 |
| Lower Murray Water | 16.1 | 16.7 | 17.1 | 15.6 | 18.0 | 15.4 |
| Port Macquarie Hastings | | | | 27.0 | 15.0 | -44.4 |
| Gladstone | | | 6.9 | 10.9 | 12.4 | 13.8 |
| Bundaberg | | | 9.1 | 11.4 | 10.1 | -11.4 |
| WC (Mandurah) | 9.4 | 8.1 | 7.5 | 9.0 | 10.0 | 11.1 |
| Fraser Coast | 23.7 | 8.5 | 5.4 | 6.2 | 8.1 | 30.6 |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|-------------|-------------|-------------|-------------|-------------|-----------------------|
| Shoalhaven | 14.0 | 8.0 | 11.0 | 13.0 | 8.0 | -38.5 |
| East Gippsland Water | 3.6 | 5.3 | 6.1 | 5.2 | 5.9 | 13.5 |
| Mackay | 4.3 | 19.3 | 4.1 | 5.1 | 3.8 | -25.5 |
| Tweed | 2.0 | 1.0 | 0.0 | 1.0 | 1.0 | 0.0 |
| Median | 16.5 | 13.4 | 12.2 | 16.9 | 18.0 | |
| Mean | 31.7 | 28.4 | 25.8 | 26.7 | 33.8 | |
| Small | | | | | | |
| Bathurst | 58.0 | 84.0 | 99.0 | 162.0 | 91.0 | -43.8 |
| Orange | 15.0 | 24.0 | 33.0 | 42.0 | 78.0 | 85.7 |
| Central Highlands | | | 24.9 | 39.4 | 32.9 | -16.5 |
| Wingecarribee | 44.0 | 46.0 | 22.0 | 10.0 | 31.0 | 210.0 |
| Kal-Boulder (S) | 24.4 | 30.3 | 17.7 | 27.0 | 30.0 | 11.1 |
| Eurobodalla | 29.0 | 30.0 | 32.0 | 23.0 | 25.0 | 8.7 |
| WC (Albany) | 30.7 | 19.5 | 25.0 | 30.6 | 20.9 | -31.7 |
| Lismore | 55.0 | 49.0 | 50.0 | 28.0 | 16.0 | -42.9 |
| Bega Valley | 9.0 | 22.0 | 9.0 | 20.0 | 14.0 | -30.0 |
| Southern Downs | | | 13.2 | 35.7 | 12.0 | -66.4 |
| Kempsey | 24.0 | 16.0 | 33.0 | 25.0 | 10.0 | -60.0 |
| WC (Bunbury) (S) | 14.6 | 12.1 | 12.4 | 12.8 | 9.2 | -28.1 |
| Whitsunday | | | 0.3 | 8.9 | 8.9 | 0.0 |
| WC (Australind/Eaton) | 6.5 | 6.4 | 10.4 | 7.9 | 7.4 | -6.3 |
| WC (Geraldton) | 14.3 | 7.0 | 10.8 | 8.7 | 7.1 | -18.4 |
| Byron | 32.0 | 11.0 | 11.0 | 21.0 | 7.0 | -66.7 |
| Cassowary Coast | | | 3.5 | 1.3 | 4.8 | 269.2 |
| Western Downs | | | 9.6 | 4.8 | 4.8 | 0.0 |
| Westernport Water | 4.6 | 2.8 | 2.0 | 4.2 | 4.1 | -2.4 |
| WC (Busselton) (S) | 8.4 | 3.1 | 3.5 | 3.7 | 3.8 | 2.7 |
| P&W (Alice Springs) | 9.6 | 1.4 | 0.9 | 1.8 | 3.6 | 100.0 |
| Livingstone | | | 3.6 | 6.0 | 3.3 | -45.0 |
| Gympie | | 21.3 | 40.9 | 3.8 | 3.0 | -21.1 |
| Median | 19.5 | 19.5 | 12.4 | 12.8 | 9.2 | |
| Mean | 23.7 | 22.7 | 20.3 | 22.9 | 18.6 | |

Table A15 A15—Property connection sewer breaks and chokes, by utility size group, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|------------|------------|------------|------------|------------|-----------------------|
| Major | | | | | | |
| SA Water | | 30.0 | 29.0 | 32.0 | 26.0 | -18.8 |
| Icon Water | 8.0 | 10.0 | 9.4 | 10.1 | 9.5 | -5.9 |
| Hunter Water | 8.6 | 10.1 | 10.2 | 8.5 | 9.3 | 9.4 |
| Yarra Valley Water | 5.8 | 6.5 | 6.7 | 7.4 | 7.6 | 2.7 |
| Central Coast | | | | 2.9 | 6.9 | 137.9 |
| Barwon Water | 0.0 | 0.0 | 1.8 | 2.8 | 6.0 | 114.3 |
| City West Water | 4.2 | 4.2 | 5.0 | 5.2 | 4.5 | -13.5 |
| South East Water | 7.2 | 4.9 | 4.7 | 5.0 | 4.0 | -20.0 |
| Qld Urban Utilities | 2.9 | 2.9 | 3.8 | 3.3 | 3.9 | 18.2 |
| Gold Coast | | | 1.2 | 0.9 | 2.2 | 144.4 |
| Logan | 1.2 | 1.0 | 1.8 | 1.8 | 1.9 | 5.6 |
| Unitywater | | 0.7 | 1.5 | 1.3 | 1.3 | 0.0 |
| Sydney Water | 0.2 | 0.2 | 0.2 | 0.2 | 0.3 | 50.0 |
| Median | 4.2 | 4.2 | 4.2 | 3.3 | 4.5 | |
| Mean | 4.2 | 6.4 | 6.3 | 6.3 | 6.4 | |
| Large | | | | | | |
| Coliban Water | 14.5 | 18.0 | 4.5 | 5.2 | 8.9 | 71.2 |
| Western Water | 4.1 | 5.2 | 5.0 | 5.6 | 4.8 | -14.3 |
| Toowoomba | | | | 0.6 | 4.3 | 616.7 |
| Townsville | 3.1 | 4.1 | 3.0 | 4.3 | 4.2 | -2.3 |
| North East Water | 2.4 | 4.5 | 1.8 | 2.0 | 2.9 | 45.0 |
| Gippsland Water | | 0.0 | 1.8 | 1.8 | 2.4 | 33.3 |
| Goulburn Valley Water | 8.2 | 5.2 | 0.0 | 4.3 | 2.3 | -46.5 |
| Cairns | 1.3 | 3.2 | 3.2 | 1.4 | 2.2 | 57.1 |
| Central Highlands Water | 1.9 | 2.6 | 1.0 | 1.7 | 2.2 | 29.4 |
| Redland City | | | 0.3 | 0.6 | 1.3 | 116.7 |
| P&W (Darwin) | 2.2 | 3.3 | 3.1 | 3.1 | 0.8 | -74.2 |
| Median | 2.7 | 4.1 | 2.4 | 2.0 | 2.4 | |
| Mean | 4.7 | 5.1 | 2.4 | 2.8 | 3.3 | |

| Utility | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | Change from 2015-16 % |
|-----------------------|------------|------------|------------|------------|------------|-----------------------|
| Medium | | | | | | |
| South Gippsland Water | 0.0 | 0.0 | 4.5 | 1.8 | 64.0 | 3455.6 |
| GWMWater | 4.8 | 0.0 | 25.1 | 31.4 | 29.2 | -7.0 |
| Albury | 11.6 | 10.3 | 13.4 | 12.5 | 10.7 | -14.4 |
| Fitzroy River Water | 11.4 | 11.5 | 9.7 | 9.8 | 10.6 | 8.2 |
| Tamworth | 3.1 | 8.7 | 2.4 | 10.8 | 8.6 | -20.4 |
| Wagga Wagga (S) | 17.2 | 20.8 | 14.7 | 13.4 | 6.7 | -50.0 |
| Lower Murray Water | 0.0 | 0.0 | 0.0 | 6.2 | 6.0 | -3.2 |
| Wannon Water | | 0.0 | 4.6 | 3.5 | 3.0 | -14.3 |
| Coffs Harbour | 12.8 | 2.7 | 3.5 | 1.5 | 2.8 | 86.7 |
| Fraser Coast | 0.8 | 1.9 | 1.3 | 1.3 | 2.7 | 107.7 |
| Mackay | 0.1 | 0.3 | 1.7 | 0.6 | 1.7 | 183.3 |
| East Gippsland Water | 1.3 | 0.4 | 0.6 | 0.8 | 1.2 | 50.0 |
| Gladstone | | | 0.8 | 0.7 | 1.2 | 71.4 |
| Tweed | 0.4 | 0.4 | 0.3 | 1.2 | 1.2 | 0.0 |
| Bundaberg | | | 0.2 | 0.2 | 0.6 | 200.0 |
| Shoalhaven | 0.5 | 0.2 | 0.2 | 0.1 | 0.1 | 0.0 |
| Median | 1.3 | 0.4 | 2.0 | 1.6 | 2.9 | |
| Mean | 4.9 | 4.1 | 5.2 | 6.0 | 9.4 | |
| Small | | | | | | |
| Essential Energy | 36.2 | 36.9 | 41.3 | 44.0 | 82.0 | 86.4 |
| Kempsey | 10.0 | 13.6 | 9.6 | 14.1 | 24.9 | 76.6 |
| Byron | 9.9 | 7.7 | 7.9 | 10.3 | 10.8 | 4.9 |
| Lismore | 6.3 | 9.3 | 10.1 | 8.2 | 5.9 | -28.0 |
| Eurobodalla | 5.9 | 5.0 | 5.7 | 4.4 | 4.6 | 4.5 |
| Wingecarribee | 9.1 | 6.9 | 8.5 | 3.7 | 4.6 | 24.3 |
| Bathurst | 2.8 | 2.5 | 1.7 | 3.1 | 3.2 | 3.2 |
| Cassowary Coast | | | 0.9 | 3.2 | 3.1 | -3.1 |
| Western Downs | | | 1.6 | 2.8 | 2.9 | 3.6 |
| Westernport Water | 0.0 | 0.0 | 0.6 | 2.3 | 2.3 | 0.0 |
| Southern Downs | | | 8.4 | 6.3 | 2.1 | -66.7 |
| P&W (Alice Springs) | 1.6 | 0.2 | 0.2 | 0.2 | 2.0 | 900.0 |
| Bega Valley | 3.0 | 3.3 | 0.9 | 2.0 | 1.5 | -25.0 |
| Central Highlands | | | | 2.3 | 1.1 | -52.2 |
| Kal-Boulder (S) | | 4.2 | 2.5 | 0.0 | 1.0 | |
| Whitsunday | | | 1.7 | 0.3 | 0.9 | 200.0 |
| Goulburn Mulwaree | 12.9 | 5.2 | 6.6 | 17.0 | 0.8 | -95.3 |
| Orange | 0.6 | 4.5 | 9.9 | 1.4 | 0.3 | -78.6 |
| Median | 6.1 | 5.0 | 5.7 | 3.2 | 2.6 | |
| Mean | 8.2 | 7.6 | 6.9 | 7.0 | 8.6 | |

Table A16 A10—Real losses (L/service connection/d) by utility size group, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|--------------|-------------|-------------|-------------|-------------|-----------------------|
| Major | | | | | | |
| Hunter Water | 75 | 82 | 91 | 104 | 96 | -7.7 |
| WC (Perth) | 81 | 78 | 80 | 78 | 87 | 11.5 |
| SA Water | | 89 | 90 | 82 | 86 | 4.9 |
| Sydney Water | 87 | 81 | 74 | 76 | 83 | 9.2 |
| Icon Water | 52 | 38 | 58 | 69 | 79 | 14.5 |
| Gold Coast | 81 | 110 | 77 | 81 | 76 | -5.8 |
| Qld Urban Utilities | 84 | 69 | 69 | 71 | 76 | 7.0 |
| City West Water | 69 | 67 | 70 | 71 | 70 | -1.4 |
| Logan | 44 | 33 | 79 | 67 | 66 | -1.3 |
| South East Water | 81 | 70 | 67 | 64 | 59 | -7.8 |
| Unitywater | | 58 | 69 | 66 | 51 | -22.7 |
| Yarra Valley Water | 65 | 70 | 60 | 71 | 50 | -29.6 |
| Barwon Water | 64 | 39 | 25 | 47 | 45 | -4.3 |
| Central Coast | | | | 31 | 34 | 9.7 |
| Median | 75 | 70 | 70 | 71 | 73 | |
| Mean | 71 | 68 | 70 | 70 | 69 | |
| Large | | | | | | |
| P&W (Darwin) | 416 | 268 | 229 | 96 | 143 | 49.0 |
| Townsville | | | | 276 | 143 | -48.2 |
| Goulburn Valley Water | 75 | 82 | 111 | 93 | 104 | 11.8 |
| Gippsland Water | 87 | 98 | 78 | 72 | 90 | 25.0 |
| Coliban Water | 85 | 54 | 65 | 74 | 63 | -14.9 |
| Toowoomba | 100 | 112 | 85 | 85 | 59 | -30.2 |
| North East Water | 60 | 60 | 120 | 60 | 48 | -20.0 |
| Central Highlands Water | 59 | 40 | 30 | 30 | 40 | 33.3 |
| Western Water | 53 | 33 | 47 | 37 | 32 | -13.5 |
| Redland City | | | 44 | 17 | 16 | -5.3 |
| Cairns | 78 | 51 | 24 | 27 | 8 | -70.7 |
| Median | 78 | 60 | 72 | 72 | 59 | |
| Mean | 112.6 | 88.6 | 83.3 | 78.8 | 67.8 | |
| Medium | | | | | | |
| Gladstone | | | 860 | 336 | 239 | -28.8 |
| Mackay | 168 | 118 | 107 | 131 | 130 | -0.5 |
| Fitzroy River Water | 185 | 228 | 180 | 152 | 114 | -24.9 |
| GWMWater | 186 | 215 | 110 | 109 | 112 | 2.8 |
| Shoalhaven | 43 | 57 | 92 | 72 | 107 | 48.6 |
| Fraser Coast | 68 | 53 | 84 | 78 | 89 | 14.2 |
| South Gippsland Water | 95 | 138 | 104 | 100 | 87 | -13.0 |
| Riverina Water (W) | 81 | 81 | 86 | 115 | 87 | -24.3 |
| MidCoast Council | 57 | 57 | 61 | 71 | 84 | 18.3 |
| Wannon Water | 110 | 82 | 71 | 72 | 84 | 16.7 |
| Lower Murray Water | 57 | 68 | 46 | 76 | 80 | 5.3 |
| Tamworth | 83 | 91 | 69 | 87 | 79 | -9.2 |
| WC (Mandurah) | 45 | 74 | 55 | 67 | 77 | 14.9 |
| Coffs Harbour | 75 | 63 | 50 | 48 | 56 | 16.7 |
| Bundaberg | | | 50 | 354 | 51 | -85.7 |
| East Gippsland Water | 68 | 43 | 51 | 66 | 48 | -27.3 |
| Port Macquarie Hastings | 37 | 37 | 45 | 43 | 40 | -7.0 |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|------------|------------|------------|------------|------------|--------------------------|
| Median | 75 | 74 | 71 | 78 | 84 | |
| Mean | 90 | 94 | 125 | 116 | 92 | |
| Small | | | | | | |
| Cassowary Coast | | | 356 | 390 | 464 | 18.9 |
| P&W (Alice Springs) | 428 | 291 | 200 | 126 | 153 | 21.4 |
| Gympie | | 75 | 190 | 98 | 148 | 50.8 |
| WC (Albany) | 82 | 90 | 175 | 189 | 115 | -39.2 |
| WC (Australind/Eaton) | 83 | 89 | 140 | 107 | 109 | 1.9 |
| Wingecarribee | 122 | 133 | 61 | 116 | 107 | -7.8 |
| Orange | 64 | 60 | 61 | 63 | 106 | 68.3 |
| WC (Geraldton) | 156 | 220 | 262 | 217 | 106 | -51.2 |
| Aqwest-Bunbury (W) | 95 | 115 | 106 | 95 | 104 | 9.5 |
| Whitsunday | | | 537 | 346 | 102 | -70.6 |
| Kempsey | 50 | 96 | 97 | 93 | 96 | 3.2 |
| Ballina | 156 | 145 | 156 | 156 | 89 | -42.9 |
| WC (Kal-Boulder) (W) | 45 | 63 | 30 | 42 | 88 | 109.5 |
| Busselton (W) | 88 | 96 | 80 | 69 | 78 | 13.0 |
| Southern Downs | | | 182 | 96 | 67 | -30.7 |
| Eurobodalla | 50 | 50 | 48 | 50 | 54 | 8.0 |
| Bega Valley | 143 | 50 | 50 | 50 | 51 | 2.0 |
| Byron | 78 | 68 | 53 | 90 | 50 | -44.4 |
| Westernport Water | 15 | 25 | 13 | 47 | 50 | 6.4 |
| Lismore | 37 | 39 | 40 | 39 | 38 | -2.6 |
| Livingstone | | | | 0 | 0 | |
| Median | 83 | 89 | 102 | 95 | 96 | |
| Mean | 106 | 100 | 142 | 118 | 104 | |

Table A17 E12—Total net greenhouse gas emissions (net tonnes CO2 equivalents), by utility size group, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|------------|------------|------------|------------|------------|-----------------------|
| Major | | | | | | |
| WC (Perth) | 663 | 731 | 738 | 817 | 828 | 1.3 |
| SA Water | | 287 | 320 | 402 | 272 | -32.2 |
| Barwon Water | 266 | 274 | 262 | 268 | 263 | -1.6 |
| Icon Water | 288 | 260 | 257 | 255 | 242 | -5.0 |
| Sydney Water | 85 | 85 | 84 | 144 | 176 | 21.5 |
| Hunter Water | 381 | 412 | 220 | 181 | 166 | -8.1 |
| South East Water | 59 | 53 | 60 | 60 | 54 | -9.2 |
| Yarra Valley Water | 41 | 44 | 44 | 44 | 44 | -1.4 |
| City West Water | 25 | 26 | 27 | 32 | 25 | -21.0 |
| Median | 176 | 260 | 220 | 181 | 176 | |
| Mean | 226 | 241 | 224 | 245 | 230 | |
| Large | | | | | | |
| North East Water | 837 | 860 | 838 | 885 | 750 | -15.2 |
| Goulburn Valley Water | 848 | 873 | 872 | 782 | 701 | -10.3 |
| Gippsland Water | 661 | 580 | 639 | 897 | 546 | -39.2 |
| Coliban Water | 475 | 446 | 610 | 770 | 454 | -41.1 |
| Western Water | 282 | 267 | 520 | 530 | 440 | -17.0 |
| Central Highlands Water | 228 | 250 | 246 | 444 | 230 | -48.2 |
| P&W (Darwin) | 219 | 205 | 165 | 154 | 179 | 16.6 |
| Median | 475 | 446 | 610 | 770 | 454 | |
| Mean | 507 | 497 | 556 | 637 | 471 | |
| Medium | | | | | | |
| Wannon Water | 739 | 693 | 751 | 776 | 675 | -13.0 |
| Lower Murray Water | 346 | 533 | 544 | 602 | 564 | -6.4 |
| Coffs Harbour | 515 | 362 | 487 | 456 | 489 | 7.1 |
| Shoalhaven | 423 | 377 | 437 | 454 | 476 | 4.9 |
| Tweed | 434 | 441 | 413 | 453 | 457 | 0.9 |
| Albury | 541 | 451 | 393 | 477 | 437 | -8.5 |
| GWMWater | 384 | 652 | 607 | 583 | 426 | -26.9 |
| Tamworth | 378 | 419 | 393 | 423 | 422 | -0.3 |
| South Gippsland Water | 445 | 354 | 377 | 372 | 416 | 11.8 |
| Port Macquarie Hastings | 417 | 386 | 416 | 385 | 395 | 2.7 |
| East Gippsland Water | 380 | 359 | 344 | 346 | 365 | 5.4 |
| WC (Mandurah) | 306 | 290 | 193 | 189 | 348 | 84.6 |
| MidCoast Council | 340 | 483 | 490 | 371 | 337 | -9.3 |
| Queanbeyan | | | | 233 | 299 | 28.4 |
| Clarence Valley | 114 | 114 | 119 | 177 | 200 | 13.0 |
| Median | 400 | 402 | 414 | 423 | 422 | |
| Mean | 412 | 422 | 426 | 420 | 420 | |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|------------|------------|------------|------------|------------|-----------------------|
| Small | | | | | | |
| Goulburn Mulwaree | 615 | 618 | 449 | 662 | 761 | 14.9 |
| P&W (Alice Springs) | 778 | 686 | 609 | 636 | 577 | -9.2 |
| Orange | 414 | 416 | 405 | 515 | 512 | -0.5 |
| Wingecarribee | 398 | 467 | 469 | 492 | 474 | -3.8 |
| Bathurst | 384 | 362 | 337 | 416 | 418 | 0.4 |
| Bega Valley | 331 | 343 | 342 | 422 | 399 | -5.4 |
| Westernport Water | 402 | 411 | 412 | 379 | 397 | 4.9 |
| Eurobodalla | 352 | 363 | 359 | 335 | 381 | 13.8 |
| WC (Albany) | 554 | 541 | 434 | 419 | 380 | -9.3 |
| WC (Geraldton) | 419 | 433 | 341 | 373 | 351 | -6.0 |
| WC (Australind/Eaton) | 443 | 469 | 457 | 448 | 347 | -22.5 |
| Kempsey | 376 | 349 | 324 | 292 | 332 | 13.8 |
| Ballina | 366 | 425 | 390 | 386 | 295 | -23.6 |
| Lismore | 210 | 248 | 233 | 229 | 171 | -25.3 |
| Byron | 164 | 167 | 166 | 172 | 138 | -19.5 |
| Median | 398 | 416 | 390 | 416 | 381 | |
| Mean | 414 | 420 | 382 | 412 | 396 | |

Table A18 H3—Percentage of population where microbiological compliance was achieved, 2012–13 to 2016–17

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-------------------------|-------------|-------------|-------------|-------------|-------------|-----------------------|
| Major | | | | | | |
| Barwon Water | 100 | 100 | 100 | 100 | 100 | 0 |
| Central Coast | | | | 100 | 100 | 0 |
| City West Water | 100 | 100 | 100 | 100 | 100 | 0 |
| Hunter Water | 100 | 100 | 100 | 100 | 100 | 0 |
| Icon Water | 100 | 100 | 100 | 100 | 100 | 0 |
| Qld Urban Utilities | 100 | 100 | 100 | 100 | 100 | 0 |
| SA Water | | 100 | 100 | 100 | 100 | 0 |
| South East Water | 100 | 100 | 100 | 100 | 100 | 0 |
| Sydney Water | 100 | 100 | 100 | 100 | 100 | 0 |
| WC (Perth) | 100 | 100 | 100 | 100 | 100 | 0 |
| Yarra Valley Water | 100 | 100 | 100 | 100 | 100 | 0 |
| TasWater | | 99 | 98.6 | 99.2 | 99.4 | 0.2 |
| Median | 100 | 100 | 100 | 100 | 100 | |
| Mean | 100 | 99.9 | 99.9 | 99.9 | 100 | |
| Large | | | | | | |
| Gippsland Water | 100 | 100 | 100 | 88.6 | 100 | 12.9 |
| Central Highlands Water | 100 | 100 | 100 | 100 | 100 | 0 |
| Coliban Water | 99.8 | 99.4 | 100 | 100 | 100 | 0 |
| Goulburn Valley Water | 100 | 100 | 100 | 100 | 100 | 0 |
| North East Water | 100 | 100 | 100 | 100 | 100 | 0 |
| P&W (Darwin) | 100 | 100 | 100 | 100 | 100 | 0 |
| Western Water | 100 | 100 | 100 | 100 | 99 | -1.0 |
| Median | 100 | 100 | 100 | 100 | 100 | |
| Mean | 100 | 99.9 | 100 | 98.4 | 99.9 | |
| Medium | | | | | | |
| Albury | 100 | 100 | 100 | 100 | 100 | 0 |
| Clarence Valley | 73 | 100 | 100 | 100 | 100 | 0 |
| Coffs Harbour | 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 |
| MidCoast Council | 100 | 100 | 100 | 100 | 100 | 0 |
| Port Macquarie Hastings | 100 | 100 | 100 | 100 | 100 | 0 |
| Queanbeyan | | | | 100 | 100 | 0 |
| Riverina Water (W) | 100 | 100 | 100 | 100 | 100 | 0 |
| Shoalhaven | 100 | 100 | 100 | 100 | 100 | 0 |
| South Gippsland Water | 100 | 100 | 100 | 100 | 100 | 0 |
| Tamworth | 99 | 100 | 100 | 100 | 100 | 0 |
| Tweed | 100 | 100 | 100 | 100 | 100 | 0 |
| WC (Mandurah) | 100 | 100 | 100 | 100 | 100 | 0 |
| Wannon Water | 100 | 100 | 100 | 100 | 99.9 | -0.1 |
| Median | 100 | 100 | 100 | 100 | 100 | |
| Mean | 98.1 | 100 | 100 | 100 | 100 | |

| Utility | 2012–13 | 2013–14 | 2014–15 | 2015–16 | 2016–17 | Change from 2015–16 % |
|-----------------------|------------|------------|------------|------------|------------|-----------------------|
| Small | | | | | | |
| Aqwest–Bunbury (W) | 100 | 100 | 100 | 100 | 100 | 0 |
| Lismore | 100 | 100 | 100 | 100 | 100 | 0 |
| Westernport Water | 100 | 100 | 100 | 100 | 100 | 0 |
| WC (Kal–Boulder) (W) | 100 | 100 | 100 | 100 | 100 | 0 |
| WC (Geraldton) | 100 | 100 | 100 | 100 | 100 | 0 |
| WC (Australind/Eaton) | 100 | 100 | 100 | 100 | 100 | 0 |
| WC (Albany) | 100 | 100 | 100 | 100 | 100 | 0 |
| P&W (Alice Springs) | 100 | 100 | 100 | 100 | 100 | 0 |
| Orange | 100 | 100 | 100 | 100 | 100 | 0 |
| Kempsey | 100 | 100 | 100 | 100 | 100 | 0 |
| Ballina | 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 |
| Byron | 100 | 100 | 100 | 100 | 100 | 0 |
| Busselton (W) | 100 | 100 | 100 | 100 | 100 | 0 |
| Bega Valley | 100 | 100 | 100 | 100 | 100 | 0 |
| Bathurst | 100 | 100 | 100 | 100 | 100 | 0 |
| Wingecarribee | 100 | 100 | 100 | 100 | 100 | 0 |
| Median | 100 | 100 | 100 | 100 | 100 | |
| Mean | 100 | 100 | 100 | 100 | 100 | |