

Appendix A Individual utility group tables

- Tables A1 to A18 present a summary of key indicators by utility group for the period 2015–16 to 2019–20.
- Utilities are sorted in descending order based on their percentage changes in value from 2019–20 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, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Gold Coast	170	168	161	164	175	7.0
WC (Perth)	240	223	219	219	227	3.8
Urban Utilities	156	154	153	156	162	3.6
TasWater	176	179	193	191	193	1.3
South East Water	154	150	150	149	150	0.2
City West Water	150	147	142	146	146	0.0
Unitywater	157	157	156	157	156	-0.4
Icon Water	196	190	197	204	202	-1.0
Central Coast	155	161	169	158	156	-1.3
Logan	151	154	145	150	148	-1.3
SA Water	200	166	190	198	190	-3.8
Yarra Valley Water	156	148	151	155	148	-4.5
Sydney Water	201	206	215	199	189	-5.3
Barwon Water	170	158	163	171	161	-5.6
Hunter Water	166	172	181	175	156	-10.8
Median	166	161	163	164	161	
Mean	173	169	172	173	171	
Large						
Townsville	369	243	242	314	363	15.8
WC (Mandurah)	234	221	216	212	220	3.8
Redland City	166	172	164	169	174	2.6
Cairns	244	251	253	254	257	1.2
Toowoomba	145	155	152	163	162	-0.3
P&W (Darwin)	405	361	368	380	373	-1.8
North East Water	214	198	208	224	214	-4.5
Central Highlands Water (Vic)	163	150	157	161	151	-6.3
Western Water	193	179	186	196	182	-7.1
Coliban Water	210	185	201	210	195	-7.1
Goulburn Valley Water	287	242	264	285	261	-8.5
Gippsland Water	170	166	168	177	161	-9.1
Median	212	192	205	211	205	
Mean	233	210	215	229	226	

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Medium						
Mackay	196	175	180	187	215	15.3
Queanbeyan	163	150	167	158	171	8.2
Bundaberg	236	234	218	243	261	7.2
Shoalhaven	150	151	157	146	155	6.2
Wingecarribee	186	190	216	206	218	5.8
Gladstone	243	224	132	239	251	5.2
Fraser Coast	181	201	164	186	191	2.8
Fitzroy River Water	363	345	343	375	383	2.1
Lower Murray Water	504	428	490	519	520	0.3
Eurobodalla	117	124	123	121	121	0.0
Tweed	165	178	176	177	177	0.0
Riverina Water (W)	333	298	311	343	338	-1.5
Coffs Harbour	167	167	170	154	151	-1.9
Albury	223	204	237	252	246	-2.4
GWMWater	254	210	316	249	241	-3.3
South Gippsland Water	125	120	118	119	115	-3.7
Wannon Water	153	136	144	147	141	-4.1
East Gippsland Water	146	148	157	160	153	-4.4
MidCoast Council	139	144	142	155	144	-7.1
Port Macquarie Hastings	158	152	172	160	144	-10.0
Clarence Valley	158	162	155	159	115	-27.7
Dubbo	322	300	386	337	207	-38.6
Tamworth	251	230	291	247	141	-42.9
Median	181	178	172	186	177	
Mean	215	203	216	219	209	
Small						
Whitsunday	292	238	319	268	304	13.4
Bega Valley	135	150	149	145	163	12.4
Livingstone	294	281	296	317	349	10.1
Gympie	182	170	171	158	169	7.4
WC (Kal–Boulder) (W)	295	279	280	284	300	5.6
WC (Geraldton)	306	298	289	279	286	2.5
WC (Australind/Eaton)	315	288	288	283	289	2.2
Aqwest–Bunbury (W)	261	248	242	240	245	2.1
Goulburn Mulwaree	162	156	149	150	153	2.0
Essential Energy	233	242	277	275	277	0.7
Cassowary Coast	294	251	237	219	220	0.6
Byron	169	156	199	200	200	0.0
WC (Albany)	178	176	176	169	169	-0.2
Kempsey	149	141	159	147	146	-0.7
P&W (Alice Springs)	455	418	448	457	451	-1.3

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Western Downs		181	188	204	201	-1.5
Busselton (W)	288	275	294	265	261	-1.7
Orange	173	173	186	166	163	-1.8
Westernport Water	77	84	85	91	89	-1.9
Central Highlands	520	445	487	443	430	-2.9
Ballina	168	192	179	183	173	-5.5
Goldenfields Water (W)		261	287	305	288	-5.6
Lismore	156	155	147	148	127	-14.2
Bathurst	235	231	254	194	144	-25.8
Southern Downs	145	158	157	152	100	-34.1
Armidale			214	226	141	-37.6
Median	233	231	225	212	201	
Mean	238	226	237	229	225	

Table A2 W26—Total recycled water supplied (ML), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
WC (Perth)	10,212	9,568	12,100	9,817	20,681	110.7
Logan	784	738	461	625	789	26.2
Icon Water	4,053	4,404	77	60	75	25.0
Central Coast	895	724	1,042	674	825	22.4
Hunter Water	5,373	5,384	4,923	3,862	4,651	20.4
Unitywater	969	1,461	1,030	1,160	1,292	11.4
City West Water	2,567	2,581	2,605	2,739	2,931	7.0
Sydney Water	43,342	38,339	42,833	44,020	46,919	6.6
Yarra Valley Water	3,905	4,107	2,601	2,473	2,427	-1.9
Urban Utilities	8,828	4,188	4,037	4,776	4,532	-5.1
Gold Coast	9,241	8,256	7,439	7,712	7,306	-5.3
South East Water	3,968	3,233	7,433	8,073	6,825	-15.5
SA Water	31,181	23,890	29,421	32,312	26,400	-18.3
Barwon Water	6,187	5,541	5,655	5,998	4,683	-21.9
TasWater		4,691	5,605		6,093	
Median	4,713	4,404	4,923	4,319	4,651	
Mean	9,393	7,807	8,484	8,879	9,095	
Large						
Redland City		105	89	94	121	28.7
North East Water	2,590	2,391	8,432	7,955	8,093	1.7
Western Water	8,956	9,073	7,244	7,627	7,748	1.6
Townsville	1,606	1,719	1,283	1,367	1,383	1.2
Central Highlands Water (Vic)	2,055	1,104	1,593	1,680	1,628	-3.1
Gippsland Water	1,958	2,169	2,291	2,054	1,969	-4.1
Coliban Water	3,444	9,739	1,509	1,510	1,411	-6.6
WC (Mandurah)	137	168	226	239	220	-7.9
Toowoomba	2,773	2,854	1,743	2,597	2,105	-18.9
Goulburn Valley Water	7,194	5,698	314	390	307	-21.3
Cairns	2,278	2,184	2,119	1,926	533	-72.3
P&W (Darwin)	80	541	451	488	0	-100.0
Median	2,278	2,177	1,551	1,595	1,397	
Mean	3,006	3,145	2,275	2,327	2,127	
Medium						
Eurobodalla	195	186	228	239	433	81.2
Port Macquarie Hastings	340	481	400	440	610	38.6
Albury	2,503	4,655	3,885	2,457	3,297	34.2
Coffs Harbour	1,113	1,229	1,650	965	1,281	32.7
Fraser Coast	4,933	4,893	4,739	5,591	6,918	23.7
South Gippsland Water	221	136	108	111	122	9.9
Bundaberg	758	452	352	533	585	9.8
Clarence Valley	385	329	376	376	386	2.7
Fitzroy River Water	682		755	717	735	2.5

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Shoalhaven	1,551	1,576	2,289	2,185	2,218	1.5
Queanbeyan	100	158	70	70	70	0.0
Tweed	695	824	852	879	874	-0.6
MidCoast Council	944	1,033	1,290	1,432	1,398	-2.4
Wagga Wagga (S)	5,679	5,923	5,008	4,986	4,819	-3.0
Mackay	4,967	2,602	4,263	4,263	4,034	-5.4
East Gippsland Water	3,172	2,933	2,774	1,139	1,072	-5.9
Wingecarribee	232	187	179	186	171	-8.1
Dubbo	2,599	2,327	3,043	2,448	2,159	-11.8
Wannon Water	1,725	1,656	1,779	2,008	1,725	-14.1
Lower Murray Water	2,791	3,759	387	483	408	-15.5
Tamworth	4,071	4,188	4,060	4,563	3,622	-20.6
Gladstone	3,572	2,899	3,166	3,174	2,494	-21.4
GWMWater	2,108	4,416	2,147	2,569	0	-100.0
Median	1,551	1,616	1,650	1,139	1,072	
Mean	1,971	2,129	1,904	1,818	1,714	
Small						
Kal-Boulder (S)	1,449	946	955	773	1,126	45.7
Essential Energy	669	704	662	484	617	27.5
Bega Valley	401	535	680	628	762	21.3
Lismore	5	8	6	15	17	13.3
Bathurst	0	0	674	691	762	10.3
Central Highlands	1,753	1,619	1,621	1,857	1,939	4.4
Western Downs		1,097	1,073	1,075	1,105	2.8
Kempsey	96	123	158	145	149	2.8
WC (Bunbury) (S)	109	114	139	124	127	2.4
WC (Albany)	2,131	2,145	2,172	2,081	2,085	0.2
WC (Australind/Eaton)	1,469	1,181	714	733	721	-1.6
P&W (Alice Springs)	1,121	1,078	1,146	1,001	927	-7.4
Orange	2,051	786	2,020	3,074	2,723	-11.4
Whitsunday	667	460	403	358	317	-11.5
WC (Busselton) (S)	225	221	247	287	254	-11.5
Ballina	500	701	623	782	688	-12.0
Gympie	160	118	108	111	97	-12.4
WC (Geraldton)	216	220	214	248	210	-15.3
Byron	367	661	629	642	516	-19.6
Armidale			1,263	1,188	846	-28.8
Livingstone	0	786	789	1,480	1,047	-29.3
Southern Downs	1,538	1,524	1,298	1,279	894	-30.1
Westernport Water	295	299	85	109	76	-30.3
Goulburn Mulwaree	1,730	1,843	1,618	1,533	237	-84.5
Median	451	701	677	712	705	
Mean	771	746	804	862	760	

Table A3 P8—Typical annual bill (\$), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Urban Utilities	1,297	1,304	1,310	1,324	1,388	4.8
Gold Coast	1,677	1,656	1,608	1,612	1,671	3.7
WC (Perth)	1,463	1,455	1,509	1,568	1,606	2.4
Icon Water	1,210	1,193	1,204	1,156	1,170	1.2
Unitywater	1,593	1,583	1,494	1,480	1,492	0.8
South East Water	1,092	1,069	1,052	982	989	0.7
City West Water	1,008	980	958	968	974	0.6
Sydney Water	1,248	1,139	1,161	1,118	1,123	0.4
TasWater	1,135	1,158	1,193	1,220	1,207	-1.1
Hunter Water	1,088	1,109	1,161	1,177	1,161	-1.4
Logan	1,650	1,665	1,624	1,629	1,602	-1.7
SA Water	1,432	1,199	1,282	1,310	1,280	-2.3
Barwon Water	1,097	1,037	1,042	1,061	1,032	-2.7
Yarra Valley Water	1,153	1,082	1,094	1,087	1,057	-2.8
Central Coast	1,243	1,303	1,296	1,247	1,037	-16.8
Median	1,243	1,193	1,204	1,220	1,170	
Mean	1,292	1,262	1,266	1,263	1,253	
Large						
Toowoomba	1,418	1,453	1,468	1,578	1,669	5.8
WC (Mandurah)	1,630	1,632	1,679	1,727	1,758	1.8
Townsville	1,600	1,573	1,576	1,580	1,590	0.6
Redland City	1,571	1,593	1,501	1,524	1,527	0.2
Cairns	1,322	1,368	1,389	1,370	1,370	0.0
Western Water	1,108	1,004	1,026	1,029	1,019	-1.0
P&W (Darwin)	2,010	1,886	1,875	1,887	1,857	-1.6
North East Water	944	903	921	961	940	-2.2
Gippsland Water	1,335	1,360	1,366	1,370	1,323	-3.4
Central Highlands Water (Vic)	1,309	1,268	1,280	1,277	1,231	-3.6
Coliban Water	1,435	1,370	1,407	1,408	1,347	-4.3
Goulburn Valley Water	988	928	954	963	909	-5.6
Median	1,376	1,369	1,398	1,389	1,358	
Mean	1,389	1,362	1,370	1,390	1,378	
Medium						
Gladstone	1,681	1,589	1,512	1,676	2,236	33.4
Coffs Harbour	1,491	1,470	1,467	1,454	1,530	5.2
Fitzroy River Water	1,280	1,283	1,307	1,344	1,375	2.3
Wingecarribee	1,329	1,362	1,403	1,385	1,414	2.1
Shoalhaven	1,175	1,189	1,213	1,211	1,231	1.7
Mackay	1,523	1,446	1,477	1,506	1,522	1.1
Tweed	1,480	1,549	1,546	1,586	1,597	0.7
Eurobodalla	1,688	1,715	1,726	1,730	1,741	0.6
Fraser Coast	1,627	1,682	1,612	1,554	1,559	0.3
Bundaberg	1,574	1,486	1,469	1,501	1,492	-0.6

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Port Macquarie Hastings	1,482	1,494	1,567	1,536	1,524	-0.8
GWMWater	1,452	1,361	1,407	1,378	1,367	-0.8
Lower Murray Water	1,024	951	997	1,019	1,010	-0.9
East Gippsland Water	1,209	1,248	1,256	1,200	1,188	-1.0
South Gippsland Water	1,036	1,005	1,013	1,014	1,001	-1.3
Wannon Water	1,200	1,122	1,130	1,126	1,110	-1.4
Albury	1,197	1,191	1,245	1,249	1,219	-2.4
MidCoast Council	1,699	1,738	1,813	1,905	1,842	-3.3
Clarence Valley	1,662	1,672	1,648	1,655	1,549	-6.4
Tamworth	1,491	1,458	1,548	1,488	1,342	-9.8
Queanbeyan	1,531	1,514	1,594	1,679	1,442	-14.1
Dubbo	1,685	1,612	1,808	1,723	1,477	-14.3
Median	1,486	1,464	1,473	1,494	1,460	
Mean	1,433	1,415	1,444	1,451	1,444	
Small						
Kempsey	1,542	1,608	1,712	1,758	1,917	9.0
Bega Valley	1,820	1,854	1,843	1,846	1,945	5.4
Livingstone	1,635	1,784	1,691	1,644	1,723	4.8
Gympie	1,303	1,331	1,336	1,216	1,248	2.6
WC (Geraldton)	1,804	1,833	1,889	1,928	1,972	2.3
WC (Australind/Eaton)	1,800	1,788	1,836	1,885	1,925	2.1
Byron	1,821	1,912	1,915	1,826	1,854	1.5
Central Highlands	1,996	1,816	1,921	1,946	1,971	1.3
WC (Albany)	1,599	1,643	1,711	1,761	1,782	1.2
Orange	1,157	1,190	1,225	1,193	1,191	-0.2
Goulburn Mulwaree	1,508	1,436	1,391	1,371	1,368	-0.2
Essential Energy	1,324	1,338	1,403	1,376	1,365	-0.8
P&W (Alice Springs)	2,104	2,002	2,033	2,041	2,011	-1.5
Whitsunday	1,715	1,715	1,781	1,702	1,675	-1.6
Ballina	1,505	1,609	1,582	1,605	1,573	-2.0
Western Downs		1,438	1,436	1,458	1,426	-2.2
Lismore	1,648	1,704	1,717	1,833	1,762	-3.9
Westernport Water	1,153	1,165	1,189	1,192	1,141	-4.3
Cassowary Coast	1,694	1,683	1,681	1,705	1,630	-4.4
Southern Downs	1,556	1,557	1,582	1,580	1,498	-5.2
Bathurst	1,152	1,185	1,266	1,206	1,108	-8.1
Armidale			1,267	1,309	1,056	-19.3
Median	1,617	1,643	1,686	1,673	1,652	
Mean	1,592	1,600	1,609	1,608	1,597	

Table A4 P7—Annual bill based on 200 kL (\$), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Sydney Water	1,246	1,128	1,129	1,119	1,147	2.5
Hunter Water	1,168	1,175	1,205	1,235	1,265	2.4
City West Water	1,226	1,204	1,205	1,141	1,166	2.2
South East Water	1,308	1,280	1,281	1,161	1,184	2.0
Urban Utilities	1,479	1,489	1,495	1,511	1,534	1.5
WC (Perth)	1,376	1,405	1,465	1,522	1,540	1.2
Icon Water	1,222	1,210	1,213	1,152	1,159	0.6
Unitywater	1,766	1,760	1,752	1,747	1,752	0.3
Gold Coast	1,806	1,788	1,769	1,759	1,758	-0.1
Logan	1,841	1,862	1,847	1,817	1,813	-0.2
SA Water	1,433	1,316	1,316	1,318	1,313	-0.4
Barwon Water	1,168	1,138	1,130	1,117	1,112	-0.4
Yarra Valley Water	1,366	1,323	1,321	1,266	1,257	-0.7
TasWater	1,160	1,181	1,201	1,230	1,214	-1.3
Central Coast	1,353	1,394	1,368	1,346	1,177	-12.6
Median	1,353	1,316	1,316	1,266	1,257	
Mean	1,395	1,377	1,380	1,363	1,359	
Large						
Redland City	1,591	1,606	1,617	1,628	1,665	2.3
Toowoomba	1,548	1,564	1,582	1,679	1,717	2.3
Cairns	1,308	1,306	1,326	1,304	1,316	0.9
WC (Mandurah)	1,556	1,585	1,642	1,698	1,710	0.7
Townsville	1,600	1,573	1,576	1,580	1,590	0.6
North East Water	913	907	902	908	905	-0.3
P&W (Darwin)	1,589	1,561	1,540	1,531	1,518	-0.8
Western Water	1,123	1,036	1,080	1,078	1,068	-0.9
Gippsland Water	1,397	1,430	1,433	1,419	1,404	-1.1
Coliban Water	1,411	1,405	1,407	1,384	1,360	-1.7
Central Highlands Water (Vic)	1,387	1,373	1,372	1,362	1,335	-2.0
Goulburn Valley Water	882	877	876	860	837	-2.7
Median	1,404	1,418	1,420	1,402	1,382	
Mean	1,359	1,352	1,363	1,369	1,369	
Medium						
Coffs Harbour	1,584	1,565	1,552	1,590	1,679	5.6
Port Macquarie Hastings	1,605	1,628	1,648	1,654	1,695	2.5
Fraser Coast	1,694	1,683	1,679	1,581	1,616	2.2
Tamworth	1,411	1,413	1,407	1,416	1,435	1.3
Dubbo	1,435	1,436	1,430	1,443	1,462	1.3
Fitzroy River Water	1,136	1,156	1,180	1,182	1,191	0.8
Mackay	1,508	1,483	1,493	1,499	1,509	0.7
Eurobodalla	1,998	1,995	2,008	2,017	2,030	0.6
Gladstone	1,546	1,541	1,622	1,596	1,606	0.6
Tweed	1,582	1,619	1,617	1,657	1,667	0.6

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Wingecarribee	1,356	1,375	1,374	1,374	1,382	0.6
Shoalhaven	1,262	1,278	1,290	1,303	1,309	0.5
Clarence Valley	1,746	1,766	1,760	1,758	1,762	0.2
Bundaberg	1,412	1,453	1,453	1,448	1,448	0.0
Lower Murray Water	798	793	794	793	786	-0.9
East Gippsland Water	1,325	1,363	1,352	1,317	1,304	-1.0
South Gippsland Water	1,175	1,155	1,158	1,160	1,148	-1.0
MidCoast Council	1,889	1,923	2,010	2,070	2,043	-1.3
Albury	1,165	1,185	1,163	1,149	1,134	-1.3
GWMWater	1,354	1,353	1,355	1,326	1,308	-1.4
Wannon Water	1,305	1,261	1,253	1,253	1,221	-2.6
Queanbeyan	1,689	1,720	1,724	1,843	1,524	-17.3
Median	1,424	1,444	1,442	1,446	1,455	
Mean	1,453	1,461	1,469	1,474	1,466	
Small						
Kempsey	1,662	1,738	1,813	1,893	2,059	8.8
Central Highlands	1,395	1,361	1,345	1,505	1,548	2.9
Bega Valley	2,007	1,999	1,992	2,009	2,058	2.4
Armidale			1,135	1,246	1,275	2.3
Southern Downs	1,617	1,633	1,656	1,670	1,707	2.2
Western Downs	1,241	1,430	1,408	1,370	1,399	2.1
Byron	1,938	1,955	1,918	1,921	1,952	1.6
WC (Geraldton)	1,573	1,614	1,683	1,738	1,762	1.4
WC (Australind/Eaton)	1,548	1,593	1,633	1,685	1,708	1.4
Whitsunday	1,554	1,558	1,558	1,568	1,588	1.3
WC (Albany)	1,647	1,699	1,766	1,835	1,857	1.2
Bathurst	1,088	1,124	1,155	1,221	1,233	1.0
Lismore	1,800	1,874	1,912	2,039	2,056	0.8
Livingstone	1,530	1,578	1,608	1,644	1,657	0.8
Gympie	1,349	1,365	1,369	1,267	1,273	0.5
Orange	1,222	1,257	1,260	1,276	1,281	0.4
Ballina	1,575	1,631	1,641	1,647	1,637	-0.6
Goulburn Mulwaree	1,622	1,566	1,537	1,512	1,501	-0.7
P&W (Alice Springs)	1,589	1,561	1,540	1,531	1,518	-0.8
Essential Energy	1,263	1,260	1,260	1,239	1,225	-1.1
Westernport Water	1,406	1,426	1,429	1,418	1,399	-1.3
Cassowary Coast	1,622	1,640	1,650	1,695	1,613	-4.8
Median	1,573	1,578	1,583	1,606	1,600	
Mean	1,536	1,565	1,558	1,588	1,605	

Table A5 F16—Total capital expenditure: water supply and wastewater (\$000s), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Gold Coast	55,004	74,471	62,097	77,679	111,949	44.1
Hunter Water	94,377	81,227	83,946	104,286	149,249	43.1
Logan	49,111	63,388	85,561	102,672	134,033	30.5
Unitywater	93,131	122,251	134,474	99,512	129,101	29.7
South East Water	154,373	174,217	154,931	210,215	260,152	23.8
City West Water	75,941	93,841	113,077	125,965	153,166	21.6
TasWater	137,378	108,854	158,802	111,299	128,249	15.2
Icon Water	89,370	96,405	90,533	89,316	102,163	14.4
Urban Utilities	214,710	203,114	228,597	272,079	308,479	13.4
Yarra Valley Water	279,333	245,554	290,741	316,950	335,268	5.8
Sydney Water	692,170	663,135	809,856	880,299	898,001	2.0
SA Water	293,842	279,437	377,802	558,345	564,887	1.2
Barwon Water	85,317	87,451	68,091	82,108	77,438	-5.7
WC (Perth)	313,830	456,853	487,324	467,362	398,730	-14.7
Central Coast	67,992	62,878	25,729			
Median	94,377	108,854	134,474	111,299	151,208	
Mean	179,725	187,538	211,437	235,044	267,919	
Large						
North East Water	14,626	9,251	18,740	14,475	23,975	65.6
Redland City	19,608	15,575	6,191	2,335	3,687	57.9
Coliban Water	36,090	23,308	21,013	20,571	27,200	32.2
Western Water	16,792	72,986	64,618	70,966	83,003	17.0
Goulburn Valley Water	32,568	35,138	28,836	32,751	38,009	16.1
Gippsland Water	34,350	32,286	40,676	40,025	45,275	13.1
Townsville	55,548	53,781	80,956	54,514	59,611	9.3
WC (Mandurah)	14,997	22,334	19,059	16,190	16,333	0.9
Cairns	18,595	34,668	37,364	48,519	45,797	-5.6
Central Highlands Water (Vic)	18,954	19,765	17,949	23,055	18,648	-19.1
Toowoomba	41,794	30,180	25,600	33,578	26,990	-19.6
P&W (Darwin)	51,844	23,355	46,866	33,929	20,470	-39.7
Median	26,088	26,768	27,218	33,164	27,095	
Mean	29,647	31,052	33,989	32,576	34,083	
Medium						
Tamworth	6,073	16,303	10,603	7,924	21,794	175.0
Bundaberg	16,686	33,363	27,748	9,725	17,112	76.0
East Gippsland Water	7,739	11,686	8,608	11,214	17,195	53.3
Wannon Water	15,283	19,339	19,347	21,340	28,437	33.3
Queanbeyan	8,458	56,900	12,436	10,226	13,145	28.5
South Gippsland Water	8,634	5,609	30,431	16,986	21,498	26.6
Tweed	9,032	7,195	8,557	9,757	12,248	25.5
Mackay	17,156	11,600	12,605	20,738	24,849	19.8
Wingecarribee	6,403	16,338	17,215	16,776	16,289	-2.9
Fraser Coast	19,125	22,493	20,054	22,627	21,050	-7.0
Eurobodalla	14,057	16,992	20,623	15,377	13,786	-10.3

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Gladstone	13,513	23,590	27,470	15,491	13,632	-12.0
Clarence Valley	19,713	3,617	4,431	8,065	6,816	-15.5
Albury	9,006	9,649	5,527	10,308	7,619	-26.1
Lower Murray Water	10,307	5,203	12,953	13,307	9,583	-28.0
GWMWater	6,859	7,039	16,549	19,863	14,010	-29.5
Fitzroy River Water	20,119	17,177	17,538	15,452	10,827	-29.9
Coffs Harbour	5,829	5,660	7,235	9,762	6,183	-36.7
Shoalhaven	23,180	62,268	129,702	40,906	24,217	-40.8
MidCoast Council	15,310	9,699	15,860	11,155	5,191	-53.50
Port Macquarie Hastings	20,186	27,562	19,835	31,645	3,944	-87.5
Dubbo	15,228	4,725	1,324	244	0	-100.0
Median	13,785	13,994	16,204	14,342	13,709	
Mean	13,086	17,909	20,302	15,404	14,065	
Small						
Western Downs	12,039	16,807	4,553	4,305	25,689	496.7
Whitsunday	5,549	6,897	9,884	5,590	25,689	359.6
Cassowary Coast	7,874	8,543	11,923	8,722	14,835	70.1
WC (Geraldton)	11,860	10,285	9,426	12,657	18,858	49.0
Westernport Water	4,481	6,103	4,749	4,745	6,675	40.7
WC (Albany)	10,367	14,152	20,764	6,666	9,179	37.7
P&W (Alice Springs)	5,501	6,963	6,642	6,429	8,703	35.4
Bathurst	8,165	15,305	8,587	9,389	11,354	20.9
Gympie	9,620	5,345	3,164	4,605	5,115	11.1
Southern Downs	2,721	3,752	8,698	8,141	7,908	-2.9
Goulburn Mulwaree	5,795	14,766	23,228	7,992	7,186	-10.1
WC (Australind/Eaton)	7,072	7,051	6,027	5,594	4,876	-12.8
Lismore	8,877	11,647	21,516	11,433	8,096	-29.2
Kempsey	6,796	9,135	8,410	5,677	3,795	-33.2
Ballina	4,940	3,800	16,545	18,325	8,041	-56.1
Central Highlands	943	5,615	17,026	10,712	4,202	-60.8
Livingstone	1,850	5,800	6,981	14,150	5,295	-62.6
Bega Valley	5,818	2,428	749	11,910	2,266	-81.0
Orange	12,498	0	0	1,885	0	-100.0
Armidale			3,178	2,337		
Byron	4,277	2,763	1,908	5,348		
Essential Energy	15,410	5,871			7,933	
Median	6,796	6,897	8,410	6,666	7,920	
Mean	7,260	7,763	9,236	7,926	9,285	

Table A6 F28—Capital expenditure: water (\$/property), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Unitywater	121	133	92	77	134	73.1
Gold Coast	49	66	62	54	79	46.3
Sydney Water	125	126	99	99	141	42.8
Icon Water	255	184	156	177	251	41.9
SA Water	213	226	313	432	520	20.5
South East Water	47	49	55	66	77	15.9
Urban Utilities	134	121	160	157	178	13.2
Yarra Valley Water	110	102	129	155	161	3.4
Barwon Water	257	388	235	246	247	0.1
TasWater	371	338	495	341	341	0.0
City West Water	124	146	143	160	157	-1.8
WC (Perth)	207	309	324	321	269	-16.1
Logan	192	222	273	236	176	-25.3
Hunter Water	134	127	195	267	197	-25.9
Central Coast	172	258	18	90		
Median	134	146	156	160	177	
Mean	167	186	183	192	209	
Large						
Townsville	484	393	403	174	300	72.4
North East Water	210	136	217	144	219	52.1
Coliban Water	205	213	175	139	201	44.4
Gippsland Water	210	204	326	216	253	17.2
WC (Mandurah)	139	135	212	222	242	9.0
Goulburn Valley Water	285	368	309	302	320	6.1
Redland City	13	22	17	10	10	-3.1
P&W (Darwin)	659	245	277	264	246	-6.9
Western Water	83	452	175	393	333	-15.1
Cairns	57	270	339	348	283	-18.8
Toowoomba	176	209	227	361	263	-27.3
Central Highlands Water (Vic)	150	181	166	187	120	-35.5
Median	191	211	222	219	250	
Mean	222	236	237	230	233	
Medium						
Bundaberg	112	99	153	119	415	247.9
Tamworth	196	389	201	198	664	236.0
East Gippsland Water	117	247	223	275	532	93.8
Tweed	104	122	113	172	220	27.7
Wannon Water	239	255	209	144	169	18.0
Fraser Coast	373	460	305	307	348	13.3
Clarence Valley	167	97	131	160	177	10.5
South Gippsland Water	88	183	1403	479	524	9.3
Wingecarribee	120	302	337	368	402	9.3

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Queanbeyan	63	87	152	77	76	-1.3
Coffs Harbour	52	52	163	107	97	-9.7
Fitzroy River Water	388	303	282	261	210	-19.5
GWMWater	142	103	399	478	357	-25.4
Eurobodalla	159	165	411	256	190	-25.9
Lower Murray Water	261	84	274	208	154	-26.1
Albury	115	262	130	237	172	-27.5
Mackay	174	125	232	219	140	-35.9
Gladstone	220	407	800	171	103	-39.7
MidCoast Council	226	197	332	152	45	-70.4
Shoalhaven	298	367	302	699	167	-76.1
Port Macquarie Hastings	219	346	254	422	55	-87.0
Dubbo	339	140	42	8	0	-100.0
Median	170	190	243	213	174	
Mean	190	218	311	251	237	
Small						
Western Downs	341	1,460	348	246	728	195.6
Whitsunday	158	222	248	324	728	124.6
Central Highlands	36	176	99	108	218	101.6
Bathurst	351	688	358	277	533	92.7
WC (Albany)	336	435	436	128	221	71.8
Westernport Water	93	191	148	132	199	50.5
Lismore	338	261	299	198	294	48.8
Cassowary Coast	382	480	675	511	754	47.5
P&W (Alice Springs)	295	321	516	410	567	38.3
Goulburn Mulwaree	251	287	292	272	308	13.4
Gympie	224	150	149	187	187	0.2
WC (Geraldton)	422	264	412	553	529	-4.3
Ballina	116	87	255	215	193	-10.2
Livingstone	89	169	288	137	107	-21.9
Southern Downs	181	298	594	646	468	-27.5
WC (Australind/Eaton)	186	286	374	242	170	-29.9
Kempsey	343	325	301	280	150	-46.4
Orange	583	0	0	70	0	-100.0
Armidale			138	119		
Bega Valley	277	116	22		53	
Byron	260	54	140	215		
Essential Energy	1,300	222	0		661	
Median	277	261	290	229	257	
Mean	312	309	277	263	353	

Table A7 F29—Capital expenditure: wastewater (\$/property), by utility size group , 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Hunter Water	269	213	148	151	398	163.7
City West Water	54	66	104	107	158	47.6
Logan	287	382	526	686	1,003	46.2
Gold Coast	181	240	186	253	359	42.0
TasWater	350	221	310	218	302	38.8
South East Water	172	193	153	211	260	23.2
Unitywater	207	287	362	251	277	10.3
Urban Utilities	250	228	222	292	319	9.5
Yarra Valley Water	271	227	251	247	256	3.5
Icon Water	276	373	367	333	300	-9.8
Sydney Water	245	222	318	345	304	-12.0
WC (Perth)	190	255	268	238	202	-15.2
Barwon Water	342	200	219	289	243	-15.9
SA Water	217	172	216	351	236	-32.9
Central Coast	306	211	176	116		
Median	250	222	222	251	289	
Mean	241	233	255	272	330	
Large						
Redland City	371	268	94	30	55	80.7
North East Water	94	53	165	148	259	75.0
Goulburn Valley Water	323	272	207	282	351	24.7
Western Water	218	798	903	714	889	24.6
Coliban Water	319	112	115	143	164	14.5
Gippsland Water	333	297	287	388	419	7.9
Cairns	204	227	182	315	333	5.9
Central Highlands Water (Vic)	155	126	106	160	159	-0.4
Toowoomba	660	363	219	207	194	-6.4
Townsville	204	279	627	530	450	-15.1
WC (Mandurah)	216	392	210	124	99	-20.1
P&W (Darwin)	227	157	517	307	95	-69.1
Median	222	270	208	244	227	
Mean	277	279	303	279	289	
Medium						
Shoalhaven	215	1,037	2,506	153	375	145.1
Tamworth	88	357	285	173	321	85.4
Mackay	229	156	44	250	435	73.9
South Gippsland Water	401	110	103	388	568	46.7
Wannon Water	141	231	281	408	564	38.1
Tweed	181	102	152	133	160	20.5
Gladstone	360	625	276	410	457	11.7
Queanbeyan	361	2,640	433	395	440	11.3
Eurobodalla	593	746	663	562	546	-2.9
East Gippsland Water	260	301	167	228	207	-9.4

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Wingecarribee	251	635	630	575	488	-15.1
Albury	251	112	91	180	140	-22.4
Lower Murray Water	57	81	126	210	144	-31.4
Fraser Coast	181	176	269	336	223	-33.6
MidCoast Council	178	53	63	155	101	-34.9
Bundaberg	544	1,158	1,008	220	131	-40.6
Fitzroy River Water	262	251	277	230	131	-43.0
GWMWater	92	144	150	181	99	-45.5
Coffs Harbour	191	181	125	287	144	-49.8
Clarence Valley	1,093	102	109	325	128	-60.7
Port Macquarie Hastings	479	567	427	655	75	-88.5
Dubbo	424	92	21		0	
Median	251	206	218	250	183	
Mean	311	448	373	307	267	
Small						
Whitsunday	225	303	523	72	1,296	1,703.7
Western Downs	901	22	63	168	1,296	670.3
Southern Downs	74	45	220	45	252	455.7
WC (Geraldton)	313	422	118	154	698	352.8
Cassowary Coast	488	378	508	328	790	140.9
Westernport Water	208	203	153	161	205	27.0
P&W (Alice Springs)	163	266	17	117	145	23.7
WC (Albany)	412	576	1,099	359	425	18.4
Gympie	533	307	108	179	199	11.4
WC (Australind/Eaton)	532	360	124	244	261	7.1
Kempsey	275	531	457	233	191	-18.1
Goulburn Mulwaree	272	1,050	1,768	449	314	-30.1
Byron	119	209	39	325	151	-53.6
Bathurst	157	249	160	291	135	-53.6
Lismore	324	617	1,283	745	305	-59.1
Ballina	221	168	846	1,066	354	-66.8
Livingstone	65	356	302	1,186	366	-69.2
Bega Valley	149	61	36	607	131	-78.4
Central Highlands	53	365	1,617	952	143	-85.0
Orange	118	0	0	39	0	-100.0
Armidale			205	122		
Essential Energy	177	370			110	
Median	221	307	205	244	252	
Mean	275	327	459	373	370	

Table A8 F13—Combined operating cost: water and wastewater (\$/property), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
WC (Perth)	638	616	618	555	621	12.0
Hunter Water	624	603	657	664	684	3.1
Logan	1,126	1,064	1,137	1,177	1,209	2.8
Urban Utilities	1,225	1,203	1,193	1,251	1,273	1.8
Gold Coast	1,205	1,223	1,211	1,209	1,229	1.6
TasWater	1,003	1,035	923	990	1,003	1.3
South East Water	977	897	869	876	881	0.5
Barwon Water	631	672	686	703	705	0.3
Sydney Water	736	707	684	729	731	0.2
Yarra Valley Water	989	907	884	877	867	-1.1
Unitywater	1,054	1,046	1,042	1,062	1,034	-2.6
City West Water	1,202	1,135	1,055	1,085	1,038	-4.4
Icon Water	979	1,019	1,026	998	950	-4.8
SA Water	744	682	675	707	642	-9.2
Central Coast	532	637	625	671		
Median	979	907	884	877	915	
Mean	911	896	886	904	919	
Large						
P&W (Darwin)	1,198	1,010	948	898	1,196	33.2
Townsville	1,056	1,060	1,033	1,101	1,379	25.2
Toowoomba	737	639	774	812	974	20.0
Goulburn Valley Water	903	932	913	905	986	8.9
WC (Mandurah)	699	619	642	587	635	8.1
North East Water	890	924	900	869	925	6.4
Coliban Water	878	835	840	899	905	0.7
Gippsland Water	1,247	1,200	1,255	1,266	1,261	-0.4
Cairns	693	693	711	712	702	-1.4
Western Water	986	913	856	877	862	-1.7
Central Highlands Water (Vic)	855	881	977	1,041	1,013	-2.7
Redland City	935	857	972	1,047	972	-7.2
Median	896	897	907	898	973	
Mean	923	880	902	918	984	
Medium						
Port Macquarie Hastings	933	914	990	921	1,009	9.6
Albury	720	690	712	774	848	9.6
Shoalhaven	794	828	804	908	982	8.1
Eurobodalla	1,026	1,089	1,091	1,096	1,157	5.6
Wingecarribee	865	917	919	921	962	4.4
Tweed	997	1,022	1,023	1,047	1,089	4.0
Tamworth	978	992	1,042	1,037	1,050	1.2
Gladstone	1,516	1,079	1,587	1,290	1,300	0.8
Bundaberg	832	700	846	837	830	-0.8
Wannon Water	1,021	969	996	974	958	-1.6

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Queanbeyan	1,026	1,425	1,402	1,264	1,238	-2.0
Fitzroy River Water	706	675	668	682	665	-2.6
Dubbo	834	1,061	933	1,007	974	-3.3
Lower Murray Water	711	837	777	745	715	-4.0
Mackay	1,180	940	1,031	1,191	1,134	-4.7
East Gippsland Water	973	1,090	950	916	847	-7.5
South Gippsland Water	1,194	962	907	1,118	1,014	-9.3
Clarence Valley	861	831	844	807	717	-11.2
Fraser Coast	939	965	1,033	914	806	-11.8
Coffs Harbour	1,037	1,010	1,033	1,013	891	-12.0
MidCoast Council	1,038	1,037	1,010	1,225	1,034	-15.6
GWMWater	1,057	1,007	1,023	977	793	-18.8
Median	967	967	993	975	968	
Mean	965	956	983	978	955	
Small						
Gympie	733	421	348	273	554	103.1
Goulburn Mulwaree	903	773	777	766	1,064	38.9
P&W (Alice Springs)	1,908	1,334	1,214	1,200	1,556	29.6
Southern Downs	1,467	815	1,088	1,190	1,437	20.7
Bathurst	1,117	1,153	1,253	1,171	1,326	13.2
Bega Valley	1,546	1,353	1,379	1,402	1,518	8.3
Livingstone	1,259	1,836	855	1,212	1,274	5.1
Ballina	1,317	1,326	1,264	1,337	1,396	4.4
WC (Albany)	812	736	745	678	697	2.9
WC (Australind/Eaton)	898	802	704	679	696	2.5
Byron	1,338	1,412	1,545	1,749	1,788	2.2
WC (Geraldton)	684	625	637	638	648	1.7
Westernport Water	1,025	1,010	1,030	1,010	1,026	1.6
Lismore	1,193	1,188	1,121	1,195	1,211	1.3
Western Downs	1,301	893	794	964	974	1.0
Whitsunday	1,302	1,184	1,383	1,698	1,675	-1.4
Orange	797	845	823	883	840	-4.9
Kempsey	1,088	1,033	1,032	1,259	1,196	-5.0
Central Highlands	1,639	1,191	931	773	731	-5.3
Cassowary Coast	1,054	596	1,058	1,032	674	-34.6
Armidale			1,144	1,207		
Essential Energy	1,716	1,728			4,003	
Median	1,193	1,033	1,032	1,171	1,196	
Mean	1,195	1,060	1,006	1,063	1,252	

Table A9 F8—Revenue from community service obligations (%), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
TasWater	2.72	2.71	2.47	2.31	5.78	150.2
SA Water	9.14	10.5	10.63	9.29	11.9	28.1
Hunter Water	4.45	4.49	4.21	4.4	5.22	18.6
Icon Water	3.23	3.34	1.99	1.57	1.76	12.1
South East Water	4.44	4.6	4.3	4.1	4.39	7.1
Yarra Valley Water	5.02	5.25	5	4.64	4.87	5.0
Sydney Water	5.92	5.5	5.05	4.98	5.11	2.6
Unitywater	0.86	0.84	0.82	0.8	0.8	0.0
Barwon Water	4.71	4.89	0	4.48	4.35	-2.9
City West Water	3.55	3.33	3.44	3.38	3.17	-6.2
WC (Perth)	6.15	6.51	6.22	6.63	5.9	-11.0
Central Coast	1.3	1.3	1.3	1.3		
Gold Coast	0	0	0	0	0	
Logan	0	0	0	0	0	
Urban Utilities	1.65	0	0	0	0	
Median	3.55	3.34	2.47	3.38	3.76	
Mean	3.54	3.55	3.03	3.19	3.56	
Large						
Toowoomba	0.73	0	0	0	1.2	
WC (Mandurah)	6.28	10.39	-40.77	-12.63	-23.44	85.6
Gippsland Water	3.89	4.33	4.45	4.15	4.75	14.5
Western Water	4.01	4.25	3.53	2.95	3.32	12.5
Redland City	0.3	0.3	0.33	0.36	0.4	11.1
Townsville	1.19	1.02	1.04	1.45	1.5	3.4
North East Water	6.06	6.49	6.24	6.1	6.3	3.3
Central Highlands Water (Vic)	5.27	4.34	5.53	5	5.13	2.6
Coliban Water	4.07	4.2	4.03	4.07	4.13	1.5
Goulburn Valley Water	5.65	5.67	5.47	5.33	5.4	1.3
Cairns	2.88	2.83	2.86	2.58	2.5	-3.1
P&W (Darwin)	3.61	2.77	2.65	2.3	2.06	-10.4
Median	3.95	4.23	3.19	2.77	2.91	
Mean	3.66	3.88	-0.39	1.81	1.0	
Medium						
Gladstone	0	0	0	0	0.9	
Bundaberg	1.7	3.26	3.59	2.56	3.1	21.1
Port Macquarie Hastings	1.05	1.11	0.8	0.97	1.1	13.4
Albury	0.79	0.77	0.74	0.71	0.8	12.7
Lower Murray Water	5.67	5.98	5.54	5.34	5.91	10.7
MidCoast Council	1.27	1.18	1.05	1	1.1	10.0
Tamworth	0.86	0.82	0.86	0.82	0.9	9.8
Fitzroy River Water	0.94	1.08	1.12	1.01	1.1	8.9
Wingecarribee	0.96	0.76	0.65	0.75	0.8	6.7
GWMWater	6.59	6.9	6.52	6.5	6.78	4.3

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
South Gippsland Water	5.48	6.03	6.02	5.67	5.75	1.4
Eurobodalla	0.98	1.02	0.91	0.89	0.9	1.1
Tweed	1.22	1.06	1.03	1.1	1.1	0.0
Queanbeyan	0.6	0.5	0.39	0.41	0.4	-2.4
East Gippsland Water	6.19	6.2	6.25	6.47	6.3	-2.6
Shoalhaven	1.49	1.31	1.22	1.26	1.2	-4.8
Mackay	0.2	0.22	0.21	0.21	0.2	-4.8
Wannon Water	4.5	4.75	4.77	5.16	4.74	-8.1
Clarence Valley	1.28	1.29	1.16	1.17	1	-14.5
Fraser Coast	0.42	0.42	0.9	0.94	0.7	-25.5
Coffs Harbour	0.96	0.89	0.86	0.81	0.4	-50.6
Dubbo	0.6	0.6	0.48	1.1	0.5	-54.5
Median	1.01	1.07	0.97	1.00	1.05	
Mean	1.99	2.0	2.05	2.04	2.08	
Small						
Western Downs		4.82	59.18	0	9.3	
Cassowary Coast	0	0	0	0	1.8	
WC (Albany)	22.52	-8.25	3.85	-17.91	-8.42	53.0
WC (Geraldton)	6.22	-65.26	-131.71	-136.87	-93.2	31.9
Ballina	1.04	1.06	0.75	0.81	0.9	11.1
Bathurst	0.8	0.59	0.59	0.64	0.7	9.4
Byron	0.58	0.5	0.54	0.55	0.6	9.1
Goulburn Mulwaree	0.82	0.72	0.55	0.66	0.7	6.1
Orange	0.87	0.84	0.81	0.86	0.9	4.7
Central Highlands	0	0	0	0	0	0.0
Livingstone	0	0	0	0	0	0.0
Southern Downs		0	0	0	0	0.0
P&W (Alice Springs)	9.3	14.27	14.03	13.88	13.09	-5.7
Westernport Water	3.86	3.88	3.27	3.66	3.37	-7.9
Bega Valley	0.97	0.93	0.8	0.9	0.8	-11.1
Kempsey	1.29	1.38	1.14	1.04	0.9	-13.5
Whitsunday	2.54	3.21	4.5	10.96	9.3	-15.1
Lismore	0.97	1.46	0.94	1.02	0.7	-31.4
Gympie	2.53	4.24	2.2	2.2	0.7	-68.2
WC (Australind/Eaton)	13.84	-1.1	14.33	1.99	-31.54	-1,684.9
Armidale	0	0	0.84	0.8		
Bega Valley	0.97	0.93	80		0.8	
Essential Energy	1.44	1.9			0.9	
Median	1.04	0.84	0.81	0.8	0.7	
Mean	3.66	-1.66	-1.11	-5.79	-4.21	

Table A10 C15—Average duration of an unplanned interruption: water (minutes), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Sydney Water	136	133	155	143	187	30.8
Gold Coast	119.7	137.5	116	126	140.7	11.7
Yarra Valley Water	122.5	118.2	102.9	95	105.9	11.5
WC (Perth)	107.9	103	112	102.9	111	7.9
South East Water	81.3	83	87.4	83.8	88.2	5.3
City West Water	122.2	125.3	119.6	113	114.5	1.3
Barwon Water	99.5	102	89	126.7	127.8	0.9
Icon Water	135	134.7	125.1	135	136	0.7
Hunter Water	136	231	149	161	150.5	-6.5
Unitywater	139	160	129.5	119.7	109.7	-8.4
Urban Utilities	134	132	125	135	119	-11.9
SA Water	185.7	195	226.3	240.4	203	-15.6
Central Coast	198	202	198	265	197	-25.7
Logan	143	177.6	117.2	90.7		
TasWater					152	
Median	134.5	133.8	122.3	126.3	131.9	
Mean	132.8	145.3	132.3	138.4	138.7	
Large						
Cairns	92	65.1	49.3	44.5	76.9	72.8
Western Water	92.8	214.8	90	72	121.3	68.5
Townsville	63.9	77	70	84.2	103.1	22.4
Goulburn Valley Water	107.5	98.2	102.7	98.6	106.3	7.8
Gippsland Water	76.2	87.4	85.2	93.4	90.8	-2.8
Redland City	23.9	114	148	113.8	110	-3.3
North East Water	107.7	111.5	99.4	96	91.2	-5.0
WC (Mandurah)	49.9	71	65	71	64	-9.9
Coliban Water	118.4	132	102.5	142.1	112.5	-20.8
Central Highlands Water (Vic)	109.2	107.3	137.7	155.1	121.4	-21.7
Median	92.4	102.8	94.7	94.7	104.7	
Mean	84.2	107.8	95.0	97.1	99.8	
Medium						
East Gippsland Water	71.5	92	76	72	169	134.7
Wannon Water	104.9	93.5	79.3	90.3	158	75.0
Fitzroy River Water	33	39.8	34.4	32.6	55.3	69.6
Shoalhaven	202	104	147	94	153	62.8
Bundaberg		138	77	58	84	44.8
Lower Murray Water	54.1	57	59	62	66.6	7.4
Mackay	115	66.5	63.6	19.1	19.6	2.6
Port Macquarie Hastings	121	30	30	90	90	0.0
GWMWater	105.7	94.4	103.4	115.1	102.9	-10.6
Tweed	112	136	141	159	139	-12.6
Dubbo	165	162	129	142	123	-13.4

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Coffs Harbour	120	120	120	207	177	-14.5
Eurobodalla	214	213	237	178	135	-24.2
South Gippsland Water	95.6	91	101	121	90	-25.6
Wingecarribee	117	120	270	341	245	-28.2
Gladstone	46	47.6	23.2	69.8	50	-28.4
Fraser Coast	127.8	105.6	230.3	104.8	56.6	-46.0
Riverina Water (W)	206	183	242	233	125	-46.4
Albury	137	119	266	254	95	-62.6
Tamworth			0	420	86	-79.5
Clarence Valley	120	120			180	
Queanbeyan	180	161	2		38	
Median	118.5	105.6	101	109.9	99	
Mean	122.4	109.2	115.8	143.1	110.8	
Small						
Kempsey	155	26	198	96	238	147.9
Whitsunday	120	120	120	120	278.3	131.9
Busselton (W)	85.7	63.5	93.7	66.3	147.5	122.5
Orange	135	135	135	141	240	70.2
Gympie	85	81.6	197.3	129	201	55.8
WC (Australind/Eaton)	56	85	87	58.2	85	46.0
WC (Albany)	132	121	147	123.6	173	40.0
Livingstone	26	25.7	19	16.3	18.3	12.3
Lismore	214	129	180	90	90	0.0
Central Highlands	30	30	30	30	30	0.0
Bega Valley		141	234	165	163	-1.2
Aqwest–Bunbury (W)	61	49	34	45	39	-13.3
Armidale			135	127	98	-22.8
Cassowary Coast	375	218	185	254	184	-27.6
Westernport Water	80.2	109	108.6	85.9	58.4	-32.0
WC (Geraldton)	120	137	135	162.8	89	-45.3
WC (Kal–Boulder) (W)	62.4	44	46	74.2	36	-51.5
Western Downs		61	53	90	23	-74.4
Bathurst	120	120	120			
Byron	120	120	120	120		
Goldenfields Water (W)			258	235		
Goulburn Mulwaree	180	180	180			
Southern Downs	120	87.1	102		90	
Median	120	109	120	108	90	
Mean	128.3	99.2	126.9	111.5	120.1	

Table A11 C13—Total complaints: water and sewerage (per 1,000 properties), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Central Coast		7.9	10	9.3	16	72.0
Gold Coast	6.3	8.4	3.6	3.5	4.9	40.0
South East Water	3.4	3	2.7	3.2	4.2	31.2
City West Water	5.2	3.6	3.3	3.4	4.4	29.4
Logan			12.3	14.3	17.9	25.2
Icon Water	3.8	4.3	3.7	2.8	3.4	21.4
SA Water	2.3	2.5	2.2	2	2	0.0
Unitywater	1.2	1.4	1.5	1.4	1.4	0.0
WC (Perth)	0.8	0.8	1.2	0.8	0.8	0.0
Urban Utilities	6	5.9	6.6	6.7	6.4	-4.5
Hunter Water	4.8	3.1	3.5	3.8	3.5	-7.9
Barwon Water	4.4	4.3	3.3	4.5	4.1	-8.9
Yarra Valley Water	5.8	11	11.1	12.4	11	-11.3
Sydney Water	2.6	2.1	2.2	2.4	2.1	-12.5
TasWater		12.2	15.6	12.6	5.4	-57.1
Median	4.1	4	3.5	3.5	4.2	
Mean	3.9	5.0	5.5	5.5	5.8	
Large						
North East Water	1.7	2.9	3.4	3.8	5.8	52.6
Cairns	2.9	3.6	2.4	2.1	3	42.9
Goulburn Valley Water	6.6	5.4	3.9	4.5	5.9	31.1
Townsville	0.7	0.8	0.5	0.5	0.6	20.0
WC (Mandurah)	0.4	0.3	0.6	0.5	0.6	20.0
Western Water	5.5	3.3	3.3	2.6	3	15.4
Coliban Water	6.5	8.6	5.3	6.4	6.4	0.0
P&W (Darwin)	86.2	85.1	68.4	60.4	50.9	-15.7
Redland City	3.6	2.6	3.2	3	2.4	-20.0
Gippsland Water	9.4	10.9	8.7	14.2	9.2	-35.2
Toowoomba	2.6	4.1	3.2	3.2	2	-37.5
Central Highlands Water (Vic)	5	6.9	8.4	8.6	5.1	-40.7
Median	4.3	3.8	3.3	3.5	4	
Mean	10.9	11.2	9.3	9.2	7.9	
Medium						
GWMWater	7.4	7.6	8.3	0.4	8.7	2,075.0
Clarence Valley		0	19	42.7	115	169.3
Eurobodalla	1.9	2	4	11.9	22	84.9
Albury	7	11.2	2	1.2	2	66.7
Fraser Coast	7.7	20.5	15.1	10.1	14.4	42.6
Dubbo	23.1	18.3	17	15.2	21	38.2
Mackay	33.4	57	93.4	60.9	70.8	16.3
Shoalhaven	1.5	1.8	2	0.9	1	11.1
Fitzroy River Water	48	47.2	39.9	46	48.4	5.2
East Gippsland Water	1.8	4	3.7	3.6	3.6	0.0
Gladstone	0	0.3	0.3	0	0	0.0

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Tweed	47.6	0	1	1	1	0.0
Wingecarribee	87.9	90	81	119	110	-7.6
Queanbeyan	36.6	52	55	88.4	76	-14.0
Wannon Water	6.1	5.3	6	4	3.4	-15.0
Tamworth	54.5	39.5	48	68.8	51	-25.9
South Gippsland Water	5.2	6.2	8.9	5.7	4.1	-28.1
MidCoast Council	8.2	4.4	3	3.4	2	-41.2
Bundaberg	2.8	12.8	59.7	52.6	28.2	-46.4
Port Macquarie Hastings	31.2	15.5	6	28.5	12	-57.9
Lower Murray Water	2.9	4.8	1.7	3.2	0.1	-96.9
Coffs Harbour	0.4	1.6	0	0.2	0	-100.0
Median	7.6	6.9	7.2	7.9	10.3	
Mean	21.6	18.3	21.6	25.8	27.0	
Small						
Gympie	2.3	5.5	5.2	0.5	1.1	120.0
Ballina	0.9	0.6	2	5.7	12	110.5
Western Downs		9.2	2.8	0.2	0.3	50.0
Kempsey	2.4	1.1	1	6.3	9	42.9
Livingstone	7.1	61.6	3.3	3.3	4	21.2
WC (Albany)	1	0.9	1.1	0.5	0.6	20.0
Bega Valley	7.2	7.5	11	6.9	8	15.9
Central Highlands	184.2	146	24.1	25.5	28.6	12.2
Byron	4.5	6.1	8	14.8	16	8.1
WC (Australind/Eaton)	0.8	1.5	1.2	0.9	0.9	0.0
Goulburn Mulwaree	98.5	0	69	80.2	76	-5.2
Cassowary Coast	115.4	16.6	10.3	14.4	13.1	-9.0
Armidale			10	22.1	20	-9.5
Bathurst	89.3	69.4	51	52.9	47	-11.2
Orange	123.1	111.6	102	112.4	97	-13.7
P&W (Alice Springs)	45.2	101.3	110.7	121.9	103.1	-15.4
Southern Downs	48.5	95.6	5.4	6.9	4.9	-29.0
Lismore	0.3	0.5	2	5.4	3	-44.4
Whitsunday	106.2	84.7	9.3	7.8	4.3	-44.9
WC (Geraldton)	1.2	1.5	2.3	2	0.8	-60.0
Westernport Water	6.8	4.8	2.5	3.7	1.3	-64.9
Essential Energy	2.5	1	2	12.5	2	-84.0
Median	6.9	6.1	5.3	6.9	6.5	
Mean	42.4	34.6	19.8	23.0	20.6	

Table A12 C14—Percentage of calls answered by an operator within 30 seconds, by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Central Coast				46	71	54.3
City West Water	82.5	81	81	50.5	73.7	46.1
South East Water	77.2	67	52.6	58.2	72.4	24.3
Gold Coast			45	54.1	62.1	14.8
Barwon Water	88	85	79	67	76.5	14.2
Icon Water	66.7	61.1	73.1	73.5	77.9	5.9
Sydney Water	73	60	76	69	72	4.3
SA Water	85.3	85.4	85.4	85.9	86.2	0.3
Yarra Valley Water	46.9	64.3	54.4	90.2	88.5	-1.8
Hunter Water	71	67	69	58	56	-3.4
Unitywater	81		72	83	80	-3.6
TasWater	88.5	89.1	86.5	87.1	83	-4.7
WC (Perth)	71.1	70.6	62.6	56.1	52.7	-6.1
Logan		80.9	71.3			
Urban Utilities	80					
Median	78.6	70.6	72	67	73.7	
Mean	75.9	73.8	69.8	67.6	73.2	
Large						
Toowoomba			80	81	83	2.5
Redland City				81	82	1.2
North East Water	90.8	90	96	98.4	98.6	0.2
Western Water	88.3	86	75	75.8	75.9	0.1
Townsville				47.7	47.7	0.0
Goulburn Valley Water	97.2	97.3	98.6	96.7	95.3	-1.4
Coliban Water	90.9	91.8	86.5	83	81.2	-2.2
Gippsland Water	88.8	83.8	83.5	67.8	62.2	-8.2
Central Highlands Water (Vic)	88.2	89.4	79.7	70.7	62	-12.2
Median	89.8	89.7	83.5	81	81.2	
Mean	90.7	89.7	85.6	78.0	76.4	
Medium						
Dubbo	93	84		69	93	34.8
Tweed	49	50	50	69	72	4.3
Port Macquarie Hastings	98	96	96	75	78	4.0
GWMWater	93.1	92.3	91.4	90.9	92.9	2.2
Albury	63	47	50	60	60	0.0
East Gippsland Water	99.5	99	99	99	99	0.0
Mackay			97	97	97	0.0
Shoalhaven	98	98	98	98	98	0.0
South Gippsland Water	99.5	94	98.8	98.6	98.4	-0.2
Wannon Water	99.3	98.8	98.8	98.6	98.2	-0.5
Eurobodalla	72	68	65	66	65	-1.5
Gladstone			100	79.7	78.3	-1.8

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Coffs Harbour	99	99	99	76	73	-3.9
Lower Murray Water	86.4	94	95	94	89	-5.3
Bundaberg			95	96	82	-14.6
Fitzroy River Water			80	75.9		
Wagga Wagga (S)	100	94	94	92		
Wingecarribee	66	96	97	99		
Median	98	94	96	92	89	
Mean	87.3	86.6	88.5	86.7	84.9	
Small						
Cassowary Coast				50	65	30.0
Bega Valley	45	50	50	70	90	28.6
Essential Energy	78	78	78	60	63	5.0
Orange	65	77	76	72	73	1.4
Lismore	77	80	80	70	70	0.0
Westernport Water	97.6	99.7	98.2	98.7	97	-1.7
Whitsunday			84.4	86.6	85.1	-1.7
Gympie			72	78	71	-9.0
Western Downs			91	94	76	-19.1
Ballina	100	100	100	90		
Bathurst		100	100	100		
Kal-Boulder (S)	100					
Goldenfields Water (W)			100	100		
Kempsey	42	40	45		93	
Median	78	79	82.2	82.3	74.5	
Mean	78.3	78.1	81.2	80.8	78.3	

Table A13 A8—Water main breaks, bursts and leaks (mains breaks per 100 km), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Sydney Water	26	23.9	32.8	24.7	29.2	18.2
Unitywater	3.7	4.8	4.1	4.2	4.9	16.7
Logan	4.7	4	5.1	5.8	6.7	15.5
Gold Coast	7.4	5.1	6.4	9.1	10.2	12.1
Hunter Water	26.8	24.8	30	27	28.3	4.8
Urban Utilities	25.7	23.1	22.5	30	31.1	3.7
Yarra Valley Water	48.5	47.4	46.3	43.9	43.8	-0.2
WC (Perth)	12	13.1	11.1	11.6	11.5	-0.9
Central Coast	17	16	14.4	12.1	11.6	-4.1
Icon Water	13.8	14.3	16.3	14.7	13.6	-7.5
SA Water	14.9	13.5	13.6	15	13.5	-10.0
South East Water	33.5	32.7	37.1	36.9	31.8	-13.8
TasWater				40.7	32.6	-19.9
Barwon Water	33.5	31	29.4	32.3	25.1	-22.3
City West Water	40.1	42.1	42.8	51.8	40	-22.8
Median	21.4	19.6	19.4	24.7	25.1	
Mean	22.0	21.1	22.3	24.0	22.3	
Large						
P&W (Darwin)	17.2	11.2	10.7	9.8	12.7	29.6
Townsville	31.6	33.5	18.3	21.7	27.6	27.2
North East Water	8.7	13.7	10.3	11.9	13.7	15.1
Coliban Water	29.1	28.7	28.5	25.8	26.4	2.3
Cairns	12.4	10.5	23	20	20.1	0.5
Central Highlands Water (Vic)	18.8	18.2	25.4	20.9	19.7	-5.7
Western Water	13.3	12.3	12.2	12.1	10.4	-14.0
Goulburn Valley Water	19.9	12.9	16.2	17	13.2	-22.4
Gippsland Water	24.5	23	25.1	26.9	20.5	-23.8
Redland City	3.2	3.1	3.1	4	3	-25.0
Toowoomba	13.3	16.3	29	12.4	9.1	-26.6
WC (Mandurah)	3.6	4	2.8	4.8	2.3	-52.1
Median	15.2	13.3	17.2	14.7	13.4	
Mean	16.3	15.6	17.1	15.6	14.2	
Medium						
Clarence Valley	12.3	15.4	5.9	9.4	86.1	816.0
Bundaberg	4.2	8	3.9	4.6	22	378.3
Riverina Water (W)	18.6	11.6	8.1	6	16.7	178.3
Shoalhaven	8	5.7	6.5	6.1	11.2	83.6
MidCoast Council	1.7	6.9	8.9	8.3	13.7	65.1
Port Macquarie Hastings	2.6	1.8	4.2	5.7	7.9	38.6
Queanbeyan	7.5	8.3	6.5	15.8	21.4	35.4
Coffs Harbour	7.1	10	9.7	8.2	11	34.1
Fraser Coast	3	4.2	3.6	7	7.9	12.9
Mackay	11.8	9.4	6.6	7.3	7.2	-1.4

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Wannon Water	11.1	9.6	8.3	5.2	5.1	-1.9
Tweed	7.5	9.1	7.5	9.5	9.3	-2.1
East Gippsland Water	12.9	12.8	17.1	15.9	15.4	-3.1
Fitzroy River Water	16.7	16.2	12.3	11.2	10.8	-3.6
GWMWater	55.5	56.6	58.5	57.1	45.2	-20.8
Lower Murray Water	32	28.6	26.2	33.4	26.4	-21.0
Albury	4.1	3.3	3.9	4.5	3.5	-22.7
South Gippsland Water	40.9	29.5	34.3	32.7	24	-26.6
Dubbo	6.5	7.8	9.7	7.8	5.4	-30.8
Gladstone	33.9	6.7	10.8	98.5	63.7	-35.3
Eurobodalla	12.7	10	9.1	28.1	17.2	-38.8
Wingecarribee	12	15	8.1	14.6	8.3	-43.2
Tamworth	8.9	5.5	6.8	10.1	3.7	-63.4
Median	11.1	9.4	8.1	9.4	11.2	
Mean	14.4	12.7	12.0	17.7	19.3	
Small						
Goulburn Mulwaree	14.7	19	19.7	8.2	14.4	75.6
Essential Energy	20.9	16.2	24.6	15.2	22.3	46.9
WC (Albany)	11.4	10.9	15.1	9	11.5	27.8
Lismore	35.8	29.5	39.9	43.2	52.7	22.0
P&W (Alice Springs)	8.3	30.7	44.3	36.2	43.1	19.1
Orange	8.8	7.3	8.7	6.3	7.4	17.5
Armidale			13.2	17.3	20.1	16.2
Cassowary Coast	7.6	8.8	12.7	18.2	20.8	14.3
Goldenfields Water (W)		16.3	15	16.7	18.5	10.8
WC (Kal–Boulder) (W)	20.3	15.5	19.7	19.3	21.2	9.8
Aqwest–Bunbury (W)	13.5	17.5	9.9	5.9	6.1	3.4
Gympie	3.8	11.1	9.8	9.8	9.8	0.0
Southern Downs	3.7	4.5	1.1	7.2	7.2	0.0
WC (Australind/Eaton)	7.4	9.2	6.9	6.5	6.5	0.0
Livingstone	3.2	2.9	1	3.5	3.2	-8.6
Central Highlands	40.4	48.6	42.1	37.7	33.9	-10.1
Bega Valley	4.5	9.5	13.1	5.7	4.7	-17.5
Busselton (W)	7.2	7.1	9.7	9	7.4	-17.8
Whitsunday	15	10.4	19.4	20.4	16.2	-20.6
WC (Geraldton)	25.2	27.4	32.5	28.6	22.6	-21.0
Bathurst	14.8	10.8	15	7.2	4.2	-41.7
Kempsey	5.5	12.6	5.1	10.6	5.5	-48.1
Westernport Water	22	18.2	20	21.2	11	-48.1
Byron	7.1	13.7	17.1	27.4	13.1	-52.2
Western Downs	20.5	28	18.2	15.1	7.2	-52.3
Ballina	3.7	10.1				
Median	10.1	12.6	15	15.1	11.5	
Mean	13.6	15.8	17.4	16.3	15.6	

Table A14 A14—Number of sewer mains breaks and chokes per 100 km of sewer main (breaks and chokes/100 km), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Gold Coast	7.2	4.3	5.1	4.9	6.2	26.5
Icon Water	54.1	48.9	55.6	72.1	83.8	16.2
Unitywater	24.5	24.8	16.4	17.1	19.8	15.8
Urban Utilities	25.2	24.9	20.9	18.4	21.1	14.7
TasWater			45	36.6	41.2	12.6
Yarra Valley Water	35.3	38.1	30.7	38.4	42.4	10.4
South East Water	17.6	18	16.2	19	20.7	8.9
Logan	11.5	11.2	10.7	9	9.8	8.9
WC (Perth)	18.6	17	17	17	18.4	8.2
Barwon Water	38.8	33	36.1	51.2	53.8	5.1
SA Water	51	43	43	46	48	4.3
City West Water	21.4	20.3	21.3	24.1	24.5	1.7
Hunter Water	42.7	49.6	50.6	44.9	42.8	-4.7
Sydney Water	58.4	62.8	70	74	66	-10.8
Central Coast	38	34.3	37	38	33	-13.2
Median	30.2	28.9	30.7	36.6	33	
Mean	31.7	30.7	31.7	34.0	35.4	
Large						
Townsville	3.9	2.7	2.8	7.3	54.8	650.7
North East Water	9.6	11.8	10.3	10.3	13.9	35.0
Goulburn Valley Water	9.5	9.1	6.1	10.3	13.8	34.0
P&W (Darwin)	22.2	19	14.3	9.9	12.7	28.3
Redland City	7.2	4	3.6	2.3	2.7	17.4
Coliban Water	53.7	40.5	29.8	20.5	22.3	8.8
Western Water	14.1	11.5	12.7	18.1	17.3	-4.4
Central Highlands Water (Vic)	22.6	19.3	19.1	20.5	19.2	-6.3
Gippsland Water	8	8.4	9.1	7.8	6.9	-11.5
Cairns	7.2	11.8	14.5	15.1	12.9	-14.6
WC (Mandurah)	9	10	7	11	8.5	-22.7
Toowoomba	64.8	56.9	64.6	44.2	13.5	-69.5
Median	9.6	11.7	11.5	10.7	13.7	
Mean	19.3	17.1	16.2	14.8	16.5	
Medium						
Tamworth	20	41	8	7	12	71.4
Dubbo	46	35.7	38	40	63	57.5
Bundaberg	11.4	10.1	11.5	13.1	20.3	55.0
Fraser Coast	6.2	8.1	7.1	7.9	9.4	19.0
Albury	76	78	9	44	52	18.2
East Gippsland Water	5.2	5.9	7.6	6.9	8.1	17.4
MidCoast Council	8	20	22	24	27	12.5
Coffs Harbour	97	95	84	82	88	7.3
Gladstone	10.9	12.4	5.6	7.9	8.4	6.3
Clarence Valley	40	31	36	64	66	3.1

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
GWMWater	50.5	46.3	42.1	43	43.2	0.5
Shoalhaven	13	8	11	3	3	0.0
Tweed	1	1	0	0	0	0.0
Mackay	5.1	3.8	2.2	3.5	3.1	-11.4
Fitzroy River Water	25.9	28.1	17	21.7	18.3	-15.7
Lower Murray Water	15.6	18	16	19	16	-15.8
Eurobodalla	23	25	33	37	29	-21.6
Wannon Water	18.2	18	12.5	12.1	9.2	-24.0
Port Macquarie Hastings	27	15	14	9	6	-33.3
Queanbeyan	33	86	59	101	55	-45.5
South Gippsland Water	29.9	110	13.4	36.6	13.3	-63.7
Wingecarribee	10	31	26	45	8	-82.2
Wagga Wagga (S)	72	62	73			
Median	19.1	25	14	20.4	14.7	
Mean	27.5	34.3	23.8	28.5	25.4	
Small						
WC (Busselton) (S)	3.7	3.8	2	3	13.2	340.0
Central Highlands	39.4	32.9	7.6	6.5	25.6	293.8
Gympie	3.8	3	8.7	5.9	14.2	140.7
Kempsey	25	10	22	5	12	140.0
P&W (Alice Springs)	1.8	3.6	6.3	3.2	6.6	106.2
Southern Downs	35.7	12	0.3	34.2	64.4	88.3
Byron	21	7	7	8	13	62.5
Lismore	28	16	26	17	24	41.2
Essential Energy	122	120.7	122	115	143	24.3
Armidale			49	51	58	13.7
Western Downs	4.8	4.8	2.8	4.4	4.7	6.8
Kal-Boulder (S)	27	30	39	33	34	3.0
WC (Albany)	30.6	20.9	17	21	21.1	0.5
Bega Valley	20	14	27	18	18	0.0
Goulburn Mulwaree	45	106.7	69	44	44	0.0
WC (Australind/Eaton)	7.9	7.4	9	7	6.3	-10.0
Cassowary Coast	1.3	4.8	4.4	3.9	3	-23.1
Livingstone	6	3.3	4.2	5.1	3.9	-23.5
Bathurst	162	91	55	49	36	-26.5
Westernport Water	4.2	4.1	6	6	3.6	-40.0
WC (Bunbury) (S)	12.8	9.2	14	11	6.4	-41.8
WC (Geraldton)	8.7	7.1	12	9	5	-44.4
Orange	42	78	83	90	40	-55.6
Whitsunday	8.9	8.9	15.5	17.6	7.6	-56.8
Ballina	21	0	0			
Median	20.5	9.1	12	10	13.7	
Mean	28.4	25.0	24.4	23.7	25.3	

Table A15 A15—Number of property connection sewer breaks and chokes (breaks and chokes/1,000 properties), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Gold Coast	0.9	2.2	2.3	1.8	2.2	22.2
Logan	1.8	1.9	1.3	1	1.2	20.0
TasWater				10.7	12.6	17.8
Unitywater	1.3	1.3	1.1	1.2	1.4	16.7
Icon Water	10.1	9.5	10.4	13.8	15.7	13.8
SA Water	32	26	28	28	29	3.6
Sydney Water	0.2	0.3	0.3	0.3	0.3	0.0
Urban Utilities	3.3	3.9	3.1	2.9	2.9	0.0
Barwon Water	2.8	6	6	9.4	9.3	-1.1
Yarra Valley Water	7.4	7.6	6.7	8.1	8	-1.5
Hunter Water	8.5	9.3	10	10.3	9.8	-4.9
South East Water	5	4	4.8	5.2	4.9	-5.8
City West Water	5.2	4.5	3.2	3.4	3.1	-8.8
Central Coast	2.9	6.9	3.2	3.6	3.1	-13.9
Median	3.3	4.5	3.2	4.4	4	
Mean	6.3	6.4	6.2	7.1	7.4	
Large						
Toowoomba	0.6	4.3	2.5	1	2.3	130.0
Goulburn Valley Water	4.3	2.3	5	4.6	7.5	63.0
Redland City	0.6	1.3	1.1	1	1.1	10.0
Gippsland Water	1.8	2.4	2.2	1.3	1.4	7.7
Townsville	4.3	4.2	3.2	5.5	5.4	-1.8
Central Highlands Water (Vic)	1.7	2.2	3.8	4.9	4.6	-6.1
Coliban Water	5.2	8.9	4.3	3.6	3.3	-8.3
North East Water	2	2.9	3	3	2.7	-10.0
Cairns	1.4	2.2	2.7	2.7	2.3	-14.8
Western Water	5.6	4.8	4.2	4.9	3.9	-20.4
P&W (Darwin)	3.1	0.8	2	1.4	1	-28.6
Median	2	2.4	3	3	2.7	
Mean	2.8	3.3	3.1	3.1	3.2	
Medium						
Mackay	0.6	1.7	2.2	0.6	1.2	100.0
Wingecarribee	3.7	4.6	16.9	8.4	16.7	98.8
Gladstone	0.7	1.2	0.6	1	1.5	50.0
Coffs Harbour	1.5	2.8	0.5	2	3	50.0
Tweed	1.2	1.2	0.8	0.3	0.4	33.3
Dubbo	6.5	6.1	6.9	7	8.6	22.9
Lower Murray Water	6.2	6	7	8	9	12.5
Fitzroy River Water	9.8	10.6	9.7	11.6	12.8	10.3
Wagga Wagga (S)	13.4	6.7	5	7.8	8.5	9.0
Port Macquarie Hastings		1.1	1	0.2	0.2	0.0
Eurobodalla	4.4	4.6	5.8	4.3	4.2	-2.3

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
GWMWater	31.4	29.2	35.1	34.9	33.1	-5.2
Shoalhaven	0.1	0.1	0	3.5	3.1	-11.4
East Gippsland Water	0.8	1.2	1.8	1.6	1.3	-18.8
Clarence Valley	3.3	5.9	20.4	5.7	4.2	-26.3
Wannon Water	3.5	3	3	3	2	-33.3
Albury	12.5	10.7	4.5	4.1	2.7	-34.1
Fraser Coast	1.3	2.7	2.8	2.3	1.5	-34.8
Bundaberg	0.2	0.6	8.7	13.2	7.6	-42.4
Tamworth	10.8	8.6	10.2	5.4	2.9	-46.3
South Gippsland Water	1.8	64	3.7	10.1	5.1	-49.5
MidCoast Council				0		
Queanbeyan	0.6	1.1	0	0		
Median	3.3	3.8	4.1	4.1	3.1	
Mean	1.8	7.9	6.7	5.9	6.2	
Small						
Whitsunday	0.3	0.9	1.4	0.1	0.7	600.0
Western Downs	2.8	2.9	2	0.8	4.6	475.0
P&W (Alice Springs)	0.2	2	1.3	0.9	4.1	355.6
Gympie	0.5		4	0.6	1.9	216.7
Essential Energy	44	43.3	51.3	51.7	60	16.1
Byron	10.3	11.3	9.6	14.9	16.8	12.8
Kempsey	14.1	24.9	6.2	21	23.5	11.9
Armidale			27.3	32.9	34.1	3.6
Livingstone		3.4	1.4	2.2	2.2	0.0
Kal-Boulder (S)	0	1	1.8	0	0	0.0
Lismore	8.2	5.9	21.3	9.5	8.9	-6.3
Orange	1.4	0.3	3.2	10.9	10	-8.3
Goulburn Mulwaree	17	17.4	18	14.7	12.6	-14.3
Central Highlands	2.3	1.1	10.2	10.3	8.6	-16.5
Southern Downs	6.3	2.1	7.6	11.3	7.1	-37.2
Bathurst	3.1	3.2	4.9	4.9	3	-38.8
Westernport Water	2.3	2.3	3.3	4.4	1.8	-59.1
Bega Valley	2	1.5	4.4	2.2	0.8	-63.6
Cassowary Coast	3.2	3.1	0.8	1	0.3	-70.0
Median	2.8	2.9	4.4	4.9	4.6	
Mean	6.9	7.4	9.5	10.2	10.6	

Table A16 A10—Real losses: service connections (L/service connection/day), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Central Coast	31	34	35	37	58	56.8
SA Water	82	86	76	78	90	15.4
TasWater			277	313	361	15.3
Icon Water	69	79	83	45	49	8.9
Unitywater	66	51	55.2	49.8	54.1	8.6
WC (Perth)	78	87	83.6	85	84.7	-0.3
Gold Coast	81	76.3	76.4	69.3	68	-1.9
Urban Utilities	71	76	75	74	70	-5.4
Sydney Water	76	83	93	94	85	-9.6
Hunter Water	104	96	86	79	69	-12.7
Yarra Valley Water	71	50	60	49	42	-14.3
Logan	67	66.1	76.5	83.1	70.8	-14.8
South East Water	64	59	47	66	53	-19.7
City West Water	71	70	89	57.8	39.2	-32.2
Barwon Water	47	45	48	34	21	-38.2
Median	71	73	76.4	69.3	68	
Mean	69.9	68.5	84.0	80.9	81.0	
Large						
Redland City	17	16.1	16.5	11.6	25.6	120.7
P&W (Darwin)	96	143	222	142	276	94.4
Coliban Water	74	63	60	72	86	19.4
WC (Mandurah)	67	77	93.8	41.9	47.8	14.1
Toowoomba	85	59.3	81	66.9	73.4	9.7
Townsville	276	143	306.4	342.9	333.7	-2.7
Central Highlands Water (Vic)	30	40	40	50	42	-16.0
Goulburn Valley Water	93	104	118	100	80	-20.0
Gippsland Water	72	90	80	90	71	-21.1
North East Water	60	48	59	70	54	-22.9
Cairns	27	7.9	21.4	46.3	31.3	-32.4
Western Water	37	32	51	50	0.03	-99.9
Median	69.5	61.1	70	68.5	62.5	
Mean	77.8	68.6	95.8	90.3	93.4	
Medium						
Gladstone	336	239.3	47.8	50.8	96	89.0
Tamworth	87	79	55	55	87	58.2
East Gippsland Water	66	48	55.8	27.8	43.1	55.0
Queanbeyan	110	0	101	92	142	54.3
Dubbo	90	51.3	4	86	121	40.7
Bundaberg	354	50.6	215.5	133.7	163.6	22.4
Fraser Coast	78	89.1	80.7	54	62.1	15.0
Port Macquarie Hastings	43	40	45	77	87	13.2
Fitzroy River Water	152	114.2	186	176	194.1	10.3
MidCoast Council	71	84	57	37	40	8.1

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Coffs Harbour	48	56	62	42	44	4.8
Shoalhaven	72	107	64	71	74	4.2
Lower Murray Water	0.1	0.1	0.1	0.1	0.1	0.0
Wannon Water	72	84	70	70	70	0.0
Eurobodalla	50	54	52	51	50	-2.0
South Gippsland Water	100	87	105	122.8	102.6	-16.4
Wingecarribee	116	107	117	95	77	-18.9
Tweed	90	90.9	104	137	96	-29.9
Mackay	131	130.3	189.9	186	111	-40.3
Albury	60	46.2	63	44	19	-56.8
Clarence Valley	40	46.9	43	126	30	-76.2
Riverina Water (W)	115	55.6	57	85	2	-97.6
GWMWater	109	112	72	119	0	-100.0
Median	87	79	63	76.9	74	
Mean	103.9	77.1	80.3	83.4	74.4	
Small						
P&W (Alice Springs)	126	153	118	92	246	167.4
Livingstone	0	0	0	116.8	245	109.8
Goldenfields Water (W)		200.6	151	54	89	64.8
WC (Kal–Boulder) (W)	42	88	102.4	78	120.6	54.6
Busselton (W)	69	78	115	119	162	36.1
Central Highlands		271.4	253.7	200	261.9	30.9
Whitsunday	346	101.8	144.7	251.4	323.1	28.5
Southern Downs	96	66.5	27.8	29	35.4	22.1
Ballina	156	89	57	100	116	16.0
Bega Valley	50	51	51	50	54	8.0
WC (Albany)	189	115	111	163.9	176.5	7.7
Cassowary Coast	390	463.9	458.8	461.8	472.4	2.3
WC (Geraldton)	217	106	209.7	161.6	162.6	0.6
Westernport Water	47	50	42	11	11	0.0
Byron	90	50	84	49	49	0.0
Aqwest–Bunbury (W)	95	104	108	98	95	-3.1
Lismore	39	38	103	96	78	-18.8
Bathurst	70	67.9	84	58	47	-19.0
Essential Energy	84	90.7	101	111	76	-31.5
WC (Australind/Eaton)	107	109	124.4	142.3	87.4	-38.6
Gympie	98	147.8	133.2	185.4	113.7	-38.7
Kempsey	93	63	114	90	45	-50.0
Orange	63	106	112	113	39	-65.5
Goulburn Mulwaree	40	67.3	95	119	40	-66.4
Armidale			129	127	28	-78.0
Western Downs		65.4	170.5	52.1	6.7	-87.1
Median	91.5	89	111.5	105.5	88.2	
Mean	114.0	109.7	123.1	120.4	122.3	

Table A17 E12—Total net greenhouse gas emissions per 1,000 properties (t CO₂ equivalents/1,000 properties), by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
WC (Perth)	817	828	754	510	701	37.5
Logan			187	163	185	13.0
TasWater			179	196	218	11.3
Unitywater	199		199	212	228	7.2
Central Coast	397	505	436	449	472	5.1
Gold Coast				246	250	1.5
Barwon Water	268	263	257	267	267	-0.2
Urban Utilities	192	168	183	182	178	-2.4
Sydney Water	144	176	173	180	175	-3.0
City West Water	32	32	30	28	28	-3.5
Hunter Water	181	167	163	357	344	-3.7
Icon Water	255	242	268	363	331	-8.9
Yarra Valley Water	44	44	43	40	35	-13.1
South East Water	60	56	63	49	42	-15.0
SA Water	402	272	302	426	346	-18.8
Median	195	176	185	212	228	
Mean	249	250	231	245	253	
Large						
WC (Mandurah)	189	348	350	257	377	46.7
Goulburn Valley Water	780	686	1,004	1,080	1,290	19.5
Townsville			294	368	433	17.8
P&W (Darwin)	154	179	229	215	213	-0.8
Toowoomba			501	633	617	-2.6
Redland City			34	190	184	-3.5
Western Water	530	440	512	558	529	-5.2
North East Water	885	750	697	653	619	-5.2
Cairns			256	254	228	-10.5
Coliban Water	770	454	384	443	385	-13.0
Central Highlands Water (Vic)	444	230	208	236	200	-15.3
Gippsland Water	898	546	543	617	483	-21.7
Median	650	447	367	405	409	
Mean	581	454	418	459	463	
Medium						
Wingecarribee	492	474	442	416	733	76.2
Fitzroy River Water			475	445	562	26.2
Coffs Harbour	456	489	459	386	428	10.9
Port Macquarie Hastings	385	395	304	482	527	9.3
Queanbeyan	233	299	200	169	184	8.9
Tamworth	423	422	469	376	391	4.0
Mackay				0.1	0.1	0.0
Eurobodalla	335	381	530	500	495	-1.0
Tweed	453	457	730	420	413	-1.7

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Shoalhaven	454	470	479	754	739	-2.0
Albury	477	437	418	383	367	-4.2
South Gippsland Water	372	416	454	446	424	-5.0
Bundaberg				40	37	-6.3
Clarence Valley	177	200	252	181	169	-6.7
East Gippsland Water	346	365	351	368	341	-7.3
Lower Murray Water	602	542	643	624	578	-7.3
MidCoast Council	371	337	426	453	416	-8.2
Wannon Water	776	675	696	704	611	-13.2
GWMWater	583	426	477	566	473	-16.4
Dubbo	492	470	505	563	468	-16.9
Fraser Coast			0			
Median	453	426	459	433	426	
Mean	453	427	437	414	418	
Small						
Kempsey	292	303	321	460	682	48.3
Orange	515	450	596	482	668	38.6
Whitsunday			355	408	475	16.4
WC (Geraldton)	373	351	331	332	343	3.3
WC (Albany)	419	380	368	356	364	2.4
P&W (Alice Springs)	636	577	822	859	878	2.2
WC (Australind/Eaton)	448	347	323	316	321	1.5
Byron	172	138	385	383	386	0.8
Western Downs			334	472	475	0.7
Ballina	386	295	378	456	459	0.7
Westernport Water	379	383	399	394	384	-2.5
Gympie				434	405	-6.7
Goulburn Mulwaree	662	761	670	744	687	-7.7
Bathurst	416	418	278	434	388	-10.6
Lismore	229	171	64	223	185	-17.0
Armidale			436	423	326	-22.9
Cassowary Coast				412	290	-29.8
Bega Valley	422	399	417	413	284	-31.2
Essential Energy	1,118	984	1,220	835	368	-55.9
Central Highlands					291	
Livingstone					391	
Southern Downs					168	
Median	417	381	378	423	385	
Mean	462	425	453	465	419	

Table A18 H3—Percentage of population where microbiological compliance was achieved, by utility size group, 2015–16 to 2019–20.

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Major						
Barwon Water	100	100	100	100	100	0.0
Central Coast	100	100	100	100	100	0.0
City West Water	100	100	100	100	100	0.0
Gold Coast			100	100	100	0.0
Hunter Water	100	100	100	100	100	0.0
Icon Water	100	100	100	100	100	0.0
Logan			100	100	100	0.0
SA Water	100	100	100	100	100	0.0
South East Water	100	100	100	100	100	0.0
Sydney Water	100	100	100	100	100	0.0
TasWater	99.2	99.4	99.8	100	100	0.0
Unitywater	100		100	100	100	0.0
Urban Utilities	100	100	100	100	100	0.0
WC (Perth)	100	100	100	100	100	0.0
Yarra Valley Water	100	100	100	100	100	0.0
Median	100	100	100	100	100	
Mean	99.9	100	100	100	100	
Large						
Cairns			100	100	100	0.0
Gippsland Water	88.6	100	100	100	100	0.0
Central Highlands Water (Vic)	100	100	99.7	100	100	0.0
Goulburn Valley Water	100	100	100	100	100	0.0
North East Water	100	100	100	100	100	0.0
P&W (Darwin)	100	100	100	100	100	0.0
Redland City			100	100	100	0.0
Toowoomba			100	100	100	0.0
Townsville			100	100	100	0.0
WC (Mandurah)	100	100	100	100	100	0.0
Western Water	100	99	100	100	100	0.0
Coliban Water	100	100	99.5	100	94.3	-5.7
Median	100	100	100	100	100	
Mean	98.6	99.9	99.9	100	99.5	
Medium						
South Gippsland Water	100	100	100	99	100	1.0
Albury	100	100	100	100	100	0.0
MidCoast Council	100	100	100	100	100	0.0
Wannon Water	100	99.9	100	100	100	0.0
Tweed	100	100	100	100	100	0.0
Tamworth	100	100	100	100	100	0.0
Shoalhaven	100	100	100	100	100	0.0
Fitzroy River Water			100	100	100	0.0
Riverina Water (W)	100	100	100	100	100	0.0
Queanbeyan	100	100	100	100	100	0.0

Utility	2015–16	2016–17	2017–18	2018–19	2019–20	% Change from 2018–19
Port Macquarie Hastings	100	100	100	100	100	0.0
Mackay			100	100	100	0.0
Bundaberg			100	100	100	0.0
Lower Murray Water	100	100	100	100	100	0.0
GWMWater	100	100	99.4	100	100	0.0
Gladstone			100	100	100	0.0
Fraser Coast			100	100	100	0.0
Eurobodalla	100	100	100	100	100	0.0
East Gippsland Water	100	100	100	100	100	0.0
Dubbo	100	100	100	100	100	0.0
Coffs Harbour	100	100	100	100	100	0.0
Clarence Valley	100	100	100	100	100	0.0
Wingecarribee	100	100	100	100	100	0.0
Median	100	100	100	100	100	
Mean	100	100	100	100	100	
Small						
Aqwest–Bunbury (W)	100	100	100	100	100	0.0
Armidale			100	100	100	0.0
Westernport Water	100	100	100	100	100	0.0
Western Downs			72.5	100	100	0.0
WC (Kal–Boulder) (W)	100	100	100	100	100	0.0
WC (Geraldton)	100	100	100	100	100	0.0
WC (Australind/Eaton)	100	100	100	100	100	0.0
WC (Albany)	100	100	100	100	100	0.0
P&W (Alice Springs)	100	100	100	100	100	0.0
Orange	100	100	100	100	100	0.0
Livingstone			100	100	100	0.0
Lismore	100	100	100	100	100	0.0
Kempsey	100	100	100	100	100	0.0
Goulburn Mulwaree	100	100	100	100	100	0.0
Goldenfields Water (W)		100	100	100	100	0.0
Essential Energy	100	100	100	100	100	0.0
Central Highlands			100	100	100	0.0
Byron	100	100	100	100	100	0.0
Busselton (W)	100	100	100	100	100	0.0
Bega Valley	100	100	100	100	100	0.0
Bathurst	100	100	100	100	100	0.0
Ballina	100	100	100	100	100	0.0
Whitsunday			100	100	100	0.0
Southern Downs			100	100	99.5	-0.5
Gympie			100	100	98.6	-1.4
Cassowary Coast			99.3	98.9	97.5	-1.4
Median	100	100	100	100	100	
Mean	100	100	98.9	100	99.8	