

Appendix A Individual utility group tables

- Tables A1 to A18 present a summary of key indicators by utility group for the period 2018–19 to 2022–23.
- Utilities are sorted in descending order based on their percentage changes in value from 2021–22 within each utility size group.

Table A1 W12 – Average annual residential water supplied (kL/property), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Gold Coast	164	175	167	163	166	1.8
Urban Utilities	156	162	158	140	142	1.8
Unitywater	157	156	155	147	150	1.7
Hunter Water	175	156	151	151	152	1.1
Logan	150	148	139	135	135	-0.1
Sydney Water	199	189	186	178	176	-1.1
Central Coast	158	156	159	157	155	-1.4
Greater Western Water				140	137	-1.6
Icon Water	204	202	176	163	159	-1.9
TasWater	191	193	179	178	173	-2.6
Yarra Valley Water	155	148	149	148	143	-3.8
WC (Perth)	219	227	227	228	219	-4.0
South East Water	149	150	152	147	140	-5.1
Barwon Water	171	161	159	160	147	-7.9
SA Water	198	190	192	193	177	-8.3
Median	167	162	159	157	152	
Mean	175	172	168	162	158	
Large						
Redland City	169	174	184	174	181	4.1
North East Water	224	214	200	179	181	1.3
Shoalhaven	146	155	155	142	143	0.9
Gippsland Water	177	161	164	156	156	0.1
Cairns	254	257	250	255	249	-2.5
Central Highlands Water (Vic)	161	151	147	147	142	-3.7
Toowoomba	163	162	150	135	130	-4.0
P&W (Darwin)	380	373	360	374	349	-6.6
WC (Mandurah)	212	220	220	223	204	-8.5

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Coliban Water	210	195	194	192	175	-9.0
Goulburn Valley Water	285	261	254	240	217	-9.5
Townsville	314	363	342	342	293	-14.5
Median	211	205	197	185	181	
Mean	225	224	218	213	202	
Medium						
Port Macquarie Hastings	160	144	154	152	177	16.5
Tamworth	247	141	159	178	202	13.3
East Gippsland Water	160	153	145	126	134	5.8
Mackay	187	215	168	196	203	3.5
Tweed	177	177	172	157	162	3.5
Coffs Harbour	154	151	140	143	147	3.1
Albury	252	246	218	192	195	1.4
South Gippsland Water	119	115	118	115	115	0.6
MidCoast Council	155	144	149	131	131	0.3
Fraser Coast	186	191	186	163	162	-0.9
Wingecarribee	206	218	177	168	165	-1.6
Clarence Valley	159	115	164	162	159	-2.0
Dubbo	337	207	198	194	190	-2.1
Queanbeyan	158	171	184	151	147	-2.6
Riverina Water (W)	343	338	264	257	248	-3.6
Eurobodalla	121	121	117	113	108	-4.8
Gladstone	239	251	253	217	200	-7.6
Wannon Water	147	141	139	144	131	-9.5
Fitzroy River Water	375	383	365	317	279	-12.2
GWMWater	249	241	224	230	199	-13.4
Lower Murray Water	519	520	477	461	388	-15.9
Bundaberg	243	261	284	236	188	-20.5
Median	186	184	174	166	171	
Mean	222	211	202	191	183	
Small						
Ballina Ballina	183	173	168	161	191	18.6
Goldenfields Water (W)	305	288	230	209	232	10.9
Southern Downs	152	100	104	106	116	9.3
Bathurst	194	144	156	157	168	6.7
Kempsey	147	146	175	125	127	1.9
Armidale	226	141	141	141	143	1.6
Western Downs	204	201	193	168	169	1.0
Aqwest-Bunbury (W)	240	245	236	236	238	0.9

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
WC (Albany)	169	169	164	163	163	0.0
Busselton (W)	265	261	258	264	262	-0.7
Cassowary Coast	219	220	224	236	233	-1.4
WC (Australind/Eaton)	283	289	283	281	275	-2.1
Byron	200	200	199	199	193	-3.2
WC (Geraldton)	279	286	291	288	276	-4.4
Westernport Water	91	89	93	92	88	-4.7
Bega Valley	145	163	148	135	128	-5.1
Goulburn Mulwaree	150	153	136	140	132	-5.5
Orange	166	163	160	158	148	-6.1
WC (Kal–Boulder) (W)	284	300	279	275	258	-6.4
Gympie	158	169	166	155	145	-6.5
P&W (Alice Springs)	457	451	432	420	390	-7.0
Whitsunday	268	304	276	277	257	-7.2
Essential Energy	275	277	250	236	218	-7.5
Lismore	148	127	123	126	115	-8.5
Livingstone	317	349	328	313	284	-9.3
Central Highlands	443	430	465	396	325	-18.0
Mount Barker					96	
Snowy Monaro			125		145	
Median	212	201	193	183	180	
Mean	229	225	215	210	197	

Table A2 W26 – Total recycled water supplied (ML), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Unitywater	1,160	1,292	772	200	497	148.5
Gold Coast	7,712	7,306	7,466	6,146	7,036	14.5
Urban Utilities	4,776	4,532	3,909	3,315	3,745	13.0
Sydney Water	44,020	46,919	37,669	37,693	41,198	9.3
WC (Perth)	9,817	20,681	22,579	21,759	23,337	7.3
Central Coast	674	825	631	550	584	6.2
Hunter Water	3,862	4,651	3,206	3,132	3,215	2.7
Yarra Valley Water	2,473	2,427	2,851	3,069	3,097	0.9
South East Water	8,073	6,825	6,803	7,310	7,159	-2.1
Greater Western Water				6,233	5,961	-4.4
Barwon Water	5,998	4,683	3,951	3,642	3,145	-13.6
Icon Water	60	75	27	24	17	-29.2
SA Water	32,312	26,400	28,565	35,291	21,845	-38.1
Logan	625	789	582	217	100	-53.9
Median	4,776	4,651	3,909	3,478	3,480	
Mean	9,351	9,800	9,155	9,184	8,638	
Large						
Goulburn Valley Water	390	307	270	2,334	3,899	67.1
Redland City	94	121	100	96	143	49.0
Shoalhaven	2,185	2,218	1,642	1,135	1,580	39.2
Toowoomba	2,597	2,105	1,809	713	840	17.8
North East Water	7,955	8,093	8,443	10,628	11,898	11.9
Cairns	1,926	533	1,731	1,847	1,982	7.3
Gippsland Water	2,054	1,969	2,128	2,043	2,137	4.6
WC (Mandurah)	239	220	244	253	234	-7.5
Townsville	1,367	1,383	1,358	1,517	1,285	-15.3
Central Highlands Water (Vic)	1,680	1,628	1,934	1,946	1,645	-15.5
Coliban Water	1,510	1,411	1,093	352	260	-26.1
P&W (Darwin)	488	0	0	0	0	
Median	1,595	1,397	1,500	1,326	1,432	
Mean	1,874	1,666	1,729	1,905	2,159	
Medium						
GWMWater	2,569	0	2,698	2,084	4,344	108.4
Queanbeyan	70	70	375	268	525	95.9
Clarence Valley	376	386	332	216	310	43.5
Coffs Harbour	965	1,281	774	474	608	28.3
Albury	2,457	3,297	5,173	5,302	6,492	22.4

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Port Macquarie Hastings	440	610	384	291	343	17.9
Tweed	879	874	777	532	618	16.2
MidCoast Council	1,432	1,398	685	593	659	11.1
Tamworth	4,563	3,622	1,818	2,188	2,414	10.3
Fraser Coast	5,591	6,918	4,880	4,595	4,999	8.8
Fitzroy River Water	717	735	748	760	818	7.6
Gladstone	3,174	2,494	3,812	3,603	3,845	6.7
Wagga Wagga (S)	4,986	4,819	5,188	5,458	5,583	2.3
Mackay	4,263	4,034	446	446	446	0.0
Wannon Water	2,008	1,725	1,454	1,858	1,714	-7.8
East Gippsland Water	1,139	1,072	1,346	1,521	1,372	-9.8
Bundaberg	533	585	531	447	353	-21.0
Dubbo	2,448	2,159	1,483	1,732	1,329	-23.3
Lower Murray Water	483	408	477	584	391	-33.0
Eurobodalla	239	433	190	111	71	-36.0
South Gippsland Water	111	122	194	189	116	-38.6
Wingecarribee	186	171	86	102	10	-90.2
Median	1,052	973	761	589	639	
Mean	1,801	1,692	1,539	1,516	1,698	
Small						
Bega Valley	628	762	407	213	381	78.9
Ballina	782	688	748	573	960	67.5
Gympie	111	97	93	68	88	29.4
WC (Geraldton)	248	210	224	216	245	13.4
Westernport Water	109	76	83	106	119	12.3
WC (Australind/Eaton)	733	721	740	742	775	4.4
Goulburn Mulwaree	1,533	237	338	260	264	1.5
WC (Albany)	2,081	2,085	2,357	2,351	2,298	-2.3
P&W (Alice Springs)	1,001	927	1,019	1,148	1,107	-3.6
Western Downs	1,075	1,105	754	695	669	-3.7
Kal-Boulder (S)	773	1,126	1,378	1,379	1,317	-4.5
Snowy Monaro			87	66	62	-6.1
WC (Busselton) (S)	287	254	272	273	251	-8.1
Central Highlands	1,857	1,939	1,817	1,797	1,651	-8.1
Southern Downs	1,279	894	863	2,013	1,831	-9.0
Whitsunday	358	317	386	365	314	-14.0
Livingstone	1,480	1,047	836	852	730	-14.3
Essential Energy	484	617	499	444	377	-15.1
Kempsey	145	149	75	51	42	-17.6

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
WC (Bunbury) (S)	124	127	115	118	95	-19.5
Bathurst	691	762	788	761	598	-21.4
Mount Barker				275	179	-34.9
Armidale	1,188	846	484	361	214	-40.7
Byron	642	516	493	302	177	-41.4
Orange	3,074	2,723	2,677	1,027	101	-90.2
Lismore	15	17	21	332	7	-97.9
Cassowary Coast	0			0	0	
Median	691	705	493	361	264	
Mean	828	760	702	622	550	

Table A3 P8 – Typical annual bill (\$), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Hunter Water	1,336	1,319	1,218	1,185	1,171	-1.2
Sydney Water	1,270	1,276	1,142	1,099	1,070	-2.6
Central Coast	1,417	1,178	1,009	988	961	-2.7
Urban Utilities	1,505	1,577	1,580	1,466	1,421	-3.1
TasWater	1,386	1,371	1,331	1,319	1,270	-3.7
Gold Coast	1,831	1,898	1,841	1,778	1,710	-3.8
Greater Western Water				994	947	-4.7
Barwon Water	1,205	1,172	1,154	1,100	1,043	-5.2
WC (Perth)	1,781	1,824	1,786	1,734	1,640	-5.4
Yarra Valley Water	1,235	1,201	1,185	1,098	1,034	-5.8
Logan	1,851	1,820	1,774	1,681	1,581	-5.9
Unitywater	1,681	1,695	1,681	1,596	1,500	-6.0
South East Water	1,115	1,123	1,136	1,031	959	-7.0
SA Water	1,488	1,454	1,206	1,173	1,078	-8.1
Icon Water	1,313	1,329	1,230	1,166	1,065	-8.7
Median	1,402	1,350	1,224	1,173	1,078	
Mean	1,458	1,446	1,377	1,294	1,230	
Large						
Shoalhaven	1,376	1,398	1,376	1,281	1,268	-1.0
Redland City	1,731	1,735	1,878	1,828	1,802	-1.4
North East Water	1,091	1,068	1,023	928	913	-1.6
Townsville	1,795	1,806	1,821	1,787	1,705	-4.6
Cairns	1,556	1,556	1,563	1,587	1,514	-4.6
Toowoomba	1,792	1,896	1,822	1,742	1,659	-4.8
Central Highlands Water (Vic)	1,450	1,398	1,360	1,277	1,213	-5.0
WC (Mandurah)	1,962	1,997	1,955	1,921	1,799	-6.4
Coliban Water	1,599	1,530	1,501	1,417	1,324	-6.6
P&W (Darwin)	2,143	2,109	2,047	2,036	1,902	-6.6
Gippsland Water	1,556	1,503	1,488	1,442	1,345	-6.7
Goulburn Valley Water	1,094	1,033	1,000	911	841	-7.7
Median	1,578	1,543	1,532	1,514	1,430	
Mean	1,595	1,586	1,570	1,513	1,440	
Medium						
Port Macquarie Hastings	1,745	1,731	1,783	1,761	1,810	2.8
Gladstone	1,904	1,953	2,008	1,887	1,892	0.3
Fitzroy River Water	1,526	1,562	1,556	1,461	1,463	0.1
South Gippsland Water	1,152	1,137	1,187	1,152	1,140	-1.0

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Fraser Coast	1,766	1,771	1,790	1,704	1,668	-2.1
East Gippsland Water	1,363	1,350	1,334	1,283	1,249	-2.7
Lower Murray Water	1,158	1,147	1,098	1,048	1,018	-2.9
Coffs Harbour	1,652	1,738	1,695	1,686	1,634	-3.1
Tamworth	1,690	1,524	1,572	1,569	1,520	-3.1
Wingecarribee	1,574	1,606	1,538	1,486	1,438	-3.2
Tweed	1,802	1,814	1,767	1,670	1,609	-3.7
Eurobodalla	1,965	1,978	1,979	1,916	1,836	-4.2
Queanbeyan	1,907	1,638	1,871	1,692	1,619	-4.3
MidCoast Council	2,164	2,092	2,083	1,928	1,844	-4.4
Dubbo	1,957	1,678	1,671	1,630	1,551	-4.8
Albury	1,419	1,385	1,297	1,198	1,135	-5.3
Wannon Water	1,279	1,261	1,230	1,169	1,103	-5.6
Clarence Valley	1,880	1,760	1,898	1,889	1,773	-6.1
Bundaberg	1,705	1,695	1,699	1,595	1,495	-6.3
GWMWater	1,566	1,553	1,505	1,412	1,321	-6.4
Mackay	1,711	1,729	1,721	1,654	1,465	-11.4
Median	1,705	1,678	1,695	1,630	1,520	
Mean	1,661	1,624	1,632	1,561	1,504	
Small						
Whitsunday	1,934	1,903	2,012	1,920	1,915	-0.3
Southern Downs	1,795	1,702	1,630	1,710	1,693	-1.0
Bathurst	1,370	1,259	1,322	1,315	1,298	-1.3
Kempsey	1,997	2,178	2,273	2,151	2,116	-1.6
Western Downs	1,657	1,620	1,613	1,511	1,486	-1.7
Goulburn Mulwaree	1,558	1,554	1,523	1,471	1,441	-2.0
Ballina	1,823	1,787	1,819	1,755	1,717	-2.2
Mount Barker				1,044	1,018	-2.5
Armidale	1,487	1,200	1,455	1,478	1,437	-2.8
Essential Energy	1,563	1,551	1,502	1,427	1,385	-2.9
Cassowary Coast	1,937	1,852	1,853	1,830	1,772	-3.2
Byron	2,074	2,106	2,240	2,209	2,133	-3.4
Bega Valley	2,097	2,209	2,182	2,085	2,010	-3.6
Westernport Water	1,354	1,296	1,319	1,269	1,223	-3.6
Gympie	1,381	1,418	1,453	1,393	1,336	-4.1
WC (Albany)	2,001	2,024	1,972	1,923	1,843	-4.2
Livingstone	1,867	1,957	1,960	1,992	1,897	-4.8
WC (Australind/Eaton)	2,141	2,187	2,123	2,065	1,965	-4.8
WC (Geraldton)	2,191	2,240	2,211	2,159	2,052	-5.0

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Lismore	2,082	2,002	1,974	1,950	1,837	-5.8
P&W (Alice Springs)	2,318	2,284	2,206	2,134	2,010	-5.8
Orange	1,355	1,353	1,355	1,316	1,231	-6.5
Central Highlands	2,210	2,239	2,377	2,226	2,032	-8.7
Snowy Monaro			1,748		1,703	
Median	1,900	1,878	1,853	1,830	1,744	
Mean	1,827	1,815	1,831	1,754	1,690	

Table A4 P7 – Annual bill based on 200 kL (\$), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Central Coast	1,529	1,337	1,106	1,085	1,136	4.7
Sydney Water	1,271	1,303	1,178	1,151	1,135	-1.4
Hunter Water	1,403	1,437	1,354	1,317	1,298	-1.4
Barwon Water	1,269	1,263	1,253	1,197	1,165	-2.7
TasWater	1,397	1,379	1,357	1,344	1,300	-3.3
Urban Utilities	1,716	1,743	1,766	1,728	1,658	-4.1
WC (Perth)	1,729	1,749	1,713	1,660	1,591	-4.2
Gold Coast	1,998	1,997	1,989	1,952	1,861	-4.7
SA Water	1,498	1,492	1,232	1,193	1,137	-4.7
Greater Western Water				1,190	1,132	-4.9
Yarra Valley Water	1,438	1,428	1,402	1,298	1,223	-5.8
Unitywater	1,985	1,990	1,991	1,923	1,811	-5.8
Logan	2,064	2,060	2,057	1,996	1,879	-5.9
South East Water	1,319	1,345	1,272	1,239	1,158	-6.5
Icon Water	1,309	1,317	1,296	1,265	1,158	-8.5
Median	1,468	1,432	1,356	1,298	1,223	
Mean	1,566	1,560	1,498	1,436	1,376	
Large						
North East Water	1,031	1,028	1,025	984	961	-2.3
Toowoomba	1,907	1,950	1,979	1,937	1,877	-3.1
Redland City	1,850	1,891	1,946	1,935	1,875	-3.1
Cairns	1,482	1,495	1,487	1,495	1,442	-3.5
Coliban Water	1,572	1,545	1,519	1,437	1,386	-3.5
WC (Mandurah)	1,929	1,943	1,900	1,860	1,788	-3.9
Central Highlands Water (Vic)	1,547	1,517	1,489	1,401	1,346	-3.9
P&W (Darwin)	1,739	1,724	1,697	1,662	1,594	-4.1
Shoalhaven	1,480	1,487	1,463	1,434	1,374	-4.2
Townsville	1,795	1,806	1,821	1,787	1,705	-4.6
Gippsland Water	1,612	1,595	1,574	1,545	1,443	-6.6
Goulburn Valley Water	977	951	923	863	804	-6.8
Median	1,592	1,570	1,546	1,520	1,442	
Mean	1,577	1,578	1,569	1,528	1,466	
Medium						
Fitzroy River Water	1,342	1,353	1,370	1,357	1,396	2.9
Gladstone	1,813	1,824	1,862	1,834	1,854	1.1
South Gippsland Water	1,318	1,304	1,364	1,337	1,325	-0.9
Port Macquarie Hastings	1,879	1,925	1,952	1,943	1,900	-2.2

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Wingecarribee	1,561	1,570	1,584	1,549	1,511	-2.5
East Gippsland Water	1,496	1,481	1,469	1,414	1,377	-2.6
GWMWater	1,507	1,486	1,462	1,372	1,333	-2.8
Lower Murray Water	901	893	884	842	818	-2.9
Fraser Coast	1,796	1,836	1,818	1,800	1,746	-3.0
Queanbeyan	2,094	2,640	2,214	2,159	2,087	-3.3
Coffs Harbour	1,806	1,907	1,908	1,884	1,815	-3.7
MidCoast Council	2,352	2,321	2,324	2,232	2,149	-3.7
Eurobodalla	2,291	2,306	2,325	2,269	2,180	-3.9
Bundaberg	1,645	1,645	1,640	1,614	1,550	-4.0
Tweed	2,794		3,394	3,302	3,165	-4.1
Dubbo	1,639	1,661	1,676	1,644	1,573	-4.3
Wannon Water	1,423	1,387	1,356	1,288	1,221	-5.2
Clarence Valley	1,997	2,002	2,000	1,994	1,884	-5.5
Tamworth	1,608	1,630	1,645	1,608	1,514	-5.8
Albury	1,305	1,288	1,268	1,214	1,138	-6.3
Mackay	1,703	1,714	1,713	1,681	1,571	-6.5
Median	1,645	1,653	1,676	1,644	1,571	
Mean	1,727	1,709	1,773	1,730	1,672	
Small						
Central Highlands	1,709	1,758	1,764	1,782	1,799	1.0
Western Downs	1,556	1,589	1,604	1,539	1,541	0.1
Goulburn Mulwaree	1,718	1,705	1,729	1,656	1,637	-1.1
Essential Energy	1,408	1,392	1,400	1,354	1,331	-1.7
Southern Downs	1,897	1,939	1,941	1,949	1,912	-1.9
Mount Barker				1,044	1,018	-2.5
Kempsey	2,150	2,339	2,349	2,387	2,327	-2.5
Whitsunday	1,781	1,804	1,839	1,830	1,784	-2.5
Gympie	1,439	1,446	1,478	1,451	1,414	-2.5
Westernport Water	1,610	1,589	1,575	1,504	1,463	-2.7
Bathurst	1,387	1,401	1,438	1,428	1,389	-2.7
Cassowary Coast	1,926	1,832	1,829	1,792	1,738	-3.0
Bega Valley	2,283	2,338	2,361	2,305	2,234	-3.1
Byron	2,183	2,217	2,244	2,212	2,139	-3.3
Lismore	2,316	2,336	2,326	2,300	2,224	-3.3
WC (Geraldton)	1,974	2,002	1,966	1,925	1,859	-3.4
Snowy Monaro			2,030	1,982	1,905	-3.9
Orange	1,449	1,455	1,465	1,431	1,375	-3.9
WC (Australind/Eaton)	1,914	1,940	1,900	1,850	1,775	-4.1

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
P&W (Alice Springs)	1,739	1,724	1,697	1,662	1,594	-4.1
WC (Albany)	2,085	2,109	2,070	2,022	1,937	-4.2
Armidale	1,416	1,448	1,749	1,766	1,675	-5.2
Ballina	1,871	1,860	1,907	1,861	1,765	-5.2
Livingstone	1,867	1,882	1,852	1,964	1,743	-11.3
Median	1,824	1,818	1,839	1,811	1,754	
Mean	1,804	1,823	1,848	1,792	1,732	

Table A5 F16 – Total capital expenditure: water and wastewater (\$000s), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Barwon Water	93,272	87,967	73,606	56,911	109,577	92.5
Central Coast	31,091	4,250	0	39,303	66,402	68.9
Unitywater	113,043	146,655	152,122	173,731	248,265	42.9
Sydney Water	999,994	1,020,103	1,030,743	1,301,914	1,675,146	28.7
Urban Utilities	309,073	350,423	369,303	302,957	362,391	19.6
Hunter Water	118,466	169,542	164,491	143,867	170,527	18.5
Greater Western Water				267,747	314,343	17.4
SA Water	634,491	641,695	535,918	496,000	565,223	14.0
South East Water	238,798	295,525	266,727	196,254	223,133	13.7
WC (Perth)	530,909	452,946	415,136	369,808	400,776	8.4
Yarra Valley Water	360,046	380,855	372,089	301,815	307,998	2.0
Icon Water	101,460	116,054	97,513	71,595	72,405	1.1
Logan	116,632	152,258	96,763	115,583	115,563	0.0
TasWater	126,432	145,687	183,999	235,145	173,512	-26.2
Gold Coast	88,241	127,171	155,864	173,196	113,844	-34.3
Median	122,449	160,900	174,245	196,254	223,133	
Mean	275,853	292,224	279,591	283,055	327,940	
Large						
WC (Mandurah)	18,392	18,554	18,956	13,326	25,121	88.5
Redland City	2,652	4,188	10,929	3,716	6,689	80.0
Townsville	61,926	67,716	56,739	93,801	128,276	36.8
P&W (Darwin)	38,543	23,253	22,992	26,813	36,527	36.2
Toowoomba	38,143	30,660	55,430	43,264	58,042	34.2
Central Highlands Water (Vic)	26,190	21,184	23,145	21,992	28,554	29.8
Coliban Water	23,368	30,898	34,765	47,092	53,144	12.9
Gippsland Water	45,467	51,431	63,035	40,927	44,100	7.8
Cairns	55,116	52,024	49,232	42,850	46,096	7.6
North East Water	16,443	27,235	28,488	33,787	28,237	-16.4
Goulburn Valley Water	37,204	43,177	42,589	40,776	27,415	-32.8
Shoalhaven	46,468	27,510	27,884	28,563		
Median	37,674	29,085	31,626	37,282	36,527	
Mean	34,159	33,152	36,182	36,409	43,836	
Medium						
Wannon Water	24,242	32,304	20,400	13,924	35,962	158.3
Eurobodalla	17,468	15,660	25,909	27,947	61,769	121.0
Fitzroy River Water	17,553	12,299	14,171	21,694	45,390	109.2
East Gippsland Water	12,739	19,533	12,855	9,472	16,389	73.0

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Tamworth	9,002	24,757	23,571	10,857	18,667	71.9
GWMWater	22,564	15,915	13,198	13,039	17,727	36.0
Tweed	11,083	13,913	17,508	14,002	16,780	19.8
South Gippsland Water	19,296	24,421	23,070	16,617	19,508	17.4
Mackay	23,558	28,228	19,571	23,746	27,068	14.0
Coffs Harbour	11,089	7,024	3,475	3,263	3,563	9.2
Bundaberg	11,048	19,439	25,643	14,688	15,340	4.4
Albury	11,709	8,655	7,601	4,585	3,752	-18.2
Fraser Coast	25,704	23,912	33,923	21,382	16,169	-24.4
Gladstone	17,598	15,486	21,435	16,347	11,426	-30.1
Port Macquarie Hastings	35,948	4,480	20,525	45,817	28,808	-37.1
Lower Murray Water	15,117	10,886	16,376	27,509	16,918	-38.5
Wingecarribee	19,057	18,504	20,978	21,185	9,984	-52.9
Clarence Valley	9,162	7,743			17,261	
Dubbo	277	0	78	3,424		
MidCoast Council	12,672	5,897	18,214	28,274		
Queanbeyan	11,616	14,932	4,944	490		
Median	15,117	15,486	18,892	15,518	17,090	
Mean	16,119	15,428	17,172	16,913	21,249	
Small						
Armidale	2,655	0	4,130	2,294	12,392	440.20
Bathurst	10,665	12,898	8,928	6,166	13,126	112.90
Western Downs	4,890	29,182	6,274	4,838	9,904	104.70
Mount Barker				6,992	14,084	101.4
Southern Downs	9,248	8,983	10,762	8,176	13,523	65.40
Livingstone	16,074	6,015	3,957	8,430	10,205	21.10
Cassowary Coast	9,908	16,852	8,031	9,790	11,054	12.90
Central Highlands	12,169	4,773	10,922	13,172	13,756	4.40
WC (Geraldton)	14,378	21,422	16,039	7,709	7,730	0.30
Gympie	5,231	5,810	5,246	5,315	4,994	-6.00
P&W (Alice Springs)	7,303	9,886	9,002	9,531	8,484	-11.00
Whitsunday	6,350	29,182	13,323	7,689	4,157	-45.90
WC (Australind/Eaton)	6,354	5,539	9,497	6,961	3,748	-46.20
Westernport Water	5,390	7,583	10,558	9,063	4,477	-50.60
WC (Albany)	7,572	10,427	13,623	11,443	5,582	-51.20
Ballina	20,816	9,134	9,094	9,995	2,332	-76.70
Bega Valley	13,529	2,574	9,020		17,580	
Byron	6,075	3,389	5,495	0		
Essential Energy		9,012	10,801			

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Goulburn Mulwaree	9,079	8,163	12,743	10,924		
Kempsey	6,449	4,311	8,897	4,446		
Lismore	12,987	9,197	8,649			
Orange	2,141	0	720	1,358		
Snowy Monaro			0	18,861		
Median	7,572	8,573	9,002	7,709	9,904	
Mean	9,013	9,742	8,509	7,769	9,243	

Table A6 F28 – Capital expenditure: water (\$/property), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Barwon Water	280	280	227	166	304	83.1
Central Coast	102	9	0	92	141	53.2
Icon Water	201	285	223	85	127	49.8
Unitywater	88	152	135	167	245	47.0
Greater Western Water				277	339	22.4
South East Water	75	87	89	84	97	15.7
Sydney Water	112	161	187	221	239	8.3
WC (Perth)	365	306	269	228	233	2.1
Hunter Water	303	224	125	246	250	2.0
Yarra Valley Water	176	182	172	139	141	1.3
Urban Utilities	178	202	193	154	154	0.5
SA Water	491	591	521	420	420	-0.1
Logan	268	200	179	187	152	-18.4
Gold Coast	61	89	86	139	91	-34.5
TasWater	387	387	546	858	485	-43.5
Median	189	201	183	167	233	
Mean	221	225	211	231	228	
Large						
Redland City	11	11	18	15	51	247.9
Central Highlands Water (Vic)	212	137	110	64	165	157.8
Toowoomba	411	298	655	485	725	49.4
Townsville	198	340	429	751	1,053	40.3
P&W (Darwin)	300	279	220	332	457	37.6
Gippsland Water	246	288	188	244	327	33.9
Cairns	396	321	330	275	340	23.7
Coliban Water	158	228	223	419	482	15.1
WC (Mandurah)	252	275	158	150	147	-2.0
North East Water	164	249	315	238	207	-12.7
Goulburn Valley Water	343	364	364	343	185	-45.9
Shoalhaven	794	190	241	185		
Median	249	277	232	260	327	
Mean	290	248	271	292	376	
Medium						
Eurobodalla	291	216	419	320	2,278	611.2
Tamworth	224	754	933	262	626	138.7
Wannon Water	163	192	205	237	330	39.1
Fitzroy River Water	296	239	222	334	459	37.3

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
GWMWater	543	405	241	281	377	34.5
Mackay	249	159	189	346	380	9.8
Fraser Coast	349	396	356	200	217	8.4
East Gippsland Water	312	605	431	183	188	2.8
Tweed	196	250	315	227	232	2.2
Albury	269	195	167	133	112	-15.5
South Gippsland Water	544	595	619	407	325	-20.1
Coffs Harbour	122	110	44	45	34	-24.4
Bundaberg	135	471	669	305	175	-42.6
Port Macquarie Hastings	479	62	358	789	399	-49.5
Lower Murray Water	236	175	259	600	299	-50.2
Gladstone	194	117	269	258	77	-69.9
Wingecarribee	418	457	393	573	141	-75.4
Clarence Valley	182	201			615	
Dubbo	9	0	0	81		
MidCoast Council	173	51	217	429		
Queanbeyan	87	86	207	11		
Median	236	201	264	271	312	
Mean	261	273	326	301	404	
Small						
Armidale	135	0	0	194	1,125	481.2
Livingstone	155	121	104	171	499	190.9
Bathurst	314	605	418	271	678	150.4
Western Downs	280	827	276	253	613	142.5
Southern Downs	733	532	497	352	684	94.7
WC (Australind/Eaton)	275	193	539	164	207	26.1
Central Highlands	123	248	663	737	930	26.1
Bega Valley		60	393	704	881	25.2
Cassowary Coast	581	857	385	456	547	20.1
WC (Geraldton)	628	601	744	308	313	1.6
Westernport Water	151	226	312	210	156	-25.4
P&W (Alice Springs)	465	644	547	619	391	-36.8
Gympie	212	213	279	159	78	-51.2
WC (Albany)	146	251	589	458	222	-51.7
Ballina	244	219	139	173	58	-66.5
Whitsunday	368	827	732	510	79	-84.5
Byron	244	159	124	0		
Essential Energy		751	853			
Goulburn Mulwaree	309	350	491	294		

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Kempsey	318	170	266	204		
Lismore	224	334	297			
Mount Barker					1,403	
Orange	79	0	39	34		
Snowy Monaro			0	222		
Median	260	249	385	253	499	
Mean	299	372	378	309	521	

Table A7 F29 – Capital expenditure: wastewater (\$/property), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Barwon Water	328	276	225	176	340	93.3
Central Coast	131	24	0	202	348	72.0
SA Water	399	268	167	234	332	41.9
Unitywater	286	315	344	372	514	38.5
Sydney Water	392	345	316	407	561	37.7
TasWater	247	343	354	251	343	36.8
Hunter Water	171	452	526	307	400	30.1
Urban Utilities	331	363	389	316	410	29.5
WC (Perth)	270	229	215	199	227	13.8
South East Water	240	295	251	162	179	10.2
Yarra Valley Water	281	291	281	223	224	0.4
Logan	779	1,139	638	768	770	0.2
Greater Western Water				174	174	0.2
Icon Water	378	341	286	280	237	-15.6
Gold Coast	287	408	516	522	339	-35.2
Median	286	328	301	251	340	
Mean	323	363	322	306	360	
Large						
WC (Mandurah)	141	113	252	126	388	208.0
P&W (Darwin)	349	108	164	115	149	30.2
Townsville	602	511	253	363	454	24.9
Redland City	34	62	180	51	61	20.7
Coliban Water	163	186	237	185	191	3.4
Cairns	358	379	332	297	270	-9.4
Central Highlands Water (Vic)	182	181	233	258	230	-11.1
Toowoomba	235	220	217	215	189	-12.2
Gippsland Water	441	476	744	337	285	-15.5
Goulburn Valley Water	320	399	375	353	281	-20.3
North East Water	168	295	235	417	331	-20.6
Shoalhaven	174	426	367	402		
Median	209	257	244	278	270	
Mean	264	280	299	260	257	
Medium						
Wannon Water	464	641	301	89	550	517.7
Fitzroy River Water	262	149	226	348	983	182.1
East Gippsland Water	260	235	104	232	547	136.0
Bundaberg	250	149	130	179	377	110.6

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
South Gippsland Water	440	646	523	402	628	56.3
Coffs Harbour	326	164	89	81	124	52.4
Mackay	284	494	248	191	263	37.7
GWMWater	205	112	204	151	208	37.4
Tweed	151	182	221	200	256	27.9
Lower Murray Water	239	164	243	209	207	-0.9
Gladstone	465	520	603	396	387	-2.3
Albury	205	159	144	50	43	-13.9
Port Macquarie Hastings	744	85	290	660	520	-21.2
Wingecarribee	653	554	767	544	417	-23.3
Eurobodalla	639	620	945	1,179	802	-32.0
Tamworth	197	365	92	230	145	-37.0
Fraser Coast	382	254	575	378	200	-47.2
Clarence Valley	370	145			173	
Dubbo		0	4	88		
MidCoast Council	176	115	262	288		
Queanbeyan	449	500	10	10		
Median	305	182	235	219	320	
Mean	358	298	299	295	379	
Small						
Whitsunday	82	1,472	229	23	240	947.5
P&W (Alice Springs)	133	164	193	145	309	112.5
Mount Barker				498	965	93.8
Armidale	138	0	0	22	35	60.0
Western Downs	191	1,472	354	225	332	47.7
Southern Downs	52	287	559	448	602	34.5
Gympie	203	226	99	237	302	27.3
Cassowary Coast	373	898	403	590	585	-0.8
WC (Geraldton)	175	793	116	128	120	-6.2
Bathurst	330	153	102	86	60	-29.9
Bega Valley	690	149	301	600	416	-30.6
Central Highlands	1,081	163	287	420	235	-43.9
Livingstone	1,347	415	239	563	302	-46.3
WC (Albany)	407	483	270	269	131	-51.5
Westernport Water	183	233	311	314	95	-69.7
WC (Australind/Eaton)	277	297	228	462	80	-82.7
Ballina	1,211	402	483	494	69	-86.0
Byron	370	172	405	0		
Essential Energy		125	203			

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Goulburn Mulwaree	510	357	600	642		
Kempsey	265	217	559	167		
Lismore	846	346	342			
Orange	44	0	0	43		
Snowy Monaro			0	1,998		
Median	277	260	270	292	240	
Mean	424	401	273	381	287	

Table A8 F13 – Combined operating cost: water and wastewater (\$/property), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Central Coast	762	851	806	637	706	10.9
Gold Coast	1,374	1,396	1,404	1,341	1,448	8.0
Barwon Water	799	801	708	745	770	3.4
Urban Utilities	1,421	1,446	1,339	1,291	1,320	2.3
TasWater	1,125	1,139	1,085	1,047	1,053	0.6
WC (Perth)	630	706	675	723	725	0.3
Hunter Water	754	777	722	696	692	-0.5
Sydney Water	828	830	757	736	730	-0.9
Unitywater	1,206	1,175	1,145	1,117	1,070	-4.2
SA Water	804	729	752	771	734	-4.8
Icon Water	1,134	1,079	976	953	906	-4.9
Logan	1,337	1,374	1,305	1,190	1,115	-6.3
South East Water	996	1,000	963	914	852	-6.9
Yarra Valley Water	996	985	950	870	810	-7.0
Greater Western Water				1,102	1,022	-7.3
Median	996	993	957	914	852	
Mean	1,012	1,021	971	942	930	
Large						
Coliban Water	1,021	1,028	998	1,011	1,158	14.6
WC (Mandurah)	667	722	669	705	762	8.1
Central Highlands Water (Vic)	1,182	1,150	1,094	1,040	1,093	5.1
Redland City	1,189	1,104	1,260	1,207	1,221	1.1
North East Water	988	1,051	992	1,191	1,182	-0.8
Cairns	809	798	796	761	743	-2.4
Gippsland Water	1,438	1,432	1,352	1,302	1,247	-4.2
Toowoomba	922	1,107	1,026	971	923	-4.9
P&W (Darwin)	1,020	1,358	1,282	1,010	930	-7.9
Townsville	1,251	1,566	1,431	1,629	1,410	-13.5
Goulburn Valley Water	1,028	1,120	1,071	1,159	994	-14.2
Shoalhaven	1,032	1,116	1,113	1,017		
Median	1,024	1,111	1,082	1,028	1,093	
Mean	1,046	1,129	1,090	1,083	1,060	
Medium						
Gladstone	1,466	1,477	2,233	1,546	2,071	34.0
Albury	879	963	819	841	974	15.8
Fitzroy River Water	775	755	761	936	1,084	15.7

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Lower Murray Water	846	812	863	888	1,026	15.5
East Gippsland Water	1,040	962	1,164	940	1,073	14.1
Port Macquarie Hastings	1,046	1,146	1,104	1,071	1,195	11.5
Wingecarribee	1,047	1,093	1,084	1,049	1,152	9.8
Fraser Coast	1,038	916	877	900	988	9.7
Tamworth	1,179	1,193	1,381	1,375	1,434	4.3
GWMWater	1,110	901	817	825	838	1.6
Tweed	1,190	1,237	1,212	1,132	1,128	-0.3
Bundaberg	951	943	953	901	867	-3.7
Dubbo	1,144	1,106	1,167	1,068	1,013	-5.2
South Gippsland Water	1,270	1,152	1,231	1,108	1,030	-7.0
Coffs Harbour	1,150	1,012	1,071	1,011	925	-8.5
Wannon Water	1,106	1,088	1,080	1,205	1,101	-8.6
Eurobodalla	1,245	1,314	1,374	1,304	1,177	-9.7
Mackay	1,353	1,289	1,141	1,322	887	-32.9
Clarence Valley	917	814			754	
MidCoast Council	1,392	1,175	1,150			
Queanbeyan	1,435	1,406	1,516	1,536		
Median	1,110	1,093	1,122	1,068	1,030	
Mean	1,123	1,084	1,150	1,103	1,090	
Small						
Western Downs	1,095	1,106	1,130	1,046	1,293	23.6
Essential Energy		4,547	2,035	1,541	1,893	22.8
Central Highlands	878	831	1,143	1,273	1,386	8.8
Bathurst	1,330	1,506	1,440	1,548	1,566	1.2
WC (Geraldton)	724	736	775	775	768	-0.8
P&W (Alice Springs)	1,363	1,767	1,531	1,174	1,148	-2.2
Southern Downs	1,352	1,632	1,864	1,178	1,148	-2.5
Ballina	1,519	1,586	1,543	1,516	1,471	-3.0
Gympie	310	629	812	803	778	-3.2
Byron	1,987	2,031	2,072	2,050	1,974	-3.7
Cassowary Coast	1,172	766	825	730	701	-4.0
WC (Australind/Eaton)	771	791	740	903	860	-4.7
Armidale	1,371	1,639	1,244	1,133	1,079	-4.8
Livingstone	1,377	1,447	1,290	1,257	1,195	-4.9
Whitsunday	1,929	1,903	1,789	1,553	1,379	-11.2
Westernport Water	1,148	1,166	1,098	1,197	1,059	-11.5
Bega Valley	1,614	1,724	1,723	1,635	1,442	-11.8
WC (Albany)	770	792	797	890	725	-18.6

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Goulburn Mulwaree	870	1,209	939	1,103		
Kempsey	1,431	1,359	1,267	1,366		
Lismore	1,358	1,376	1,431			
Mount Barker					543	
Orange	1,003	954	936	892		
Snowy Monaro			0	1,544		
Median	1,330	1,367	1,244	1,187	1,148	
Mean	1,208	1,432	1,236	1,232	1,179	

Table A9 F8 – Revenue from community service obligations (%), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Barwon Water	0.0448	0.0435	0.0455	0.0425	0.0446	4.9
South East Water	0.0410	0.0439	0.0488	0.0479	0.0488	1.9
Unitywater	0.0080	0.0080	0.0080	0.0077	0.0078	1.3
Hunter Water	0.0440	0.0522	0.0499	0.0473	0.0467	-1.3
SA Water	0.0929	0.1190	0.1103	0.1104	0.1070	-3.1
TasWater	0.0231	0.0578	0.0245	0.0229	0.0221	-3.5
Sydney Water	0.0498	0.0511	0.0481	0.0487	0.0465	-4.5
Yarra Valley Water	0.0464	0.0487	0.0539	0.0536	0.0504	-6.0
WC (Perth)	0.0663	0.0590	0.0630	0.0677	0.0623	-8.0
Gold Coast	0	0	0.0040	0.0043	0.0035	-18.6
Icon Water	0.0157	0.0176	0.0251	0.0205	0.0162	-21.0
Greater Western Water				0.0346	0.0242	-30.1
Central Coast	0.0130	0.0132		0.0150	0.0100	-33.3
Logan	0	0	0	0	0	
Urban Utilities	0	0	0	0	0	
Median	0.0321	0.0437	0.0455	0.0346	0.0242	
Mean	0.0318	0.0367	0.0370	0.0349	0.0327	
Large						
Toowoomba	0	0.0120	0.0080	0.0086	0.0111	29.1
Redland City	0.0036	0.0040	0.0030	0.0036	0.0036	0.0
Gippsland Water	0.0415	0.0475	0.0427	0.0446	0.0440	-1.3
Townsville	0.0145	0.0150	0.0160	0.0151	0.0148	-2.0
Central Highlands Water (Vic)	0.0500	0.0513	0.0536	0.0473	0.0463	-2.1
Coliban Water	0.0407	0.0413	0.0456	0.0449	0.0426	-5.1
P&W (Darwin)	0.0230	0.0206	0.0346	0.0206	0.0189	-8.3
North East Water	0.0610	0.0630	0.0626	0.0639	0.0578	-9.5
Goulburn Valley Water	0.0533	0.0540	0.0601	0.0597	0.0528	-11.6
WC (Mandurah)	-0.1263	-0.2344	-0.1405	-0.1341	-0.0787	-41.3
Cairns	0.0258	0.0250	0.0220	0.0174	0.0062	-64.4
Shoalhaven	0.0126	0.0120	0.0110	0.0110		
Median	0.0244	0.0228	0.0283	0.0190	0.0189	
Mean	0.0166	0.0093	0.0182	0.0169	0.0199	
Medium						
Albury	0.0071	0.0080		0.0088	0.0184	109.1
Coffs Harbour	0.0081	0.0040	0.0040	0.0040	0.0074	85.0
Fraser Coast	0.0094	0.0070	0.0070	0.0071	0.0113	59.2
Fitzroy River Water	0.0101	0.0110	0.0110	0.0080	0.0116	45.0

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Wingecarribee	0.0075	0.0080	0.0080	0.0080	0.0110	37.5
Tweed	0.0110	0.0110	0.0100	0.0100	0.0104	4.0
Wannon Water	0.0516	0.0474	0.0522	0.0508	0.0528	3.9
East Gippsland Water	0.0647	0.0630	0.0639	0.0666	0.0679	2.0
GWMWater	0.0650	0.0678	0.0721	0.0673	0.0681	1.2
Mackay	0.0021	0.0020	0.0020	0.0020	0.0020	0.0
Port Macquarie Hastings	0.0097	0.0110	0.0100	0.0084	0.0083	-1.2
South Gippsland Water	0.0567	0.0575	0.0514	0.0534	0.0523	-2.1
Lower Murray Water	0.0534	0.0591	0.0481	0.0490	0.0451	-8.0
Tamworth	0.0082	0.0090	0.0080	0.0070	0.0058	-17.1
Eurobodalla	0.0089	0.0090	0.0090	0.0094	0.0074	-21.3
Gladstone	0	0.0090	0.0100	0.0088	0.0069	-21.6
Bundaberg	0.0256	0.0310	0.0370	0.0177	0.0087	-50.8
Clarence Valley	0.0117	0.0100			0.0080	
Dubbo	0.0110	0.0050	0.0050		0.0050	
MidCoast Council	0.0100	0.0110	0.0110	0.0101		
Queanbeyan	0.0041	0.0040	0.0040	0.0026		
Median	0.0100	0.0100	0.0100	0.0088	0.0104	
Mean	0.0208	0.0212	0.0223	0.0210	0.0215	
Small						
WC (Geraldton)	-1.3687	-0.9320	-1.0678	-0.4408	-0.8339	89.2
Byron	0.0055	0.0060	0.0050	0.0053	0.0071	34.0
P&W (Alice Springs)	0.1388	0.1309	0.1581	0.1413	0.1401	-0.8
Westernport Water	0.0366	0.0337	0.0357	0.0388	0.0382	-1.5
Ballina	0.0081	0.0090	0.0070	0.0080	0.0077	-3.7
Bathurst	0.0064	0.0070	0.0070	0.0070	0.0067	-4.3
Western Downs	0	0.0930	0.0530	0.0684	0.0648	-5.3
Bega Valley	0.0090	0.0080	0.0080	0.0090	0.0080	-11.1
Essential Energy		0.0090	0.0170	0.0170	0.0150	-11.8
Gympie	0.0220	0.0070	0.0240	0.0153	0.0111	-27.5
Whitsunday	0.1096	0.0930	0.0890	0.0498	0.0000	-100.0
WC (Australind/Eaton)	0.0199	-0.0315	-0.0059	-0.0388	0.0668	-272.2
WC (Albany)	-0.1791	-0.0842	-0.0533	0.0718	-0.1269	-276.7
Armidale	0.0080	0.0098	0.0070	0.0063		
Cassowary Coast	0	0.0180	0	0	0	
Central Highlands	0	0	0	0	0	
Goulburn Mulwaree	0.0066	0.0070	0.0060	0.0071		
Kempsey	0.0104	0.0090	0.0090	0.0077		
Lismore	0.0102	0.0070	0.0080	0.0106		

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Livingstone	0	0	0	0	0	
Mount Barker				0	0	
Orange	0.0086	0.0090	0.0080	0.0080		
Snowy Monaro				0		
Southern Downs	0	0	0	0	0	
Median	0.0080	0.0075	0.0070	0.0074	0.0069	
Mean	-0.0547	-0.0269	-0.0311	-0.0003	-0.0331	

Table A10 C15 – Average duration of an unplanned interruption: water (minutes), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Sydney Water	143.0	187.0	200.0	192.0	231.0	20.3
Greater Western Water				116.6	138.9	19.1
WC (Perth)	102.9	111.0	140.0	141.0	162.0	14.9
Unitywater	119.7	109.7	120.3	116.5	129.3	11.0
Central Coast	265.0	197.0	208.0	203.0	210.0	3.4
South East Water	83.8	88.2	89.5	87.7	90.1	2.7
Logan	90.7		183.6	143.3	143.9	0.4
Yarra Valley Water	95.0	105.9	97.5	105.4	105.7	0.3
Barwon Water	126.7	127.8	112.7	98.8	98.0	-0.8
Icon Water	135.0	136.0	147.0	136.0	131.5	-3.3
Hunter Water	161.0	150.5	155.0	138.0	129.0	-6.5
SA Water	240.4	203.0	194.0	181.0	167.0	-7.7
Urban Utilities	135.0	119.0	94.0	130.0	114.0	-12.3
Gold Coast	126.0	140.7	151.7	158.5	126.3	-20.3
Median	126.7	131.9	147.0	137.0	130.4	
Mean	140.3	139.7	145.6	139.1	141.2	
Large						
Coliban Water	142.1	112.5	141.5	105.0	195.0	85.7
WC (Mandurah)	71.0	64.0	62.0	64.0	114.0	78.1
Redland City	113.8	110.0	135.1	160.0	273.0	70.6
Cairns	44.5	76.9	45.0	36.7	61.3	67.0
North East Water	96.0	91.2	81.0	71.0	96.0	35.2
Central Highlands Water (Vic)	155.1	121.4	114.0	137.0	117.0	-14.6
Gippsland Water	93.4	90.8	69.3	108.9	84.9	-22.0
P&W (Darwin)			139.0	102.1	77.0	-24.6
Goulburn Valley Water	98.6	106.3	93.7	117.5	84.2	-28.3
Shoalhaven	94.0	153.0	74.0	113.0	80.0	-29.2
Townsville	84.2	103.1	98.8	800.1	134.5	-83.2
Median	95.0	104.7	93.7	108.9	96.0	
Mean	99.3	102.9	95.8	165.0	119.7	
Medium						
Gladstone	69.8	50.0	39.0	35.0	51.5	47.1
Bundaberg	58.0	84.0	70.0	88.0	126.0	43.2
GWMWater	115.1	102.9	83.9	80.0	102.6	28.2
Fraser Coast	104.8	56.6	125.0	128.4	159.0	23.8
East Gippsland Water	72.0	169.0	74.0	88.8	103.8	16.9

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Wannon Water	90.3	158.0	138.5	150.0	172.0	14.7
Riverina Water (W)	233.0	125.0	164.0	142.0	162.0	14.1
South Gippsland Water	121.0	90.0	80.0	78.7	89.1	13.2
Lower Murray Water	62.0	66.6	59.0	52.4	58.8	12.2
Fitzroy River Water	32.6	55.3	33.8	33.9	35.8	5.6
Coffs Harbour	207.0	177.0	189.0	167.0	175.0	4.8
Clarence Valley		180.0	180.0	95.0	96.0	1.1
Port Macquarie Hastings	90.0	90.0	90.0	90.0	90.0	0.0
Dubbo	142.0	123.0	125.0	125.0	120.0	-4.0
Queanbeyan		38.0	220.0	76.0	56.6	-25.5
Albury	254.0	95.0	87.0	213.0	148.0	-30.5
Wingecarribee	341.0	245.0	185.0	204.0	141.0	-30.9
Mackay	19.1	19.6	23.3	11.9	7.4	-37.8
Tweed	159.0	139.0	161.0	275.0	137.0	-50.2
Eurobodalla	178.0	135.0	170.0	214.0	73.0	-65.9
Tamworth	420.0	86.0	210.0	2,289.0	422.0	-81.6
Median	115.1	95.0	125.0	95.0	103.8	
Mean	145.7	108.8	119.4	220.8	120.3	
Small						
Goldenfields Water (W)	235.0		152.0	55.0	180.0	227.3
Armidale	127.0	98.0	131.0	89.0	166.0	86.5
WC (Kal–Boulder) (W)	74.2	36.0	31.0	56.0	96.0	71.4
Whitsunday	120.0	278.3	235.0	231.0	352.5	52.6
Busselton (W)	66.3	147.5	130.0	37.9	50.8	34.0
Aqwest-Bunbury (W)	45.0	39.0	38.0	35.0	43.0	22.9
Westernport Water	85.9	58.4	71.8	83.9	93.7	11.7
Kempsey	96.0	238.0	195.0	104.0	112.0	7.7
Gympie	129.0	201.0	157.6	105.8	108.8	2.8
Central Highlands	30.0	30.0	30.0	30.0	30.0	0.0
Lismore	90.0	90.0	120.0	162.0	162.0	0.0
Orange	141.0	240.0	240.0	123.0	123.0	0.0
Snowy Monaro			120.0	120.0	120.0	0.0
Western Downs	90.0	23.0	37.0	39.0	39.0	0.0
WC (Australind/Eaton)	58.2	85.0	100.0	115.0	109.0	-5.2
Livingstone	16.3	18.3	28.6	19.9	18.8	-5.5
WC (Geraldton)	162.8	89.0	102.0	109.0	99.0	-9.2
WC (Albany)	123.6	173.0	145.0	120.0	108.0	-10.0
Bega Valley	165.0	163.0	251.0	510.0	456.0	-10.6
Cassowary Coast	254.0	184.0	156.0	191.0	57.0	-70.2

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Southern Downs		90.0	246.5	247.5	36.8	-85.1
Byron	120.0					
P&W (Alice Springs)					78.0	
Median	108.0	90.0	130.0	105.8	103.5	
Mean	111.5	120.1	129.4	123.0	120.0	

Table A11 C13 – Total complaints: water and sewerage (per 1,000 properties), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
WC (Perth)	0.83	0.78	0.59	0.35	0.55	57.1
Unitywater	1.40	1.40	2.20	2.38	2.79	17.2
South East Water	3.20	4.24	5.83	5.68	6.45	13.6
Urban Utilities	6.69	6.40	5.00	3.70	3.94	6.5
Greater Western Water				2.40	2.54	5.8
Hunter Water	3.80	3.47	2.08	1.79	1.84	2.8
Barwon Water	4.54	4.14	6.71	7.54	7.55	0.1
TasWater	12.64	8.75	10.56	11.62	11.09	-4.6
Central Coast	9.30	16.00	11.00	15.00	13.00	-13.3
Icon Water	2.84	3.39	2.18	20.29	16.12	-20.6
Logan	14.28	17.90	23.10	19.49	15.16	-22.2
Sydney Water	2.45	2.08	1.96	2.38	1.82	-23.5
Gold Coast	3.48	4.90	3.90	4.33	3.29	-24.0
Yarra Valley Water	12.36	11.00	11.47	9.37	6.64	-29.1
SA Water	1.98	1.99	1.88	2.16	1.01	-53.2
Median	3.64	4.19	4.45	4.33	3.94	
Mean	5.70	6.17	6.32	7.23	6.25	
Large						
WC (Mandurah)	0.48	0.58	0.45	0.21	0.59	181.0
Goulburn Valley Water	4.52	5.86	5.92	4.43	9.05	104.3
Toowoomba	3.24	2.00	2.00	5.40	8.22	52.2
Shoalhaven	0.90	1.00	0.06	1.00	1.38	38.0
Gippsland Water	14.22	9.17	6.91	6.07	7.35	21.1
Coliban Water	6.45	6.36	15.47	7.08	8.05	13.7
North East Water	3.77	5.81	5.37	5.32	5.92	11.3
Cairns	2.13	3.00	2.60	2.49	2.36	-5.2
Central Highlands Water (Vic)	8.59	5.12	4.06	4.26	3.67	-13.8
Redland City	3.04	2.40	4.00	4.45	2.28	-48.8
Townsville	0.51	0.60	0.80	0.68	0.29	-57.4
P&W (Darwin)	60.40	50.89	59.16	49.00	1.98	-96.0
Median	3.50	4.06	4.03	4.44	3.01	
Mean	9.02	7.73	8.90	7.53	4.26	
Medium						
Coffs Harbour	0.20	0.10	0.40	0.00	1.48	
Albury	1.20	2.00	1.00	1.00	10.89	989.0
Lower Murray Water	3.17	0.06	1.78	1.25	2.61	108.8

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Dubbo	15.20	21.00	17.00	19.00	29.00	52.6
Tweed	1.00	1.00	1.00	2.00	2.47	23.5
Wannon Water	4.04	3.42	6.49	4.95	5.64	13.9
Mackay	60.86	70.80	68.90	64.81	72.53	11.9
East Gippsland Water	3.61	3.56	2.82	2.81	3.13	11.4
Fitzroy River Water	45.95	48.40	46.00	41.61	41.74	0.3
MidCoast Council	3.40	2.00	2.00	3.00	3.00	0.0
GWMWater	0.38	8.74	5.05	7.83	7.78	-0.6
Wingecarribee	119.00	110.00	88.00	83.00	74.00	-10.8
Queanbeyan	88.40	76.00	103.00	87.00	73.00	-16.1
Tamworth	68.80	51.00	71.00	45.00	36.86	-18.1
Clarence Valley	42.70	115.00	88.00	118.00	90.00	-23.7
Bundaberg	52.56	28.20	15.90	12.00	8.36	-30.3
Eurobodalla	11.90	22.00	26.00	63.00	42.00	-33.3
Fraser Coast	10.08	14.40	17.20	23.21	13.61	-41.4
South Gippsland Water	5.65	4.10	7.46	6.74	3.94	-41.5
Port Macquarie Hastings	28.50	12.00	21.00	18.00	9.00	-50.0
Gladstone	0.00	0.00	0.50	0.84	0.19	-77.4
Median	10.08	12.00	15.90	12.00	9.00	
Mean	26.98	28.28	28.12	28.81	25.30	
Small						
Essential Energy	12.50	2.00	2.00	2.00	15.36	668.0
WC (Australind/Eaton)	0.92	0.91	0.67	0.22	1.08	390.9
WC (Albany)	0.48	0.64	0.40	0.06	0.29	383.3
WC (Geraldton)	2.01	0.78	1.33	0.25	0.50	100.0
Cassowary Coast	14.40	13.10	12.80	14.63	21.25	45.2
Bathurst	52.90	47.00	47.00	41.00	55.00	34.1
Ballina	5.70	12.00	13.00	18.00	22.00	22.2
Goulburn Mulwaree	80.20	76.00	72.00	84.00	97.00	15.5
Orange	112.40	97.00	76.00	70.00	73.00	4.3
Bega Valley	6.90	8.00	4.00	11.00	11.00	0.0
Whitsunday	7.82	4.30	24.70	10.40	9.99	-3.9
Southern Downs	6.95	4.90	1.80	1.98	1.80	-9.1
Central Highlands	25.54	28.60	31.40	23.21	20.73	-10.7
Western Downs	0.18	0.30	1.90	1.22	1.05	-13.9
Kempsey	6.30	9.00	5.00	5.00	4.00	-20.0
Livingstone	3.33	4.00	2.90	3.49	2.77	-20.6
Byron	14.80	16.00	34.00	34.00	25.00	-26.5
Westernport Water	3.72	1.27	1.02	2.94	1.53	-48.0

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Gympie	0.53	1.10	1.20	0.34	0.13	-61.8
Lismore	5.40	3.00	3.00	8.00	2.00	-75.0
Snowy Monaro				171.00	32.97	-80.7
Armidale	22.10	20.00	36.00	55.00	8.00	-85.5
P&W (Alice Springs)	121.90	103.10	97.83	76.13	1.08	-98.6
Mount Barker					1.06	
Median	6.93	6.45	4.50	10.40	6.00	
Mean	23.04	20.59	21.36	27.56	17.02	

Table A12 C14 – Percentage of calls answered by an operator within 30 seconds, by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Central Coast	46.0	71.0	64.0	78.0	93.0	19.2
TasWater	87.1	83.0	92.1	84.5	90.5	7.1
Gold Coast	54.1	62.1	39.5	23.7	23.7	0.0
Sydney Water	69.0	72.0	88.0	41.0	41.0	0.0
Unitywater	83.0	80.0	78.0	75.0	71.0	-5.3
SA Water	85.9	86.2	91.3	85.2	78.0	-8.5
Icon Water	73.5	77.9	66.6	72.8	64.5	-11.4
Greater Western Water				56.0	47.7	-14.9
South East Water	58.2	72.4	60.7	41.5	35.0	-15.8
Barwon Water	67.0	76.5	83.4	74.5	62.2	-16.5
Yarra Valley Water	90.2	88.5	87.9	65.3	53.3	-18.3
Hunter Water	58.0	56.0	60.0	64.0	51.0	-20.3
WC (Perth)	56.1	52.7	41.0	34.6	16.1	-53.5
Logan					94.4	
Median	68.0	74.4	72.3	65.3	57.8	
Mean	69.0	73.2	71.0	61.2	58.7	
Large						
Townsville	47.7	47.7	49.1	43.3	97.3	124.7
Central Highlands Water (Vic)	70.7	62.0	46.2	77.1	81.9	6.1
Shoalhaven	98.0	98.0	98.0	58.0	59.0	1.7
Goulburn Valley Water	96.7	95.3	94.3	94.0	94.0	0.0
Toowoomba	81.0	83.0	79.0	78.0	78.0	0.0
Coliban Water	83.0	81.2	54.1	69.0	68.2	-1.2
Gippsland Water	67.8	62.2	75.8	77.6	74.2	-4.4
Redland City	81.0	82.0	80.0	83.4	70.8	-15.1
North East Water	98.4	98.6	98.8	96.5	68.3	-29.2
Median	81.0	82.0	79.0	77.6	74.2	
Mean	80.5	78.9	75.0	75.2	76.8	
Medium						
Gladstone	79.7	78.3	78.0	0	53.0	
Wingecarribee	99.0		71.0	43.0	54.0	25.6
Albury	60.0	60.0	72.0	78.0	85.0	9.0
Port Macquarie Hastings	75.0	78.0	89.0	75.0	81.0	8.0
Eurobodalla	66.0	65.0	62.0	62.0	63.0	1.6
East Gippsland Water	99.0	99.0	99.0	99.4	99.7	0.2
Wannon Water	98.6	98.2	98.4	98.4	98.0	-0.4

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
South Gippsland Water	98.6	98.4	96.8	96.0	95.0	-1.0
GWMWater	90.9	92.9	92.8	89.0	88.0	-1.1
Mackay	97.0	97.0	98.0	98.5	97.0	-1.5
Bundaberg	96.0	82.0	42.9	54.9	51.1	-6.9
Lower Murray Water	94.0	89.0	93.6	91.0	82.2	-9.7
Tweed	69.0	72.0	68.0	75.0	65.0	-13.3
Dubbo	69.0	93.0	95.0	89.0	75.0	-15.7
Coffs Harbour	76.0	73.0	75.0	73.0	57.0	-21.9
Fitzroy River Water	75.9				71.3	
Tamworth			0		0	
Wagga Wagga (S)	92.0					
Median	90.9	85.5	83.5	78.0	75.0	
Mean	84.5	84.0	77.0	74.8	71.5	
Small						
Goulburn Mulwaree				69.0	79.0	14.5
Orange	72.0	73.0	70.0	72.0	75.0	4.2
Busselton (W)				94.4	98.1	3.9
Gympie	78.0	71.0	73.5	69.8	70.8	1.4
Bega Valley	70.0	90.0	90.0	90.0	90.0	0.0
Cassowary Coast	50.0	65.0	65.0	65.0	65.0	0.0
Kempsey		93.0	93.0	80.0	80.0	0.0
Westernport Water	98.7	97.0	97.0	97.0	97.0	0.0
Lismore	70.0	70.0	72.0	78.0	75.0	-3.8
Whitsunday	86.6	85.1	81.2	79.0	73.8	-6.6
Ballina	90.0					
Bathurst	100.0					
Essential Energy	60.0	63.0			77.0	
Goldenfields Water (W)	100.0					
Snowy Monaro					94.0	
Western Downs	94.0	76.0	48.4		37.0	
Median	82.3	74.5	73.5	78.5	77.0	
Mean	80.8	78.3	76.7	79.4	77.8	

Table A13 A8 – Water main breaks, bursts and leaks (mains breaks per 100 km), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Sydney Water	24.7	29.2	20.8	17.2	20.6	19.8
Central Coast	12.1	11.6	9.9	14.1	16.3	15.6
Yarra Valley Water	43.9	43.8	28.6	31.3	35.4	13.1
TasWater	40.7	32.6	51.9	43.1	47.2	9.5
Hunter Water	27.0	28.3	20.2	21.0	22.0	4.8
South East Water	36.9	31.8	25.2	27.6	28.4	2.9
WC (Perth)	11.6	11.5	10.9	10.2	10.2	0.0
Urban Utilities	30.0	31.1	25.4	18.6	17.8	-4.3
SA Water	15.0	13.5	13.3	13.3	12.7	-4.5
Barwon Water	32.3	25.1	23.2	25.1	23.6	-6.0
Greater Western Water				18.5	16.8	-9.2
Icon Water	14.7	13.6	12.0	10.0	8.4	-16.0
Unitywater	4.2	4.9	3.5	4.7	3.9	-17.0
Gold Coast	9.1	10.2	9.5	8.7	7.2	-17.2
Logan	5.8	6.7	6.0	5.2	3.7	-28.8
Median	19.9	19.4	16.8	17.2	16.8	
Mean	22.0	21.0	18.6	17.9	18.3	
Large						
Shoalhaven	6.1	11.2	6.5	5.8	19.2	231.0
WC (Mandurah)	4.8	2.3	2.7	2.0	2.9	45.0
Cairns	20.0	20.1	20.6	19.8	25.6	29.3
Toowoomba	12.4	9.1	9.1	12.3	14.4	17.1
P&W (Darwin)	9.8	12.7	14.0	14.1	16.5	17.0
Redland City	4.0	3.0	3.9	5.9	6.6	11.9
Coliban Water	25.8	26.4	21.5	23.7	23.1	-2.5
Townsville	21.7	27.6	21.8	19.1	17.7	-7.3
North East Water	11.9	13.7	11.2	12.0	11.1	-7.5
Central Highlands Water (Vic)	20.9	19.7	16.8	17.7	16.3	-7.9
Gippsland Water	26.9	20.5	19.7	18.6	16.5	-11.3
Goulburn Valley Water	17.0	13.2	13.9	13.7	10.2	-25.5
Median	14.7	13.4	13.9	13.9	16.4	
Mean	15.1	15.0	13.5	13.7	15.0	
Medium						
Port Macquarie Hastings	5.7	7.9	8.5	1.1	2.8	154.5
Riverina Water (W)	6.0	16.7	18.2	10.6	19.4	83.0
Wingecarribee	14.6	8.3	6.3	4.9	8.3	69.4

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Tamworth	10.1	3.7	4.7	2.9	3.9	34.5
GWMWater	57.1	45.2	41.7	39.9	46.2	15.8
Fraser Coast	7.0	7.9	5.3	6.6	7.3	10.6
East Gippsland Water	15.9	15.4	13.4	10.6	11.7	10.4
Lower Murray Water	33.4	26.4	19.6	20.5	21.1	2.9
Tweed	9.5	9.3	11.8	11.1	9.7	-12.6
Wannon Water	5.2	5.1	7.3	8.0	6.9	-13.7
Fitzroy River Water	11.2	10.8	10.3	7.3	6.1	-16.4
Dubbo	7.8	5.4	12.9	15.1	12.6	-16.6
Bundaberg	4.6	22.0	32.7	17.3	14.3	-17.3
Albury	4.5	3.5	4.3	2.8	2.3	-17.9
South Gippsland Water	32.7	24.0	22.2	36.6	29.4	-19.7
Queanbeyan	15.8	21.4	23.2	23.5	17.6	-25.1
MidCoast Council	8.3	13.7	15.1	15.2	10.2	-32.9
Coffs Harbour	8.2	11.0	9.1	8.2	5.0	-39.0
Mackay	7.3	7.2	6.2	6.4	3.8	-40.6
Eurobodalla	28.1	17.2	42.0	30.9	15.0	-51.5
Gladstone	98.5	63.7	10.8	87.1	40.2	-53.8
Clarence Valley	9.4	86.1	7.3	3.9	1.4	-64.1
Median	9.4	12.3	11.3	10.6	9.9	
Mean	18.2	19.6	15.1	16.8	13.4	
Small						
Bathurst	7.2	4.2	3.5	3.9	13.5	246.2
Orange	6.3	7.4	10.9	3.1	8.9	187.1
Bega Valley	5.7	4.7	11.6	3.0	8.1	170.0
WC (Geraldton)	28.6	22.6	14.9	12.0	25.2	110.0
Aqwest-Bunbury (W)	5.9	6.1	7.6	4.6	8.0	73.9
Western Downs	15.1	7.2	25.1	30.4	52.3	72.0
Southern Downs	7.2	7.2	8.1	11.4	17.5	53.5
Goldenfields Water (W)	16.7	18.5	15.1	8.6	11.2	30.2
Armidale	17.3	20.1	14.3	12.4	15.4	24.2
Busselton (W)	9.0	7.4	7.9	5.2	6.3	21.2
Essential Energy	15.2	22.3	9.9	4.5	5.2	15.6
Whitsunday	20.4	16.2	19.5	23.2	25.9	11.6
P&W (Alice Springs)	36.2	43.1	31.0	31.4	32.1	2.2
WC (Albany)	9.0	11.5	13.5	11.9	12.1	1.7
Lismore	43.2	52.7	20.9	12.3	11.4	-7.3
Byron	27.4	13.1	48.2	61.9	55.4	-10.5
Kempsey	10.6	5.5	5.9	19.5	17.4	-10.8

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Gympie	9.8	9.8	10.6	16.0	14.0	-12.5
Livingstone	3.5	3.2	3.9	3.8	3.2	-15.8
Central Highlands	37.7	33.9	24.9	26.8	21.8	-18.7
Cassowary Coast	18.2	20.8	21.9	27.3	21.5	-21.2
WC (Kal–Boulder) (W)	19.3	21.2	9.8	12.9	9.5	-26.4
Goulburn Mulwaree	8.2	14.4	4.7	2.8	2.0	-28.6
Westernport Water	21.2	11.0	10.5	19.8	13.3	-32.8
WC (Australind/Eaton)	6.5	6.5	4.4	5.2	3.2	-38.5
Mount Barker				50.0	0	-100.0
Ballina					5.5	
Snowy Monaro			8.9		16.1	
Median	15.1	11.5	10.8	12.2	12.7	
Mean	16.2	15.6	14.1	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, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
TasWater	36.6	41.2	56.6	42.8	48.1	12.4
Yarra Valley Water	38.4	42.4	32.3	27.6	28.8	4.3
WC (Perth)	17.0	18.4	17.5	14.1	13.4	-5.0
Barwon Water	51.2	53.8	55.8	53.9	49.8	-7.6
Greater Western Water				16.9	15.6	-7.7
South East Water	19.0	20.7	16.2	16.1	14.3	-11.2
SA Water	46.0	48.0	49.3	51.0	45.0	-11.8
Logan	9.0	9.8	8.1	6.6	5.8	-12.1
Central Coast	38.0	33.0	30.0	30.0	26.0	-13.3
Icon Water	72.1	83.8	52.3	34.7	29.0	-16.4
Hunter Water	44.9	42.8	33.6	27.3	22.5	-17.6
Unitywater	17.1	19.8	9.8	8.9	7.1	-20.2
Gold Coast	4.9	6.2	3.8	5.7	4.4	-22.8
Urban Utilities	18.4	21.1	24.0	19.0	14.3	-24.7
Sydney Water	74.0	66.0	49.0	42.0	28.0	-33.3
Median	37.3	37.1	31.1	27.3	22.5	
Mean	34.8	36.2	31.3	26.4	23.5	
Large						
P&W (Darwin)	9.9	12.7	8.6	6.9	17.0	146.4
Gippsland Water	7.8	6.9	1.5	3.4	4.2	23.5
North East Water	10.3	13.9	10.6	9.1	9.4	3.3
WC (Mandurah)	11.0	8.5	6.8	7.6	7.7	1.3
Central Highlands Water (Vic)	20.5	19.2	19.7	16.7	16.5	-1.2
Redland City	2.3	2.7	13.9	15.2	15.0	-1.3
Goulburn Valley Water	10.3	13.8	14.9	10.7	10.2	-4.7
Cairns	15.1	12.9	12.4	16.7	14.6	-12.6
Townsville	7.3	54.8	54.4	57.4	45.8	-20.2
Coliban Water	20.5	22.3	17.8	20.7	16.2	-21.7
Toowoomba	44.2	13.5	20.1	18.7	14.6	-21.9
Shoalhaven	3.0	3.0	3.0	17.0	13.0	-23.5
Median	10.3	13.2	13.2	15.9	14.6	
Mean	13.5	15.4	15.3	16.7	15.3	
Medium						
Mackay	3.5	3.1	4.6	1.3	1.9	46.2
Wannon Water	12.1	9.2	8.1	5.2	7.0	34.6
Wagga Wagga (S)			57.0	55.0	57.0	3.6

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Tweed	0	0	1.0	6.0	6.0	0.0
Fitzroy River Water	21.7	18.3	16.5	16.3	16.3	0.0
GWMWater	43.0	43.2	50.5	43.8	43.6	-0.5
Albury	44.0	52.0	81.0	83.0	75.0	-9.6
South Gippsland Water	36.6	13.3	12.5	8.9	7.8	-12.4
Lower Murray Water	19.0	16.0	10.4	17.0	13.9	-18.2
MidCoast Council	24.0	27.0	21.0	18.0	14.0	-22.2
Dubbo	40.0	63.0	50.0	62.0	46.0	-25.8
Queanbeyan	101.0	55.0	116.0	84.0	62.0	-26.2
Gladstone	7.9	8.4	2.0	9.4	6.9	-26.6
Fraser Coast	7.9	9.4	6.5	3.6	2.6	-27.8
Tamworth	7.0	12.0	11.0	20.0	14.0	-30.0
Bundaberg	13.1	20.3	30.1	29.9	20.6	-31.1
East Gippsland Water	6.9	8.1	7.1	5.4	3.6	-33.3
Wingecarribee	45.0	8.0	15.0	14.0	9.0	-35.7
Eurobodalla	37.0	29.0	13.0	27.0	13.0	-51.9
Clarence Valley	64.0	66.0	11.0	5.0	2.0	-60.0
Coffs Harbour	82.0	88.0	82.0	31.0	10.0	-67.7
Port Macquarie Hastings	9.0	6.0	15.0	30.0	6.0	-80.0
Median	21.7	16.0	14.0	17.5	11.5	
Mean	29.7	26.4	28.2	26.2	19.9	
Small						
Snowy Monaro			6.0	13.0	219.0	1,584.6
Cassowary Coast	3.9	3.0	6.9	3.5	8.2	134.3
Western Downs	4.4	4.7	4.0	3.6	7.5	108.3
Mount Barker				1.0	2.0	100.0
Goulburn Mulwaree	44.0	44.0	277.0	33.0	60.0	81.8
WC (Geraldton)	9.0	5.0	3.4	3.7	5.9	59.5
Whitsunday	17.6	7.6	32.2	11.7	15.8	35.0
Central Highlands	6.5	25.6	9.6	9.6	10.7	11.5
Kempsey	5.0	12.0	33.0	29.0	32.0	10.3
WC (Albany)	21.0	21.1	22.9	16.5	17.3	4.8
Bathurst	49.0	36.0	44.0	23.0	22.0	-4.3
Kal-Boulder (S)	33.0	34.0	24.3	13.7	11.8	-13.9
Livingstone	5.1	3.9	4.2	4.8	4.1	-14.6
WC (Bunbury) (S)	11.0	6.4	7.7	8.1	6.8	-16.0
Byron	8.0	13.0	42.0	49.0	41.0	-16.3
Gympie	5.9	14.2	15.6	19.0	15.5	-18.4
Armidale	51.0	58.0	47.0	41.0	29.0	-29.3

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Lismore	17.0	24.0	28.0	24.0	16.0	-33.3
WC (Australind/Eaton)	7.0	6.3	7.1	5.9	3.9	-33.9
Southern Downs	34.2	64.4	30.8	32.7	21.1	-35.5
Essential Energy	115.0	143.0	167.0	151.0	96.0	-36.4
P&W (Alice Springs)	3.2	6.6	5.9	11.3	6.0	-46.9
Westernport Water	6.0	3.6	5.4	7.6	4.0	-47.4
Orange	90.0	40.0	45.0	64.0	33.0	-48.4
Bega Valley	18.0	18.0	14.0	7.0	3.0	-57.1
WC (Busselton) (S)	3.0	13.2	5.6	2.5	0.9	-64.0
Ballina					5.0	
Median	10.0	13.7	15.6	12.3	11.8	
Mean	23.7	25.3	35.5	22.7	25.8	

Table A15 A15 – Number of property connection sewer breaks and chokes (breaks and chokes/1,000 properties), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
TasWater	10.70	12.60	6.90	6.70	6.50	-3.0
Urban Utilities	2.90	2.90	3.10	2.30	2.20	-4.3
Barwon Water	9.40	9.30	10.00	9.60	8.80	-8.3
Yarra Valley Water	8.12	8.00	5.60	5.30	4.78	-9.8
Greater Western Water				2.84	2.52	-11.3
SA Water	28.00	29.00	28.00	35.00	31.00	-11.4
Hunter Water	10.30	9.80	8.20	6.60	5.60	-15.2
South East Water	5.20	4.90	3.90	4.04	3.38	-16.3
Logan	1.00	1.20	0.90	0.60	0.50	-16.7
Unitywater	1.20	1.40	1.30	1.10	0.90	-18.2
Central Coast	3.60	3.10	3.00	3.90	3.00	-23.1
Icon Water	13.80	15.70	10.50	7.30	4.90	-32.9
Gold Coast	1.80	2.20	1.70	1.50	1.00	-33.3
Sydney Water	0.30	0.30	0.20	0.20	0.10	-50.0
Median	5.20	4.90	3.90	3.97	3.19	
Mean	7.41	7.72	6.41	6.21	5.37	
Large						
Toowoomba	1.00	2.30	1.60	1.10	3.10	181.8
Shoalhaven	3.50	3.10	2.20	2.10	4.80	128.6
Townsville	5.50	5.40	7.20	4.60	6.20	34.8
P&W (Darwin)	1.40	1.00	1.20	0.99	1.00	1.0
Cairns	2.70	2.30	2.20	2.90	2.60	-10.3
North East Water	3.00	2.70	3.20	3.50	3.00	-14.3
Coliban Water	3.60	3.30	0.50	1.07	0.89	-16.8
Gippsland Water	1.30	1.40	1.40	1.10	0.90	-18.2
Central Highlands Water (Vic)	4.90	4.60	5.60	5.15	4.04	-21.6
Goulburn Valley Water	4.60	7.50	5.80	5.70	4.40	-22.8
Redland City	1.00	1.10	1.00	1.40	0.60	-57.1
Median	3.00	2.70	2.20	2.10	3.00	
Mean	2.95	3.15	2.90	2.69	2.87	
Medium						
Tamworth	5.40	2.90	6.30	2.40	4.70	95.8
Wingecarribee	8.40	16.70	15.00	7.90	15.00	89.9
Queanbeyan	0		2.20	1.90	3.20	68.4
Albury	4.10	2.70	2.30	2.10	3.40	61.9

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
South Gippsland Water	10.10	5.10	4.00	4.71	7.03	49.3
East Gippsland Water	1.60	1.30	1.70	0.67	0.90	34.3
Tweed	0.30	0.40	0.50	0.40	0.50	25.0
Coffs Harbour	2.00	3.00	3.10	11.20	13.70	22.3
Fraser Coast	2.30	1.50	3.40	3.80	4.00	5.3
Dubbo	7.00	8.60	8.90	9.80	10.00	2.0
GWMWater	34.90	33.10	35.50	23.73	21.07	-11.2
Wagga Wagga (S)	7.80	8.50	6.90	7.00	6.20	-11.4
Mackay	0.60	1.20	1.70	1.40	1.20	-14.3
Wannon Water	3.00	2.00	1.90	2.60	1.90	-26.9
Fitzroy River Water	11.60	12.80	12.30	11.60	8.40	-27.6
Lower Murray Water	8.00	9.00	7.00	9.55	6.20	-35.1
Clarence Valley	5.70	4.20	3.40	6.90	3.60	-47.8
Bundaberg	13.20	7.60	11.00	7.80	3.80	-51.3
Gladstone	1.00	1.50	0.10	0.70	0.30	-57.1
Eurobodalla	4.30	4.20	6.00	4.60	1.80	-60.9
Port Macquarie Hastings	0.20	0.20	0.03	0.40	0.10	-75.0
MidCoast Council	0					
Median	4.20	3.60	3.40	4.60	3.80	
Mean	5.98	6.33	6.34	5.77	5.57	
Small						
Bega Valley	2.20	0.80	1.90	0.50	1.30	160.0
Cassowary Coast	1.00	0.30	0.70	0.80	1.40	75.0
Armidale	32.90	34.10	23.90	14.50	16.10	11.0
Livingstone	2.20	2.20	3.40	2.00	2.20	10.0
Westernport Water	4.40	1.80	1.50	1.97	1.95	-1.0
Goulburn Mulwaree	14.70	12.60	10.40	9.10	8.40	-7.7
Central Highlands	10.30	8.60	10.90	13.20	11.50	-12.9
Kempsey	21.00	23.50	12.40	12.20	9.70	-20.5
Western Downs	0.80	4.60	8.10	6.90	5.10	-26.1
Gympie	0.60	1.90	2.30	1.10	0.80	-27.3
Lismore	9.50	8.90	9.70	8.90	6.30	-29.2
P&W (Alice Springs)	0.90	4.10	1.30	1.70	1.00	-41.2
Essential Energy	51.70	60.00	61.40	68.60	38.50	-43.9
Southern Downs	11.30	7.10	5.70	5.40	2.80	-48.1
Bathurst	4.90	3.00	4.90	2.60	1.30	-50.0
Orange	10.90	10.00	13.40	28.30	13.80	-51.2
Byron	14.90	16.80	10.90	20.00	8.00	-60.0

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Whitsunday	0.10	0.70	3.00	2.70	1.00	-63.0
Mount Barker				1.20	0	-100.0
Ballina					5.40	
Kal-Boulder (S)	0	0	0			
Snowy Monaro					1.90	
Median	4.90	4.60	5.70	5.40	2.80	
Mean	10.23	10.58	9.78	10.61	6.59	

Table A16 A10 – Real losses: service connections (L/service connection/day), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Barwon Water	34.0	21.0	24.0	30.0	59.0	96.7
Icon Water	45.0	49.0	55.0	52.0	72.0	38.5
Greater Western Water				0.1	0.1	33.3
Unitywater	49.8	54.1	52.7	40.1	49.8	24.2
Hunter Water	79.0	69.0	64.0	67.0	83.0	23.9
Central Coast	37.0	58.0	68.0	59.0	73.0	23.7
Yarra Valley Water	49.0	42.0	37.0	40.0	49.0	22.5
Gold Coast	69.3	68.0	65.5	65.8	70.5	7.1
South East Water	66.0	53.0	47.0	65.0	68.0	4.6
Sydney Water	94.0	85.0	74.0	77.0	80.0	3.9
TasWater	313.0	361.0	272.0	308.0	319.0	3.6
Urban Utilities	74.0	70.0	61.0	67.0	67.0	0.0
SA Water	78.0	90.0	85.0	77.0	73.0	-5.2
WC (Perth)	85.0	84.7	71.7	95.0	87.0	-8.4
Logan	83.1	70.8	66.3	70.9	53.9	-24.0
Median	71.7	68.5	64.8	65.8	70.5	
Mean	82.6	84.0	74.5	74.3	80.3	
Large						
Townsville	342.9	333.7	152.9	86.8	190.8	119.8
North East Water	70.0	54.0	51.0	44.0	59.0	34.1
P&W (Darwin)	142.0	276.0	297.0	281.0	362.0	28.8
Coliban Water	72.0	86.0	70.0	40.0	50.0	25.0
Cairns	46.3	31.3	34.8	64.5	77.7	20.5
Goulburn Valley Water	100.0	80.0	107.0	78.0	93.0	19.2
Gippsland Water	90.0	71.0	70.0	72.0	84.0	16.7
Shoalhaven	71.0	74.0	52.0	90.0	74.0	-17.8
WC (Mandurah)	41.9	47.8	45.3	58.3	44.3	-24.0
Central Highlands Water (Vic)	50.0	42.0	50.0	50.0	32.0	-36.0
Redland City	11.6	25.6	18.4	28.5	16.2	-43.2
Toowoomba	66.9	73.4	96.3	98.6	42.7	-56.7
Median	70.5	72.2	61.0	68.2	66.5	
Mean	92.0	99.6	87.1	82.6	93.8	
Medium						
Bundaberg	133.7	163.6	135.4	59.2	133.3	125.2
Lower Murray Water	0.0	0.0	0.0	0.1	0.1	100.0
Clarence Valley	126.0	30.0	47.0	110.0	150.0	36.4

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
GWMWater	119.0	0.0	0.1	0.1	0.1	22.2
Tweed	137.0	96.0	109.0	146.0	174.0	19.2
Albury	44.0	19.0	23.0	17.0	20.0	17.6
East Gippsland Water	27.8	43.1	56.0	47.0	50.0	6.4
Coffs Harbour	42.0	44.0	38.0	45.0	45.0	0.0
Wannon Water	70.0	70.0	70.0	70.0	70.0	0.0
Riverina Water (W)	85.0	2.0	63.0	101.0	100.0	-1.0
Fitzroy River Water	176.0	194.1	170.0	224.0	220.8	-1.4
MidCoast Council	37.0	40.0	22.0	61.0	60.0	-1.6
Eurobodalla	51.0	50.0	50.0	54.0	51.0	-5.6
South Gippsland Water	122.8	102.6	118.9	119.5	111.0	-7.1
Mackay	186.0	111.0	228.1	116.4	99.1	-14.9
Fraser Coast	54.0	62.1	53.1	59.0	48.6	-17.6
Tamworth	55.0	87.0	82.0	61.0	48.0	-21.3
Wingecarribee	95.0	77.0	76.0	88.0	69.0	-21.6
Gladstone	50.8	96.0	60.3	90.3	67.2	-25.6
Queanbeyan	92.0	142.0	27.0	42.0	18.0	-57.1
Port Macquarie Hastings	77.0	87.0	64.0	70.0	13.0	-81.4
Dubbo	86.0	121.0	106.0	77.0		
Median	81.0	73.5	61.6	65.5	60.0	
Mean	84.9	74.4	72.7	75.3	73.7	
Small						
Byron	49.0	49.0	44.0	26.0	69.0	165.4
Kempsey	90.0	45.0	45.0	35.0	57.0	62.9
Lismore	96.0	78.0	75.0	108.0	161.0	49.1
Goldenfields Water (W)	54.0	89.0	167.0	146.0	214.0	46.6
Gympie	185.4	113.7	131.9	117.6	170.7	45.2
WC (Kal–Boulder) (W)	78.0	120.6	79.6	100.2	141.4	41.1
WC (Australind/Eaton)	142.3	87.4	168.4	104.9	137.4	31.0
Aqwest-Bunbury (W)	98.0	95.0	103.0	107.0	140.0	30.8
Orange	113.0	39.0	29.0	35.0	43.0	22.9
Cassowary Coast	461.8	472.4	372.5	358.4	415.7	16.0
Southern Downs	29.0	35.4	106.5	125.3	141.5	12.9
Livingstone	116.8	245.0	166.2	181.1	197.4	9.0
Bega Valley	50.0	54.0	41.0	46.0	49.0	6.5
Goulburn Mulwaree	119.0	40.0	12.0	38.0	40.0	5.3
WC (Geraldton)	161.6	162.6	234.4	226.8	212.9	-6.1
Ballina	100.0	116.0	117.0	112.0	104.0	-7.1
Western Downs	52.1	6.7	118.7	134.5	111.1	-17.4

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Busselton (W)	119.0	162.0	127.0	177.0	145.0	-18.1
Central Highlands	200.0	261.9		304.0	246.8	-18.8
P&W (Alice Springs)	92.0	246.0	208.0	100.0	79.0	-21.0
WC (Albany)	163.9	176.5	76.5	84.5	66.4	-21.4
Whitsunday	251.4	323.1	220.1	247.0	192.4	-22.1
Essential Energy	111.0	76.0	67.0	94.0	72.0	-23.4
Westernport Water	11.0	11.0	11.0	31.0	18.0	-41.9
Armidale	127.0	28.0	186.0	46.0		
Bathurst	58.0	47.0			144.0	
Median	105.5	88.2	111.8	107.0	140.0	
Mean	120.4	122.3	121.1	123.4	134.7	

Table A17 E12 – Total net greenhouse gas emissions per 1,000 properties (t CO₂ equivalents/1,000 properties), by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Central Coast	449	472	533	415	496	19.5
Icon Water	363	331	196	177	175	-1.5
Urban Utilities	182	178	180	166	160	-3.6
South East Water	49	42	45	35	34	-3.7
Sydney Water	180	175	169	168	158	-5.6
Hunter Water	357	344	309	294	271	-7.6
Yarra Valley Water	40	35	26	20	18	-10.0
Gold Coast	246	250	236	239	200	-16.1
Barwon Water	267	267	176	161	132	-18.3
Unitywater	212	228	245	252	205	-18.6
Greater Western Water				78	61	-22.1
SA Water	427	340	345	236	173	-26.9
WC (Perth)	510	701	695	567	379	-33.1
Logan	163	185	173	186	0	-100.0
TasWater	196					
Median	229	250	196	181	166	
Mean	260	273	256	214	176	
Large						
P&W (Darwin)	215	213	199	223	233	4.4
Townsville	368	433	165	482	483	0.2
Redland City	190	184	190	180	180	0.1
North East Water	653	619	599	578	560	-3.2
Cairns	254	228	247	224	214	-4.2
Gippsland Water	617	483	480	472	436	-7.5
Goulburn Valley Water	1,080	1,290	1,170	555	490	-11.7
Central Highlands Water (Vic)	236	200	175	196	172	-11.8
Shoalhaven	754	739	763	831	676	-18.7
Coliban Water	443	385	341	338	258	-23.5
Toowoomba	633	617	635	585	415	-29.0
WC (Mandurah)	257	377	387	323	193	-40.4
Median	405	409	364	405	337	
Mean	475	481	446	416	359	
Medium						
Queanbeyan	169	184	243	140	213	52.1
Eurobodalla	500	495	404	177	260	46.9

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Bundaberg	251	677	338	200	290	45.3
Albury	383	367	271	339	374	10.2
Port Macquarie Hastings	482	527	489	489	539	10.2
Tamworth	376	391	370	212	216	1.9
Tweed	420	413	391	380	377	-0.8
MidCoast Council	453	416	454	844	803	-4.9
South Gippsland Water	446	424	391	348	329	-5.4
East Gippsland Water	368	341	307	310	291	-5.9
Fitzroy River Water	445	562	559	535	500	-6.6
Wannon Water	704	611	528	578	502	-13.2
GWMWater	566	473	436	492	377	-23.4
Lower Murray Water	624	578	540	523	399	-23.7
Coffs Harbour	386	428	419	427	323	-24.4
Wingecarribee	416	733	913	1,064	643	-39.6
Clarence Valley	181	169	233	208	85	-59.1
Dubbo	563	468	427	740	273	-63.1
Mackay	0.1	0.1	0.1		0.1	
Median	420	428	404	404	329	
Mean	407	435	406	445	358	
Small						
Armidale	423	326	719	124	491	296.0
Bega Valley	413	284	476	435	695	59.8
Cassowary Coast	412	290	319	257	329	28.3
Westernport Water	394	384	367	329	364	10.5
Essential Energy	835	368	354	338	370	9.5
Bathurst	434	388	395	426	430	0.9
Gympie	434	405	362	267	253	-5.2
P&W (Alice Springs)	859	878	882	757	712	-5.9
Western Downs	472	475	509	600	562	-6.4
Kempsey	460	682	821	822	749	-8.9
Byron	383	386	417	416	379	-8.9
Goulburn Mulwaree	744	687	855	948	858	-9.5
Livingstone		391	370	439	393	-10.4
Southern Downs		168	599	646	571	-11.6
Lismore	223	185	255	375	322	-14.1
WC (Geraldton)	332	343	322	325	279	-14.3
WC (Albany)	356	364	362	372	292	-21.6
WC (Australind/Eaton)	316	321	310	287	223	-22.3

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Ballina	456	459	772	849	657	-22.6
Whitsunday	408	475	497	492	372	-24.4
Snowy Monaro				1096	734	-33.0
Orange	482	668	672	672	229	-65.9
Central Highlands		291	296	199		
Median	423	385	406	426	386	
Mean	465	419	497	499	467	

Table A18 H3 – Percentage of population where microbiological compliance was achieved, by utility size group, 2018–19 to 2022–23

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Major						
Barwon Water	100.0	100.0	100.0	100.0	100.0	0.0
Central Coast	100.0	100.0	100.0	100.0	100.0	0.0
Gold Coast	100.0	100.0	100.0	100.0	100.0	0.0
Greater Western Water				100.0	100.0	0.0
Hunter Water	100.0	100.0	100.0	100.0	100.0	0.0
Icon Water	100.0	100.0	100.0	100.0	100.0	0.0
Logan	100.0	100.0	100.0	100.0	100.0	0.0
SA Water	100.0	100.0	100.0	100.0	100.0	0.0
Sydney Water	100.0	100.0	100.0	100.0	100.0	0.0
Unitywater	100.0	100.0	100.0	100.0	100.0	0.0
Urban Utilities	100.0	100.0	100.0	100.0	100.0	0.0
WC (Perth)	100.0	100.0	100.0	100.0	100.0	0.0
Yarra Valley Water	100.0	100.0	100.0	100.0	100.0	0.0
South East Water	100.0	100.0	99.9	100.0	99.9	-0.1
Median	100.0	100.0	100.0	100.0	100.0	
Mean	100.0	100.0	100.0	100.0	100.0	
Large						
Cairns	100.0	100.0	100.0	100.0	100.0	0.0
Gippsland Water	100.0	100.0	99.0	100.0	100.0	0.0
Central Highlands Water (Vic)	100.0	100.0	99.8	100.0	100.0	0.0
Goulburn Valley Water	100.0	100.0	99.5	100.0	100.0	0.0
P&W (Darwin)	100.0	100.0	100.0	100.0	100.0	0.0
Redland City	100.0	100.0	100.0	100.0	100.0	0.0
Shoalhaven	100.0	100.0	100.0	100.0	100.0	0.0
Toowoomba	100.0	100.0	100.0	100.0	100.0	0.0
Townsville	100.0	100.0	100.0	100.0	100.0	0.0
WC (Mandurah)	100.0	100.0	100.0	100.0	100.0	0.0
North East Water	100.0	100.0	100.0	100.0	99.9	-0.1
Coliban Water	100.0	94.3	100.0	100.0	95.0	-5.0
Median	100.0	100.0	100.0	100.0	100.0	
Mean	100.0	99.5	99.9	100.0	99.6	
Medium						
GWMWater	100.0	100.0	100.0	97.0	100.0	3.1
Lower Murray Water	100.0	100.0	100.0	100.0	100.0	0.0
Mackay	100.0	100.0	100.0	100.0	100.0	0.0
Wannon Water	100.0	100.0	100.0	100.0	100.0	0.0

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Tweed	100.0	100.0	100.0	100.0	100.0	0.0
South Gippsland Water	99.0	100.0	100.0	100.0	100.0	0.0
Fitzroy River Water	100.0	100.0	100.0	100.0	100.0	0.0
Riverina Water (W)	100.0	100.0	100.0	100.0	100.0	0.0
Queanbeyan	100.0	100.0	100.0	100.0	100.0	0.0
MidCoast Council	100.0	100.0	100.0	100.0	100.0	0.0
Albury	100.0	100.0	100.0	100.0	100.0	0.0
Gladstone	100.0	100.0	100.0	100.0	100.0	0.0
Fraser Coast	100.0	100.0	100.0	100.0	100.0	0.0
Eurobodalla	100.0	100.0	100.0	100.0	100.0	0.0
East Gippsland Water	100.0	100.0	100.0	100.0	100.0	0.0
Dubbo	100.0	100.0	100.0	100.0	100.0	0.0
Coffs Harbour	100.0	100.0	100.0	100.0	100.0	0.0
Clarence Valley	100.0	100.0	100.0	100.0	100.0	0.0
Wingecarribee	100.0	100.0	100.0	100.0	100.0	0.0
Bundaberg	100.0	100.0	100.0	100.0	99.9	-0.1
Port Macquarie Hastings	100.0	100.0	100.0	100.0		
Tamworth	100.0	100.0	100.0	100.0		
Median	100.0	100.0	100.0	100.0	100.0	
Mean	100.0	100.0	100.0	99.9	100.0	
Small						
Aqwest-Bunbury (W)	100.0	100.0	100.0	100.0	100.0	0.0
Lismore	100.0	100.0	100.0	100.0	100.0	0.0
Westernport Water	100.0	100.0	100.0	100.0	100.0	0.0
Western Downs	100.0	100.0	100.0	100.0	100.0	0.0
WC (Kal–Boulder) (W)	100.0	100.0	100.0	100.0	100.0	0.0
WC (Geraldton)	100.0	100.0	100.0	100.0	100.0	0.0
WC (Australind/Eaton)	100.0	100.0	100.0	100.0	100.0	0.0
WC (Albany)	100.0	100.0	100.0	100.0	100.0	0.0
Southern Downs	100.0	99.5	100.0	100.0	100.0	0.0
Snowy Monaro			100.0	100.0	100.0	0.0
P&W (Alice Springs)	100.0	100.0	100.0	100.0	100.0	0.0
Orange	100.0	100.0	100.0	100.0	100.0	0.0
Livingstone	100.0	100.0	100.0	100.0	100.0	0.0
Kempsey	100.0	100.0	100.0	100.0	100.0	0.0
Armidale	100.0	100.0	100.0	100.0	100.0	0.0
Gympie	100.0	98.6	100.0	100.0	100.0	0.0
Goulburn Mulwaree	100.0	100.0	100.0	100.0	100.0	0.0
Goldenfields Water (W)	100.0	100.0	100.0	100.0	100.0	0.0

Utility	2018–19	2019–20	2020–21	2021–22	2022–23	Change from 2021–22 (%)
Essential Energy	100.0	100.0	100.0	100.0	100.0	0.0
Central Highlands	100.0	100.0	100.0	100.0	100.0	0.0
Cassowary Coast	98.9	97.5	100.0	100.0	100.0	0.0
Byron	100.0	100.0	100.0	100.0	100.0	0.0
Busselton (W)	100.0	100.0	100.0	100.0	100.0	0.0
Bega Valley	100.0	100.0	100.0	100.0	100.0	0.0
Bathurst	100.0	100.0	100.0	100.0	100.0	0.0
Ballina	100.0	100.0	100.0	100.0	100.0	0.0
Whitsunday	100.0	100.0	100.0	100.0	100.0	0.0
Median	100.0	100.0	100.0	100.0	100.0	
Mean	100.0	99.8	100.0	100.0	100.0	