3. Water resources

3.1. Average annual residential water supplied – W12

The average annual residential water supplied indicator (W12) reports the average volume (kL/property) of metered and estimated non–metered drinking and non–drinking water supplied to residential properties during the reporting year. It is derived by dividing the total volume of residential water supplied including recycled water (W8.3 + W20) by the number of connected residential properties for water supply (C2). The average volume is influenced by a number of factors, including:

- weather events
- rainfall and temperature
- water conservation measures (for example, water restrictions)
- availability of water supply
- housing density
- water prices.

Rainfall is the most influential factor affecting residential consumption. An increase in rainfall is likely to reduce demand and a decrease in rainfall is likely to increase demand. A decrease in rainfall can result in a significant decrease in runoff into storages and trigger demand-management measures such as water restrictions.

Following the 2020 NPR Framework Indicator Review, from 2024–25, W12 does not include the volume of urban stormwater supplied to residential customers. With no changes observed in the 2024–25 data for W12, historical data for this indicator remains valid for comparative analysis (Table 1.1).

Average annual residential water supply (W12) data for all service providers reporting in 2024–25 is given in Table A1, Appendix A.

3.1.1. Key findings

Table 3.1 shows a summary of the median average annual volume of water supplied to residential customers by service provider size group. The range and median values are compared only across the Major, Medium, Large and Small size groups to maintain the validity of the analysis. Very small service providers are excluded from these comparisons as no historical data is yet available for this size group.

The average annual volume of water supplied in 2024–25 across Major, Large, Medium and Small size groups decreased slightly by 1%. All size groups experienced declines in the average annual residential water supplied, except the Large size group for which the median value increased by 10% from 2023–24.

More service providers reported a decrease in the average annual residential water supplied than those reporting an increase in Major, Large, Medium and Small size groups (overall 41 out of 73 service providers reporting in both years recorded a decrease). Mount Barker District Council (South Australia) in the Small size group reported the highest increase in average annual residential water supplied (from 102.0 kL/property in 2023–24 to 970.7 kL/property in 2024–25), due to 35.5% increase in its recycled water supply to residential customers (Water resource

indicator W20). This is also possibly driven by limited availability of surface water as a result of severe rainfall deficiencies and hot conditions in South Australia. Snowy Monaro Regional Council (New South Wales) in the Small size group reported the highest decrease in average annual residential water supplied (from 146.7 kL/property in 2023–24 to 6.9 kL/property in 2024–25).

The median average annual volume of residential water supply for the Very small size group was 299.6 kL/property with Bourke Shire Council (New South Wales) reporting the highest volume and District Council of Elliston (South Australia) reporting the smallest volume.

Table 3.1 Overview of results: Average annual residential water supplied (kL/property)

Service provider size group	Range		No. service providers with increase/decrease from 2023–24		Median[a]		Change in median from 2023–24 (%)
	High	Low	Increase	Decrease	2023–24	2024–25	
Major	237	131	6	9	159.0	150.7	-5
	WC (Perth)	Logan					
Large	366	132	6	6	189.0	208.7	10
	P&W (Darwin)	Toowoomba					
Medium	500	118	8	12	178.8	177.1	-1
	Lower Murray Water	South Gippsland Water					
Small	971	7	12	14	187.4	177.5	-5
	Mount Barker	Snowy Monaro					
All size groups except Very small[b]	**971**	**7**	**32**	**41**	**178.0**	**175.4**	**-1**
	Mount Barker	**Snowy Monaro**					
Very small	2,122	21	-	-	-	299.6	-
	Bourke	Elliston					

Notes:

[a] The median average annual residential water supplied (kL/property) for each year is calculated using data from all active service providers providing water supply services in that reporting year.

[b] Service providers in the Very small size group started reporting under the NPR Framework in the 2024–25 reporting year. With no historical data for this size group, range and median values are compared only across the Major, Medium, Large and Small size groups to ensure the validity of the comparative analysis in the 2025 NPR.

Figure 3.1 shows a box-and-whisker plot of the average annual volume of residential water supplied for all service providers reporting W12 (including Very small service providers). The large range of residential water supply across the country in 2024–25 is driven by the inclusion of 211 Very small service providers following the NPR Framework expansion. This expansion also contributed to the increased median residential water supply compared to the historical period. In addition, while Australia's total rainfall in 2024–25 was 10% above the 1961–90 average, it was lower than the previous year's total rainfall across the country. The comparatively drier national conditions in 2024–25 (equivalent to a 4% reduction in total rainfall relative to the previous year's above-average total) may have also contributed to the increased median residential water supply across the country.

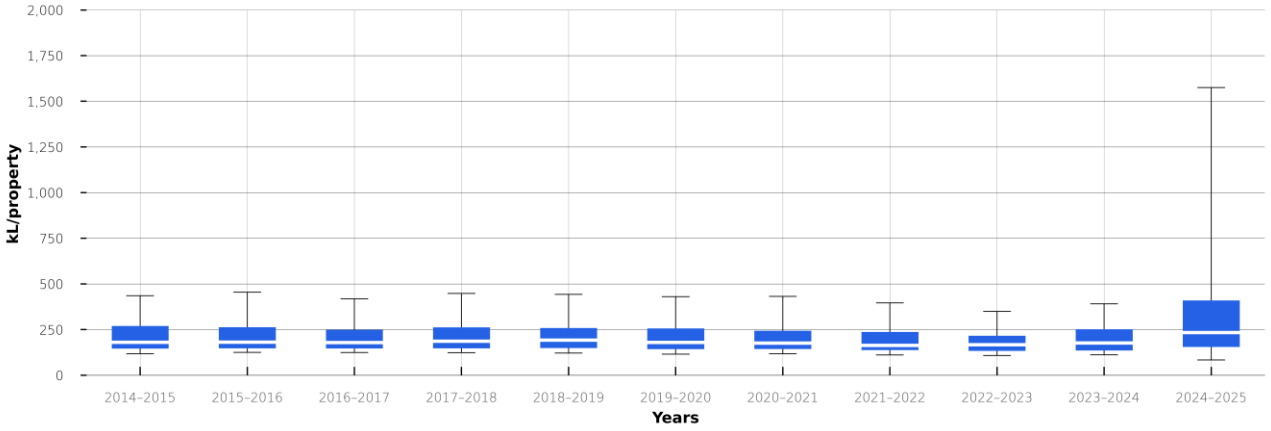

Figure 3.1 Average annual residential water supplied (kL/property)

3.1.2. Results and analysis – Major size group

Figure 3.2 shows a ranked breakdown of the average volume of residential water supplied for each service provider in the Major size group from 2020–21 to 2024–25.

For the past five years since 2020–21, Water Corporation – Perth (Western Australia) has reported the largest, and Logan City Council (Queensland) the smallest average annual volume of water supplied to residential customers. Variations from the previous year ranged from a 6.4% decrease reported by Central Coast Council (New South Wales) to an 8.6% increase reported by SA Water Corporation (South Australia) (Table A1 in Appendix A).

SA Water Corporation (South Australia), Icon Water Limited (Australian Capital Territory), Barwon Region Water Corporation, Yarra Valley Water Corporation, South East Water Corporation and Greater Western Water from Victoria all continued their increasing trend in average residential water supply since 2022–23.

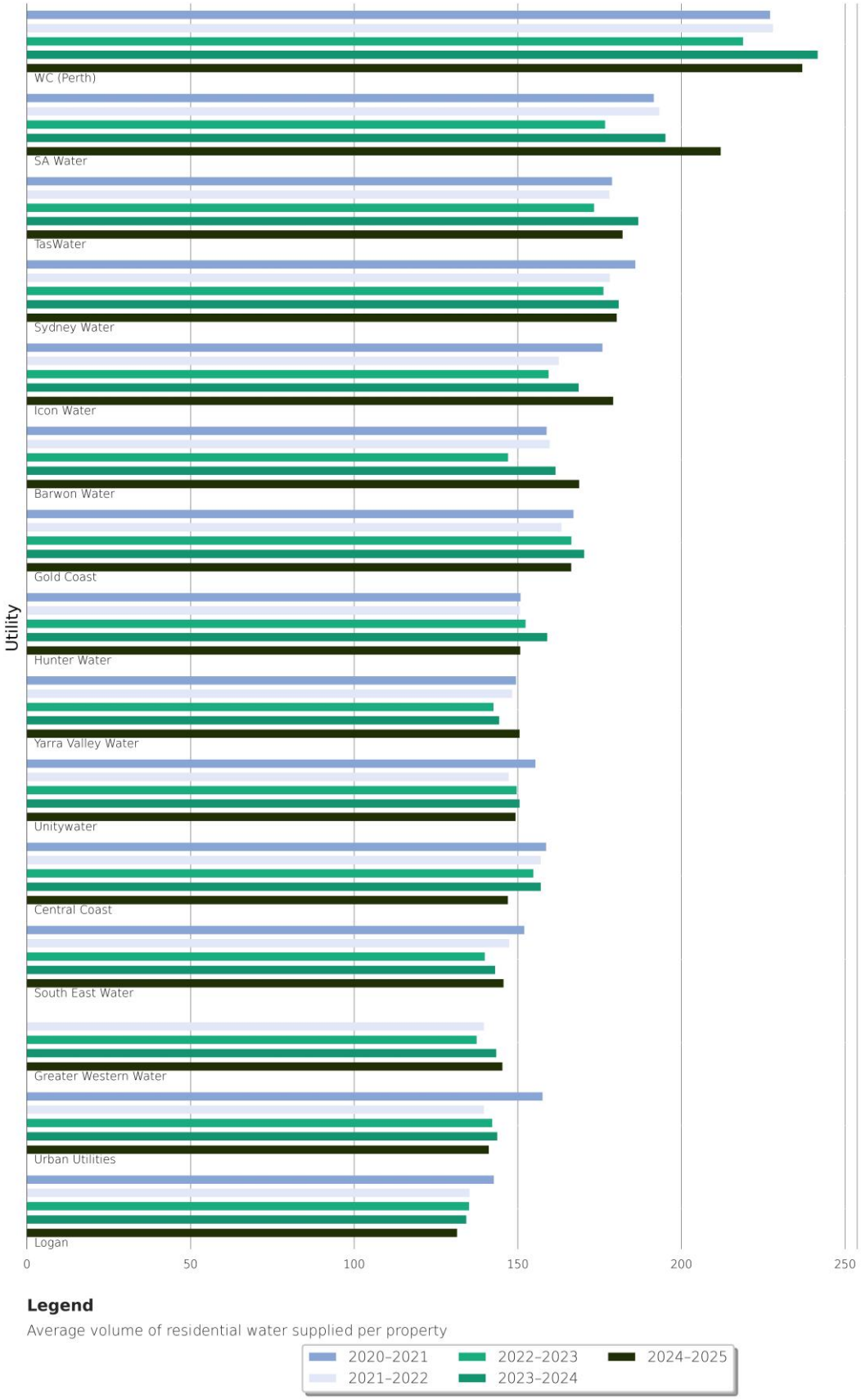

Figure 3.2 Average annual residential water supplied (kL/property) – Major service provider group

3.2. Total recycled water supplied – W26

Total recycled water supplied (ML) is the sum of all treated sewage effluent used by the service provider and its customers. It includes residential, commercial, industrial, agricultural and environmental use as well as on-site use by the service provider.

The volume of recycled water supplied is affected by a number of factors, including:

- availability of drinking water
- size of the service provider
- the service provider's proximity to potential customers (for example, agricultural users, major industrial customers and recreational facilities)
- fluctuations in sewage received and effluent available for recycling
- government policy.

Following the 2020 NPR Framework Indicator Review, from 2024–25, the derivation formula for W26 has been revised including the volume of recycled water exported to other service providers (W15), the volume of recycled water supplied for own use (WR_N3), and the volume of non–revenue recycled water supplied for beneficial reuse (WR_N4) as additional components. As a result, the 2024–25 data for W26 may not be fully comparable with its historical data across all service providers (Table 1.1).

Total recycled water supplied (W26) data for all service providers reporting in 2023–24 is shown in Table A2, Appendix A.

3.2.1. Key findings

Table 3.2 shows a summary of the total recycled water supplied by service provider size group.

Historical data for W26 is no longer comparable with the 2024–25 data due to substantial changes and has therefore been excluded from Table 3.2. The total volume of recycled water supplied by all service providers was around 310 gigalitres, with SA Water Corporation (South Australia) in Major size group reporting the largest volume at 44.9 gigalitres (14.5% of the total). Very small service providers contributed 11.8% of the national total recycled water supplied.

3.2.2. Results and analysis – Major size group

In 2024–25, the total volume of recycled water supplied by all reporting service providers was 309,613 ML, around 53.3% of which was supplied by the Major size group. SA Water Corporation (South Australia) and Logan City Council (Queensland) reported the largest and smallest total volume of recycled water supplied, respectively.

Table 3.2 Overview of results: Total recycled water supplied (ML)

Service provider size group	Range		No. service providers with increase/decrease from 2023–24		Total		Change in total from 2023–24 (%)
	High	Low	Increase	Decrease	2023–24	2024–25	
Major	44,906 SA Water	124 Logan	-	-	-	165,187	-
Large	22,736 North East Water	0 P&W (Darwin)	-	-	-	44,516	-
Medium	6,014 GWMWater	0 Riverina Water (W)	-	-	-	43,985	-
Small	2,829 Southern Downs	0 Multiple utilities	-	-	-	19,293	-
Very small	3,120 Salisbury (W)	0 Multiple utilities	-	-	-	36,631	-
All size groups (national)	**44,906** **SA Water**	**0** **Multiple utilities**	**-**	**-**	**-**	**309,613**	**-**

Note: Due to substantial changes to W26 following the 2020 NPR Framework Indicator Review, the historical data may not be fully comparable with the 2024–25 data for all service providers and is not presented in this table.