

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 2011¹¹ 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 2023–24 is shown in Appendix A, Table A15.

9.1.1. Key findings

Table 9.1 shows a summary of the percentage of population for which microbiological compliance was achieved by utility size group. In 2023–24, nationally and across all utility size groups, the median remained at 100% (no change from the previous year). The majority of utilities achieved 100% microbiological compliance, except for MidCoast Council (New South Wales) and South Gippsland Water (Victoria), both from the Medium size group, which achieved 97.0% and 94.5%¹² of the microbiological compliance, respectively.

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

Utility group	Range		No. utilities with increase/decrease from 2022–23		Median		Change in median from 2022–23 (%)
	High	Low	Increase	Decrease	2022–23	2023–24	
Major	100.0	100.0	1	0	100.0	100.0	0
	Multiple utilities	Multiple utilities					
Large	100.0	100.0	2	0	100.0	100.0	0
	Multiple utilities	Multiple utilities					
Medium	100.0	94.5	1	2	100.0	100.0	0
	Multiple utilities	South Gippsland Water					
Small	100.0	100.0	0	0	100.0	100.0	0
	Multiple utilities	Multiple utilities					
All size groups (national)	100.0	94.5	4	2	100.0	100.0	0
	Albury	South 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 and reporting data against H3 in that reporting year.

¹¹ www.nhmrc.gov.au/guidelines/publications/eh52, updated January 2022

¹² Due to impacts from torrential rain, now mitigated (refer to South Gippsland Water's 2023-24 annual report, available at <https://www.sqwater.com.au/about-us/publications>).



9.1.2. Results and analysis – Major utility group

Over the past 5 years, all utilities in the Major utility group achieved 100% microbiological compliance, except for South East Water Corporation (Victoria) which achieved 99.9% in the 2022–23 and 2020–21 reporting years.