

Appendix A Individual utility group tables

- Tables A1 to A18 present a summary of key indicators by utility group for the period 2013–14 to 2017–18.
- Utilities are sorted in descending order based on their changes in values from 2016–17 within each utility size 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 past two reporting years.

Table A1 W12—Average annual residential water supplied, by utility size group (kL/property), 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
SA Water	178	180	200	166	190	14.6
TasWater		172	176	179	193	7.7
Hunter Water	181	168	166	172	181	5.4
Central Coast			155	161	169	5.0
Sydney Water	206	201	201	206	215	4.6
Icon Water	203	188	196	190	197	4.0
Barwon Water	151	156	170	158	163	3.3
Yarra Valley Water	153	150	156	148	151	2.1
South East Water	149	149	154	150	150	-0.2
Qld Urban Utilities	156	155	156	154	153	-0.5
Unitywater	164	159	157	157	156	-1.0
WC (Perth)	254	244	240	223	219	-1.7
City West Water	145	148	150	147	142	-3.8
Gold Coast	187	173	170	168	161	-4.3
Logan	157	157	151	154	145	-5.8
Median	164	164	166	161	163	
Mean	176	171	173	169	172	
Large						
Goulburn Valley Water	266	265	287	242	264	9.1
Coliban Water	190	192	210	185	201	8.6
Central Highlands Water	150	149	163	150	157	4.9
Western Water	182	178	193	179	186	4.0
P&W (Darwin)	407	409	405	361	368	2.1
Gippsland Water	171	164	170	166	168	1.1
Cairns	243	263	244	251	253	0.7
Townsville	404	435	369	243	242	-0.5
Toowoomba	144	146	145	155	152	-1.5
Median	190	192	210	185	201	
Mean	240	244	243	214	221	
Medium						
GWMWater	226	237	254	210	316	50.7
Dubbo			322	300	386	28.7
Tamworth	287	188	251	230	291	26.4
Albury	232	205	223	204	237	16.2
Lower Murray Water	450	475	504	428	490	14.5

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Port Macquarie Hastings	157	151	158	152	172	12.8
Queanbeyan			163	150	167	11.1
East Gippsland Water	151	140	146	148	157	6.5
North East Water	206	197	214	198	208	5.1
Riverina Water (W)	324	311	333	298	311	4.4
Shoalhaven	148	143	150	151	157	4.0
Mackay	216	214	196	175	180	3.2
Coffs Harbour	169	167	167	167	170	1.7
Fitzroy River Water	348	317	363	345	343	-0.6
Tweed	184	178	165	178	176	-1.1
MidCoast Council	150	142	139	144	142	-1.0
WC (Mandurah)	241	238	234	221	216	-2.4
Clarence Valley	161	147	158	162	155	-4.1
Redland City		168	166	172	164	-4.7
Bundaberg		230	236	234	218	-7.2
Fraser Coast	197	181	181	201	164	-18.4
Gladstone		245	243	224	132	-40.7
Median	202	188	196	198	176	
Mean	222	210	223	210	222	
Small						
Whitsunday		281	292	238	319	34.2
Byron	181	180	169	156	199	27.4
Essential Energy	281	257	233	242	277	14.5
Wingecarribee	200	178	186	190	216	13.4
Kempsey	157	155	149	141	159	12.8
Goldenfields Water (W)				261	287	10.0
Central Highlands		632	520	445	487	9.8
Bathurst	227	225	235	231	254	9.6
Orange	174	170	173	173	186	7.8
Busselton (W)	287	284	288	275	294	7.2
P&W (Alice Springs)	466	382	455	418	448	7.1
Livingstone		260	294	281	296	5.4
Western Downs		176		181	188	3.6
Westernport Water	80	80	77	84	85	0.8
Gympie	215	300	182	170	171	0.7
WC (Albany)	188	188	178	176	176	0.5
WC (Kal-Boulder) (W)	306	320	295	279	280	0.4
WC (Australind/Eaton)	337	329	315	288	288	0.2
Bega Valley	134	137	135	150	149	-0.3
Southern Downs		210	145	158	157	-0.7
Eurobodalla	119	114	117	124	123	-0.8
South Gippsland Water	118	117	125	120	118	-1.4
Aqwest-Bunbury (W)	267	265	261	248	242	-2.3
WC (Geraldton)	321	306	306	298	289	-2.8
Goulburn Mulwaree	165	139	162	156	149	-4.8

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Lismore	155	155	156	155	147	-5.2
Cassowary Coast		298	294	251	237	-5.7
Ballina	194	181	168	192	179	-6.8
Median	194	210	184	191	208	
Mean	218	234	227	217	229	

Table A2 W26—Total recycled water supplied, by utility size group (ML), 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
South East Water	2,967	3,891	2,465	3,233	7,433	129.9
Central Coast			587	724	1,042	43.9
Sydney Water	46,943	43,075	23,225	30,321	42,833	41.3
WC (Perth)	10,029	9,354		9,568	12,100	26.5
SA Water	28,048	31,666	4,918	23,890	29,292	22.6
Barwon Water	5,008	10,157	2,360	5,541	5,655	2.1
City West Water	138	140	2,436	2,581	2,605	0.9
Qld Urban Utilities	9,760	9,322	3,815	4,188	4,037	-3.6
Hunter Water	4,895	4,600	4,106	5,384	4,923	-8.6
Gold Coast	8,931	7,269	5,750	8,256	7,439	-9.9
Icon Water	4,372	4,352	4,053	37,163	30,296	-18.5
Unitywater	1,737	1,215	954	1,461	1,030	-29.5
Yarra Valley Water	3,134	3,817	786	4,107	2,601	-36.7
Logan	1,372	681	-	738	461	-37.5
Median	4,895	4,600	2,465	4,786	5,289	
Mean	9,795	9,965	4,266	9,797	10,839	
Large						
Central Highlands Water	1,683	1,530	431	957	1,593	66.5
Gippsland Water	1,104	1,701	680	1,553	2,291	47.5
Cairns	2,300	2,212	1,281	2,184	2,119	-3.0
P&W (Darwin)	347	492	80	541	451	-16.6
Western Water	5,701	5,747	1,098	9,073	7,244	-20.2
Townsville	2,740	2,877	1,520	1,719	1,283	-25.4
Toowoomba	1,683	2,864	2,493	2,854	1,743	-38.9
Coliban Water	2,658	3,198	1,618	2,694	1,509	-44.0
Goulburn Valley Water	6,594	7,687	588	5,698	314	-94.5
Median	2,300	2,864	1,098	2,184	1,593	
Mean	2,757	3,145	1,088	3,030	2,061	
Medium						
Albury	2,468	2,398	1,427	1,344	3,885	189.1
East Gippsland Water	2,902	2,754	1,286	1,670	2,774	66.1
Mackay	4,412	5,076	238	2,602	4,263	63.8
Shoalhaven	2,352	1,705	315	1,576	2,289	45.2
WC (Mandurah)	119	131		168	226	34.5
Coffs Harbour	1,436	1,013	372	1,229	1,650	34.3
Dubbo			0	2,327	3,043	30.8
MidCoast Council	1,439	1,327	459	1,033	1,290	24.9
Clarence Valley	176	195	337	329	376	14.3
Gladstone		3,521	3,397	2,899	3,166	9.2
Wannon Water	1,251	1,979	255	1,656	1,779	7.4
North East Water	1,895	2,561	280	7,897	8,432	6.8
Tweed	604	551	667	824	852	3.4
Tamworth	4,128	4,278	147	4,188	4,060	-3.1
Fraser Coast	4,794	3,830	196	4,893	4,739	-3.1

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Wagga Wagga (S)	5,523	5,620		5,227	5,008	-4.2
Lower Murray Water	3,202	3,855	2791	3,759	3,546	-5.6
Fitzroy River Water	681	696	536	801	755	-5.7
Port Macquarie Hastings	363	386	256	481	400	-16.8
Bundaberg		642	115	452	352	-22.1
GWMWater	2,302	2,233	676	4,416	2,147	-51.4
Queanbeyan			30	158	70	-55.7
Median	2,098	2,106	326	1,616	2,218	
Mean	2,225	2,238	689	2,270	2,508	
Small						
Bathurst	3,942	3,712	0	0	674	
Orange	2,947	2,826	2,051	786	2,020	157.0
Kempsey	110	77	84	123	158	28.5
Bega Valley	626	446	377	535	680	27.1
Eurobodalla	216	243	173	186	228	22.6
WC (Bunbury) (S)	148	102		114	139	21.9
WC (Busselton) (S)	245	230		221	247	11.8
P&W (Alice Springs)	835	910	1,121	1,078	1,146	6.3
WC (Albany)	2,114	2,009		2,145	2,172	1.3
Kal-Boulder (S)	1,410	1,607	1,449	946	955	1.0
Livingstone		458	0	786	789	0.4
Central Highlands			495	1,619	1,621	0.1
Western Downs		1,025		1,097	1,073	-2.2
WC (Geraldton)	237	227		220	214	-2.7
Wingecarribee	124	163	0	187	179	-4.3
Byron	478	444	242	661	629	-4.8
Essential Energy	709	776	669	704	662	-6.0
Gympie	1,243	549	160	118	108	-8.5
Ballina	273	517	461	701	623	-11.1
Goulburn Mulwaree	1,593	1,806	179	1,843	1,618	-12.2
Whitsunday		727	474	460	403	-12.4
Southern Downs		1,545	211	1,524	1,298	-14.8
South Gippsland Water	108	146	17	136	108	-20.6
Lismore	34	5	0	8	6	-25.0
WC (Australind/Eaton)	1,378	1,433		1,181	714	-39.5
Westernport Water	273	261	66	299	85	-71.6
Aqwest-Bunbury (W)			0	0	0	
Busselton (W)				0	0	
Cassowary Coast			0	0	0	
WC (Kal-Boulder) (W)				0	0	
Median	478	517	176	380	513	
Mean	907	890	374	589	618	

Table A3 P8—Typical annual bill, by utility size group (\$), 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
SA Water	1,346	1,365	1,390	1,164	1,245	7.0
Hunter Water	1,078	1,060	1,056	1,076	1,127	4.7
WC (Perth)	1,376	1,404	1,420	1,413	1,465	3.7
TasWater			1,102	1,124	1,158	3.0
Sydney Water	1,221	1,215	1,212	1,106	1,127	1.9
Yarra Valley Water	1,234	1,085	1,120	1,051	1,062	1.0
Icon Water	1,175	1,153	1,175	1,158	1,169	0.9
Barwon Water	1,127	1,083	1,065	1,007	1,012	0.5
Qld Urban Utilities	1,195	1,250	1,260	1,266	1,272	0.5
Unitywater	1,524	1,563	1,547	1,449	1,450	0.0
Central Coast			1,207	1,265	1,258	-0.6
South East Water	1,146	1,015	1,061	1,038	1,021	-1.6
City West Water	1,069	952	979	951	930	-2.2
Logan	1,309	1,662	1,602	1,617	1,577	-2.5
Gold Coast	1,621	1,672	1,628	1,607	1,561	-2.9
Median	1,221	1,215	1,207	1,158	1,169	
Mean	1,263	1,268	1,255	1,225	1,229	
Large						
Goulburn Valley Water	929	936	959	901	926	2.8
Coliban Water	1,319	1,349	1,393	1,330	1,366	2.7
Western Water	1,097	1,013	1,076	974	996	2.3
Cairns	1,317	1,341	1,283	1,328	1,348	1.5
Toowoomba	1,393	1,379	1,377	1,411	1,425	1.0
Central Highlands Water	1,302	1,245	1,271	1,231	1,243	1.0
Gippsland Water	1,328	1,302	1,296	1,320	1,326	0.5
Townsville	1,575	1,563	1,553	1,527	1,530	0.2
P&W (Darwin)	1,908	1,967	1,951	1,831	1,820	-0.6
Median	1,319	1,341	1,296	1,328	1,348	
Mean	1,352	1,344	1,351	1,317	1,331	
Medium						
Dubbo			1,636	1,565	1,755	12.1
Tamworth	1,471	1,338	1,447	1,416	1,503	6.1
Queanbeyan			1,487	1,470	1,547	5.2
Lower Murray Water	932	968	994	923	968	4.9
Port Macquarie Hastings	1,341	1,371	1,439	1,451	1,521	4.8
Albury	973	1,044	1,162	1,156	1,209	4.6
MidCoast Council	1,588	1,613	1,649	1,687	1,760	4.3
GWMWater	1,349	1,384	1,410	1,321	1,366	3.4
WC (Mandurah)	1,426	1,477	1,582	1,584	1,630	2.9
Shoalhaven	1,102	1,113	1,140	1,154	1,178	2.1
Mackay	1,610	1,531	1,478	1,404	1,434	2.1
North East Water	974	886	916	877	894	1.9
Fitzroy River Water	1,182	1,193	1,243	1,246	1,269	1.8

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Wannon Water	1,218	1,157	1,165	1,090	1,097	0.6
East Gippsland Water	1,193	1,158	1,174	1,212	1,219	0.6
Tweed	1,330	1,383	1,437	1,504	1,502	-0.1
Coffs Harbour	1,445	1,459	1,447	1,427	1,424	-0.2
Bundaberg		1,780	1,528	1,442	1,426	-1.1
Clarence Valley	1,426	1,472	1,613	1,623	1,600	-1.4
Fraser Coast	1,558	1,563	1,580	1,633	1,565	-4.2
Gladstone		1,367	1,632	1,542	1,468	-4.8
Redland City		1,460	1,525	1,546	1,457	-5.8
Median	1,341	1,377	1,447	1,434	1,446	
Mean	1,301	1,336	1,395	1,376	1,400	
Small						
Bathurst	1,025	1,052	1,119	1,150	1,229	6.9
Kempsey	1,393	1,441	1,497	1,561	1,662	6.5
Central Highlands		2,126	1,938	1,763	1,865	5.8
Essential Energy	1,304	1,331	1,286	1,299	1,362	4.8
WC (Albany)	1,393	1,452	1,552	1,595	1,661	4.1
Whitsunday		1,674	1,665	1,665	1,729	3.8
WC (Geraldton)	1,613	1,653	1,751	1,780	1,834	3.0
Wingecarribee	1,267	1,263	1,291	1,322	1,362	3.0
Orange	967	1,037	1,123	1,155	1,189	2.9
WC (Australind/Eaton)	1,689	1,742	1,748	1,736	1,782	2.6
Westernport Water	1,137	1,127	1,120	1,131	1,154	2.0
Southern Downs		1,413	1,510	1,512	1,536	1.6
P&W (Alice Springs)	2,023	2,008	2,042	1,944	1,974	1.5
Lismore	1,437	1,511	1,600	1,654	1,667	0.8
South Gippsland Water	1,061	1,006	1,006	975	983	0.8
Eurobodalla	1,577	1,611	1,639	1,665	1,676	0.7
Byron	1,721	1,752	1,768	1,856	1,859	0.2
Cassowary Coast		1,591	1,644	1,634	1,632	-0.1
Bega Valley	1,712	1,734	1,767	1,800	1,789	-0.6
Western Downs		1,137		1,396	1,394	-0.1
Ballina	1,372	1,431	1,461	1,562	1,536	-1.7
Goulburn Mulwaree	1,472	1,417	1,464	1,394	1,350	-3.2
Livingstone		1,622	1,587	1,732	1,642	-5.2
Gympie	1,243	1,438	1,265	1,521	1,297	-14.7
Median	1,393	1,446	1,552	1,578	1,637	
Mean	1,411	1,482	1,515	1,533	1,548	

Table A4 P7—Annual bill based on 200 kL, by utility size group (\$), 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
WC (Perth)	1,270	1,314	1,336	1,364	1,422	4.3
Hunter Water	1,121	1,134	1,134	1,141	1,170	2.5
TasWater			1,126	1,147	1,166	1.7
Qld Urban Utilities	1,355	1,421	1,436	1,445	1,451	0.4
Icon Water	1,178	1,194	1,186	1,174	1,178	0.3
Sydney Water	1,208	1,211	1,210	1,095	1,096	0.1
City West Water	1,297	1,165	1,190	1,169	1,170	0.1
South East Water	1,380	1,244	1,270	1,243	1,244	0.1
SA Water	1,421	1,435	1,391	1,277	1,278	0.1
Logan	1,772	1,837	1,787	1,793	1,793	0.0
Yarra Valley Water	1,461	1,317	1,326	1,284	1,282	-0.2
Unitywater	1,656	1,722	1,715	1,708	1,701	-0.4
Barwon Water	1,244	1,187	1,134	1,105	1,097	-0.7
Gold Coast	1,727	1,784	1,753	1,736	1,717	-1.1
Central Coast			1,314	1,354	1,328	-1.9
Median	1,355	1,314	1,314	1,277	1,278	
Mean	1,392	1,382	1,354	1,336	1,340	
Large						
Western Water	1,132	1,058	1,091	1,006	1,048	4.2
Cairns	1,267	1,268	1,270	1,268	1,287	1.5
Toowoomba	1,529	1,503	1,503	1,519	1,536	1.1
Gippsland Water	1,387	1,376	1,356	1,388	1,391	0.2
Townsville	1,575	1,563	1,553	1,527	1,530	0.2
Coliban Water	1,343	1,373	1,369	1,364	1,366	0.1
Central Highlands Water	1,379	1,352	1,347	1,333	1,332	-0.1
Goulburn Valley Water	852	860	856	851	850	-0.1
P&W (Darwin)	1,505	1,551	1,543	1,516	1,495	-1.4
Median	1,379	1,373	1,356	1,364	1,366	
Mean	1,330	1,323	1,321	1,308	1,315	
Medium						
Gladstone		1,282	1,501	1,496	1,575	5.3
MidCoast Council	1,725	1,779	1,834	1,867	1,951	4.5
WC (Mandurah)	1,345	1,400	1,510	1,539	1,594	3.6
Fitzroy River Water	1,048	1,094	1,103	1,122	1,146	2.1
Port Macquarie Hastings	1,453	1,502	1,558	1,581	1,600	1.2
Shoalhaven	1,192	1,210	1,225	1,240	1,252	1.0
Mackay	1,467	1,484	1,464	1,439	1,449	0.7
Redland City		1,460	1,545	1,560	1,570	0.6
Lower Murray Water	761	772	774	770	771	0.1
GWMWater	1,304	1,320	1,315	1,314	1,315	0.1
Bundaberg		1,326	1,371	1,411	1,411	0.0
Tweed	1,367	1,440	1,535	1,572	1,570	-0.1

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Fraser Coast	1,553	1,595	1,644	1,634	1,630	-0.2
Clarence Valley	1,496	1,571	1,695	1,714	1,709	-0.3
Dubbo			1,393	1,394	1,388	-0.4
Tamworth	1,343	1,356	1,369	1,372	1,366	-0.4
North East Water	959	893	886	881	876	-0.6
Wannon Water	1,347	1,278	1,267	1,224	1,216	-0.7
East Gippsland Water	1,290	1,282	1,287	1,323	1,313	-0.8
Albury	929	1,038	1,131	1,129	1,129	-1.9
Median	1,345	1,341	1,428	1,425	1,430	
Mean	1,301	1,332	1,390	1,400	1,410	
Small						
Kempsey	1,486	1,539	1,613	1,687	1,760	4.3
WC (Geraldton)	1,370	1,436	1,527	1,567	1,634	4.3
WC (Albany)	1,417	1,476	1,599	1,649	1,714	3.9
Bathurst	977	1,009	1,056	1,092	1,121	2.7
WC (Australind/Eaton)	1,411	1,473	1,503	1,546	1,585	2.5
Lismore	1,568	1,654	1,748	1,820	1,856	2.0
Livingstone		1,429	1,486	1,532	1,561	1.9
Southern Downs		1,457	1,570	1,585	1,608	1.5
Eurobodalla	1,873	1,920	1,940	1,937	1,949	0.6
Ballina	1,383	1,471	1,529	1,583	1,593	0.6
Cassowary Coast		1,526	1,575	1,592	1,602	0.6
Gympie	1,197	1,293	1,309	1,325	1,329	0.3
South Gippsland Water	1,207	1,157	1,140	1,121	1,124	0.3
Westernport Water	1,374	1,367	1,365	1,384	1,387	0.2
Orange	1,019	1,103	1,186	1,220	1,223	0.2
Essential Energy	1,160	1,228	1,226	1,223	1,223	0.0
Whitsunday		1,512	1,508	1,513	1,513	0.0
Wingecarribee	1,267	1,304	1,317	1,335	1,334	-0.1
Bega Valley	1,881	1,899	1,948	1,941	1,934	-0.4
Central Highlands		1,347	1,354	1,321	1,306	-1.1
P&W (Alice Springs)	1,505	1,551	1,543	1,516	1,495	-1.4
Western Downs		1,162	1,205	1,388	1,367	-1.5
Goulburn Mulwaree	1,575	1,596	1,575	1,521	1,492	-1.9
Byron	1,811	1,834	1,882	1,898	1,862	-1.9
Median	1,397	1,464	1,518	1,526	1,537	
Mean	1,416	1,448	1,488	1,512	1,524	

Table A5 F16—Total capital expenditure: water and sewerage (\$000s), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
TasWater	79,280	107,709	133,369	105,677	154,168	45.9
SA Water	284,117	225,270	285,267	271,282	366,777	35.2
Logan	62,751	78,450	47,678	61,538	83,064	35.0
Sydney Water	627,000	659,733	671,971	643,783	786,222	22.1
City West Water	91,236	62,609	73,725	91,102	109,777	20.5
Yarra Valley Water	210,621	182,562	271,181	238,388	282,256	18.4
Qld Urban Utilities	208,858	200,226	208,444	197,186	221,926	12.5
Unitywater	151,052	88,757	90,413	118,683	130,550	10.0
WC (Perth)	275,961	369,677	304,672	443,520	473,102	6.7
Hunter Water	116,422	81,346	91,623	78,856	81,496	3.3
Icon Water	62,431	51,434	86,762	93,591	87,891	-6.1
South East Water	227,214	233,286	149,868	169,133	150,410	-11.1
Gold Coast	46,948	37,718	53,399	72,297	60,285	-16.6
Barwon Water	94,311	66,736	82,827	84,899	66,104	-22.1
Central Coast				61,043	24,978	-59.1
Median	133,737	98,233	112,496	105,677	130,550	
Mean	181,300	174,680	182,228	182,065	205,267	
Large						
P&W (Darwin)	26,910		50,331	22,673	45,498	100.7
Townsville	26,409	49,440	53,927	52,211	78,593	50.5
Gippsland Water	48,058	50,129	33,348	31,344	39,489	26.0
Cairns	38,450	30,724	18,052	33,656	36,274	7.8
Central Highlands Water	15,073	16,042	18,400	19,188	17,425	-9.2
Coliban Water	44,234	20,831	35,036	22,628	20,400	-9.8
Western Water	27,958	27,703	16,302	70,856	62,732	-11.5
Toowoomba	21,105	27,352	40,575	29,300	24,853	-15.2
Goulburn Valley Water	23,753	32,054	31,617	34,113	27,994	-17.9
Median	26,910	29,214	33,348	31,344	36,274	
Mean	30,217	31,784	33,065	35,108	39,251	
Medium						
Lower Murray Water	10,249	8,155	10,006	5,052	12,575	148.9
GWMWater	16,972	11,378	6,659	6,833	16,066	135.1
Shoalhaven	25,309	23,783	22,504	60,451	125,917	108.3
North East Water	20,662	10,300	14,199	8,981	18,193	102.6
MidCoast Council	12,063	7,135	14,863	9,416	15,397	63.5
Coffs Harbour	11,017	14,687	5,659	5,495	7,024	27.8
Clarence Valley	11,595	26,805	19,138	3,511	4302	22.5
Tweed	13,983	7,354	8,768	6,985	8,307	18.9
Gladstone		10,596	13,118	22,901	26,668	16.4
Mackay	50,337	27,683	16,656	11,261	12,237	8.7
Fitzroy River Water	23,798	16,652	19,531	16,676	17,026	2.1
Wannon Water	15,837	13,385	14,837	18,774	18,782	0.0
Fraser Coast	18,928	11,974	18,567	21,836	19,469	-10.8
WC (Mandurah)	30,564	22,749	14,559	21,682	18,503	-14.7

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Bundaberg		22,888	16,200	32,389	26,938	-16.8
East Gippsland Water	10,572	7,994	7,513	11,345	8,357	-26.3
Port Macquarie Hastings	9,521	16,672	19,597	26,757	19,256	-28.0
Tamworth	22,055	9,495	5,896	15,828	10,294	-35.0
Albury	6,142	4,341	8,744	9,367	5,366	-42.7
Redland City		16,228	19,036	15,120	6,010	-60.3
Dubbo				4,587	1,285	-72.0
Queanbeyan				55,240	12,073	-78.1
Median	15,837	12,680	14,698	13,232	13,986	
Mean	18,212	14,513	13,802	17,749	18,638	
Small						
South Gippsland Water	10,522	12,765	8,382	5,445	29,543	442.6
Ballina	11,646	8,639	4,796	3,689	16,062	335.4
Central Highlands		28,595	915	5,451	16,529	203.2
Southern Downs		3,397	2,642	3,643	8,444	131.8
Lismore	5,287	6,242	8,618	11,307	20,888	84.7
Goulburn Mulwaree	4,108	8,874	5,626	14,335	22,550	57.3
WC (Albany)	8,584	5,112	10,064	13,739	20,158	46.7
Whitsunday		760	5,387	6,696	9,596	43.3
Cassowary Coast		5,976	7,645	8,294	11,575	39.6
Eurobodalla	7,207	6,841	13,647	16,496	20,021	21.4
Livingstone			1,796	5,631	6,777	20.4
Wingecarribee	3,119	6,237	6,216	15,861	16,713	5.4
P&W (Alice Springs)	10,361		5,340	6,760	6,448	-4.6
Kempsey	6,956	7,339	6,598	8,869	8,165	-7.9
WC (Geraldton)	8,783	13,853	11,514	9,985	9,151	-8.4
WC (Australind/Eaton)	3,633	4,869	6,866	6,846	5,851	-14.5
Westernport Water	3,649	4,966	4,350	5,925	4,610	-22.2
Byron	2,086	1,258	4,152	2,683	1,852	-31.0
Gympie	6,904	5,681	9,340	5,189	3,072	-40.8
Bathurst	7,078	13,679	7,927	14,858	8,336	-43.9
Western Downs		17,716	11,688	16,317	4,420	-72.9
Bega Valley	8,730	8,571	5,648	2,358	727	-69.2
Orange	30,058	22,972	12,134	0	0	
Median	7,078	6,841	6,598	6,760	8,444	
Mean	8,159	9,254	7,013	8,277	10,934	

Table A6 F28—Capital expenditure: water (\$/property), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
Hunter Water	346	161	130	123	189	53.4
TasWater		264	360	328	481	46.6
SA Water	238	158	206	219	304	38.8
Qld Urban Utilities	121	135	131	117	155	32.0
Yarra Valley Water	106	93	106	99	125	26.2
Logan	165	199	187	215	265	23.3
South East Water	69	71	46	47	54	13.8
WC (Perth)	186	205	201	300	314	4.8
City West Water	154	114	120	142	139	-1.8
Gold Coast	63	65	48	64	61	-5.3
Icon Water	277	161	247	179	151	-15.4
Sydney Water	113	84	121	122	96	-21.2
Unitywater	116	115	117	129	90	-30.5
Barwon Water	508	231	250	376	228	-39.4
Central Coast				250	17	-93.2
Median	154	147	130	142	151	
Mean	189	147	162	181	178	
Large						
Gippsland Water	155	154	203	198	317	60.0
Cairns	281	220	55	262	329	25.6
P&W (Darwin)	261		640	238	269	13.0
Toowoomba	224	202	171	203	221	8.8
Townsville	103	333	470	381	391	2.5
Central Highlands Water	118	133	146	176	162	-8.2
Goulburn Valley Water	237	447	276	357	300	-15.9
Coliban Water	437	122	199	207	170	-17.9
Western Water	187	204	81	438	170	-61.3
Median	224	203	199	238	269	
Mean	222	227	249	273	259	
Medium						
GWMWater	464	188	138	100	388	286.3
Lower Murray Water	183	172	254	81	266	227.2
Coffs Harbour	72	56	50	50	158	213.4
Riverina Water	223	417	1,145	587	351	167.2
Gladstone		143	214	395	777	96.6
Mackay	356	458	169	121	226	86.4
Queanbeyan				84	147	75.3
MidCoast Council	208	84	220	191	323	68.7
North East Water	235	138	204	132	211	59.6
WC (Mandurah)	265	180	134	131	205	56.5
Bundaberg		92	109	96	149	54.4
Clarence Valley	108	95	162	95	127	34.2
Tweed	290	64	101	118	110	-6.9

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Fitzroy River Water	391	307	377	294	274	-6.7
East Gippsland Water	229	117	113	240	217	-9.7
Shoalhaven	242	229	289	356	293	-17.8
Wannon Water	172	154	232	248	203	-18.1
Redland City		27	13	21	16	-22.4
Port Macquarie Hastings	87	342	213	336	247	-26.5
Fraser Coast	304	271	362	446	296	-33.7
Albury	110	92	111	254	126	-50.4
Tamworth	546	320	191	378	195	-48.4
Dubbo				136	41	-69.8
Median	232	154	191	136	351	
Mean	249	187	228	212	232	
Small						
South Gippsland Water	102	140	86	177	1,362	668.4
Ballina	158	226	112	85	247	191.8
Byron	41	32	252	52	136	161.4
Eurobodalla	126	138	154	160	399	149.2
Southern Downs		289	175	289	576	99.5
Livingstone			87	164	279	70.2
Goldenfields				517	311	69.3
P&W (Alice Springs)	375		287	311	501	60.9
WC (Geraldton)	271	515	410	256	400	56.2
Cassowary Coast		321	371	466	655	40.5
WC (Australind/Eaton)	108	226	180	278	363	30.7
Lismore	171	91	328	253	290	14.6
Wingecarribee	42	153	116	293	328	11.8
Whitsunday		2	154	216	241	11.4
Goulburn Mulwaree	262	579	244	279	283	1.6
WC (Albany)	174	221	326	422	424	0.3
Gympie	159	166	217	146	145	-0.5
Kempsey	432	450	333	316	293	-7.2
Westernport Water	111	48	90	185	144	-22.4
Central Highlands		2,417	35	171	96	-43.7
Bathurst	249	497	340	668	347	-48.0
Western Downs		647	331	1,418	337	-76.2
Bega Valley	193	298	269	113	21	-81.1
Orange	1,692	1,109	566	0	0	
Median	171	226	244	255	311	
Mean	274	408	238	301	359	

Table A7 F29—Capital expenditure: Sewerage (\$/property), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
City West Water	73	37	52	64	101	58.3
Sydney Water	232	274	238	216	308	42.9
TasWater		311	340	214	301	40.7
Logan	493	603	279	371	511	37.9
Unitywater	449	205	201	278	351	26.2
SA Water	179	177	211	167	210	25.7
Yarra Valley Water	191	159	263	221	244	10.4
Barwon Water	158	244	332	195	213	9.4
WC (Perth)	182	280	184	248	260	5.0
Icon Water	109	150	268	362	356	-1.8
Qld Urban Utilities	264	228	243	222	216	-2.7
Central Coast				205	172	-16.3
South East Water	270	270	167	188	149	-20.7
Gold Coast	144	98	176	233	180	-22.8
Hunter Water	155	188	261	207	143	-30.8
Median	182	216	240	216	216	
Mean	223	230	230	226	248	
Large						
P&W (Darwin)	251		220	152	502	230.0
Townsville	255	303	198	271	609	124.6
Western Water	340	300	211	774	877	13.2
Coliban Water	208	185	309	108	112	3.3
Gippsland Water	662	682	324	288	278	-3.4
Central Highlands Water	133	128	150	122	103	-15.3
Cairns	276	223	198	220	177	-19.6
Goulburn Valley Water	214	136	314	264	201	-23.9
Toowoomba	178	331	640	353	213	-39.6
Median	251	262	220	264	213	
Mean	280	286	285	284	341	
Medium						
North East Water	217	80	92	52	160	211.2
Shoalhaven	332	310	208	1,007	2,437	142.1
Lower Murray Water	153	87	55	79	122	54.6
Fraser Coast	256	76	175	171	261	52.9
Wagga Wagga	192	169	152	93	187	49.7
Tweed	157	172	176	99	147	48.0
Wannon Water	243	192	137	224	273	21.8
MidCoast Council	115	111	173	51	61	19.8
Fitzroy River Water	410	238	255	244	269	10.2
Clarence Valley	634	1,685	1,061	99	106	7.0
GWMWater	97	216	89	140	145	3.9
Bundaberg		811	528	1,124	979	-12.9
Albury	161	82	243	109	88	-19.0
Tamworth	535	129	85	347	277	-20.1

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Port Macquarie Hastings	252	226	465	550	415	-24.6
Coffs Harbour	392	560	186	176	121	-31.0
East Gippsland Water	287	278	252	292	162	-44.5
WC (Mandurah)	520	385	210	381	204	-46.5
Gladstone		333	349	607	268	-55.8
Redland City		287	360	260	91	-64.9
Mackay	907	208	222	152	43	-71.8
Dubbo				89	20	-77.1
Queanbeyan				2,562	420	-83.6
Median	254	216	208	176	162	
Mean	326	316	261	387	315	
Small						
Ballina	668	383	214	163	822	404.1
Southern Downs		14	72	43	214	393.7
Central Highlands		44	52	354	1,570	343.7
Western Downs		1,114	875	21	61	188.9
Lismore	222	386	315	599	1,250	108.8
WC (Albany)	506	136	400	560	1,067	90.7
Whitsunday		63	218	294	507	72.3
Goulburn	131	223	264	1,020	1,716	68.3
Cassowary Coast		306	474	367	493	34.5
Wingecarribee	149	209	244	616	610	-0.9
South Gippsland Water	514	590	389	107	100	-6.1
Eurobodalla	263	229	576	724	644	-11.0
Kempsey	160	174	267	515	445	-13.7
Livingstone			63	346	294	-15.1
Westernport Water	132	295	202	197	149	-24.6
Bathurst	207	370	153	242	154	-36.3
Bega Valley	487	351	144	59	35	-41.3
Gympie	424	298	517	298	105	-64.9
WC (Australind/Eaton)	284	257	516	349	120	-65.5
WC (Geraldton)	326	349	304	410	114	-72.2
Byron	155	84	116	203	38	-81.4
P&W (Alice Springs)	562		158	258	17	-93.5
Orange	59	214	115	0	0	
Median	263	257	244	298	214	
Mean	309	290	289	337	458	

Table A8 F13—Combined operating cost: water and sewerage (\$/property), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
Hunter Water	609	654	605	585	638	9.0
Logan	1,119	1,134	1,093	1,033	1,104	6.9
Barwon Water	672	627	613	652	666	2.1
Icon Water	791	802	951	990	996	0.6
WC (Perth)	626	608	619	598	600	0.2
Unitywater	1,031	1,024	1,023	1,015	1,011	-0.4
Qld Urban Utilities	1,190	1,193	1,189	1,168	1,158	-0.8
Gold Coast	1,159	1,208	1,169	1,187	1,176	-0.9
SA Water	744	694	723	663	655	-1.1
Central Coast				618	607	-1.9
Yarra Valley Water	1,002		960	880	858	-2.5
South East Water	1,034	906	949	870	844	-3
Sydney Water	711	698	714	686	664	-3.2
City West Water	1,268	1,135	1,167	1,102	1,024	-7.1
TasWater		934	973	1,005	896	-10.9
Median	1,002	906	955	880	858	
Mean	920	894	911	870	860	
Large						
Toowoomba	680	1,223	715	620	752	21.2
Central Highlands Water	849	802	830	855	949	11.0
Gippsland Water	1,287	1,255	1,211	1,165	1,218	4.5
Cairns	726	706	673	673	690	2.6
Coliban Water	837	809	852	811	816	0.6
Goulburn Valley Water	845	842	877	905	886	-2.1
Townsville	1,106	1,045	1,025	1,029	1,003	-2.6
P&W (Darwin)	1,074		1,163	980	920	-6.1
Western Water	883	729	957	887	831	-6.3
Median	849	825	877	887	886	
Mean	921	926	923	881	896	
Medium						
Gladstone		2,480	1,472	1,048	1,540	47.0
Bundaberg		804	808	679	821	20.8
Redland City		906	908	832	944	13.4
Mackay	1,577	1,334	1,146	913	1,001	9.7
Port Macquarie Hastings	941	923	906	887	961	8.3
Fraser Coast	932	882	911	936	1,003	7.1
Tamworth	1,077	989	950	945	1,011	5.0
WC (Mandurah)	612	576	679	601	623	3.6
Wannon Water	1,028	1,027	991	941	967	2.8
Coffs Harbour	1,075	1,066	1,007	981	1,003	2.3
GWMWater	1,002	974	1,026	978	993	1.6
Clarence Valley	936	893	836	806	819	1.5
Tweed	993	991	968	992	993	0.1

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Fitzroy River Water	603	739	685	655	649	-1.0
Albury	786	704	699	700	691	-1.2
Queanbeyan				1,384	1,361	-1.6
North East Water	851	844	864	897	874	-2.5
MidCoast Council	964	1,073	1,008	1,007	980	-2.6
Shoalhaven	804	815	771	804	781	-2.9
Lower Murray Water	644	686	690	812	755	-7.1
Dubbo				1,030	906	-12.0
East Gippsland Water	995	861	944	1,059	922	-12.9
Median	941	900	910	925	952	
Mean	931	978	913	905	936	
Small						
Cassowary Coast		972	1,023	579	1,027	77.5
Southern Downs		1,554	1,424	791	1,056	33.4
Whitsunday		1,264	1,264	1,150	1,343	16.8
Byron	1,341	1,349	1,299	1,371	1,500	9.4
Bathurst	1,013	1,030	1,084	1,119	1,217	8.7
Westernport Water	3,778	467	995	981	1,000	1.9
WC (Geraldton)	733	720	665	606	618	1.9
Bega Valley	1,326	1,346	1,501	1,314	1,339	1.9
WC (Albany)	712	694	788	715	723	1.2
Goulburn Mulwaree	840	796	877	751	754	0.4
Wingecarribee	969	851	840	890	892	0.2
Eurobodalla	1,055	950	996	1,057	1,059	0.2
Kempsey	1,095	1,093	1,056	1,003	1,002	-0.1
Orange	808	786	773	820	799	-2.6
Ballina	1,374	1,358	1,278	1,287	1,227	-4.6
Lismore	1,157	1,120	1,158	1,153	1,088	-5.6
South Gippsland Water	1,095	1,110	1,159	934	881	-5.7
P&W (Alice Springs)	1,817		1,853	1,295	1,179	-9.0
Western Downs		1,168	1,263	867	770	-11.1
WC (Australind/Eaton)	824	988	872	779	684	-12.2
Gympie	938	301	711	409	338	-17.3
Central Highlands		1,737	1,591	1,157	903	-21.9
Livingstone			1,222	1,782	830	-53.4
Median	1,055	1,030	1,084	981	1,000	
Mean	1,228	1,031	1,117	992	967	

Table A9 F8—Revenue from community service obligations (%), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
City West Water	3.6	3.9	3.5	3.3	3.4	3.0
SA Water	9.7	9.4	9.1	10.5	10.6	1.0
Gold Coast	0	0	0	0	0	0.0
Qld Urban Utilities	2.0	1.8	1.6	0	0	0.0
Central Coast				1.3	1.3	0.0
Unitywater	1.0	0.9	0.9	0.8	0.8	0.0
Yarra Valley Water	4.8	5.3	5.0	5.2	5.0	-3.8
WC (Perth)	7.9		6.2	6.5	6.2	-4.6
South East Water	4.6	4.9	4.4	4.6	4.3	-6.5
Hunter Water	4.6	4.6	4.4	4.5	4.2	-6.7
TasWater	2.8	2.7	2.7	2.7	2.5	-7.4
Sydney Water	6.2	6.1	5.9	5.5	5.0	-9.1
Icon Water	3.3	3.7	3.2	3.3	2.0	-39.4
Median	4.1	3.9	4	3.3	3.4	
Mean	4.2	3.9	3.9	3.7	3.5	
Large						
Central Highlands Water	0	0	5.3	4.3	5.5	27.9
Cairns	3.1	2.7	2.9	2.8	2.9	3.6
Gippsland Water	4.0	4.2	3.9	4.3	4.4	2.3
Townsville	1.7	1.6	1.2	1.0	1.0	0.0
Toowoomba	0.8	0	0.7	0	0	
Goulburn Valley Water	5.6	5.5	5.6	5.7	5.5	-3.5
Coliban Water	4.0	4.4	4.1	4.2	4.0	-4.8
P&W (Darwin)	3.3		3.6	2.8	2.6	-7.1
Western Water	4.6	4.6	4.0	4.3	3.5	-18.6
Median	3.3	3.5	3.9	4.2	3.5	
Mean	3.0	3.5	3.5	3.3	3.3	
Medium						
Fraser Coast	0.4	0.4	0.4	0.4	0.9	125.0
Tamworth	0.9	1.0	0.9	0.8	0.9	12.5
Bundaberg		1.8	1.7	3.3	3.6	9.1
Coffs Harbour	1.1	1.0	1.0	0.9	0.9	0.0
East Gippsland Water	5.2	6.1	6.2	6.2	6.2	0.0
Mackay	0.1	0.2	0.2	0.2	0.2	0.0
Redland City		0.4	0.3	0.3	0.3	0.0
Fitzroy River Water	0.7	1.3	0.9	1.1	1.1	0.0
Wannon Water	4.4	4.3	4.5	4.8	4.8	0.0
Gladstone	0	0	0	0	0	0.0
North East Water	6.1	6.6	6.1	6.5	6.2	-4.6
GWMWater	7.1	6.5	6.6	6.9	6.5	-5.8
Wagga Wagga	1.0	0.8	0.9	0.8	0.7	-7.5
Clarence Valley	1.4	1.4	1.3	1.3	1.2	-7.7
Shoalhaven	1.6	1.5	1.5	1.3	1.2	-7.7
Lower Murray Water	5.9	5.7	5.7	6.0	5.5	-8.3

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Tweed	1.1	1.2	1.2	1.1	1.0	-9.1
Albury	0.9	0.9	0.8	0.8	0.7	-12.5
Riverina Water	0.8	0.6	0.7	0.7	0.6	-15.7
MidCoast Council	1.4	1.4	1.3	1.2	1.0	-16.7
Dubbo				0.6	0.5	-16.7
Queanbeyan				0.5	0.4	-20.0
Port Macquarie Hastings	1.2	1.4	1.0	1.1	0.8	-20.3
WC (Mandurah)	19.9		6.3	10.4	-40.8	-492.3
Median	1.2	1.3	1.1	1.1	0.9	
Mean	3.2	2.1	2.3	2.4	0.2	
Small						
WC (Australind/Eaton)	25.1		13.8	-1.1	14.3	1400.0
Western Downs				4.8	59.2	1133.3
WC (Albany)	36.5	34.6	22.5	-8.2	3.8	150.0
Whitsunday		1.7	2.5	3.2	4.5	40.6
Goldenfields				0.4	0.5	25.0
Bathurst	0.8	0.8	0.8	0.6	0.6	0.0
Byron	0.6	0.6	0.6	0.5	0.5	0.0
Orange	0.9	0.8	0.9	0.8	0.8	0.0
South Gippsland Water	5.3	5.5	5.5	6.0	6.0	0.0
Cassowary Coast		0.0	0.0	0.0	0.0	0.0
Central Highlands		0.0	0.0	0.0	0.0	0.0
Livingstone		0.0	0.0	0.0	0.0	0.0
Southern Downs		1.0		0.0	0.0	0.0
P&W (Alice Springs)	7.5		9.3	14.3	14.0	-2.1
Eurobodalla	1.2	1.1	1.0	1.0	0.9	-10.0
Bega Valley	1.0	1.0	1.0	0.9	0.8	-11.1
Wingecarribee	1.2	1.2	1.0	0.8	0.7	-12.5
Goulburn Mulwaree	0.9	0.2	0.8	0.7	0.6	-14.3
Westernport Water	4.3	3.7	3.9	3.9	3.3	-15.4
Kempsey	1.5	1.3	1.3	1.4	1.1	-21.4
Ballina	1.1	1.9	1.0	1.1	0.8	-27.3
Lismore	1.2	1.0	1.0	1.5	0.9	-40.0
Gympie	4.4	4.4	2.5	4.2	2.2	-47.6
WC (Geraldton)	14.5	657.7	6.2	-65.3	-131.7	-101.7
Median	1.2	1.0	1.0	0.8	0.8	
Mean	6.4	32.7	3.4	-1.2	-0.7	

Table A10 C15—Average duration of an unplanned interruption: water (minutes), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
Sydney Water	151	147	136	133	155	16.5
SA Water	161	163	185.7	195	226.9	16.4
WC (Perth)	117.4	96	107.9	103	112	8.7
South East Water	91	89	81.3	83	87.4	5.3
Central Coast			198	202	198	-2.0
City West Water	115.4	112	122.2	125.3	119.6	-4.5
Qld Urban Utilities	139	139	134	132	125	-5.3
Icon Water	104	119.5	135	134.7	125.1	-7.1
Barwon Water	93.1	88	99.5	102	89	-12.7
Yarra Valley Water	99.4	103.2	122.5	118.2	102.9	-12.9
Gold Coast	160	132.4	119.7	137.5	116	-15.6
Unitywater		157	139	160	129.5	-19.1
Logan	151.4	155.6	143	177.6	117.2	-34.0
Hunter Water	129	364	136	231	149	-35.5
Median	123.2	132.4	134.5	133.8	122.3	
Mean	126	143.5	132.8	145.3	132.3	
Large						
Toowoomba				648	1,198	84.9
Central Highlands Water	103.8	69	109.2	107.3	137.7	28.3
Goulburn Valley Water	100	113	107.5	98.2	102.7	4.6
Gippsland Water	74.4	89	76.2	87.4	85.2	-2.5
Townsville	3.2	67.3	63.9	77	70	-9.1
Coliban Water	170.2	115	118.4	132	102.5	-22.3
Cairns	49.7	44.1	92	65.1	49.3	-24.3
Western Water	76.9	95.3	92.8	214.8	90	-58.1
Median	76.9	89	92.8	102.8	96.2	
Mean	82.6	84.7	94.3	178.7	229.4	
Medium						
Albury	124	137	137	119	266	123.5
Fraser Coast	38.9	129.5	127.8	105.6	230.3	118.1
Shoalhaven	220	135	202	104	147	41.3
Riverina Water (W)	173	185	206	183	242	32.2
Redland City		20.5	23.9	114	148	29.8
GWMWater	73.2	85.2	105.7	94.4	103.4	9.5
Tweed	149	134	112	136	141	3.7
Lower Murray Water	43.1	57	54.1	57	59	3.5
Coffs Harbour				120	120	0.0
Port Macquarie Hastings	174	210	121	30	30	0.0
Mackay	121	92	115	66.5	63.6	-4.4
WC (Mandurah)	68	61	49.9	71	65	-8.5
North East Water	101.7	104.7	107.7	111.5	99.4	-10.9
Fitzroy River Water	4.1	98.2	33	39.8	34.4	-13.6
Wannon Water	100.9	91.2	104.9	93.5	79.3	-15.2

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
East Gippsland Water	75.8	64	71.5	92	76	-17.4
Bundaberg				138	77	-44.2
Gladstone		15.9	46	47.6	23.2	-51.3
Queanbeyan				161	2	-98.8
Median	101.3	95.1	106.7	104	79.3	
Mean	104.8	101.3	101.1	99.2	105.6	
Small						
Kempsey	127	215	155	26	198	661.5
Gympie	240	97.2	85	81.6	197.3	141.8
Wingecarribee	108	122		120	270	125.0
Bega Valley				141	234	66.0
Busselton (W)	77.1	197.5	85.7	63.5	93.7	47.6
Lismore	120	140	214	129	180	39.5
WC (Albany)	123.3	124	132	121	147	21.5
Southern Downs		120	120	87.1	102	17.1
Eurobodalla	190	220	214	213	237	11.3
South Gippsland Water	138.6	160	95.6	91	101	11.0
WC (Kal-Boulder) (W)	55.9	45	62.4	44	46	4.5
WC (Australind/Eaton)	78.2	75	56	85	87	2.4
Orange	238	255	135	135	135	0.0
Whitsunday		120	120	120	120	0.0
Central Highlands		45	30	30	30	0.0
Bathurst				120	120	0.0
Byron				120	120	0.0
Goulburn Mulwaree				180	180	0.0
Westernport Water	92.3	103	80.2	109	108.6	-0.4
WC (Geraldton)	110.2	102	120	137	135	-1.5
Western Downs		62		61	53	-13.1
Cassowary Coast		418	375	218	185	-15.1
Dubbo (City)	75	131		162	129	-20.4
Livingstone		22.9	26	25.7	19	-26.1
Aqwest-Bunbury (W)	47.5	43.6	61	49	34	-30.6
Median	110.2	120	107.8	120	120	
Mean	121.4	134.2	120.4	106.8	130.5	

Table A11 C13— Total complaints: water and sewerage (per 1,000 properties), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
WC (Perth)	1.0	0.8	0.8	0.8	1.2	50.0
Central Coast				7.9	10.0	26.6
Hunter Water	6.0	6.3	4.8	3.1	3.5	12.9
Qld Urban Utilities	5.0	5.0	6.0	5.9	6.6	11.9
Unitywater	2.6	2.0	1.2	1.4	1.5	7.1
Sydney Water	3.2	2.7	2.6	2.1	2.2	4.8
Yarra Valley Water	7.0	5.0	5.8	11.0	11.1	0.9
City West Water	3.3	3.4	5.2	3.6	3.3	-8.3
South East Water	4.7	3.4	3.4	3.0	2.7	-10.0
SA Water	2.4	2.4	2.3	2.5	2.2	-12.0
Icon Water	4.0	4.3	3.8	4.3	3.7	-14.0
Barwon Water	2.7	4.3	4.4	4.3	3.3	-23.3
Gold Coast	18.1	5.0	6.3	8.4	3.6	-57.1
TasWater*					15.6	
Median	3.6	3.9	4.1	3.6	3.3	
Mean	5.0	3.7	3.9	4.5	4.2	
Large						
Central Highlands Water	8.3	3.2	5.0	6.9	8.4	21.7
Western Water	4.7	4.0	5.5	3.3	3.3	0.0
P&W (Darwin)	49.9	39.5	86.2	85.1	68.4	-19.6
Gippsland Water	9.2	9.5	9.4	10.9	8.7	-20.2
Toowoomba	5.8	2.0	2.6	4.1	3.2	-22.0
Cairns		3.0	2.9	3.6	2.4	-33.3
Townsville	10.7	10.0	0.7	0.8	0.5	-37.5
Coliban Water	5.6	6.3	6.5	8.6	5.3	-38.4
Goulburn Valley Water	5.9	4.3	6.6	5.4	2.6	-51.9
Median	7.1	4.3	5.5	5.4	3.3	
Mean	12.5	9.1	13.9	14.3	11.4	
Medium						
Bundaberg		2.0	2.8	12.8	59.7	366.4
Riverina	10.0	7.0	6.0	8.4	13.0	154.8
WC (Mandurah)	0.7	0.4	0.4	0.3	0.6	100.0
Mackay	131.8	30	33.4	57.0	93.4	63.9
Redland City		4.0	3.6	2.6	3.2	23.1
Tamworth	78.0	59.0	54.5	39.5	48.0	21.5
North East Water	0.8	2.6	1.7	2.9	3.4	17.2
Wannon Water	3.5	3.6	6.1	5.3	6.0	13.2
Shoalhaven	1.0	2.0	1.5	1.8	2.0	11.1
GWMWater	11.0	7.3	7.4	7.6	8.3	9.2
Queanbeyan				52.0	55.0	5.8
Clarence Valley	101.0	109.0	0.0	0.0	19.0	0.0
Tweed	40.0	29.0			1.0	0.0

*TasWater has reported for the 2017-18 reporting period only and is not included in the comparison analysis, Median and Mean calculations or summary tables.

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Gladstone		0.0	0.0	0.3	0.3	0.0
Dubbo			23.1	18.3	17.0	-7.1
East Gippsland Water	0.6	1.0	1.8	4.0	3.7	-7.5
Fitzroy River Water	56.0	51.0	48.0	47.2	39.9	-15.5
Fraser Coast		4.0	7.7	20.5	15.1	-26.3
MidCoast Council	7.0	11.0	8.2	4.4	3.0	-31.8
Port Macquarie Hastings	31.0	32.0	31.2	15.5	6.0	-61.3
Lower Murray Water	1.4	1.8	2.9	4.8	1.7	-64.6
Albury	5.0	6.0	7.0	11.2	1.9	-83.0
Coffs Harbour		1.0	0.4	1.6	0.0	-100.0
Median	7.0	4.0	6.1	5.3	6.0	
Mean	28.2	17.3	12.4	13.8	17.4	
Small						
Goulburn Mulwaree			98.5	0.0	69.0	
Lismore	19.0	4.0	0.3	0.5	2.0	300.0
Ballina	12.0	3.0	0.9	0.6	2.0	233.3
Essential Energy	1.0	1.0	2.5	1.0	2.0	100.0
Eurobodalla	3.0	1.0	1.9	2.0	4.0	100.0
WC (Geraldton)	1.3	1.3	1.2	1.5	2.3	53.3
Bega Valley	17.0	16.0	7.2	7.5	11.0	46.7
South Gippsland Water	5.9	6.1	5.2	6.2	8.9	43.5
Byron	7.0	5.0	4.5	6.1	8.1	32.8
WC (Albany)	0.8	0.6	1.0	0.9	1.1	22.2
P&W (Alice Springs)	9.6	3.0	45.2	101.3	110.7	9.3
Gympie	11.3		2.3	5.5	5.2	-5.5
Orange	92.0	104.0	123.1	111.6	102.0	-8.6
Kempsey	3.0	2.0	2.4	1.1	1.0	-9.1
Wingecarribee	103.0	74.0	87.9	90.0	81.0	-10.0
WC (Australind/Eaton)	0.7	0.7	0.8	1.5	1.2	-20.0
Bathurst	82.0	91.0	89.3	69.4	51.0	-26.5
Cassowary Coast		128.0	115.4	16.6	10.3	-38.0
Westernport Water	3.6	4.9	6.8	4.8	2.5	-47.9
Western Downs		5.0		9.2	2.8	-69.6
Central Highlands		182.0	184.2	146.0	24.1	-83.5
Whitsunday		150.0	106.2	84.7	9.3	-89.0
Southern Downs		49.0	48.5	95.6	5.4	-94.4
Livingstone		140.0	7.1	61.6	3.3	-94.6
Median	7.0	5.0	6.8	6.2	5.3	
Mean	21.9	42.2	41.0	34.4	21.7	

Table A12 C14—Percentage of calls answered by an operator within 30 seconds (%), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
Sydney Water	83.0	79.0	73.0	60.0	76.0	26.7
Icon Water	79.1	71.3	66.7	61.1	73.1	19.6
Hunter Water	71.0	70.0	71.0	67.0	69.0	3.0
City West Water	83.3	82.6	82.5	81.0	81.0	0.0
SA Water	88.0	85.3	85.3	85.4	85.4	0.0
Barwon Water	92.1	89.5	88.0	85.0	79.0	-7.1
WC (Perth)	72.6	72.8	71.1	70.6	62.6	-11.3
Yarra Valley Water	76.9	63.5	46.9	64.3	54.4	-15.4
South East Water	88.3	84.4	77.2	67.0	52.6	-21.5
TasWater*					86.5	
Median	83.0	79.0	73.0	67.0	73.1	
Mean	81.6	77.6	73.5	71.3	70.3	
Large						
Goulburn Valley Water	98.9	99.0	97.2	97.3	98.6	1.3
Gippsland Water	83.1	82.7	88.8	83.8	83.5	-0.3
Coliban Water	84.8	91.3	90.9	91.8	86.5	-5.8
Central Highlands Water	90.4	92.0	88.2	89.4	79.7	-10.8
Western Water	97.8	94.4	88.3	86.0	75.0	-12.8
Median	90.4	92.0	88.8	89.4	83.5	
Mean	91.0	91.9	90.7	89.7	84.7	
Medium						
North East Water	89.5	89.9	90.8	90.0	96.0	6.7
Albury				47.0	49.6	5.5
Lower Murray Water	85.7	87.6	86.4	94.0	95.0	1.1
Coffs Harbour	99.0	99.0		99.0	99.0	0.0
East Gippsland Water	99.8	99.8	99.5	99.0	99.0	0.0
Port Macquarie Hastings	75.0	84.0	98.0	96.0	96.0	0.0
Shoalhaven	96.0	96.0	98.0	98.0	98.0	0.0
Tweed	56.0	48.0	49.0	50.0	50.0	0.0
Wagga Wagga (S)	100.0	100.0	100.0	94.0	94.0	0.0
Wannon Water	99.2	99.0	99.3	98.8	98.8	0.0
GWMWater	94.4	94.0	93.1	92.3	91.4	-1.0
Median	95.2	95.0	98.0	94.0	96.0	
Mean	89.5	89.7	90.5	87.5	87.9	
Small						
Kempsey	48.0	45.0	42.0	40.0	45.0	12.5
South Gippsland Water	99.5	99.7	99.5	94.0	98.8	5.1
Wingecarribee	79.0	53.0	66.0	96.0	97.0	1.0
Ballina				100.0	100.0	0.0
Bathurst				100.0	100.0	0.0
Bega Valley	79.0	87.0		50.0	50.0	0.0

*TasWater has reported for the 2017-18 reporting period only and is not included in the comparison analysis, Median and Mean calculations or summary tables.

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Essential Energy	78.0	78.0	78.0	78.0	78.0	0.0
Lismore	80.0	80.0	77.0	80.0	80.0	0.0
Orange			65.0	77.0	76.0	-1.3
Westernport Water	97.8	97.7	97.6	99.7	98.2	-1.5
Eurobodalla		100.0	72.0	68.0	65.0	-4.4
Median	79.0	83.5	74.5	80.0	80.0	
Mean	80.2	80.0	74.6	80.2	80.7	

Table A13 A8—Water main breaks (no. per 100 km of water main), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
Sydney Water	30.0	26.0	26.0	23.9	32.8	37.2
Logan	6.6	6.5	4.7	4.0	5.1	27.5
Gold Coast	12.0	7.1	7.4	5.1	6.4	25.5
Hunter Water	30.2	28.9	26.8	24.8	30.0	21.0
Icon Water	11.5	14.2	13.8	14.3	16.3	14.0
South East Water	30.8	32.2	33.5	32.7	37.1	13.5
City West Water	39.9	37.1	40.1	42.1	42.8	1.7
SA Water	11.4	13.9	14.9	13.5	13.6	0.7
Yarra Valley Water	50.5	39.3	48.5	47.4	46.3	-2.3
Qld Urban Utilities	29.0	28.0	25.7	23.1	22.5	-2.6
Barwon Water	31.0	29.0	33.5	31.0	29.4	-5.2
Central Coast			17.0	16.0	14.4	-10.0
Unitywater	5.6	3.3	3.7	4.8	4.1	-14.6
WC (Perth)	13.4	15.0	12.0	13.1	11.1	-15.3
Median	29.0	26.0	21.4	19.6	19.4	
Mean	23.2	21.6	22.0	21.1	22.3	
Large						
Cairns	14.1	13.3	12.4	10.5	23.0	119.0
Toowoomba	13.8	20.7	13.3	16.3	29.0	77.9
Central Highlands Water	22.8	20.7	18.8	18.2	25.4	39.6
Goulburn Valley Water	27.5	22.6	19.9	12.9	16.2	25.6
Gippsland Water	25.2	25.1	24.5	23.0	25.1	9.1
Coliban Water	28.6	26.1	29.1	28.7	28.5	-0.7
Western Water	13.3	12.2	13.3	12.3	12.2	-0.8
P&W (Darwin)	20.2	21.1	17.2	11.2	10.7	-4.5
Townsville	24.6	28.6	31.6	33.5	18.3	-45.4
Median	22.8	21.1	18.8	16.3	23	
Mean	21.1	21.2	20	18.5	20.9	
Medium						
Port Macquarie Hastings	2.4	3.1	2.6	1.8	4.2	133.3
Gladstone		141.0	33.9	6.7	10.8	61.2
East Gippsland Water	7.5	17.3	12.9	12.8	17.1	33.6
MidCoast Council	8.3	9.2	1.7	6.9	8.9	29.0
Dubbo			6.5	7.8	9.7	24.4
Tamworth	6.6	13.9	8.9	5.5	6.8	23.6
Albury	10.3	4.7	4.1	3.3	3.9	18.2
Shoalhaven	9.5	7.9	8.0	5.7	6.5	14.0
GWMWater	60.3	55.4	55.5	56.6	58.5	3.4
Redland City		3.4	3.2	3.1	3.1	0.0
Coffs Harbour	3.3	2.7	7.1	10.0	9.7	-3.0
Lower Murray Water	30.0	35.4	32.0	28.6	26.2	-8.4
Wannon Water	10.5	9.7	11.1	9.6	8.3	-13.5
Fraser Coast	6.2	3.6	3.0	4.2	3.6	-14.3

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Tweed	8.0	4.1	7.5	9.1	7.5	-17.6
Fitzroy River Water	24.9	12.9	16.7	16.2	12.3	-24.1
North East Water	13.3	12.5	8.7	13.7	10.3	-24.8
Queanbeyan			7.5	8.3	6.4	-29.6
Mackay	11.8	10.3	11.8	9.4	6.6	-29.8
WC (Mandurah)	4.2	4.2	3.6	4.0	2.8	-30.0
Riverina Water (W)	19.0	6.9	18.6	11.6	8.1	-30.2
Bundaberg		3.9	4.2	8.0	3.9	-51.2
Clarence Valley	12.5	10.7	12.3	15.4	5.9	-61.7
Median	9.9	9.2	8.0	8.3	7.5	
Mean	13.8	17.8	12.2	11.2	10.2	
Small						
Whitsunday		19.4	15.0	10.4	19.4	86.5
Essential Energy	16.5	14.1	20.9	16.2	24.6	51.9
Cassowary Coast		18.0	7.6	8.8	12.7	44.3
P&W (Alice Springs)	26.7	2.2	8.3	30.7	44.3	44.3
Bathurst	8.2	6.8	14.8	10.8	15.0	38.9
WC (Albany)	11.6	11.3	11.4	10.9	15.1	38.5
Bega Valley	8.8	6.3	4.5	9.5	13.1	37.9
Busselton (W)	7.5	8.3	7.2	7.1	9.7	36.6
Lismore	36.7	20.1	35.8	29.5	39.9	35.3
WC (Kal–Boulder) (W)	16.8	20.8	20.3	15.5	19.7	27.1
Byron	9.3	8.8	7.1	13.7	17.1	24.8
Orange	8.5	7.1	8.8	7.3	8.7	19.2
WC (Geraldton)	23.4	26.9	25.2	27.4	32.5	18.6
South Gippsland Water	47.8	39.5	40.9	29.5	34.3	16.3
Westernport Water	16.6	13.6	22.0	18.2	20.0	9.9
Goulburn Mulwaree	10.7	9.6		19.0	19.7	3.7
Goldenfields Water (W)				16.3	15.0	-8.0
Eurobodalla	13.4	13.0	12.7	10.0	9.1	-9.0
Gympie	9.6	4.8	3.8	11.1	9.8	-11.7
Central Highlands		42.5	40.4	48.6	42.1	-13.4
WC (Australind/Eaton)	5.5	4.7	7.4	9.2	6.9	-25.0
Western Downs		24.6	20.5	28	18.2	-35.0
Aqwest–Bunbury (W)	10.4	12.4	13.5	17.5	9.9	-43.4
Wingecarribee	11.8	5.3	12.0	15.0	8.1	-46.0
Kempsey	9.8	7.3	5.5	12.6	5.1	-59.5
Livingstone		3.9	3.2	2.9	1.0	-65.5
Southern Downs		16.6	3.7	4.5	1.1	-75.6
Median	11.2	11.9	12	13.7	15	
Mean	15.5	14.1	14.9	16.3	17.5	

Table A14 A14—Sewerage mains breaks and chokes, by utility size group (no. per 100 km sewer main), 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
Gold Coast		3.9	7.2	4.3	5.1	18.6
Icon Water	57.0	51.6	54.1	48.9	55.6	13.7
Sydney Water	61.4	68.7	58.4	62.8	70.0	11.5
Barwon Water	29.0	35.4	38.8	33.0	36.1	9.4
Central Coast			38.0	34.3	37.0	7.9
City West Water	16.2	17.0	21.4	20.3	21.3	4.9
Hunter Water	53.6	53.6	42.7	49.6	50.6	2.0
SA Water	46.0	48.0	51.0	43.0	43.0	0.0
WC (Perth)	17.0	17.6	18.6	17.0	17.0	0.0
Logan	12.1	12.6	11.5	11.2	10.7	-4.5
South East Water	14.8	14.3	17.6	18.0	16.2	-10.0
Qld Urban Utilities	22.9	30.1	25.2	24.9	20.9	-16.1
Yarra Valley Water	27.6	31.6	35.3	38.1	30.7	-19.4
Unitywater	20.4	25.0	24.5	24.8	16.4	-33.9
TasWater*					45	
Median	25.3	30.1	30.2	28.9	26.0	
Mean	31.5	31.5	31.7	30.7	30.8	
Large						
Cairns	14.7	7.6	7.2	11.8	14.5	22.9
Toowoomba	30.7	29	64.8	56.9	64.6	13.5
Western Water	15.7	15.5	14.1	11.5	12.7	10.4
Gippsland Water	8.6	8.0	8.0	8.4	9.1	8.3
Townsville	5.4	2.8	3.9	2.7	2.8	3.7
Central Highlands Water	18.8	19.7	22.6	19.3	19.1	-1.0
P&W (Darwin)	8.5	8.9	22.2	19.0	14.3	-24.7
Coliban Water	62.9	48.1	53.7	40.5	29.8	-26.4
Goulburn Valley Water	20.4	10.1	9.5	9.1	6.1	-33.0
Median	15.7	10.1	14.1	11.8	14.3	
Mean	20.6	16.6	22.9	19.9	19.2	
Medium						
Shoalhaven	8.0	11.0	13.0	8.0	11.0	37.5
East Gippsland Water	5.3	6.1	5.2	5.9	7.6	28.8
Wagga Wagga (S)	80.0	80.0	72.0	62.0	73.0	17.7
Clarence Valley	45.0	52.0		31.0	36.0	16.1
Bundaberg		9.1	11.4	10.1	11.5	13.9
MidCoast Council	6.0	6.0	8.0	20.0	22.0	10.0
Dubbo			46.0	35.7	38.0	6.4
Port Macquarie Hastings			27.0	15.0	14.0	-6.7
GWMWater	38.7	45.0	50.5	46.3	42.1	-9.1
Redland City		7.2	7.2	4.0	3.6	-10.0
Lower Murray Water	16.7	17.1	15.6	18.0	16.0	-11.1

*TasWater has reported for the 2017-18 reporting period only and is not included in the comparison analysis, Median and Mean calculations or summary tables.

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Coffs Harbour	76.0	89.0	97.0	95.0	84.0	-11.6
Fraser Coast	8.5	5.4	6.2	8.1	7.1	-12.3
North East Water	9.7	8.8	9.6	11.8	10.3	-12.7
WC (Mandurah)	8.1	7.5	9.0	10.0	7.0	-30.0
Wannon Water	11.5	13.4	18.2	18.0	12.5	-30.6
Queanbeyan			33.0	86.0	58.6	-31.8
Fitzroy River Water	12.1	24.4	25.9	28.1	17.0	-39.5
Mackay	19.3	4.1	5.1	3.8	2.2	-42.1
Gladstone		6.9	10.9	12.4	5.6	-54.8
Tamworth	74.0	50.0	20.0	41.0	8.0	-80.5
Albury	75.0	65.0	76.0	78.0	9.2	-88.2
Tweed	1.0	0.0	1.0	1.0	0.0	-100.0
Median	12.1	10.1	14.3	18.0	11.0	
Mean	29.1	25.4	25.8	28.2	19.0	
Small						
Gympie	21.3	40.9	3.8	3.0	8.7	190.0
Kempsey	16.0	33.0	25.0	10.0	22.0	120.0
Bega Valley	22.0	9.0	20.0	14.0	27.0	92.9
P&W (Alice Springs)	1.4	0.9	1.8	3.6	6.3	75.0
Whitsunday		0.3	8.9	8.9	15.5	74.2
WC (Geraldton)	7.0	10.8	8.7	7.1	12.0	69.0
Lismore	49.0	50.0	28.0	16.0	26.0	62.5
WC (Bunbury) (S)	12.1	12.4	12.8	9.2	14.0	52.2
Westernport Water	2.8	2.0	4.2	4.1	6.0	46.3
Eurobodalla	30.0	32.0	23.0	25.0	33.0	32.0
Kal-Boulder (S)	30.3	17.7	27.0	30.0	39.0	30.0
Livingstone		3.6	6.0	3.3	4.2	27.3
WC (Australind/Eaton)	6.4	10.4	7.9	7.4	9.0	21.6
Orange	24.0	33.0	42.0	78.0	83.0	6.4
Essential Energy	115.0	129.0		120.7	122.0	1.1
Byron	11.0	11.0	21.0	7.0	7.0	0.0
Cassowary Coast		3.5	1.3	4.8	4.4	-8.3
Wingecarribee	46.0	22.0	10.0	31.0	26.0	-16.1
WC (Albany)	19.5	25.0	30.6	20.9	17.0	-18.7
Goulburn Mulwaree				106.7	69.0	-35.3
Bathurst	84.0	99.0	162.0	91.0	55.0	-39.6
Western Downs		9.6	4.8	4.8	2.8	-41.7
WC (Busselton) (S)	3.1	3.5	3.7	3.8	2.0	-47.4
Central Highlands		24.9	39.4	32.9	7.6	-76.9
South Gippsland Water	14.8	23.6	29.9	110.0	13.4	-87.8
Southern Downs		13.2	35.7	12.0	0.3	-97.5
Ballina	20.0	3.0		0.0	0.0	
Median	19.7	12.8	16.4	10.0	13.4	
Mean	26.8	24	23.2	28.3	23.4	

Table A15 A15—Property connection sewer breaks and chokes, by utility size group (no. per 1,000 properties), 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
South East Water	4.9	4.7	5.0	4.0	4.8	20.0
Icon Water	10.0	9.4	10.1	9.5	10.4	9.5
SA Water	30.0	29	32.0	26.0	28.0	7.7
Hunter Water	10.1	10.2	8.5	9.3	10.0	7.5
Gold Coast		1.2	0.9	2.2	2.3	4.5
Barwon Water	0.0	1.8	2.8	6.0	6.0	0.0
Sydney Water	0.2	0.2	0.2	0.3	0.3	0.0
Yarra Valley Water	6.5	6.7	7.4	7.6	6.7	-11.5
Unitywater	0.7	1.5	1.3	1.3	1.1	-15.4
Qld Urban Utilities	2.9	3.8	3.3	3.9	3.1	-20.5
City West Water	4.2	5.0	5.2	4.5	3.2	-28.9
Logan	1.0	1.8	1.8	1.9	1.3	-31.6
Central Coast			2.9	6.9	3.2	-53.6
Median	4.2	4.2	3.3	4.5	3.2	
Mean	6.4	6.3	6.3	6.4	6.2	
Large						
P&W (Darwin)	3.3	3.1	3.1	0.8	2.0	150.0
Goulburn Valley Water	5.2	0.0	4.3	2.3	5.0	117.4
Central Highlands Water	2.6	1.0	1.7	2.2	3.8	72.7
Cairns	3.2	3.2	1.4	2.2	2.7	22.7
Gippsland Water	0.0	1.8	1.8	2.4	2.2	-8.3
Western Water	5.2	5.0	5.6	4.8	4.2	-12.5
Townsville	4.1	3.0	4.3	4.2	3.2	-23.8
Toowoomba			0.6	4.3	2.5	-41.9
Coliban Water	18.0	4.5	5.2	8.9	4.3	-51.7
Median	3.7	3.1	3.1	2.4	3.2	
Mean	5.2	2.7	3.1	3.6	3.3	
Medium						
Bundaberg		0.2	0.2	0.6	8.7	1350.0
Clarence Valley	10.2	3.6		5.9	20.4	245.8
East Gippsland Water	0.4	0.6	0.8	1.2	1.8	50.0
Mackay	0.3	1.7	0.6	1.7	2.2	29.4
GWMWater	0.0	25.1	31.4	29.2	35.1	20.2
Tamworth	8.7	2.4	10.8	8.6	10.2	18.6
Lower Murray Water	0.0	0.0	6.2	6.0	7.0	16.7
Dubbo				6.1	6.9	13.1
Fraser Coast	1.9	1.3	1.3	2.7	2.8	3.7
North East Water	4.5	1.8	2.0	2.9	3.0	3.4
Wannon Water	0.0	4.6	3.5	3.0	3.0	0.0
Fitzroy River Water	11.5	9.7	9.8	10.6	9.7	-8.5
Port Macquarie Hastings				1.1	1.0	-9.1
Redland City		0.3	0.6	1.3	1.1	-15.4

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Wagga Wagga (S)	20.8	14.7	13.4	6.7	5.0	-25.4
Tweed	0.4	0.3	1.2	1.2	0.8	-33.3
Gladstone		0.8	0.7	1.2	0.6	-50.0
Albury	10.3	13.4	12.5	10.7	4.5	-57.9
Coffs Harbour	2.7	3.5	1.5	2.8	0.5	-82.1
Queanbeyan				10.6	0.0	-100.0
Shoalhaven	0.2	0.2	0.1	0.1	0.0	-100.0
Median	1.9	1.7	1.5	2.9	3.0	
Mean	4.8	4.7	5.7	5.4	5.9	
Small						
Orange	4.5	9.9	1.4	0.3	3.2	966.7
Central Highlands			2.3	1.1	10.2	827.3
Wingecarribee	6.9	8.5	3.7	4.6	16.9	267.4
Southern Downs		8.4	6.3	2.1	7.6	261.9
Lismore	9.3	10.1	8.2	5.9	21.3	261.0
Bega Valley	3.3	0.9	2.0	1.5	4.4	193.3
Kal-Boulder (S)	4.2	2.5	0.0	1.0	1.8	80.0
Whitsunday		1.7	0.3	0.9	1.4	55.6
Bathurst	2.5	1.7	3.1	3.2	4.9	53.1
Westernport Water	0.0	0.6	2.3	2.3	3.3	43.5
Eurobodalla	5.0	5.7	4.4	4.6	5.8	26.1
Essential Energy	36.9	41.3	44.0	43.3	51.3	18.5
Goulburn Mulwaree	5.2	6.6	17.0	17.4	18	3.4
Byron	7.7	7.9	10.3	11.3	9.6	-15.0
Western Downs		1.6	2.8	2.9	2.0	-31.0
P&W (Alice Springs)	0.2	0.2	0.2	2.0	1.3	-35.0
Livingstone		2.3		3.4	1.4	-58.8
Cassowary Coast		0.9	3.2	3.1	0.8	-74.2
Kempsey	13.6	9.6	14.1	24.9	6.2	-75.1
South Gippsland Water	0.0	4.5	1.8	64.0	3.7	-94.2
Median	4.8	4.5	3.1	3.2	4.7	
Mean	7.1	6.6	6.7	10.0	8.8	

Table A16 A10—Real losses (L/service connection/d), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
City West Water	67	70	71	70	89	27.1
Yarra Valley Water	70	60	71	50	60	20.0
Logan	32.7	78.8	67	66.1	76.5	15.7
Sydney Water	81	74	76	83	93	12.0
Unitywater	58	69	66	51	55.2	8.2
Barwon Water	39	25	47	45	48	6.7
Icon Water	38	58	69	79	83	5.1
Central Coast			31	34	35	2.9
Gold Coast	110	77	81	76.3	76.4	0.1
WC (Perth)	77.9	79.7	78	87	83.6	-3.9
Qld Urban Utilities	69	69	71	76	72	-5.3
Hunter Water	82	91	104	96	86	-10.4
SA Water	89	90	82	86	76	-11.6
South East Water	70.3	67	64	59	47	-20.3
TasWater*					277	
Median	70	70	71	73	76.2	
Mean	68	69.9	69.9	68.5	70	
Large						
Cairns	50.6	24	27	7.9	21.4	170.9
Townsville			276	143	306.4	114.3
Western Water	33	47	37	32	51	59.4
P&W (Darwin)	268	229	96	143	222	55.2
Toowoomba	111.6	84.5	85	59.3	81	36.6
Goulburn Valley Water	82	111	93	104	118	13.5
Central Highlands Water	40	30	30	40	40	0.0
Coliban Water	54	65	74	63	60	-4.8
Gippsland Water	98	78	72	90	80	-11.1
Median	68	71.5	74	63	80	
Mean	92.1	83.6	87.8	75.8	108.9	
Medium						
Bundaberg		50.3	354	50.6	215.5	325.9
Fitzroy River Water	227.7	180	152	114.2	186	62.9
Mackay	118.4	106.5	131	130.3	189.9	45.7
Albury	57	55		46.2	63.3	37.0
North East Water	60	120	60	48	59	22.9
WC (Mandurah)	74.1	54.5	67	77	93.8	21.8
East Gippsland Water	42.5	51.4	66	48	55.8	16.2
Tweed	61	56		90.9	104	14.4
Port Macquarie Hastings	37	45	43	40	45	12.5
Coffs Harbour	63	50	48	56	62	10.7
Riverina Water (W)	81	86	115	55.6	57	2.5

*TasWater has reported for the 2017-18 reporting period only and is not included in the comparison analysis, Median and Mean calculations or summary tables.

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Redland City		44.1	17	16.1	16.5	2.5
Clarence Valley	127	111		46.9	43	-8.3
Fraser Coast	53	84	78	89.1	80.7	-9.4
Wannon Water	82	71	72	84	70	-16.7
Tamworth	91	69	87	79	55	-30.4
MidCoast Council	57	61	71	84	57	-32.1
GWMWater	215	110	109	112	72	-35.7
Lower Murray Water	68	45.7	76	80	51	-36.3
Shoalhaven	57	92	72	107	64	-40.2
Gladstone		860.2	336	239.3	47.8	-80.0
Dubbo				51.3	4	-92.2
Median	65.5	69	74	77	62	
Mean	87.3	114.4	108.6	75.9	78	
Small						
Lismore	39	40	39	38	103	171.1
Western Downs				65.4	170.5	160.7
WC (Geraldton)	220.4	262.4	217	106	209.7	97.8
Kempsey	96	97	93	63	114	81.0
Byron	68	53	90	50	84	68.0
Busselton (W)	95.9	79.8	69	78	115	47.4
Whitsunday		537.2	346	101.8	144.7	42.1
Goulburn Mulwaree	82	70		67.3	95	41.2
Bathurst				67.9	84	23.7
WC (Kal–Boulder) (W)	63	30.1	42	88	102.4	16.4
WC (Australind/Eaton)	88.6	139.8	107	109	124.4	14.1
Essential energy	90	82	84	90.7	101	11.4
Wingecarribee	133	61	116	107	117	9.3
Orange	60	61	63	106	112	5.7
Aqwest–Bunbury (W)	115	106	95	104	108	3.8
Bega Valley	50	50	50	51	51	0.0
Cassowary Coast		356	390	463.9	458.8	-1.1
Eurobodalla	50	48	50	54	52	-3.7
WC (Albany)	90	174.5	189	115	111	-3.5
Central Highlands				271.4	253.7	-6.5
Gympie	75	190	112.8	147.8	133.2	-9.9
Westernport Water	24.5	13	47	50	42	-16.0
P&W (Alice Springs)	291	200	126	153	118	-22.9
Goldenfields Water (W)				200.6	151	-24.7
Ballina	145	156	156	89	57	-36.0
Southern Downs		182	96	66.5	27.8	-58.2
South Gippsland Water	138	103.5	100	87	0.1	-99.9
Livingstone			0	0	0	
Median	89.3	97	95	88.5	109.5	
Mean	100.7	134.4	116.4	106.8	115.7	

Table A17 E12—Total net greenhouse gas emissions (net tonnes CO₂ equivalents per 1,000 connected water properties), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
South East Water	53	60	60	56	63	12.6
SA Water	287	320	402	272	304	11.8
Icon Water	260	257	255	242	268	10.4
Qld Urban Utilities		199	192	168	183	8.5
Sydney Water	85	84	144	176	173	-1.5
Hunter Water	412	220	181	167	163.9	-1.8
Yarra Valley Water	44	44	44	44	43	-2.1
Barwon Water	274	262	268	263	257	-2.3
City West Water	26	27	32	32	30	-5.0
WC (Perth)	731	738	817	828	754	-8.9
Median	260	210	186	172	178	
Mean	241	221	239	225	224	
Large						
P&W (Darwin)	205	165	154	179	229	27.9
Western Water	267	520	530	440	512	16.4
Gippsland Water	580	639	898	546	543	-0.5
Central Highlands Water	250	246	444	230	208	-9.5
Coliban Water	446	610	770	454	384	-15.3
Goulburn Valley Water	873	872	780	686	270	-60.6
Median	357	565	650	447	327	
Mean	437	509	596	422	358	
Medium						
Tweed	441	413	453	457	702	53.7
MidCoast Council	483	490	371	337	426	26.4
Clarence Valley	114	119		200	251	25.6
Lower Murray Water	533	544	602	542	643	18.6
GWMWater	652	607	583	426	477	12.0
Tamworth	419	393	423	422	469	11.1
Dubbo			492	470	504	7.3
Riverina Water	372	372	341	332	356	7.2
Wagga Wagga			176	133	140	5.2
Wannon Water	693	751	776	675	696	3.0
Shoalhaven	377	437	454	470	479	2.1
WC (Mandurah)	290	193	189	348	350	0.5
Albury	451	393	477	437	426	-2.5
East Gippsland Water	359	344	346	365	351	-3.7
Coffs Harbour	362	487	456	489	460	-5.9
North East Water	860	838	885	750	697	-7.1
Port Macquarie Hastings	386	416	385	395	330	-16.4
Queanbeyan			233	299	200	-33.1
Median	419	416	453	424	443	
Mean	453	453	450	419	442	

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Small						
Byron	167	166		138	383	176.7
P&W (Alice Springs)	686	609	636	577	822	42.4
Eurobodalla	363	359	335	381	531	39.5
Orange	416	405	515	450	594	31.9
Ballina	425	390	386	295	376	27.7
South Gippsland Water	354	377	372	416	454	9.0
Kempsey	349	324	292	303	321	6.1
Bega Valley	343	342	422	399	417	4.5
Westernport Water	411	412	379	383	399	4.1
WC (Albany)	541	434	419	380	368	-3.0
WC (Geraldton)	433	341	373	351	331	-5.7
Wingecarribee	467	469	492	474	442	-6.6
WC (Australind/Eaton)	469	457	448	347	323	-7.1
Goulburn Mulwaree	618	449	662	761	667	-12.3
Bathurst	362	337		418	279	-33.3
Lismore	248	233	229	171	64	-62.5
Median	414	384	402	382	391	
Mean	416	381	426	390	423	

Table A18 H3—Percentage of population where microbiological compliance was achieved (%), by utility size group, 2013–14 to 2017–18

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Major						
TasWater	99.0	98.6	99.2	99.4	99.8	0.4
Barwon Water	100.0	100.0	100.0	100.0	100.0	0.0
Central Coast			100.0	100.0	100.0	0.0
Hunter Water	100.0	100.0	100.0	100.0	100.0	0.0
Icon Water	100.0	100.0	100.0	100.0	100.0	0.0
Qld Urban Utilities	100.0	100.0	100.0	100.0	100.0	0.0
SA Water	100.0	100.0	100.0	100.0	100.0	0.0
South East Water	100.0	100.0	100.0	100.0	100.0	0.0
Sydney Water	100.0	100.0	100.0	100.0	100.0	0.0
WC (Perth)	100.0	100.0	100.0	100.0	100.0	0.0
Yarra Valley Water	100.0	100.0	100.0	100.0	100.0	0.0
City West Water	100.0	100.0	100.0	100.0	100.0	0.0
Median	100	100	100	100	100	
Mean	99.9	99.9	99.9	100	100	
Large						
Western Water	100.0	100.0	100.0	99.0	100.0	1.0
Gippsland Water	100.0	100.0	88.6	100.0	100.0	0.0
Goulburn Valley Water	100.0	100.0	100.0	100.0	100.0	0.0
P&W (Darwin)	100.0	100.0	100.0	100.0	100.0	0.0
Central Highlands Water	100.0	100.0	100.0	100.0	99.7	-0.3
Coliban Water	99.4	100.0	100.0	100.0	99.5	-0.5
Median	100.0	100.0	100.0	100.0	100.0	
Mean	99.9	100	98.1	99.8	99.9	
Medium						
Wannon Water	100.0	100.0	100.0	99.9	100.0	0.1
Albury	100.0	100.0	100.0	100.0	100.0	0.0
Clarence Valley	100.0	100.0	100.0	100.0	100.0	0.0
Coffs Harbour	100.0	100.0	100.0	100.0	100.0	0.0
Dubbo			100.0	100.0	100.0	0.0
East Gippsland Water	100.0	100.0	100.0	100.0	100.0	0.0
Lower Murray Water	100.0	100.0	100.0	100.0	100.0	0.0
MidCoast Council	100.0	100.0	100.0	100.0	100.0	0.0
North East Water	100.0	100.0	100.0	100.0	100.0	0.0
Port Macquarie Hastings	100.0	100.0	100.0	100.0	100.0	0.0
Queanbeyan			100.0	100.0	100.0	0.0
Riverina Water (W)	100.0	100.0	100.0	100.0	100.0	0.0
Tamworth	100.0	100.0	100.0	100.0	100.0	0.0
Shoalhaven	100.0	100.0	100.0	100.0	100.0	0.0
Tweed	100.0	100.0	100.0	100.0	100.0	0.0
WC (Mandurah)	100.0	100.0	100.0	100.0	100.0	0.0
GWMWater	100.0	100.0	100.0	100.0	99.4	-0.6
Median	100.0	100.0	100.0	100.0	100.0	
Mean	100.0	100.0	100.0	100.0	100.0	

Utility	2013–14	2014–15	2015–16	2016–17	2017–18	% Change from 2016–17
Small						
Aqwest–Bunbury (W)	100.0	100.0	100.0	100.0	100.0	0.0
Ballina	100.0	100.0	100.0	100.0	100.0	0.0
Westernport Water	100.0	100.0	100.0	100.0	100.0	0.0
WC (Kal–Boulder) (W)	100.0	100.0	100.0	100.0	100.0	0.0
WC (Geraldton)	100.0	100.0	100.0	100.0	100.0	0.0
WC (Australind/Eaton)	100.0	100.0	100.0	100.0	100.0	0.0
WC (Albany)	100.0	100.0	100.0	100.0	100.0	0.0
South Gippsland Water	100.0	100.0	100.0	100.0	100.0	0.0
P&W (Alice Springs)	100.0	100.0	100.0	100.0	100.0	0.0
Orange	100.0	100.0	100.0	100.0	100.0	0.0
Lismore	100.0	100.0	100.0	100.0	100.0	0.0
Kempsey	100.0	100.0	100.0	100.0	100.0	0.0
Goulburn Mulwaree	100.0	100.0	100.0	100.0	100.0	0.0
Goldenfields Water (W)				100.0	100.0	0.0
Eurobodalla	100.0	100.0	100.0	100.0	100.0	0.0
Essential Energy	100.0	100.0	100.0	100.0	100.0	0.0
Byron	100.0	100.0	100.0	100.0	100.0	0.0
Busselton (W)	100.0	100.0	100.0	100.0	100.0	0.0
Bega Valley	100.0	100.0	100.0	100.0	100.0	0.0
Bathurst	100.0	100.0	100.0	100.0	100.0	0.0
Wingecarribee	100.0	100.0	100.0	100.0	100.0	0.0
Median	100.0	100.0	100.0	100.0	100.0	
Mean	100.0	100.0	100.0	100.0	100.0	