

Appendix A Individual utility group tables

- Tables A1 to A18 present a summary of key indicators by utility group for the period 2016–17 to 2020–21.
- Utilities are sorted in descending order based on their percentage changes in value from 2020–21 within each utility size group.

Table A1 W12 – Average annual residential water supplied (kL/property) by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
Central Coast	161	169	158	156	159	1.9
Yarra Valley Water	148	151	155	148	149	1.0
SA Water	166	190	198	190	192	0.7
South East Water	150	150	149	150	150	0.4
WC (Perth)	223	219	219	227	227	0.0
Unitywater	157	156	157	156	155	-0.4
Sydney Water	206	215	199	189	186	-1.4
Barwon Water	158	163	171	161	159	-1.6
Urban Utilities	154	153	156	162	158	-2.5
Hunter Water	172	181	175	156	151	-3.4
Gold Coast	168	161	164	175	167	-4.6
City West Water	147	142	146	146	139	-4.7
Logan	154	145	150	148	139	-6.0
TasWater	179	193	191	193	179	-7.6
Icon Water	190	197	204	202	176	-12.9
Median	161	163	164	161	159	
Mean	169	172	173	171	166	
Large						
Redland City	172	164	169	174	184	6.0
Gippsland Water	166	168	177	161	164	2.1
Shoalhaven	151	157	146	155	155	0.2
WC (Mandurah)	221	216	212	220	220	0.0
Coliban Water	185	201	210	195	194	-0.7
Western Water	179	186	196	182	178	-2.2
Goulburn Valley Water	242	264	285	261	254	-2.7
Central Highlands Water (Vic)	150	157	161	151	147	-2.8
Cairns	251	253	254	257	250	-2.8
P&W (Darwin)	361	368	380	373	360	-3.5
Townsville	243	242	314	363	342	-5.8
North East Water	198	208	224	214	200	-6.5
Toowoomba	155	152	163	162	147	-9.4
Median	185	201	210	195	194	
Mean	206	210	222	221	215	
Medium						
Clarence Valley	162	155	159	115	164	42.6
Tamworth	230	291	247	141	159	12.8

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Bundaberg	234	218	243	261	284	8.9
Queanbeyan	150	167	158	171	184	7.6
Port Macquarie Hastings	152	172	160	144	154	6.9
MidCoast Council	144	142	155	144	149	3.5
South Gippsland Water	120	118	119	115	118	2.7
Gladstone	224	132	239	251	253	0.6
Wannon Water	136	144	147	141	139	-1.7
Fraser Coast	201	164	186	191	186	-2.7
Tweed	178	176	177	177	172	-2.8
Eurobodalla	124	123	121	121	117	-3.3
Dubbo	300	386	337	207	198	-4.3
Fitzroy River Water	345	343	375	383	365	-4.7
East Gippsland Water	148	157	160	153	145	-5.2
GWMWater	210	316	249	241	224	-7.1
Coffs Harbour	167	170	154	151	140	-7.3
Lower Murray Water	428	490	519	520	477	-8.2
Albury	204	237	252	246	218	-11.4
Wingecarribee	190	216	206	218	177	-18.8
Mackay	175	180	187	215	168	-21.8
Riverina Water (W)	298	311	343	338	264	-21.9
Median	184	174	186	184	174	
Mean	205	219	222	211	202	
Small						
Kempsey	141	159	147	146	175	19.9
Bathurst	231	254	194	144	156	8.3
Central Highlands	445	487	443	430	465	8.1
Westernport Water	84	85	91	89	93	5.1
Southern Downs	158	157	152	100	104	3.9
WC (Geraldton)	298	289	279	286	291	1.8
Cassowary Coast	251	237	219	220	224	1.5
Armidale		214	226	141	141	0.0
Byron	156	199	200	200	199	-0.5
Busselton (W)	275	294	265	261	258	-1.0
Gympie	170	171	158	169	166	-1.7
Orange	173	186	166	163	160	-1.8
WC (Australind/Eaton)	288	288	283	289	283	-2.3
WC (Albany)	176	176	169	169	164	-2.7
Ballina	192	179	183	173	168	-2.9
Lismore	155	147	148	127	123	-3.1
Aqwest–Bunbury (W)	248	242	240	245	236	-3.8
Western Downs	181	188	204	201	193	-4.2
P&W (Alice Springs)	418	448	457	451	432	-4.3
Livingstone	281	296	317	349	328	-5.8
WC (Kal–Boulder) (W)	279	280	284	300	279	-6.8
Whitsunday	238	319	268	304	276	-9.0

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Bega Valley	150	149	145	163	148	-9.2
Essential Energy	242	277	275	277	250	-9.7
Goulburn Mulwaree	156	149	150	153	136	-11.1
Goldenfields Water (W)	261	287	305	288	230	-20.1
Snowy Monaro					125	
Median	231	225	212	201	193	
Mean	226	237	229	225	215	

Table A2 W26 – Total recycled water supplied (ML), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
Yarra Valley Water	4,107	2,601	2,473	2,427	2,851	17.5
WC (Perth)	9,568	12,100	9,817	20,681	22,579	9.2
SA Water	23,890	29,421	32,312	26,400	28,565	8.2
Gold Coast	8,256	7,439	7,712	7,306	7,466	2.2
City West Water	2,581	2,605	2,739	2,931	2,597	-11.4
Urban Utilities	4,188	4,037	4,776	4,532	3,909	-13.7
TasWater	4,691	5,605		6,093	5,224	-14.3
Barwon Water	5,541	5,655	5,998	4,683	3,951	-15.6
South East Water	3,233	7,433	8,073	6,825	5,569	-18.4
Sydney Water	38,339	42,833	44,020	46,919	37,669	-19.7
Central Coast	724	1,042	674	825	631	-23.5
Logan	738	461	625	789	582	-26.2
Hunter Water	5,384	4,923	3,862	4,651	3,206	-31.1
Unitywater	1,461	1,030	1,160	1,292	772	-40.2
Icon Water	4,404	77	60	75	27	-64.0
Median	4,404	4,923	4,319	4,651	3,909	
Mean	7,807	8,484	8,879	9,095	8,373	
Large						
Cairns	2,184	2,119	1,926	533	1,731	224.8
Central Highlands Water (Vic)	1,104	1,593	1,680	1,628	1,934	18.8
WC (Mandurah)	168	226	239	220	244	10.9
Gippsland Water	2,169	2,291	2,054	1,969	2,128	8.1
North East Water	2,391	8,432	7,955	8,093	8,443	4.3
P&W (Darwin)	541	451	488	0	0	0
Townsville	1,719	1,283	1,367	1,383	1,358	-1.8
Goulburn Valley Water	5,698	314	390	307	270	-12.1
Toowoomba	2,854	1,743	2,597	2,105	1,809	-14.1
Redland City	105	89	94	121	100	-17.8
Coliban Water	9,739	1,509	1,510	1,411	1,093	-22.5
Shoalhaven	1,576	2,289	2,185	2,218	1,642	-26.0
Western Water	9,073	7,244	7,627	7,748	5,334	-31.2
Median	2,169	1,593	1,680	1,411	1,642	
Mean	3,025	2,276	2,316	2,134	2,007	
Medium						
GWMWater	4,416	2,147	2,569	0	2,698	
Queanbeyan	158	70	70	70	376	437.1
South Gippsland Water	136	108	111	122	194	59.0
Albury	4,655	3,885	2,457	3,297	5,173	56.9
Gladstone	2,899	3,166	3,174	2,494	3,812	52.8
East Gippsland Water	2,933	2,774	1,139	1,072	1,346	25.6
Lower Murray Water	3,759	387	483	408	477	16.9
Wagga Wagga (S)	5,923	5,008	4,986	4,819	5,188	7.7
Fitzroy River Water	801	755	717	735	748	1.8
Bundaberg	452	352	533	585	531	-9.3

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Tweed	824	852	879	874	777	-11.1
Clarence Valley	329	376	376	386	332	-14.0
Wannon Water	1,656	1,779	2,008	1,725	1,454	-15.7
Fraser Coast	4,893	4,739	5,591	6,918	4,880	-29.5
Dubbo	2,327	3,043	2,448	2,159	1,483	-31.3
Port Macquarie Hastings	481	400	440	610	384	-37.0
Coffs Harbour	1,229	1,650	965	1,281	774	-39.6
Wingecarribee	187	179	186	171	86	-49.7
Tamworth	4,188	4,060	4,563	3,622	1,818	-49.8
MidCoast Council	1,033	1,290	1,432	1,398	685	-51.0
Eurobodalla	186	228	239	433	190	-56.1
Mackay	2,602	4,263	4,263	4,034	446	-88.9
Median	1,229	1,290	965	1,072	748	
Mean	2,094	1,887	1,801	1,692	1,539	
Small						
Goulburn Mulwaree	1,843	1,618	1,533	237	338	42.6
Lismore	8	6	15	17	21	23.5
Kal-Boulder (S)	946	955	773	1,126	1,378	22.4
Whitsunday	460	403	358	317	386	21.9
WC (Albany)	2,145	2,172	2,081	2,085	2,357	13.0
P&W (Alice Springs)	1,078	1,146	1,001	927	1,019	9.9
Westernport Water	299	85	109	76	83	9.2
Ballina	701	623	782	688	748	8.7
WC (Busselton) (S)	221	247	287	254	272	7.1
WC (Geraldton)	220	214	248	210	224	6.7
Bathurst	0	674	691	762	788	3.4
WC (Australind/Eaton)	1,181	714	733	721	740	2.6
Orange	786	2,020	3,074	2,723	2,677	-1.7
Southern Downs	1,524	1,298	1,279	894	863	-3.5
Byron	661	629	642	516	493	-4.5
Gympie	118	108	111	97	93	-4.7
Central Highlands	1,619	1,621	1,857	1,939	1,817	-6.3
WC (Bunbury) (S)	114	139	124	127	115	-9.4
Essential Energy	704	662	484	617	499	-19.1
Livingstone	786	789	1,480	1,047	836	-20.1
Western Downs	1,097	1,073	1,075	1,105	754	-31.7
Armidale		1,263	1,188	846	484	-42.8
Bega Valley	535	680	628	762	407	-46.6
Kempsey	123	158	145	149	75	-49.7
Snowy Monaro					87	
Median	701	677	712	705	493	
Mean	746	804	862	760	702	

Table A3 P8 – Typical annual bill (\$), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
Barwon Water	1,054	1,059	1,078	1,049	1,134	8.1
South East Water	1,086	1,069	998	1,005	1,016	1.1
Urban Utilities	1,325	1,331	1,346	1,411	1,413	0.1
Unitywater	1,609	1,518	1,503	1,516	1,504	-0.8
Yarra Valley Water	1,100	1,112	1,105	1,074	1,060	-1.3
City West Water	995	973	983	990	976	-1.4
WC (Perth)	1,479	1,534	1,593	1,632	1,598	-2.1
Logan	1,692	1,651	1,656	1,628	1,587	-2.5
TasWater	1,177	1,212	1,240	1,227	1,191	-2.9
Gold Coast	1,683	1,634	1,638	1,698	1,647	-3.0
Icon Water	1,212	1,224	1,175	1,189	1,100	-7.5
Hunter Water	1,127	1,180	1,196	1,180	1,090	-7.6
Sydney Water	1,158	1,180	1,136	1,141	1,022	-10.4
Central Coast	1,324	1,317	1,268	1,054	903	-14.3
SA Water	1,218	1,303	1,332	1,301	1,079	-17.1
Median	1,212	1,224	1,240	1,189	1,100	
Mean	1,283	1,286	1,283	1,273	1,221	
Large						
Redland City	1,619	1,525	1,549	1,552	1,680	8.2
Townsville	1,598	1,602	1,605	1,616	1,629	0.8
Cairns	1,390	1,411	1,392	1,392	1,398	0.4
Gippsland Water	1,382	1,388	1,392	1,344	1,331	-1.0
Shoalhaven	1,208	1,233	1,231	1,251	1,231	-1.6
Coliban Water	1,392	1,430	1,430	1,369	1,343	-1.9
WC (Mandurah)	1,658	1,706	1,755	1,787	1,749	-2.1
Central Highlands Water (Vic)	1,289	1,301	1,298	1,251	1,217	-2.7
P&W (Darwin)	1,916	1,905	1,917	1,887	1,831	-3.0
Goulburn Valley Water	943	969	978	924	895	-3.1
Toowoomba	1,477	1,492	1,603	1,696	1,630	-3.9
North East Water	918	936	976	955	915	-4.2
Western Water	1,020	1,043	1,045	1,036	973	-6.1
Median	1,390	1,411	1,392	1,369	1,343	
Mean	1,370	1,380	1,398	1,389	1,371	
Medium						
Queanbeyan	1,538	1,619	1,706	1,465	1,947	32.9
Clarence Valley	1,699	1,675	1,682	1,574	1,698	7.9
South Gippsland Water	1,021	1,029	1,031	1,017	1,062	4.4
Tamworth	1,482	1,573	1,512	1,364	1,406	3.1
Port Macquarie Hastings	1,518	1,592	1,561	1,549	1,595	3.0
Gladstone	1,614	1,537	1,703	1,747	1,796	2.8
Fraser Coast	1,709	1,638	1,580	1,584	1,601	1.1
Bundaberg	1,510	1,493	1,525	1,516	1,520	0.3
Eurobodalla	1,743	1,754	1,758	1,769	1,770	0.1

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Fitzroy River Water	1,304	1,328	1,366	1,397	1,392	-0.4
Dubbo	1,639	1,837	1,751	1,501	1,495	-0.4
Mackay	1,469	1,501	1,530	1,547	1,540	-0.5
MidCoast Council	1,766	1,842	1,936	1,872	1,863	-0.5
East Gippsland Water	1,269	1,276	1,219	1,207	1,193	-1.2
Wannon Water	1,141	1,148	1,144	1,128	1,100	-2.5
Coffs Harbour	1,494	1,491	1,478	1,555	1,516	-2.5
Tweed	1,574	1,571	1,612	1,623	1,581	-2.6
GWMWater	1,383	1,430	1,401	1,389	1,346	-3.1
Wingecarribee	1,384	1,426	1,408	1,437	1,376	-4.2
Lower Murray Water	967	1,013	1,036	1,026	982	-4.3
Albury	1,210	1,266	1,270	1,239	1,160	-6.4
Median	1,494	1,501	1,525	1,501	1,516	
Mean	1,449	1,478	1,486	1,453	1,473	
Small						
Armidale		1,288	1,330	1,073	1,302	21.3
Byron	1,943	1,946	1,856	1,884	2,004	6.4
Central Highlands	1,846	1,952	1,977	2,003	2,126	6.1
Whitsunday	1,742	1,810	1,730	1,702	1,800	5.8
Bathurst	1,204	1,286	1,225	1,126	1,183	5.1
Kempsey	1,634	1,740	1,787	1,948	2,033	4.4
Gympie	1,353	1,358	1,236	1,268	1,300	2.5
Westernport Water	1,184	1,208	1,211	1,159	1,180	1.8
Ballina	1,635	1,608	1,631	1,599	1,627	1.8
Orange	1,210	1,245	1,212	1,210	1,212	0.2
Cassowary Coast	1,710	1,708	1,733	1,656	1,658	0.1
Western Downs	1,462	1,459	1,482	1,449	1,443	-0.4
Bega Valley	1,884	1,873	1,876	1,977	1,952	-1.3
WC (Geraldton)	1,863	1,920	1,960	2,004	1,978	-1.3
Lismore	1,732	1,745	1,863	1,791	1,766	-1.4
Goulburn Mulwaree	1,460	1,413	1,393	1,390	1,362	-2.0
WC (Albany)	1,670	1,739	1,790	1,811	1,764	-2.6
WC (Australind/Eaton)	1,817	1,865	1,915	1,956	1,899	-2.9
Essential Energy	1,360	1,426	1,398	1,387	1,344	-3.1
P&W (Alice Springs)	2,035	2,066	2,074	2,044	1,973	-3.5
Southern Downs	1,582	1,608	1,605	1,522	1,458	-4.2
Livingstone	1,813	1,719	1,670	1,751	1,523	-13.0
Snowy Monaro					1,564	
Median	1,670	1,714	1,700	1,679	1,627	
Mean	1,626	1,636	1,634	1,623	1,628	

Table A4 P7 – Annual bill based on 200 kL (\$), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
Urban Utilities	1,513	1,519	1,535	1,559	1,580	1.3
Unitywater	1,788	1,781	1,775	1,780	1,781	0.1
Logan	1,892	1,877	1,846	1,842	1,840	-0.1
Gold Coast	1,817	1,797	1,788	1,787	1,779	-0.4
Barwon Water	1,157	1,148	1,135	1,130	1,121	-0.8
Icon Water	1,229	1,233	1,171	1,178	1,159	-1.6
TasWater	1,200	1,221	1,250	1,234	1,214	-1.6
City West Water	1,224	1,225	1,160	1,185	1,164	-1.8
Yarra Valley Water	1,344	1,342	1,286	1,277	1,254	-1.8
WC (Perth)	1,428	1,488	1,547	1,565	1,532	-2.1
South East Water	1,301	1,302	1,180	1,203	1,138	-5.4
Hunter Water	1,194	1,225	1,255	1,286	1,211	-5.8
Sydney Water	1,146	1,147	1,137	1,166	1,054	-9.6
Central Coast	1,417	1,390	1,368	1,196	989	-17.3
SA Water	1,337	1,338	1,340	1,334	1,102	-17.4
Median	1,337	1,338	1,286	1,277	1,212	
Mean	1,399	1,402	1,385	1,381	1,343	
Large						
Redland City	1,632	1,643	1,655	1,692	1,741	2.9
Toowoomba	1,590	1,608	1,706	1,745	1,770	1.4
Townsville	1,598	1,602	1,605	1,616	1,629	0.8
Western Water	1,053	1,097	1,096	1,085	1,091	0.6
North East Water	922	917	923	920	917	-0.3
Cairns	1,327	1,347	1,325	1,337	1,330	-0.5
Gippsland Water	1,453	1,456	1,442	1,427	1,408	-1.3
Shoalhaven	1,298	1,311	1,324	1,330	1,309	-1.6
P&W (Darwin)	1,587	1,565	1,556	1,543	1,518	-1.6
Coliban Water	1,428	1,430	1,407	1,382	1,359	-1.7
Central Highlands Water (Vic)	1,396	1,394	1,384	1,357	1,332	-1.8
WC (Mandurah)	1,611	1,669	1,726	1,738	1,700	-2.2
Goulburn Valley Water	891	890	874	851	826	-2.9
Median	1,428	1,430	1,407	1,382	1,359	
Mean	1,368	1,379	1,386	1,386	1,379	
Medium						
Queanbeyan	1,748	1,752	1,873	2,362	2,824	19.6
South Gippsland Water	1,174	1,177	1,179	1,167	1,220	4.5
Gladstone	1,566	1,649	1,622	1,632	1,666	2.1
Port Macquarie Hastings	1,655	1,675	1,681	1,722	1,746	1.4
Fitzroy River Water	1,175	1,200	1,201	1,210	1,226	1.3
Tamworth	1,436	1,430	1,439	1,458	1,472	1.0
Wingecarribee	1,398	1,396	1,396	1,404	1,417	0.9
Dubbo	1,459	1,453	1,466	1,486	1,499	0.9
Eurobodalla	2,027	2,040	2,049	2,063	2,080	0.8

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
MidCoast Council	1,955	2,042	2,104	2,076	2,079	0.1
Coffs Harbour	1,591	1,577	1,616	1,706	1,707	0.1
Mackay	1,507	1,517	1,523	1,533	1,532	-0.1
Clarence Valley	1,795	1,789	1,787	1,791	1,789	-0.1
Bundaberg	1,477	1,477	1,472	1,471	1,467	-0.3
East Gippsland Water	1,385	1,374	1,339	1,325	1,314	-0.8
Fraser Coast	1,710	1,706	1,606	1,642	1,626	-1.0
Lower Murray Water	806	807	806	799	791	-1.0
Albury	1,205	1,182	1,168	1,152	1,134	-1.6
GWMWater	1,375	1,376	1,348	1,329	1,308	-1.6
Wannon Water	1,281	1,273	1,273	1,241	1,213	-2.3
Tweed	1,645	1,643	2,499		3,036	
Median	1,477	1,477	1,472	1,478	1,499	
Mean	1,494	1,502	1,545	1,528	1,626	
Small						
Armidale		1,154	1,267	1,296	1,565	20.8
Bathurst	1,143	1,173	1,241	1,253	1,286	2.6
Ballina	1,657	1,667	1,673	1,664	1,706	2.5
Gympie	1,387	1,391	1,287	1,294	1,322	2.2
Whitsunday	1,583	1,584	1,593	1,614	1,645	1.9
Goulburn Mulwaree	1,592	1,562	1,536	1,525	1,547	1.4
Byron	1,987	1,949	1,952	1,984	2,007	1.2
Bega Valley	2,031	2,024	2,042	2,091	2,112	1.0
Western Downs	1,453	1,431	1,392	1,422	1,435	0.9
Orange	1,277	1,280	1,297	1,302	1,311	0.7
Essential Energy	1,280	1,280	1,259	1,245	1,252	0.6
Kempsey	1,766	1,842	1,924	2,092	2,101	0.4
Central Highlands	1,383	1,367	1,529	1,573	1,578	0.3
Southern Downs	1,659	1,683	1,697	1,735	1,736	0.1
Cassowary Coast	1,667	1,677	1,723	1,639	1,636	-0.2
Lismore	1,905	1,943	2,072	2,089	2,081	-0.4
Westernport Water	1,449	1,452	1,441	1,422	1,409	-0.9
Livingstone	1,604	1,634	1,670	1,684	1,657	-1.6
P&W (Alice Springs)	1,587	1,565	1,556	1,543	1,518	-1.6
WC (Geraldton)	1,640	1,710	1,766	1,791	1,759	-1.8
WC (Albany)	1,726	1,794	1,865	1,887	1,852	-1.9
WC (Australind/Eaton)	1,619	1,659	1,713	1,736	1,700	-2.1
Snowy Monaro					1,816	
Median	1,604	1,609	1,632	1,626	1,645	
Mean	1,590	1,583	1,613	1,631	1,654	

Table A5 F16 – Total capital expenditure: water and wastewater (\$000s), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
TasWater	110,619	161,377	113,103	130,328	164,601	26.3
Gold Coast	75,678	63,104	78,939	113,764	139,432	22.6
Urban Utilities	206,407	232,303	276,490	313,480	330,370	5.4
Unitywater	124,233	136,655	101,126	131,194	136,085	3.7
Sydney Water	673,886	822,986	894,571	912,560	922,079	1.0
City West Water	95,362	114,910	128,007	155,649	155,304	-0.2
Yarra Valley Water	249,535	295,454	322,089	340,704	332,862	-2.3
Hunter Water	82,544	85,307	105,977	151,669	147,150	-3.0
WC (Perth)	464,259	495,224	474,939	405,194	371,371	-8.3
South East Water	177,042	157,443	213,623	264,370	238,608	-9.7
Icon Water	97,968	92,001	90,764	103,819	87,233	-16.0
Barwon Water	88,869	69,195	83,439	78,693	65,846	-16.3
SA Water	283,968	383,928	567,601	574,045	479,420	-16.5
Logan	64,415	86,948	104,336	136,206	86,562	-36.4
Central Coast	63,898	26,146	27,814			
Median	110,619	136,655	113,103	153,659	159,952	
Mean	190,579	214,865	238,855	272,262	261,209	
Large						
Redland City	15,827	6,291	2,373	3,747	9,777	160.9
Toowoomba	30,670	26,015	34,122	27,428	49,586	80.8
Gippsland Water	32,810	41,336	40,674	46,009	56,390	22.6
Coliban Water	23,686	21,354	20,905	27,641	31,100	12.5
Central Highlands Water (Vic)	20,085	18,240	23,429	18,950	20,705	9.3
North East Water	9,401	19,044	14,710	24,364	25,485	4.6
Western Water	74,169	65,665	72,116	84,349	86,946	3.1
WC (Mandurah)	22,696	19,368	16,453	16,598	16,958	2.2
Shoalhaven	63,278	131,805	41,570	24,610	24,944	1.4
P&W (Darwin)	23,733	47,625	34,479	20,802	20,568	-1.1
Goulburn Valley Water	35,708	29,303	33,282	38,625	38,099	-1.4
Cairns	35,230	37,970	49,305	46,539	44,042	-5.4
Townsville	54,653	82,268	55,398	60,577	50,757	-16.2
Median	30,670	29,303	34,122	27,428	31,100	
Mean	33,996	42,022	33,755	33,865	36,566	
Medium						
Dubbo	4,801	1,345	248	0	70	
Port Macquarie Hastings	28,009	20,156	32,158	4,008	18,361	358.1
MidCoast Council	9,857	16,117	11,336	5,275	16,294	208.9
Eurobodalla	17,268	20,957	15,626	14,010	23,178	65.4
Lower Murray Water	5,288	13,163	13,523	9,738	14,650	50.4
Fraser Coast	22,857	20,379	22,994	21,391	30,347	41.9
Gladstone	23,972	27,915	15,742	13,853	19,175	38.4
Bundaberg	33,904	28,198	9,883	17,389	22,940	31.9
Tweed	7,312	8,695	9,915	12,447	15,662	25.8
Fitzroy River Water	17,455	17,822	15,702	11,003	12,677	15.2

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Wingecarribee	16,603	17,495	17,048	16,553	18,766	13.4
Tamworth	16,568	10,775	8,053	22,147	21,086	-4.8
South Gippsland Water	5,700	30,924	17,261	21,847	20,638	-5.5
GWMWater	7,153	16,817	20,185	14,237	11,807	-17.1
Mackay	11,788	12,809	21,075	25,252	17,508	-30.7
East Gippsland Water	11,875	8,748	11,396	17,474	11,500	-34.2
Wannon Water	19,652	19,660	21,686	28,898	18,249	-36.9
Coffs Harbour	5,752	7,352	9,920	6,283	3,109	-50.5
Queanbeyan	57,823	12,638	10,392	13,358	4,423	-66.9
Albury	9,805	5,617	10,475	7,743		
Clarence Valley	3,676	4,503	8,196	6,927		
Median	11,875	16,117	13,523	13,853	17,508	
Mean	16,053	15,337	14,420	13,802	15,813	
Small						
Orange	0	0	1,915	0	644	
Bega Valley	2,468	761	12,103	2,303	8,069	250.4
Central Highlands	5,706	17,302	10,886	4,270	9,771	128.8
Kempsey	9,284	8,547	5,769	3,857	7,959	106.4
WC (Australind/Eaton)	7,166	6,125	5,684	4,955	8,496	71.5
Goulburn Mulwaree	15,006	23,604	8,122	7,303	11,400	56.1
Westernport Water	6,202	4,826	4,821	6,783	9,445	39.2
WC (Albany)	14,381	21,101	6,774	9,328	12,187	30.6
Essential Energy	5,966			8,062	9,662	19.8
Southern Downs	3,813	8,839	8,273	8,036	9,627	19.8
Armidale		3,229	2,375	0	0	0
Ballina	3,861	16,813	18,622	8,171	8,135	-0.4
Lismore	11,836	21,865	11,618	8,227	7,737	-6.0
P&W (Alice Springs)	7,076	6,750	6,533	8,844	8,053	-8.9
Gympie	5,432	3,216	4,679	5,198	4,693	-9.7
WC (Geraldton)	10,452	9,579	12,862	19,164	14,348	-25.1
Bathurst	15,553	8,726	9,541	11,538	7,987	-30.8
Livingstone	5,894	7,094	14,379	5,381	3,540	-34.2
Cassowary Coast	8,682	12,116	8,863	15,076	7,184	-52.3
Whitsunday	7,009	10,045	5,680	26,105	11,918	-54.3
Western Downs	17,080	4,627	4,375	26,105	5,613	-78.5
Byron	2,808	1,939	5,434	3,031		
Median	7,009	8,547	6,774	7,670	8,069	
Mean	7,889	9,386	8,062	98,715	7,927	

Table A6 F28 – Capital expenditure: water (\$/property), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
TasWater	343	503	346	347	488	40.8
Sydney Water	128	101	101	144	167	16.3
City West Water	148	146	163	160	165	3.3
South East Water	49	56	67	78	80	2.1
Gold Coast	67	63	55	80	77	-4.0
Urban Utilities	123	162	159	180	173	-4.4
Yarra Valley Water	104	131	158	163	154	-5.6
Logan	225	278	239	179	160	-10.4
Unitywater	135	94	79	136	120	-11.7
SA Water	229	318	439	529	466	-11.8
WC (Perth)	314	329	326	274	240	-12.2
Barwon Water	394	239	250	251	203	-19.1
Icon Water	187	158	180	255	200	-21.7
Hunter Water	129	198	271	201	112	-44.3
Central Coast	262	18	92	8		
Median	148	158	163	179	166	
Mean	189	186	195	199	200	
Large						
Toowoomba	212	231	367	267	576	115.6
Redland City	22	17	10	10	16	57.8
Shoalhaven	373	307	711	170	216	27.3
North East Water	138	220	147	223	282	26.4
Townsville	399	409	177	305	384	26.1
Cairns	274	344	354	287	295	2.8
Western Water	459	178	399	339	340	0.4
Goulburn Valley Water	374	314	307	326	325	-0.1
Coliban Water	217	178	142	204	200	-2.2
Central Highlands Water (Vic)	184	169	190	122	98	-19.6
P&W (Darwin)	249	282	268	250	197	-21.1
Gippsland Water	207	331	220	257	168	-34.8
WC (Mandurah)	137	215	225	246	141	-42.5
Median	217	231	225	250	216	
Mean	250	246	270	231	249	
Medium						
Port Macquarie Hastings	351	258	429	56	320	472.6
MidCoast Council	200	338	154	46	194	324.2
Queanbeyan	88	154	78	77	185	139.5
Gladstone	414	813	173	105	240	129.8
Eurobodalla	168	418	261	193	375	94.2
Lower Murray Water	85	278	211	156	232	48.3
Bundaberg	101	156	121	422	598	41.9
Tweed	124	115	175	224	282	26.1
Tamworth	396	204	201	675	835	23.7

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Mackay	127	236	222	142	169	18.4
Wannon Water	260	213	146	172	184	6.7
South Gippsland Water	186	1426	487	532	554	4.1
Dubbo	143	43	8	0	0	0.0
Fitzroy River Water	308	287	265	214	199	-7.0
Fraser Coast	467	310	312	354	319	-9.9
Wingecarribee	307	342	374	409	352	-13.8
East Gippsland Water	251	227	279	541	386	-28.7
GWMWater	105	406	486	362	216	-40.4
Coffs Harbour	53	166	109	99	39	-60.4
Albury	266	132	241	175		
Clarence Valley	99	133	163	180		
Median	186	236	211	180	240	
Mean	214	317	233	244	299	
Small						
Orange	0	0	71	0	35	
Bega Valley	118	22		54	352	553.5
WC (Australind/Eaton)	291	380	246	173	482	178.8
Central Highlands	179	101	110	222	593	167.7
WC (Albany)	442	443	130	224	527	135.2
Kempsey	330	306	284	152	238	56.1
Goulburn Mulwaree	292	296	276	313	439	40.3
Westernport Water	194	150	135	203	279	37.8
Gympie	153	152	190	190	250	31.3
WC (Geraldton)	268	418	562	538	666	23.8
Essential Energy	226	0		672	763	13.6
Armidale		140	120	0	0	0.0
Southern Downs	302	603	656	476	445	-6.5
Lismore	265	303	201	299	266	-11.0
Whitsunday	226	252	329	740	655	-11.5
Livingstone	172	292	139	109	93	-14.6
P&W (Alice Springs)	326	524	416	576	489	-15.1
Byron	54	142	218	142	111	-21.8
Bathurst	699	364	281	542	374	-31.0
Ballina	89	260	218	196	124	-36.8
Cassowary Coast	488	686	520	766	344	-55.0
Western Downs	1,484	353	250	740	247	-66.6
Median	265	294	232	223	348	
Mean	314	281	268	333	353	

Table A7 F29 – Capital expenditure: wastewater (\$/property), by utility size group , 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
Gold Coast	244	189	257	365	462	26.6
Hunter Water	217	150	153	404	471	16.6
Unitywater	292	368	256	282	308	9.2
Urban Utilities	232	226	296	324	348	7.3
TasWater	224	315	221	307	317	3.2
Yarra Valley Water	231	255	251	260	252	-3.3
WC (Perth)	259	272	242	205	193	-6.1
Sydney Water	226	323	351	309	283	-8.4
City West Water	67	106	109	160	144	-10.4
South East Water	196	156	214	264	225	-14.9
Icon Water	379	373	338	305	256	-16.0
Barwon Water	204	223	294	247	201	-18.5
SA Water	175	219	357	239	149	-37.6
Logan	388	535	697	1,019	571	-44.0
Central Coast	215	179	117			
Median	226	226	256	293	270	
Mean	237	259	277	335	298	
Large						
Redland City	272	95	31	55	161	190.9
WC (Mandurah)	399	213	126	101	225	123.5
Gippsland Water	302	291	395	426	665	56.3
P&W (Darwin)	159	525	312	97	147	52.0
Central Highlands Water (Vic)	128	108	163	162	208	28.7
Coliban Water	113	117	146	167	212	27.3
Toowoomba	369	223	211	197	194	-1.6
Western Water	811	918	725	904	854	-5.5
Goulburn Valley Water	276	210	286	357	336	-6.0
Cairns	230	185	320	339	297	-12.2
Shoalhaven	1,054	2,547	155	381	328	-13.9
North East Water	54	168	151	264	210	-20.2
Townsville	284	637	539	457	227	-50.4
Median	276	213	211	264	225	
Mean	342	480	274	300	313	
Medium						
Dubbo	93	21		0	4	
Port Macquarie Hastings	576	434	665	76	259	239.8
MidCoast Council	54	64	158	103	234	128.0
Fraser Coast	179	274	342	227	514	126.6
GWMWater	147	152	184	100	182	81.9
Eurobodalla	758	674	572	555	845	52.3
Fitzroy River Water	255	281	234	133	202	51.5
Lower Murray Water	83	128	214	147	218	48.4
Wingecarribee	645	641	584	496	686	38.3

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Tweed	104	155	135	163	198	21.8
Gladstone	635	281	416	465	540	16.1
Bundaberg	1,176	1,024	224	133	116	-12.5
South Gippsland Water	112	105	394	578	468	-18.9
Coffs Harbour	184	127	291	146	80	-45.3
Mackay	159	45	254	442	221	-49.9
Wannon Water	234	285	415	573	269	-53.0
East Gippsland Water	305	169	232	210	93	-55.8
Tamworth	363	290	176	327	82	-74.9
Queanbeyan	2,682	440	402	447	9	-98.0
Albury	114	93	183	142		
Clarence Valley	104	111	331	130		
Median	184	169	273	163	218	
Mean	427	276	320	266	275	
Small						
Kempsey	539	465	237	194	500	157.6
Byron	213	40	331	153	362	135.9
Bega Valley	62	36	617	133	269	102.1
Southern Downs	45	224	46	256	500	95.1
Central Highlands	370	1,644	967	146	256	76.1
Goulburn Mulwaree	1,067	1,797	456	319	537	68.3
Essential Energy	395			112	182	62.8
Westernport Water	206	155	164	208	278	33.4
Ballina	171	860	1,083	360	432	20.1
P&W (Alice Springs)	270	18	119	147	173	17.5
Armidale		208	124	0	0	0.0
Orange	0	0	39	0	0	0.0
Lismore	627	1,303	757	310	306	-1.3
WC (Australind/Eaton)	366	126	248	265	204	-23.3
Bathurst	253	162	296	137	91	-33.7
Livingstone	362	307	1,205	372	214	-42.4
WC (Albany)	586	1,117	365	432	241	-44.1
Cassowary Coast	384	516	333	803	360	-55.2
Gympie	312	110	182	202	89	-56.1
Western Downs	22	64	171	1,317	317	-76.0
Whitsunday	308	531	73	1,317	205	-84.4
WC (Geraldton)	429	120	157	710	104	-85.4
Median	312	208	248	256	249	
Mean	333	467	379	376	255	

Table A8 F13 – Combined operating cost: water and wastewater (\$/property), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
SA Water	694	686	719	652	673	3.2
Gold Coast	1,242	1,231	1,229	1,249	1,256	0.6
Unitywater	1,063	1,059	1,079	1,051	1,025	-2.4
Yarra Valley Water	921	898	891	881	850	-3.5
South East Water	911	883	891	895	862	-3.7
WC (Perth)	626	628	564	631	603	-4.4
TasWater	1,052	938	1,006	1,019	971	-4.7
City West Water	1,154	1,072	1,103	1,055	1,004	-4.8
Logan	1,081	1,156	1,196	1,229	1,168	-5.0
Hunter Water	612	667	675	695	646	-7.1
Urban Utilities	1,222	1,213	1,271	1,294	1,197	-7.4
Sydney Water	718	695	741	743	677	-8.9
Icon Water	1,036	1,043	1,014	965	873	-9.6
Barwon Water	683	697	715	717	634	-11.6
Central Coast	647	635	682	762		
Median	921	898	891	895	867	
Mean	911	900	918	923	889	
Large						
Redland City	871	988	1,064	987	1,128	14.2
Western Water	928	870	891	876	915	4.5
Shoalhaven	842	817	923	998	996	-0.2
Cairns	704	722	724	714	712	-0.3
Coliban Water	849	854	913	920	893	-2.9
Goulburn Valley Water	947	928	920	1,002	958	-4.4
Central Highlands Water (Vic)	895	993	1,058	1,029	979	-4.9
P&W (Darwin)	1,026	963	912	1,215	1,147	-5.6
Gippsland Water	1,220	1,275	1,287	1,281	1,209	-5.6
North East Water	938	915	884	940	887	-5.6
Toowoomba	649	787	825	990	918	-7.0
WC (Mandurah)	630	652	597	645	598	-7.3
Townsville	1,078	1,049	1,119	1,401	1,281	-8.6
Median	895	915	913	990	958	
Mean	891	909	932	1,000	971	
Medium						
Gladstone	1,097	1,612	1,311	1,321	1,997	51.2
East Gippsland Water	1,108	965	931	861	1,041	20.9
Tamworth	1,008	1,059	1,054	1,067	1,236	15.8
Queanbeyan	1,448	1,425	1,284	1,258	1,356	7.8
South Gippsland Water	978	922	1,136	1,030	1,101	6.8
Lower Murray Water	850	790	757	727	772	6.2
Coffs Harbour	1,026	1,050	1,029	905	958	5.8
Dubbo	1,078	948	1,024	990	1,044	5.4
Eurobodalla	1,107	1,108	1,114	1,176	1,229	4.6

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Bundaberg	711	860	851	844	853	1.1
Fitzroy River Water	686	679	693	675	681	0.8
Wannon Water	985	1,012	990	974	966	-0.8
Wingecarribee	932	934	936	978	970	-0.8
Tweed	1,039	1,040	1,064	1,107	1,084	-2.1
MidCoast Council	1,054	1,026	1,245	1,051	1,028	-2.1
Port Macquarie Hastings	928	1,006	935	1,025	988	-3.7
Fraser Coast	980	1,050	929	819	785	-4.3
GWMWater	1,023	1,039	993	806	731	-9.3
Mackay	956	1,048	1,210	1,153	1,020	-11.5
Albury	701	724	786	862		
Clarence Valley	844	857	820	729		
Median	985	1,012	993	978	1,020	
Mean	978	1,007	1,004	969	1,044	
Small						
Central Highlands	1,211	946	785	743	1,022	37.6
Gympie	428	354	277	563	726	29.0
Southern Downs	828	1,105	1,209	1,460	1,668	14.3
Cassowary Coast	606	1,075	1,049	685	738	7.7
WC (Geraldton)	635	647	648	659	693	5.2
Lismore	1,207	1,139	1,215	1,231	1,280	4.0
Western Downs	907	806	980	989	1,011	2.2
Byron	1,435	1,570	1,778	1,817	1,854	2.0
WC (Albany)	748	757	689	708	713	0.7
Bega Valley	1,375	1,402	1,444	1,543	1,542	-0.1
Orange	859	837	898	854	838	-1.9
Ballina	1,347	1,285	1,359	1,419	1,380	-2.7
Bathurst	1,172	1,274	1,190	1,348	1,288	-4.4
Westernport Water	1,026	1,046	1,027	1,043	982	-5.8
Whitsunday	1,204	1,406	1,726	1,703	1,600	-6.0
WC (Australind/Eaton)	815	716	690	707	662	-6.4
Kempsey	1,049	1,049	1,280	1,215	1,134	-6.7
Livingstone	1,866	869	1,232	1,295	1,154	-10.9
P&W (Alice Springs)	1,356	1,234	1,220	1,581	1,370	-13.4
Goulburn Mulwaree	786	789	778	1,081	840	-22.3
Armidale		1,163	1,226	1,466	1,113	-24.1
Essential Energy	1,756			4,068	1,821	-55.2
Median	1,049	1,049	1,190	1,223	1,123	
Mean	1,077	1,022	1,081	1,281	1,156	

Table A9 F8 – Revenue from community service obligations ratio, by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
Icon Water	0.0334	0.0199	0.0157	0.0176	0.0251	42.6
South East Water	0.046	0.043	0.041	0.0439	0.0488	11.2
Yarra Valley Water	0.0525	0.05	0.0464	0.0487	0.0539	10.7
City West Water	0.0333	0.0344	0.0338	0.0317	0.0339	6.9
WC (Perth)	0.0651	0.0622	0.0663	0.059	0.063	6.8
Barwon Water	0.0489	0	0.0448	0.0435	0.0455	4.6
Unitywater	0.0084	0.0082	0.008	0.008	0.008	0.0
Logan	0	0	0	0	0	0.0
Urban Utilities	0	0	0	0	0	0.0
Hunter Water	0.0449	0.0421	0.044	0.0522	0.0499	-4.4
Sydney Water	0.055	0.0505	0.0498	0.0511	0.0481	-5.9
SA Water	0.105	0.1063	0.0929	0.119	0.1103	-7.3
TasWater	0.0271	0.0247	0.0231	0.0578	0.0245	-57.6
Central Coast	1.3	0.013	0.013	0.013		
Median	0.0449	0.0247	0.0338	0.0435	0.0397	
Mean	0.1213	0.0303	0.0319	0.0364	0.0368	
Large						
P&W (Darwin)	0.0277	0.0265	0.023	0.0206	0.0346	68.0
Goulburn Valley Water	0.0567	0.0547	0.0533	0.054	0.0601	11.3
Coliban Water	0.042	0.0403	0.0407	0.0413	0.0456	10.4
Townsville	0.0102	0.0104	0.0145	0.015	0.016	6.7
Central Highlands Water (Vic)	0.0434	0.0553	0.05	0.0513	0.0536	4.5
North East Water	0.0649	0.0624	0.061	0.063	0.0626	-0.6
Shoalhaven	0.0131	0.0122	0.0126	0.012	0.011	-8.3
Gippsland Water	0.0433	0.0445	0.0415	0.0475	0.0427	-10.1
Cairns	0.0283	0.0286	0.0258	0.025	0.022	-12.0
Redland City	0.003	0.0033	0.0036	0.004	0.003	-25.0
Toowoomba	0	0	0	0.012	0.008	-33.3
WC (Mandurah)	0.1039	-0.4077	-0.1263	-0.2344	-0.1405	-40.1
Western Water	0.0425	0.0353	0.0295	0.0332	0.0074	-77.7
Median	0.042	0.0286	0.0258	0.025	0.022	
Mean	0.0368	-0.0026	0.0176	0.0111	0.0174	
Medium						
Bundaberg	0.0326	0.0359	0.0256	0.031	0.037	19.4
Gladstone	0	0	0	0.009	0.01	11.1
Wannon Water	0.0475	0.0477	0.0516	0.0474	0.0522	10.1
GWMWater	0.069	0.0652	0.065	0.0678	0.0721	6.3
East Gippsland Water	0.062	0.0625	0.0647	0.063	0.0639	1.4
Coffs Harbour	0.0089	0.0086	0.0081	0.004	0.004	0.0
Fitzroy River Water	0.0108	0.0112	0.0101	0.011	0.011	0.0
Queanbeyan	0.005	0.0039	0.0041	0.004	0.004	0.0
MidCoast Council	0.0118	0.0105	0.01	0.011	0.011	0.0
Mackay	0.0022	0.0021	0.0021	0.002	0.002	0.0
Fraser Coast	0.0042	0.009	0.0094	0.007	0.007	0.0

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Eurobodalla	0.0102	0.0091	0.0089	0.009	0.009	0.0
Dubbo	0.6	0.0048	0.011	0.005	0.005	0.0
Wingecarribee	0.0076	0.0065	0.0075	0.008	0.008	0.0
Port Macquarie Hastings	0.0111	0.008	0.0097	0.011	0.01	-9.1
Tweed	0.0106	0.0103	0.011	0.011	0.01	-9.1
South Gippsland Water	0.0603	0.0602	0.0567	0.0575	0.0514	-10.6
Tamworth	0.0082	0.0086	0.0082	0.009	0.008	-11.1
Lower Murray Water	0.0598	0.0554	0.0534	0.0591	0.0481	-18.6
Albury	0.0077	0.0074	0.0071	0.008		
Clarence Valley	0.0129	0.0116	0.0117	0.01		
Median	0.0108	0.0091	0.01	0.01	0.01	
Mean	0.0496	0.0209	0.0208	0.0212	0.0223	
Small						
Gympie	0.0424	0.022	0.022	0.007	0.024	242.9
Essential Energy	0.019			0.009	0.017	88.9
P&W (Alice Springs)	0.1427	0.1403	0.1388	0.1309	0.1581	20.8
WC (Geraldton)	-0.6526	-1.3171	-1.3687	-0.932	-1.0678	14.6
Lismore	0.0146	0.0094	0.0102	0.007	0.008	14.3
Westernport Water	0.0388	0.0327	0.0366	0.0337	0.0357	5.9
Bathurst	0.0059	0.0059	0.0064	0.007	0.007	0.0
Bega Valley	0.0093	0.8	0.009	0.008	0.008	0.0
Kempsey	0.0138	0.0114	0.0104	0.009	0.009	0.0
Central Highlands	0	0	0	0	0	0.0
Livingstone	0	0	0	0	0	0.0
Southern Downs	0	0	0	0	0	0.0
Whitsunday	0.0321	0.045	0.1096	0.093	0.089	-4.3
Orange	0.0084	0.0081	0.0086	0.009	0.008	-11.1
Goulburn Mulwaree	0.0072	0.0055	0.0066	0.007	0.006	-14.3
Byron	0.005	0.0054	0.0055	0.006	0.005	-16.7
Ballina	0.0106	0.0075	0.0081	0.009	0.007	-22.2
Armidale		0.0084	0.008	0.0098	0.007	-28.6
WC (Albany)	-0.0825	0.0385	-0.1791	-0.0842	-0.0533	-36.7
Western Downs	0.0482	0.5918	0	0.093	0.053	-43.0
WC (Australind/Eaton)	-0.011	0.1433	0.0199	-0.0315	-0.0059	-81.3
Cassowary Coast	0	0	0	0.018	0	-100.0
Median	0.0084	0.0084	0.008	0.0075	0.007	
Mean	-0.0166	0.0266	-0.0547	-0.0421	-0.0311	

Table A10 C15 – Average duration of an unplanned interruption: water (minutes), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
WC (Perth)	103	112	102.9	111	140	26.1
Unitywater	160	129.5	119.7	109.7	120.3	9.7
Icon Water	134.7	125.1	135	136	147	8.1
Gold Coast	137.5	116	126	140.7	151.7	7.8
Sydney Water	133	155	143	187	200	7.0
Central Coast	202	198	265	197	208	5.6
Hunter Water	231	149	161	150.5	155	3.0
South East Water	83	87.4	83.8	88.2	89.5	1.5
TasWater				152	153.7	1.1
City West Water	125.3	119.6	113	114.5	112.8	-1.5
SA Water	195	226.3	240.4	203	194	-4.4
Yarra Valley Water	118.2	102.9	95	105.9	97.5	-7.9
Barwon Water	102	89	126.7	127.8	112.7	-11.8
Urban Utilities	132	125	135	119	94	-21.0
Logan	177.6	117.2	90.7		183.6	
Median	133.8	122.3	126.3	131.9	147	
Mean	145.3	132.3	138.4	138.7	144	
Large						
Coliban Water	132	102.5	142.1	112.5	141.5	25.8
Redland City	114	148	113.8	110	135.1	22.8
WC (Mandurah)	71	65	71	64	62	-3.1
Townsville	77	70	84.2	103.1	98.8	-4.2
Central Highlands Water (Vic)	107.3	137.7	155.1	121.4	114	-6.1
North East Water	111.5	99.4	96	91.2	81	-11.2
Goulburn Valley Water	98.2	102.7	98.6	106.3	93.7	-11.9
Gippsland Water	87.4	85.2	93.4	90.8	69.3	-23.7
Western Water	214.8	90	72	121.3	79.4	-34.5
Cairns	65.1	49.3	44.5	76.9	45	-41.5
Shoalhaven	104	147	94	153	74	-51.6
P&W (Darwin)					139	
Toowoomba	648					
Median	105.7	99.4	94	106.3	87.3	
Mean	152.5	99.7	96.8	104.6	94.4	
Medium						
Queanbeyan	161	2		38	220	478.9
Tamworth		0	420	86	210	144.2
Fraser Coast	105.6	230.3	104.8	56.6	125	120.8
Riverina Water (W)	183	242	233	125	164	31.2
Eurobodalla	213	237	178	135	170	25.9
Mackay	66.5	63.6	19.1	19.6	23.3	18.9
Tweed	136	141	159	139	161	15.8
Coffs Harbour	120	120	207	177	189	6.8
Dubbo	162	129	142	123	125	1.6

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Clarence Valley	120			180	180	0.0
Port Macquarie Hastings	30	30	90	90	90	0.0
Albury	119	266	254	95	87	-8.4
South Gippsland Water	91	101	121	90	80	-11.1
Lower Murray Water	57	59	62	66.6	59	-11.4
Wannon Water	93.5	79.3	90.3	158	138.5	-12.3
Bundaberg	138	77	58	84	70	-16.7
GWMWater	94.4	103.4	115.1	102.9	83.9	-18.5
Gladstone	47.6	23.2	69.8	50	39	-22.0
Wingecarribee	120	270	341	245	185	-24.5
Fitzroy River Water	39.8	34.4	32.6	55.3	33.8	-38.9
East Gippsland Water	92	76	72	169	74	-56.2
Median	112.3	90.2	115.1	95	125	
Mean	109.5	114.2	145.7	108.8	119.4	
Small						
Southern Downs	87.1	102		90	246.5	173.9
Western Downs	61	53	90	23	37	60.9
Livingstone	25.7	19	16.3	18.3	28.6	56.3
Bega Valley	141	234	165	163	251	54.0
Armidale		135	127	98	131	33.7
Lismore	129	180	90	90	120	33.3
Westernport Water	109	108.6	85.9	58.4	71.8	22.9
WC (Australind/Eaton)	85	87	58.2	85	100	17.6
WC (Geraldton)	137	135	162.8	89	102	14.6
Central Highlands	30	30	30	30	30	0.0
Orange	135	135	141	240	240	0.0
Aqwest–Bunbury (W)	49	34	45	39	38	-2.6
Busselton (W)	63.5	93.7	66.3	147.5	130	-11.9
WC (Kal–Boulder) (W)	44	46	74.2	36	31	-13.9
Cassowary Coast	218	185	254	184	156	-15.2
Whitsunday	120	120	120	278.3	235	-15.6
WC (Albany)	121	147	123.6	173	145	-16.2
Kempsey	26	198	96	238	195	-18.1
Gympie	81.6	197.3	129	201	157.6	-21.6
Bathurst	120	120				
Byron	120	120	120			
Goldenfields Water (W)		258	235		152	
Goulburn Mulwaree	180	180				
Snowy Monaro					120	
Median	109	120	108	90	130	
Mean	99.2	126.9	111.5	120.1	129.4	

Table A11 C13 – Total complaints: water and sewerage (per 1,000 properties), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
Barwon Water	4.3	3.3	4.5	4.1	6.7	63.4
Unitywater	1.4	1.5	1.4	1.4	2.2	57.1
South East Water	3	2.7	3.2	4.2	5.8	38.1
Logan		12.3	14.3	17.9	23.1	29.1
Yarra Valley Water	11	11.1	12.4	11	11.5	4.5
City West Water	3.6	3.3	3.4	4.4	4.4	0.0
Sydney Water	2.1	2.2	2.4	2.1	2	-4.8
SA Water	2.5	2.2	2	2	1.9	-5.0
Gold Coast	8.4	3.6	3.5	4.9	3.9	-20.4
Urban Utilities	5.9	6.6	6.7	6.4	5	-21.9
WC (Perth)	0.8	1.2	0.8	0.8	0.6	-25.0
Central Coast	7.9	10	9.3	16	11	-31.3
Icon Water	4.3	3.7	2.8	3.4	2.2	-35.3
Hunter Water	3.1	3.5	3.8	3.5	2.1	-40.0
TasWater	12.2	15.6	12.6			
Median	4	3.5	3.5	4.2	4.2	
Mean	5	5.5	5.5	5.9	5.9	
Large						
Coliban Water	8.6	5.3	6.4	6.4	15.5	142.2
Redland City	2.6	3.2	3	2.4	4	66.7
Townsville	0.8	0.5	0.5	0.6	0.8	33.3
Western Water	3.3	3.3	2.6	3	3.6	20.0
P&W (Darwin)	85.1	68.4	60.4	50.9	59.2	16.3
Goulburn Valley Water	5.4	3.9	4.5	5.9	5.9	0.0
Toowoomba	4.1	3.2	3.2	2	1.9	-5.0
North East Water	2.9	3.4	3.8	5.8	5.4	-6.9
Cairns	3.6	2.4	2.1	3	2.6	-13.3
Central Highlands Water (Vic)	6.9	8.4	8.6	5.1	4.1	-19.6
Gippsland Water	10.9	8.7	14.2	9.2	6.9	-25.0
WC (Mandurah)	0.3	0.6	0.5	0.6	0.4	-33.3
Shoalhaven	1.8	2	0.9	1	0.06	-94.0
Median	3.6	3.3	3.2	3	4	
Mean	10.5	8.7	8.5	7.4	8.5	
Medium						
Gladstone	0.3	0.3	0	0	0.5	
Lower Murray Water	4.8	1.7	3.2	0.1	1.8	1700.0
Coffs Harbour	1.6	0.1	0.2	0.1	0.4	300.0
Wannon Water	5.3	6	4	3.4	6.5	91.2
South Gippsland Water	6.2	8.9	5.7	4.1	7.5	82.9
Port Macquarie Hastings	15.5	6	28.5	12	21	75.0
Tamworth	39.5	48	68.8	51	71	39.2
Queanbeyan	52	55	88.4	76	103	35.5
Fraser Coast	20.5	15.1	10.1	14.4	17.2	19.4

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Eurobodalla	2	4	11.9	22	26	18.2
Tweed	0	1	1	1	1	0.0
MidCoast Council	4.4	3	3.4	2	2	0.0
Mackay	57	93.4	60.9	70.8	68.9	-2.7
Fitzroy River Water	47.2	39.9	46	48.4	46	-5.0
Dubbo	18.3	17	15.2	21	17	-19.0
Wingecarribee	90	81	119	110	88	-20.0
East Gippsland Water	4	3.7	3.6	3.6	2.8	-22.2
Clarence Valley	0	19	42.7	115	88	-23.5
GWMWater	7.6	8.3	0.4	8.7	5.1	-41.4
Bundaberg	12.8	59.7	52.6	28.2	15.9	-43.6
Albury	11.2	2	1.2	2	1	-50.0
Median	7.6	8.3	10.1	12	15.9	
Mean	19.1	22.5	27	28.3	28.1	
Small						
Western Downs	9.2	2.8	0.2	0.3	1.9	533.3
Whitsunday	84.7	9.3	7.8	4.3	24.7	474.4
Byron	6.1	8	14.8	16	34	112.5
Armidale		10	22.1	20	36	80.0
WC (Geraldton)	1.5	2.3	2	0.8	1.3	62.5
Central Highlands	146	24.1	25.5	28.6	31.4	9.8
Gympie	5.5	5.2	0.5	1.1	1.2	9.1
Ballina	0.6	2	5.7	12	13	8.3
Lismore	0.5	2	5.4	3	3	0.0
Essential Energy	1	2	12.5	2	2	0.0
Bathurst	69.4	51	52.9	47	47	0.0
Cassowary Coast	16.6	10.3	14.4	13.1	12.8	-2.3
P&W (Alice Springs)	101.3	110.7	121.9	103.1	97.8	-5.1
Goulburn Mulwaree	0	69	80.2	76	72	-5.3
Orange	111.6	102	112.4	97	76	-21.6
WC (Australind/Eaton)	1.5	1.2	0.9	0.9	0.7	-22.2
Westernport Water	4.8	2.5	3.7	1.3	1	-23.1
Livingstone	61.6	3.3	3.3	4	2.9	-27.5
WC (Albany)	0.9	1.1	0.5	0.6	0.4	-33.3
Kempsey	1.1	1	6.3	9	5	-44.4
Bega Valley	7.5	11	6.9	8	4	-50.0
Southern Downs	95.6	5.4	6.9	4.9	1.8	-63.3
Median	6.1	5.3	6.9	6.5	4.5	
Mean	34.6	19.8	23	20.6	21.4	

Table A12 C14 – Percentage of calls answered by an operator within 30 seconds, by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
Sydney Water	60	76	69	72	88	22.2
TasWater	89.1	86.5	87.1	83	92.1	11.0
Barwon Water	85	79	67	76.5	83.4	9.0
Hunter Water	67	69	58	56	60	7.1
SA Water	85.4	85.4	85.9	86.2	91.28	6.0
Yarra Valley Water	64.3	54.4	90.2	88.5	87.9	-0.7
Unitywater		72	83	80	78	-2.5
Central Coast			46	71	64	-9.90
Icon Water	61.1	73.1	73.5	77.9	66.6	-14.5
South East Water	67	52.6	58.2	72.4	60.7	-16.2
WC (Perth)	70.6	62.6	56.1	52.7	41	-22.2
City West Water	81	81	50.5	73.7	48	-34.9
Gold Coast		45	54.1	62.1	39.5	-36.4
Logan	80.9	71.3				
Median	70.6	72	67	73.7	66.6	
Mean	73.8	69.8	67.6	73.2	69.3	
Large						
Gippsland Water	83.8	83.5	67.8	62.2	75.8	21.9
Townsville			47.7	47.7	49.1	2.9
Western Water	86	75	75.8	75.9	78	2.7
North East Water	90	96	98.4	98.6	98.8	0.2
Shoalhaven	98	98	98	98	98	0.0
Goulburn Valley Water	97.3	98.6	96.7	95.3	94.3	-1.0
Redland City			81	82	80	-2.4
Toowoomba		80	81	83	79	-4.8
Central Highlands Water (Vic)	89.4	79.7	70.7	62	46.2	-25.5
Coliban Water	91.8	86.5	83	81.2	54.1	-33.3
Median	90	85	81	81.6	78.5	
Mean	90.9	87.2	80	78.6	75.3	
Medium						
Albury	47	50	60	60	72	20.0
Port Macquarie Hastings	96	96	75	78	89	14.1
Lower Murray Water	94	95	94	89	93.6	5.1
Coffs Harbour	99	99	76	73	75	2.7
Dubbo	84		69	93	95	2.2
Mackay		97	97	97	98	1.0
Wannon Water	98.8	98.8	98.6	98.2	98.4	0.2
East Gippsland Water	99	99	99	99	99	0.0
GWMWater	92.3	91.4	90.9	92.9	92.8	-0.2
Gladstone		100	79.7	78.3	78	-0.4
South Gippsland Water	94	98.8	98.6	98.4	96.8	-1.6
Eurobodalla	68	65	66	65	62	-4.6
Tweed	50	50	69	72	68	-5.6

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Bundaberg		95	96	82	42.9	-47.7
Fitzroy River Water		80	75.9			
Tamworth					0	
Wagga Wagga (S)	94	94	92			
Wingecarribee	96	97	99		71	
Median	94	95.5	90.9	85.5	83.5	
Mean	85.5	87.9	84.5	84	77	
Small						
Gympie		72	78	71	73.5	3.5
Lismore	80	80	70	70	72	2.9
Bega Valley	50	50	70	90	90	0.0
Cassowary Coast			50	65	65	0.0
Kempsey	40	45		93	93	0.0
Westernport Water	99.7	98.2	98.7	97	97	0.0
Orange	77	76	72	73	70	-4.1
Whitsunday		84.4	86.6	85.1	81.2	-4.6
Western Downs		91	94	76	48.4	-36.3
Ballina	100	100	90			
Bathurst	100	100	100			
Essential Energy	78	78	60	63		
Goldenfields Water (W)		100	100			
Median	79	82.2	82.3	74.5	73.5	
Mean	78.1	81.2	80.8	78.3	76.7	

Table A13 A8 – Water main breaks, bursts and leaks (mains breaks per 100 km), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
TasWater			40.7	32.6	51.9	59.2
SA Water	13.5	13.6	15	13.5	13.3	-1.5
WC (Perth)	13.1	11.1	11.6	11.5	10.9	-5.2
Gold Coast	5.1	6.4	9.1	10.2	9.5	-6.9
Barwon Water	31	29.4	32.3	25.1	23.2	-7.6
Logan	4	5.1	5.8	6.7	6	-10.4
Icon Water	14.3	16.3	14.7	13.6	12	-11.8
Central Coast	16	14.4	12.1	11.6	9.9	-14.7
Urban Utilities	23.1	22.5	30	31.1	25.4	-18.3
South East Water	32.7	37.1	36.9	31.8	25.2	-20.8
Unitywater	4.8	4.1	4.2	4.9	3.5	-28.6
Hunter Water	24.8	30	27	28.3	20.2	-28.6
Sydney Water	23.9	32.8	24.7	29.2	20.8	-28.8
Yarra Valley Water	47.4	46.3	43.9	43.8	28.6	-34.7
City West Water	42.1	42.8	51.8	40	23.3	-41.8
Median	19.6	19.4	24.7	25.1	20.2	
Mean	21.1	22.3	24	22.3	18.9	
Large						
Redland City	3.1	3.1	4	3	3.9	30.0
WC (Mandurah)	4	2.8	4.8	2.3	2.7	17.4
P&W (Darwin)	11.2	10.7	9.8	12.7	14	10.2
Goulburn Valley Water	12.9	16.2	17	13.2	13.9	5.3
Cairns	10.5	23	20	20.1	20.6	2.5
Toowoomba	16.3	29	12.4	9.1	9.1	0.0
Gippsland Water	23	25.1	26.9	20.5	19.7	-3.9
Central Highlands Water (Vic)	18.2	25.4	20.9	19.7	16.8	-14.7
North East Water	13.7	10.3	11.9	13.7	11.2	-18.2
Coliban Water	28.7	28.5	25.8	26.4	21.5	-18.6
Townsville	33.5	18.3	21.7	27.6	21.8	-21.0
Western Water	12.3	12.2	12.1	10.4	8	-23.1
Shoalhaven	5.7	6.5	6.1	11.2	6.5	-42.0
Median	12.9	16.2	12.4	13.2	13.9	
Mean	14.9	16.2	14.9	14.6	13.1	
Medium						
Eurobodalla	10	9.1	28.1	17.2	42	144.2
Dubbo	7.8	9.7	7.8	5.4	12.9	138.9
Bundaberg	8	3.9	4.6	22	32.7	48.6
Wannon Water	9.6	8.3	5.2	5.1	7.3	43.1
Tamworth	5.5	6.8	10.1	3.7	4.7	27.0
Tweed	9.1	7.5	9.5	9.3	11.8	26.9
Albury	3.3	3.9	4.5	3.5	4.3	22.9
MidCoast Council	6.9	8.9	8.3	13.7	15.1	10.2
Riverina Water (W)	11.6	8.1	6	16.7	18.2	9.0
Queanbeyan	8.3	6.5	15.8	21.4	23.2	8.4

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Port Macquarie Hastings	1.8	4.2	5.7	7.9	8.5	7.6
Fitzroy River Water	16.2	12.3	11.2	10.8	10.3	-4.6
South Gippsland Water	29.5	34.3	32.7	24	22.2	-7.5
GWMWater	56.6	58.5	57.1	45.2	41.7	-7.7
East Gippsland Water	12.8	17.1	15.9	15.4	13.4	-13.0
Mackay	9.4	6.6	7.3	7.2	6.2	-13.9
Coffs Harbour	10	9.7	8.2	11	9.1	-17.3
Wingecarribee	15	8.1	14.6	8.3	6.3	-24.1
Lower Murray Water	28.6	26.2	33.4	26.4	19.6	-25.8
Fraser Coast	4.2	3.6	7	7.9	5.3	-32.9
Gladstone	6.7	10.8	98.5	63.7	10.8	-83.0
Clarence Valley	15.4	5.9	9.4	86.1	7.3	-91.5
Median	9.5	8.2	9.4	12.3	11.3	
Mean	13	12.3	18.2	19.6	15.1	
Small						
Byron	13.7	17.1	27.4	13.1	48.2	267.9
Western Downs	28	18.2	15.1	7.2	25.1	248.6
Bega Valley	9.5	13.1	5.7	4.7	11.6	146.8
Orange	7.3	8.7	6.3	7.4	10.9	47.3
Aqwest–Bunbury (W)	17.5	9.9	5.9	6.1	7.6	24.6
Livingstone	2.9	1	3.5	3.2	3.9	21.9
Whitsunday	10.4	19.4	20.4	16.2	19.5	20.4
WC (Albany)	10.9	15.1	9	11.5	13.5	17.4
Southern Downs	4.5	1.1	7.2	7.2	8.1	12.5
Gympie	11.1	9.8	9.8	9.8	10.6	8.2
Kempsey	12.6	5.1	10.6	5.5	5.9	7.3
Busselton (W)	7.1	9.7	9	7.4	7.9	6.8
Cassowary Coast	8.8	12.7	18.2	20.8	21.9	5.3
Westernport Water	18.2	20	21.2	11	10.5	-4.5
Bathurst	10.8	15	7.2	4.2	3.5	-16.7
Goldenfields Water (W)	16.3	15	16.7	18.5	15.1	-18.4
Central Highlands	48.6	42.1	37.7	33.9	24.9	-26.5
P&W (Alice Springs)	30.7	44.3	36.2	43.1	31	-28.1
Armidale		13.2	17.3	20.1	14.3	-28.9
WC (Australind/Eaton)	9.2	6.9	6.5	6.5	4.4	-32.3
WC (Geraldton)	27.4	32.5	28.6	22.6	14.9	-34.1
WC (Kal–Boulder) (W)	15.5	19.7	19.3	21.2	9.8	-53.8
Essential Energy	16.2	24.6	15.2	22.3	9.9	-55.6
Lismore	29.5	39.9	43.2	52.7	20.9	-60.3
Goulburn Mulwaree	19	19.7	8.2	14.4	4.7	-67.4
Ballina	10.1					
Snowy Monaro					8.9	
Median	12.6	15	15.1	11.5	10.8	
Mean	15.8	17.4	16.2	15.6	14.1	

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, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
TasWater		45	36.6	41.2	56.6	37.4
Urban Utilities	24.9	20.9	18.4	21.1	24	13.7
Barwon Water	33	36.1	51.2	53.8	55.8	3.7
SA Water	43	43	46	48	49.3	2.7
WC (Perth)	17	17	17	18.4	17.5	-4.9
Central Coast	34.3	37	38	33	30	-9.1
City West Water	20.3	21.3	24.1	24.5	20.4	-16.7
Logan	11.2	10.7	9	9.8	8.1	-17.3
Hunter Water	49.6	50.6	44.9	42.8	33.6	-21.5
South East Water	18	16.2	19	20.7	16.2	-21.7
Yarra Valley Water	38.1	30.7	38.4	42.4	32.3	-23.8
Sydney Water	62.8	70	74	66	49	-25.8
Icon Water	48.9	55.6	72.1	83.8	52.3	-37.6
Gold Coast	4.3	5.1	4.9	6.2	3.8	-38.7
Unitywater	24.8	16.4	17.1	19.8	9.8	-50.5
Median	28.9	30.7	36.6	33	30	
Mean	30.7	31.7	34	35.4	30.6	
Large						
Redland City	4	3.6	2.3	2.7	13.9	414.8
Toowoomba	56.9	64.6	44.2	13.5	20.1	48.9
Goulburn Valley Water	9.1	6.1	10.3	13.8	14.9	8.0
Central Highlands Water (Vic)	19.3	19.1	20.5	19.2	19.7	2.6
Shoalhaven	8	11	3	3	3	0.0
Townsville	2.7	2.8	7.3	54.8	54.4	-0.7
Cairns	11.8	14.5	15.1	12.9	12.4	-3.9
Western Water	11.5	12.7	18.1	17.3	15.8	-8.7
WC (Mandurah)	10	7	11	8.5	6.8	-20.0
Coliban Water	40.5	29.8	20.5	22.3	17.8	-20.2
North East Water	11.8	10.3	10.3	13.9	10.6	-23.7
P&W (Darwin)	19	14.3	9.9	12.7	8.6	-32.3
Gippsland Water	8.4	9.1	7.8	6.9	1.5	-78.3
Median	11.5	11	10.3	13.5	13.9	
Mean	16.4	15.8	13.9	15.5	15.3	
Medium						
Tweed	1	0	0	0	1	
Port Macquarie Hastings	15	14	9	6	15	150.0
Queanbeyan	86	59	101	55	116	110.9
Wingecarribee	31	26	45	8	15	87.5
Albury	78	9	44	52	81	55.8
Mackay	3.8	2.2	3.5	3.1	4.6	48.4
Bundaberg	10.1	11.5	13.1	20.3	30.1	48.3
GWMWater	46.3	42.1	43	43.2	50.5	16.9

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
South Gippsland Water	110	13.4	36.6	13.3	12.5	-6.0
Coffs Harbour	95	84	82	88	82	-6.8
Tamworth	41	8	7	12	11	-8.3
Fitzroy River Water	28.1	17	21.7	18.3	16.5	-9.8
Wannon Water	18	12.5	12.1	9.2	8.1	-12.0
East Gippsland Water	5.9	7.6	6.9	8.1	7.1	-12.3
Dubbo	35.7	38	40	63	50	-20.6
MidCoast Council	20	22	24	27	21	-22.2
Fraser Coast	8.1	7.1	7.9	9.4	6.5	-30.9
Lower Murray Water	18	16	19	16	10.4	-35.0
Eurobodalla	25	33	37	29	13	-55.2
Gladstone	12.4	5.6	7.9	8.4	2	-76.2
Clarence Valley	31	36	64	66	11	-83.3
Wagga Wagga (S)	62	73			57	
Median	26.6	15	21.7	16	14	
Mean	35.5	24.4	29.7	26.4	28.2	
Small						
Goulburn Mulwaree	106.7	69	44	44	277	529.5
Whitsunday	8.9	15.5	17.6	7.6	32.2	323.7
Byron	7	7	8	13	42	223.1
Kempsey	10	22	5	12	33	175.0
Cassowary Coast	4.8	4.4	3.9	3	6.9	130.0
Westernport Water	4.1	6	6	3.6	5.4	50.0
Bathurst	91	55	49	36	44	22.2
WC (Bunbury) (S)	9.2	14	11	6.4	7.7	20.3
Essential Energy	120.7	122	115	143	167	16.8
Lismore	16	26	17	24	28	16.7
WC (Australind/Eaton)	7.4	9	7	6.3	7.1	12.7
Orange	78	83	90	40	45	12.5
Gympie	3	8.7	5.9	14.2	15.6	9.9
WC (Albany)	20.9	17	21	21.1	22.9	8.5
Livingstone	3.3	4.2	5.1	3.9	4.2	7.7
P&W (Alice Springs)	3.6	6.3	3.2	6.6	5.9	-10.6
Western Downs	4.8	2.8	4.4	4.7	4	-14.9
Armidale		49	51	58	47	-19.0
Bega Valley	14	27	18	18	14	-22.2
Kal-Boulder (S)	30	39	33	34	24.3	-28.5
WC (Geraldton)	7.1	12	9	5	3.4	-32.0
Southern Downs	12	0.3	34.2	64.4	30.8	-52.2
WC (Busselton) (S)	3.8	2	3	13.2	5.6	-57.6
Central Highlands	32.9	7.6	6.5	25.6	9.6	-62.5
Ballina	0	0				
Snowy Monaro					6	
Median	9.1	12	10	13.7	15.6	
Mean	25	24.4	23.7	25.3	35.5	

Table A15 A15 – Number of property connection sewer breaks and chokes (breaks and chokes/1,000 properties), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
Barwon Water	6	6	9.4	9.3	10	7.5
Urban Utilities	3.9	3.1	2.9	2.9	3.1	6.9
Central Coast	6.9	3.2	3.6	3.1	3	-3.2
SA Water	26	28	28	29	28	-3.4
City West Water	4.5	3.2	3.4	3.1	2.9	-6.5
Unitywater	1.3	1.1	1.2	1.4	1.3	-7.1
Hunter Water	9.3	10	10.3	9.8	8.2	-16.3
South East Water	4	4.8	5.2	4.9	3.9	-20.4
Gold Coast	2.2	2.3	1.8	2.2	1.7	-22.7
Logan	1.9	1.3	1	1.2	0.9	-25.0
Yarra Valley Water	7.6	6.7	8.1	8	5.6	-30.0
Icon Water	9.5	10.4	13.8	15.7	10.5	-33.1
Sydney Water	0.3	0.3	0.3	0.3	0.2	-33.3
TasWater			10.7	12.6	6.9	-45.2
	4.5	3.2	4.4	4	3.5	
Mean	6.4	6.2	7.1	7.4	6.2	
Large						
Townsville	4.2	3.2	5.5	5.4	7.2	33.3
Central Highlands Water (Vic)	2.2	3.8	4.9	4.6	5.6	21.7
P&W (Darwin)	0.8	2	1.4	1	1.2	20.0
North East Water	2.9	3	3	2.7	3.2	18.5
Gippsland Water	2.4	2.2	1.3	1.4	1.4	0.0
Cairns	2.2	2.7	2.7	2.3	2.2	-4.3
Western Water	4.8	4.2	4.9	3.9	3.6	-7.7
Redland City	1.3	1.1	1	1.1	1	-9.1
Goulburn Valley Water	2.3	5	4.6	7.5	5.8	-22.7
Shoalhaven	0.1	0	3.5	3.1	2.2	-29.0
Toowoomba	4.3	2.5	1	2.3	1.6	-30.4
Coliban Water	8.9	4.3	3.6	3.3	0.5	-84.8
Median	2.3	2.9	3.2	2.9	2.2	
Mean	3	2.8	3.1	3.2	3	
Medium						
Fraser Coast	2.7	2.8	2.3	1.5	3.4	126.7
Tamworth	8.6	10.2	5.4	2.9	6.3	117.2
Bundaberg	0.6	8.7	13.2	7.6	11	44.7
Eurobodalla	4.6	5.8	4.3	4.2	6	42.9
Mackay	1.7	2.2	0.6	1.2	1.7	41.7
East Gippsland Water	1.2	1.8	1.6	1.3	1.7	30.8
Tweed	1.2	0.8	0.3	0.4	0.5	25.0
GWMWater	29.2	35.1	34.9	33.1	35.5	7.3
Dubbo	6.1	6.9	7	8.6	8.9	3.5
Coffs Harbour	2.8	0.5	2	3	3.1	3.3
Fitzroy River Water	10.6	9.7	11.6	12.8	12.3	-3.9

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Wannon Water	3	3	3	2	1.9	-5.0
Wingecarribee	4.6	16.9	8.4	16.7	15	-10.2
Albury	10.7	4.5	4.1	2.7	2.3	-14.8
Wagga Wagga (S)	6.7	5	7.8	8.5	6.9	-18.8
Clarence Valley	5.9	20.4	5.7	4.2	3.4	-19.0
South Gippsland Water	64	3.7	10.1	5.1	4	-21.6
Lower Murray Water	6	7	8	9	7	-22.2
Port Macquarie Hastings	1.1	1	0.2	0.2	0.03	-85.0
Gladstone	1.2	0.6	1	1.5	0.1	-93.3
MidCoast Council			0			
Queanbeyan	1.1	0	0		2.2	
Median	4.6	4.5	4.2	3.6	3.4	
Mean	8.3	7	6	6.3	6.3	
Small						
Whitsunday	0.9	1.4	0.1	0.7	3	328.6
Bega Valley	1.5	4.4	2.2	0.8	1.9	137.5
Cassowary Coast	3.1	0.8	1	0.3	0.7	133.3
Western Downs	2.9	2	0.8	4.6	8.1	76.1
Bathurst	3.2	4.9	4.9	3	4.9	63.3
Livingstone	3.4	1.4	2.2	2.2	3.4	54.5
Orange	0.3	3.2	10.9	10	13.4	34.0
Central Highlands	1.1	10.2	10.3	8.6	10.9	26.7
Gympie		4	0.6	1.9	2.3	21.1
Lismore	5.9	21.3	9.5	8.9	9.7	9.0
Essential Energy	43.3	51.3	51.7	60	61.4	2.3
Kal-Boulder (S)	1	1.8	0	0	0	0.0
Westernport Water	2.3	3.3	4.4	1.8	1.5	-16.7
Goulburn Mulwaree	17.4	18	14.7	12.6	10.4	-17.5
Southern Downs	2.1	7.6	11.3	7.1	5.7	-19.7
Armidale		27.3	32.9	34.1	23.9	-29.9
Byron	11.3	9.6	14.9	16.8	10.9	-35.1
Kempsey	24.9	6.2	21	23.5	12.4	-47.2
P&W (Alice Springs)	2	1.3	0.9	4.1	1.3	-68.3
Median	2.9	4.4	4.9	4.6	5.7	
Mean	7.4	9.5	10.2	10.6	9.8	

Table A16 A10 – Real losses: service connections (L/service connection/day), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
City West Water	70	89	57.8	39.2	47	19.9
Central Coast	34	35	37	58	68	17.2
Barwon Water	45	48	34	21	24	14.3
Icon Water	79	83	45	49	55	12.2
Unitywater	51	55.2	49.8	54.1	52.7	-2.6
Gold Coast	76.3	76.4	69.3	68	65.5	-3.7
SA Water	86	76	78	90	85	-5.6
Logan	66.1	76.5	83.1	70.8	66.3	-6.4
Hunter Water	96	86	79	69	64	-7.2
South East Water	59	47	66	53	47	-11.3
Yarra Valley Water	50	60	49	42	37	-11.9
Urban Utilities	76	75	74	70	61	-12.9
Sydney Water	83	93	94	85	74	-12.9
WC (Perth)	87	83.6	85	84.7	71.7	-15.4
TasWater		277	313	361	272	-24.7
Median	73	76.4	69.3	68	64	
Mean	68.5	84	80.9	81	72.7	
Large						
Western Water	32	51	50	0.03	19	63,233.3
Goulburn Valley Water	104	118	100	80	107	33.7
Toowoomba	59.3	81	66.9	73.4	96.3	31.2
Central Highlands Water (Vic)	40	40	50	42	50	19.0
Cairns	7.9	21.4	46.3	31.3	34.8	11.2
P&W (Darwin)	143	222	142	276	297	7.6
Gippsland Water	90	80	90	71	70	-1.4
WC (Mandurah)	77	93.8	41.9	47.8	45.3	-5.2
North East Water	48	59	70	54	51	-5.6
Coliban Water	63	60	72	86	70	-18.6
Redland City	16.1	16.5	11.6	25.6	18.4	-28.1
Shoalhaven	107	64	71	74	52	-29.7
Townsville	143	306.4	342.9	333.7	152.9	-54.2
Median	63	64	70	71	52	
Mean	71.6	93.3	88.8	91.9	81.8	
Medium						
Riverina Water (W)	55.6	57	85	2	63	3,050.0
Mackay	130.3	189.9	186	111	228.1	105.5
GWMWater	112	72	119	0	0.1	75.0
Clarence Valley	46.9	43	126	30	47	56.7
Lower Murray Water	0.1	0	0	0	0	33.3
East Gippsland Water	48	55.8	27.8	43.1	56	29.9
Albury	46.2	63	44	19	23	21.1
South Gippsland Water	87	105	122.8	102.6	118.9	15.9
Tweed	90.9	104	137	96	109	13.5
Eurobodalla	54	52	51	50	50	0.0

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Wannon Water	84	70	70	70	70	0.0
Wingecarribee	107	117	95	77	76	-1.3
Tamworth	79	55	55	87	82	-5.7
Dubbo	51.3	4	86	121	106	-12.4
Fitzroy River Water	114.2	186	176	194.1	170	-12.4
Coffs Harbour	56	62	42	44	38	-13.6
Fraser Coast	89.1	80.7	54	62.1	53.1	-14.5
Bundaberg	50.6	215.5	133.7	163.6	135.4	-17.2
Port Macquarie Hastings	40	45	77	87	64	-26.4
Gladstone	239.3	47.8	50.8	96	60.3	-37.2
MidCoast Council	84	57	37	40	22	-45.0
Queanbeyan	0	101	92	142	27	-81.0
Median	67.5	62.5	81	73.5	61.6	
Mean	75.7	81	84.9	74.4	72.7	
Small						
Western Downs	65.4	170.5	52.1	6.7	118.7	1,671.6
Armidale		129	127	28	186	564.3
Southern Downs	66.5	27.8	29	35.4	106.5	200.8
WC (Australind/Eaton)	109	124.4	142.3	87.4	168.4	92.7
Goldenfields Water (W)	200.6	151	54	89	167	87.6
WC (Geraldton)	106	209.7	161.6	162.6	234.4	44.1
Gympie	147.8	133.2	185.4	113.7	131.9	16.0
Aqwest–Bunbury (W)	104	108	98	95	103	8.4
Ballina	89	57	100	116	117	0.9
Westernport Water	50	42	11	11	11	0.0
Kempsey	63	114	90	45	45	0.0
Lismore	38	103	96	78	75	-3.8
Byron	50	84	49	49	44	-10.2
Essential Energy	90.7	101	111	76	67	-11.8
P&W (Alice Springs)	153	118	92	246	208	-15.4
Cassowary Coast	463.9	458.8	461.8	472.4	372.5	-21.1
Busselton (W)	78	115	119	162	127	-21.6
Bega Valley	51	51	50	54	41	-24.1
Orange	106	112	113	39	29	-25.6
Whitsunday	101.8	144.7	251.4	323.1	220.1	-31.9
Livingstone	0	0	116.8	245	166.2	-32.2
WC (Kal–Boulder) (W)	88	102.4	78	120.6	79.6	-34.0
WC (Albany)	115	111	163.9	176.5	76.5	-56.7
Goulburn Mulwaree	67.3	95	119	40	12	-70.0
Central Highlands	271.4	253.7	200	261.9	78	-70.2
Bathurst	67.9	84	58	47		
Median	89	111.5	105.5	88.2	106.5	
Mean	109.7	123.1	120.4	122.3	119.4	

Table A17 E12 – Total net greenhouse gas emissions per 1,000 properties (t CO₂ equivalents/1,000 properties), by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Major						
TasWater		179	196	218	252	15.6
Central Coast	505	436	449	472	533	12.8
Unitywater		199	212	228	245	7.5
South East Water	56	63	49	42	45	6.9
SA Water	272	302	426	340	345	1.4
Urban Utilities	168	183	182	178	180	1.2
WC (Perth)	828	754	510	701	695	-0.8
Sydney Water	176	173	180	175	169	-3.1
Gold Coast			246	250	236	-5.60
Logan		187	163	185	173	-6.3
Hunter Water	167	163	357	344	309	-10.3
City West Water	32	30	28	28	23	-15.3
Yarra Valley Water	44	43	40	35	26	-24.9
Barwon Water	263	257	267	267	176	-34.0
Icon Water	242	268	363	331	196	-40.9
Median	176	185	212	228	196	
Mean	250	231	245	253	240	
Large						
Cairns		256	254	228	247	8.5
Redland City		34	190	184	190	3.2
Shoalhaven	470	479	754	739	763	3.2
WC (Mandurah)	348	350	257	377	387	2.5
Toowoomba		501	633	617	624	1.1
Gippsland Water	546	543	617	483	480	-0.5
North East Water	750	697	653	619	599	-3.3
P&W (Darwin)	179	229	215	213	199	-6.7
Goulburn Valley Water	686	1004	1080	1290	1170	-9.3
Coliban Water	454	384	443	385	341	-11.6
Central Highlands Water (Vic)	230	208	236	200	175	-12.7
Western Water	440	512	558	529	460	-13.1
Townsville		294	368	433	165	-62.0
Median	454	384	443	433	387	
Mean	456	422	481	484	446	
Medium						
Clarence Valley	200	252	181	169	233	37.9
Queanbeyan	299	200	169	184	243	32.1
Wingecarribee	474	442	416	733	913	24.6
MidCoast Council	337	426	453	416	454	9.1
Mackay			0	0	0	0.0
Fitzroy River Water		475	445	562	559	-0.6
Coffs Harbour	489	459	386	428	419	-2.1
Tweed	457	730	420	413	391	-5.3
Tamworth	422	469	376	391	370	-5.4

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Lower Murray Water	542	643	624	578	540	-6.5
Port Macquarie Hastings	395	304	482	527	489	-7.2
South Gippsland Water	416	454	446	424	391	-7.6
GWMWater	426	477	566	473	436	-7.9
Dubbo	470	505	563	468	427	-8.8
East Gippsland Water	365	351	368	341	307	-9.9
Wannon Water	675	696	704	611	528	-13.6
Eurobodalla	381	530	500	495	404	-18.4
Albury	437	418	383	367	271	-26.2
Bundaberg			251	677	338	-50.1
Fraser Coast		0				
Median	424	456	420	428	404	
Mean	424	435	407	435	406	
Small						
Southern Downs				168	599	257.6
Armidale		436	423	326	719	120.6
Ballina	295	378	456	459	772	68.2
Bega Valley	399	417	413	284	476	67.6
Lismore	171	64	223	185	255	37.8
Goulburn Mulwaree	761	670	744	687	855	24.5
Kempsey	303	321	460	682	821	20.4
Cassowary Coast			412	290	319	10.3
Byron	138	385	383	386	417	8.0
Western Downs		334	472	475	509	7.1
Whitsunday		355	408	475	497	4.5
Bathurst	418	278	434	388	395	1.8
Central Highlands				291	296	1.5
Orange	450	596	482	668	672	0.6
P&W (Alice Springs)	577	822	859	878	882	-0.5
WC (Albany)	380	368	356	364	362	-0.6
WC (Australind/Eaton)	347	323	316	321	310	-3.4
Essential Energy	984	1220	835	368	354	-3.8
Westernport Water	383	399	394	384	367	-4.4
Livingstone				391	370	-5.4
WC (Geraldton)	351	331	332	343	322	-6.2
Gympie			434	405	362	-10.5
Median	381	378	423	385	406	
Mean	425	453	465	419	497	

Table A18 H3 – Percentage of population where microbiological compliance was achieved, by utility size group, 2016–17 to 2020–21

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
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	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	100	0.0
SA Water	100	100	100	100	100	0.0
Sydney Water	100	100	100	100	100	0.0
TasWater	99.4	99.8	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
South East Water	100	100	100	100	99.9	-0.1
Unitywater		100	100	100	99.9	-0.1
Median	100	100	100	100	100	
Mean	100	100	100	100	100	
Large						
Coliban Water	100	99.5	100	94.3	100	6.0
Cairns		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	100	0.0
Shoalhaven	100	100	100	100	100	0.0
Toowoomba		100	100	100	100	0.0
Townsville		100	100	100	100	0.0
WC (Mandurah)	100	100	100	100	100	0.0
Western Water	99	100	100	100	100	0.0
Central Highlands Water (Vic)	100	99.7	100	100	99.8	-0.2
Goulburn Valley Water	100	100	100	100	99.5	-0.5
Gippsland Water	100	100	100	100	99	-1.0
Median	100	100	100	100	100	
Mean	99.9	99.9	100	99.6	99.9	
Medium						
Albury	100	100	100	100	100	0.0
Bundaberg		100	100	100	100	0.0
Wannon Water	99.9	100	100	100	100	0.0
Tweed	100	100	100	100	100	0.0
Tamworth	100	100	100	100	100	0.0
South Gippsland Water	100	100	99	100	100	0.0
Fitzroy River Water		100	100	100	100	0.0
Riverina Water (W)	100	100	100	100	100	0.0
Queanbeyan	100	100	100	100	100	0.0

Utility	2016–17	2017–18	2018–19	2019–20	2020–21	% Change from 2019–20
Port Macquarie Hastings	100	100	100	100	100	0.0
MidCoast Council	100	100	100	100	100	0.0
Mackay		100	100	100	100	0.0
Lower Murray Water	100	100	100	100	100	0.0
GWMWater	100	99.4	100	100	100	0.0
Gladstone		100	100	100	100	0.0
Fraser Coast		100	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						
Cassowary Coast		99.3	98.9	97.5	100	2.6
Gympie		100	100	98.6	100	1.4
Southern Downs		100	100	99.5	100	0.5
Aqwest–Bunbury (W)	100	100	100	100	100	0.0
Lismore	100	100	100	100	100	0.0
Westernport Water	100	100	100	100	100	0.0
Western Downs		72.5	100	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	100	0.0
Kempsey	100	100	100	100	100	0.0
Armidale		100	100	100	100	0.0
Goulburn Mulwaree	100	100	100	100	100	0.0
Goldenfields Water (W)	100	100	100	100	100	0.0
Essential Energy	100	100	100	100	100	0.0
Central Highlands		100	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	100	0.0
Snowy Monaro					100	
Median	100	100	100	100	100	
Mean	100	98.9	100	99.8	100	