

## 9 Health

### 9.1 Percentage of population for whom microbiological compliance was achieved – H3

This indicator reports the percentage of the population serviced by the utility for whom microbiological compliance was achieved.

Compliance is assessed against the *Australian Drinking Water Guidelines 2011*<sup>9</sup> or licence conditions imposed on the utility by their regulator. Typically, utilities record very high compliance; however, unforeseen events may deliver a lower compliance result, and the cause of non-compliance is not always traceable.

Microbiological compliance data for 2020–21 are presented in Table A18, Appendix A.

#### 9.1.1 Key findings

Table 9.1 presents a summary of the percentage of population for which microbiological compliance was achieved by utility size group.

In 2020–21, nationwide and across all utility groups, all utilities achieved 100% microbiological compliance except South East Water Ltd (99.9%), Unitywater (99.9%), Central Highlands Water (99.8%), Goulburn Valley Water (99.5%), and Central Gippsland Water (99%).

**Table 9.1 Overview of results: Percentage of population for which microbiological compliance was achieved**

Utility group	Range		No. utilities with increase/decrease from 2019–20		Median		Change in median from 2020–21 (%)
	High	Low	Increase	Decrease	2019–20	2020–21	
Major	100	99.9	0	2	100	100	0
	Multiple utilities	Multiple utilities					
Large	100	99	1	3	100	100	0
	Multiple utilities	Gippsland Water					
Medium	100	100	0	0	100	100	0
	Multiple utilities	Multiple utilities					
Small	100	100	3	0	100	100	0
	Multiple utilities	Multiple utilities					
<b>All size groups (national)</b>	100	99	4	5	100	100	0
	Multiple utilities	Gippsland Water					

**Note:** The median percentage of population for which microbiological compliance was achieved for each year was calculated using data from all utilities supplying both water services reporting data against H3 in that reporting year.

#### 9.1.2 Results and analysis – Major utility group

All utilities in the Major utility group reported achieving microbiological compliance for 100% of the population, with the exception of South East Water Ltd and Unitywater, both of which reported 99.9% compliance.

<sup>9</sup> [www.nhmrc.gov.au/guidelines/publications/eh52](http://www.nhmrc.gov.au/guidelines/publications/eh52), updated January 2022