

Appendix A Individual utility group tables

- Tables A1 to A18 present a summary of key indicators by utility group for the period 2014–15 to 2018–19.
- Utilities are sorted in descending order based on their changes in values from 2018–19 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 year.

Table A1 W12—Average annual residential water supplied (kL/property) by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
Barwon Water	156	170	158	163	171	5.2
SA Water	180	200	166	190	198	3.8
Icon Water	188	196	190	197	204	3.5
Logan	157	151	154	145	150	3.1
Yarra Valley Water	150	156	148	151	155	2.9
City West Water	148	150	147	142	146	2.7
Gold Coast	173	170	168	161	164	1.9
Qld Urban Utilities	155	156	154	153	156	1.6
Unitywater	159	157	157	156	157	0.6
WC (Perth)	244	240	223	219	219	-0.2
South East Water	149	154	150	150	149	-0.3
TasWater	172	176	179	193	191	-0.8
Hunter Water	168	166	172	181	175	-3.3
Central Coast		155	161	169	158	-6.5
Sydney Water	201	201	206	215	199	-7.3
Median	164	166	161	163	164	
Mean	171	173	169	172	173	
Large						
Townsville	435	369	243	242	314	29.7
Goulburn Valley Water	265	287	242	264	285	8.2
Toowoomba	146	145	155	152	163	6.9
Western Water	178	193	179	186	196	5.3
Gippsland Water	164	170	166	168	177	5.2
Coliban Water	192	210	185	201	210	4.7
Redland City	168	166	172	164	169	3.1
P&W (Darwin)	409	405	361	368	380	3.0
Central Highlands Water	149	163	150	157	161	2.6
Cairns	263	244	251	253	254	0.5
Median	185	202	182	194	203	
Mean	237	235	210	216	231	
Medium						
Gladstone	245	243	224	132	239	80.4
Fraser Coast	181	181	201	164	186	13.5
Bundaberg	230	236	234	218	243	11.8
Riverina Water (W)	311	333	298	311	343	10.3

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Fitzroy River Water	317	363	345	343	375	9.4
MidCoast Council	142	139	144	142	155	9.2
North East Water	197	214	198	208	224	7.4
Albury	205	223	204	237	252	6.3
Lower Murray Water	475	504	428	490	519	5.8
Mackay	214	196	175	180	187	3.7
Clarence Valley	147	158	162	155	159	2.6
Wannon Water	144	153	136	144	147	2.2
East Gippsland Water	140	146	148	157	160	1.6
Tweed	178	165	178	176	177	0.6
WC (Mandurah)	238	234	221	216	212	-1.5
Queanbeyan		163	150	167	158	-5.4
Port Macquarie Hastings	151	158	152	172	160	-7.0
Shoalhaven	143	150	151	157	146	-7.0
Coffs Harbour	167	167	167	170	154	-9.4
Dubbo		322	300	386	337	-12.7
Tamworth	188	251	230	291	247	-15.1
GWMWater	237	254	210	316	249	-21.4
Median	192	205	200	178	200	
Mean	212	225	212	224	229	
Small						
Western Downs	176		181	188	204	8.7
Westernport Water	80	77	84	85	91	7.1
Livingstone	260	294	281	296	317	7.1
Armidale				214	226	5.6
Ballina	181	168	192	179	183	2.2
P&W (Alice Springs)	382	455	418	448	457	2.1
WC (Kal–Boulder) (W)	320	295	279	280	284	1.1
South Gippsland Water	117	125	120	118	119	0.9
Lismore	155	156	155	147	148	0.7
Goulburn Mulwaree	139	162	156	149	150	0.7
Byron	180	169	156	199	200	0.5
Essential Energy	257	233	242	277	275	-0.7
Aqwest–Bunbury (W)	265	261	248	242	240	-0.9
Eurobodalla	114	117	124	123	121	-1.6
WC (Australind/Eaton)	329	315	288	288	283	-1.8
Bega Valley	137	135	150	149	145	-2.7
Southern Downs	210	145	158	157	152	-3.4
WC (Geraldton)	306	306	298	289	279	-3.6
WC (Albany)	188	178	176	176	169	-4.0
Wingecarribee	178	186	190	216	206	-4.6
Cassowary Coast	298	294	251	237	219	-7.5
Kempsey	155	149	141	159	147	-7.5
Gympie	300	182	170	171	158	-8.0
Central Highlands	632	520	445	487	443	-9.2

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Busselton (W)	284	288	275	294	265	-9.8
Orange	170	173	173	186	166	-10.8
Whitsunday	281	292	238	319	268	-16.1
Bathurst	225	235	231	254	194	-23.6
Goldenfields Water (W)			261	287	199	-30.7
Median	210	184	191	214	200	
Mean	234	227	217	228	217	

Table A2 W26—Total recycled water supplied (ML), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
Logan	681	784	738	461	625	35.6
Qld Urban Utilities	9,322	8,828	4,188	4,037	4,776	18.3
Unitywater	1,215	969	1,461	1,030	1,160	12.6
SA Water	31,666	31,181	23,890	29,421	32,312	9.8
South East Water	3,891	3,968	3,233	7,433	8,073	8.6
Barwon Water	10,157	6,187	5,541	5,655	5,998	6.1
City West Water	140	2,567	2,581	2,605	2,739	5.1
Gold Coast	7,269	9,241	8,256	7,439	7,712	3.7
Sydney Water	43,075	43,342	38,339	42,833	44,021	2.8
Yarra Valley Water	3,817	3,905	4,107	2,601	2,473	-4.9
WC (Perth)	9,354	10,212	9,568	12,100	9817	-18.9
Hunter Water	4,600	5,373	5,384	4,923	3,862	-21.6
Icon Water	4,352	4,053	4,404	77	60	-22.1
Central Coast		895	724	1,042	674	-35.3
Median	4,600	5,373	4,404	4,480	4,319	
Mean	10,738	10,819	9,246	8,690	8,879	
Large						
Toowoomba	2,864	2,773	2,854	1,743	2,597	49.0
Goulburn Valley Water	7,687	7,194	5,698	314	390	24.2
P&W (Darwin)	492	80	541	451	488	8.2
Townsville	2,877	1,606	1,719	1,283	1,367	6.5
Redland City	287		105	89	94	5.6
Central Highlands Water	1,530	2,055	1,104	1,593	1,680	5.5
Western Water	5,747	8,956	9,073	7,244	7,627	5.3
Coliban Water	3,198	3,444	9,739	1,509	1,510	0.1
Cairns	2,212	2,278	2,184	2,119	1,926	-9.1
Gippsland Water	1,701	1,958	2,169	2,291	2,054	-10.3
Median	2,538	2,278	2,177	1,551	1,595	
Mean	2,859	3,372	3,519	1,864	1,973	
Medium						
Bundaberg	642	758	452	352	533	51.4
Lower Murray Water	3,855	2,791	3,759	387	483	24.8
GWMWater	2,233	2,108	4,416	2,147	2,569	19.7
Fraser Coast	3,830	4,933	4,893	4,739	5,591	18.0
Wannon Water	1,979	1,725	1,656	1,779	2,008	12.9
Tamworth	4,278	4,071	4,188	4,060	4,563	12.4
MidCoast Council	1,327	944	1,033	1,290	1,432	11.0
Port Macquarie Hastings	386	340	481	400	440	10.0
WC (Mandurah)	131	137	168	226	239	5.8
Tweed	551	695	824	852	879	3.2
Gladstone	3,521	3,572	2,899	3,166	3,174	0.3
Mackay	5,076	4,967	2,602	4,263	4,263	0.0
Queanbeyan		100	158	70	70	0.0

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Clarence Valley	195	385	329	376	376	0.0
Wagga Wagga (S)	5,620	5,679	5,923	5,008	4,986	-0.4
Shoalhaven	1,705	1,551	1,576	2,289	2,185	-4.5
Fitzroy River Water	696	682	801	755	717	-5.0
North East Water	2,561	2,590	2,391	8,432	7,955	-5.7
Dubbo		2,599	2,327	3,043	2,448	-19.6
Albury	2,398	2,503	4,655	3,885	2,457	-36.8
Coffs Harbour	1,013	1,113	1,229	1,650	965	-41.5
East Gippsland Water	2,754	3,172	2,933	2,774	1,139	-58.9
Median	2,106	1,917	1,992	1,963	1,720	
Mean	2,169	2,012	2,159	2,361	2,249	
Small						
Lismore	5	5	8	6	15	150.0
Livingstone	458	0	786	789	1,480	87.6
Orange	2,826	2,051	786	2,020	3,074	52.2
Westernport Water	261	295	299	85	109	28.2
Ballina	517	500	701	623	782	25.5
WC (Busselton) (S)	230	225	221	247	287	16.2
WC (Geraldton)	227	216	220	214	248	15.9
Central Highlands		1,753	1,619	1,621	1,857	14.6
Eurobodalla	243	195	186	228	239	4.8
Wingecarribee	163	232	187	179	186	3.9
Gympie	549	160	118	108	111	2.8
South Gippsland Water	146	221	136	108	111	2.8
WC (Australind/Eaton)	1,433	1,469	1,181	714	733	2.7
Bathurst	3,712	0	0	674	691	2.5
Byron	444	367	661	629	642	2.1
Western Downs	1,025		1,097	1,073	1,075	0.2
Southern Downs	1,545	1,538	1,524	1,298	1,279	-1.5
WC (Albany)	2,009	2,131	2,145	2,172	2,081	-4.2
Goulburn Mulwaree	1,806	1,730	1,843	1,618	1,533	-5.3
Armidale				1,263	1,188	-5.9
Bega Valley	446	401	535	680	628	-7.6
Kempsey	77	96	123	158	145	-8.2
WC (Bunbury) (S)	102	109	114	139	124	-10.8
Whitsunday	727	667	460	403	358	-11.2
P&W (Alice Springs)	910	1,121	1,078	1,146	1,001	-12.7
Kal-Boulder (S)	1,607	1,449	946	955	773	-19.1
Essential Energy	776	669	704	662	484	-26.9
Median	517	517	517	662	642	
Mean	890	890	890	734	786	

Definition of W26 changed from 2017–18, data for 2014–15, 2015–16 and 2016–17 calculated based on the previous definition.

Table A3 P8—Typical annual bill (\$), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
WC (Perth)	1,427	1,444	1,436	1,489	1,547	3.9
TasWater		1,120	1,143	1,177	1,204	2.3
SA Water	1,387	1,413	1,183	1,266	1,293	2.1
Barwon Water	1,100	1,082	1,024	1,029	1,047	1.7
Hunter Water	1,077	1,074	1,094	1,146	1,161	1.3
Qld Urban Utilities	1,270	1,280	1,287	1,293	1,307	1.1
City West Water	968	995	967	945	955	1.1
Logan	1,689	1,628	1,643	1,603	1,608	0.3
Gold Coast	1,700	1,654	1,634	1,587	1,591	0.3
Yarra Valley Water	1,103	1,138	1,068	1,079	1,073	-0.6
Unitywater	1,589	1,572	1,562	1,474	1,460	-0.9
Sydney Water	1,235	1,232	1,124	1,146	1,103	-3.8
Central Coast		1,227	1,286	1,279	1,231	-3.8
Icon Water	1,172	1,194	1,177	1,188	1,141	-4.0
South East Water	1,032	1,078	1,055	1,038	969	-6.6
Median	1,235	1,227	1,177	1,188	1,204	
Mean	1,288	1,275	1,246	1,249	1,246	
Large						
Toowoomba	1,402	1,399	1,434	1,448	1,557	7.5
Redland City	1,484	1,550	1,572	1,481	1,504	1.6
Goulburn Valley Water	952	975	916	941	950	1.0
P&W (Darwin)	1,999	1,983	1,861	1,850	1,862	0.6
Gippsland Water	1,324	1,317	1,342	1,348	1,352	0.3
Western Water	1,030	1,094	990	1,012	1,015	0.3
Townsville	1,589	1,579	1,552	1,555	1,559	0.3
Coliban Water	1,371	1,416	1,352	1,389	1,389	0.0
Central Highlands Water	1,266	1,292	1,252	1,263	1,260	-0.2
Cairns	1,363	1,305	1,350	1,370	1,352	-1.3
Median	1,367	1,358	1,351	1,380	1,370	
Mean	1,378	1,391	1,362	1,366	1,380	
Medium						
Gladstone	1,389	1,659	1,568	1,492	1,654	10.9
Queanbeyan		1,511	1,494	1,572	1,657	5.4
MidCoast Council	1,640	1,677	1,715	1,789	1,880	5.1
North East Water	901	932	891	909	948	4.3
WC (Mandurah)	1,501	1,608	1,610	1,657	1,704	2.8
Fitzroy River Water	1,213	1,263	1,266	1,290	1,326	2.8
Tweed	1,406	1,461	1,528	1,526	1,565	2.6
Lower Murray Water	984	1,011	939	984	1,006	2.2
Bundaberg	1,810	1,553	1,466	1,449	1,481	2.2
Mackay	1,557	1,503	1,427	1,458	1,486	1.9
Clarence Valley	1,497	1,640	1,650	1,626	1,633	0.4
Albury	1,061	1,181	1,175	1,229	1,233	0.3
Shoalhaven	1,131	1,159	1,173	1,197	1,195	-0.2

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Wannon Water	1,176	1,184	1,108	1,115	1,111	-0.4
Coffs Harbour	1,483	1,471	1,451	1,447	1,435	-0.8
Port Macquarie Hastings	1,393	1,463	1,474	1,546	1,516	-1.9
GWMWater	1,406	1,433	1,343	1,389	1,360	-2.1
Fraser Coast	1,589	1,606	1,660	1,591	1,534	-3.6
Tamworth	1,360	1,471	1,439	1,528	1,468	-3.9
East Gippsland Water	1,177	1,193	1,232	1,239	1,184	-4.4
Dubbo		1,663	1,591	1,784	1,700	-4.7
Median	1,393	1,471	1,451	1,458	1,481	
Mean	1,351	1,412	1,390	1,420	1,432	
Small						
Wingecarribee	1,284	1,312	1,344	1,384	1,551	12.1
Lismore	1,536	1,626	1,682	1,694	1,809	6.8
Armidale				1,250	1,292	3.4
WC (Albany)	1,475	1,578	1,621	1,688	1,738	3.0
Kempsey	1,465	1,522	1,587	1,689	1,735	2.7
WC (Australind/Eaton)	1,771	1,777	1,764	1,811	1,860	2.7
WC (Geraldton)	1,680	1,780	1,809	1,864	1,903	2.1
Western Downs	1,156		1,419	1,417	1,439	1.6
Ballina	1,455	1,485	1,588	1,561	1,584	1.5
Cassowary Coast	1,617	1,671	1,661	1,659	1,683	1.4
Central Highlands	2,161	1,970	1,792	1,896	1,920	1.3
P&W (Alice Springs)	2,041	2,076	1,976	2,007	2,014	0.3
Westernport Water	1,145	1,138	1,150	1,173	1,176	0.3
Bega Valley	1,763	1,796	1,830	1,818	1,822	0.2
South Gippsland Water	1,022	1,022	992	999	1,001	0.2
Eurobodalla	1,638	1,666	1,693	1,704	1,707	0.2
Southern Downs	1,436	1,535	1,537	1,561	1,559	-0.1
Goulburn Mulwaree	1,440	1,488	1,417	1,372	1,353	-1.4
Essential Energy	1,353	1,307	1,321	1,384	1,358	-1.9
Orange	1,054	1,141	1,175	1,209	1,177	-2.6
Livingstone	1,648	1,613	1,760	1,669	1,622	-2.8
Whitsunday	1,701	1,692	1,692	1,757	1,680	-4.4
Byron	1,781	1,797	1,886	1,890	1,802	-4.7
Bathurst	1,069	1,137	1,169	1,249	1,190	-4.7
Gympie	1,461	1,286	1,268	1,318	1,200	-9.0
Median	1,470	1,578	1,604	1,659	1,622	
Mean	1,506	1,540	1,547	1,561	1,567	

Table A4 P7—Annual bill based on 200 kL (\$), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
WC (Perth)	1,336	1,358	1,386	1,445	1,502	3.9
Hunter Water	1,153	1,153	1,159	1,189	1,219	2.5
TasWater		1,144	1,166	1,185	1,214	2.4
Qld Urban Utilities	1,444	1,459	1,469	1,475	1,491	1.1
SA Water	1,458	1,414	1,298	1,299	1,301	0.2
Unitywater	1,750	1,743	1,736	1,729	1,724	-0.3
Gold Coast	1,813	1,782	1,764	1,745	1,736	-0.5
Sydney Water	1,231	1,230	1,113	1,114	1,104	-0.9
Barwon Water	1,206	1,153	1,123	1,115	1,102	-1.2
Central Coast		1,335	1,376	1,350	1,328	-1.6
Logan	1,867	1,817	1,822	1,823	1,793	-1.6
Yarra Valley Water	1,339	1,348	1,305	1,303	1,249	-4.1
Icon Water	1,214	1,206	1,194	1,197	1,137	-5.0
City West Water	1,184	1,210	1,188	1,189	1,126	-5.3
South East Water	1,264	1,291	1,263	1,264	1,146	-9.3
Median	1,336	1,335	1,298	1,299	1,249	
Mean	1,405	1,376	1,357	1,361	1,345	
Large						
Toowoomba	1,528	1,528	1,544	1,561	1,657	6.1
Redland City	1,484	1,570	1,585	1,596	1,607	0.7
Townsville	1,589	1,579	1,552	1,555	1,559	0.3
Western Water	1,075	1,109	1,023	1,065	1,064	-0.1
P&W (Darwin)	1,576	1,568	1,541	1,520	1,511	-0.6
Central Highlands Water	1,374	1,369	1,355	1,354	1,344	-0.7
Gippsland Water	1,398	1,378	1,411	1,414	1,400	-1.0
Cairns	1,288	1,291	1,289	1,308	1,287	-1.6
Coliban Water	1,396	1,392	1,386	1,389	1,366	-1.7
Goulburn Valley Water	874	870	865	864	849	-1.7
Median	1,397	1,385	1,398	1,402	1,383	
Mean	1,358	1,365	1,355	1,363	1,364	
Medium						
Queanbeyan		1,667	1,697	1,702	1,819	6.9
WC (Mandurah)	1,423	1,535	1,564	1,620	1,676	3.5
MidCoast Council	1,809	1,864	1,898	1,983	2,043	3.0
Tweed	1,464	1,561	1,598	1,596	1,635	2.4
Coffs Harbour	1,576	1,563	1,545	1,532	1,569	2.4
Shoalhaven	1,230	1,246	1,261	1,273	1,286	1.0
Dubbo		1,416	1,417	1,411	1,424	0.9
North East Water	908	901	895	890	896	0.7
Tamworth	1,378	1,392	1,395	1,389	1,397	0.6
Mackay	1,508	1,488	1,463	1,473	1,479	0.4
Port Macquarie Hastings	1,527	1,584	1,607	1,626	1,632	0.4
Fitzroy River Water	1,112	1,121	1,141	1,165	1,166	0.1

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Wannon Water	1,299	1,288	1,244	1,236	1,236	0.0
Clarence Valley	1,597	1,723	1,743	1,737	1,735	-0.1
Lower Murray Water	785	787	782	784	783	-0.1
Bundaberg	1,348	1,393	1,434	1,434	1,429	-0.3
Albury	1,056	1,150	1,170	1,148	1,134	-1.2
Gladstone	1,303	1,526	1,521	1,601	1,575	-1.6
GWMWater	1,341	1,336	1,336	1,337	1,309	-2.1
East Gippsland Water	1,303	1,308	1,345	1,335	1,300	-2.6
Fraser Coast	1,622	1,671	1,661	1,657	1,560	-5.9
Median	1,348	1,416	1,434	1,434	1,429	
Mean	1,347	1,406	1,415	1,425	1,433	
Small						
Wingecarribee	1,326	1,338	1,357	1,356	1,534	13.1
Central Highlands	1,370	1,376	1,343	1,328	1,485	11.8
Armidale				1,120	1,230	9.8
Lismore	1,682	1,777	1,850	1,887	2,012	6.6
Bathurst	1,026	1,074	1,110	1,139	1,205	5.8
Kempsey	1,564	1,640	1,715	1,789	1,868	4.4
WC (Albany)	1,500	1,625	1,676	1,742	1,811	4.0
WC (Geraldton)	1,459	1,552	1,592	1,661	1,715	3.3
WC (Australind/Eaton)	1,497	1,528	1,572	1,611	1,663	3.2
Cassowary Coast	1,551	1,601	1,618	1,628	1,673	2.8
Livingstone	1,453	1,510	1,557	1,587	1,622	2.2
Orange	1,121	1,206	1,240	1,243	1,259	1.3
Bega Valley	1,930	1,980	1,973	1,966	1,983	0.9
Southern Downs	1,481	1,595	1,611	1,634	1,648	0.9
Whitsunday	1,537	1,533	1,538	1,538	1,547	0.6
Eurobodalla	1,952	1,972	1,969	1,981	1,990	0.5
Ballina	1,496	1,554	1,609	1,619	1,625	0.4
South Gippsland Water	1,176	1,159	1,140	1,143	1,145	0.2
Byron	1,864	1,913	1,929	1,893	1,896	0.2
P&W (Alice Springs)	1,576	1,568	1,541	1,520	1,511	-0.6
Westernport Water	1,390	1,388	1,407	1,410	1,399	-0.8
Essential Energy	1,248	1,247	1,243	1,243	1,223	-1.6
Goulburn Mulwaree	1,623	1,601	1,546	1,517	1,492	-1.6
Western Downs	1,182	1,224	1,411	1,390	1,352	-2.7
Gympie	1,314	1,331	1,347	1,351	1,250	-7.5
Median	1,488	1,542	1,552	1,538	1,547	
Mean	1,472	1,512	1,537	1,532	1,566	

Table A5 F16—Total capital expenditure: water and sewerage (\$000s), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
SA Water	228,982	289,967	275,753	372,821	551,180	47.8
South East Water	237,130	152,337	171,920	152,888	207,443	35.7
Gold Coast	38,339	54,278	73,489	61,278	76,655	25.1
Hunter Water	82,686	93,133	80,156	82,839	102,911	24.2
Barwon Water	67,836	84,192	86,298	67,193	81,025	20.6
Logan	79,743	48,464	62,552	84,433	101,318	20.0
Qld Urban Utilities	203,525	211,878	200,435	225,583	268,491	19.0
City West Water	63,640	74,940	92,603	111,586	124,304	11.4
Yarra Valley Water	185,570	275,649	242,316	286,907	312,771	9.0
Sydney Water	670,604	683,043	654,391	799,177	868,691	8.7
Icon Water	52,281	88,191	95,134	89,339	88,138	-1.3
WC (Perth)	375,768	309,692	450,828	480,897	461,199	-4.1
Unitywater	90,220	91,903	120,639	132,701	98,190	-26.0
TasWater	109,484	135,566	107,418	156,708	109,831	-29.9
Median	99,85	114,350	114,028	142,794	117,068	
Mean	177,558	185,231	193,852	221,739	246,582	
Large						
Toowoomba	27,802	41,243	29,782	25,263	33,135	31.2
Cairns	31,231	18,350	34,211	36,872	47,879	29.9
Central Highlands Water	16,306	18,704	19,504	17,712	22,751	28.4
Goulburn Valley Water	32,582	32,138	34,675	28,455	32,319	13.6
Western Water	28,159	16,571	72,024	63,766	70,030	9.8
Gippsland Water	50,955	33,897	31,861	40,140	39,497	-1.6
Coliban Water	21,174	35,614	23,001	20,736	20,300	-2.1
P&W (Darwin)		51,160	23,047	46,248	33,482	-27.6
Townsville	50,255	54,816	53,071	79,888	53,795	-32.7
Redland City	16,495	19,350	15,369	6,109	2,304	-62.3
Median	28,159	33,018	30,822	32,664	33,308	
Mean	30,551	32,184	33,654	36,519	35,549	
Medium						
Albury	4,412	8,888	9,522	5,454	10,172	86.5
Clarence Valley	27,247	19,453	3,569	4,373	7,959	82.0
Mackay	28,139	16,930	11,447	12,439	20,465	64.5
Port Macquarie Hastings	16,947	19,920	27,198	19,573	31,228	59.5
Coffs Harbour	14,929	5,753	5,586	7,140	9,633	34.9
East Gippsland Water	8,125	7,637	11,532	8,495	11,066	30.3
GWMWater	11,566	6,768	6,946	16,331	19,601	20.0
Tweed	7,475	8,913	7,100	8,444	9,628	14.0
Fraser Coast	12,172	18,873	22,196	19,790	22,329	12.8
Wannon Water	13,605	15,082	19,084	19,091	21,059	10.3
Lower Murray Water	8,289	10,171	5,135	12,782	13,132	2.7
Fitzroy River Water	16,927	19,853	16,950	17,307	15,248	-11.9
WC (Mandurah)	23,124	14,799	22,040	18,808	15,977	-15.1
Queanbeyan			56,150	12,272	10,091	-17.8

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
North East Water	10,470	14,433	9,129	18,493	14,284	-22.8
Tamworth	9,651	5,993	16,088	10,464	7,820	-25.3
MidCoast Council	7,253	15,108	9,571	15,651	11,008	-29.7
Gladstone	10,771	13,335	23,279	27,107	15,287	-43.6
Bundaberg	23,265	16,466	32,923	27,382	9,597	-65.0
Shoalhaven	24,175	22,875	61,447	127,992	40,367	-68.5
Median	12,172	14,799	13,810	15,991	13,708	
Mean	14,660	13,750	18,845	20,469	15,798	
Small						
Orange	23,351	12,334	0	0	1,860	
Byron	1,279	4,220	2,727	1,883	5,277	180.2
Livingstone		1,825	5,723	6,889	13,963	102.7
Gympie	5,774	9,494	5,275	3,123	4,544	45.5
WC (Geraldton)	14,081	11,703	10,150	9,302	12,490	34.3
Ballina	8,782	4,875	3,750	16,327	18,083	10.8
Bathurst	13,904	8,057	15,103	8,473	9,265	9.3
Westernport Water	5,048	4,422	6,023	4,686	4,682	-0.1
Wingecarribee	6,340	6,318	16,123	16,988	16,555	-2.5
P&W (Alice Springs)		5,428	6,871	6,554	6,344	-3.2
Western Downs	18,008	11,880	16,586	4,493	4,248	-5.5
Southern Downs	3,453	2,685	3,703	8,583	8,034	-6.4
WC (Australind/Eaton)	4,949	6,979	6,958	5,947	5,520	-7.2
Eurobodalla	6,954	13,872	16,768	20,351	15,174	-25.4
Armidale				3,136	2,306	-26.5
Cassowary Coast	6,075	7,771	8,431	11,766	8,607	-26.8
Kempsey	7,460	6,706	9,015	8,300	5,602	-32.5
Central Highlands	29,066	930	5,541	16,801	10,571	-37.1
Whitsunday	772	5,475	6,806	9,754	5,516	-43.4
South Gippsland Water	12,975	8,520	5,535	30,030	16,762	-44.2
Lismore	6,345	8,760	11,493	21,232	11,282	-46.9
Goulburn Mulwaree	9,020	5,719	14,572	22,922	7,887	-65.6
WC (Albany)	5,196	10,230	13,965	20,490	6,578	-67.9
Median	6,650	6,842	6,914	8,583	7,887	
Mean	9,442	7,191	8,687	11,219	8,746	

Table A6 F28—Capital expenditure: water (\$/property), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
SA Water	161	210	223	309	426	37.9
Hunter Water	164	132	125	192	263	36.9
Yarra Valley Water	94	108	101	127	153	20.3
South East Water	72	47	48	55	66	19.8
Icon Water	163	251	181	154	174	13.5
City West Water	116	122	144	141	158	11.8
Barwon Water	235	254	383	232	243	4.9
Sydney Water	85	123	124	98	98	0.1
WC (Perth)	208	204	305	320	317	-0.9
Qld Urban Utilities	138	133	119	158	155	-1.8
Gold Coast	66	49	65	62	53	-13.7
Logan	203	190	219	269	232	-13.7
Unitywater	117	119	131	91	76	-16.2
TasWater	268	366	333	489	336	-31.1
Median	149	132	138	156	166	
Mean	149	165	179	193	197	
Large						
Western Water	207	82	446	173	387	124.5
Toowoomba	206	174	206	224	357	59.1
Central Highlands Water	136	148	179	164	184	12.2
Cairns	224	56	266	334	344	2.8
Goulburn Valley Water	455	281	363	305	298	-2.4
P&W (Darwin)		650	242	273	260	-4.7
Coliban Water	124	202	211	173	137	-20.4
Gippsland Water	157	207	201	322	213	-33.7
Redland City	27	13	22	17	10	-40.5
Townsville	339	477	388	397	172	-56.8
Median	206	188	226	249	237	
Mean	208	229	252	238	236	
Medium						
Shoalhaven	233	294	362	298	690	131.7
Albury	94	113	258	128	234	82.4
Port Macquarie Hastings	347	216	341	251	416	65.9
Tweed	65	103	120	112	170	51.9
East Gippsland Water	119	115	244	220	271	23.2
Clarence Valley	96	164	96	129	158	22.5
GWMWater	191	141	102	394	472	19.8
WC (Mandurah)	183	137	133	209	219	4.8
Fraser Coast	275	368	454	301	303	0.9
Tamworth	325	194	384	198	195	-1.6
Mackay	465	171	123	229	216	-5.8
Fitzroy River Water	312	383	299	279	258	-7.6
Bundaberg	94	111	98	151	118	-22.2

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Lower Murray Water	175	258	83	270	205	-24.0
Wannon Water	156	236	252	206	142	-31.4
North East Water	141	207	134	214	142	-33.5
Coffs Harbour	57	51	51	161	106	-34.1
Queanbeyan			85	150	76	-49.3
MidCoast Council	85	223	194	328	150	-54.3
Gladstone	145	217	402	789	168	-78.7
Median	156	194	164	217	200	
Mean	187	195	211	251	235	
Small						
Orange	1,127	575	0	0	69	
Byron	33	256	53	138	212	53.5
WC (Geraldton)	523	417	260	406	546	34.3
Whitsunday	2	156	219	245	320	30.7
Gympie	168	221	148	147	184	25.1
Central Highlands	2,457	36	173	98	107	9.2
Wingecarribee	156	118	298	332	363	9.2
Southern Downs	294	178	294	586	637	8.7
Goulburn Mulwaree	589	248	283	288	268	-6.8
Kempsey	458	339	321	297	276	-7.0
Westernport Water	49	91	188	146	131	-10.5
Armidale				136	117	-14.1
Ballina	230	114	86	252	212	-15.9
P&W (Alice Springs)		292	316	509	404	-20.6
Bathurst	505	346	679	354	273	-22.8
Cassowary Coast	326	377	474	666	505	-24.2
Western Downs	657	336	1,441	343	243	-29.2
Lismore	93	333	257	295	195	-33.8
WC (Australind/Eaton)	229	183	282	369	239	-35.1
Eurobodalla	140	157	163	406	253	-37.6
Livingstone		88	167	284	135	-52.4
South Gippsland Water	143	87	180	1,384	473	-65.9
WC (Albany)	224	331	429	431	127	-70.6
Median	230	234	259	297	243	
Mean	420	240	305	353	273	

Table A7 F29—Capital expenditure: sewerage(\$/property), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
SA Water	180	214	169	213	346	62.4
South East Water	275	170	191	151	208	37.6
Gold Coast	99	179	237	183	249	36.2
Barwon Water	248	337	198	217	285	31.7
Qld Urban Utilities	231	247	225	219	288	31.3
Logan	613	283	377	519	677	30.4
Sydney Water	279	242	219	314	341	8.6
City West Water	38	53	65	103	105	2.8
Hunter Water	191	265	211	146	149	2.1
Yarra Valley Water	162	267	224	248	244	-1.5
Icon Water	153	272	368	362	328	-9.3
WC (Perth)	284	187	252	264	235	-11.2
TasWater	316	345	218	306	215	-29.9
Unitywater	208	204	283	357	248	-30.5
Median	220	244	222	234	249	
Mean	234	233	231	257	280	
Large						
Cairns	226	201	224	180	311	72.9
Central Highlands Water	130	153	124	105	158	50.6
Goulburn Valley Water	138	319	268	204	278	36.3
Gippsland Water	693	329	293	283	383	35.4
Coliban Water	188	315	110	114	141	24.3
Toowoomba	337	651	358	216	204	-5.5
Townsville	308	201	276	619	523	-15.5
Western Water	305	215	787	891	704	-21.0
P&W (Darwin)		224	154	510	303	-40.5
Redland City	292	366	264	93	30	-67.8
Median	292	269	266	210	291	
Mean	291	297	286	321	304	
Medium						
Mackay	211	226	154	43	247	467.9
Clarence Valley	1,713	1,079	101	108	321	197.6
MidCoast Council	113	176	52	62	153	146.4
Coffs Harbour	569	189	179	123	283	129.5
Albury	83	247	111	90	178	98.1
Lower Murray Water	88	56	80	124	207	67.0
Port Macquarie Hastings	230	473	559	422	646	53.3
Gladstone	338	355	617	273	404	48.2
Wannon Water	196	140	228	277	403	45.5
East Gippsland Water	283	257	297	165	225	36.8
Fraser Coast	77	178	174	266	332	24.9
GWMWater	219	91	142	148	178	20.7
Queanbeyan			2,605	427	390	-8.6

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
North East Water	81	93	52	163	146	-10.4
Tweed	175	179	101	150	131	-12.9
Fitzroy River Water	242	259	248	273	227	-16.8
Tamworth	132	86	352	282	171	-39.3
WC (Mandurah)	391	213	387	207	122	-40.9
Bundaberg	824	536	1,142	995	217	-78.1
Shoalhaven	315	212	1,023	2,473	151	-93.9
Median	219	212	203	186	221	
Mean	331	265	430	354	257	
Small						
Orange	218	117	0	0	38	
Byron	85	118	206	38	321	736.7
P&W (Alice Springs)		161	262	17	116	575.7
Livingstone		64	351	298	1,170	292.2
South Gippsland Water	600	395	108	102	382	275.5
Western Downs	1,132	889	22	62	166	166.1
WC (Australind/Eaton)	262	525	355	122	241	96.7
Bathurst	376	155	246	158	287	82.2
Gympie	303	526	303	107	176	65.6
WC (Geraldton)	355	309	417	116	152	31.1
Ballina	389	218	166	835	1,052	26.0
Westernport Water	299	205	200	151	159	5.4
Wingecarribee	213	248	626	622	567	-8.9
Eurobodalla	233	586	736	655	555	-15.2
Cassowary Coast	312	481	373	501	324	-35.4
Armidale				202	120	-40.7
Central Highlands	44	52	360	1,596	939	-41.1
Lismore	392	320	609	1,266	735	-41.9
Kempsey	177	272	524	451	230	-49.0
WC (Albany)	139	407	569	1,085	354	-67.4
Goulburn Mulwaree	227	269	1,037	1,745	443	-74.6
Southern Downs	14	73	44	217	45	-79.4
Whitsunday	64	222	299	516	71	-86.3
Median	247	258	327	217	287	
Mean	292	300	355	472	376	

Table A8 F13—Combined operating cost: water and sewerage (\$/property), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
TasWater	949	990	1,022	911	977	7.3
Sydney Water	709	726	697	675	720	6.6
SA Water	706	734	673	666	698	4.8
Qld Urban Utilities	1,213	1,209	1,187	1,177	1,234	4.8
Logan	1,153	1,111	1,050	1,122	1,161	3.5
City West Water	1,154	1,187	1,120	1,041	1,071	2.9
Barwon Water	638	623	663	677	694	2.6
Unitywater	1,041	1,040	1,032	1,028	1,048	1.9
Yarra Valley Water		976	895	872	885	1.5
Hunter Water	665	615	595	648	655	1.1
South East Water	921	964	885	858	865	0.8
Gold Coast	1,228	1,189	1,206	1,195	1,193	-0.2
Icon Water	816	966	1,006	1,012	985	-2.7
WC (Perth)	618	629	608	610	547	-10.2
Median	921	971	950	891	931	
Mean	908	926	903	892	910	
Large						
Redland City	921	923	846	960	1,033	7.6
Coliban Water	822	866	824	829	887	7.0
Townsville	1,062	1,042	1,046	1,019	1,087	6.6
Central Highlands Water	815	844	869	964	1,027	6.5
Toowoomba	1,244	727	630	764	801	4.9
Western Water	741	973	901	845	866	2.5
Gippsland Water	1,276	1,231	1,184	1,238	1,249	0.9
Cairns	718	684	684	701	703	0.2
Goulburn Valley Water	856	892	920	901	893	-0.9
P&W (Darwin)		1,182	996	935	886	-5.3
Median	856	907	885	918	890	
Mean	939	936	890	916	943	
Medium						
MidCoast Council	1,091	1,024	1,023	996	1,209	21.3
Mackay	1,356	1,164	928	1,018	1,175	15.4
Shoalhaven	828	784	817	794	896	13.0
Albury	716	710	681	703	763	8.6
Tweed	1,007	984	1,009	1,010	1,033	2.4
Fitzroy River Water	751	697	666	659	673	2.1
Tamworth	1,006	965	979	1,028	1,024	-0.4
Bundaberg	817	821	691	835	826	-1.0
Coffs Harbour	1,083	1,023	997	1,020	999	-2.0
Wannon Water	1,044	1,007	956	983	961	-2.2
North East Water	858	878	911	888	858	-3.4
East Gippsland Water	875	960	1,076	937	904	-3.6
Lower Murray Water	697	702	826	767	735	-4.1

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Clarence Valley	908	849	820	832	797	-4.3
GWMWater	990	1,043	994	1,009	964	-4.5
Port Macquarie Hastings	938	921	902	977	908	-7.0
WC (Mandurah)	586	690	611	633	580	-8.4
Queanbeyan			1,406	1,384	1,247	-9.9
Fraser Coast	896	926	952	1,019	902	-11.5
Gladstone	2,521	1,496	1,065	1,566	1,273	-18.7
Median	908	926	940	980	906	
Mean	998	929	915	953	936	
Small						
Livingstone		1,242	1,812	843	1,197	41.9
South Gippsland Water	1,129	1,178	950	896	1,103	23.2
Whitsunday	1,285	1,285	1,169	1,365	1,676	22.8
Kempsey	1,111	1,074	1,019	1,018	1,243	22.0
Western Downs	1,187	1,284	881	783	951	21.5
Byron	1,371	1,320	1,393	1,525	1,726	13.2
Southern Downs	1,580	1,448	804	1,074	1,174	9.4
Orange	799	786	834	813	872	7.3
Lismore	1,139	1,177	1,172	1,106	1,179	6.6
Ballina	1,380	1,299	1,308	1,247	1,319	5.8
Armidale				1,129	1,191	5.4
Eurobodalla	966	1,013	1,075	1,076	1,082	0.5
Wingecarribee	865	854	905	907	909	0.2
WC (Geraldton)	732	675	616	628	629	0.1
P&W (Alice Springs)		1,883	1,317	1,198	1,184	-1.2
Goulburn Mulwaree	809	892	763	766	756	-1.4
Westernport Water	474	1,012	997	1,016	997	-1.9
Cassowary Coast	988	1,040	588	1,044	1,018	-2.5
WC (Australind/Eaton)	1,005	886	792	695	670	-3.6
Bathurst	1,047	1,102	1,138	1,237	1,156	-6.6
WC (Albany)	705	801	726	735	669	-9.0
Central Highlands	1,766	1,618	1,176	918	762	-17.0
Gympie	306	723	415	344	269	-21.7
Median	1,026	1,088	973	1,016	1,082	
Mean	1,032	1,118	993	972	1,032	

Table A9 F8—Revenue from community service obligations (%), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
Barwon Water	4.83	4.71	4.89	0	4.48	
WC (Perth)	6.15	6.15	6.51	6.22	6.63	6.6
Hunter Water	4.57	4.45	4.49	4.21	4.4	4.5
Sydney Water	6	5.92	5.5	5.05	4.98	-1.4
City West Water	3.89	3.55	3.33	3.44	3.38	-1.7
Unitywater	0.9	0.86	0.84	0.82	0.8	-2.4
South East Water	4.94	4.44	4.6	4.3	4.1	-4.7
TasWater	2.71	2.72	2.71	2.47	2.31	-6.5
Yarra Valley Water	5.28	5.02	5.25	5	4.64	-7.2
SA Water	9.44	9.14	10.5	10.63	9.29	-12.6
Icon Water	3.7	3.23	3.34	1.99	1.57	-21.1
Gold Coast	0	0	0	0	0	
Logan	0	0	0	0	0	
Qld Urban Utilities	1.8	1.65	0	0	0	
Median	4.23	3.99	3.92	2.95	3.74	
Mean	3.87	3.7	3.71	3.15	3.33	
Large						
Townsville	1.6	1.19	1.02	1.04	1.45	39.4
Redland City	0.4	0.3	0.3	0.33	0.36	9.1
Coliban Water	4.44	4.07	4.2	4.03	4.07	1.0
Goulburn Valley Water	5.51	5.65	5.67	5.47	5.33	-2.6
Gippsland Water	4.23	3.89	4.33	4.45	4.15	-6.7
Central Highlands Water	0	5.27	4.34	5.53	5	-9.6
Cairns	2.74	2.88	2.83	2.86	2.58	-9.8
P&W (Darwin)		3.61	2.77	2.65	2.3	-13.2
Western Water	4.62	4.01	4.25	3.53	2.95	-16.4
Toowoomba		0.73	0	0	0	
Median	3.48	3.75	3.52	3.19	2.77	
Mean	2.94	3.16	2.97	2.99	2.82	
Medium						
Port Macquarie Hastings	1.4	1.05	1.11	0.8	0.97	21.2
Wannon Water	4.29	4.5	4.75	4.77	5.16	8.2
Tweed	1.2	1.22	1.06	1.03	1.1	6.8
Queanbeyan		0	0.5	0.39	0.41	5.1
Fraser Coast	0.4	0.42	0.42	0.9	0.94	4.4
East Gippsland Water	6.05	6.19	6.2	6.25	6.47	3.5
Shoalhaven	1.49	1.49	1.31	1.22	1.26	3.3
Clarence Valley	1.4	1.28	1.29	1.16	1.17	0.9
Mackay	0.2	0.2	0.22	0.21	0.21	0.0
GWMWater	6.51	6.59	6.9	6.52	6.5	-0.3
North East Water	6.57	6.06	6.49	6.24	6.1	-2.2
Lower Murray Water	5.66	5.67	5.98	5.54	5.34	-3.6
Albury	0.9	0.79	0.77	0.74	0.71	-4.1

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Tamworth	0.99	0.86	0.82	0.86	0.82	-4.7
MidCoast Council	1.36	1.27	1.18	1.05	1	-4.8
Coffs Harbour	1	0.96	0.89	0.86	0.81	-5.8
Fitzroy River Water	1.3	0.94	1.08	1.12	1.01	-9.8
Bundaberg	1.8	1.7	3.26	3.59	2.56	-28.7
WC (Mandurah)	18.27	6.28	10.39	-40.77	-12.63	-69.0
Gladstone	0	0	0	0	0	
Median	1.4	1.27	1.15	1.04	1	
Mean	3.2	2.5	2.73	0.12	1.5	
Small						
Whitsunday	1.7	2.54	3.21	4.5	10.96	143.6
Wingecarribee	1.2	0.96	0.76	0.65	0.75	15.4
Westernport Water	3.74	3.86	3.88	3.27	3.66	11.9
Lismore	1	0.97	1.46	0.94	1.02	8.5
Bathurst	0.8	0.8	0.59	0.59	0.64	8.5
Ballina	1.9	1.04	1.06	0.75	0.81	8.0
Orange	0.8	0.87	0.84	0.81	0.86	6.2
WC (Geraldton)	13.59	6.22	-65.26	-131.71	-136.87	3.9
Byron	0.62	0.58	0.5	0.54	0.55	1.9
Gympie	4.4	2.53	4.24	2.2	2.2	0.0
P&W (Alice Springs)		9.3	14.27	14.03	13.88	-1.1
Eurobodalla	1.12	0.98	1.02	0.91	0.89	-2.2
Armidale		0	0	0.84	0.8	-4.8
South Gippsland Water	5.48	5.48	6.03	6.02	5.67	-5.8
Kempsey	1.26	1.29	1.38	1.14	1.04	-8.8
WC (Australind/Eaton)	22.91	13.84	-1.1	14.33	1.99	-86.1
Goulburn Mulwaree	0.22	0.82	0.72	60	0.66	-98.9
Western Downs	40.6	0	4.82	59.18	0	-100.0
WC (Albany)	34.61	22.52	-8.25	3.85	-17.91	-565.2
Cassowary Coast	0	0	0	0	0	
Central Highlands	0	0	0	0	0	
Livingstone	0	0	0	0	0	
Southern Downs	1	0	0	0	0	
Median	1.2	1.01	0.8	0.91	0.8	
Mean	6.52	3.73	-1.36	1.86	-4.71	

Table A10 C15—Average duration of an unplanned interruption: water (minutes), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
Barwon Water	88	99.5	102	89	126.7	42.4
Central Coast		198	202	198	265	33.8
Gold Coast	132.4	119.7	137.5	116	126	8.6
Hunter Water	364	136	231	149	161	8.1
Qld Urban Utilities	139	134	132	125	135	8.0
Icon Water	119.5	135	134.7	125.1	135	7.9
SA Water	163	185.7	195	226.3	240.4	6.2
South East Water	89	81.3	83	87.4	83.8	-4.1
City West Water	112	122.2	125.3	119.6	113	-5.5
Unitywater	157	139	160	129.5	119.7	-7.6
Yarra Valley Water	103.2	122.5	118.2	102.9	95	-7.7
Sydney Water	147	136	133	155	143	-7.7
WC (Perth)	96	107.9	103	112	102.9	-8.1
Logan	156.6	143	177.6	117.2	90.7	-22.6
Median	132.4	134.5	133.8	122.3	126.3	
Mean	143.5	132.8	145.3	132.3	138.4	
Large						
Toowoomba			648	1,198	1,789.8	50.2
Coliban Water	115	118.4	132	102.5	142.1	38.6
Townsville	67.3	63.9	77	70	84.2	20.3
Central Highlands Water	69	109.2	107.3	137.7	155.1	12.6
Gippsland Water	89	76.2	87.4	85.2	93.4	9.6
Goulburn Valley Water	113	107.5	98.2	102.7	98.6	-4.0
Cairns	44.1	92	65.1	49.3	44.5	-9.7
Western Water	95.3	92.8	214.8	90	72	-20.0
Redland City	20.5	23.9	114	148	113.8	-23.1
Median	79	92.4	107.3	102.5	98.6	
Mean	76.7	85.5	171.5	220.4	289.2	
Medium						
Tamworth				0	420	
Gladstone	15.9	46	47.6	23.2	69.8	200.9
Port Macquarie Hastings	210	121	30	30	90	200.0
Coffs Harbour			120	120	207	72.5
Wannon Water	91.2	104.9	93.5	79.3	90.3	13.9
Tweed	134	112	136	141	159	12.8
GWMWater	85.2	105.7	94.4	103.4	115.1	11.3
Dubbo			162	129	142	10.1
WC (Mandurah)	61	49.9	71	65	71	9.2
Lower Murray Water	57	54.1	57	59	62	5.1
North East Water	104.7	107.7	111.5	99.4	96	-3.4
Riverina Water (W)	185	206	183	242	233	-3.7
Albury	137	137	119	266	254	-4.5
Fitzroy River Water	98.2	33	39.8	34.4	32.6	-5.2

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
East Gippsland Water	64	71.5	92	76	72	-5.3
Bundaberg			138	77	58	-24.7
Shoalhaven	135	202	104	147	94	-36.1
Fraser Coast	129.5	127.8	105.6	230.3	104.8	-54.5
Mackay	92	115	66.5	63.6	19.1	-70.0
Median	98.2	107.7	99.2	79.3	94	
Mean	106.6	106.2	98.4	104.5	125.8	
Small						
Western Downs	62		61	53	90	69.8
WC (Kal–Boulder) (W)	45	62.4	44	46	74.2	61.3
Cassowary Coast	418	375	218	185	254	37.3
Aqwest–Bunbury (W)	43.6	61	49	34	45	32.4
Wingecarribee	122		120	270	341	26.3
WC (Geraldton)	102	120	137	135	162.8	20.6
South Gippsland Water	160	95.6	91	101	121	19.8
Orange	255	135	135	135	141	4.4
Whitsunday	120	120	120	120	120	0.0
Central Highlands	45	30	30	30	30	0.0
Byron			120	120	120	0.0
Armidale				135	127	-5.9
Goldenfields Water (W)				258	235	-8.9
Livingstone	22.9	26	25.7	19	16.3	-14.2
WC (Albany)	124	132	121	147	123.6	-15.9
Westernport Water	103	80.2	109	108.6	85.9	-20.9
Eurobodalla	220	214	213	237	178	-24.9
Busselton (W)	197.5	85.7	63.5	93.7	66.3	-29.2
Bega Valley			141	234	165	-29.5
WC (Australind/Eaton)	75	56	85	87	58.2	-33.1
Gympie	97.2	85	81.6	197.3	129	-34.6
Lismore	140	214	129	180	90	-50.0
Kempsey	215	155	26	198	96	-51.5
Median	120	95.6	109	135	120	
Mean	135.1	120.4	100.9	135.8	124.8	

Table A11 C13—Total complaints: water and sewerage (per 1,000 properties), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
Barwon Water	4.3	4.4	4.3	3.3	4.5	36.4
South East Water	3.4	3.4	3	2.7	3.2	18.5
Logan				12.3	14.3	16.3
Yarra Valley Water	5	5.8	11	11.1	12.4	11.7
Sydney Water	2.7	2.6	2.1	2.2	2.4	9.1
Hunter Water	6.3	4.8	3.1	3.5	3.8	8.6
City West Water	3.4	5.2	3.6	3.3	3.4	3.0
Qld Urban Utilities	5	6	5.9	6.6	6.7	1.5
Gold Coast	5	6.3	8.4	3.6	3.5	-2.8
Unitywater	2	1.2	1.4	1.5	1.4	-6.7
Central Coast			7.9	10	9.3	-7.0
SA Water	2.4	2.3	2.5	2.2	2	-9.1
TasWater			12.2	15.6	12.6	-19.2
Icon Water	4.3	3.8	4.3	3.7	2.8	-24.3
WC (Perth)	0.8	0.8	0.8	1.2	0.8	-33.3
Median	3.9	4.1	4	3.5	3.5	
Mean	3.7	3.9	5	5.5	5.5	
Large						
Gippsland Water	9.5	9.4	10.9	8.7	14.2	63.2
Coliban Water	6.3	6.5	8.6	5.3	6.4	20.8
Goulburn Valley Water	4.3	6.6	5.4	3.9	4.5	15.4
Central Highlands Water	3.2	5	6.9	8.4	8.6	2.4
Toowoomba	2	2.6	4.1	3.2	3.2	0.0
Townsville	10	0.7	0.8	0.5	0.5	0.0
Redland City	4	3.6	2.6	3.2	3	-6.2
P&W (Darwin)	39.5	86.2	85.1	68.4	60.4	-11.7
Cairns	3	2.9	3.6	2.4	2.1	-12.5
Western Water	4	5.5	3.3	3.3	2.6	-21.2
Median	4.1	5.2	4.8	3.6	3.9	
Mean	8.6	12.9	13.1	10.7	10.6	
Medium						
Coffs Harbour	1	0.4	1.6	0	0.2	
Port Macquarie Hastings	32	31.2	15.5	6	28.5	375.0
Clarence Valley	109		0	19	42.7	124.7
Lower Murray Water	1.8	2.9	4.8	1.7	3.2	88.2
Queanbeyan			52	55	88.4	60.7
Tamworth	59	54.5	39.5	48	68.8	43.3
Fitzroy River Water	51	48	47.2	39.9	46	15.3
MidCoast Council	11	8.2	4.4	3	3.4	13.3
North East Water	2.6	1.7	2.9	3.4	3.8	11.8
Tweed	29		0	1	1	0.0

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
East Gippsland Water	1	1.8	4	3.7	3.6	-2.7
Dubbo		23.1	18.3	17	15.2	-10.6
Bundaberg	2	2.8	12.8	59.7	52.6	-11.9
WC (Mandurah)	0.4	0.4	0.3	0.6	0.5	-16.7
Fraser Coast	4	7.7	20.5	15.1	10.1	-33.1
Wannon Water	3.6	6.1	5.3	6	4	-33.3
Mackay	30	33.4	57	93.4	60.9	-34.8
Albury	6	7	11.2	2	1.2	-40.0
Shoalhaven	2	1.5	1.8	2	0.9	-55.0
GWMWater	7.3	7.4	7.6	8.3	0.4	-95.2
Gladstone	0	0	0.3	0.3	0	-100.0
Median	4	6.5	5.3	6	3.8	
Mean	18.6	13.2	14.6	18.3	20.7	
Small						
Kempsey	2	2.4	1.1	1	6.3	530.0
Essential Energy	1	2.5	1	2	12.5	525.0
Eurobodalla	1	1.9	2	4	11.9	197.5
Ballina	3	0.9	0.6	2	5.7	185.0
Lismore	4	0.3	0.5	2	5.4	170.0
Armidale				10	22.1	121.0
Byron	5	4.5	6.1	8	14.8	85.0
Westernport Water	4.9	6.8	4.8	2.5	3.7	48.0
Wingecarribee	74	87.9	90	81	119	46.9
Cassowary Coast	128	115.4	16.6	10.3	14.4	39.8
Southern Downs	49	48.5	95.6	5.4	6.9	27.8
Goulburn Mulwaree		98.5	0	69	80.2	16.2
Orange	104	123.1	111.6	102	112.4	10.2
P&W (Alice Springs)	3	45.2	101.3	110.7	121.9	10.1
Central Highlands	182	184.2	146	24.1	25.5	5.8
Bathurst	91	89.3	69.4	51	52.9	3.7
Livingstone	140	7.1	61.6	3.3	3.3	0.0
WC (Geraldton)	1.3	1.2	1.5	2.3	2	-13.0
Whitsunday	150	106.2	84.7	9.3	7.8	-16.1
WC (Australind/Eaton)	0.7	0.8	1.5	1.2	0.9	-25.0
South Gippsland Water	6.1	5.2	6.2	8.9	5.7	-36.0
Bega Valley	16	7.2	7.5	11	6.9	-37.3
WC (Albany)	0.6	1	0.9	1.1	0.5	-54.5
Gympie	0	2.3	5.5	5.2	0.5	-90.4
Western Downs	5		9.2	2.8	0.2	-92.9
Median	5	6.8	6.2	5.4	6.9	
Mean	42.2	41	34.4	21.2	25.7	

Table A12 C14—Percentage of calls answered by an operator within 30 seconds, by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
Yarra Valley Water	63.5	46.9	64.3	54.4	90.2	65.7
Gold Coast	43			45	54.1	20.2
Unitywater	80	81		72	83	15.3
South East Water	84.4	77.2	67	52.6	58.2	10.7
TasWater	88.6	88.5	89.1	86.5	87.1	0.7
Icon Water	71.3	66.7	61.1	73.1	73.5	0.6
SA Water	85.3	85.3	85.4	85.4	85.9	0.6
Sydney Water	79	73	60	76	69	-9.2
WC (Perth)	72.8	71.1	70.6	62.6	56.1	-10.4
Barwon Water	89.5	88	85	79	67	-15.2
Hunter Water	70	71	67	69	58	-15.9
City West Water	82.6	82.5	81	81	50.5	-37.5
Median	79.5	77.2	68.8	72.5	68	
Mean	75.8	75.6	73	69.7	69.4	
Large						
Toowoomba				80	81	1.2
Western Water	94.4	88.3	86	75	75.8	1.2
Goulburn Valley Water	99	97.2	97.3	98.6	96.7	-1.9
Coliban Water	91.3	90.9	91.8	86.5	83	-4.0
Central Highlands Water	92	88.2	89.4	79.7	70.7	-11.3
Gippsland Water	82.7	88.8	83.8	83.5	67.8	-18.8
Median	92	88.8	89.4	81.8	78.4	
Mean	91.9	90.7	89.7	83.9	79.2	
Medium						
Tweed	48	49	50	50	69	38.0
North East Water	89.9	90.8	90	96	98.4	2.5
Bundaberg				95	96	1.1
East Gippsland Water	99.8	99.5	99	99	99	0.0
Mackay				97	97	0.0
Shoalhaven	96	98	98	98	98	0.0
Wannon Water	99	99.3	98.8	98.8	98.6	-0.2
GWMWater	94	93.1	92.3	91.4	90.9	-0.5
Lower Murray Water	87.6	86.4	94	95	94	-1.1
Wagga Wagga (S)	100	100	94	94	92	-2.1
Fitzroy River Water	80			80	75.9	-5.1
Gladstone				100	79.7	-20.3
Port Macquarie Hastings	84	98	96	96	75	-21.9
Coffs Harbour	99		99	99	76	-23.2
Median	94	98	95	96	93	
Mean	88.8	90.5	91.1	92.1	88.5	
Small						
Bega Valley	87		50	50	70	40.0
Gympie	80			72	78	8.3

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Western Downs				91	94	3.3
Whitsunday				84.4	86.6	2.6
Wingecarribee	53	66	96	97	99	2.1
Eurobodalla	100	72	68	65	66	1.5
Westernport Water	97.7	97.6	99.7	98.2	98.7	0.5
Bathurst			100	100	100	0.0
Goldenfields Water (W)				100	100	0.0
South Gippsland Water	99.7	99.5	94	98.8	98.6	-0.2
Orange		65	77	76	72	-5.3
Ballina			100	100	90	-10.0
Lismore	80	77	80	80	70	-12.5
Essential Energy	78	78	78	78	60	-23.1
Median	83.5	77	87	87.7	88.3	
Mean	84.4	79.3	84.3	85	84.5	

Table A13 A8—Water main breaks (no. per 100 km of water main), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
Gold Coast	7.1	7.4	5.1	6.4	9.1	42.2
Qld Urban Utilities	28	25.7	23.1	22.5	30	33.3
City West Water	37.1	40.1	42.1	42.8	51.8	21.0
Logan	6.5	4.7	4	5.1	5.8	13.7
SA Water	13.9	14.9	13.5	13.6	15	10.3
Barwon Water	29	33.5	31	29.4	32.3	9.9
WC (Perth)	15	12	13.1	11.1	11.6	4.5
Unitywater	3.3	3.7	4.8	4.1	4.2	2.4
South East Water	32.2	33.5	32.7	37.1	36.9	-0.5
Yarra Valley Water	39.3	48.5	47.4	46.3	43.9	-5.2
Icon Water	14.2	13.8	14.3	16.3	14.7	-9.8
Hunter Water	28.9	26.8	24.8	30	27	-10.0
Central Coast		17	16	14.4	12.1	-16.0
Sydney Water	26	26	23.9	32.8	24.7	-24.7
Median	26	21.4	19.6	19.4	19.9	
Mean	21.6	22	21.1	22.3	22.8	
Large						
Redland City	3.4	3.2	3.1	3.1	4	29.0
Townsville	28.6	31.6	33.5	18.3	21.7	18.6
Gippsland Water	25.1	24.5	23	25.1	26.9	7.2
Goulburn Valley Water	22.6	19.9	12.9	16.2	17	4.9
Western Water	12.2	13.3	12.3	12.2	12.1	-0.8
P&W (Darwin)	21.1	17.2	11.2	10.7	9.8	-8.4
Coliban Water	26.1	29.1	28.7	28.5	25.8	-9.5
Cairns	13.3	12.4	10.5	23	20	-13.0
Central Highlands Water	20.7	18.8	18.2	25.4	20.9	-17.7
Toowoomba	20.7	13.3	16.3	29	12.8	-57.2
Median	20.9	18	14.6	20.6	20.4	
Mean	19.4	18.3	17	19.2	34.4	
Medium						
Gladstone	141	33.9	6.7	10.8	98.5	812.0
Queanbeyan		7.5	8.3	6.5	15.8	143.1
Fraser Coast	3.6	3	4.2	3.6	7	94.4
WC (Mandurah)	4.2	3.6	4	2.8	4.8	71.4
Clarence Valley	10.7	12.3	15.4	5.9	9.4	59.3
Tamworth	13.9	8.9	5.5	6.8	10.1	48.5
Port Macquarie Hastings	3.1	2.6	1.8	4.2	5.7	35.7
Lower Murray Water	35.4	32	28.6	26.2	33.4	27.5
Tweed	4.1	7.5	9.1	7.5	9.5	26.7
Bundaberg	3.9	4.2	8	3.9	4.6	17.9
North East Water	12.5	8.7	13.7	10.3	11.9	15.5
Mackay	10.3	11.8	9.4	6.6	7.3	10.6
GWMWater	55.4	55.5	56.6	58.5	57.1	-2.4

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Shoalhaven	7.9	8	5.7	6.5	6.1	-6.2
MidCoast Council	9.2	1.7	6.9	8.9	8.3	-6.7
East Gippsland Water	17.3	12.9	12.8	17.1	15.9	-7.0
Fitzroy River Water	12.9	16.7	16.2	12.3	11.2	-8.9
Coffs Harbour	2.7	7.1	10	9.7	8.2	-15.5
Dubbo		6.5	7.8	9.7	7.8	-19.6
Riverina Water (W)	6.9	18.6	11.6	8.1	6	-25.9
Wannon Water	9.7	11.1	9.6	8.3	5.2	-37.3
Median	9.7	8.7	9.1	8.1	8.3	
Mean	19.2	13.1	12	11.2	16.4	
Small						
Southern Downs	16.6	3.7	4.5	1.1	7.2	554.5
Livingstone	3.9	3.2	2.9	1	3.5	250.0
Eurobodalla	13	12.7	10	9.1	28.1	208.8
Kempsey	7.3	5.5	12.6	5.1	10.6	107.8
Wingecarribee	5.3	12	15	8.1	14.6	80.2
Byron	8.8	7.1	13.7	17.1	27.4	60.2
Cassowary Coast	18	7.6	8.8	12.7	18.2	43.3
Armidale				13.2	17.3	31.1
Goldenfields Water (W)			16.3	15	16.7	11.3
Lismore	20.1	35.8	29.5	39.9	43.2	8.3
Westernport Water	13.6	22	18.2	20	21.2	6.0
Whitsunday	19.4	15	10.4	19.4	20.4	5.2
Gympie	4.8	3.8	11.1	9.8	9.8	0.0
WC (Kal–Boulder) (W)	20.8	20.3	15.5	19.7	19.3	-2.0
South Gippsland Water	39.5	40.9	29.5	34.3	32.7	-4.7
WC (Australind/Eaton)	4.7	7.4	9.2	6.9	6.5	-5.8
Busselton (W)	8.3	7.2	7.1	9.7	9	-7.2
Central Highlands	42.5	40.4	48.6	42.1	37.7	-10.5
WC (Geraldton)	26.9	25.2	27.4	32.5	28.6	-12.0
Western Downs	24.6	20.5	28	18.2	15.1	-17.0
P&W (Alice Springs)	2.2	8.3	30.7	44.3	36.2	-18.3
Orange	7.1	8.8	7.3	8.7	6.3	-27.6
Essential Energy	14.1	20.9	16.2	24.6	15.2	-38.2
WC (Albany)	11.3	11.4	10.9	15.1	9	-40.4
Aqwest–Bunbury (W)	12.4	13.5	17.5	9.9	5.9	-40.4
Bathurst	6.8	14.8	10.8	15	7.2	-52.0
Bega Valley	6.3	4.5	9.5	13.1	5.7	-56.5
Goulburn Mulwaree	9.6		19	19.7	8.2	-58.4
Median	11.9	12	13.7	15	15.1	
Mean	14.1	14.9	16.3	17.3	17.2	

Table A14 A14—Sewerage mains breaks and chokes (no. per 100 km sewer main), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
Barwon Water	35.4	38.8	33	36.1	51.2	41.8
Icon Water	51.6	54.1	48.9	55.6	72.1	29.7
Yarra Valley Water	31.6	35.3	38.1	30.7	38.4	25.1
South East Water	14.3	17.6	18	16.2	19	17.3
City West Water	17	21.4	20.3	21.3	24.1	13.1
SA Water	48	51	43	43	46	7.0
Sydney Water	68.7	58.4	62.8	70	74	5.7
Central Coast		38	34.3	37	38	2.7
WC (Perth)	17.6	18.6	17	17	17	0.0
Gold Coast	3.9	7.2	4.3	5.1	4.9	-3.9
Hunter Water	53.6	42.7	49.6	50.6	44.9	-11.3
Qld Urban Utilities	30.1	25.2	24.9	20.9	18.4	-12.0
Logan	12.6	11.5	11.2	10.7	9	-15.9
Unitywater	25	24.5	24.8	16.4	13.7	-16.5
TasWater				45	36.6	-18.7
Median	30.1	30.2	28.9	30.7	36.6	
Mean	31.5	31.7	30.7	31.7	33.8	
Large						
Townsville	2.8	3.9	2.7	2.8	7.3	160.7
Goulburn Valley Water	10.1	9.5	9.1	6.1	10.3	68.9
Western Water	15.5	14.1	11.5	12.7	18.1	42.5
Central Highlands Water	19.7	22.6	19.3	19.1	20.5	7.3
Cairns	7.6	7.2	11.8	14.5	15.1	4.1
Gippsland Water	8	8	8.4	9.1	7.8	-14.3
P&W (Darwin)	8.9	22.2	19	14.3	9.9	-30.8
Coliban Water	48.1	53.7	40.5	29.8	20.5	-31.2
Toowoomba	29	64.8	56.9	64.6	44.2	-31.6
Redland City	7.2	7.2	4	3.6	2.3	-36.1
Median	9.5	11.8	11.7	13.5	12.7	
Mean	15.7	21.3	18.3	17.7	15.6	
Medium						
Albury	65	76	78	9	44	388.9
Clarence Valley	52		31	36	64	77.8
Queanbeyan		33	86	59	101	71.2
Mackay	4.1	5.1	3.8	2.2	3.5	59.1
WC (Mandurah)	7.5	9	10	7	11	57.1
Gladstone	6.9	10.9	12.4	5.6	7.9	41.1
Fitzroy River Water	24.4	25.9	28.1	17	21.7	27.6
Lower Murray Water	17.1	15.6	18	16	19	18.8
Bundaberg	9.1	11.4	10.1	11.5	13.1	13.9
Fraser Coast	5.4	6.2	8.1	7.1	7.9	11.3
MidCoast Council	6	8	20	22	24	9.1
Dubbo		46	35.7	38	40	5.3
GWMWater	45	50.5	46.3	42.1	43	2.1

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
North East Water	8.8	9.6	11.8	10.3	10.3	0.0
Coffs Harbour	89	97	95	84	82	-2.4
Wannon Water	13.4	18.2	18	12.5	12.1	-3.2
East Gippsland Water	6.1	5.2	5.9	7.6	6.9	-9.2
Tamworth	50	20	41	8	7	-12.5
Port Macquarie Hastings		27	15	14	9	-35.7
Shoalhaven	11	13	8	11	3	-72.7
Tweed	0	1	1	0	0	
Median	10.1	14.3	18	11.5	12.1	
Mean	23.4	24.4	27.8	20	25.3	
Small						
Southern Downs	13.2	35.7	12	0.3	34.2	11,300.0
South Gippsland Water	23.6	29.9	110	13.4	36.6	173.1
Wingecarribee	22	10	31	26	45	73.1
Western Downs	9.6	4.8	4.8	2.8	4.4	57.1
WC (Busselton) (S)	3.5	3.7	3.8	2	3	50.0
WC (Albany)	25	30.6	20.9	17	21	23.5
Livingstone	3.6	6	3.3	4.2	5.1	21.4
Byron	11	21	7	7	8	14.3
Whitsunday	0.3	8.9	8.9	15.5	17.6	13.5
Eurobodalla	32	23	25	33	37	12.1
Orange	33	42	78	83	90	8.4
Armidale				49	51	4.1
Westernport Water	2	4.2	4.1	6	6	0.0
Essential Energy	129		120.7	122	115	-5.7
Bathurst	99	162	91	55	49	-10.9
Cassowary Coast	3.5	1.3	4.8	4.4	3.9	-11.4
Central Highlands	24.9	39.4	32.9	7.6	6.5	-14.5
Kal-Boulder (S)	17.7	27	30	39	33	-15.4
WC (Bunbury) (S)	12.4	12.8	9.2	14	11	-21.4
WC (Australind/Eaton)	10.4	7.9	7.4	9	7	-22.2
WC (Geraldton)	10.8	8.7	7.1	12	9	-25.0
Gympie	40.9	3.8	3	8.7	5.9	-32.2
Bega Valley	9	20	14	27	18	-33.3
Lismore	50	28	16	26	17	-34.6
Goulburn Mulwaree			106.7	69	44	-36.2
P&W (Alice Springs)	0.9	1.8	3.6	6.3	3.2	-49.2
Kempsey	33	25	10	22	5	-77.3
Median	13.2	16.4	11	14	17	
Mean	24.8	23.2	29.4	25.2	25.4	

Table A15 A15—Property connection sewer breaks and chokes (no. per 1,000 properties), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
Barwon Water	1.8	2.8	6	6	9.4	56.7
Icon Water	9.4	10.1	9.5	10.4	13.8	32.7
Yarra Valley Water	6.7	7.4	7.6	6.7	8.1	20.8
Central Coast		2.9	6.9	3.2	3.6	12.5
Unitywater	1.5	1.3	1.3	1.1	1.2	9.1
South East Water	4.7	5	4	4.8	5.2	8.3
City West Water	5	5.2	4.5	3.2	3.4	6.2
TasWater				10.1	10.7	5.9
Hunter Water	10.2	8.5	9.3	10	10.3	3.0
SA Water	29	32	26	28	28	0.0
Sydney Water	0.2	0.2	0.3	0.3	0.3	0.0
Qld Urban Utilities	3.8	3.3	3.9	3.1	2.9	-6.5
Gold Coast	1.2	0.9	2.2	2.3	1.8	-21.7
Logan	1.8	1.8	1.9	1.3	1	-23.1
Median	4.2	3.3	4.5	4	4.4	
Mean	6.3	6.3	6.4	6.5	7.1	
Large						
Townsville	3	4.3	4.2	3.2	5.5	71.9
Central Highlands Water	1	1.7	2.2	3.8	4.9	28.9
Western Water	5	5.6	4.8	4.2	4.9	16.7
Cairns	3.2	1.4	2.2	2.7	2.7	0.0
Goulburn Valley Water	0	4.3	2.3	5	4.6	-8.0
Redland City	0.3	0.6	1.3	1.1	1	-9.1
Coliban Water	4.5	5.2	8.9	4.3	3.6	-16.3
P&W (Darwin)	3.1	3.1	0.8	2	1.4	-30.0
Gippsland Water	1.8	1.8	2.4	2.2	1.3	-40.9
Toowoomba		0.6	4.3	2.5	1	-60.0
Median	3	2.5	2.3	3	3.2	
Mean	2.4	2.9	3.3	3.1	3.1	
Medium						
Shoalhaven	0.2	0.1	0.1	0	3.5	
Coffs Harbour	3.5	1.5	2.8	0.5	2	300.0
Gladstone	0.8	0.7	1.2	0.6	1	66.7
Wagga Wagga (S)	14.7	13.4	6.7	5	7.8	56.0
Bundaberg	0.2	0.2	0.6	8.7	13.2	51.7
Fitzroy River Water	9.7	9.8	10.6	9.7	11.6	19.6
Lower Murray Water	0	6.2	6	7	8	14.3
Dubbo			6.1	6.9	7	1.4
North East Water	1.8	2	2.9	3	3	0.0
Wannon Water	4.6	3.5	3	3	3	0.0
GWMWater	25.1	31.4	29.2	35.1	34.9	-0.6
Albury	13.4	12.5	10.7	4.5	4.1	-8.9
East Gippsland Water	0.6	0.8	1.2	1.8	1.6	-11.1

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Fraser Coast	1.3	1.3	2.7	2.8	2.3	-17.9
Tamworth	2.4	10.8	8.6	10.2	5.4	-47.1
Tweed	0.3	1.2	1.2	0.8	0.3	-62.5
Clarence Valley	3.6		5.9	20.4	5.7	-72.1
Mackay	1.7	0.6	1.7	2.2	0.6	-72.7
Port Macquarie Hastings			1.1	1	0.2	-80.0
Queanbeyan			10.6	0	0	
Median	1.8	1.8	3	3	3.2	
Mean	4.9	6	5.6	6.2	5.8	
Small						
Orange	9.9	1.4	0.3	3.2	10.9	240.6
Kempsey	9.6	14.1	24.9	6.2	21	238.7
South Gippsland Water	4.5	1.8	64	3.7	10.1	173.0
Livingstone	2.3		3.4	1.4	2.2	57.1
Byron	7.9	10.3	11.3	9.6	14.9	55.2
Southern Downs	8.4	6.3	2.1	7.6	11.3	48.7
Westernport Water	0.6	2.3	2.3	3.3	4.4	33.3
Cassowary Coast	0.9	3.2	3.1	0.8	1	25.0
Armidale				27.3	32.9	20.5
Central Highlands		2.3	1.1	10.2	10.3	1.0
Essential Energy	41.3	44	43.3	51.3	51.7	0.8
Bathurst	1.7	3.1	3.2	4.9	4.9	0.0
Goulburn Mulwaree	6.6	17	17.4	18	14.7	-18.3
Eurobodalla	5.7	4.4	4.6	5.8	4.3	-25.9
P&W (Alice Springs)	0.2	0.2	2	1.3	0.9	-30.8
Bega Valley	0.9	2	1.5	4.4	2.2	-50.0
Wingecarribee	8.5	3.7	4.6	16.9	8.4	-50.3
Lismore	10.1	8.2	5.9	21.3	9.5	-55.4
Western Downs	1.6	2.8	2.9	2	0.8	-60.0
Gympie	0.8	0.5		4	0.6	-85.0
Whitsunday	1.7	0.3	0.9	1.4	0.1	-92.9
Kal-Boulder (S)	2.5	0	1	1.8	0	-100.0
Median	3.5	3	3.2	4.7	6.7	
Mean	6.3	6.4	10	9.4	9.9	

Table A16 A10—Real losses (L/service connection/d), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
South East Water	67	64	59	47	66	40.4
TasWater				277	313	13.0
Logan	78.8	67	66.1	76.5	83.1	8.6
Central Coast		31	34	35	37	5.7
SA Water	90	82	86	76	78	2.6
WC (Perth)	79.7	78	87	83.6	85	1.7
Sydney Water	74	76	83	93	94	1.1
Qld Urban Utilities	69	71	76	75	74	-1.3
Hunter Water	91	104	96	86	79	-8.1
Gold Coast	77	81	76.3	76.4	69.3	-9.3
Unitywater	69	66	51	55.2	49.8	-9.8
Yarra Valley Water	60	71	50	60	49	-18.3
Barwon Water	25	47	45	48	34	-29.2
City West Water	70	71	70	89	57.8	-35.1
Icon Water	58	69	79	83	45	-45.8
Median	70	71	73	76.4	69.3	
Mean	69.9	69.9	68.5	84	80.9	
Large						
Cairns	24	27	7.9	21.4	46.3	116.4
Central Highlands Water	30	30	40	40	50	25.0
Coliban Water	65	74	63	60	72	20.0
Gippsland Water	78	72	90	80	90	12.5
Townsville		276	143	306.4	342.9	11.9
Western Water	47	37	32	51	50	-2.0
Goulburn Valley Water	111	93	104	118	100	-15.3
Toowoomba	84.5	85	59.3	81	66.9	-17.4
Redland City	44.1	17	16.1	16.5	11.6	-29.7
P&W (Darwin)	229	96	143	222	142	-36.0
Median	65	73	61.1	70	81	
Mean	79.2	80.7	69.8	99.6	97.2	
Medium						
Dubbo			51.3	4	86	2,050.0
Clarence Valley	111		46.9	43	126	193.0
GWMWater	110	109	112	72	119	65.3
Riverina Water (W)	86	115	55.6	57	85	49.1
Tweed	56		90.9	104	137	31.7
North East Water	120	60	48	59	70	18.6
Shoalhaven	92	72	107	64	71	10.9
Gladstone	860.2	336	239.3	47.8	50.8	6.3
Wannon Water	71	72	84	70	70	0.0
Tamworth	69	87	79	55	55	0.0
Mackay	106.5	131	130.3	189.9	186	-2.1
Fitzroy River Water	180	152	114.2	186	176	-5.4
Lower Murray Water	45.7	76	80	51	48	-5.9

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Queanbeyan			0	101	92	-8.9
Albury	55		46.2	63	44	-30.2
Coffs Harbour	50	48	56	62	42	-32.3
Fraser Coast	84	78	89.1	80.7	54	-33.1
MidCoast Council	61	71	84	57	37	-35.1
Bundaberg	50.3	354	50.6	215.5	133.7	-38.0
East Gippsland Water	51.4	66	48	55.8	27.8	-50.2
WC (Mandurah)	54.5	67	77	93.8	41.9	-55.3
Median	71	77	79	63	70	
Mean	121.8	118.4	80.4	82.5	83.4	
Small						
Livingstone		0	0	0	116.8	
Ballina	156	156	89	57	100	75.4
Whitsunday	537.2	346	101.8	144.7	251.4	73.7
WC (Albany)	174.5	189	115	111	163.9	47.6
Gympie	190	98	147.8	133.2	185.4	39.2
Goulburn Mulwaree	70		67.3	95	119	25.3
South Gippsland Water	103.5	100	87	105	122.8	17.0
WC (Australind/Eaton)	139.8	107	109	124.4	142.3	14.4
Essential Energy	82	84	90.7	101	111	9.9
Southern Downs	182	96	66.5	27.8	29	4.3
Busselton (W)	79.8	69	78	115	119	3.5
Orange	61	63	106	112	113	0.9
Cassowary Coast	356	390	463.9	458.8	461.8	0.7
Armidale				129	127	-1.6
Eurobodalla	48	50	54	52	51	-1.9
Bega Valley	50	50	51	51	50	-2.0
Lismore	40	39	38	103	96	-6.8
Aqwest–Bunbury (W)	106	95	104	108	98	-9.3
Wingecarribee	61	116	107	117	95	-18.8
Kempsey	97	93	63	114	90	-21.1
Central Highlands			271.4	253.7	200	-21.2
P&W (Alice Springs)	200	126	153	118	92	-22.0
WC (Geraldton)	262.4	217	106	209.7	161.6	-22.9
WC (Kal–Boulder) (W)	30.1	42	88	102.4	78	-23.8
Bathurst			67.9	84	58	-31.0
Byron	53	90	50	84	49	-41.7
Goldenfields Water (W)			200.6	151	54	-64.2
Western Downs			65.4	170.5	52.1	-69.4
Westernport Water	13	47	50	42	11	-73.8
Median	97	95	88.5	111	100	
Mean	134.4	115.8	106.8	119.8	117.2	

Table A17 E12—Total net greenhouse gas emissions (net tonnes CO₂ equivalents per 1,000 connected water properties), by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
Hunter Water	220	181	167	163	357	119.5
SA Water	320	402	272	302	426	41.1
Icon Water	257	255	242	268	363	35.7
TasWater				179	196	9.4
Unitywater		199		199	212	6.6
Sydney Water	84	144	176	173	180	4.3
Barwon Water	262	268	263	257	267	4.0
Central Coast		397		436	449	3.0
Qld Urban Utilities	199	192	168	183	182	-0.5
City West Water	27	32	32	30	28	-5.9
Yarra Valley Water	44	44	44	43	40	-6.6
Logan				187	163	-12.5
South East Water	60	60	56	63	49	-22.3
WC (Perth)	738	817	828	754	510	-32.4
Median	210	195	172	185	204	
Mean	221	249	225	231	245	
Large						
Redland City				34	190	462.7
Toowoomba				501	633	26.5
Townsville				294	368	25.2
Coliban Water	610	770	454	384	443	15.3
Gippsland Water	639	898	546	543	617	13.6
Central Highlands Water	246	444	230	208	236	13.5
Western Water	520	530	440	512	558	9.0
Goulburn Valley Water	872	780	686	1,004	1,080	7.5
Cairns				256	254	-0.4
P&W (Darwin)	165	154	179	229	215	-6.2
Median	565	650	447	339	405	
Mean	509	596	422	396	459	
Medium						
Port Macquarie Hastings	416	385	395	304	482	58.6
Shoalhaven	437	454	470	479	754	57.3
GWMWater	607	583	426	477	566	18.8
Dubbo		492	470	505	563	11.5
MidCoast Council	490	371	337	426	453	6.4
East Gippsland Water	344	346	365	351	368	4.7
Wannon Water	751	776	675	696	704	1.2
Lower Murray Water	544	602	542	643	624	-3.0
North East Water	838	885	750	697	653	-6.3
Fitzroy River Water				475	445	-6.3
Albury	393	477	437	418	383	-8.4
Queanbeyan		233	299	200	169	-15.6

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Coffs Harbour	487	456	489	459	386	-15.9
Tamworth	393	423	422	469	376	-19.8
WC (Mandurah)	193	189	348	350	257	-26.6
Tweed	413	453	457	730	420	-42.5
Median	437	454	437	472	449	
Mean	485	475	459	480	475	
Small						
Lismore	233	229	171	64	223	247.9
Bathurst	337		418	278	434	56.1
Kempsey	324	292	303	321	460	43.2
Western Downs				334	472	41.2
Ballina	390	386	295	378	456	20.6
Whitsunday				355	408	15.1
Goulburn Mulwaree	449	662	761	670	744	11.0
P&W (Alice Springs)	609	636	577	822	859	4.5
WC (Geraldton)	341	373	351	331	332	0.2
Byron	166		138	385	383	-0.5
Bega Valley	342	422	399	417	413	-1.0
Westernport Water	412	379	383	399	394	-1.2
South Gippsland Water	377	372	416	454	446	-1.8
WC (Australind/Eaton)	457	448	347	323	316	-2.0
Armidale				436	423	-3.0
WC (Albany)	434	419	380	368	356	-3.5
Eurobodalla	359	335	381	530	500	-5.7
Wingecarribee	469	492	474	442	416	-5.9
Orange	405	515	450	596	482	-19.1
Essential Energy	779			1,220	835	-31.6
Median	390	402	382	392	428	
Mean	405	426	390	456	468	

Table A18 H3—Percentage of population where microbiological compliance was achieved, by utility size group, 2014–15 to 2018–19.

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Major						
TasWater	98.6	99.2	99.4	99.8	100	0.2
Barwon Water	100	100	100	100	100	0
Central Coast		100	100	100	100	0
City West Water	100	100	100	100	100	0
Gold Coast				100	100	0
Hunter Water	100	100	100	100	100	0
Icon Water	100	100	100	100	100	0
Logan				100	100	0
Qld Urban Utilities	100	100	100	100	100	0
SA Water	100	100	100	100	100	0
South East Water	100	100	100	100	100	0
Sydney Water	100	100	100	100	100	0
Unitywater		100		100	100	0
WC (Perth)	100	100	100	100	100	0
Yarra Valley Water	100	100	100	100	100	0
Median	100	100	100	100	100	
Mean	99.9	99.9	100	100	100	
Large						
Coliban Water	100	100	100	99.5	100	0.5
Central Highlands Water	100	100	100	99.7	100	0.3
Cairns	100			100	100	0
Gippsland Water	100	88.6	100	100	100	0
Goulburn Valley Water	100	100	100	100	100	0
P&W (Darwin)	100	100	100	100	100	0
Redland City				100	100	0
Toowoomba				100	100	0
Townsville				100	100	0
Western Water	100	100	99	100	100	0
Median	100	100	100	100	100	
Mean	100	98.1	99.8	99.9	100	
Medium						
GWMWater	100	100	100	99.4	100	0.6
Albury	100	100	100	100	100	0
North East Water	100	100	100	100	100	0
Wannon Water	100	100	99.9	100	100	0
Tweed	100	100	100	100	100	0
Tamworth	100	100	100	100	100	0
Shoalhaven	100	100	100	100	100	0
Fitzroy River Water				100	100	0
Riverina Water (W)	100	100	100	100	100	0
Queanbeyan		100	100	100	100	0
Port Macquarie Hastings	100	100	100	100	100	0
MidCoast Council	100	100	100	100	100	0

Utility	2014–15	2015–16	2016–17	2017–18	2018–19	% Change from 2017–18
Bundaberg				100	100	0
Mackay				100	100	0
Lower Murray Water	100	100	100	100	100	0
Gladstone				100	100	0
Fraser Coast				100	100	0
East Gippsland Water	100	100	100	100	100	0
Dubbo		100	100	100	100	0
Coffs Harbour	100	100	100	100	100	0
Clarence Valley	100	100	100	100	100	0
WC (Mandurah)	100	100	100	100	100	0
Median	100	100	100	100	100	
Mean	100	100	100	100	100	
Small						
Western Downs				72.5	100	37.9
Aqwest–Bunbury (W)	100	100	100	100	100	0
Armidale				100	100	0
Whitsunday				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
Southern Downs				100	100	0
P&W (Alice Springs)	100	100	100	100	100	0
Orange	100	100	100	100	100	0
Livingstone				100	100	0
Lismore	100	100	100	100	100	0
Kempsey	100	100	100	100	100	0
Gympie				100	100	0
Goulburn Mulwaree	100	100	100	100	100	0
Goldenfields Water (W)			100	100	100	0
Eurobodalla	100	100	100	100	100	0
Essential Energy	100	100	100	100	100	0
Central Highlands				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
Ballina	100	100	100	100	100	0
Wingecarribee	100	100	100	100	100	0
Cassowary Coast				99.3	98.9	-0.4
South Gippsland Water	100	100	100	100	99	-1
Median	100	100	100	100	100	
Mean	100	100	100	99	99.9	