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National performance report 2024–25: water and wastewater service providers

Part A

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Front cover image: Canberra city CBD on shores of Lake Burley Griffin, Australian Capital Territory, Australia.
Back cover image: A Canberra suburb, lake Tuggeranong, Australian Capital Territory, Australia.
Divider page image for "A guide to this report" section: East Point Reserve in Darwin, Northern Territory, Australia.
Divider page image for "Introduction" section: Shady Camp Billabong, Mary River, Darwin, Northern Territory, Australia.

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Tables, graphs and performance narratives are produced by the Bureau of Meteorology.

Disclaimer

National performance report 2024–25:

water and wastewater service providers

Part A

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A guide to this report

The following explanatory notes are provided to assist you to read and interpret the report.

Key terms and abbreviations

Service providers that form part of a city, shire or regional council, or a similar local government entity, are reported under the town or city name within the tables and charts in the report. For example, Dubbo Regional Council is referred to as ‘Dubbo’ in tables and charts throughout the report.

In this report, the term 'service provider' refers to a utility, council, or bulk water authority that supplies water services, wastewater services, or both to customers. Several service providers are represented by shorter names to aid presentation in charts and tables (Appendix C), including:

- Aqwest–Bunbury Water Corporation (W) = Aqwest–Bunbury (W)
- BHP Billiton Olympic Dam Corporation Pty Ltd (W) = Olympic Dam (W)
- Busselton Water (W) = Busselton (W)
- City of Kalgoorlie–Boulder (WW) = Kal–Boulder (WW)
- Cootamundra-Gundagai Regional Council = Coota.-Gundagai
- District Council of Karoonda East Murray (WW) = Kar. East Murray (WW)
- Goldenfields Water County Council = Goldenfields Water (W)
- Mapoon Aboriginal Shire Council (W) = Mapoon (W)
- Naracoorte Lucindale Council (WW) = Nara. Lucindale (WW)
- Queanbeyan–Palerang Regional Council = Queanbeyan
- Queensland Bulk Water Supply Authority = Seqwater
- Water Corporation-Dunsborough/Yallingup = WC (Dunsb./Yallingup)

Abbreviations used in service provider names include:

- P&W = Power and Water
- WC = Water Corporation

Most service providers in this report provide both water and wastewater services. Where a service provider provides only a single service (for example, only water supply), it is denoted using a code in brackets after the service provider’s name. The codes are:

- W = water supply only
- WW = Wastewater only

Bulk water authorities

Bulk water authorities operate in several jurisdictions across Australia and provide wholesale water and wastewater services. These authorities do not have direct relationships with retail customers. For example, Melbourne Water supplies bulk water and wastewater services to the seven retail utilities in and surrounding the Melbourne metropolitan region.[1]

[1] South East Water Corporation, Yarra Valley Water Corporation, Greater Western Water, Central Gippsland Water, Barwon Water, South Gippsland Water, and Westernport Water

Service provider size groups

In this report, the contributing utilities are grouped by the number of connected properties. The service provider size groups used are:

- Major – 100,000+ connected properties
- Large – 50,000 to 100,000 connected properties
- Medium – 20,000 to 50,000 connected properties
- Small – 10,000 to 20,000 connected properties.
- Very small – Less than 10,000 connected properties

Bulk water authorities are grouped separately and are not included in the analysis unless explicitly stated.

Reporting year

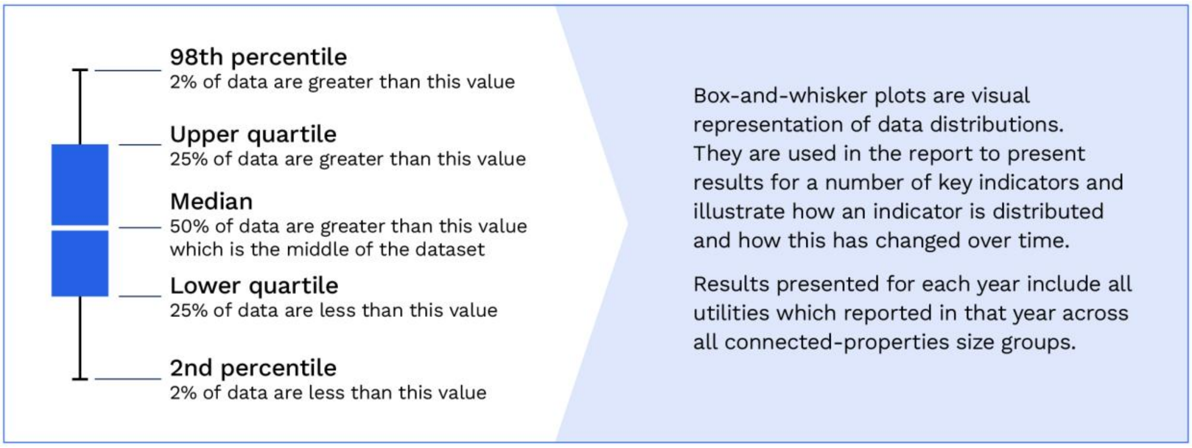
References to the 'reporting year' or '2024–25' refer to the reporting year between 1 July 2024 and 30 June 2025 inclusive.

Missing or unavailable data

Missing or unavailable data are denoted in a table by a blank cell.

Interpreting box-and-whisker plots

The report uses box-and-whisker plots to show trends in the annual distribution of key indicators as shown in Example Figure 1.



Example Figure 1 How to interpret a box-and-whisker plot

Interpreting 'overview of results' tables

Example Figure 2 shows how to interpret the 'Overview of results' table provided for each indicator.

Service provider size group	Range		No. of service providers with increase/decrease from previous year		Median or Total		Change in median/ total from previous year (%)
	High	Low	Increase	Decrease	Previous year	Current year	
Major	237	131	6	9	159.0	150.7	-5
	WC (Perth)	Logan					
Large	366	132	6	5	184.0	208.7	13
	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	**971**	**7**	**32**	**40**	**176.5**	**175.4**	**-1**
	Mount Barker	**Snowy Monaro**					
Very small	2,122	0	-	-	-	288.8	-
	Bourke	Multiple utilities					

1. The range shows the service providers with the highest and lowest result in the current reporting year for each size group.
2. These columns show the number of service providers reporting an increase or decrease from the previous year for each size group. Service providers that did not report in both years are excluded from these columns. The figures also do not include service providers that reported no change from the previous year.
3. These columns show the median or total value for the current and previous years for each size group. The median value is the middle number in the range of results. For example, if five service providers reported for this indicator and their results are 190, 195, 206, 207, and 210, the median value is 206 as it is the middle number. The median value is calculated using data from all service providers reporting against this indicator in that reporting year. The total (sum) value is presented instead of the median value for indicators that are not represented as an 'average' for the service provider (for example, total capital expenditure: water supply and wastewater). The total value for a year is the sum of the results for that reporting year for all service providers that reported in both years.
4. This column shows the percentage change between the current and previous years and is rounded to the nearest integer, except in cases where additional precision is required.
5. 'Multiple utilities' is used when more than one utility recorded the same value.
6. This row includes figures for all size groups except the Very small group. Very small service providers started reporting under the NPR Framework in the current year. With no data available for this group in the previous year, including them in the year-on-year comparison of range and median or total values would not be meaningful. As a result, they have been excluded from the figures in this row.
7. This row presents figures for the Very small size group for the current year only. Because Very small service providers did not report data in the previous year, year-on-year changes cannot be calculated and therefore not shown in this row.

Example Figure 2 How to interpret an 'Overview of results' table

Interpreting data and commentary

When interpreting data and commentary in the report, it is important to consider the following:

- The indicator codes are noted in the titles of each section (for example, W12, F3, P7) and can be cross-referenced with the National Performance Report Framework: Water and wastewater service providers, Performance indicators and definitions handbook 2023. The median is the preferred metric for the reporting dataset, as outlier results can affect the average (mean), which can skew results towards the outliers.
- The median is the value at which 50% of service providers fall above and 50% fall below that point. Where average results are presented in addition to the median, they are to be interpreted together with the full dataset.
- Many factors can influence the performance of a service provider, and individual performance indicators need to be interpreted in context. A low ranking for one indicator may not accurately reflect the overall performance of a service provider. For example, a service provider might have a low operating cost per property, but also poor drinking water quality and environmental performance, and a high level of complaints.
- In discussions of indicators, the 'normaliser' is often omitted to improve the flow of the commentary about indicators. For example, in the discussion of results for water main breaks per 100 km of water main, the commentary refers to a service provider's 'water main breaks'. In this case, it is not the absolute number of water main breaks, rather, the number of breaks per 100 km of the water main.
- Single-service providers are only included in the analysis of an indicator when a comparison can be made on a like-for-like basis with service provider that provide both water and wastewater services. For example, the overview tables for water and wastewater operating expenditure per connected property and for typical residential bills do not include single-service providers, but the overview tables for sewerage main breaks per 100 km of sewer main include all service providers that provide wastewater services.
- Financial time series information is given in real 2024–25 dollars ($); the impact of inflation is removed to ensure that years can be compared on a like-for-like basis. Consumer price index (CPI) figures can be found in Appendix E (CPI indexation).
- The percentage (%) change is calculated from the 2023–24 reporting year to 2024–25 with figures rounded to the nearest integer, except in cases where additional precision is required.

Executive summary

The National performance report 2024–25: water and wastewater service providers (2025 NPR) compares the performance of 300 reporting entities delivering water and wastewater services to over 27 million people across Australia. Of these service providers, 226 supply both water and wastewater services, 24 supply only water services, 34 provide only wastewater services, and six operate as bulk water authorities. Of the total of 300 reporting entities, 211 were service providers included in the 2025 NPR for the first time in the 2024–25 reporting year following the expansion of the NPR Framework which was recommended in the 2020 NPR Framework Indicator Review. The first-time reporting service providers each serve less than 10,000 customers and were not required to report on their performance and service quality in the NPR in previous years. The Framework expansion aimed at improving national coverage of performance reporting and water data, while strengthening public confidence in water and wastewater service providers. According to the data reported in 2024–25, the Framework expansion provided the opportunity of evaluating service quality for 836,033 additional people across Australia compared to the previous year.

The 2025 NPR is published by the Bureau of Meteorology (the Bureau) with information provided by service providers across all states and territories. The report is the 20th in the series, and the 12th to be produced by the Bureau. Part A of the report provides commentary on and analysis of key indicators, and Part B of the report contains data for the full set of 143 indicators reported by service providers[2] across all reporting years.

Warm weather conditions and Water resourcing status in 2024–25

2024–25 was the warmest financial year on record since 1910–11, with above to very much above average temperatures across most of Australia. Much of southern and central Australia, along with parts of the east coast and north-west Western Australia, experienced record warm temperatures. National rainfall for 2024–25 was above the long-term average, driven largely by wetter-than-average conditions across northern Australia. In contrast, southern Australia recorded below-average rainfall, and parts of south-eastern South Australia and western Victoria experienced their driest financial year on record since 1900–01.

Australia’s water service providers sourced approximately 3.96 million megalitres of water in 2024–25. Surface water remained the dominant national source, accounting for 76% of all water supplied, although Western Australia continued to rely more heavily on groundwater. Desalinated and recycled water contributed smaller but important shares, particularly in southern states experiencing hot and dry conditions. Western Australia sourced more than 70% of the national desalinated water as Perth’s surface water storages remained below 40% of accessible capacity. Victoria and New South Wales together accounted for nearly 60% of all recycled water sourced nationally.

[2] First-time reporting service providers with less than 10,000 connected properties and bulk Authorities reported to a subset of indicators. More information on the definition of indicators and the reporting guidelines are available at the National Performance Report update page.

Enhanced national water resourcing insights with NPR Framework expansion

The inclusion of 211 first-time reporting service providers with less than 10,000 customers in 2024–25 improved visibility of water sourcing across regional and small communities. Collectively, these service providers sourced 217,062 megalitres of water in 2024–25, with groundwater representing nearly half of their supply (49.3%). These service providers accounted for around 5.5% of the national total water sourced in 2024–25, contributing 2.4% of national surface water, 28.2% of national groundwater, 0.4% of national desalinated water and 9.8% of national recycled water sourced.

Their sourcing patterns varied significantly by jurisdiction. In New South Wales and Queensland, first-time reporting service providers relied mainly on surface water, while those in the Northern Territory, South Australia and Western Australia depended predominantly on groundwater. The Australian Capital Territory, Tasmania and Victoria did not have any first-time reporting service providers reporting to the 2025 NPR. Although the overall contribution of the first-time reporting service providers was modest, their inclusion in the NPR Framework strengthened national coverage and provided a more complete picture of Australia's water resourcing in 2024–25. This broader dataset also enhances Australia's capacity to report against the Sustainable Development Goals, particularly Goal 6: ensuring the availability and sustainable management of water and sanitation for all (SDG6.1.1 and SDG6.4.1).

Substantial increase in desalinated water sourced in major urban centres with hot and dry conditions across southern Australia

Major urban centres continued to rely predominantly on surface water in 2024–25, sourcing 1.69 million megalitres. Hot conditions combined with prolonged dry conditions and low streamflows across the south led to a substantial increase in desalinated water use compared to the previous year. Above-average rainfall and hot conditions, particularly in the north, led to only a slight increase in the overall surface water and groundwater use. Sydney and Melbourne remained the largest users of surface water, while Perth continued to be the largest groundwater and desalinated water supplier. Adelaide reported a sharp increase in desalinated water use in response to dry conditions, while Sydney's desalination output declined as high surface storage levels reduced the need for production. Melbourne sourced the largest volume of recycled water, driven by high residential and non–residential demands, while Canberra sourced the least. Due to significant changes in recycled water volume calculations after the 2020 NPR Framework Indicator Review, year-to-year comparisons for recycled water were not valid for this reporting period.

Stable residential drinking water and wastewater bills

In 2024–25, the median typical residential bill for drinking water and wastewater services for all reporting service providers across the country (excluding first-time reporting service providers for which historical data was not available) remained largely unchanged from the previous year. Most service providers reported only modest increases in bills, with nearly 70% recording changes of under 5% from 2023–24. Melbourne, Adelaide, Canberra and South East Queensland experienced an increase in their water and wastewater service bills in 2024–25, while Darwin, Perth and Sydney recorded decreases. The decline in Darwin and Perth was due to lower typical residential drinking water supply bills, despite increases in wastewater charges. Sydney experienced declines in both drinking water and wastewater service bills, resulting in an overall decrease compared to 2023–24. Despite all year-to-year changes, total typical residential bills remained below 2020–21 levels in almost all major urban centres, with Melbourne reporting the highest and Sydney reporting the lowest declines over the past five years. Adelaide was the only exception, with the total typical residential bills marginally exceeding the 2020–21 level due to increases in both residential water use and prices.

Typical residential bills for drinking water and wastewater services among first-time reporting service providers were higher than other service providers. The inclusion of first-time reporting service providers widened the national bill range, with some reporting very high bills while others reported bills below $1,000. The national median across all service providers (including first-time reporting ones) increased by 7.6% and was the third highest since 2014–15 (Figure 1).

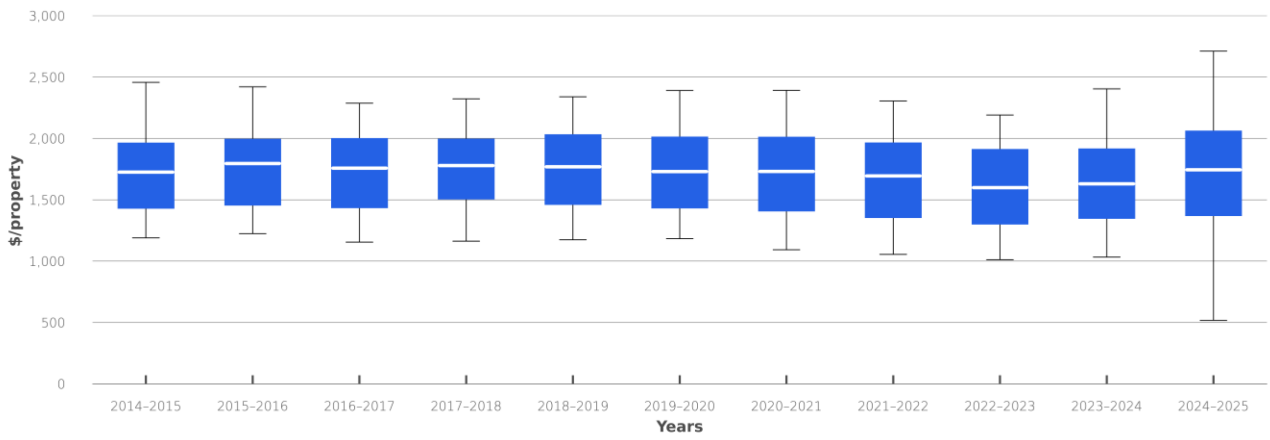


Figure 1 Typical residential bill: drinking water supply and wastewater ($) for all service providers, 2014–15 to 2024–25

Increased total capital expenditure for water and wastewater services

Total capital expenditure continued to increase in 2024–25, presenting an 19% rise across all reporting service providers excluding first-time reporting ones that reported for the first time. Capital expenditure has increased substantially over the last three consecutive years, from 2022–23 to 2024–25, as major programs progressed and project costs rose. The increase in expenditure for water supply was larger than that for wastewater services. All major urban centres reported increases in their capital expenditure for water and wastewater services, except Melbourne experiencing a decline due to reduced water-supply investment while still representing the second-highest total expenditure among all major urban centres in 2024–25. Sydney continued to report the highest capital expenditure for the fourth consecutive year, despite recording the lowest percentage increase from 2023–24. Despite all year-to-year changes, total capital expenditure remained above 2021–22 levels in all major urban centres, with Darwin showing the most significant growth and Canberra the smallest.

Capital expenditure among first-time reporting service providers remained comparatively much lower than other service providers.

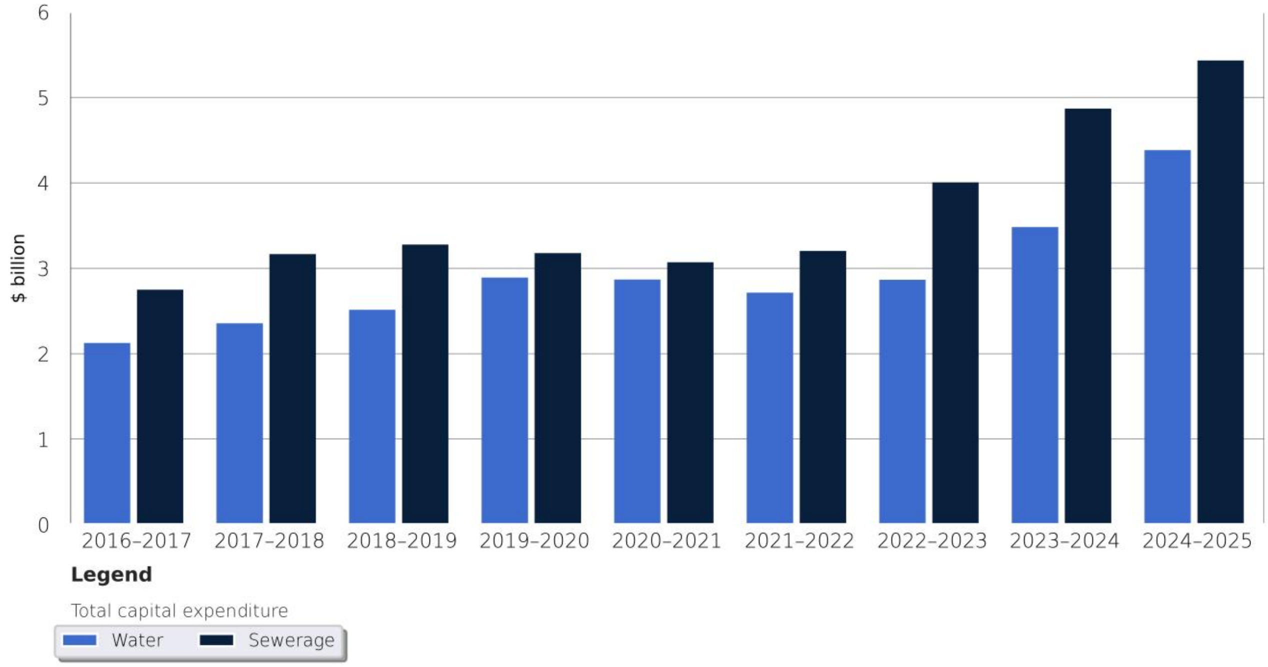


Figure 2 Total capital expenditure: water supply and wastewater ($ billion) for all service providers reported each year (excluding bulk water authorities)

1. Introduction

1.1. Context and overview

This National performance report 2024–25: water and wastewater service providers (2025 NPR) supports the commitments made by states and territories under the National Water Initiative (NWI) to report publicly and independently on the performance of water utilities[3].

The 2025 NPR compares the performance of 294 utilities and councils (service providers) and six bulk water authorities that provide water and wastewater services to over 27 million people across Australia. It is produced by the Bureau of Meteorology (the Bureau) in conjunction with state and territory governments and the Water Services Association of Australia.

Part A of this report provides commentary on, and analysis of, key indicators that apply to retail and distribution utilities. The major urban centre analysis in Chapter 2 includes performance data for bulk water suppliers. Part B of this report contains data for the full set of indicators that are reported on by water utilities and bulk water authorities for all reporting years.

The 2020 NPR Framework Indicator Review[4] recommended:

- Decommissioning 53 indicators out of the 155 indicators that were included in the 2024 Urban NPR Framework. The decommissioned indicators are IC19, F4, F5-F7, F5.1, F6.1, F7.1, F9-F12, F17-F19, F21, F23, P1, P1.2-P1.7, P1.3a-P1.7a, P1.12, P1.13, P4, P4.1-P4.4, E9-E12, E9.1-E12.1, IE9-IE12, W8, W9, W13, W28.4, and W28.5. The review found no specific use case for these indicators within the NPR Framework, indicating that their removal would not result in any material loss of information, since the information can still be retrieved and assessed if required. Following this recommendation, no data has been collected for these indicators for the 2024–25 reporting year, and they have been excluded from Part A and Part B of the 2025 NPR.
- Including 41 new indicators in the NPR Framework, some of which replaced the decommissioned Finance and Pricing indicators by using encapsulated structures. The new indicators are IA14, CI_N1-CI_N3, CC_N1-CC_N7, FP_N1-FP_N18, HE_N1-HE_N5, and WR_N1-WR_N7. The new indicators help close gaps, enhance consistency and transparency in performance reporting, and broaden the context for assessing water and wastewater service providers' performance. Following this recommendation, data has been collected for these indicators for the 2024–25 reporting year, and they have been included in Part B of the 2025 NPR. Since no data has been collected for these new indicators pre-2024–25, annual comparative analysis was not possible, and none of them are discussed in Part A of the 2025 NPR. The exception is HE_N1, which has been analysed and discussed in Part A as the sole representative indicator of the greenhouse gas emissions following the decommissioning of E12.

[3] National Water Initiative clauses 75–76

[4] BOM00003_NPR_indicator_review_final_report_v2.4.2.pdf

- Expanding the Framework to include service providers with less than 10,000 connected properties (Very small size group), with the aim of improving national water data and strengthening public confidence in water and wastewater service providers[5,6].

As a result, the 2025 NPR covers 300 entities reporting to a total of 143 performance indicators that are applicable to service providers with more than 10,000 connected properties. In 2024–25, service providers with less than 10,000 connected properties (Very small size group) and bulk authorities were required to report against a subset of performance indicators, including 93 and 80 indicators, respectively[7]. The Framework expansion provided the opportunity of evaluating service quality for 836,033 additional people across Australia compared to the previous year. These additional customers are served by the Very small service providers that have less than 10,000 connected properties, including several indigenous communities.

The analysis and commentary provide context for each indicator, discuss changes in reporting methods, and highlight trends within and/or between different service provider size groups. Service providers are grouped according to the number of properties they are connected to, as explained in ‘A guide to this report’.

The commentary and analysis in the 2025 NPR are not intended to be a comprehensive explanation of every reported indicator. They present some of the significant trends or differences between years and between service providers for the core performance indicators. This information is validated by the Technical Reference Group, which includes state and territory representatives.

1.2. Impact of indicator changes on data analysis

The aim of this section is to outline how comparative analysis has been undertaken in this year’s report for service providers with more than 10,000 connected properties, given the changes applied to the Framework. The 2020 NPR Framework Indicator Review recommended significant changes to performance indicators, including the decommissioning of non–core indicators, the introduction of new indicators, adjustments to calculation formulas, and additional details and clarifications on data collection and reporting requirements. These changes support a meaningful, enduring and nationally consistent assessment of service provider performance. However, they affect the comparability of the 2024–25 data with historical data for service providers that have more than 10,000 connected properties. Historical data for these service providers was collected in accordance with the previous handbook, while their 2024–25 data aligns with the revised *National Performance Report Framework: Water and wastewater service providers, Performance indicators and definitions handbook 2023*.

Key changes applied to all performance indicators are detailed in the indicator notes in Part B. Table 1.1 outlines the key changes to the indicators that are included in this report. For analysis to

[5] In Western Australia, the Water Corporation for less than 10,000 connected properties reported at a town level with a defined geographical boundary with more than 1,000 connections. Water Corporation will revisit its ability to report on towns/scheme with less than 1,000 connections in the future. This may require an uplift of reporting capability, including the installation of measurement/monitoring devices for ongoing accuracy purposes.

[6] In Queensland, the Department of Local Government, Water and Volunteers (the regulator) established criteria to determine what constitutes a 'relevant service provider' and the applicability of the performance reporting framework to service providers. As a result, very small schemes with less than 100 connections were not required to report to the 2025 NPR in 2024–25.

[7] More details on the requirement and applicable subsets for Very small service providers and bulk authorities are available at the National Performance Report updates page.

remain valid, the data reported in 2024–25 needs to be comparable with historical data. A detailed assessment was undertaken to ensure this, and it found that, except for indicator W26, which uses a revised calculation formula, the 2024–25 data has only minor deviation as a result of the 2020 NPR Framework Indicator Review recommendations and remains comparable with previous years. Therefore, the analysis presented in this report can be considered as a reliable measure of performance assessment.

Table 1.1 Key changes to the Part A indicators due to the 2020 NPR Framework Indicator Review

Theme	Characteristic	Description	Historical data validity
Water resources	Indicator	W1 – Volume of water self-sourced from climate-dependant surface water sources	Only minor changes have been observed in the data reported by a few service providers. Therefore, historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Reported	
	Key changes	The indicator includes self-sourced harvested stormwater for drinking and non–drinking water supply (not for recycled water supply).	
Water resources	Indicator	W2 – Volume of water self-sourced from groundwater sources	Historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Reported	
	Key changes	No material changes are applied.	
Water resources	Indicator	W3.1 – Volume of water self-sourced from marine or estuarine water sources	Historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Reported	
	Key changes	No material changes are applied.	
Water resources	Indicator	W12 – Average annual residential water supplied	Historical data has been recalculated to reflect the key changes. Since the recalculated data align with the original values, the historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Derived; W12 = [(W8.3 + W20) / C2] * 1000	
	Key changes	W28.4 – Volume of urban stormwater supplied to residential customers, previously a component of W12, has been decommissioned. The unit for C2 – Number of connected residential properties: water supply has been changed.	
Water resources	Indicator	W26 – Total volume of recycled water supplied	Historical data cannot be recalculated since historical values for the new indicators (WR_N3 and WR_N4) are not available. Therefore, historical data may not be valid for comparative analysis with the 2024–25 data for all service providers.
	Status	Derived; W26 = W20 + W21 + W23 + W25.1 + W15 + WR_N3 + WR_N4	
	Key changes	The derivation formula has been revised including indicators W15 – Volume of recycled water exported to other service providers, WR_N3 – Volume of recycled water supplied for own use, and WR_N4 – Volume of non–revenue recycled water supplied for beneficial reuse as additional components.	
Finance and pricing	Indicator	P8 – Typical residential customer bill (water supply and wastewater)	Historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Derived; P8 = P3 + P6	
	Key changes	No material changes are applied to the component indicators.	
Finance and pricing	Indicator	P7 – Total annual residential customer bill based on 200 kL per annum	Historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Derived; P7 = P2 + P5	
	Key changes	No material changes are applied to the component indicators.	
Finance and pricing	Indicator	F16 – Total capital expenditure: water supply and wastewater	For most service providers, historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Reported	
	Key changes	The indicator has been changed to a reported indicator including the corporate capital expenditure.	

Theme	Characteristic	Description	Historical data validity
Finance and pricing	Indicator	F28 – Capital expenditure per property: water supply	Only minor changes have been observed in the F14 data. Historical data for F28 has been recalculated to reflect the key changes. Since the recalculated data align with the original values, the historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Derived; F28 = (F14 / C4) * 1000	
	Key changes	The corporate capital expenditure is excluded from F14 – Capital expenditure: water supply. The unit for C4 – Total number of connected properties: water supply has been changed.	
Finance and pricing	Indicator	F29 – Capital expenditure per property: wastewater	Only minor changes have been observed in the F15 data reported by a few service providers. Historical data for F29 has been recalculated to reflect the key changes. Since the recalculated data align with the original values, the historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Derived; F29 = (F15 / C8) * 1000	
	Key changes	The corporate capital expenditure is excluded from F15 – Capital expenditure: wastewater. The unit for C8 – Total number of connected properties: wastewater has been changed.	
Finance and pricing	Indicator	F8 – Community service obligations ratio	Only minor changes have been observed in the F3 data reported by a few service providers. Therefore, historical data for F8 remains valid for comparative analysis with the 2024–25 data.
	Status	Derived; F8 = F25 / F3	
	Key changes	The income from recycling water and stormwater harvesting for supply is included in F3 – Total income for the service provider.	
Assets and operations	Indicator	C15 – Average duration of an unplanned interruption: drinking water supply	Historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Reported	
	Key changes	No material changes are applied.	
Assets and operations	Indicator	A8 – Number of water main breaks per 100 km of water mains	Only minor changes have been observed in the A2 data reported by a few service providers. Therefore, historical data for A8 remains valid for comparative analysis with the 2024–25 data.
	Status	Derived; A8 = (IA8 / A2) * 100	
	Key changes	The length of recycled water mains is excluded from A2 – Length of water supply mains.	
Assets and operations	Indicator	A14 – Number of sewerage main breaks, leaks and chokes per 100 km of sewer mains	Historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Derived; A14 = (IA14 / A5) * 100	
	Key changes	The indicator has been changed to a derived indicator to ensure consistency across water and wastewater indicators. No material changes are applied to the component indicators.	
Assets and operations	Indicator	A15 – Number of property connection sewerage breaks, leaks and chokes per 1,000 properties	Historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Reported	
	Key changes	No material changes are applied.	
Assets and operations	Indicator	A10 – Real losses, per service connection, from the drinking water supply system	Historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Reported	
	Key changes	No material changes are applied.	
Public health and environment	Indicator	H3 – Percentage of the population where microbiological compliance was achieved	Historical data remains valid for comparative analysis with the 2024–25 data.
	Status	Reported	
	Key changes	No material changes are applied.	

1.3. Reporting

The 300 reporting entities contributing data to the 2025 NPR are listed in Appendix C. Table 1.2 summarises the service provider size groups by jurisdiction.

Two hundred and twenty-six of the 300 reporting entities included in this report provide both reticulated water supply and wastewater services. The remainder provide either water supply or wastewater services. In summary, the report includes data for:

- 226 service providers providing water supply and wastewater services
- 34 service providers providing only water supply services
- 34 service providers providing only wastewater services
- 6 service providers are bulk water authorities.

There was a significant change in the number of service providers reporting to the NPR Framework in 2024–25 compared to 2023–24 as a result of the inclusion of 211 service providers each serving less than 10,000 connected properties.

Table 1.2 Service providers reporting in the 2025 NPR by size group and jurisdiction

Jurisdiction	Bulk	Major	Large	Medium	Small	Very small	Total
Australian Capital Territory		1					**1**
New South Wales	2	3	1	13	12	64	**95**
Northern Territory			1		1	3	**5**
Queensland	3	4	4	5	7	52	**75**
South Australia		2[a]			2	58	**62**
Tasmania		1					**1**
Victoria	1	4	5	5	1		**16**
Western Australia		1	1		9	34	**45**
Total	**6**	**16**	**12**	**23**	**32**	**211**	**300**

Note:

[a] South Australian Water Corporation as a Major service provider reports two separate datasets: one covering the SA Water Corporation reporting region, and another for Adelaide urban centre, which is a subset of the overall dataset.

1.4. Reporting regions of service providers

Figure 1.1 shows the approximate locations of service providers' reporting regions in the 2025 NPR. State-level maps are presented in Appendix G.

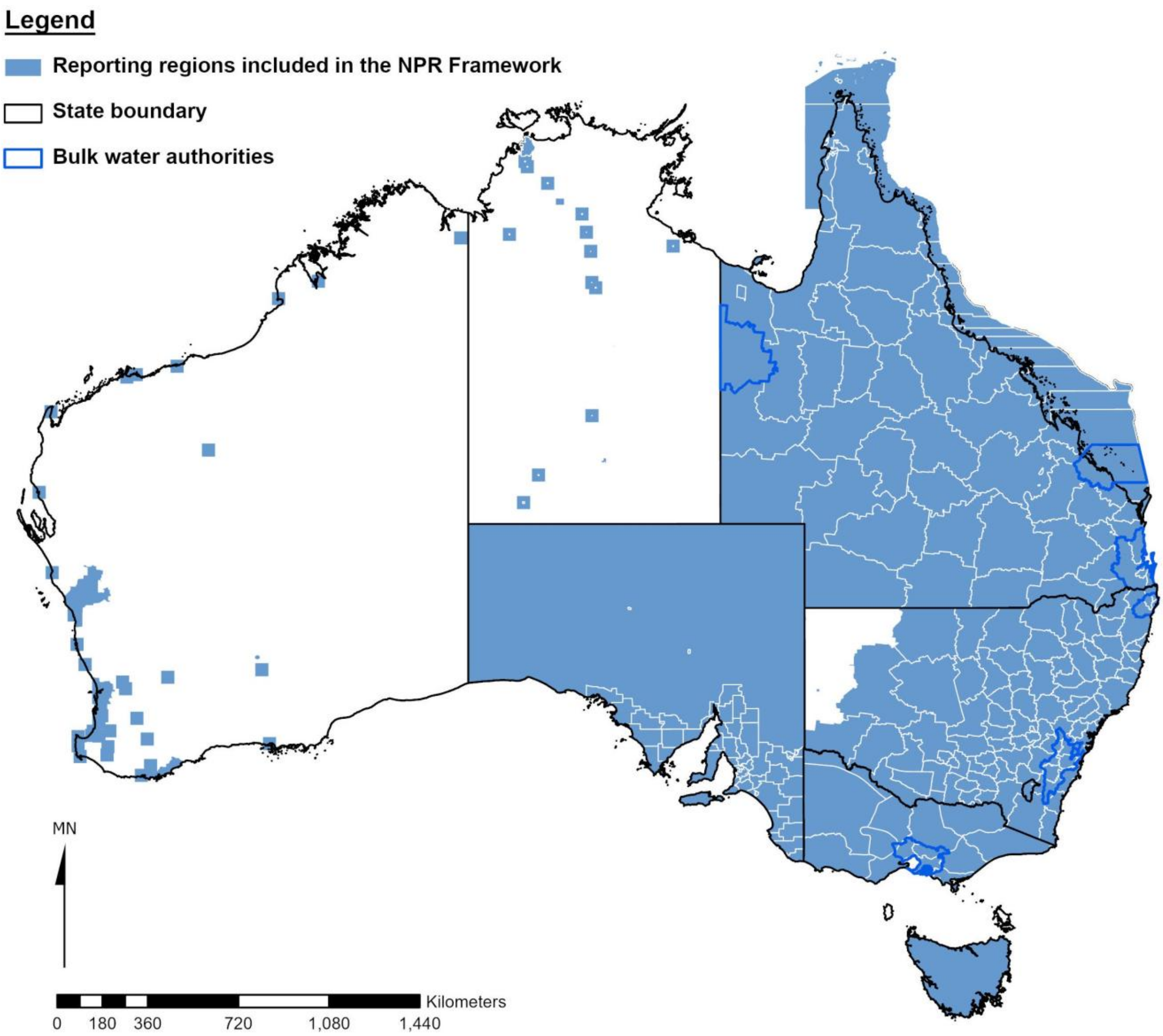


Figure 1.1 The approximate locations of service providers' reporting regions included in the NPR Framework for the 2024–25 reporting year.

1.5. Key drivers

Key drivers of water service provider performance presented in the 2025 NPR include rainfall, temperature, service provider size and sources of water.

Other factors also affect performance but are not discussed in detail. These include:

- network density
- soil types
- the age and condition of infrastructure
- geographic location and remoteness
- government policy and regulation.

With the inclusion of 211 first-time reporting service providers with less than 10,000 customers in 2024–25, the influence of geographical location and remoteness on service quality becomes even more significant. Many of these service providers operate in remote communities, where location-based challenges can affect performance across a wide range of indicators. In remote or sparsely populated areas, the cost of service-delivery is typically higher due to the difficulty of maintaining infrastructure over large distances (Assets and operations indicators C15, A8, A14 and A15). These higher costs can also impact profitability of service providers (Finance and pricing indicators F3 and F24). Service providers may serve multiple isolated communities, each requiring its own water and wastewater systems. Additionally, the distance between water sources and the communities they serve can increase operational complexity and costs (Finance and pricing indicators P7, P8, IF11 and IF12), particularly when water sources vary in quality, reliability and proximity. Property sizes in remote communities also tend to be larger than in urban areas, and in some cases water use is unmetered. With the fact that many of the remote regions experience much hotter climates, water consumption volumes can be significantly higher than other regions (Water Resources indicator W12).

1.5.1. Rainfall

Rainfall can affect service provider performance in many ways.

- Significant droughts with prolonged periods of low rainfall can stress water supply systems. Depending on the severity of the drought, security of the system and availability of climate-resilient water sources (for example, desalinated or recycled water), the service provider may impose water restrictions to conserve water and ensure continuity of the water supply.
- Wet or dry conditions can affect demand for outdoor watering, resulting in a change in the volume of water and recycled water supplied to residents, councils, and parklands to be used for outdoor leisure activities such as golf courses (Water resource indicators W12 and W26). Changes in water consumption affect the revenue collected by service providers, their profitability, and the strength of their water-usage pricing signal.
- Wet or dry conditions can affect decisions about the water sources used (Water resource indicators W5 and W7). Persistent dry conditions can trigger thresholds for production from desalination plants and the use of groundwater and recycled water sources, which affect the operating costs of service providers (Finance and pricing indicators IF11 and IF12).To mitigate risks associated with the variable quality of raw water due to prolonged severe wet weather and flood conditions, service providers might decide to increase use of desalinated water (increasing Water resource indicator W3.1).
- Increased rainfall can result in infiltration of water into sewer systems, which can increase the volume of sewage to be pumped and treated, increasing the operating costs of service providers (Finance indicator IF12) and greenhouse gas emissions from sewage (Public health and environment indicator HE_N1). Additional rainfall and sewerage infiltration can also result in additional sewerage overflows, especially during heavy rainfall.
- Extreme wet or dry conditions can cause expansion and shrinking of reactive clay soils in some parts of Australia. This can result in ground movement causing an increase in water or sewerage main breaks (Assets and operations indicators A8 and A14), especially when conditions fluctuate rapidly from wet to dry or dry to wet. In periods of more consistent rainfall, the soils maintain more even moisture levels, resulting in less ground movement.

In 2024–25, Australia's total rainfall was 10% above the 1961–90 average. Rainfall for the financial year (Figure 1.2) was above to very much above average (in the highest 10% of historical observations) for inland northern New South Wales and coastal areas north of Sydney, most of

Queensland, the northern half of Western Australia away from the north-west, parts of northern South Australia and areas of the Northern Territory.

A succession of cold fronts between August and September 2024 brought several weeks of rainfall to large parts of Tasmania, resulting in major flooding along the Derwent River at Meadowbank Dam and the Meander River at Strathbridge, and moderate flooding along the South Esk River at Llewellyn. Parts of northern Australia experienced unseasonable rain in September 2024. Much of the north-west of Western Australia observed its wettest September on record, and the Northern Territory as a whole observed its seventh-wettest September on record.

Persistent and widespread rainfall throughout December 2024 led to riverine flooding across catchments in southern and central Queensland, including minor to moderate flooding along the Mary, Burnett and Logan rivers, with flash flooding across Greater Brisbane and around Kingaroy. In January 2025, Severe Tropical Cyclone Sean brought heavy rainfall to the Pilbara coastline, causing flooding of the De Grey River catchment and the west of the Kimberley Rivers catchment in Western Australia.

Prolonged heavy rainfall between January and February 2025 as a result of two tropical lows and an active monsoon trough led to widespread flash and riverine flooding across many northern Queensland catchments, extending through Central Coast, Inland and Gulf catchments. Queensland continued to experience persistent and heavy rainfall from February to April 2025, observing its second-wettest March on record. Several tropical lows and low-pressure troughs contributed to this, along with Tropical Cyclone Alfred, which brought heavy rainfall and significant flooding to large parts of south-eastern Queensland and north-eastern New South Wales.

In contrast, rainfall was below to very much below average across southern and north-western New South Wales, most of Victoria, much of Tasmania, agricultural regions of South Australia, and along the southern and western coasts of Western Australia. For much of south-eastern South Australia and western Victoria, July to June rainfall was the lowest on record since 1900–1901. Prolonged dry conditions led to serious to severe rainfall deficiencies (totals in the lowest 10% or 5% of historical observations) across agricultural regions of South Australia, western, central and southern areas of Victoria, and western and southern coastal areas of Tasmania.

National rainfall was below average in May and June 2025. However, in coastal areas of New South Wales, May rainfall was above average as low-pressure troughs brought several days of heavy to intense rainfall, causing significant flooding across the Hunter and Mid North Coast districts. Major flooding also occurred along the Hastings River, notably at Wauchope River Bridge, the Gloucester, Macleay, Paterson and Williams rivers and Wollombi Brook.

More information is available in the Bureau's 2024–25 Climate and Water Statement.

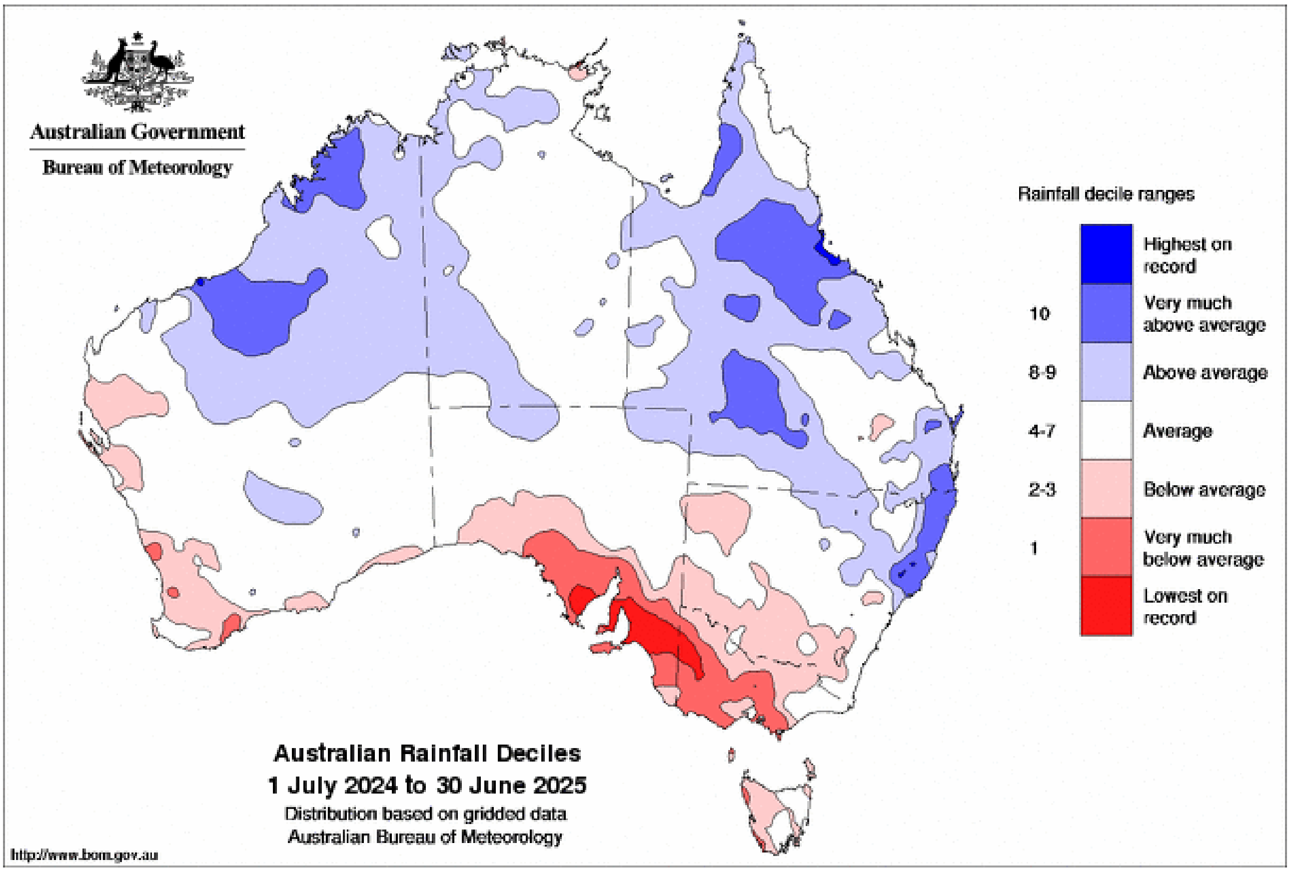


Figure 1.2 Rainfall decile map for 2024–25 (based on all years of data since 1900)

1.5.2. Temperature

Temperature can affect service provider performance in many ways.

- Temperature can influence demand for water, particularly for residential and non–residential outdoor use. Prolonged periods of above-average temperatures can result in increased supply of water and recycled water (Water resource indicators W12, W26, and Public health and environment indicator W27) to residents, councils and parklands for outdoor leisure activities such as golf courses. Changes in water consumption affect the revenue collected by water service providers, their profitability (Finance and pricing indicators F3 and F24) and the strength of their water-usage pricing signal (Finance and pricing indicator F1 and F2).
- Hot weather can increase the risk of bushfires, resulting in resources being deployed to protect water supply catchments and control bushfires. Emergency deployments can affect operating expenditure (Finance and pricing indicators IF11 and IF12). When responding to a bushfire, temporary water restrictions may be put in place to ensure the availability of supply and to meet firefighting requirements during extreme fire weather. These restrictions can affect the volume of water supplied by a service provider and its operating cost and revenue. Poor water quality in a burnt catchment can affect the availability of water supply and the cost of treatment.
- Extended periods of heat or cold can affect the quality of water sources and supply, and in turn, decisions about water sources used (Water resource indicators W5 and W7) and the level of treatment required. For example, a heatwave can contribute to the decline in dissolved oxygen levels in a waterbody and can trigger the need to supply water from an alternative source, or

increase water treatment, which affects the operating costs of service providers (Finance and pricing indicators IF11 and IF12).
- Changes in temperature can affect water quality as biological processes are particularly sensitive to extremes of heat or cold and rapid fluctuations in temperature. This can affect the quality of water supplied (Public health and environment indicators H3, H4, HE_N4 and HE_N5) and treatment requirements, which impact the operational costs of a service provider (Finance and pricing indicators IF11 and IF12).
- Extended hot conditions contribute to dry soil conditions. Trees will seek out moisture and their roots can enter the sewer system, causing blockages and breaks (Assets and operations indicators A14 and A15), and increasing the number of water main breaks (Assets and operations indicator A8).

The financial year 2024–25 was Australia's warmest on record. The nationally-averaged mean temperature was 1.68 °C above the 1961–1990 average, exceeding the previous record by 0.28 °C (previous record 1.40 °C, set in 2015–16). Nationally averaged maximum and minimum temperatures were also the warmest on record, at 1.85 °C and 1.51 °C above average, respectively. Temperature observations began in 1910–11.

Mean temperatures were above to very much above average (in the warmest 10% of historical observations) for most of Australia (Figure 1.3). They were highest on record for the north-west coast and much of southern and south-eastern Western Australia, the south-east of the Northern Territory, western and south-western Queensland, western and southern New South Wales, large parts of the east coast of Australia, and nearly all of Victoria, South Australia, and Tasmania.

Maximum temperatures showed a similar distribution to that of mean temperature, with larger areas of above average maxima extending from the northern tropics to north-east New South Wales. Low to severe intensity heatwave conditions persisted from late September to mid-October 2024 across parts of the Top End in the Northern Territory, northern Western Australia and the Cape York Peninsula in Queensland, including pockets of extreme heatwave conditions. During December 2024 and early January 2025, low intensity heatwave conditions developed across south-eastern Australia accompanied by elevated fire dangers that reportedly burnt through 76,000 hectares.

In late December 2024, low to severe intensity heatwaves impacted much of Western Australia with severe conditions along parts of the west coast and adjacent inland areas. In January 2025 large parts of Queensland and Western Australia experienced low to severe intensity heatwave conditions, reaching extreme intensity across northern and central Queensland and the west coast of Western Australia. In early March 2025, low to severe intensity heatwave conditions impacted large parts of the country with isolated areas of extreme heatwave conditions in northern Australia.

Minimum temperatures were above to very much above average for most of Australia, and highest on record for most of the southern half of Victoria, coastal New South Wales and south-eastern Queensland, a large area extending from north-west New South Wales and south-western Queensland, through southern parts of the Northern Territory, and large parts of South Australia and Western Australia.

The nationally averaged mean temperature was warmer than average in every month, with August 2024 to March 2025 all ranking among the five warmest on record for their respective months. Winter 2024 was the second warmest on record, spring the warmest on record, summer 2024–25 the second warmest on record, and autumn the fourth warmest on record.

More information is available in the Bureau's 2024–25 Climate and Water Statement.

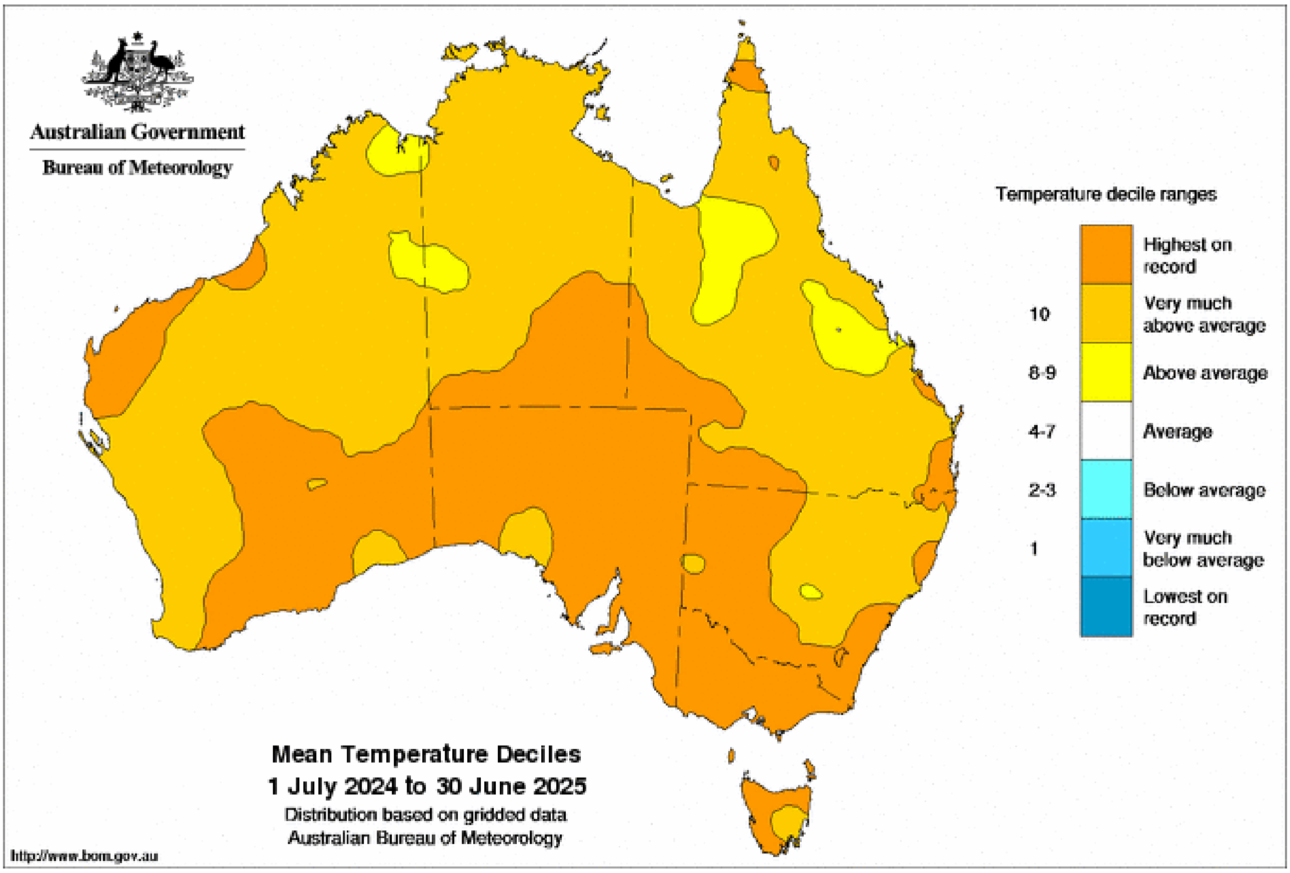


Figure 1.3 Mean daily temperature deciles for 2024–25 (based on all years of data since 1910)

1.5.3. Service provider size

The size of a service provider's customer base influences its performance across a range of indicators. This relationship may be causal, coincidental, or linked to other factors (for example, larger service providers may be subject to price regulation, unlike smaller service providers). Service providers with large customer bases often benefit from economies of scale, while service providers with smaller customer bases may have higher per-capita costs due to dispersed populations and lower customer density across their infrastructure networks. Very small service providers who are reporting for the first time to the 2025 NPR can have as few as 10 connections, up to 9,999. The service provider's size can therefore have a direct impact on costs, maintenance requirements and overall financial performance.

1.5.4. Sources of water

Two important drivers of performance are the sources of water used by a service provider and the geographical relationship between the source and the community centre it supplies. The combination and interaction of these drivers serve to create wide variations in engineering, operations and social challenges between service providers across the country.

The sources of water available to a service provider are an important driver of several key performance indicators. For example the cost of treating water to an acceptable standard and supplying it to users affects the revenue collected by water utilities, their profitability (Finance and pricing indicators F3 and F24) and the strength of their water-usage pricing signal (Finance and pricing indicator F1 and F2).

Traditionally, Australians have relied on surface water and, to a lesser extent, groundwater to meet their consumption needs. The increased demand for water – resulting in a need to further develop and maintain ongoing water supply – is driven by many factors, including population growth and the reliability and security of existing sources (predominantly driven by water quality and climate variability). Financial, environmental and social factors reduce the feasibility of developing further traditional sources of water, especially considering that most suitable dam sites have already been developed. In response to this situation, service providers and bulk water authorities across the country are developing non–traditional supply sources – such as desalinated and recycled water – while continuing to explore options for harvesting stormwater and rainwater.

The diversification of water sources affects the performance of service providers by increasing the cost of treating water to acceptable standards (to meet regulatory requirements) and to supply multiple water types to end users. For example, water from a ‘protected’ or ‘closed’ storage catchment is usually higher quality than water from an ‘open’ storage catchment and requires less treatment, which reduces the cost of supply.

The quality of water from groundwater sources varies greatly depending on the type and depth of the aquifer and has a significant impact on the extraction and treatment processes used and subsequent infrastructure and operational costs. Water supplied from recycled sources typically requires dual-pipe supply systems to separate recycled water from drinking water, incurring greater infrastructure costs.

With the NPR Framework expanding to include 211 Very small service providers (serving less than 10,000 customers) in 2024–25, and the 2020 NPR Framework Indicator Review introducing a revised calculation method for W26 (Table 1.1), historical totals and supply breakdowns from major water sources may not directly be comparable with the 2024–25 data. Therefore, Figure 1.4 only shows the annual supply from major sources of water, and total supply, for all service providers in each state and territory in 2024–25.

- In 2024–25, approximately 3,964,111 megalitres (ML) of water were sourced nationally by all service providers. New South Wales supplied the largest total volume at 1,271,847 ML while the Australian Capital Territory supplied the lowest volume of around 58,918 ML, followed closely by the Northern Territory (58,979 ML).
- In 2024–25, surface water (that is, climate-dependent sources including rivers, streams and dams; Water resource indicator W1) was the dominant source of supply for all states and territories (76.0% of the total water sourced by all service providers), except for Western Australia, where most of the water (41.9%) is sourced from groundwater (Water resource indicator W2).
- The total volume of surface water sourced nationally was 3,012,641 ML. The highest contributors were New South Wales (37.3%), Victoria (24.7%) and Queensland (20.2%).
- The total volume of groundwater sourced nationally was 379,490 ML, representing 9.6% of the total water sourced by all service providers across the country. Western Australia was the highest contributor (56.5%) followed by Queensland (15.7%) and New South Wales (13.0%). The Australian Capital Territory does not source any water from groundwater sources.

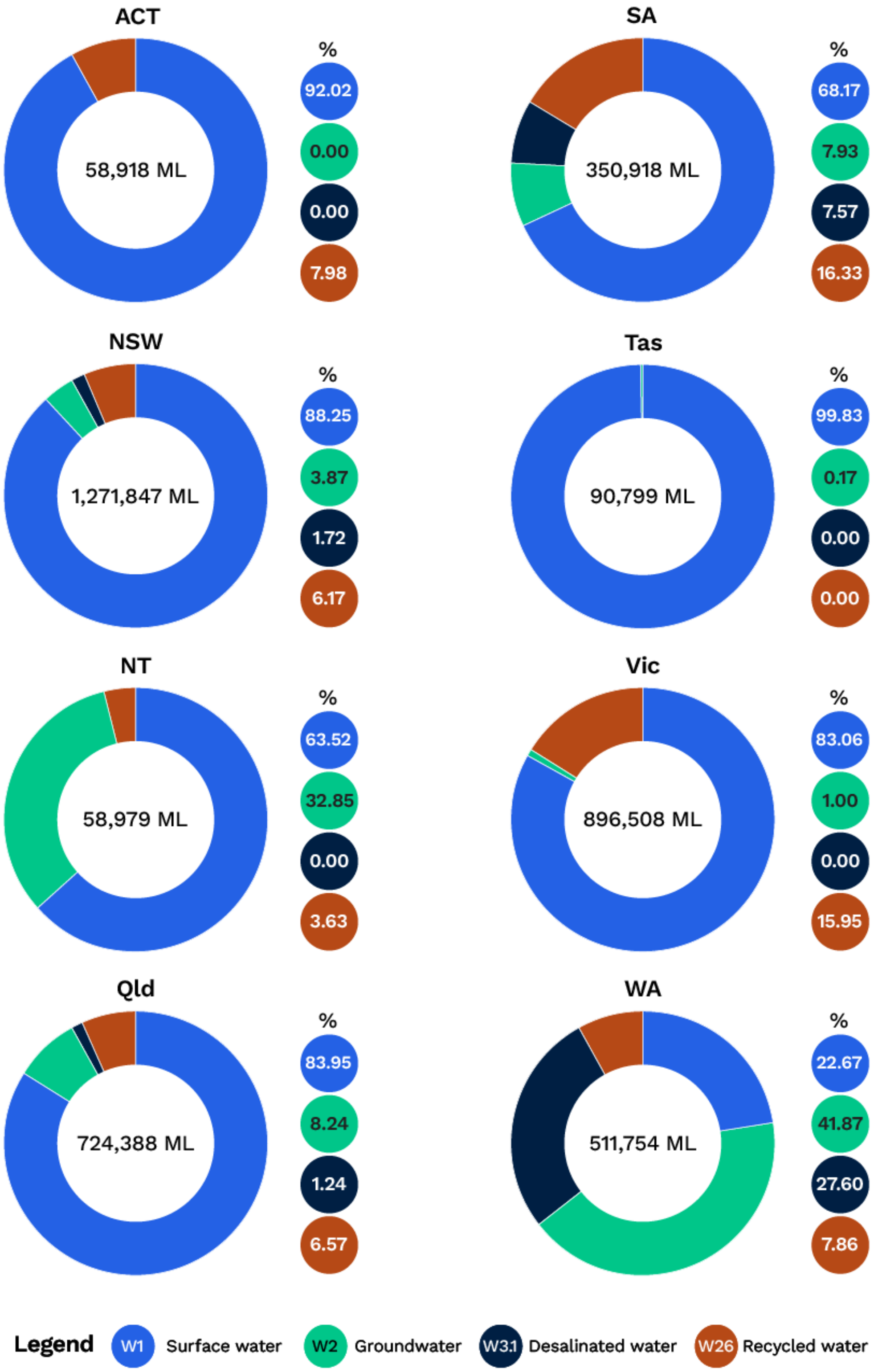


Figure 1.4 Water source breakdown supplied by all service providers in each state and territory in 2024–25

- In 2024–25, a total of 198,650 ML was sourced from desalinated water (Water resource indicator W3.1) nationally, representing 5.0% of the total water sourced by all service providers across Australia. Westen Australia accounted for the highest share (71.1%), reflecting its strong reliance on desalination, particularly as Perth's surface water storages in 2024–25 remained below 40% of accessible capacity[8] under the hot and dry conditions. South Australia sourced 26,561 ML from desalinated water (13.4% of the total) in response to prolonged dry conditions in 2024–25. New South Wales accounted for 11.0% of the total desalinated water sourced nationally, as total storage levels remained above 90% throughout the year, meaning that the Sydney Desalination Plant operated at its minimum production level (50 ML/day), except during critical outage periods. The Australian Capital Territory, the Northern Territory and Tasmania do not source any water from desalination. Victoria did not order any desalinated water in 2024–25[9].

- The total volume of recycled water sourced (Water resource indicator W26) nationally was 373,330 ML, representing 9.4% of the total water sourced by all service providers. Victoria sourced the largest volume in 2024–25 (38.3% of the total) followed by New South Wales accounting for 21.0% of the national total recycled water volume. The large volume sourced in Victoria was driven by high residential and non–residential recycled water supplies during hot and dry conditions, as well as large volumes of recycled water sourced for own use (Water resource indicator WR_N3) and beneficial reuse (Water resource indicator WR_N4) which were included in the state's total recycled water volume in 2024–25 under the revised calculation method introduced in the 2020 NPR Framework Indicator Review. Tasmania does not source any recycled water.

The following section highlights the role of the Very small size group in Australia's water sourcing during the reporting year. These service providers reported to the 2025 NPR, following the Framework expansion, which aimed to improve national coverage of performance reporting. As a result, 211 additional service providers, categorised as Very small size group (serving less than 10,000 customers), were required to report for the first time in 2024–25.

This NPR Framework expansion specifically aimed at addressing a national gap in performance reporting. Therefore, it is important to assess how much the inclusion of the Very small size group aligns with achieving its intended objectives. Figure 1.5 shows the total volume and breakdown water supply from major sources by Very small service providers in 2024–25, noting that the Australian Capital Territory, Tasmania and Victoria did not have any Very small service providers reporting to the 2025 NPR. This figure highlights the contribution of the Very small size group to national water sourcing.

- Surface water (Water resource indicator W1) was the dominant source of supply for Very small service providers in New South Wales and Queensland. In contrast, Very small service providers in the Northern Territory, South Australia and Western Australia relied heavily on groundwater sources (Water resource indicator W2). Very small service providers in the Northern Territory did not source any water from desalinated (Water resource indicator W3.1) or recycled waters (Water resource indicator W26), and those in Western Australia did not source any desalinated water.
- Very small service providers sourced 217,062 ML of water across the country, which accounts for about 5.5% of the total national water sourced from major water sources. Of that total volume, surface water, groundwater, desalinated water and recycled water accounted for 33.5%, 49.3%, 0.3% and 16.9%, respectively.

[8] Financial year climate and water report 2025
[9] Annual Report | Melbourne Water

Figure 1.5 Water source breakdown supplied by Very small service providers (serving less than 10,000 connected properties) in each state and territory in 2024–25

- Very small service providers sourced 72,819 ML of surface water across the country, representing 2.4% of the national total surface water sourced. Very small service providers in Queensland reported the largest volume (33,816 ML) followed closely by New South Wales (33,679 ML).
- The total volume of groundwater sourced nationally by Very small service providers was 106,905 ML, representing 28.2% of the country's total groundwater sourced. Of this volume, Western Australia contributed 30.6%, Queensland 31.1%, New South Wales 20.3%, South Australia 14.0% and the Northern Territory 4.1%.
- Very small service providers sourced a total of 707 ML of desalinated water across the country, accounting for 0.4% of the national total desalinated water sourced. Of this volume, New South Wales contributed 67.2%, Queensland 31.0% and South Australia 1.8%. Very small service providers in Western Australia and the Northern Territory did not source any desalinated water.

- Very small service providers sourced 36,631 ML of recycled water across the country, representing 9.8% of the country’s total recycled water supplies. Of this volume, New South Wales contributed 31.2%, South Australia 29.6%, Queensland 23.3% and Western Australia 15.8%. Very small service providers in the Northern Territory did not source any recycled water.

2. Major urban centres

This chapter provides comparative tables and figures for a selection of key indicators for major urban centres. The figures and tables are compiled using data supplied by the service providers detailed in Table 2.1.

The structure of service providers varies, so the figures in this chapter should be treated with some caution and read in conjunction with the notes for each table. For example, to provide figures that represent Sydney and South East Queensland, it may be necessary to aggregate the numbers for both bulk water authorities and service providers servicing those areas. Melbourne (urban centre) data from the 2021–22 reporting year onward is not comparable with pre-2021–22 reporting years due to the creation of Greater Western Water. This resulted in the service area previously managed by Western Water being included in the calculations for Melbourne from the 2021–22 reporting year onward.

The historical values for all financial indicators have been adjusted using the consumer price index (CPI) value to facilitate comparisons in real terms.

Table 2.1 Data sources for capital city analyses

Major urban centre	Service provider (B denotes bulk supplier)
Perth	Water Corporation – Perth
Adelaide	SA Water Corporation
Canberra	Icon Water Limited
South East Queensland	Queensland Bulk Water Supply Authority (Seqwater) (B), Urban Utilities, Unitywater, City of Gold Coast, Redland City Council, Logan City Council
Sydney	WaterNSW (B), Sydney Water Corporation
Melbourne	Melbourne Water (B), Greater Western Water, South East Water Corporation, Yarra Valley Water Corporation
Hobart	No data – TasWater services this area; performance data are available only on an aggregated basis for the entire state of Tasmania
Darwin	Power and Water – Darwin

2.1. Water resources

2.1.1. Volume of water sources – W1, W2, W3.1, W26

Table 2.2 presents the volume (ML) of water sourced from surface water (W1), groundwater (W2), desalinated marine water (W3.1) and recycled water (W26) for each city. Following the 2020 NPR Framework Indicator Review, from 2024–25 (Table 1.1):

- W1 includes self-sourced harvested stormwater for drinking and non–drinking water supply (not for supply as recycled water). This clarification did not result any material changes to the data.
- No material changes have been applied on W2 and W3.1.
- 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.

With minor or no changes observed in the 2024–25 data for W1, W2 and W3.1, historical data for these indicators remains valid for comparative analysis. However, the 2024–25 data for W26 may not be fully comparable with its historical data. Therefore, Table 2.2 presents only the 2024–25 data for W26 and does not include total values, as its comparison with the previous year would not be reasonable.

In 2024–25, among all water source types, groundwater contributed the lowest total volume (166,026 ML), and surface water contributed the highest total volume (1,687,432 ML) sourced for major urban centres. The total volume of recycled water sourced for major urban centres was 201,890 ML. Compared to the previous year, the use of surface water, groundwater and desalinated water for major urban centres increased by 1.2%, 0.4% and 16.6%, respectively, as a result of above-average rainfall across the country as well as hot weather conditions leading to higher water demands.

Similar to the previous year, Sydney was the largest supplier of surface water (547,033 ML) followed by Melbourne (516,006 ML). Adelaide, Darwin, Perth and South East Queensland reported decreases in their volume of surface water sourced compared to 2023–24, with Perth reporting the highest decrease of 27.3% (from 58,838 ML in 2023–24 to 42,785 ML in 2024–25), driven by the prolonged rainfall deficiency, low streamflow and hot conditions. Other major urban centres reported increases in the volume of surface water sourced from 2023–24.

Similar to the previous year, Perth remained the largest supplier of groundwater (147,308 ML). Compared to 2023–24, Melbourne reported the highest increase of 98.7% in the volume of groundwater sourced (from 101 ML in 2023–24 to 201 ML in 2024–25), and South East Queensland reported the highest decrease of 11.1% (from 12,856 ML in 2023–24 to 11,435 ML in 2024–25). The large increase reported by Melbourne is mainly driven by greater volumes of groundwater sourced by Greater Western Water due to drier conditions with lower rainfall and reduced inflows to surface water storages, as well as by South East Water Corporation to supply customers during maintenance to the activated sludge and ultrafiltration membranes at the Lang Lang Water Recycling Plant. Adelaide, Canberra and Sydney do not source any water from groundwater sources.

Similar to the previous year, Perth was the largest supplier of desalinated water (141,233 ML) with an 18.1% increase from 2023–24. Adelaide's desalinated water supply was 5.5 times higher than the previous year in response to prolonged dry conditions across South Australia. Sydney reported the highest decrease of 39.2% (from 35,216 ML in 2023–24 to 21,412 ML in 2024–25). This decline was driven by above-average rainfall in 2024–25 which lifted storage levels to more than 90% of the full capacity, and resulted in the Sydney Desalination Plant operating at its minimum production rate (50 ML/day), except during critical outage periods. Canberra, Darwin and Melbourne did not source any desalinated water to meet urban demands.

In 2024–25, Melbourne sourced the largest volume of recycled water (84,950 ML), driven by Greater Western Water's large supply to residential customers (W20), as well as large supply to non–residential customers (W21) by Yarra Valley Water Corporation. Canberra reported the smallest volume of recycled water sourced (4,700 ML). Darwin does not source any water from recycled water.

Table 2.2 Volume of water sourced in each urban centre (ML)

Major urban centre[f]	Surface water (W1)		Groundwater (W2)		Desalinated marine water (W3.1)		Recycled water (W26)[e]
	2023–24	2024–25	2023–24	2024–25	2023–24	2024–25	2024–25
Adelaide	171,334	164,105	-	-	4,827	26,454	32,554
Canberra	51,346	54,218	-	-	-	-	4,700
Darwin	40,905	34,956	4,316	7,082	-	-	-
Melbourne[a]	471,997	516,006	101	201	-	-	84,950
Perth[b]	58,838	42,785	148,164	147,308	119,548	141,233	27,754
South East Queensland[c]	344,769	328,329	12,856	11,435	9,627	8,265	17,408
Sydney[d]	528,804	547,033	-	-	35,216	21,412	34,524

Notes:

[a] Melbourne's surface water is sourced from Melbourne Water and Greater Western Water, while its recycled water is sourced from Melbourne Water and the three retailers (Yarra Valley Water, Greater Western Water and South East Water).

[b] Perth's surface water (W1) volume reflects Water Corporation transferring water into surface water storages. In 2023–24, it diverted 136,512 ML from surface water (W1) and returned 77,674 ML. In 2024–25, Water Corporation – Perth diverted 113,912 ML from surface water (W1) and returned 71,127 ML.

[c] South East Queensland's surface water, groundwater and desalinated water are sourced from Seqwater. South East Queensland's recycled water is sourced from Seqwater and the retailers (Urban Utilities, Unitywater, City of Gold Coast, Logan City Council and Redland City).

[d] Sydney's surface water (W1) volume includes water supplied by WaterNSW to Greater Sydney and the volume of water sourced directly by Sydney Water Corporation from surface water.

[e] Following the 2020 NPR Framework Indicator Review, historical data on the volume of recycled water sourced (W26) may not be fully comparable with its 2024–25 data for all service providers. Therefore, only the 2024–25 data is presented for W26.

[f] Total water volumes supplied in each major urban centre were not fully comparable between the two reporting years as a result of significant changes applied to the volume of recycled water sourced (W26). Therefore, total values are not presented in the table.

2.1.2. Average volume of residential water supplied per property – W12

Table 2.3 shows the annual average volume (kL/property) of residential water supplied to customers in each major urban centre. 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).

In contrast to the previous year, which saw an increase in residential water supply for all major urban centres, the 2024–25 residential water supply experienced decreases in Darwin, Perth, South East Queensland and Sydney. The highest increase was in Adelaide (8.2%) driven by hot conditions and increased demands.

For Adelaide and Canberra, the annual average volume of residential water supplied per property was the highest since 2020–21. South East Queensland had a decrease of 2.0% compared to the previous year, after experiencing annual increases for two years since 2021–22. For the second consecutive year, Melbourne reported an increase (5.0%) in the average volume of residential water supply per property compared to 2022–23.

Table 2.3 Average volume of residential water supplied per property (kL/property)

Major urban centre[a]	2020–21	2021–22	2022–23	2023–24	2024–25[d]	Change from 2023–24 (%)
Adelaide	196	195	179	194	210	8.2
Canberra	176	163	159	169	179	5.9
Darwin	360	374	349	389	366	-5.9
Melbourne[bc]	147	146	140	144	147	2.1
Perth	227	228	219	242	237	-2.1
South East Queensland[b]	159	147	149	151	148	-2.0
Sydney	186	178	176	181	180	-0.6

Notes:

[a] The figures exclude bulk service providers because they do not supply to customers.

[b] Melbourne and South East Queensland figures are the weighted averages for their respective retailers in each year (i.e. [W8.3 – Volume of drinking and non–drinking water, excluding recycled water, supplied to residential customers + W20 – Volume of recycled water supplied to residential customers]/C2 – Number of connected residential properties: water supply).

[c] Melbourne figures from the 2021–22 reporting year onward are not comparable with pre-2021–22 reporting years due to the merging of City West Water and Western Water to form Greater Western Water on 1 July 2021. Values displayed in this table pre-2021–22 do not include the service area previously managed by Western Water.

[d] Following the 2020 NPR Framework Indicator Review, from 2024–25, the volume of urban stormwater supplied to residential customers is excluded from the calculation of average volume of residential water supplied per property. A detailed assessment found that this change has minimal impact on historical data and confirmed that historical data remains valid for comparative analysis.

2.2. Finance and pricing

2.2.1. Total typical residential customer bill (drinking water supply and wastewater) – P8

Table 2.4 shows the total typical residential customer bill ($) for water supply and wastewater in each major urban centre. Following the 2020 NPR Framework Indicator Review, P8 has not materially changed, and its historical data remains valid for comparative analysis (Table 1.1).

The sum of total typical residential bill increased by 1.5% from the previous year across all major urban centres. In contrast to the previous year, which saw an increase in total typical residential bill for almost all major urban centres, the 2024–25 combined residential bill experienced decreases in Darwin, Perth and Sydney. The decreases in Darwin and Perth were driven by lower typical residential bill for drinking water supply, despite increases in wastewater charges. In Sydney, both typical residential bills for water supply and wastewater services decreased, resulting in the overall highest decrease (2.5%) among all major urban centres compared to the previous year.

Adelaide reported the highest increase (8.7%) and Melbourne reported the lowest increase (1.5%) from 2023–24. Over the past four years since 2021–22, Melbourne and Darwin have consistently reported the lowest and highest total typical residential bills, respectively.

After experiencing annual declines since 2020–21, the total typical residential bill in Melbourne increased by 1.5% in 2024–25 compared to the previous year. For the second consecutive year, Adelaide and South East Queensland both recorded increases. Adelaide reported a 14.4% increase (from $1,159 in 2022–23 to $1,326 in 2024–25) and South East Queensland reported a

3.5% increase (from $1,625 in 2022–23 to $1,682 in 2024–25). Canberra, Darwin, Perth and Sydney recorded annual decreases from 2020–21 to 2022–23, followed by slight increases in 2023–24, and then further decreases in 2024–25.

Despite all year-to-year changes, total typical residential bills remained below 2020–21 levels in almost all major urban centres, with Melbourne reporting the highest decline of 14.0% (from $1,220 in 2020–21 to $1,049 in 2024–25) and Sydney reporting the lowest decline of 4.6% (from $1,219 in 2020–21 to $1,163 in 2024–25) over the past five years. Adelaide was the only exception, with the total typical residential bill exceeding the 2020–21 level by only 1.1% (from $1,311 in 2020–21 to $1,326 in 2024–25), due to increases in both residential water use and prices.

See Section 4.1 for the typical bills charged by all service providers.

Table 2.4 Total typical residential bill ($)

Major urban centre[a]	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Adelaide	1,311	1,267	1,159	1,220	1,326	8.7
Canberra	1,313	1,244	1,136	1,160	1,222	5.3
Darwin	2,185	2,172	2,030	2,086	2,066	-1.0
Melbourne[bc]	1,220	1,115	1,049	1,033	1,049	1.5
Perth	1,907	1,851	1,750	1,785	1,773	-0.7
South East Queensland[b]	1,793	1,694	1,625	1,653	1,682	1.8
Sydney	1,219	1,173	1,142	1,193	1,163	-2.5

Notes:

[a] The figures exclude bulk service providers as they do not supply to customers.

[b] Melbourne and South East Queensland figures are the weighted average of the retail utilities in that year (i.e. Σ[P3 – Typical residential customer bill: drinking water supply × C2 – Number of connected residential properties: water supply)]/Σ(C2 – Number of connected residential properties: water supply), and Σ[P6 – Typical residential customer bill: wastewater × C6 – Number of connected residential properties: wastewater)]/Σ(C6 – Number of connected residential properties: wastewater)).

[c] Melbourne figures from the 2021–22 reporting year onward are not comparable with pre-2021–22 reporting years due to the merging of City West Water and Western Water to form Greater Western Water on 1 July 2021. Values displayed in this table pre-2021–22 do not include the service area previously managed by Western Water. The service area managed by Western Water pre-2021–22 makes up approximately 3.5% of total connections in the Melbourne urban centre from the 2021–22 reporting year onward.

2.2.2. Total capital expenditure: water supply and wastewater – F16

Table 2.5 shows the combined capital expenditure ($000s) related to the service providers' water and wastewater operations, aggregated by major urban centre. Historical values are adjusted using the consumer price index (CPI) value. Following the 2020 NPR Framework Indicator Review, from 2024–25, F16 has changed to a reported indicator including the corporate capital expenditure for water supply and wastewater services. With minor or no changes observed in the 2024–25 data for F16, its historical data remains valid for comparative analysis (Table 1.1).

Overall, the sum of total capital expenditure for water supply and wastewater services increased by 17.2% from the previous year. All major urban centres, except Melbourne, experienced an increase compared to the previous year. Melbourne experienced a decline (4.6%) from 2023–24 yet still recorded the second-highest total capital expenditure ($1.666 billion) among all major urban centres after Sydney in 2024–25. The decline was driven by a reduction in capital expenditure for water supply. While similar to the previous year, Darwin reported the highest increase (83.8%) from 2023–24 – driven by the Manton Dam return to service and Darwin River Dam pump station projects – it had the second-lowest total capital expenditure ($126,643 thousand) among all major urban centres after Canberra in 2024–25. Sydney recorded the lowest increase of 10.6% from the previous year but continued to report the highest total capital expenditure ($2.534 billion) for the fourth consecutive year since 2021–22.

Despite all year-to-year changes over the past four years, total capital expenditure increased in all major urban centres, remaining above 2021–22 levels, with Darwin recording the highest increase (from $28,620 thousand in 2021–22 to $126,643 thousand in 2024–25), and Canberra the lowest increase (from $76,418 thousand in 2021–22 to $96,050 thousand in 2024–25). Comparison with 2020–21 levels is not valid since Melbourne's data from 2021–22 onward are not comparable with pre-2021–22 reporting years (see notes for Table 2.5).

See Section 4.3 for combined capital expenditure for all service providers.

Table 2.5 Total capital expenditure: water supply and wastewater ($000s)

Major urban centre	2020–21	2021–22	2022–23	2023–24	2024–25[c]	Change from 2023–24 (%)
Adelaide	340,647	288,240	302,289	373,116	581,314	55.8
Canberra	104,082	76,418	77,283	72,278	96,050	32.9
Darwin	24,541	28,620	38,988	68,884	126,643	83.8
Melbourne[ab]	1,300,160	1,267,137	1,439,351	1,746,290	1,665,844	-4.6
Perth	443,101	394,719	427,774	665,412	1,113,643	67.4
South East Queensland[a]	987,654	997,914	1,089,444	1,289,834	1,511,703	17.2
Sydney[a]	1,179,539	1,409,484	1,856,932	2,291,924	2,533,860	10.6

Notes:

[a] Melbourne, South East Queensland and Sydney figures are aggregates for the bulk service provider and their respective retailers.

[b] Melbourne figures from the 2021–22 reporting year onward are not comparable with pre-2021–22 reporting years due to the merging of City West Water and Western Water to form Greater Western Water on 1 July 2021. Values displayed in this table pre-2021–22 do not include the service area previously managed by Western Water.

[c] Following the 2020 NPR Framework Indicator Review, from 2024–25, total capital expenditure for water supply and wastewater services is changed to a reported indicator including the corporate capital expenditures. A detailed assessment found that this change aligns with the reporting requirements for the historical period and confirmed that historical data remains valid for comparative analysis.

2.3. Assets and operations

2.3.1. Average duration of an unplanned interruption: drinking water supply – C15

Table 2.6 shows the average duration (minutes) of unplanned interruptions to drinking water supply in a service provider's operation, aggregated by major urban centre. Following the 2020 NPR Framework Indicator Review, C15 has not materially changed, and its historical data remains valid for comparative analysis (Table 1.1).

Compared to the previous year, all major urban centres, except Canberra and Darwin, reported a decrease in their average duration of unplanned drinking water supply interruptions, with Adelaide reporting the largest decrease of 42.3% and Perth and Sydney reporting the lowest decrease of

0.6% (almost no change compared to the previous year). Canberra and Darwin recorded an increase, with Darwin reporting the largest increase of 61.8% due to repairs of main bursts. Among all major urban centres, Melbourne reported the shortest duration of unplanned drinking water supply interruptions (98 minutes) in 2024–25, and Sydney reported the longest (178 minutes).

For the first time in the past five years, Canberra and Darwin experienced an increase in the average duration of unplanned drinking water supply interruptions. However, both remained below their 2020–21 levels. After only slight year-to-year changes over the past five years, Melbourne returned to its 2020–21 level (98 minutes). For the first time in the past five years, Perth managed to slightly reduce its average duration of unplanned interruptions in drinking water supply from the previous year, although it remained 29 minutes above its 2020–21 level. Similarly, South East Queensland reported a decrease from the previous year while its average duration of unplanned interruptions in drinking water supply remained 23 minutes above its 2020–21 level. Despite year-to-year changes over the past five years, Adelaide and Sydney reported decreases of 16.5% (from 188 minutes in 2020–21 to 157 minutes in 2024–25) and 11.0% (from 200 minutes in 2020–21 to 178 minutes in 2024–25), respectively.

See Section 5.1 for unplanned interruptions to water supply for all service providers.

Table 2.6 Average duration of an unplanned interruption: drinking water supply (minutes)

Major urban centre	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Adelaide	188	181	165	272	157	-42.3
Canberra	147	136	132	118	123	4.2
Darwin	139	102	77	76	123	61.8
Melbourne[a]	98	103	110	110	98	-10.9
Perth	140	141	162	170	169	-0.6
South East Queensland	121	134	132	149	144	-3.4
Sydney	200	192	231	179	178	-0.6

Notes:

[a] Melbourne figures from the 2021–22 reporting year onward are not comparable with pre-2021–22 reporting years due to the merging of City West Water and Western Water to form Greater Western Water on 1 July 2021. Values displayed in this table pre-2021–22 do not include the service area previously managed by Western Water.

2.4. Public health and environment

2.4.1. Total greenhouse gas emissions reported under the NGER scheme – HE_N1

Table 2.7 shows the contribution of the service providers' operations to greenhouse gas emissions (t CO_2 equivalent), aggregated by major urban centre. Following the 2020 NPR Framework Indicator Review, from 2024–25, greenhouse gas emission indicators, including E12, were decommissioned and HE_N1 was introduced as a new indicator to capture the same context, with no historical data collected.

In 2024–25, Melbourne reported the highest total emissions (490,675 t CO_2 equivalent), driven by Melbourne Water Corporation's high emissions as the only bulk water supply in Melbourne. Darwin reported the lowest total emissions (15,217 t CO_2 equivalent).

See Section 6.1 for total greenhouse gas emissions for all service providers.

Table 2.7 Total greenhouse gas emissions reported under the NGER scheme (t CO_2 equivalent)

Major urban centre	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Adelaide[a]	-	-	-	-	-	-
Canberra	-	-	-	-	34,247	-
Darwin	-	-	-	-	15,217	-
Melbourne	-	-	-	-	490,675	-
Perth	-	-	-	-	462,923	-
South East Queensland	-	-	-	-	365,573	-
Sydney	-	-	-	-	292,714	-

Note:

[a] The National Greenhouse and Energy Reporting (NGER) scheme requires reporting only from registered service providers that meet NGER thresholds. Therefore, SA Water Corporation has reported data for corporation's entire service area rather than providing separate reporting for the Adelaide urban centre.

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 WC (Perth)	131 Logan	6	9	159.0	150.7	-5
Large	366 P&W (Darwin)	132 Toowoomba	6	6	189.0	208.7	10
Medium	500 Lower Murray Water	118 South Gippsland Water	8	12	178.8	177.1	-1
Small	971 Mount Barker	7 Snowy Monaro	12	14	187.4	177.5	-5
All size groups except Very small[b]	**971** **Mount Barker**	**7** **Snowy Monaro**	**32**	**41**	**178.0**	**175.4**	**-1**
Very small	2,122 Bourke	21 Elliston	-	-	-	299.6	-

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.

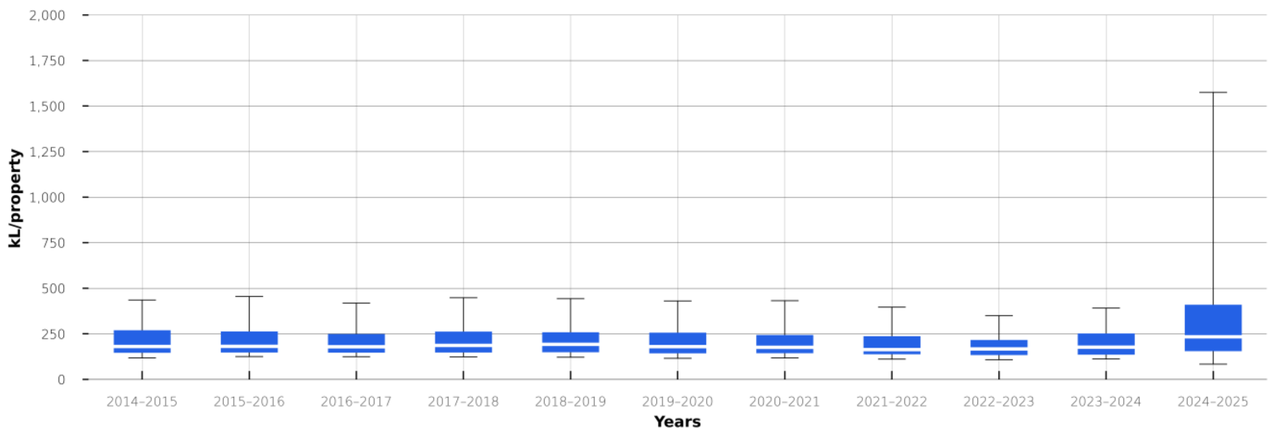


Figure 3.1 Average annual residential water supplied (kL/property)

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.

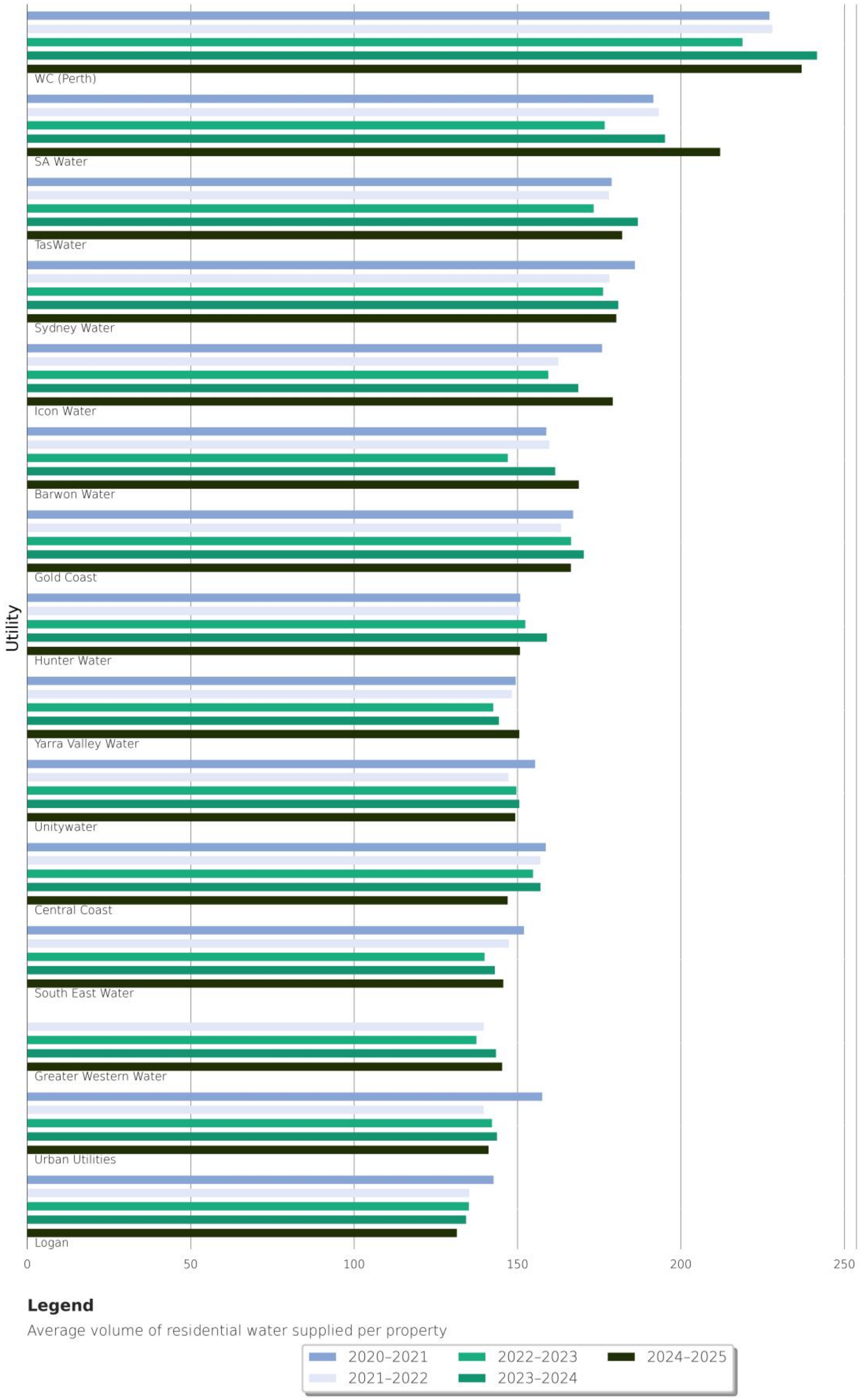


Figure 3.2 Average annual residential water supplied (kL/property) – Major service provider group

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.

4. Finance and pricing

4.1. Typical residential customer bill (drinking water supply and wastewater) – P8

The typical residential customer bill ($) for water supply and wastewater (P8) is the sum of fixed charges and volumetric-usage charges for water and sewage billed to a residential customer. The typical residential customer bill is based on each service provider's average annual volume of residential water supplied (W12) and its pricing structure (FP_N1). Prices are set by government or, in some jurisdictions, by a regulator, council or utility.

Water bills are influenced by a number of factors, including:

- size of the service provider's customer base
- geographical location
- distribution of the customer base
- local topography
- climate
- available sources of water
- government policy and legislation.

The mix of fixed and usage charges, and the level of water consumption, affect the typical residential customer bill.

When drawing comparisons between service providers, it is important to note that changes in a typical bill may result from both changes to average consumption and changes to the price of water. Historically, residential water bill pricing models have varied across the nation. Most service providers now have a water supply pricing model based on a 2-part structure: a fixed component and a component based on volumetric usage. Charters Towers Regional Council, Townsville City Council and Whitsunday Regional Council remain exceptions as ratepayers have a choice between a fixed allocation with an excess consumption charge and a 2-part structure.[10]

Unlike residential water supply pricing, most service providers have a fixed price model for wastewater services. The exceptions are Central Coast Council and Unitywater. These service providers have both a fixed and volumetric component in their wastewater charges.

Following the 2020 NPR Framework Indicator Review, from 2024–25, P8 has not materially changed, and its historical data remains valid for comparative analysis (Table 1.1).

Billing data is indexed using the consumer price index (CPI) value to facilitate comparison in real terms.

Typical residential customer bill (P8) data for all service providers reporting in 2024–25 is presented in Table A3, Appendix A.

4.1.1. Key findings

Table 4.1 shows a summary of the median typical residential customer bills by service provider size group. The range and median values are compared only across the Major, Medium, Large and

[10] Water Billing Options and Water Tariff Calculator | Whitsunday Regional Council

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.

Table 4.1 Overview of results: Typical residential customer bill (drinking water supply and wastewater) ($)

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	1,918.3 Gold Coast	1,027.2 South East Water	10	5	1,265.0	1,324.4	4.7
Large	2,065.9 P&W (Darwin)	1,017.5 Goulburn Valley Water	10	2	1,553.4	1,677.4	7.9
Medium	2,258.0 Eurobodalla	1,142.0 Lower Murray Water	14	6	1,674.7	1,688.0	0.8
Small	2,603.2 Central Highlands	1,362.5 Westernport Water	13	11	1,955.6	1,942.8	-0.7
All size groups except Very small[b]	**2,603.2** **Central Highlands**	**1,017.5** **Goulburn Valley Water**	**47**	**24**	**1,633.2**	**1,641.0**	**0.5**
Very small	3,920.7 Balranald	181.0 Cent. Darling	-	-	-	1,877.0	-

Notes:

[a] The median typical residential bill in each year is calculated using data from all active service providers supplying both water and wastewater services in that 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.

Across the Major, Large, Medium and Small service providers, the median typical residential bill for water and wastewater services was very similar to the previous year, increasing by less than $10 from 2023–24. Two thirds of these service providers reported a modest increase in their typical residential bill from 2023–24 (47 out of 71 reporting service providers). Overall, the water and wastewater service providers in the Large size group reported the highest increase of 7.9% from the 2023–24 median bill with the Major and Medium size groups also reporting an increase. The median residential bill slightly decreased for the Small size group.

Excluding the providers in the Very small size group, the highest typical residential bill for water and wastewater services was reported by Central Highlands Regional Council (Queensland) in the Small size group ($2,603.2). The New South Wales service providers of Shoalhaven City Council in the Large size group and Dubbo Regional Council in the Medium size group reported the highest increase from 2023–24 of close to 14.5%. Coffs Harbour City Council (New South Wales) within the Medium size group reported the largest decrease of 27.9%. Close to 70% of service providers reported changes in the typical bill of less than 5%.

The inclusion of Very small service providers widened the range of typical residential bills for water and wastewater services. Their median typical residential bill was about 14.4% higher than the median bill in other size groups, with a few providers reporting significantly higher bills than those in other groups, including Balranald Shire Council (New South Wales) that reported the highest at $3,920.7 driven by its high drinking water-supply bills. Also, eight service providers reported typical bills of below $1,000.

Figure 4.1 shows a box-and-whisker plot of typical residential customer bills for all service providers reporting data in a given year (including Very small service providers). The national median bill for all size groups increased by 7.6% from the median bill in 2023–24, representing the third highest national median typical residential bill since 2014–15. With the inclusion of Very small service providers in 2024–25, the difference between the highest and lowest typical residential bill (the distribution range in Figure 4.1) was significantly larger than in previous years.

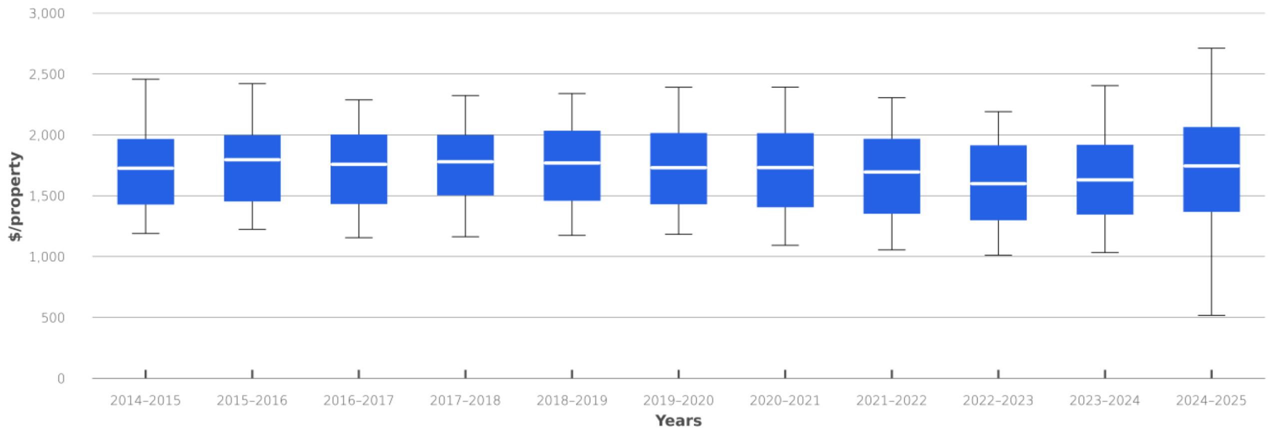


Figure 4.1 Typical residential customer bill (drinking water supply and wastewater) ($), 2014–15 to 2024–25

4.1.2. Results and analysis – Major size group

Figure 4.2 presents a ranked breakdown of the typical residential customer bill for the Major size group. The figure shows the drinking water (P3) and wastewater (P6) components of the bill for active service providers that have reported their information in 2024–25.

The typical residential bill increased from 2023–24 for two-thirds of the service providers in the Major size group, with the other five service providers reporting decreases of less than 5%. Compared to the previous year, 10 of the Major service providers reported increases in typical residential bills for drinking water supply and 11 reported increases for wastewater services.

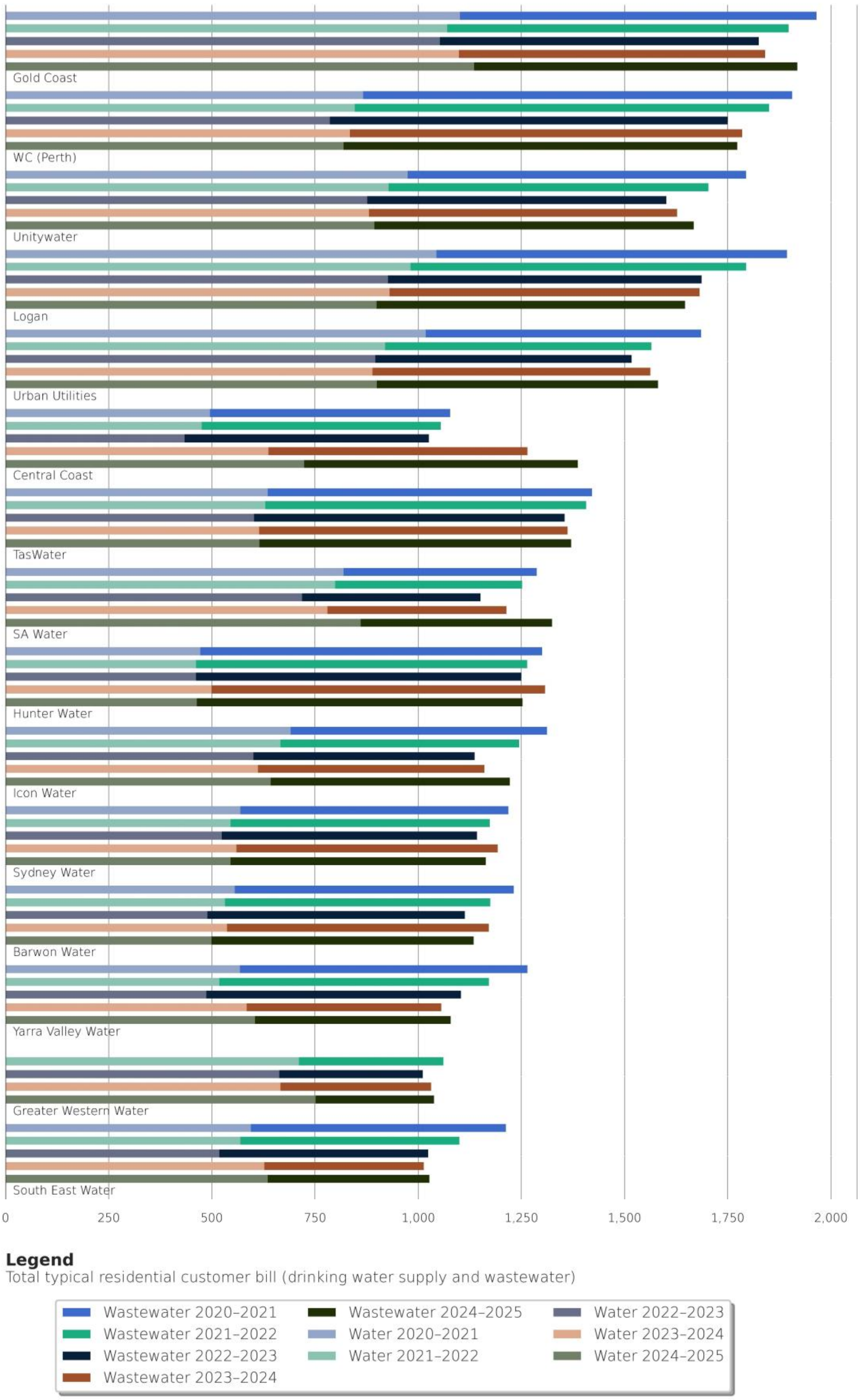


Figure 4.2 Typical residential customer bill (drinking water supply and wastewater) ($) – Major size group

The largest proportional change in the typical residential bill from 2023–24 was an increase of 9.6% for Central Coast Council (New South Wales), in line with the council's four-year plan for increasing pricing to improve service quality for customers[11]. South Australian Water Corporation (South Australia) and Icon Water Limited (Australian Capital Territory) were the only other Major service providers to report an increase over 5%. Proportionally, the largest decrease in the typical residential bill was 4.2% (Hunter Water Corporation in New South Wales). Greater Western Water (Victoria) had a significant reduction (21.4%) in the typical bill for wastewater services and a corresponding increase in the typical bill for drinking water supply (12.8%) due to the replacement of sewer disposal charges with a combined water usage charge since 2024–25[12].

The City of Gold Coast (Queensland) reported the highest typical residential bill ($1,918.3) in the Major size group and had the highest drinking water supply component ($1,135.3). Water Corporation – Perth (Western Australia) reported the second-highest typical residential bill ($1,773.0) with the highest wastewater component ($953.7). Unitywater (Queensland) joined the top three service providers with the highest bills, replaced Logan City Council (Queensland) from the previous year (Table A3 in Appendix A).

The metropolitan Melbourne service providers of South East Water Corporation, Greater Western Water and Yarra Valley Water Corporation remained the Major service providers with the lowest typical residential bills, at $1,027.2, $1,038.2 and $1,078.7, respectively.

4.2. Total annual residential customer bill based on 200 kL per annum – P7

The annual residential customer bill ($) based on 200 kL for water and wastewater services (P7) is the sum of the annual bill for the supply of 200 kL of water (P2) and the annual bill for the provision of wastewater services for a residential customer using 200 kL of water (P5).

While the typical residential customer bill (P8) is the best guide to determining the impact of pricing on customers, the annual customer bill based on 200 kL aids comparisons between service providers. Adopting a consistent basis of 200 kL for the bill partially normalises the data, correcting for differences in the volumes of water supplied and providing insight into price variations.

Following the 2020 NPR Framework Indicator Review, from 2024–25, P7 has not materially changed, and its historical data remains valid for comparative analysis (Table 1.1).

Billing data is indexed using the consumer price index (CPI) value to facilitate comparison in real terms.

The annual residential customer bill based on 200 kL (water supply and wastewater) data for related service providers is shown in Table A4, Appendix A.

4.2.1. Key findings

Table 4.2 presents a summary of the median 200 kL/annum residential customer bill data 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

[11] https://www.centralcoast.nsw.gov.au/sites/default/files/2025-04/Media-Release-Central-Coast-Council-Water-prices-will-increase-from-1-July-2022-24-May-2022.PDF

[12] https://www.esc.vic.gov.au/water/water-prices-tariffs-and-special-drainage/water-price-reviews/water-price-review-2024/greater-western-water-price-review-2024#toc-key-facts-from-our-final-decision

providers are excluded from these comparisons as no historical data is yet available for this size group.

Table 4.2 Overview of results: Total annual residential customer bill based on 200 kL per annum: water supply and wastewater ($)

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	2,086.0 Gold Coast	1,219.5 Sydney Water	12	3	1,378.1	1,392.5	1
Large	2,044.9 Redland City	921.4 Goulburn Valley Water	11	1	1,549.8	1,687.0	9
Medium	2,340.0 Eurobodalla	917.5 Lower Murray Water	16	4	1,644.6	1,732.8	5
Small	2,667.0 Kempsey	1,485.9 Orange	21	2	1,908.5	1,957.0	3
All size groups except Very small[b]	**2,667.0** **Kempsey**	**1,485.9** **Orange**	**60**	**10**	**1,675.0**	**1,703.0**	**2**
Very small	3,446.0 Tenterfield	181.0 Cent. Darling	-	-	-	1,789.0	-

Notes:

[a] The median 200 kL residential bill in each year is calculated using data from all active service providers supplying both water and wastewater services in that 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.

Out of the 70 service providers in the Major, Large, Medium and Small size groups, 60 reported an increase in the annual residential bill based on 200 kL/annum, with the overall median bill (excluding the Very small size group) rising by 2%. The Large size group had the largest increase (9%) in the median annual residential bill based on 200 kL/annum, with all service providers in this size group except Toowoomba Regional Council (Queensland) reporting an increase.

Among all reporting service providers (except the Very small ones), Kempsey Shire Council (New South Wales) in the Small size group had the highest normalised combined annual residential bill for the year at $2,667.0. Shoalhaven City Council (New South Wales) in the Large size group had the largest increase of 16.5% from 2023–24. Orange City Council (New South Wales) in the Small size group reported the lowest combined annual residential bills based on 200 kL/annum at $1,485.9. It also recorded the largest decrease of 26.0% from 2023–24 among all reporting service providers.

The median residential bill based on 200 kL/annum for the Very small size group was almost the same as the median bill in other size groups. Tenterfield Shire Council (New South Wales) reported the highest annual residential bill based on 200 kL/annum of $3,446.0, the only service provider with the annual residential bill based on 200 kL/annum above $3,000 in 2024–25. Central

Darling Shire Council (New South Wales) reported the lowest normalised typical bills of $181.0, with four additional service providers reporting normalised typical bills of below $1,000 in 2024–25.

4.2.2. Results and analysis – Major size group

Figure 4.3 shows a ranked breakdown of the total annual residential customer bill based on 200 kL/annum for the active service providers within the Major size group that have reported their information in 2024–25.

Almost half of service providers in the Major size group experienced lower than a 2% change in the combined water and wastewater annual residential bill based on 200 kL/annum in 2024–25. After reporting the largest rise (20.4%) in 2023–24, Central Coast Council (New South Wales) had an overall increase of 3.7% in the normalised bill, driven by a 14.2% increase in the normalised drinking water supply bill, while wastewater component decreased by 7.3%. South Australian Water Corporation (South Australia) and Icon Water Limited (Australian Capital Territory) also had slightly higher increases of 4.6% in their annual residential customer bill based on 200 kL/annum, with the City of Gold Coast (Queensland) reporting the highest rise of 5.1%, driven by increases in both normalised drinking water supply and wastewater bills.

The City of Gold Coast (Queensland) reported the highest combined annual residential bill based on 200 kL/annum at $2,086.0, with two other Queensland service providers, Logan City Council and Unitywater, making up the top three, largely due to higher drinking water supply bills. Water Corporation – Perth (Western Australia) had the highest annual wastewater service bills based on 200 kL/annum compared with other Major service providers in 2024–25.

While Hunter Water Corporation and Sydney Water Corporation, both in New South Wales, reported high increases in 2023–24 relative to most other Major service providers, they experienced the largest decreases in 2024–25 (2.4% and 2.7% respectively) in the combined water and wastewater annual residential bill based on 200 kL/annum. Consequently, Sydney Water Corporation (New South Wales) had the lowest normalised bill for 2024–25 at $1,219.5.

As noted in section 4.1.2, Greater Western Water (Victoria) had a significant reduction in the wastewater bill and a corresponding increase in the drinking water supply bill as a result of the replacement of sewer disposal charges with a combined water usage charge since 2024–25[13]. However, there was only 0.1% increase in its normalised combined bill.

[13] https://www.esc.vic.gov.au/water/water-prices-tariffs-and-special-drainage/water-price-reviews/water-price-review-2024/greater-western-water-price-review-2024#toc-key-facts-from-our-final-decision

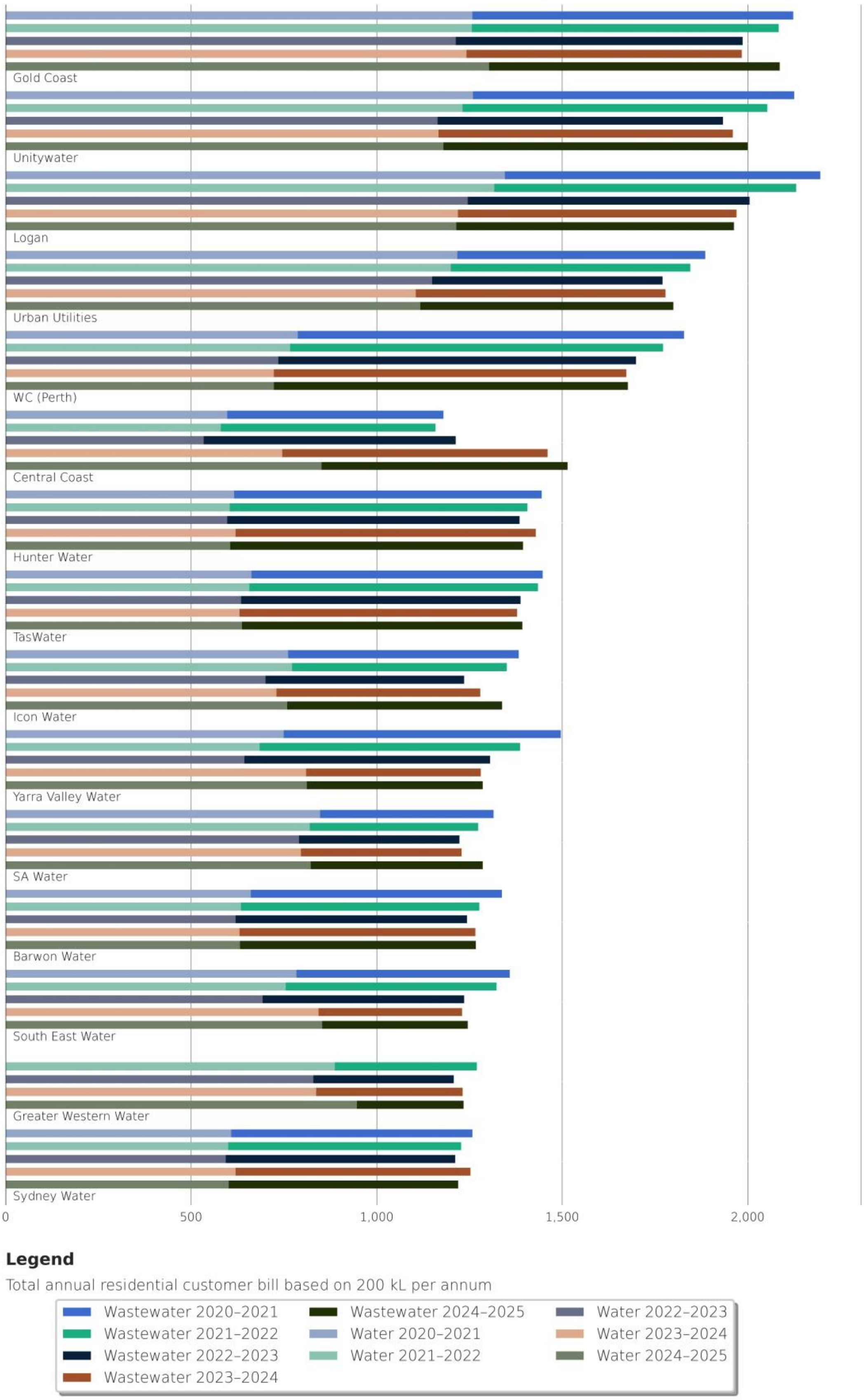


Figure 4.3 Total annual customer bill based on 200 kL: water supply and wastewater ($) – Major size group.

4.3. Total capital expenditure: water supply and wastewater – F16

Total capital expenditure ($000s) on water supply and wastewater (F16) provides a measure of the total level of capital investment by each service provider and the size of the service provider and its capital responsibilities. Capital expenditure programs often affect operational expenditure. They are influenced by several factors, including the:

- age of a service provider's infrastructure
- stage of each asset's lifecycle
- time and duration of a project.

Following the 2020 NPR Framework Indicator Review, from 2024–25, F16 has changed to a reported indicator including the corporate capital expenditure for water supply and wastewater services. With minor or no changes observed in the 2024–25 data for F16, its historical data remains valid for comparative analysis (Table 1.1).

Capital expenditure data is indexed using the consumer price index (CPI) value to facilitate comparison in real terms.

Total capital expenditure for water supply and wastewater data for all service providers reporting in 2024–25 is shown in Table A5, Appendix A.

4.3.1. Key findings

Table 4.3 Table 4.3shows a summary of total capital expenditure for water and wastewater 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. Figure 4.4 shows the change trend in the total capital expenditure for water supply and wastewater services since 2016–17 for all reporting service providers including the Very small ones.

In real terms, total capital expenditure rose by 19% to over $9.0 billion compared to 2023–24 across Major, Large, Medium and Small size groups. This was a similar increase to the previous two years, reflecting the progression and expansion of capital programs as well as higher project costs. Out of the 68 reporting service providers in 2024–25, 41 reported an increase in capital spending. As in previous years, among Major, Large, Medium and Small service providers, Sydney Water Corporation (New South Wales) had the highest total capital expenditure in 2024–25 (~$2.43 billion). The Large size group had the highest proportional rise in capital expenditure (48%), with some water supply security projects in Northern Australia contributing to the increase[14,15,16,17]. The Medium size group was the only group to report an overall decrease of 9% in capital spending from 2023–24.

The total capital expenditure for the Very small size group was much lower than the total capital expenditure in other size groups. Bellingen Shire Council (New South Wales) reported the highest total capital expenditure of close to $30.5 million in 2024–25. Several Very small service providers

[14] Cairns Water Security Stage 1 Project | Cairns Regional Council
[15] An update on the Haughton Pipeline project - Townsville City Council
[16] Another milestone towards securing the Darwin region's future water supply | Power and Water Corporation
[17] Toowoomba Council completes long-term water security upgrades - Utility Magazine

reported total capital expenditure of $0, and nine service providers (excluding the ones reported $0 capital expenditures) reported total capital expenditure of below $100 thousand in 2024–25.

Table 4.3 Overview of results: Total capital expenditure: water and wastewater ($000s)

Service provider size group	Range		No. service providers with increase/decrease from 2023–24		Total[a]		Change in total from 2023–24 (%)
	High	Low	Increase	Decrease	2023–24	2024–25	
Major	2,432,605.0 Sydney Water	96,050.0 Icon Water	12	2	6,240,576.0	7,384,098.7	18
Large	172,201.0 Cairns	13,178.2 Redland City	8	4	614,776	910,683	48
Medium	64,502.5 Fitzroy River Water	4,714.0 Albury	9	10	521,088.0	474,315.7	-9
Small	20,653.0 WC (Albany)	2,740.0 Essential Energy	12	11	207,233.0	234,081.3	13
All size groups except Very small[b]	**2,432,605.0 Sydney Water**	**2,740.0 Essential Energy**	**41**	**27**	7,583,673	9,003,181	19
Very small	30,522 Bellingen	0.0 Multiple utilities	-	-	-	301,217.4	-

Notes:

[a] Total capital expenditure for water and wastewater services in each year is calculated using data from all active service providers reporting against the F16 indicator in both years. Total value for the Very Small size group is calculated using data for all active service providers reporting in the current 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.

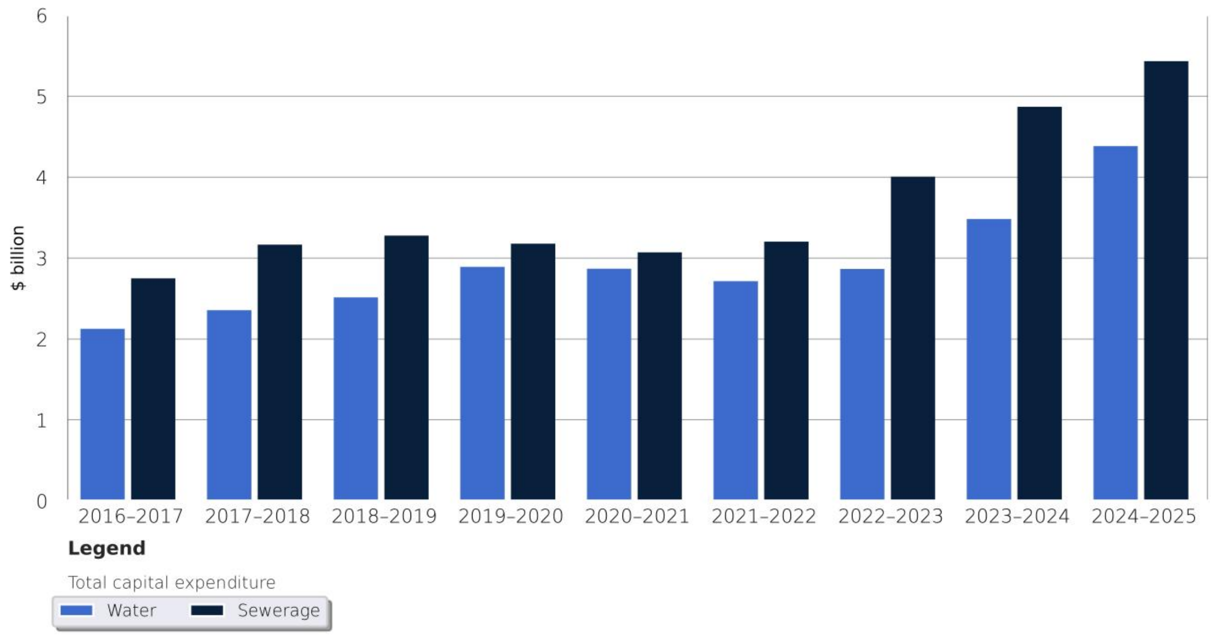


Figure 4.4 Total capital expenditure: water supply and wastewater ($ billion) for all active service providers reported in each year (excluding bulk service providers)

4.3.2. Results and analysis – Major size group

In the Major size group, an increase in total capital expenditure across water and wastewater operations was reported by 12 out of 14 reporting service providers in 2024–25, resulting in a total increase of 18% (~$1.14 billion) from 2023–24. Only Unitywater (Queensland) and Greater Western Water (Victoria) reported small decreases of less than 9% in spending from 2023–24, the latter due to changes in project schedule and phasing. Central Coast Council (New South Wales) did not report its total capital expenditure this year.

The City of Gold Coast (Queensland) and Water Corporation – Perth (Western Australia) reported the highest increases (over 65%) in total capital expenditure from the previous year. Sydney Water Corporation (New South Wales) had the highest total capital expenditure in 2024–25 (~$2.43 billion) driven by its substantially high spending on wastewater projects, while Water Corporation – Perth (Western Australia) had the highest capital expenditure relating to water supply among all Major service providers.

4.4. Capital expenditure per property: water supply (F28) and wastewater (F29)

Capital expenditure ($/property) on water supply (F28) and wastewater (F29), on a per connected property basis, provides a measure of capital investment by each service provider relative to its customer base. The normalisation on a per connected property basis facilitates a comparison between service providers.

Following the 2020 NPR Framework Indicator Review, from 2024–25, the corporate capital expenditure is excluded from F28 and F29. With minor or no changes observed in the 2024–25 data for these indicators, their historical data remains valid for comparative analysis (Table 1.1).

Capital expenditure data is indexed using the consumer price index (CPI) value to facilitate comparison in real terms.

Capital expenditure data per connected property for water and wastewater services, for all service providers reporting in 2024–25, is shown in Table A6 and Table A7, Appendix A.

4.4.1. Key findings

Table 4.4 shows a summary of the median capital expenditure of service providers for water supply. 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.

Across the Major, Large, Medium and Small size groups, the median capital expenditure for water supply per property increased by 3% in 2024–25. The Major and Medium size groups had an increase of close to 20% in the median capital expenditure for water supply per property. Of the 67 service providers reported in 2024–25, a little over half (37) reported an increase in their water supply capital expenditure per property.

Compared to the previous year, Snowy Monaro Regional Council (New South Wales) in the Small size group had the largest increase in capital expenditure per property for water supply (from $80.0 per property in 2023–24 to $952.8 per property in 2024–25), likely due to new projects for upgrading existing infrastructures. Essential Energy (New South Wales) also in the Small size group had the largest decrease (from $207.0 per property in 2023–24 to $2.3 per property in 2024–25), likely due to the completion of projects in previous years leading to no new expenses in 2024–25. Mount Barker District Council (South Australia) in the Small size group had the highest capital expenditure per property for water supply ($18,421 per property) with significant investments to expand the municipality's recycled water network to supply non–residential customers. It should also be noted that this service provider serves a relatively small number of customers compared with other service providers, which can make its capital expenditure per property for water supply appear disproportionately high.

The median capital water supply expenditure per property for the Very small size group was only 0.8% lower than the median capital expenditure per property for water supply in other size groups. Diamantina Shire Council (Queensland) had the highest capital expenditure for water supply per property ($8,409.5 per property). Several Very small service providers reported capital expenditure per property for water supply of $0, and 18 service providers (excluding the ones reported $0 capital expenditure) reported capital water supply expenditure per property of below $100 in 2024–25.

Table 4.4 Overview of results: Capital expenditure per property: water supply ($/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	758.2 WC (Perth)	126.9 South East Water	12	3	227.5	270.4	19
Large	1,974.3 Cairns	13.9 Redland City	6	6	374.0	379.5	1
Medium	1,958.4 Eurobodalla	57.5 Coffs Harbour	8	9	277.8	330.5	19
Small	18,421.1 Mount Barker	0.0 Alexandrina	11	12	281.0	298.9	6
All size groups except Very small[b]	**18,421.1** **Mount Barker**	**0.0** **Alexandrina**	**37**	**30**	**293.0**	**300.5**	**3**
Very small	8,409.5 Diamantina	0.0 Multiple utilities	-	-	-	298.0	-

Notes:

[a] Median capital expenditure per property: water supply ($/property) for each year is calculated using data from service providers providing both water and wastewater services that reported against F28 in that 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.

Table 4.5 shows a summary of the median capital expenditure of service providers providing wastewater services, 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.

Across the Major, Large, Medium and Small size groups, the median capital expenditure per property on wastewater services decreased by 9% in 2024–25. Increases in the median compared to the previous year were reported by the Major, Medium and Small service providers. Essential Energy (New South Wales) from the Small size group had the highest increase in capital expenditure per property on wastewater services ($38.9 per property in 2023–24 to $283.1 per property in 2024–25), followed by Snowy Monaro Regional Council (New South Wales) from the same size group ($57.7 per property in 2023–24 to $321.0 per property in 2024–25). Around one-third of Small service providers reported significant increases of over 100%. Among all size groups (excluding the Very small size group), the highest capital expenditure per property for wastewater services was reported by Wingecarribee Shire Council (New South Wales) in the Medium size group ($1,994.7 per property), which was close to double the highest in previous years, associated with two sewerage treatment plant upgrades[18]. Water Corporation–Australind-Eaton (Western Australia) in the Small size group reported the lowest capital expenditure per property for wastewater services ($19.1 per property) in 2024–25.

[18] Operational_Plan_And_Budget_2024-25-compressed.pdf

Table 4.5 Overview of results: Capital expenditure per property: wastewater ($/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	1,272.9 TasWater	211.6 Icon Water	12	3	386.2	438.0	13
Large	1,136.7 North East Water	118.5 P&W (Darwin)	8	4	308.0	268.9	-13
Medium	1,994.7 Wingecarribee	74.2 Lower Murray Water	8	10	357.7	385.3	8
Small	1,188.1 Mount Barker	19.1 WC (Australind/ Eaton)	14	9	230.0	282.0	23
All size groups except Very small[b]	**1,994.7** **Wingecarribee**	**19.1** **WC (Australind/ Eaton)**	**42**	**26**	**337.0**	**307.1**	**-9**
Very small	5,876.5 Bellingen	0.0 Multiple utilities	-	-	-	158.1	-

Notes:

[a] Median capital expenditure per property: wastewater ($/property) in each year is calculated using data from all active service providers providing both water and wastewater services that reported against F29 in that 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.

The median capital expenditure per property on wastewater services for the Very small size group was about 48.5% lower than that in other size groups. In the Very small size group, Bellingen Shire Council (New South Wales) had the highest capital expenditure per property on wastewater services at $5,876.5 per property, while several service providers in this size group reported no wastewater capital expenditure per property in 2024–25, and 35 service providers (excluding the ones reported $0 capital expenditure) reported capital expenditure per property for wastewater services of below $100.

4.4.2. Results and analysis – Major size group

Figure 4.5 shows a ranked breakdown of capital expenditure on a per connected property basis for the Major size group. The figure shows the water supply (F28) and wastewater (F29) components of the total expenditure and reinforces the year-to-year variation.

There is typically volatility in capital expenditure due to the phasing of major projects. Out of the 15 service providers in the Major size group, 12 reported increases in capital expenditure per property for both water and wastewater services, although those service providers were not necessarily the same across the two services. For the second consecutive year, TasWater (Tasmania) had the highest combined water supply and wastewater capital expenditure per property in 2024–25. This was driven by a substantial increase in spending on wastewater infrastructure upgrades. The City of Gold Coast (Queensland) reported the highest relative increase in both water supply and wastewater capital expenditure per property in 2024–25 to upgrade services for the rapid population growth in the area[19].

Compared to the previous year, only Greater Western Water (Victoria) and Unitywater (Queensland) reported a decrease in the combined capital expenditure per property for water supply and wastewater services. These declines were associated with the phasing of works and were largely driven by 20.7% and 30.3% decreases in water supply expenditure per property, respectively. South East Water Corporation (Victoria) reported the lowest combined expenditure of all Major service providers in 2024–25.

[19] Gold Coast to invest $600M in sewage treatment plant upgrades - Utility Magazine

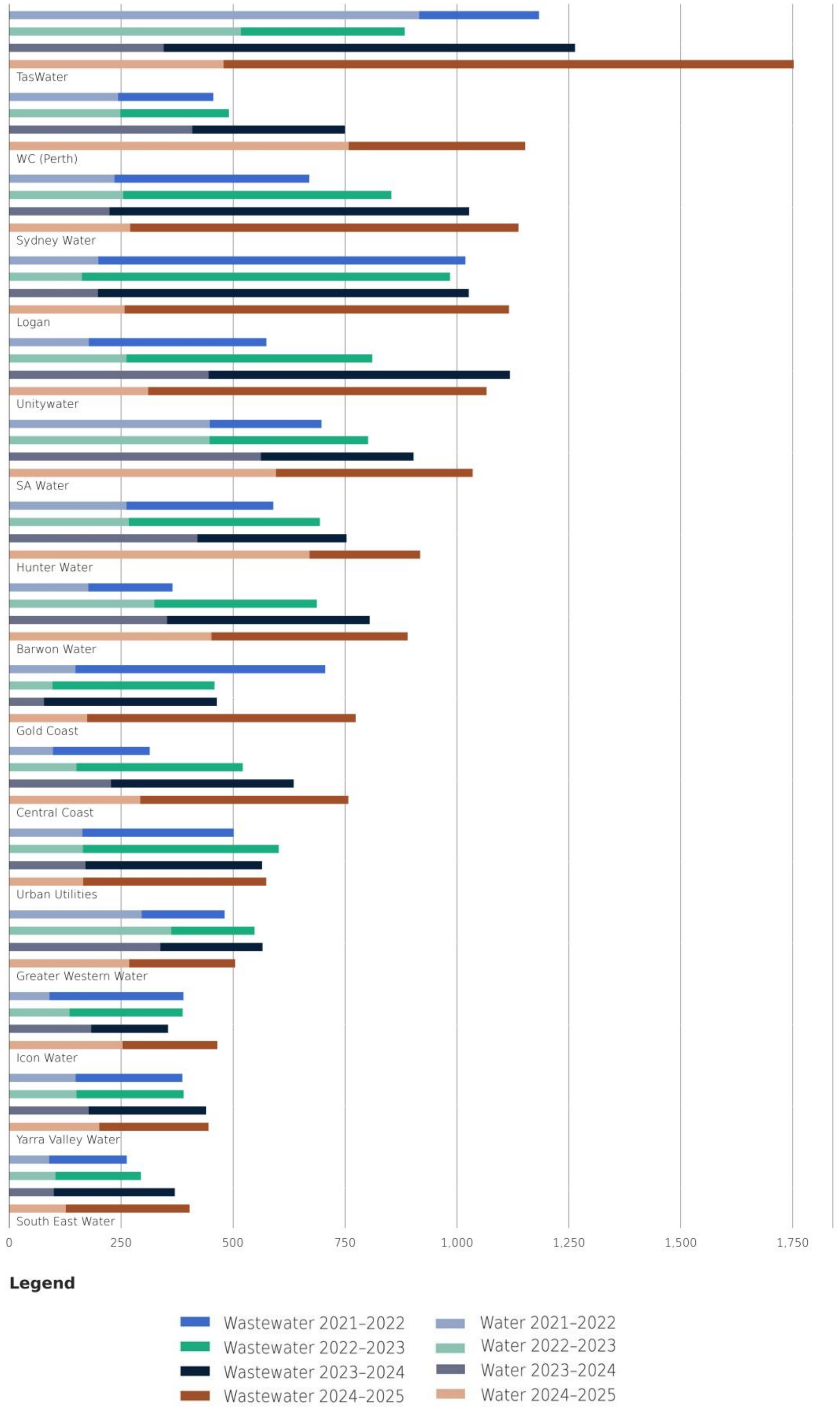


Figure 4.5 Capital expenditure per property: water supply and wastewater ($/property) – Major size group

4.5. Community service obligations ratio – F8

Revenue from community service obligations (CSOs) as a percentage of a service provider's total income (F8) is a measure of the extent to which activities undertaken by a service provider are subsidised.

Payments for CSOs (F25) to a service provider by a state or territory government are made when a service provider is directed to undertake activities that they would not perform on a solely commercial basis. CSOs in the water sector may be provided to:

- allow reductions on bills to certain disadvantaged customer groups (for example, pensioners)
- allow service providers to charge common tariffs across all geographical regions despite cost differences
- ensure the delivery of government policy (for example, by administering rebates)
- allow service providers to provide services to high-cost areas where full cost recovery would otherwise result in unaffordable bills.

Following the 2020 NPR Framework Indicator Review, from 2024–25, the income from recycling water and stormwater harvesting for supply is included in the total income for service providers. F8 is calculated as a ratio of the community service obligations to the total income. With minor or no changes observed in the 2024–25 data for F8, its historical data remains valid for comparative analysis (Table 1.1).

CSO data for all service providers reporting in 2024–25 is presented in Table A8, Appendix A.

4.5.1. Key findings

Table 4.6 shows a summary of the revenue from CSOs, by service provider size group. Very small service providers were not required to report data to this indicator for the 2024–25 reporting year.

In 2024–25, just over half of the service providers reporting this indicator had increases in the revenue received from CSOs relative to total income (29 out of 53). Nationally, there was a 3% increase in the median revenue from CSOs compared to 2023–24. Goulburn Valley Region Water Corporation (Victoria) in the Large size group reported the highest ratio of CSOs to total income in 2024–25.

4.5.2. Results and analysis – Major size group

In 2024–25, the Major size group reported an increase of 86% in the median CSO payments relative to total service provider income, while only four of 4 service providers in this size group reported an increase.

As in previous years, SA Water Corporation (South Australia) continued to report the highest proportion of revenue from CSOs (of 9.1% in 2024–25), despite having the largest decrease (12.1%) from 2023–24. For this service provider, CSO payments are used to subsidise non–profitable water services, to provide water services in country areas at metropolitan water prices.

Greater Western Water (Victoria) had the largest increase (28.2%) in CSO revenue relative to total income, representing an absolute increase of 0.58% in the ratio from 2023–24. Similar to the previous year, the Queensland service provider of City of Gold Coast reported zero CSO payments this year. The Central Coast Council (New South Wales) did not report against this indicator in 2024–25.

Table 4.6 Overview of results: Community service obligations ratio

Service provider size group[b]	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	0.0912 SA Water	0 Gold Coast	4	6	0.0220	0.0409	86
Large	0.1197 Goulburn Valley Water	-0.0906 WC (Mandurah)	5	7	0.0165	0.0128	-22
Medium	0.0651 GWMWater	0.0024 Mackay	10	6	0.0089	0.0115	29
Small	0.0380 Westernport Water	-0.6154 WC (Geraldton)	10	5	0.0061	0.0049	-20
All size groups (national)	**0.1197** **Goulburn Valley Water**	**-0.6154** **WC (Geraldton)**	**29**	**24**	**0.0096**	**0.0098**	**3**

Notes:

[a] Median revenue from community service obligations (%) for each year is calculated using data from all service providers providing both water and wastewater services and reporting data in that year. In Western Australia, some regional schemes recover adequate revenue to cover the cost of service of the scheme, including the community service obligations, and these schemes partially offset the net loss of other regional services. When reported independently, these schemes will show a negative operating subsidy.

[b] Very small service providers (serving less than 10,000 connected properties) were not required to report data of community service obligations for the 2024–25 reporting year.

5. Assets and operations

5.1. Average duration of an unplanned interruption: drinking water supply – C15

The average duration (minutes) of an unplanned interruption (C15) is the average time a customer is without water supply due to an unforeseen interruption that requires attention by the service provider.

Unplanned interruptions include scheduled interruptions that exceed the time limit given in the original notification. The indicator is a measure of customer service, the condition of the water network and how effectively the network is managed.

The average duration is influenced by the:

- scale of the event causing the interruption
- location of the interruption (for example, the proximity to a repair crew and the depth of the burst pipe)
- service provider's response policy for outlying areas
- number of maintenance and repair staff at the service provider's disposal.

Note that a single event affecting a small number of properties for a long duration can cause large annual variations in this indicator, especially for smaller service providers.

Following the 2020 NPR Framework Indicator Review, from 2024–25, C15 has not materially changed, and its historical data remains valid for comparative analysis (Table 1.1). Very small service providers that were added the NPR Framework, were not required to report on this indicator for the 2024–25 reporting year.

Data on the average duration of an unplanned interruption (water supply) for all active service providers reporting in 2024–25 is presented in Table A9, Appendix A.

5.1.1. Key findings

Table 5.1 shows a summary of average duration of unplanned interruptions by service provider size group. Very small service providers were not required to report data to this indicator for the 2024–25 reporting year. The median average duration of unplanned interruptions increased by 0.2% from 118.1 minutes in 2023–24 to 118.3 minutes in 2024–25 on the national scale. Almost half of the service providers (30 out of 61 reporting service providers) reported an increase in the average duration of unplanned interruptions in 2024–25. Four service providers in New South Wales (Queanbeyan–Palerang Regional Council, Port Macquarie Hastings Council, Clarence Valley Council and Dubbo Regional Council) within the Medium size group and one service provider in Queensland (Central Highlands Regional Council) within the Small size group reported no change from the previous year.

Tweed Shire Council (New South Wales) in the Medium size group reported the longest duration of an unplanned interruption in drinking water supply (265.0 minutes) and Livingstone Shire Council (Queensland) in the Small size group reported the shortest duration (18.1 minutes). Busselton Water (Western Australia) in the Small size group had the largest decrease from the previous year (73.2%, from 161.3 minutes in 2023–24 to 43.2 minutes in 2024–25). Armidale Regional Council

(New South Wales) in the Small size group reported the largest increase (from 16.0 minutes in 2023–24 to 116.0 minutes in 2024–25). It should be noted that the consistency of data reported by this service provider varies depending on the methodology applied. Gladstone Regional Council (Queensland) in the Medium size group also reported the second-largest increase (from 24.4 minutes in 2023–24 to 83.4 minutes in 2024–25)

Table 5.1 Overview of results: Average duration of an unplanned interruption: drinking water supply (minutes)

Service provider size group[b]	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	206.0 SA Water	80.0 Yarra Valley Water	3	11	138.7	134.2	-3.2
Large	257.7 Redland City	45.0 Cairns	11	1	102.5	119.8	16.9
Medium	265.0 Tweed	20.0 MidCoast Council	8	8	101.0	90.0	-10.9
Small	240.7 Whitsunday	18.1 Livingstone	8	11	120.5	114.0	-5.4
All size groups (national)	**265.0** **Tweed**	**18.1** **Livingstone**	**30**	**31**	**118.1**	**118.3**	**0.2**

Notes:

[a] Median average duration of an unplanned interruption: water (minutes) for each year is calculated for all active service providers that reported data for C15 in that year.

[b] Very small service providers (serving less than 10,000 connected properties) were not required to report data of average duration of an unplanned interruption for drinking water supply for the 2024–25 reporting year.

5.1.2. Results and analysis – Major size group

Figure 5.1 shows a ranked breakdown of the average duration of an unplanned interruption for the Major size group from 2020–21 to 2024–25. The figure highlights the large year-to-year variation in the indicator for all service providers in the Major size group that can result from a single major mains break. Out of 14 reporting service providers in the Major size group, only three reported an increase in the duration of unplanned interruptions from the previous year with Urban Utilities (Queensland) recording the highest increase of 13.7% (from 117.0 minutes in 2023–24 to 133.0 minutes in 2024–25) and Icon Water Limited (Australian Capital Territory) recording the lowest increase of 3.9% (from 118.1 minutes in 2023–24 to 122.7 minutes in 2024–25).

There are 11 Major service providers that reported decreases in the duration of an unplanned interruption in drinking water supply. Logan City Council (Queensland) experienced the largest decrease of 35.6% from 2023–24, reaching 163.6 minutes. Sydney Water Corporation (New South Wales) and Water Corporation – Perth had the minimum decreases (less than 1%) from 2023–24. SA Water Corporation (South Australia) reported the longest average duration of an unplanned interruption in drinking water supply and a notable (second-largest) decrease of 19.2% (from 255.0 minutes in 2023–24 to 206.0 minutes in 2024–25). TasWater (Tasmania) did not report to this indicator in 2024–25 due to a failure in auditing.

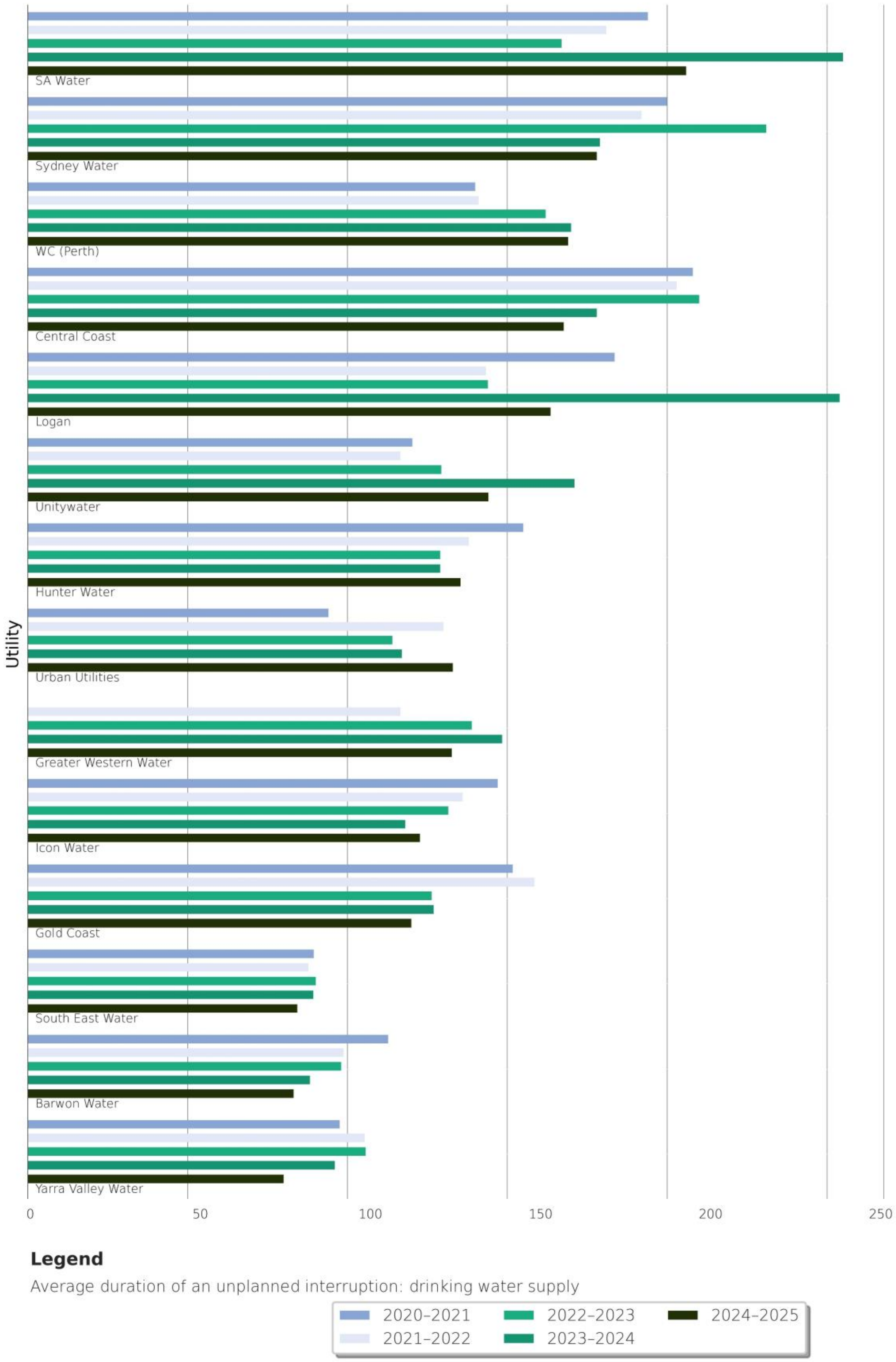


Figure 5.1 Average duration of an unplanned interruption: drinking water supply (minutes) – Major size group

5.2. Number of water main breaks per 100 km of water mains – A8

The number of water main breaks per 100 km of water mains (A8) is the total number of breaks, bursts and leaks in all distribution system mains[20], excluding recycled water systems and excluding breaks associated with headworks and transfer mains. It provides an indication of both customer service and the condition of the network. The number of main breaks is influenced by various factors, including:

- soil type
- rainfall
- pipe material
- age and condition of the network.

Following the 2020 NPR Framework Indicator Review, from 2024–25, the length of recycled water mains is excluded from the total length of water supply mains. A8 is calculated as the ratio of the number of water main breaks to the total length of water mains. With minor or no changes observed in the 2024–25 data for A8, its historical data remains valid for comparative analysis (Table 1.1).

Data on the number of water main breaks per 100 km of water mains for all service providers reporting in 2024–25 are shown in Appendix A, Table A10.

5.2.1. Key findings

Figure 5.2 shows that the national median number of main breaks in 2024–25 increased from 2023–24. The figure highlights a larger range of changes among service providers that have reported, compared to the previous year, as a result of the inclusion of 211 Very small service providers under the NPR Framework.

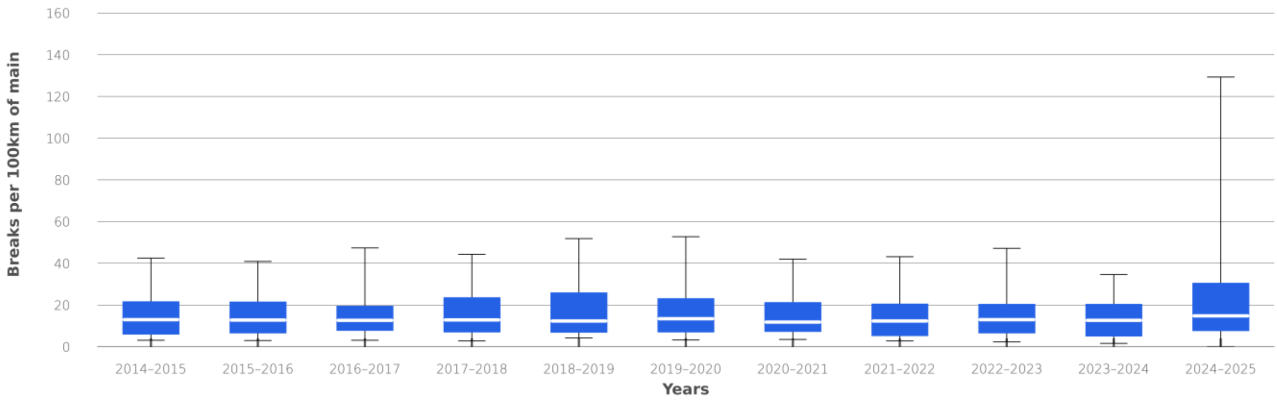


Figure 5.2 Number of water main breaks per 100 km of water mains

Table 5.2 shows a summary of the number of water main breaks per 100 km of water main 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.

[20] The figure includes both drinking and non–drinking water mains.

Table 5.2 Overview of results: Number of water main breaks per 100 km of water mains (mains breaks/100 km)

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	38.8 Yarra Valley Water	3.5 Unitywater	9	6	18.0	16.8	-6.2
Large	29.6 Coliban Water	2.1 WC (Mandurah)	7	5	15.0	15.9	5.7
Medium	50.4 GWMWater	2.8 Tamworth	15	6	11.6	11.7	0.3
Small	98.2 Southern Downs	0.0 Mount Barker	15	12	10.8	10.1	-6.1
All size groups except Very small[b]	**98.2** **Southern Downs**	**0.0** **Mount Barker**	**46**	**29**	**12.7**	**12.6**	**-0.4**
Very small	693.6 Blackall–Tambo	0.0 Multiple utilities	-	-	-	16.5	-

Notes:

[a] The median for water main breaks, burst and leaks per 100 km of water mains in each year was calculated using data from all service providers (dual-service and single-service providers) reporting data against A8 in that 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.

The national median value accounting for the Major, Large, Medium and Small size groups slightly decreased by 0.4%, from 12.7 breaks per 100 km of water mains in 2023–24 to 12.6 breaks per 100 km of water mains in 2024–25. In 2024–25, there were decreases in the median value of main breaks per 100 km of water mains for the Major and Small size groups and an increase for the Large size group. The median value remained almost unchanged in the Medium size group.

The largest increase was reported in the Medium size group by Albury City Council (New South Wales) (from 2.9 in 2023–24 to 44.2 breaks per 100 km of water mains in 2024–25), whereas the Small size group reported the largest decrease of 100.0% (from 7.27 in 2023–24 to 0 breaks per 100 km of water mains in 2024–25) in Mount Barker District Council (South Australia).

The median value for the Very small size group was 16.5 breaks per 100 km of water mains in 2024–25. Blackall–Tambo Regional Council (Queensland) reported the highest number of breaks per 100 km (639.6) while several service providers reported zero values. Some of those service providers had no breaks in their water mains (e.g. Coorong District Council in South Australia), and some supply only recycled water for non–residential or own use (e.g. Berri Barmera Council in South Australia). From 2024–25, the length of recycled water mains has been excluded from the total length of water mains, following the 2020 NPR Framework Indicator Review (Table 1.1). Therefore, Very small service providers that supply only recycled water reported no breaks. Additionally, Very small service providers generally have shorter water mains than other size groups, some with less than 100 km of water mains. For these service providers, this indicator can appear to inflate the number of main breaks.

5.2.2. Results and analysis – Major size group

Figure 5.3 shows a ranked breakdown of the water main breaks for each service provider in the Major size group from 2020–21 to 2024–25.

The Major size group reported a decrease of 6.2% in the number of breaks per 100 km of water mains, with nine out of the 15 Major service providers reporting an increase from 2023–24. Logan City Council (Queensland) reported the largest increase (from 3.5 in 2023–24 to 9.9 breaks per 100 km of water mains in 2024–25), while the Hunter Water Corporation (New South Wales) reported the largest decrease (40.7%; from 22.9 in 2023–24 to 13.6 breaks per 100 km of water mains in 2024–25). Yarra Valley Water Corporation (Victoria) reported the highest number of breaks per 100 km of water mains (38.8), showing an increase of 12.1% from the previous year. Unitywater (Queensland) reported the lowest number (3.5), showing a decrease of 10.4% from 2023–24.

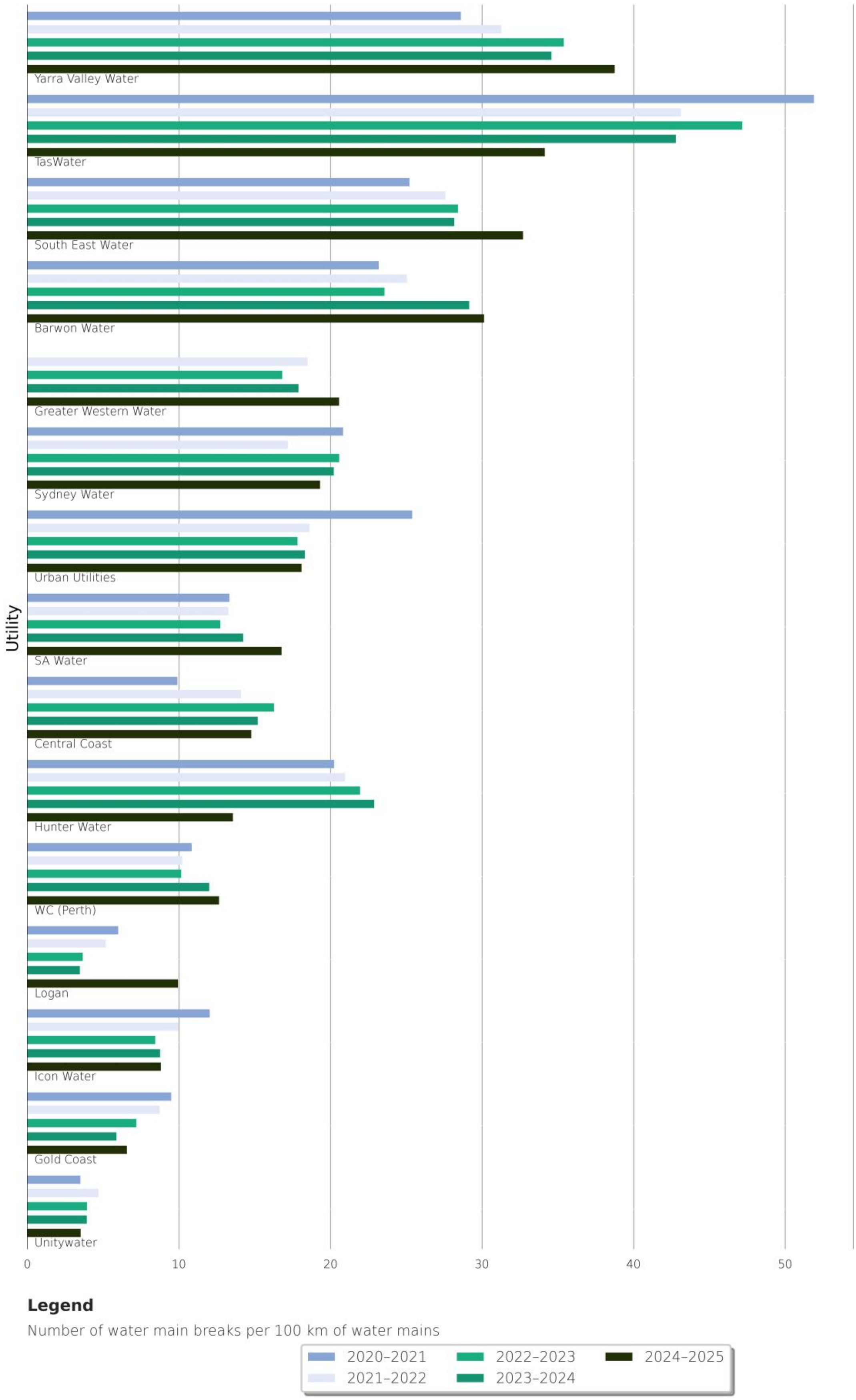


Figure 5.3 Water main breaks per 100 km of water mains – Major size group

5.3. Number of sewerage main breaks, leaks and chokes per 100 km of sewer mains – A14 and number of property connection sewerage breaks, leaks and chokes per 1,000 properties – A15

Indicator A14 reports the number of sewerage breaks, leaks and chokes per 100 km of sewer mains, and A15 reports the number of property connection sewerage breaks and chokes per 1,000 properties. The indicators are presented together to provide a complete picture of sewer system performance as service providers have sewer networks with various configurations.

- Some service providers have a very long property connection (for example, from the customer's sanitary drain to the middle of a road), while others have a very short or no property connection (that is, the sanitary drain may connect straight to the sewer main, which runs down an easement at the back of the property).
- Some service providers do not own[21] or maintain the property connections and therefore do not report on them in accordance with the definition of the indicator.
- Other service providers are responsible for only a portion of property sewer connections and so only report results on those for which they are responsible.

The performance of a sewerage system is influenced by:

- soil type
- pipe material
- sewerage configuration
- age
- tree root intrusion
- management of trade waste
- volume of sewage inflows
- rainfall.

Results reflect both the condition of the network and the level of customer service. For the reasons given above, care should be taken in comparing the performance of service providers against each other using these indicators.

Following the 2020 NPR Framework Indicator Review, from 2024–25, A14 and A15 have not materially changed, and their historical data remains valid for comparative analysis (Table 1.1).

Data on sewerage main breaks, leaks and chokes for all service providers reporting in 2024–25 are presented in Appendix A, Table A11. Property connection sewerage breaks, leaks and chokes for all service providers reporting in 2024–25 are presented in Appendix A, Table A12.

5.3.1. Key findings

Table 5.3 shows a summary of the number of sewerage main breaks, leaks and chokes per 100 km of sewer mains by service provider size group. In 2024–25, there was a median of 16.8 sewerage main breaks, leaks and chokes per 100 km of sewer main considering the Major, Large, Medium and Small service providers, representing a 14% increase from 2023–24 (Table 5.3) with 43 service providers reporting an increase and 32 service providers reporting a decrease. The

[21] For such utilities, the property owner is responsible for the property's sewer connections.

decrease in the median number of sewerage breaks, leaks and chokes was recorded in the Large and Small size groups. The Medium size group recorded the highest increase in the median value. Median value for the Very small size group was 11.7 sewerage main breaks, leaks and chokes per 100 km of sewer main, with Carrathool Shire Council (New South Wales) reporting the highest value. It should be noted that Very small service providers generally have shorter sewer mains than other size groups, some with less than 100 km of sewer mains. For these service providers, this indicator can appear to inflate the number of main breaks.

Across the Major, Large, Medium and Small size groups, Armidale Regional Council (New South Wales) and Water Corporation–Busselton (Western Australia) both from the Small size group respectively reported the highest number (125.5) and the lowest number (1.5) of sewerage breaks, leaks and chokes per 100 km of sewer main.

Table 5.3 Overview of results: Number of sewerage main breaks, leaks and chokes per 100 km of sewer mains (breaks, leaks and chokes/100 km)

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	63.0 TasWater	4.3 Unitywater	9	6	25.8	26.9	4
Large	45.6 Townsville	3.0 Redland City	6	6	13.3	11.8	-11
Medium	91.2 Albury	1.6 Mackay	14	7	10.6	19.2	81
Small	125.5 Armidale	1.5 WC (Busselton) (WW)	14	13	15.0	13.6	-10
All size groups except Very small[b]	**125.5 Armidale**	**1.5 WC (Busselton) (WW)**	**43**	**32**	**14.8**	**16.8**	**14**
Very small	435.1 Carrathool	0.0 Multiple utilities	-	-	-	11.7	-

Notes:

[a] The median number of sewerage main breaks, leaks and chocks (per 100 km of sewer main) in each year is calculated using data from all service providers (dual-service and single-service providers) reporting data against A14 in that 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.

Table 5.4 shows a summary of the property connection sewerage breaks, leaks and chokes per 1,000 properties by service provider size group. The range and median values in both tables 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.

Table 5.4 Overview of results: Number of property connection sewerage breaks, leaks and chokes per 1,000 properties (breaks, leaks and chokes/1,000 properties)

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	33.4 SA Water	0.2 Sydney Water	7	7	3.8	4.2	10
Large	6.5 Townsville	0.5 Gippsland Water	7	4	2.6	3.5	35
Medium	26.9 GWMWater	0.6 Multiple utilities	14	6	3.3	6.1	86
Small	32.3 Armidale	0.2 Mount Barker	12	8	3.4	3.6	6
All size groups except Very small[b]	**33.4** **SA Water**	**0.2** **Multiple utilities**	**40**	**25**	**3.4**	**5.1**	**49**
Very small	112.2 Carrathool	0.0 Multiple utilities	-	-	-	3.4	-

Notes:

[a] The median number of property connection sewerage breaks, leaks and chokes per 1,000 properties in each year is calculated using data from all service providers (dual-service and single-service providers) reporting data against A15 in that 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.

The median of property connection sewerage breaks, leaks and chokes per 1,000 properties across the Major, Large, Medium and Small service providers showed a 49% increase from the previous year. An increase was reported by 40 service providers, and 25 service providers reported a decrease. In 2024–25, all size groups (excluding the Very small group) showed an increase in the median number of property connection sewerage breaks, leaks and chokes per 1,000 properties, with the Medium size group showing the largest increase followed by the Large size group. The median value for the Very small size group was 3.4 property connection sewerage breaks, leaks and chokes per 1,000 properties, with Carrathool Shire Council (New South Wales) reporting the highest value. It should be noted that Very small service providers serve less connected properties than other size groups, some even less than 1,000 properties. For these service providers, this indicator can appear to inflate the number of property connection sewerage breaks, leaks and chokes per 1,000 properties.

Across the Major, Large, Medium and Small size groups, SA Water Corporation (South Australia) from the Major size group, reported the highest number of property connection sewerage breaks, leaks and chokes per 1,000 properties (33.4). Sydney Water Corporation (New South Wales) from the Major size group and Mount Barker District Council (South Australia) from the Small size group both reported the lowest number of property connection sewerage breaks, leaks and chokes per 1,000 properties (0.2).

5.3.2. Results and analysis – Major size group

Figure 5.4 shows a ranked breakdown of the sewerage main breaks, leaks and chokes (per 100 km of sewer mains) for each Major service provider from 2020–21 to 2024–25. Figure 5.5 shows a ranked breakdown of property connection sewerage breaks, leaks and chokes per 1,000 properties.

Six of the 15 Major service providers reported a decrease and nine reported an increase in sewerage mains breaks, leaks and chokes per 100 km of sewer mains. An equal number of service providers (seven) reported an increase or a decrease in the number of property connection sewerage breaks, leaks and chokes per 1,000 properties from 2023–24 to 2024–25.

Compared to the previous year, Icon Water Limited (Australian Capital Territory) reported the largest increase in sewerage breaks, leaks and chokes per 100 km of sewer mains (42.5%, Figure 5.4) and Logan City Council (Queensland) reported the largest increase in property connection sewerage breaks, leaks and chokes per 1,000 properties (63.6%, Figure 5.5). Unitywater (Queensland) reported the largest decrease in both sewerage breaks, leaks and chokes per 100 km of sewer mains (28.3%, Figure 5.4) and property connection sewerage breaks, leaks and chokes per 1,000 properties (30.0%, Figure 5.5).

TasWater (Tasmania) reported the largest number of sewerage breaks, leaks and chokes per 100 km of sewer main (63.0, Figure 5.4) which was 1.3% lower than 2023–24. Unitywater (Queensland) reported the smallest number of sewerage breaks, leaks and chokes per 100 km of sewer main (4.3, Figure 5.4). SA Water Corporation (South Australia) reported the largest number of property connection sewerage breaks, leaks and chokes per 1,000 properties (33.4, Figure 5.5) while Sydney Water Corporation (New South Wales) had the smallest (0.2, Figure 5.5).

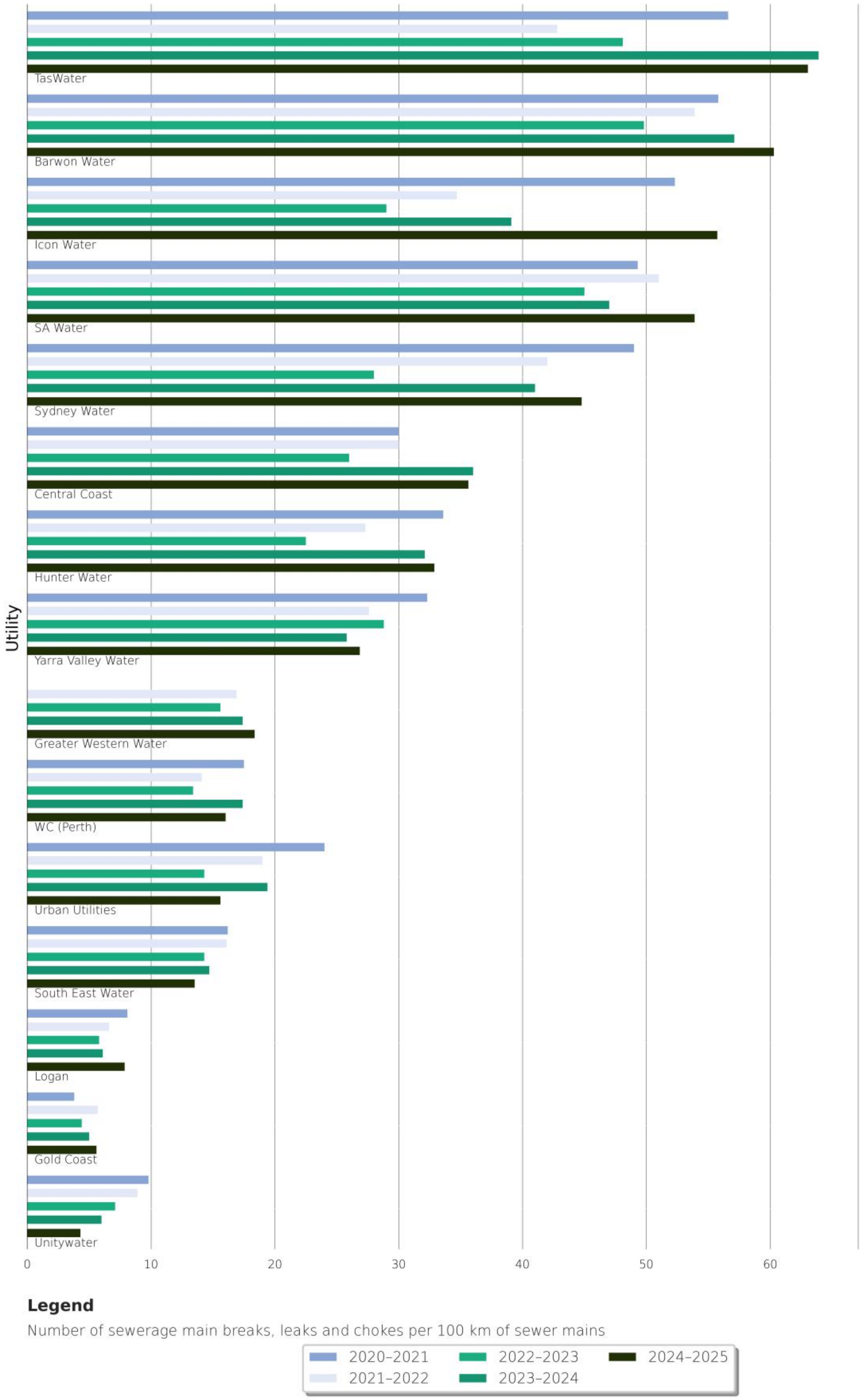


Figure 5.4 Sewerage main breaks, leaks and chokes per 100 km of sewer mains – Major size group

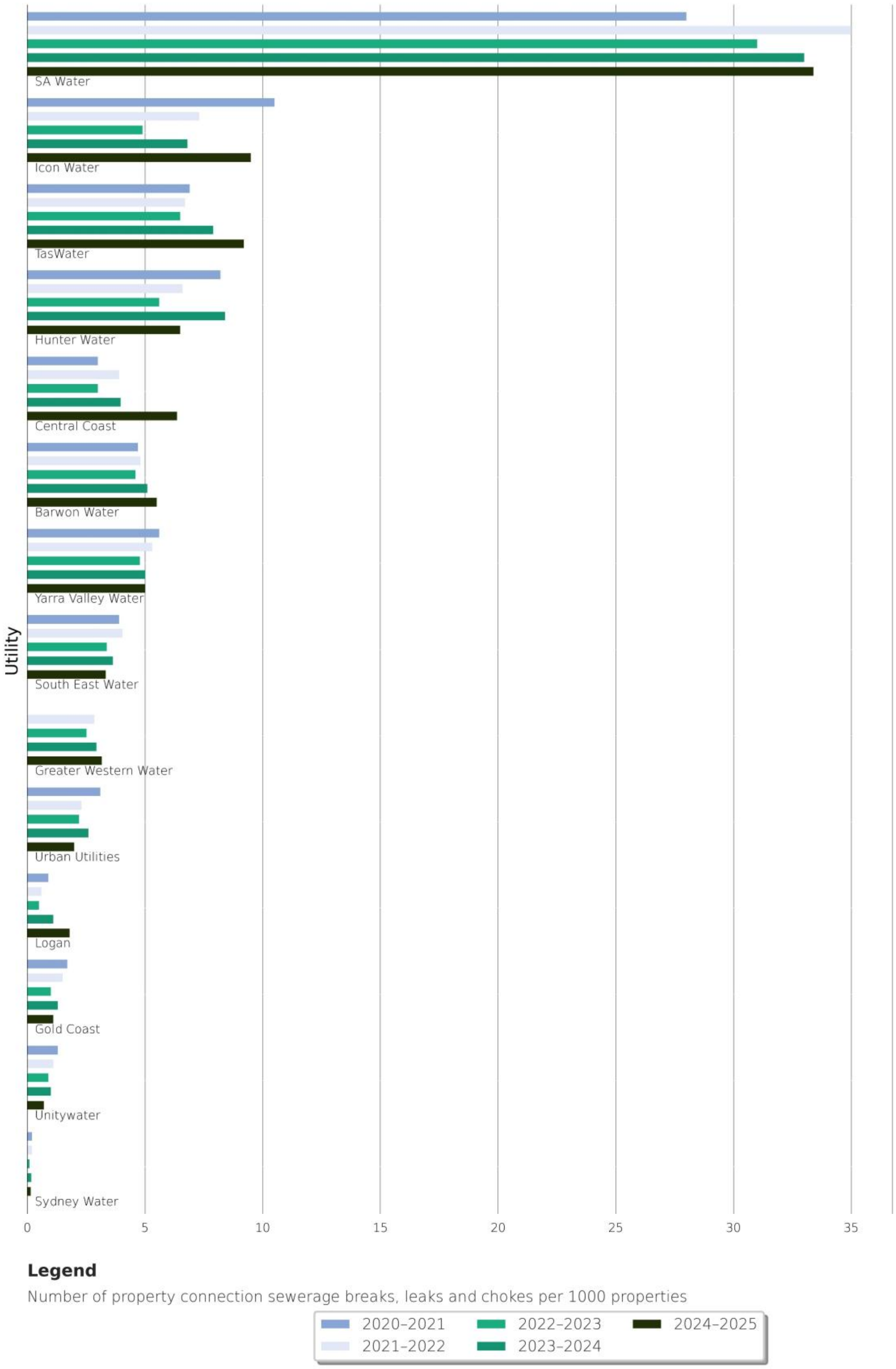


Figure 5.5 Property connection sewerage breaks, leaks and chokes per 1,000 properties – Major size group

5.4. Real losses, per service connection, from the drinking water supply system – A10

'Real' losses (A10) are leakages and overflows from water mains, service reservoirs and service connections before the customer meter (L/service connection/day). This indicator excludes metering errors, unauthorised consumption (apparent losses), and unbilled authorised consumption (for example, water used for firefighting). Performance of this indicator may be influenced by the condition of mains, infrastructure and water pressure.

Real losses are estimated using a range of assumptions, including assumed errors in metered water deliveries, estimates of unmetered components, and metering of night flows, and may not be as accurate as other indicators (such as water main breaks) when comparing service providers.

Following the 2020 NPR Framework Indicator Review, from 2024–25, A10 has not materially changed, and its historical data remains valid for comparative analysis (Table 1.1).

Real loss data for all service providers reporting in 2024–25 is presented in Appendix A, Table A13.

5.4.1. Key findings

Table 5.5 shows a summary of the real losses by service provider size group. Very small service providers were not required to report data to this indicator for the 2024–25 reporting year.

Table 5.5 Overview of results: Real losses, per service connection, from the drinking water supply system (L/service connection/day)

Service provider size group[b]	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	100.0 Greater Western Water	39.0 Icon Water	5	8	69.0	62.7	-9
Large	237.0 P&W (Darwin)	32.0 Toowoomba	4	8	78.5	72.0	-8
Medium	287.3 Mackay	1.3 Albury	8	11	75.7	59.6	-21
Small	475.0 Cassowary Coast	7.2 Western Downs	13	11	104.5	124.0	19
All size groups (national)	**475.0 Cassowary Coast**	**1.3 Albury**	**30**	**38**	**75.9**	**72.0**	**-5**

Notes:

[a] The median real losses (L/service connection/day) for each year are calculated using data from all service providers (dual-service and single-service providers) reporting data against A10 in that year.

[b] Very small service providers (serving less than 10,000 connected properties) were not required to report data of real losses, per service connection, from the drinking water supply system for the 2024–25 reporting year.

From 2023–24 to 2024–25, the national median across all size groups decreased by 5% to 72.0 L/service connection/day. An increase was reported by 30 service providers, and 38 service providers reported a decrease.

As in previous years, Cassowary Coast Regional Council (Queensland) in the Small size group reported the highest real losses among all service providers (475.0 L/service connection/day in 2024–25), with a 3.8% increase from the previous year. High losses for this service provider are due to long mains, long periods of wet weather creating difficult conditions for leak detection, and aging infrastructure. Albury City Council (New South Wales) in the Medium size group reported the lowest real losses across the country, at 1.3 L/service connection/day, representing also the largest decrease of 96.0% from the previous year.

Figure 5.6 shows a box-and-whisker plot of the real losses for all service providers reporting A10 for a given reporting year from 2014–15 to 2024–25. The figure highlights a slightly larger range of changes among reporting service providers compared to the previous year. The median for 2024–25 has decreased by 5% from 2023–24. Only the Small size group reported an increase (19%) in the median value with the Medium size group reporting the largest decrease 21% from 2023–24.

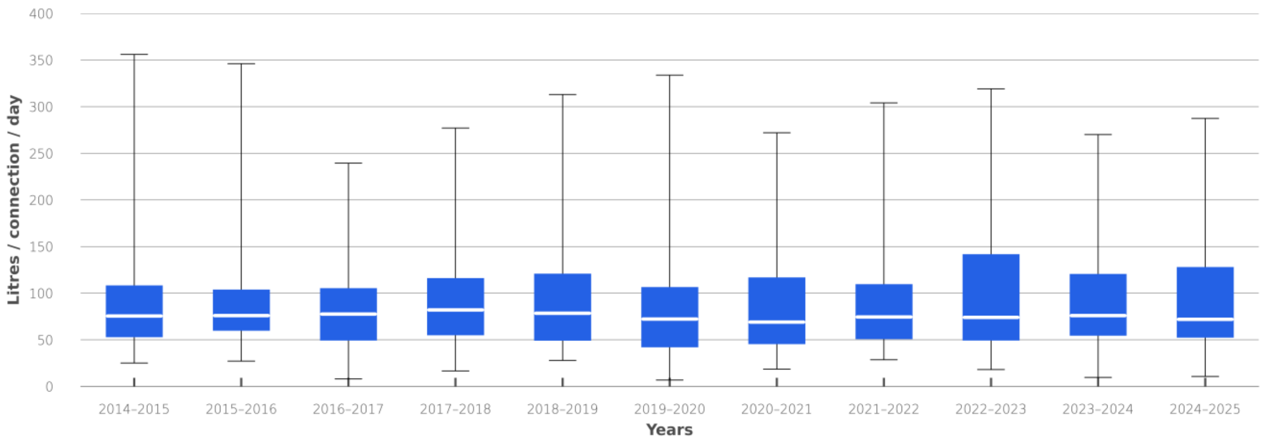


Figure 5.6 Real losses, per service connection, from the drinking water supply system (L/service connection/day)

5.4.2. Results and analysis – Major size group

Figure 5.7 shows a ranked breakdown of the real losses per annum for each Major service provider from 2020–21 to 2024–25. Five service providers reported an increase in real losses from 2023–24, while South East Water Corporation (Victoria) remained unchanged. Logan City Council (Queensland) reported the highest increase (53.7%; from 39.3 L/service connection/day in 2023–24 to 60.4 L/service connection/day in 2024–25). Conversely, Icon Water Limited (Australian Capital Territory) reported the highest decrease (40.9%; from 66.0 L/service connection/day in 2023–24 to 39.0 L/service connection/day in 2024–25). This decrease is primarily due to continued efforts to enhance meter reader performance, reduce estimated reads (particularly for Key Account Customers), improve data accuracies in meter and billing system, expedite defective meter replacements, and upgrade synchronisation of meter installation and replacement information across systems. TasWater (Tasmania) did not report to this indicator in 2024–25 due to a failure in auditing.

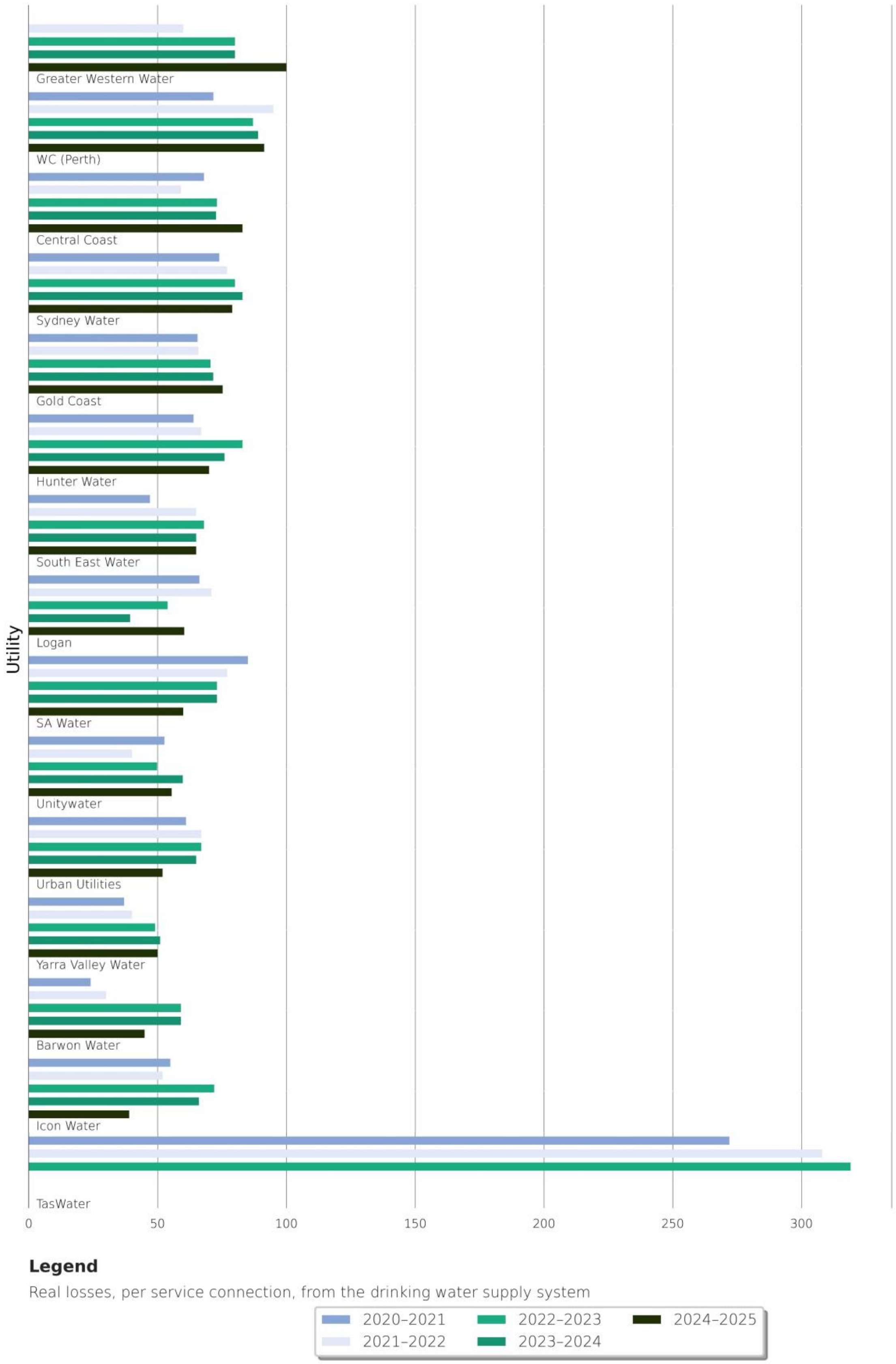


Figure 5.7 Real losses, per service connection, from the drinking water supply systems (L/service connection/day) – Major size group

6. Public health and environment

6.1. Total greenhouse gas emissions reported under the NGER scheme – HE_N1

The greenhouse gas emission indicators (including E12) were decommissioned from 2024–25 following the NPR Framework Indicator Review. The updated Framework now aligns with the National Greenhouse and Energy Reporting (NGER) scheme, requiring reporting only for service providers that meet NGER thresholds. Therefore, the new HE_N1 indicator, as the sole greenhouse gas emissions measure under the updated Framework, is discussed in this section, acknowledging that no historical data is available pre-2024–25.

Although water and wastewater service providers contribute only a small proportion of Australia's total national emissions, collecting and publicly reporting emissions under the NGER scheme remains essential. Transparent reporting supports service providers accountability and enables tracking emissions reductions over time. These data also offer insights into the environmental impacts of service providers' operational activities.

While emissions are not a direct performance measure, efforts to reduce them including investments, whether voluntary or policy-driven, can have financial implications. These costs affect overall financial performance, making consistent emissions reporting critical for understanding both environmental progress and associated economic impacts.

The HE_N1 indicator reports the total Scope 1 and 2 greenhouse gas emissions reported by service providers for the reporting year under the NGER scheme (t CO_2 equivalent). The NGER scheme, established by the National Greenhouse and Energy Reporting Act 2007 (NGER Act)[22], is a national framework for reporting information about greenhouse gas emissions, energy production, and energy consumption. The NGER outlines two distinct types of emissions factors that may need to be reported based on service providers' activities:

- Direct emission factors (Scope 1) which are the emissions released to the atmosphere as a direct result of an activity or series of activities at a service provider level.
- Indirect emission factors (Scope 2) which are the emissions released to the atmosphere from the indirect consumption of an energy commodity, for example coming from the use of electricity produced by the burning of coal.

The National Greenhouse and Energy Reporting (Measurement) Determination 2008 (Measurement Determination) provides methods, criteria and measurement standards for calculating greenhouse gas emissions, which is updated annually. Reporting service providers should make sure that they use the correct version of the Measurement Determination, corresponding to the year in which they are reporting.

Comparing different service providers' net greenhouse gas emissions is a difficult exercise and should be undertaken with caution due to the number of variables affecting emissions and such a comparison, including:

- sources of water
- gravity versus pumped networks

[22] National Greenhouse and Energy Reporting Act 2007 - Federal Register of Legislation

- geographical conditions (influencing the need for pumping)
- the number of customers that a service provider serves (the size of the service provider)
- the extent of industry within the customer base
- the prevailing greenhouse policy in the jurisdiction.

Total greenhouse gas emissions data for 2024–25 is presented in Table A14, Appendix A.

6.1.1. Key findings

Table 6.1 summarises the total greenhouse gas emissions reported by service provider in each size group for 2024–25. Very small service providers were not required to report data to this indicator for the 2024–25 reporting year.

As HE_N1 is a new indicator introduced following the 2020 NPR Framework Indicator Review, no data is available prior to 2024–25. Across all reporting size groups, the median total greenhouse gas emissions was approximately 11,762 t CO_2 equivalent. Water Corporation–Perth (Western Australia) in the Major size group reported the highest emissions, reflecting its high reliance on desalination and extensive pumping needs across the state. In contrast, Armidale Regional Council (New South Wales) in the Small size group reported the lowest emissions as the service provider sources water only from surface water resources.

Table 6.1 Overview of results: Total greenhouse gas emissions reported under the NGER scheme (t CO_2 equivalents)

Service provider size group[bc]	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	462,923 WC (Perth)	7,811 Barwon Water	-	-	-	54,461	-
Large	37,400 Goulburn Valley Water	11,417 North East Water	-	-	-	22,147	-
Medium	19,557 Port Macquarie Hastings	2,798 Clarence Valley	-	-	-	8,416	-
Small	12,107 Kempsey	872 Armidale	-	-	-	5,598	-
All size groups (national)	**462,923** **WC (Perth)**	**872** **Armidale**	**-**	**-**	**-**	**11,762**	

Notes:

[a] The median total greenhouse gas emissions for each year is calculated using data from all service providers supplying both water and wastewater services reporting data for HE_N1 for that year.

[b] This indicator is introduced from 2024–25 as a new indicator following the 2020 NPR Framework Indicator Review, with no historical data being collected pre-2024–25.

[c] Very small service providers (serving less than 10,000 connected properties) were not required to report data of greenhouse gas emissions for the 2024–25 reporting year.

6.1.2. Results and analysis – Major size group

In 2024–25, the median total greenhouse gas emissions by all reporting Major service providers was around 54,461 t CO_2 equivalent, which was higher than the median value for other size groups. Water Corporation–Perth (Western Australia) and Barwon Region Water Corporation (Victoria) reported the highest and lowest total greenhouse gas emissions, respectively. In addition to its substantial reliance on desalinated water and groundwater sources, Water Corporation–Perth (Western Australia) serves about five times more customers than Barwon Region Water Corporation (Victoria), contributing to its higher overall emissions.

6.2. Percentage of the population where microbiological compliance was achieved – H3

This indicator reports the percentage of the population serviced by the service provider for whom microbiological compliance was achieved. Compliance is assessed against the Australian Drinking Water Guidelines 2011[23] or licence conditions imposed on the service provider by their regulator. Typically, service providers record very high compliance. However, unforeseen events may deliver a lower compliance result, and the cause of non–compliance is not always traceable.

Following the 2020 NPR Framework Indicator Review, from 2024–25, H3 has not materially changed, and its historical data remains valid for comparative analysis (Table 1.1).

Microbiological compliance data for 2024–25 is shown in Appendix A, Table A15.

6.2.1. Key findings

Table 6.2 shows a summary of the percentage of population for which microbiological compliance was achieved by service provider size group. Very small service providers were not required to report data to this indicator for the 2024–25 reporting year.

In 2024–25, nationally and across all service provider size groups, the median remained at 100% (no change from the previous year). The majority of service providers achieved 100% microbiological compliance, except for Fraser Coast Regional Council (Queensland), Bundaberg Regional Council (Queensland), Lower Murray Water (Victoria), all from the Medium size group as well as Southern Downs Regional Council (Queensland) from the Small size group. These service providers achieved 99.6%, 99.4%, 99.0% and 99.9% of the microbiological compliance, respectively.

[23] https://www.nhmrc.gov.au/about-us/publications/australian-drinking-water-guidelines, updated June 2025

Table 6.2 Overview of results: Percentage of the population where microbiological compliance was achieved

Service provider size group[b]	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	100.0 Multiple utilities	100.0 Multiple utilities	0	0	100.0	100.0	0
Large	100.0 Multiple utilities	100.0 Multiple utilities	0	0	100.0	100.0	0
Medium	100.0 Multiple utilities	99.0 Lower Murray Water	2	3	100.0	100.0	0
Small	100.0 Multiple utilities	99.9 Southern Downs	0	1	100.0	100.0	0
All size groups (national)	**100.0 Multiple utilities**	**99.0 Lower Murray Water**	**2**	**4**	**100.0**	**100.0**	**0**

Notes:

[a] The median percentage of population for which microbiological compliance was achieved for each year was calculated using data from all service providers supplying water services and reporting data against H3 in that reporting year.

[b] Very small service providers (serving less than 10,000 connected properties) were not required to report data of microbiological compliance for the 2024–25 reporting year.

6.2.2. Results and analysis – Major size group

Over the past five years, all service providers in the Major size 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. TasWater (Tasmania) did not report to this indicator in 2024–25 due to a failure in auditing.

Appendix A Individual service provider group tables

- Tables A1 to A15 present a summary of key indicators by service provider size group for the period 2020–21 to 2024–25.
- Service providers are sorted in descending order based on their percentage changes in value from 2023–24 within each service provider size group.
- Very small service providers, that reported to the 2025 NPR for the first time, are sorted in descending order based on the reported data, as their percentage changes from the previous year could not be calculated.

Table A1 W12 – Average annual residential water supplied (kL/property), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
SA Water	192	193	177	195	212	8.6
Icon Water	176	163	159	169	179	6.2
Barwon Water	159	160	147	162	169	4.5
Yarra Valley Water	149	148	143	144	151	4.3
South East Water	152	147	140	143	146	1.8
Greater Western Water		140	137	143	145	1.3
Sydney Water	186	178	176	181	180	-0.3
Unitywater	155	147	150	151	149	-0.8
Urban Utilities	158	140	142	144	141	-1.8
WC (Perth)	227	228	219	242	237	-1.9
Logan	143	135	135	134	131	-2.1
Gold Coast	167	163	166	170	166	-2.3
TasWater	179	178	173	187	182	-2.6
Hunter Water	151	151	152	159	151	-5.2
Central Coast	159	157	155	157	147	-6.4
Median	**159**	**157**	**152**	**159**	**151**	
Mean	**168**	**162**	**158**	**165**	**166**	
Large						
Goulburn Valley Water	254	240	217	243	274	12.8
Coliban Water	194	192	175	184	206	12.0
North East Water	200	179	181	194	211	8.6
Central Highlands Water (Vic)	147	147	142	147	160	8.6
Gippsland Water	164	156	156	155	164	5.7
Cairns	250	255	249	247	250	1.5
WC (Mandurah)	220	223	204	229	226	-1.2
Redland City	184	174	181	179	173	-3.5
Shoalhaven	155	142	143	143	138	-3.7
Townsville	342	342	293	327	309	-5.5
Toowoomba	150	135	130	140	132	-5.7

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
P&W (Darwin)	360	374	349	389	366	-5.8
Median	**197**	**186**	**181**	**189**	**209**	
Mean	**218**	**213**	**202**	**215**	**218**	
Medium						
Dubbo	198	191	191	263	346	31.7
Mackay	168	196	203	166	217	30.8
Queanbeyan	259	152	142	142	160	13.1
Lower Murray Water	477	461	388	455	500	9.7
GWMWater	224	230	199	215	234	8.8
South Gippsland Water	118	115	115	111	118	5.9
Wannon Water	139	144	131	140	148	5.3
Tamworth	159	182	202	219	225	2.7
Albury	218	192	195	235	235	-0.1
Tweed	172	158	162	151	150	-0.8
East Gippsland Water	145	126	134	131	129	-0.9
Wingecarribee	178	170	165	187	177	-5.2
MidCoast Council	148	133	131	142	132	-7.1
Fraser Coast	186	163	162	174	162	-7.2
Gladstone	253	217	200	226	208	-8.0
Fitzroy River Water	365	317	279	328	300	-8.5
Riverina Water (W)	264	254	248	309	281	-9.0
Port Macquarie Hastings	155	153	177	177	160	-9.1
Bundaberg	284	236	188	245	212	-13.5
Clarence Valley	164	161	159	179	144	-19.7
Coffs Harbour	140	145	147	142		
Eurobodalla	117	110	108		175	
Median	**175**	**167**	**171**	**179**	**177**	
Mean	**206**	**191**	**183**	**206**	**210**	
Small						
Mount Barker			96	102	971	851.3
Orange	161	158	148	148	170	14.4
Lismore	123	125	115	117	127	9.3
Armidale	142	135	143	154	168	8.7
Goulburn Mulwaree	136	146	132	141	153	8.3
Westernport Water	93	92	88	91	97	6.1
WC (Kal.-Boulder) (W)	279	275	258	286	296	3.4
P&W (Alice Springs)	432	420	390	397	410	3.4
Southern Downs	104	106	116	111	114	2.3
Whitsunday	276	277	257	274	278	1.5
Central Highlands	465	396	325	391	392	0.3
Ballina	167	163	191	155	155	0.1
Bega Valley	148	130	128	145	144	-0.7
Cassowary Coast	223	236	233	242	236	-2.3

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Aqwest-Bunbury (W)	236	236	238	270	261	-3.4
WC (Albany)	164	163	163	174	165	-5.3
Kempsey	176	125	127	130	122	-6.1
WC (Australind/Eaton)	283	281	275	304	285	-6.1
Western Downs	193	168	169	190	178	-6.8
WC (Geraldton)	291	288	276	313	292	-6.8
Busselton (W)	258	264	262	297	273	-7.9
Gympie	167	155	145	163	148	-9.3
Livingstone	328	313	284	317	280	-11.6
Goldenfields Water (W)	229	219	232	265	229	-13.5
Byron	198	196	193	213	174	-18.1
Snowy Monaro	126		145	147	7	-95.3
Alexandrina					300	
Bathurst	156	158	168	184		
Essential Energy	250	227	218	251		
Median	**193**	**182**	**180**	**187**	**178**	
Mean	**215**	**210**	**197**	**213**	**238**	
Very small						
Bourke					2,122	
Napranum					2,090	
Richmond					1,878	
Boulia					1,750	
Aurukun					1,661	
Mapoon (W)					1,576	
Yarrabah					1,520	
Northern Peninsula					1,460	
Quilpie					1,264	
Mornington					1,199	
Kowanyama					1,131	
Balranald					1,109	
Pormpuraaw					1,065	
Diamantina					993	
Torres					981	
Bulloo					976	
Paroo					915	
Barcaldine					904	
Palm Island					844	
P&W (Aggregated)					814	
Lockhart River					797	
Edward					783	
Croydon (W)					779	
Winton					767	
Murweh					705	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Hope Vale					688	
Mount Isa City					673	
P&W (Katherine)					659	
McKinlay					632	
Wujal Wujal					610	
P&W (Tennant Creek)					609	
Weipa					599	
Burke					576	
Longreach					539	
Carpentaria					520	
Burdekin					516	
Griffith					506	
Flinders					505	
Charters Towers					485	
Maranoa					480	
WC (Hedland)					474	
Woorabinda					446	
WC (Kununurra)					443	
WC (Newman)					442	
Etheridge (W)					433	
Coonamble					407	
Cherbourg					402	
Mareeba					402	
WC (Wickham) (W)					400	
Warren					397	
Cook					394	
WC (Broome)					391	
WC (Karratha)					388	
Forbes					385	
Barcoo (W)					369	
Gilgandra					363	
Isaac					362	
WC (Derby)					360	
WC (Exmouth)					350	
Greater Hume					348	
Muswellbrook					335	
Narrabri					334	
WC (Dalyellup) (W)					316	
Douglas					307	
Narromine					302	
WC (Carnarvon)					297	
Tablelands					296	
Roxby Downs					296	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Goondiwindi					282	
WC (Dunsb./Yallingup)					279	
WC (Pinjarra)					263	
WC (Capel) (W)					262	
Banana					261	
Gunnedah					258	
Federation					255	
WC (Dongara-Denison)					253	
Torres Strait Island					245	
Mid Murray					245	
WC (Waroona/Hamel) (W)					244	
Upper Lachlan					235	
WC (Collie)					231	
Singleton					231	
WC (Harvey/Wokalup)					229	
WC (Northam)					229	
WC (York) (W)					229	
Balonne					226	
WC (Donnybrook) (W)					223	
WC (Kalbarri)					221	
WC (Kambalda)					220	
WC (Merredin)					217	
North Burnett					213	
WC (Narrogin)					213	
Warrumbungle					212	
WC (Katanning)					212	
Parkes					212	
Hinchinbrook					208	
WC (Esperance)					204	
Tatiara					204	
WC (Margaret River)					201	
Blackall-Tambo					199	
Upper Hunter					199	
Cowra					197	
Snowy Valleys					192	
WC (Bridg./Hester) (W)					190	
Gwydir					184	
Cloncurry					181	
Inverell					179	
Mid-Western					166	
WC (Mount Barker) (W)					163	
WC (Manjimup)					163	
WC (Jurien) (W)					152	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Kyogle					152	
WC (Augusta) (W)					151	
Cent. Tablelands (W)					145	
Richmond Valley					144	
Salisbury (W)					139	
WC (Denmark)					139	
Bellingen					136	
Nambucca					135	
South Burnett					134	
WC (Lancelin) (W)					102	
Coober Pedy					101	
Ceduna					95	
Tenterfield					94	
Murray Bridge					89	
Coorong					84	
F.B. Pipeline (W)					70	
Yorke Peninsula					47	
Franklin Harbour					38	
Elliston					21	
Median					**300**	
Mean					**465**	

Table A2 W26 – Total recycled water supplied (ML) by service provider size group in 2024–25

Due to substantial changes to this indicator 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.

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
SA Water	-	-	-	-	44,906	-
Sydney Water	-	-	-	-	34,524	-
WC (Perth)	-	-	-	-	27,754	-
South East Water	-	-	-	-	9,456	-
Greater Western Water	-	-	-	-	9,128	-
Gold Coast	-	-	-	-	7,887	-
Hunter Water	-	-	-	-	7,052	-
Barwon Water	-	-	-	-	6,942	-
Urban Utilities	-	-	-	-	5,970	-
Yarra Valley Water	-	-	-	-	5,359	-
Icon Water	-	-	-	-	4,700	-
Unitywater	-	-	-	-	717	-
Central Coast	-	-	-	-	669	-
Logan	-	-	-	-	124	-
Median	**-**	**-**	**-**	**-**	**6,997**	**-**
Mean	**-**	**-**	**-**	**-**	**11,799**	**-**
Large						
North East Water	-	-	-	-	22,736	-
Goulburn Valley Water	-	-	-	-	7,138	-
Shoalhaven	-	-	-	-	3,851	-
Gippsland Water	-	-	-	-	3,773	-
Cairns	-	-	-	-	2,106	-
Central Highlands Water	-	-	-	-	1,626	-
Toowoomba	-	-	-	-	1,594	-
Townsville	-	-	-	-	1,029	-
Coliban Water	-	-	-	-	421	-
WC (Mandurah)	-	-	-	-	242	-
P&W (Darwin)	-	-	-	-	0	-
Redland City	-	-	-	-		-
Median	**-**	**-**	**-**	**-**	**1,626**	**-**
Mean	**-**	**-**	**-**	**-**	**4,047**	**-**
Medium						
GWMWater	-	-	-	-	6,014	-
Wagga Wagga (WW)	-	-	-	-	5,283	-
Albury	-	-	-	-	4,837	-
Tamworth	-	-	-	-	3,814	-
East Gippsland Water	-	-	-	-	3,422	-
Wannon Water	-	-	-	-	3,409	-
Fraser Coast	-	-	-	-	3,343	-

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Gladstone	-	-	-	-	3,094	-
Mackay	-	-	-	-	2,338	-
Lower Murray Water	-	-	-	-	1,790	-
Dubbo	-	-	-	-	1,134	-
Fitzroy River Water	-	-	-	-	856	-
Bundaberg	-	-	-	-	816	-
Tweed	-	-	-	-	746	-
Port Macquarie Hastings	-	-	-	-	733	-
MidCoast Council	-	-	-	-	733	-
Clarence Valley	-	-	-	-	486	-
Eurobodalla	-	-	-	-	404	-
Coffs Harbour	-	-	-	-	244	-
South Gippsland Water	-	-	-	-	240	-
Wingecarribee	-	-	-	-	134	-
Queanbeyan	-	-	-	-	116	-
Riverina Water (W)	-	-	-	-	0	-
Median	**-**	**-**	**-**	**-**	**856**	**-**
Mean	**-**	**-**	**-**	**-**	**1,912**	**-**
Small						
Southern Downs	-	-	-	-	2,829	-
Kal–Boulder (WW)	-	-	-	-	2,718	-
WC (Albany)	-	-	-	-	2,284	-
P&W (Alice Springs)	-	-	-	-	2,142	-
Central Highlands	-	-	-	-	1,795	-
Alexandrina	-	-	-	-	1,169	-
Bega Valley	-	-	-	-	928	-
WC (Australind/Eaton)	-	-	-	-	804	-
Livingstone	-	-	-	-	739	-
Western Downs	-	-	-	-	674	-
Ballina	-	-	-	-	656	-
Westernport Water	-	-	-	-	490	-
Mount Barker	-	-	-	-	372	-
Whitsunday	-	-	-	-	367	-
Goulburn Mulwaree	-	-	-	-	285	-
Byron	-	-	-	-	281	-
WC (Busselton) (WW)	-	-	-	-	265	-
WC (Geraldton)	-	-	-	-	242	-
WC (Bunbury) (WW)	-	-	-	-	104	-
Gympie	-	-	-	-	60	-
Lismore	-	-	-	-	50	-
Kempsey	-	-	-	-	31	-
Orange	-	-	-	-	8	-
Armidale	-	-	-	-	0	-

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
WC (Kal.-Boulder) (W)	-	-	-	-	0	-
Cassowary Coast	-	-	-	-	0	-
Aqwest-Bunbury (W)	-	-	-	-	0	-
Goldenfields Water (W)	-	-	-	-	0	-
Snowy Monaro	-	-	-	-	0	-
Bathurst	-	-	-	-		-
Essential Energy	-	-	-	-		-
Median	**-**	**-**	**-**	**-**	**285**	**-**
Mean	**-**	**-**	**-**	**-**	**665**	**-**
Very small						
Salisbury (W)	-	-	-	-	3,120	-
Muswellbrook	-	-	-	-	2,832	-
Isaac	-	-	-	-	2,670	-
Playford (W)	-	-	-	-	1,827	-
Narrabri	-	-	-	-	1,326	-
Banana	-	-	-	-	1,259	-
WC (Broome)	-	-	-	-	1,209	-
Charles Sturt (W)	-	-	-	-	1,136	-
Mount Isa City	-	-	-	-	1,012	-
Upper Hunter	-	-	-	-	942	-
WC (Karratha)	-	-	-	-	867	-
Hinchinbrook	-	-	-	-	834	-
Douglas	-	-	-	-	802	-
Moree Plains	-	-	-	-	788	-
Tablelands	-	-	-	-	756	-
WC (Dunsb./Yallingup)	-	-	-	-	734	-
WC (Margaret River)	-	-	-	-	730	-
Snowy Valleys	-	-	-	-	670	-
Gunnedah	-	-	-	-	669	-
Forbes	-	-	-	-	618	-
Barossa	-	-	-	-	579	-
Bland (WW)	-	-	-	-	543	-
Parkes	-	-	-	-	539	-
Hawkesbury (WW)	-	-	-	-	527	-
Junee (WW)	-	-	-	-	470	-
Copper Coast (WW)	-	-	-	-	442	-
WC (Pinjarra)	-	-	-	-	379	-
Edward	-	-	-	-	368	-
WC (Manjimup)	-	-	-	-	308	-
Berri	-	-	-	-	280	-
Temora (WW)	-	-	-	-	268	-
Charters Towers	-	-	-	-	264	-
Griffith	-	-	-	-	263	-

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Onkaparinga	-	-	-	-	259	-
Clare & Gilbert	-	-	-	-	243	-
Southern Mallee	-	-	-	-	241	-
Goondiwindi	-	-	-	-	232	-
Tea Tree Gully (W)	-	-	-	-	230	-
WC (Carnarvon)	-	-	-	-	223	-
Lightsview (W)	-	-	-	-	223	-
WC (Hedland)	-	-	-	-	217	-
Light (WW)	-	-	-	-	205	-
WC (Northam)	-	-	-	-	197	-
North Burnett	-	-	-	-	188	-
Alano Water (WW)	-	-	-	-	183	-
Federation	-	-	-	-	177	-
Balonne	-	-	-	-	175	-
Whyalla (W)	-	-	-	-	174	-
Robe (WW)	-	-	-	-	170	-
Loxton Waikerie (WW)	-	-	-	-	164	-
WC (Katanning)	-	-	-	-	146	-
Flinders	-	-	-	-	143	-
WC (Kambalda)	-	-	-	-	135	-
WC (Dongara-Denison)	-	-	-	-	133	-
WC (Derby)	-	-	-	-	120	-
Port Lincoln (W)	-	-	-	-	119	-
WC (Exmouth)	-	-	-	-	115	-
WC (Kalbarri)	-	-	-	-	112	-
Roxby Downs	-	-	-	-	110	-
Richmond Valley	-	-	-	-	100	-
Barunga (WW)	-	-	-	-	98	-
Wakefield (WW)	-	-	-	-	97	-
Lower Eyre (WW)	-	-	-	-	92	-
Port Augusta (WW)	-	-	-	-	92	-
WC (Narrogin)	-	-	-	-	86	-
Tumby Bay (WW)	-	-	-	-	83	-
Northern Areas (WW)	-	-	-	-	82	-
WC (Merredin)	-	-	-	-	82	-
Maranoa	-	-	-	-	79	-
Streaky Bay (WW)	-	-	-	-	78	-
Gwydir	-	-	-	-	74	-
South Burnett	-	-	-	-	70	-
Kangaroo Island (WW)	-	-	-	-	69	-
Murray Bridge	-	-	-	-	63	-
Nambucca	-	-	-	-	58	-
Franklin Harbour	-	-	-	-	55	-

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Adelaide Hills (WW)	-	-	-	-	54	-
Carpentaria	-	-	-	-	51	-
Marion (W)	-	-	-	-	50	-
Mid-Western	-	-	-	-	48	-
Cabonne	-	-	-	-	45	-
Grant (WW)	-	-	-	-	44	-
Greater Hume	-	-	-	-	44	-
Tenterfield	-	-	-	-	37	-
Tonsley (W)	-	-	-	-	33	-
Cleve (WW)	-	-	-	-	30	-
Coorong	-	-	-	-	28	-
Adelaide Plains (WW)	-	-	-	-	25	-
Renmark Paringa (WW)	-	-	-	-	22	-
Weddin (WW)	-	-	-	-	21	-
Coober Pedy	-	-	-	-	18	-
Woorabinda	-	-	-	-	15	-
Kimba (WW)	-	-	-	-	15	-
Port Adelaide	-	-	-	-	12	-
Wudinna (WW)	-	-	-	-	8	-
Kar. East Murray (WW)	-	-	-	-	4	-
Port Pirie (WW)	-	-	-	-	3	-
WC (Denmark)	-	-	-	-	2	-
WC (Esperance)	-	-	-	-	1	-
Aurukun	-	-	-	-	0	-
Balranald	-	-	-	-	0	-
Barcaldine	-	-	-	-	0	-
Barcoo (W)	-	-	-	-	0	-
Bellingen	-	-	-	-	0	-
Blackall-Tambo	-	-	-	-	0	-
Blayney (WW)	-	-	-	-	0	-
Bogan	-	-	-	-	0	-
Boulia	-	-	-	-	0	-
Bourke	-	-	-	-	0	-
Bulloo	-	-	-	-	0	-
Burdekin	-	-	-	-	0	-
Burke	-	-	-	-	0	-
Cent. Darling	-	-	-	-	0	-
Cherbourg	-	-	-	-	0	-
Cloncurry	-	-	-	-	0	-
Cook	-	-	-	-	0	-
Coota.–Gundagai	-	-	-	-	0	-
Croydon (W)	-	-	-	-	0	-
Diamantina	-	-	-	-	0	-

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
F.B. Pipeline (W)	-	-	-	-	0	-
Gilgandra	-	-	-	-	0	-
Mount Remarkable	-	-	-	-	0	-
Orroroo Carrieton	-	-	-	-	0	-
Doomadgee	-	-	-	-	0	-
Hope Vale	-	-	-	-	0	-
Inverell	-	-	-	-	0	-
Kowanyama	-	-	-	-	0	-
Kyogle	-	-	-	-	0	-
Lockhart River	-	-	-	-	0	-
Longreach	-	-	-	-	0	-
Mapoon (W)	-	-	-	-	0	-
Mareeba	-	-	-	-	0	-
McKinlay	-	-	-	-	0	-
Mid Murray	-	-	-	-	0	-
Mornington	-	-	-	-	0	-
Murweh	-	-	-	-	0	-
Napranum	-	-	-	-	0	-
Narromine	-	-	-	-	0	-
Northern Peninsula	-	-	-	-	0	-
Palm Island	-	-	-	-	0	-
Paroo	-	-	-	-	0	-
Pormpuraaw	-	-	-	-	0	-
P&W (Katherine)	-	-	-	-	0	-
P&W (Aggregated)	-	-	-	-	0	-
P&W (Tennant Creek)	-	-	-	-	0	-
Quilpie	-	-	-	-	0	-
Weipa	-	-	-	-	0	-
Richmond	-	-	-	-	0	-
Singleton	-	-	-	-	0	-
Flinders Ranges (WW)	-	-	-	-	0	-
Torres	-	-	-	-	0	-
Torres Strait Island	-	-	-	-	0	-
Upper Lachlan	-	-	-	-	0	-
Warren	-	-	-	-	0	-
Warrumbungle	-	-	-	-	0	-
WC (Collie)	-	-	-	-	0	-
WC (Harvey/Wokalup)	-	-	-	-	0	-
WC (Kununurra)	-	-	-	-	0	-
WC (Newman)	-	-	-	-	0	-
Winton	-	-	-	-	0	-
Wujal Wujal	-	-	-	-	0	-
Yarrabah	-	-	-	-	0	-

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Yorke Peninsula	-	-	-	-	0	-
Berrigan	-	-	-	-		-
Brewarrina	-	-	-	-		-
Carrathool	-	-	-	-		-
Cent. Tablelands (W)	-	-	-	-		-
Cobar Shire	-	-	-	-		-
Cobar Water (W)	-	-	-	-		-
Coonamble	-	-	-	-		-
Coolamon (WW)	-	-	-	-		-
Cowra	-	-	-	-		-
Glen Innes	-	-	-	-		-
Hay	-	-	-	-		-
Hilltops	-	-	-	-		-
Lachlan	-	-	-	-		-
Leeton	-	-	-	-		-
Lithgow	-	-	-	-		-
Liverpool Plains	-	-	-	-		-
Lockhart (WW)	-	-	-	-		-
Murray	-	-	-	-		-
Murrumbidgee	-	-	-	-		-
Narrandera	-	-	-	-		-
Oberon Council	-	-	-	-		-
Uralla	-	-	-	-		-
WC (Waroona/Hamel) (W)	-	-	-	-		-
WC (Wickham) (W)	-	-	-	-		-
WC (York) (W)	-	-	-	-		-
Wentworth	-	-	-	-		-
Yass Valley	-	-	-	-		-
Median	**-**	**-**	**-**	**-**	**44**	**-**
Mean	**-**	**-**	**-**	**-**	**225**	**-**

Table A3 P8 – Typical annual bill ($), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
Central Coast	1,077	1,054	1,026	1,265	1,387	9.6
SA Water	1,287	1,252	1,151	1,214	1,324	9.1
Icon Water	1,313	1,244	1,136	1,160	1,222	5.3
Gold Coast	1,965	1,898	1,825	1,841	1,918	4.2
Unitywater	1,795	1,704	1,602	1,627	1,667	2.5
Yarra Valley Water	1,265	1,172	1,104	1,056	1,079	2.2
South East Water	1,212	1,100	1,024	1,014	1,027	1.3
Urban Utilities	1,686	1,565	1,517	1,563	1,581	1.2
Greater Western Water		1,062	1,011	1,031	1,038	0.6
TasWater	1,421	1,407	1,355	1,362	1,371	0.6
WC (Perth)	1,907	1,851	1,750	1,785	1,773	-0.7
Logan	1,894	1,795	1,687	1,682	1,647	-2.1
Sydney Water	1,219	1,173	1,142	1,193	1,163	-2.5
Barwon Water	1,232	1,174	1,113	1,171	1,134	-3.2
Hunter Water	1,300	1,264	1,249	1,307	1,252	-4.2
Median	**1,300**	**1,252**	**1,151**	**1,265**	**1,324**	
Mean	**1,449**	**1,381**	**1,313**	**1,351**	**1,372**	
Large						
Shoalhaven	1,469	1,367	1,353	1,362	1,558	14.4
Coliban Water	1,603	1,512	1,413	1,467	1,601	9.2
Cairns	1,668	1,694	1,616	1,640	1,758	7.2
North East Water	1,092	990	975	1,048	1,114	6.3
Goulburn Valley Water	1,068	972	897	960	1,018	6.0
Central Highlands Water (Vic)	1,452	1,363	1,294	1,323	1,375	4.0
Gippsland Water	1,589	1,538	1,436	1,428	1,461	2.3
Townsville	1,944	1,908	1,820	1,807	1,846	2.2
Toowoomba	1,945	1,860	1,770	1,724	1,753	1.7
Redland City	2,004	1,951	1,923	1,908	1,932	1.3
WC (Mandurah)	2,086	2,051	1,920	1,975	1,974	-0.1
P&W (Darwin)	2,185	2,172	2,030	2,086	2,066	-0.9
Median	**1,603**	**1,616**	**1,526**	**1,553**	**1,677**	
Mean	**1,636**	**1,615**	**1,537**	**1,561**	**1,621**	
Medium						
Dubbo	1,784	1,740	1,655	1,748	2,003	14.6
Fraser Coast	1,910	1,819	1,780	1,900	2,050	7.9
Queanbeyan	1,997	1,806	1,728	1,713	1,818	6.1
South Gippsland Water	1,267	1,229	1,217	1,280	1,343	4.9
GWMWater	1,606	1,506	1,410	1,372	1,433	4.5
Mackay	1,837	1,765	1,564	1,570	1,631	3.9
Wingecarribee	1,642	1,586	1,535	1,630	1,688	3.6
Wannon Water	1,312	1,248	1,177	1,201	1,243	3.5

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Gladstone	2,143	2,014	2,019	2,183	2,240	2.6
Tweed	1,886	1,782	1,717	1,715	1,759	2.6
Fitzroy River Water	1,661	1,559	1,561	1,717	1,758	2.3
Lower Murray Water	1,171	1,118	1,086	1,123	1,142	1.7
East Gippsland Water	1,424	1,370	1,334	1,363	1,385	1.6
Albury	1,384	1,278	1,211	1,232	1,235	0.2
Port Macquarie Hastings	1,903	1,879	1,932	1,857	1,856	-0.1
MidCoast Council	2,223	2,057	1,968	1,950	1,944	-0.3
Bundaberg	1,814	1,702	1,596	1,626	1,572	-3.3
Clarence Valley	2,026	2,016	1,892	1,958	1,885	-3.7
Tamworth	1,678	1,675	1,623	1,637	1,523	-7.0
Coffs Harbour	1,809	1,799	1,744	1,733	1,249	-27.9
Eurobodalla	2,112	2,045	1,960		2,258	
Median	**1,809**	**1,740**	**1,623**	**1,675**	**1,688**	
Mean	**1,742**	**1,666**	**1,605**	**1,625**	**1,667**	
Small						
Bathurst	1,412	1,404	1,385	1,461	1,619	10.9
Central Highlands	2,537	2,376	2,169	2,411	2,603	8.0
Gympie	1,551	1,487	1,426	1,495	1,597	6.8
Armidale	1,553	1,578	1,534	1,562	1,641	5.1
Bega Valley	2,329	2,225	2,146	2,263	2,343	3.5
Lismore	2,107	2,081	1,961	1,969	2,036	3.4
Goulburn Mulwaree	1,625	1,570	1,539	1,488	1,539	3.4
P&W (Alice Springs)	2,354	2,278	2,145	2,103	2,163	2.8
Essential Energy	1,604	1,523	1,478	1,570	1,611	2.6
Whitsunday	2,148	2,049	2,043	2,034	2,051	0.8
Cassowary Coast	1,978	1,953	1,891	1,956	1,969	0.7
Westernport Water	1,408	1,355	1,306	1,353	1,363	0.7
Byron	2,391	2,358	2,276	2,411	2,414	0.1
Kempsey	2,426	2,296	2,258	2,403	2,402	0.0
Ballina	1,941	1,873	1,833	1,749	1,747	-0.1
WC (Albany)	2,105	2,053	1,967	1,965	1,943	-1.1
WC (Australind/Eaton)	2,266	2,204	2,098	2,150	2,099	-2.4
WC (Geraldton)	2,360	2,304	2,190	2,272	2,209	-2.8
Southern Downs	1,740	1,826	1,807	1,849	1,787	-3.3
Livingstone	2,092	2,126	2,025	2,254	2,102	-6.8
Orange	1,446	1,405	1,314	1,586	1,401	-11.6
Western Downs	1,722	1,613	1,586	1,611	1,371	-14.9
Snowy Monaro	1,866		1,817	1,817	1,509	-17.0
Median	**1,978**	**1,953**	**1,862**	**1,902**	**1,787**	
Mean	**1,955**	**1,872**	**1,803**	**1,869**	**1,800**	
Very small						
Balranald					3,921	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Bourke					3,409	
P&W (Aggregated)					3,051	
Tenterfield					2,764	
P&W (Katherine)					2,710	
WC (Hedland)					2,607	
P&W (Tennant Creek)					2,600	
Lachlan					2,566	
WC (Kununurra)					2,538	
Cook					2,534	
Edward					2,436	
Muswellbrook					2,420	
WC (Broome)					2,409	
Warrumbungle					2,395	
Mount Isa City					2,334	
Charters Towers					2,328	
WC (Derby)					2,319	
Banana					2,281	
WC (Dunsb./Yallingup)					2,208	
WC (Pinjarra)					2,197	
WC (Dongara-Denison)					2,176	
WC (Carnarvon)					2,160	
Roxby Downs					2,157	
Mareeba					2,123	
Carrathool					2,121	
WC (Collie)					2,119	
Upper Lachlan					2,113	
WC (Harvey/Wokalup)					2,105	
WC (Northam)					2,097	
Carpentaria					2,093	
Torres					2,069	
WC (Merredin)					2,066	
WC (Narrogin)					2,055	
WC (Katanning)					2,048	
WC (Kalbarri)					2,039	
Douglas					2,031	
North Burnett					2,006	
WC (Karratha)					1,981	
WC (Esperance)					1,973	
Isaac					1,962	
Balonne					1,957	
Coober Pedy					1,939	
WC (Manjimup)					1,935	
Richmond Valley					1,917	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Cowra					1,896	
South Burnett					1,892	
Winton					1,890	
Flinders					1,889	
Narromine					1,887	
WC (Denmark)					1,881	
Doomadgee					1,879	
Forbes					1,874	
Kyogle					1,853	
Mid-Western					1,846	
Richmond					1,837	
Tablelands					1,835	
Narrabri					1,817	
Burke					1,800	
Bellingen					1,765	
Maranoa					1,744	
Warren					1,738	
WC (Margaret River)					1,727	
Greater Hume					1,726	
WC (Newman)					1,714	
Singleton					1,694	
WC (Exmouth)					1,676	
Snowy Valleys					1,667	
Federation					1,653	
Gilgandra					1,649	
Barcaldine					1,636	
WC (Kambalda)					1,630	
Weipa					1,624	
Griffith					1,591	
Goondiwindi					1,571	
Nambucca					1,558	
Parkes					1,521	
Hope Vale					1,518	
Gwydir					1,515	
Upper Hunter					1,488	
Inverell					1,487	
Ceduna					1,482	
Gunnedah					1,477	
Hinchinbrook					1,469	
Cabonne					1,444	
Burdekin					1,416	
McKinlay					1,355	
Blackall-Tambo					1,341	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Murray Bridge					1,285	
Coota.-Gundagai					1,177	
Boulia					1,165	
Murweh					1,114	
Bulloo					1,113	
Leeton					1,112	
Paroo					1,107	
Yorke Peninsula					1,106	
Bogan					1,100	
Quilpie					1,073	
Yass Valley					838	
Elliston					703	
Diamantina					687	
Franklin Harbour					516	
Cent. Darling					181	
Median					**1,877**	
Mean					**1,838**	

Table A4 P7 – Annual bill based on 200 kL ($), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
Gold Coast	2,123	2,083	1,986	1,984	2,086	5.1
SA Water	1,315	1,273	1,223	1,229	1,286	4.6
Icon Water	1,383	1,351	1,236	1,279	1,338	4.6
Central Coast	1,180	1,158	1,213	1,461	1,515	3.7
Unitywater	2,125	2,053	1,933	1,959	2,000	2.1
South East Water	1,358	1,323	1,236	1,230	1,246	1.3
Urban Utilities	1,885	1,845	1,770	1,778	1,799	1.2
TasWater	1,448	1,435	1,387	1,378	1,393	1.0
Yarra Valley Water	1,496	1,386	1,305	1,281	1,286	0.4
WC (Perth)	1,828	1,771	1,698	1,673	1,677	0.2
Barwon Water	1,337	1,277	1,244	1,266	1,268	0.2
Greater Western Water		1,270	1,208	1,232	1,234	0.1
Logan	2,195	2,130	2,005	1,970	1,963	-0.4
Hunter Water	1,445	1,406	1,385	1,429	1,395	-2.4
Sydney Water	1,258	1,228	1,211	1,253	1,220	-2.7
Median	**1,445**	**1,386**	**1,305**	**1,378**	**1,393**	
Mean	**1,584**	**1,533**	**1,470**	**1,493**	**1,514**	
Large						
Shoalhaven	1,562	1,531	1,467	1,479	1,723	16.5
Cairns	1,587	1,596	1,539	1,565	1,673	6.9
Coliban Water	1,622	1,535	1,479	1,533	1,588	3.6
Redland City	2,077	2,065	2,001	1,994	2,045	2.5
Townsville	1,944	1,908	1,820	1,807	1,846	2.2
Goulburn Valley Water	986	921	859	906	921	1.7
Central Highlands Water (Vic)	1,589	1,495	1,437	1,454	1,478	1.7
North East Water	1,095	1,050	1,026	1,065	1,081	1.5
P&W (Darwin)	1,811	1,774	1,701	1,677	1,701	1.4
Gippsland Water	1,680	1,650	1,540	1,534	1,549	1.0
WC (Mandurah)	2,028	1,986	1,909	1,898	1,905	0.3
Toowoomba	2,112	2,067	2,003	2,003	1,935	-3.4
Median	**1,622**	**1,623**	**1,539**	**1,550**	**1,687**	
Mean	**1,646**	**1,631**	**1,565**	**1,576**	**1,620**	
Medium						
Fraser Coast	1,940	1,921	1,863	1,957	2,142	9.5
Fitzroy River Water	1,463	1,449	1,490	1,556	1,658	6.6
Gladstone	1,988	1,958	1,979	2,083	2,196	5.4
Mackay	1,828	1,795	1,677	1,658	1,733	4.5
Wingecarribee	1,691	1,653	1,612	1,658	1,733	4.5
Wannon Water	1,447	1,375	1,304	1,332	1,380	3.6

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Port Macquarie Hastings	2,083	2,073	2,027	1,946	2,015	3.5
MidCoast Council	2,481	2,382	2,293	2,238	2,298	2.7
Dubbo	1,789	1,755	1,679	1,602	1,643	2.6
Clarence Valley	2,135	2,128	2,011	2,019	2,062	2.1
Lower Murray Water	943	899	873	902	918	1.7
East Gippsland Water	1,567	1,509	1,470	1,516	1,541	1.6
Albury	1,353	1,296	1,215	1,171	1,185	1.2
GWMWater	1,561	1,464	1,423	1,359	1,374	1.2
Coffs Harbour	2,037	2,011	1,937	1,937	1,959	1.1
South Gippsland Water	1,456	1,426	1,415	1,488	1,490	0.1
Bundaberg	1,750	1,722	1,654	1,631	1,551	-4.9
Tamworth	1,756	1,716	1,616	1,602	1,485	-7.3
Queanbeyan	2,364	2,304	2,228	2,236	1,983	-11.3
Tweed	3,622	3,524	3,378	2,520	1,955	-22.4
Eurobodalla	2,482	2,422	2,327		2,340	
Median	**1,789**	**1,755**	**1,677**	**1,645**	**1,733**	
Mean	**1,892**	**1,847**	**1,784**	**1,721**	**1,745**	
Small						
Snowy Monaro	2,167	2,116	2,033	2,030	2,248	10.7
Gympie	1,577	1,548	1,509	1,546	1,703	10.1
Bathurst	1,534	1,524	1,483	1,507	1,652	9.6
Western Downs	1,712	1,642	1,644	1,513	1,658	9.6
Byron	2,395	2,361	2,283	2,369	2,522	6.5
Southern Downs	2,071	2,080	2,041	2,067	2,188	5.9
Central Highlands	1,883	1,902	1,920	1,989	2,104	5.8
Cassowary Coast	1,952	1,912	1,855	1,908	2,011	5.4
Bega Valley	2,520	2,461	2,384	2,461	2,569	4.4
Whitsunday	1,963	1,953	1,904	1,901	1,957	2.9
Livingstone	1,977	2,096	1,860	2,004	2,051	2.3
Essential Energy	1,494	1,445	1,420	1,459	1,492	2.3
Goulburn Mulwaree	1,846	1,767	1,747	1,677	1,703	1.6
P&W (Alice Springs)	1,811	1,774	1,701	1,677	1,701	1.4
Westernport Water	1,682	1,605	1,562	1,618	1,641	1.4
Kempsey	2,507	2,547	2,484	2,631	2,667	1.4
Ballina	2,036	1,987	1,884	1,875	1,888	0.7
Lismore	2,483	2,455	2,374	2,379	2,388	0.4
WC (Geraldton)	2,098	2,055	1,984	1,964	1,966	0.1
WC (Albany)	2,210	2,158	2,067	2,035	2,036	0.1
WC (Australind/Eaton)	2,028	1,975	1,895	1,871	1,872	0.1
Armidale	1,867	1,885	1,788	1,773	1,770	-0.2
Orange	1,564	1,527	1,468	2,007	1,486	-26.0
Median	**1,963**	**1,933**	**1,872**	**1,905**	**1,888**	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Mean	**1,973**	**1,912**	**1,849**	**1,891**	**1,870**	
Very small						
Tenterfield					3,446	
Coober Pedy					2,932	
Upper Lachlan					2,815	
Cabonne					2,602	
Warrumbungle					2,355	
Mount Isa City					2,334	
Charters Towers					2,328	
Coota.-Gundagai					2,273	
Lachlan					2,251	
Cobar Shire					2,167	
Banana					2,165	
Cook					2,140	
Mareeba					2,123	
Richmond Valley					2,112	
Carpentaria					2,079	
Torres					2,069	
South Burnett					2,056	
WC (Denmark)					2,037	
WC (Manjimup)					2,037	
WC (Collie)					2,036	
WC (Broome)					2,035	
WC (Dongara-Denison)					2,034	
WC (Pinjarra)					2,032	
WC (Harvey/Wokalup)					2,031	
WC (Derby)					2,028	
WC (Kununurra)					2,026	
WC (Merredin)					2,024	
WC (Northam)					2,022	
WC (Narrogin)					2,021	
WC (Katanning)					2,016	
WC (Hedland)					2,009	
WC (Dunsb./Yallingup)					2,000	
Muswellbrook					2,000	
WC (Carnarvon)					1,999	
WC (Kalbarri)					1,985	
North Burnett					1,966	
Kyogle					1,964	
WC (Esperance)					1,963	
Mid-Western					1,958	
Balonne					1,957	
Bellingen					1,945	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Tablelands					1,931	
Ceduna					1,919	
Isaac					1,909	
Cowra					1,896	
Flinders					1,889	
Doomadgee					1,879	
Roxby Downs					1,868	
Douglas					1,858	
Richmond					1,837	
Nambucca					1,831	
Burke					1,800	
Carrathool					1,777	
Moree Plains					1,754	
Edward					1,740	
WC (Margaret River)					1,724	
P&W (Aggregated)					1,701	
P&W (Katherine)					1,701	
P&W (Tennant Creek)					1,701	
Elliston					1,697	
Snowy Valleys					1,695	
Narrabri					1,648	
Barcaldine					1,636	
Weipa					1,624	
Narromine					1,617	
Singleton					1,616	
WC (Karratha)					1,613	
Yorke Peninsula					1,612	
Balranald					1,590	
Hinchinbrook					1,590	
WC (Kambalda)					1,576	
Bourke					1,565	
Federation					1,550	
Gwydir					1,550	
Bogan					1,540	
Forbes					1,532	
Inverell					1,530	
Hope Vale					1,518	
Parkes					1,500	
Gilgandra					1,498	
Upper Hunter					1,488	
Maranoa					1,475	
Warren					1,410	
WC (Exmouth)					1,409	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
McKinlay					1,355	
Burdekin					1,353	
Goondiwindi					1,352	
Gunnedah					1,351	
Blackall-Tambo					1,341	
Griffith					1,324	
Greater Hume					1,283	
Murray Bridge					1,209	
WC (Newman)					1,204	
Boulia					1,165	
Murweh					1,114	
Bulloo					1,113	
Leeton					1,112	
Paroo					1,107	
Franklin Harbour					1,103	
Quilpie					1,073	
Yass Valley					838	
Winton					798	
Diamantina					687	
Cent. Darling					181	
Median					**1,789**	
Mean					**1,752**	

Table A5 F16 – Total capital expenditure: water and wastewater ($000s), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
Gold Coast	166,363	184,863	121,513	123,979	210,048	69.4
WC (Perth)	443,101	394,719	427,774	665,412	1,113,643	67.4
TasWater	196,394	250,985	185,201	256,321	358,734	40.0
Hunter Water	175,572	153,559	182,014	200,915	278,795	38.8
Icon Water	104,082	76,418	77,283	72,278	96,050	32.9
SA Water	572,020	529,413	603,299	696,335	799,938	14.9
Barwon Water	78,564	60,745	116,959	139,252	157,440	13.1
Sydney Water	1,100,179	1,389,617	1,787,991	2,171,398	2,432,605	12.0
Logan	103,281	123,369	123,348	133,401	147,588	10.6
South East Water	284,695	209,475	238,164	303,111	334,880	10.5
Yarra Valley Water	397,154	322,146	328,746	377,762	389,431	3.1
Urban Utilities	394,181	323,365	386,803	371,326	382,137	2.9
Unitywater	162,370	185,434	264,989	373,908	357,453	-4.4
Greater Western Water		285,784	335,519	355,178	325,357	-8.4
Central Coast	0	41,951	70,875	86,749		
Median	**185,983**	**209,475**	**238,164**	**303,111**	**346,167**	
Mean	**298,425**	**302,123**	**350,032**	**421,822**	**527,436**	
Large						
Cairns	52,549	45,737	49,201	71,465	172,201	141.0
North East Water	30,407	36,063	30,139	39,578	79,719	101.4
Townsville	60,561	100,120	136,917	66,378	131,559	98.2
P&W (Darwin)	24,541	28,620	38,988	68,884	126,643	83.9
Goulburn Valley Water	45,458	43,523	29,262	32,141	49,870	55.2
Gippsland Water	67,282	43,684	47,071	42,028	54,253	29.1
Coliban Water	37,107	50,264	67,245	85,654	109,275	27.6
Redland City	11,665	3,966	7,140	12,740	13,178	3.4
Toowoomba	59,164	46,179	61,952	66,413	65,847	-0.9
Shoalhaven	29,762	30,487	52,699	42,224	38,470	-8.9
WC (Mandurah)	20,233	14,224	26,813	38,039	31,279	-17.8
Central Highlands Water (Vic)	24,704	23,473	30,478	49,232	38,389	-22.0
Median	**33,757**	**39,793**	**43,030**	**45,728**	**60,050**	
Mean	**38,619**	**38,862**	**48,159**	**51,231**	**75,890**	
Medium						
Gladstone	22,879	17,448	12,196	12,490	19,449	55.7
East Gippsland Water	13,721	10,110	17,493	15,190	23,405	54.1
Wingecarribee	22,391	22,612	10,657	33,596	42,850	27.5
GWMWater	14,088	13,917	18,921	23,199	28,281	21.9
Mackay	20,890	25,346	28,891	20,125	24,252	20.5

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Fraser Coast	36,209	22,822	17,258	19,403	23,158	19.4
Albury	8,113	4,894	4,005	3,953	4,714	19.3
Fitzroy River Water	15,126	23,156	48,448	63,376	64,503	1.8
South Gippsland Water	24,624	17,736	20,822	25,327	25,332	0.0
Wannon Water	21,774	14,862	38,385	51,905	51,484	-0.8
Bundaberg	27,371	15,678	16,373	21,788	18,408	-15.5
Coffs Harbour	3,710	3,483	3,803	9,361	7,686	-17.9
MidCoast Council	19,441	30,179	29,849	43,676	32,965	-24.5
Tweed	18,687	14,946	17,910	21,515	14,971	-30.4
Clarence Valley			18,424	14,532	9,723	-33.1
Eurobodalla	27,655	29,829	65,930	86,143	56,575	-34.3
Lower Murray Water	17,480	29,362	18,058	18,609	11,501	-38.2
Queanbeyan	5,277	523	3,438	17,188	8,042	-53.2
Tamworth	25,159	11,588	19,924	19,712	7,018	-64.4
Dubbo	84	3,654			19,359	
Port Macquarie Hastings	21,907	48,903	30,749	16,172		
Median	**20,166**	**16,563**	**18,241**	**19,919**	**21,303**	
Mean	**18,329**	**18,052**	**22,077**	**26,863**	**24,684**	
Small						
Byron	5,866	0		0	2,811	
Snowy Monaro	0	20,132	4,984	1,311	9,917	656.4
Kempsey	9,496	4,745	10,222	8,391	19,124	127.9
Western Downs	6,697	5,163	10,571	6,760	14,665	116.9
Mount Barker		7,463	15,033	8,782	18,957	115.9
WC (Albany)	14,541	12,214	5,958	9,678	20,653	113.4
Southern Downs	11,486	8,727	14,434	8,100	14,546	79.6
Westernport Water	11,269	9,674	4,779	7,142	12,436	74.1
Ballina	9,706	10,669	2,489	8,954	13,413	49.8
Gympie	5,599	5,673	5,330	5,402	7,801	44.4
Essential Energy	11,528			2,531	2,740	8.3
Whitsunday	14,220	8,207	4,437	6,943	7,483	7.8
Armidale	4,409	2,448	13,227	5,854	5,837	-0.3
Bega Valley	9,628		18,764	13,528	12,764	-5.6
Livingstone	4,224	8,998	10,892	8,737	8,211	-6.0
Lismore	9,231		8,186	6,658	5,979	-10.2
Goulburn Mulwaree	13,602	11,660	10,049	4,312	3,684	-14.6
P&W (Alice Springs)	9,608	10,173	9,056	8,605	6,403	-25.6
Central Highlands	11,658	14,059	14,683	17,432	12,404	-28.8
WC (Australind/Eaton)	10,137	7,430	4,000	9,144	6,423	-29.8
Bathurst	9,530	6,581	14,010	14,244	8,049	-43.5
WC (Geraldton)	17,119	8,228	8,251	14,319	8,076	-43.6

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Cassowary Coast	8,572	10,449	11,799	30,406	11,706	-61.5
Alexandrina					3,735	
Orange	768	1,450	2,871		5,311	
Median	**9,608**	**8,228**	**9,553**	**8,391**	**8,076**	
Mean	**9,082**	**8,293**	**9,274**	**9,010**	**9,725**	
Very small						
Bellingen					30,522	
Parkes					16,821	
Burdekin					16,168	
Tablelands					13,985	
P&W (Aggregated)					12,247	
WC (Karratha)					11,220	
WC (Northam)					8,386	
Singleton					8,114	
Mareeba					7,347	
Douglas					7,271	
WC (Hedland)					6,659	
WC (Broome)					6,188	
Lachlan					6,014	
Isaac					5,753	
P&W (Katherine)					5,634	
Mount Isa City					5,313	
WC (Exmouth)					5,010	
Upper Hunter					5,005	
Richmond Valley					4,120	
Cook					3,907	
Charters Towers					3,828	
Griffith					3,823	
WC (Denmark)					3,624	
WC (Esperance)					3,604	
Paroo					3,475	
WC (Derby)					3,382	
Tenterfield					3,363	
Torres Strait Island					3,259	
Warrumbungle					3,244	
WC (Margaret River)					3,190	
Nambucca					3,161	
South Burnett					3,036	
Palm Island					2,882	
Federation					2,738	
Forbes					2,588	
Banana					2,482	
Edward					2,342	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
WC (Kambalda)					2,251	
Murweh					2,160	
Cloncurry					2,120	
Maranoa					2,071	
North Burnett					2,062	
Snowy Valleys					2,008	
Bogan					2,006	
Mid-Western					1,933	
Diamantina					1,768	
Goondiwindi					1,761	
Warren					1,690	
WC (Katanning)					1,585	
Barossa					1,573	
Hinchinbrook					1,566	
WC (Harvey/Wokalup)					1,438	
Inverell					1,411	
WC (Carnarvon)					1,355	
WC (Dunsb./Yallingup)					1,349	
Gilgandra					1,302	
WC (Pinjarra)					1,296	
WC (Manjimup)					1,280	
Aurukun					1,274	
Balonne					1,232	
WC (Collie)					1,112	
Narrabri					1,100	
Cowra					1,087	
WC (Narrogin)					984	
Kyogle					982	
Muswellbrook					847	
Greater Hume					826	
WC (Dongara-Denison)					822	
Narromine					817	
Carrathool					774	
WC (Merredin)					745	
Yarrabah					658	
Coota.-Gundagai					654	
Burke					650	
Flinders					644	
Coonamble					615	
Pormpuraaw					615	
Winton					611	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
WC (Kununurra)					604	
Yorke Peninsula					590	
Lockhart River					523	
Longreach					512	
Carpentaria					443	
Gunnedah					432	
WC (Newman)					381	
Coorong					334	
Leeton					325	
Weipa					324	
Upper Lachlan					317	
Quilpie					308	
Coober Pedy					301	
WC (Kalbarri)					289	
Doomadgee					283	
Mornington					281	
McKinlay					261	
Barcaldine					243	
Onkaparinga					241	
Ceduna					212	
Torres					210	
Blackall-Tambo					199	
Hope Vale					145	
Roxby Downs					133	
P&W (Tennant Creek)					114	
Mid Murray					101	
Murray Bridge					61	
Kowanyama					59	
Clare & Gilbert					59	
Tatiara					46	
Bulloo					45	
Berri					36	
Boulia					27	
Southern Mallee					21	
Moree Plains					17	
Cherbourg					0	
Port Adelaide					0	
Elliston					0	
Franklin Harbour					0	
Mount Remarkable					0	
Orroroo Carrieton					0	
Median					**1,232**	
Mean					**2,531**	

Table A6 F28 – Capital expenditure: water ($/property), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
Gold Coast	92	148	97	78	174	123.5
WC (Perth)	287	243	248	409	758	85.3
Hunter Water	133	262	267	421	671	59.5
TasWater	582	916	517	345	479	38.7
Icon Water	238	90	135	184	254	38.1
Logan	191	199	163	199	258	30.0
Central Coast	0	98	151	228	293	28.7
Barwon Water	242	177	324	353	452	28.1
South East Water	95	90	104	100	127	27.2
Sydney Water	199	235	255	224	270	20.5
Yarra Valley Water	184	149	151	178	201	13.3
SA Water	557	448	448	563	596	5.9
Urban Utilities	206	164	165	171	166	-3.0
Greater Western Water		296	362	338	268	-20.7
Unitywater	144	178	262	446	310	-30.3
Median	**195**	**178**	**248**	**228**	**270**	
Mean	**225**	**246**	**243**	**282**	**352**	
Large						
Cairns	353	294	363	669	1,974	195.1
Townsville	458	801	1,124	617	1,291	109.2
Goulburn Valley Water	388	366	198	196	403	106.0
P&W (Darwin)	235	354	487	967	1,948	101.5
North East Water	336	254	221	255	356	39.6
Coliban Water	238	447	515	613	763	24.4
Toowoomba	699	518	774	891	832	-6.6
WC (Mandurah)	169	160	157	315	283	-10.0
Central Highlands Water (Vic)	117	68	177	287	240	-16.4
Gippsland Water	200	260	349	316	206	-34.9
Shoalhaven	258	198	430	432	268	-38.0
Redland City	19	16	54	47	14	-70.6
Median	**248**	**277**	**356**	**374**	**380**	
Mean	**289**	**311**	**404**	**467**	**715**	
Medium						
Queanbeyan	221	12	111	97	250	159.1
South Gippsland Water	661	434	347	259	565	118.2
Mackay	201	370	406	242	408	68.2
East Gippsland Water	460	196	201	242	400	65.3
GWMWater	258	299	403	409	602	47.1

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Gladstone	287	275	83	164	220	33.9
Fraser Coast	380	214	232	326	430	32.0
Wannon Water	219	253	352	297	349	17.6
Wingecarribee	420	611	151	184	169	-8.3
Albury	178	141	120	91	81	-11.2
Clarence Valley			656	414	334	-19.2
Lower Murray Water	276	640	319	335	196	-41.4
Tweed	336	242	248	361	194	-46.3
MidCoast Council	231	458	397	659	327	-50.4
Bundaberg	714	325	186	330	148	-55.2
Coffs Harbour	47	48	36	147	58	-60.9
Tamworth	996	280	668	499	168	-66.3
Dubbo	0	87			452	
Eurobodalla	447	342			1,958	
Port Macquarie Hastings	382	843	426	158		
Fitzroy River Water	237	357	490		1,224	
Median	**282**	**290**	**319**	**278**	**331**	
Mean	**348**	**321**	**307**	**290**	**427**	
Small						
Byron	133	0		0	122	
Snowy Monaro	0	236	312	80	953	1091.3
Kempsey	284	218	424	284	781	174.9
Western Downs	295	270	655	444	1,121	152.4
Westernport Water	333	224	167	183	403	119.9
Gympie	298	170	83	154	302	95.9
Southern Downs	531	375	731	496	802	61.6
Lismore	317		168	269	299	11.0
Whitsunday	781	545	85	272	291	6.7
WC (Albany)	629	489	236	293	305	4.1
Bega Valley	420	751	940	619	600	-3.1
Armidale	0	207		334	318	-5.0
Ballina	148	185	62	215	186	-13.5
Goulburn Mulwaree	524	314	213	194	151	-21.9
WC (Australind/Eaton)	575	175	221	608	369	-39.4
Bathurst	446	289	724	509	290	-43.0
P&W (Alice Springs)	584	661	418	576	197	-65.8
Livingstone	111	183	532	278	82	-70.6
WC (Geraldton)	795	329	334	620	141	-77.3
Essential Energy	910			207	2	-98.9
Alexandrina					0	
Cassowary Coast	411	486	584		263	
Central Highlands	707	787	993		788	
Mount Barker					18,421	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Orange	42	37	0		130	
Median	**411**	**270**	**323**	**281**	**299**	
Mean	**403**	**330**	**394**	**332**	**1,093**	
Very small						
Diamantina					8,410	
P&W (Aggregated)					7,305	
Paroo					2,842	
Cook					2,710	
Aurukun					2,590	
Burke					2,556	
Burdekin					2,176	
Torres Strait Island					2,150	
Parkes					2,130	
Palm Island					1,752	
WC (Exmouth)					1,717	
Lockhart River					1,616	
Lachlan					1,555	
Tenterfield					1,435	
Tablelands					1,346	
WC (Kambalda)					1,333	
Warren					1,323	
WC (Derby)					1,288	
Bogan					1,278	
WC (Denmark)					1,253	
Cloncurry					1,217	
P&W (Katherine)					1,117	
Mareeba					1,079	
Bellingen					1,065	
WC (Karratha)					1,036	
Yarrabah					884	
Charters Towers					852	
Winton					782	
Flinders					739	
WC (Hedland)					720	
Doomadgee					718	
Murweh					693	
Douglas					680	
Warrumbungle					647	
Balonne					634	
Isaac					582	
WC (Katanning)					578	
Upper Hunter					522	
WC (Esperance)					484	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
WC (Harvey/Wokalup)					458	
Singleton					450	
WC (Manjimup)					441	
WC (Northam)					436	
Quilpie					418	
Carrathool					396	
Gilgandra					386	
Edward					382	
Maranoa					374	
WC (Merredin)					372	
Mount Isa City					363	
Forbes					351	
WC (Narrogin)					337	
North Burnett					310	
WC (Pinjarra)					301	
Hope Vale					295	
Narromine					285	
Nambucca					256	
Hinchinbrook					256	
Griffith					250	
South Burnett					247	
Banana					243	
Carpentaria					241	
Narrabri					240	
Coonamble					237	
Longreach					217	
Coober Pedy					213	
Snowy Valleys					213	
Federation					207	
Bulloo					203	
Mid-Western					184	
Boulia					180	
Murray Bridge					175	
Cowra					173	
Weipa					165	
WC (Broome)					159	
Richmond Valley					141	
Muswellbrook					129	
Kyogle					118	
WC (Kununurra)					116	
Torres					113	
McKinlay					112	
Greater Hume					109	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
WC (Dunsb./Yallingup)					93	
WC (Kalbarri)					89	
P&W (Tennant Creek)					87	
Kowanyama					86	
Ceduna					85	
Goondiwindi					84	
WC (Margaret River)					80	
Roxby Downs					78	
Gunnedah					57	
Inverell					56	
WC (Collie)					51	
Coorong					46	
WC (Dongara-Denison)					45	
Barcaldine					42	
WC (Carnarvon)					36	
WC (Newman)					33	
Leeton					28	
Yorke Peninsula					5	
Port Adelaide					0	
Elliston					0	
Franklin Harbour					0	
Mount Remarkable					0	
Orroroo Carrieton					0	
Mid Murray					0	
Tatiara					0	
Barossa					0	
Median					**298**	
Mean					**705**	

Table A7 F29 – Capital expenditure: wastewater ($/property), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
Gold Coast	551	557	361	386	600	55.3
TasWater	378	268	366	918	1,273	38.6
SA Water	178	249	354	341	439	29.0
Icon Water	306	299	252	172	212	23.4
WC (Perth)	230	213	242	341	394	15.8
Central Coast	0	216	371	408	465	13.8
Unitywater	367	397	549	673	756	12.3
Sydney Water	338	435	599	803	867	8.0
Greater Western Water		185	186	228	237	3.8
Urban Utilities	416	338	437	394	409	3.7
Logan	681	820	822	828	858	3.7
South East Water	268	173	191	270	276	2.2
Barwon Water	240	188	363	452	438	-3.2
Yarra Valley Water	300	238	239	262	244	-7.0
Hunter Water	562	328	427	333	247	-25.8
Median	**322**	**268**	**363**	**386**	**438**	
Mean	**344**	**327**	**384**	**454**	**514**	
Large						
North East Water	251	445	353	496	1,137	129.0
Gippsland Water	794	360	304	255	379	48.5
Townsville	270	388	484	148	193	30.3
Toowoomba	231	230	202	134	183	36.2
Coliban Water	253	197	347	477	615	29.0
Redland City	193	54	65	171	214	25.0
Goulburn Valley Water	400	377	300	348	415	19.5
Shoalhaven	391	430	697	448	485	8.2
Cairns	355	318	288	268	268	-0.1
P&W (Darwin)	175	123	160	162	118	-26.9
Central Highlands Water (Vic)	249	276	245	380	270	-29.0
WC (Mandurah)	269	135	414	460	256	-44.5
Median	**261**	**297**	**302**	**308**	**269**	
Mean	**319**	**278**	**322**	**312**	**378**	
Medium						
Gladstone	644	422	413	335	559	67.1
East Gippsland Water	111	248	584	413	589	42.7
Albury	154	53	46	63	88	38.7
Bundaberg	139	191	402	417	515	23.4
Mackay	264	204	281	119	136	14.4
MidCoast Council	279	307	364	419	474	13.2

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Fitzroy River Water	241	372		685	768	12.1
Tweed	236	214	273	220	203	-7.5
Coffs Harbour	95	87	132	208	185	-10.8
Wannon Water	321	95	587	991	798	-19.4
GWMWater	218	161	222	372	296	-20.5
Fraser Coast	613	404	213	151	115	-23.7
Clarence Valley			185	203	109	-46.6
South Gippsland Water	559	429	670	984	514	-47.7
Tamworth	98	246	155	363	126	-65.4
Lower Murray Water	260	223	221	217	74	-65.7
Queanbeyan	11	11	20	589	87	-85.3
Dubbo	5	94			494	
Eurobodalla			856		702	
Port Macquarie Hastings	309	704	555	353		
Wingecarribee	819	580	445		1,995	
Median	**241**	**223**	**281**	**358**	**385**	
Mean	**283**	**266**	**349**	**394**	**441**	
Small						
Byron	432	0		0	84	
Essential Energy	217			39	283	628.3
Snowy Monaro	0		253	58	321	455.8
P&W (Alice Springs)	206	155	330	100	334	233.1
WC (Albany)	288	287	139	339	1,059	212.4
Mount Barker		532	1,030	475	1,188	150.4
Southern Downs	597	478	643	253	559	120.6
WC (Geraldton)	124	136	128	151	318	110.2
Kempsey	597	178	524	485	887	82.9
Ballina	515	528	74	357	525	47.2
Livingstone	255	601	323	423	606	43.3
Westernport Water	331	336	102	216	282	30.6
Gympie	106	253	322	236	260	10.0
Whitsunday	245	24	256	230	250	8.6
Armidale	0	23	37	216	214	-1.2
Western Downs	378	240	355	181	169	-6.6
Goulburn Mulwaree	641	685	662	162	141	-13.0
Lismore	365		459	196	145	-26.1
Bega Valley	321	640	444	368	267	-27.5
Central Highlands	306	448	251	399	270	-32.2
Bathurst	109	91	64	300	185	-38.4
Cassowary Coast	430	630	625	2,368	1,080	-54.4
WC (Australind/Eaton)	243	493	85	52	19	-63.7
Alexandrina					365	
Orange	0	46	170		149	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Median	**288**	**287**	**289**	**230**	**282**	
Mean	**292**	**324**	**331**	**331**	**398**	
Very small						
Bellingen					5,877	
P&W (Aggregated)					4,562	
Palm Island					3,322	
WC (Northam)					2,165	
Pormpuraaw					1,933	
Aurukun					1,657	
Burke					1,345	
P&W (Katherine)					1,043	
Mornington					940	
Lachlan					824	
Lockhart River					817	
WC (Carnarvon)					810	
Singleton					792	
Cook					771	
Gilgandra					650	
McKinlay					613	
WC (Broome)					605	
Upper Hunter					583	
Warrumbungle					559	
WC (Exmouth)					543	
WC (Margaret River)					512	
WC (Derby)					505	
WC (Dongara-Denison)					480	
Richmond Valley					448	
Burdekin					423	
Warren					394	
Kyogle					377	
Goondiwindi					376	
Murweh					370	
North Burnett					366	
Douglas					361	
Forbes					351	
Mount Isa City					338	
Banana					332	
WC (Kambalda)					282	
Edward					260	
Yarrabah					260	
Mareeba					258	
Carrathool					255	
Federation					244	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Quilpie					242	
Blackall-Tambo					223	
Nambucca					218	
Carpentaria					213	
Inverell					209	
Greater Hume					203	
WC (Collie)					199	
Yorke Peninsula					196	
WC (Pinjarra)					192	
Coonamble					192	
WC (Katanning)					190	
Coorong					188	
Barossa					187	
Barcaldine					158	
WC (Karratha)					158	
Murray Bridge					148	
Torres Strait Island					145	
Snowy Valleys					138	
Griffith					130	
Winton					124	
Tablelands					116	
Coota.-Gundagai					115	
Isaac					110	
Ceduna					109	
Kowanyama					108	
WC (Denmark)					104	
WC (Kununurra)					103	
WC (Esperance)					95	
Hope Vale					92	
WC (Harvey/Wokalup)					83	
Upper Lachlan					78	
South Burnett					78	
Flinders					70	
Narromine					69	
Hinchinbrook					64	
Mid Murray					57	
Balonne					54	
WC (Dunsb./Yallingup)					54	
Onkaparinga					52	
Leeton					49	
Longreach					48	
Cowra					48	
Torres					45	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
WC (Newman)					35	
Gunnedah					35	
Maranoa					35	
Mid-Western					31	
Southern Mallee					30	
WC (Narrogin)					28	
Tatiara					22	
WC (Hedland)					21	
Clare & Gilbert					21	
Diamantina					15	
WC (Kalbarri)					13	
WC (Manjimup)					11	
Berri					10	
WC (Merredin)					8	
Cloncurry					7	
Moree Plains					4	
Tenterfield					4	
Charters Towers					3	
P&W (Tennant Creek)					3	
Port Adelaide					0	
Coober Pedy					0	
Elliston					0	
Franklin Harbour					0	
Mount Remarkable					0	
Orroroo Carrieton					0	
Median					**158**	
Mean					**402**	

Table A8 F8 – Revenue from community service obligations (ratio), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
Greater Western Water		0.0346	0.0242	0.0206	0.0264	28.2
TasWater	0.0245	0.0229	0.0221	0.0220	0.0240	9.1
Icon Water	0.0251	0.0205	0.0162	0.0165	0.0178	7.9
Yarra Valley Water	0.0539	0.0536	0.0504	0.0473	0.0475	0.4
South East Water	0.0488	0.0479	0.0488	0.0464	0.0464	0.0
Hunter Water	0.0499	0.0473	0.0467	0.0447	0.0443	-0.9
Unitywater	0.0080	0.0077	0.0078	0.0068	0.0066	-2.9
WC (Perth)	0.0630	0.0677	0.0623	0.0619	0.0594	-4.0
Barwon Water	0.0455	0.0425	0.0446	0.0405	0.0387	-4.4
Sydney Water	0.0481	0.0487	0.0465	0.0456	0.0431	-5.5
SA Water	0.1103	0.1104	0.1070	0.1038	0.0912	-12.1
Central Coast		0.0150	0.0100	0.0105		
Gold Coast	0.0040	0.0043	0.0035	0	0	
Logan	0	0	0	0		
Urban Utilities	0	0	0	0		
Median	**0.0397**	**0.0346**	**0.0242**	**0.0220**	**0.0409**	
Mean	**0.0368**	**0.0349**	**0.0327**	**0.0311**	**0.0371**	
Large						
Goulburn Valley Water	0.0601	0.0597	0.0528	0.0402	0.1197	197.8
WC (Mandurah)	-0.1405	-0.1341	-0.0787	-0.0504	-0.0906	79.8
Townsville	0.0160	0.0151	0.0148	0.0142	0.0165	16.2
Shoalhaven	0.0110	0.0110	0.0105	0.0092	0.0095	3.3
Gippsland Water	0.0427	0.0446	0.0440	0.0432	0.0435	0.7
Coliban Water	0.0456	0.0449	0.0426	0.0400	0.0393	-1.7
Toowoomba	0.0080	0.0086	0.0111	0.0123	0.0103	-16.3
P&W (Darwin)	0.0346	0.0206	0.0189	0.0187	0.0153	-18.2
Central Highlands Water (Vic)	0.0536	0.0473	0.0463	0.0470	0.0374	-20.4
Cairns	0.0220	0.0174	0.0062	0.0063	0.0034	-46.0
Redland City	0.0030	0.0036	0.0036	0.0128	0.0039	-69.5
North East Water	0.0626	0.0639	0.0578	0.0559	0.0055	-90.2
Median	**0.0220**	**0.0190**	**0.0169**	**0.0164**	**0.0128**	
Mean	**0.0174**	**0.0169**	**0.0192**	**0.0208**	**0.0178**	
Medium						
Queanbeyan	0.0040	0.0026	0.0027	0	0.0054	
Port Macquarie Hastings	0.0100	0.0084	0.0083	0.0083	0.0192	131.3
Fitzroy River Water	0.0110	0.0080	0.0116	0.0096	0.0115	19.8
Albury		0.0088	0.0184	0.0108	0.0129	19.4
Mackay	0.0020	0.0020	0.0020	0.0021	0.0024	14.3
Tweed	0.0100	0.0100	0.0104	0.0082	0.0090	9.8
East Gippsland Water	0.0639	0.0666	0.0679	0.0561	0.0603	7.5

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
South Gippsland Water	0.0514	0.0534	0.0523	0.0548	0.0556	1.5
GWMWater	0.0721	0.0673	0.0681	0.0645	0.0651	0.9
Wannon Water	0.0522	0.0508	0.0528	0.0486	0.0487	0.2
Tamworth	0.0080	0.0070	0.0058	0.0068	0.0067	-1.5
Fraser Coast	0.0070	0.0071	0.0113	0.0052	0.0050	-3.8
Lower Murray Water	0.0481	0.0490	0.0451	0.0424	0.0407	-4.0
Bundaberg	0.0370	0.0177	0.0087	0.0179	0.0164	-8.4
Clarence Valley			0.0080	0.0074	0.0059	-20.3
Gladstone	0.0100	0.0088	0.0069	0.0095	0.0073	-23.2
Coffs Harbour	0.0040	0.0040	0.0074	0.0070		
Dubbo	0.0050		0.0050		0.0089	
Eurobodalla	0.0090	0.0094	0.0074	0.0217		
MidCoast Council	0.0110	0.0101	0.0101	0.0078		
Wingecarribee	0.0080	0.0080	0.0110	0.0074		
Median	**0.0100**	**0.0088**	**0.0101**	**0.0089**	**0.0115**	
Mean	**0.0223**	**0.0210**	**0.0201**	**0.0198**	**0.0224**	
Small						
WC (Albany)	-0.0533	0.0718	-0.1269	-0.0446	-0.0936	109.9
Armidale	0.0070	0.0063		0.0025	0.0050	100.0
Essential Energy	0.0170	0.0170	0.0150	0.0145	0.0233	60.7
Kempsey	0.0090	0.0077	0.0074	0.0064	0.0101	57.8
Bega Valley	0.0080	0.0090	0.0080	0.0061	0.0083	36.1
WC (Geraldton)	-1.0678	-0.4408	-0.8339	-0.4546	-0.6154	35.4
Bathurst	0.0070	0.0070	0.0067	0.0054	0.0062	14.8
Ballina	0.0070	0.0080	0.0077	0.0080	0.0084	5.0
Goulburn Mulwaree	0.0060	0.0071	0.0078	0.0068	0.0069	1.5
Westernport Water	0.0357	0.0388	0.0382	0.0379	0.0380	0.3
Gympie	0.0240	0.0153	0.0111	0.0141	0.0129	-8.5
Lismore	0.0080	0.0106	0.0076	0.0080	0.0049	-38.8
Byron	0.0050	0.0053	0.0071	0.0075	0.0036	-52.0
P&W (Alice Springs)	0.1581	0.1413	0.1401	0.1360	0.0105	-92.3
WC (Australind/Eaton)	-0.0059	-0.0388	0.0668	0.0298	-0.0144	-148.3
Alexandrina					0	
Cassowary Coast	0	0	0	0	0	
Central Highlands	0	0	0	0	0	
Livingstone	0	0	0	0	0	
Mount Barker		0	0	0		
Orange	0.0080	0.0080	0.0042		0.0185	
Snowy Monaro		0	0	0	0	
Southern Downs	0	0	0	0	0	
Western Downs	0.0530	0.0684	0.0648	0.0793		
Whitsunday	0.0890	0.0498	0	0	0	
Median	**0.0070**	**0.0074**	**0.0071**	**0.0061**	**0.0049**	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Mean	**-0.0311**	**-0.0003**	**-0.0247**	**-0.0060**	**-0.0246**	

Table A9 C15 – Average duration of an unplanned interruption: water (minutes), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
Urban Utilities	94.0	130.0	114.0	117.0	133.0	13.7
Hunter Water	155.0	138.0	129.0	129.0	135.4	5.0
Icon Water	147.0	136.0	131.5	118.1	122.7	3.9
Sydney Water	200.0	192.0	231.0	179.0	178.0	-0.6
WC (Perth)	140.0	141.0	162.0	170.0	169.1	-0.6
Gold Coast	151.7	158.5	126.3	127.0	120.0	-5.5
South East Water	89.5	87.7	90.1	89.3	84.3	-5.6
Central Coast	208.0	203.0	210.0	178.0	167.7	-5.8
Barwon Water	112.7	98.8	98.0	88.3	83.1	-5.9
Greater Western Water		116.6	138.9	148.4	132.7	-10.6
Unitywater	120.3	116.5	129.3	171.0	144.1	-15.7
Yarra Valley Water	97.5	105.4	105.7	96.0	80.0	-16.7
SA Water	194.0	181.0	167.0	255.0	206.0	-19.2
Logan	183.6	143.3	143.9	254.0	163.6	-35.6
Median	**143.5**	**137.0**	**130.4**	**138.7**	**134.2**	
Mean	**143.3**	**139.1**	**141.2**	**151.4**	**137.1**	
Large						
Redland City	135.1	160.0	273.0	130.0	257.7	98.2
P&W (Darwin)	139.0	102.1	77.0	75.8	123.0	62.3
WC (Mandurah)	62.0	64.0	114.0	82.0	127.4	55.4
Gippsland Water	69.3	108.9	84.9	63.3	86.6	36.7
Townsville	98.8	800.1	134.5	118.0	148.7	26.0
Cairns	45.0	36.7	61.3	35.9	45.0	25.3
Goulburn Valley Water	93.7	117.5	84.2	78.6	96.6	22.9
Central Highlands Water (Vic)	114.0	137.0	117.0	116.0	133.0	14.7
North East Water	81.0	71.0	96.0	96.0	105.9	10.3
Toowoomba				144.5	152.0	5.2
Coliban Water	141.5	105.0	195.0	109.0	110.9	1.7
Shoalhaven	74.0	113.0	80.0	153.0	116.6	-23.8
Median	**87.4**	**108.9**	**96.0**	**102.5**	**119.8**	
Mean	**94.4**	**165.0**	**119.7**	**100.2**	**125.3**	
Medium						
Gladstone	39.0	35.0	51.5	24.4	83.4	241.8
Tweed	161.0	275.0	137.0	168.0	265.0	57.7
Wannon Water	138.5	150.0	172.0	98.0	142.6	45.5
Wingecarribee	185.0	204.0	141.0	135.0	175.0	29.6
Lower Murray Water	59.0	52.4	58.8	63.7	69.1	8.5
Riverina Water (W)	164.0	142.0	162.0	163.0	175.0	7.4
Fitzroy River Water	33.8	33.9	35.8	75.5	78.7	4.2
Coffs Harbour	189.0	167.0	175.0	185.0	192.0	3.8

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Queanbeyan	220.0	76.0	56.6	130.0	130.0	0.0
Clarence Valley	180.0	95.0	96.0	96.0	96.0	0.0
Dubbo	125.0	125.0	120.0	120.0	120.0	0.0
Port Macquarie Hastings	90.0	90.0	90.0	90.0	90.0	0.0
Albury	87.0	213.0	148.0	62.0	60.0	-3.2
Mackay	23.3	11.9	7.4	30.5	29.5	-3.3
East Gippsland Water	74.0	88.8	103.8	91.2	76.5	-16.1
Bundaberg	70.0	88.0	126.0	104.0	83.0	-20.2
Fraser Coast	125.0	128.4	159.0	152.0	120.0	-21.1
South Gippsland Water	80.0	78.7	89.1	85.7	66.8	-22.1
GWMWater	83.9	80.0	102.6	134.4	88.1	-34.4
Tamworth	210.0	2,289.0	422.0	253.0	134.0	-47.0
Eurobodalla	170.0	214.0	73.0			
MidCoast Council					20.0	
Median	**125.0**	**95.0**	**103.8**	**101.0**	**90.0**	
Mean	**119.4**	**220.8**	**120.3**	**113.1**	**109.3**	
Small						
Armidale	131.0	89.0	166.0	16.0	116.0	625.0
Lismore	120.0	162.0	162.0	121.0	195.0	61.2
WC (Kal.-Boulder) (W)	31.0	56.0	96.0	67.0	99.6	48.6
WC (Australind/Eaton)	100.0	115.0	109.0	103.0	135.3	31.3
WC (Geraldton)	102.0	109.0	99.0	90.0	114.0	26.7
P&W (Alice Springs)			78.0	144.7	161.6	11.7
Cassowary Coast	156.0	191.0	57.0	93.0	101.0	8.6
Livingstone	28.6	19.9	18.8	17.8	18.1	1.7
Central Highlands	30.0	30.0	30.0	30.0	30.0	0.0
Orange	240.0	123.0	123.0	123.0	115.0	-6.5
Aqwest-Bunbury (W)	38.0	35.0	43.0	40.0	35.7	-10.8
Goldenfields Water (W)	152.0	55.0	180.0	221.0	190.0	-14.0
Western Downs	37.0	39.0	39.0	44.2	36.0	-18.6
Whitsunday	235.0	231.0	352.5	303.0	240.7	-20.6
Southern Downs	246.5	247.5	36.8	86.4	54.5	-36.9
Westernport Water	71.8	83.9	93.7	139.0	81.9	-41.1
WC (Albany)	145.0	120.0	108.0	258.0	127.4	-50.6
Bega Valley	251.0	510.0	456.0	302.0	138.0	-54.3
Gympie	157.6	105.8	108.8	145.0	60.6	-58.2
Busselton (W)	130.0	37.9	50.8	161.3	43.2	-73.2
Ballina					120.0	
Essential Energy				138.0		
Kempsey	195.0	104.0	112.0			
Snowy Monaro	120.0	120.0	120.0	120.0		
Median	**130.0**	**105.8**	**103.5**	**120.5**	**114.0**	
Mean	**129.4**	**123.1**	**120.0**	**125.6**	**105.4**	

Table A10 A8 – Water main breaks, bursts and leaks (mains breaks per 100 km), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
Logan	6.0	5.2	3.7	3.5	9.9	186.5
SA Water	13.3	13.3	12.7	14.3	16.8	17.8
South East Water	25.2	27.6	28.4	28.2	32.7	16.1
Greater Western Water		18.5	16.8	17.9	20.6	15.0
Yarra Valley Water	28.6	31.3	35.4	34.6	38.8	12.1
Gold Coast	9.5	8.7	7.2	5.9	6.6	11.7
WC (Perth)	10.9	10.2	10.2	12.0	12.7	5.3
Barwon Water	23.2	25.1	23.6	29.2	30.1	3.4
Icon Water	12.0	10.0	8.4	8.8	8.8	0.7
Urban Utilities	25.4	18.6	17.8	18.3	18.1	-1.3
Central Coast	9.9	14.1	16.3	15.2	14.8	-2.8
Sydney Water	20.8	17.2	20.6	20.2	19.3	-4.5
Unitywater	3.5	4.7	3.9	3.9	3.5	-10.4
TasWater	51.9	43.1	47.2	42.8	34.1	-20.2
Hunter Water	20.2	21.0	22.0	22.9	13.6	-40.7
Median	**16.8**	**17.2**	**16.8**	**17.9**	**16.8**	
Mean	**18.6**	**17.9**	**18.3**	**18.5**	**18.7**	
Large						
Gippsland Water	19.7	18.6	16.5	16.8	23.5	40.1
North East Water	11.2	12.0	11.1	13.4	17.2	28.2
Central Highlands Water (Vic)	16.8	17.7	16.3	16.2	19.3	19.0
Coliban Water	21.5	23.7	23.1	25.0	29.6	18.2
Goulburn Valley Water	13.9	13.7	10.2	11.3	13.1	16.0
P&W (Darwin)	14.0	14.1	16.5	13.8	14.7	6.4
Toowoomba	9.1	12.3	14.4	8.3	8.3	0.2
WC (Mandurah)	2.7	2.0	2.9	2.2	2.1	-6.3
Cairns	20.6	19.9	25.6	24.5	22.7	-7.1
Townsville	21.8	19.1	17.7	20.7	17.0	-17.7
Redland City	3.9	5.9	6.6	8.1	5.1	-36.3
Shoalhaven	6.5	5.8	19.2	20.6	9.9	-52.2
Median	**14.0**	**13.9**	**16.4**	**15.0**	**15.9**	
Mean	**13.5**	**13.7**	**15.0**	**15.1**	**15.2**	
Medium						
Albury	4.3	2.8	2.3	2.9	44.2	1422.4
Clarence Valley	7.3	3.9	1.4	1.5	6.2	313.3
Tweed	11.8	11.1	9.7	5.7	12.6	120.2
Coffs Harbour	9.1	8.2	5.0	5.4	10.2	88.7
South Gippsland Water	22.2	36.6	29.4	25.9	46.2	78.7
Tamworth	4.7	2.9	3.9	1.6	2.8	76.2

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Queanbeyan	23.2	23.5	17.6	13.4	19.2	43.4
GWMWater	41.7	39.9	46.2	39.8	50.4	26.7
Wannon Water	7.4	8.0	6.9	12.6	15.4	21.8
Riverina Water (W)	18.2	10.6	19.5	17.9	21.1	17.9
Port Macquarie Hastings	8.5	1.1	2.8	2.7	3.1	15.6
Lower Murray Water	19.6	20.6	21.1	26.9	30.9	14.8
Wingecarribee	6.3	4.9	8.3	3.9	4.4	13.3
Mackay	6.2	6.4	3.8	3.1	3.5	10.2
Dubbo	12.9	15.1	12.6	15.0	16.1	7.4
MidCoast Council	15.1	15.2	10.2	11.5	10.8	-6.3
East Gippsland Water	13.4	10.6	11.7	14.2	12.6	-10.9
Bundaberg	32.7	17.3	14.3	13.0	9.9	-23.8
Fitzroy River Water	10.3	7.3	6.1	11.6	8.8	-24.2
Fraser Coast	5.3	6.6	7.3	7.9	5.9	-25.0
Gladstone	10.8	87.1	40.2	34.6	8.0	-76.9
Eurobodalla	42.0	30.9	15.0		17.2	
Median	**11.3**	**10.6**	**9.9**	**11.6**	**11.7**	
Mean	**15.1**	**16.8**	**13.4**	**12.9**	**16.3**	
Small						
Southern Downs	8.1	11.4	17.5	15.8	98.2	522.3
Byron	48.2	61.9	55.4	2.9	12.0	313.8
Goulburn Mulwaree	4.7	2.8	2.0	1.1	4.2	282.7
Bega Valley	11.6	3.0	8.1	5.3	8.3	57.0
Lismore	20.9	12.3	11.4	11.7	16.1	37.2
Armidale	14.3	12.4	15.4	5.8	7.9	36.0
Busselton (W)	7.9	5.2	6.3	5.7	7.7	35.3
Whitsunday	19.5	23.2	25.9	28.5	36.9	29.4
Essential Energy	9.9	4.5	5.2	4.5	5.8	28.0
WC (Albany)	13.5	11.9	12.1	8.8	10.6	20.9
Livingstone	3.9	3.8	3.2	3.3	3.6	9.7
WC (Australind/Eaton)	4.4	5.2	3.2	4.6	4.8	5.0
Cassowary Coast	21.9	27.3	21.5	31.2	32.6	4.6
Kempsey	5.9	19.5	17.4	16.6	17.1	2.9
Westernport Water	10.5	19.8	13.3	15.5	15.6	0.8
WC (Geraldton)	14.9	12.0	25.2	28.6	27.6	-3.6
Ballina			5.5	3.7	3.1	-15.9
Goldenfields Water (W)	15.1	8.6	11.2	10.8	8.9	-17.5
P&W (Alice Springs)	31.0	31.4	32.1	24.5	20.1	-18.1
Gympie	10.6	16.0	14.0	12.7	10.1	-20.4
WC (Kal.-Boulder) (W)	9.8	12.9	9.5	13.6	9.8	-27.7
Aqwest-Bunbury (W)	7.6	4.6	8.1	8.4	5.8	-30.8
Western Downs	25.1	30.4	52.3	29.0	19.5	-32.6
Bathurst	3.5	3.9	13.6	11.7	7.5	-35.8

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Central Highlands	24.9	26.8	21.8	24.9	15.4	-38.2
Orange	10.9	3.1	8.9	8.5	3.7	-56.7
Mount Barker		6.0	11.1	7.3	0.0	-100.0
Alexandrina					11.1	
Snowy Monaro	8.9		16.1		18.6	
Median	**10.8**	**11.9**	**12.7**	**10.8**	**10.1**	
Mean	**14.1**	**14.6**	**16.0**	**12.8**	**15.3**	
Very small						
Blackall-Tambo					693.6	
Paroo					185.3	
Croydon (W)					157.1	
Coonamble					156.0	
Weipa					144.4	
Bourke					129.3	
Roxby Downs					110.5	
Federation					107.1	
Quilpie					105.9	
Muswellbrook					90.3	
Napranum					88.9	
Bulloo					81.8	
Burke					73.3	
Warren					71.6	
Isaac					70.6	
Yarrabah					66.7	
Barcaldine					66.3	
Upper Hunter					63.9	
WC (Derby)					61.4	
Lockhart River					60.0	
Bogan					58.7	
Moree Plains					58.3	
Kowanyama					57.1	
Torres					55.6	
Coober Pedy					54.2	
McKinlay					50.0	
Aurukun					47.6	
Flinders					47.2	
WC (Mount Barker) (W)					46.6	
WC (Newman)					43.0	
Edward					39.4	
Barcoo (W)					38.1	
Mount Isa City					37.7	
Balonne					36.2	
WC (Dongara-Denison)					36.1	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
F.B. Pipeline (W)					33.3	
WC (Narrogin)					32.6	
Hope Vale					32.4	
Burdekin					32.2	
Kyogle					32.1	
Tatiara					31.8	
Winton					31.3	
WC (Merredin)					29.0	
Upper Lachlan					28.6	
Cabonne					26.1	
Parkes					26.0	
Cobar Shire					25.0	
Cook					25.0	
Murray Bridge					24.6	
Nambucca					24.4	
Douglas					23.9	
WC (Collie)					23.6	
WC (Waroona/Hamel) (W)					23.5	
WC (Northam)					22.6	
Mornington					22.2	
North Burnett					21.2	
Wujal Wujal					20.0	
WC (Katanning)					18.9	
WC (Hedland)					18.8	
Carrathool					18.2	
Balranald					17.6	
Etheridge (W)					17.4	
Torres Strait Island					17.1	
Northern Peninsula					17.1	
WC (York) (W)					17.0	
WC (Exmouth)					16.9	
WC (Bridg./Hester) (W)					16.5	
Gwydir					16.3	
Tablelands					16.2	
Franklin Harbour					16.1	
Greater Hume					15.6	
Singleton					14.6	
Gilgandra					14.6	
WC (Kambalda)					13.9	
WC (Denmark)					13.7	
South Burnett					13.7	
Maranoa					13.5	
Cloncurry					13.5	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Goondiwindi					13.5	
Warrumbungle					13.2	
Bellingen					12.8	
WC (Carnarvon)					12.7	
Mareeba					12.6	
Palm Island					12.5	
WC (Manjimup)					12.1	
Banana					11.3	
Tenterfield					11.2	
P&W (Aggregated)					11.0	
WC (Karratha)					10.9	
Narromine					10.4	
Griffith					9.9	
Lachlan					9.7	
P&W (Katherine)					9.4	
WC (Broome)					9.3	
WC (Kununurra)					9.3	
Leeton					9.2	
Richmond Valley					9.2	
Narrabri					9.0	
WC (Harvey/Wokalup)					8.7	
Mid-Western					8.7	
WC (Pinjarra)					8.6	
Charters Towers					8.4	
Cowra					8.3	
WC (Kalbarri)					8.3	
WC (Jurien) (W)					8.0	
Cent. Tablelands (W)					7.7	
Gunnedah					7.7	
WC (Wickham) (W)					7.3	
Yorke Peninsula					7.2	
WC (Esperance)					6.9	
Hinchinbrook					6.8	
Inverell					6.5	
WC (Augusta) (W)					6.2	
WC (Dunsb./Yallingup)					4.8	
Richmond					4.4	
Ceduna					3.6	
Murweh					3.2	
Cobar Water (W)					3.1	
Carpentaria					3.1	
WC (Capel) (W)					3.1	
WC (Dalyellup) (W)					3.1	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
WC (Margaret River)					2.2	
Snowy Valleys					1.4	
Marion (W)					0.0	
Coorong					0.0	
Elliston					0.0	
Orroroo Carrieton					0.0	
Mid Murray					0.0	
P&W (Tennant Creek)					0.0	
Barossa					0.0	
WC (Donnybrook) (W)					0.0	
WC (Lancelin) (W)					0.0	
Woorabinda					0.0	
Median					**16.5**	
Mean					**34.5**	

Table A11 A14 – Number of sewerage main breaks, leaks and chokes per 100 km of sewer mains (breaks, leaks and chokes/100 km), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
Icon Water	52.3	34.7	29.0	39.1	55.7	42.5
Logan	8.1	6.6	5.8	6.1	7.9	29.0
SA Water	49.3	51.0	45.0	47.0	53.9	14.7
Gold Coast	3.8	5.7	4.4	5.0	5.6	12.0
Sydney Water	49.0	42.0	28.0	41.0	44.8	9.2
Barwon Water	55.8	53.9	49.8	57.1	60.3	5.6
Greater Western Water		16.9	15.6	17.4	18.4	5.6
Yarra Valley Water	32.3	27.6	28.8	25.8	26.9	4.1
Hunter Water	33.6	27.3	22.5	32.1	32.9	2.4
Central Coast	30.0	30.0	26.0	36.0	35.6	-1.0
TasWater	56.6	42.8	48.1	63.9	63.0	-1.3
WC (Perth)	17.5	14.1	13.4	17.4	16.0	-7.9
South East Water	16.2	16.1	14.3	14.7	13.5	-8.0
Urban Utilities	24.0	19.0	14.3	19.4	15.6	-19.5
Unitywater	9.8	8.9	7.1	6.0	4.3	-28.3
Median	**31.2**	**27.3**	**22.5**	**25.8**	**26.9**	
Mean	**31.3**	**26.4**	**23.5**	**28.5**	**30.3**	
Large						
Toowoomba	20.1	18.7	14.6	14.7	20.8	41.2
North East Water	10.6	9.1	9.4	7.7	10.9	40.9
Central Highlands Water (Vic)	19.7	16.7	16.5	15.1	16.8	11.0
Coliban Water	17.8	20.7	16.2	11.8	12.8	8.1
Townsville	54.4	57.4	45.8	42.8	45.6	6.5
Shoalhaven	3.0	17.0	13.0	20.0	20.8	4.2
Cairns	12.4	16.7	14.6	20.8	20.1	-3.2
P&W (Darwin)	8.6	6.9	17.0	7.9	7.4	-6.8
WC (Mandurah)	6.8	7.6	7.7	6.9	6.4	-8.0
Gippsland Water	1.5	3.4	4.2	4.9	4.4	-9.6
Goulburn Valley Water	14.9	10.7	10.2	8.6	7.7	-10.0
Redland City	13.9	15.2	15.0	14.8	3.0	-79.5
Median	**13.2**	**16.0**	**14.6**	**13.3**	**11.9**	
Mean	**15.3**	**16.7**	**15.4**	**14.7**	**14.7**	
Medium						
Clarence Valley	11.0	5.0	2.0	2.0	70.3	3413.5
East Gippsland Water	7.1	5.4	3.6	3.1	16.3	426.5
Wingecarribee	15.0	14.0	9.0	10.0	36.9	268.7
Gladstone	2.0	9.4	6.9	2.3	6.8	196.5
Port Macquarie Hastings	15.0	30.0	6.0	9.0	23.4	159.4
Wannon Water	8.1	5.2	7.0	6.7	12.5	86.7

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Coffs Harbour	82.0	31.0	10.0	30.0	54.1	80.3
South Gippsland Water	12.5	8.9	7.8	11.3	19.7	74.7
Tamworth	11.0	20.0	14.0	9.0	13.0	44.7
Mackay	4.6	1.3	1.9	1.1	1.6	40.9
GWMWater	50.5	43.8	43.6	39.7	48.4	21.9
MidCoast Council	21.0	18.0	14.0	16.0	17.4	8.9
Queanbeyan	116.0	84.0	62.0	77.0	82.4	7.0
Bundaberg	30.1	29.9	20.6	18.2	18.7	2.7
Albury	81.0	83.0	75.0	94.0	91.2	-3.0
Dubbo	50.0	62.0	46.0	57.0	49.3	-13.5
Fitzroy River Water	16.5	16.3	16.3	10.6	9.1	-14.5
Fraser Coast	6.5	3.6	2.6	4.5	3.8	-15.3
Tweed	1.0	6.0	6.0	6.0	4.9	-17.8
Wagga Wagga (WW)	57.0	55.0	57.0	56.0	33.2	-40.6
Lower Murray Water	10.4	17.0	13.9	13.0	2.3	-82.7
Eurobodalla	13.0	27.0	13.0		38.1	
Median	**14.0**	**17.5**	**11.5**	**10.6**	**19.2**	
Mean	**28.2**	**26.2**	**19.9**	**22.7**	**29.7**	
Small						
Armidale	47.0	41.0	29.0	40.0	125.5	213.6
Bega Valley	14.0	7.0	3.0	2.0	5.4	171.0
Westernport Water	5.4	7.6	4.0	3.5	8.2	133.4
Goulburn Mulwaree	277.0	33.0	60.0	44.0	91.8	108.6
WC (Australind/Eaton)	7.1	5.9	3.9	3.9	8.0	103.8
Kal-Boulder (WW)	24.3	13.7	11.8	13.1	25.5	94.3
WC (Geraldton)	3.4	3.7	5.9	3.1	5.5	78.4
Livingstone	4.2	4.8	4.1	2.4	4.1	72.1
Bathurst	44.0	23.0	22.0	23.0	39.1	69.9
Southern Downs	30.8	32.7	21.1	17.8	29.8	67.5
Orange	45.0	64.0	33.0	56.0	91.4	63.3
Kempsey	33.0	29.0	32.0	35.0	45.6	30.3
Central Highlands	9.6	9.6	10.7	26.4	30.2	14.2
WC (Albany)	22.9	16.5	17.3	13.5	14.1	4.6
Cassowary Coast	6.9	3.5	8.2	4.6	4.6	-0.4
Lismore	28.0	24.0	16.0	20.0	19.9	-0.5
Whitsunday	32.2	11.7	15.8	17.8	16.3	-8.4
Essential Energy	167.0	151.0	96.0	133.0	121.5	-8.6
Byron	42.0	49.0	41.0	19.0	17.0	-10.7
Ballina			5.0	15.0	13.0	-13.3
WC (Bunbury) (WW)	7.7	8.1	6.8	9.1	7.7	-15.8
Mount Barker		1.0	2.0	3.0	2.4	-21.0
Western Downs	4.0	3.6	7.5	2.9	1.6	-43.4
P&W (Alice Springs)	5.9	11.3	6.0	5.7	2.6	-54.6

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
WC (Busselton) (WW)	5.6	2.5	0.9	3.7	1.5	-60.0
Snowy Monaro	6.0	13.0	219.0	116.0	44.4	-61.7
Gympie	15.6	19.0	15.5	17.3	4.6	-73.6
Alexandrina					5.8	
Median	**15.6**	**12.4**	**11.8**	**15.0**	**13.6**	
Mean	**35.5**	**22.7**	**25.8**	**24.1**	**28.1**	
Very small						
Carrathool					435.1	
Edward					266.0	
Weddin (WW)					170.6	
Forbes					141.8	
Junee (WW)					121.2	
Cleve (WW)					120.5	
Warren					117.7	
Mid-Western					100.7	
Inverell					96.0	
WC (Katanning)					94.2	
Coota.-Gundagai					89.6	
Upper Lachlan					82.1	
Muswellbrook					79.2	
Moree Plains					74.0	
Bourke					67.7	
Federation					67.1	
Lachlan					66.9	
WC (Newman)					62.1	
Warrumbungle					59.0	
Gwydir					58.8	
Goyder (WW)					53.6	
Bland (WW)					52.2	
Berri					50.4	
Gunnedah					48.9	
Longreach					45.6	
Narromine					44.3	
Singleton					43.7	
Kingston (WW)					40.8	
Parkes					40.4	
Cherbourg					40.0	
Pormpuraaw					40.0	
Nambucca					39.7	
Tenterfield					37.8	
WC (Merredin)					36.4	
Balonne					36.4	
Coober Pedy					33.3	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Kyogle					32.9	
WC (Exmouth)					32.0	
Torres					29.4	
WC (Narrogin)					28.6	
Leeton					27.5	
McKinlay					27.3	
Upper Hunter					27.3	
Bellingen					26.7	
Roxby Downs					25.7	
Snowy Valleys					25.0	
Bogan					24.8	
Cowra					24.6	
Temora (WW)					23.7	
Mount Isa City					21.9	
South Burnett					21.6	
Quilpie					21.4	
Palm Island					21.1	
Gilgandra					20.8	
Wujal Wujal					20.0	
Balranald					19.4	
WC (Kununurra)					18.1	
Hawkesbury (WW)					18.0	
Goondiwindi					17.2	
WC (Hedland)					16.8	
Burke					16.7	
Griffith					16.7	
Streaky Bay (WW)					16.6	
Charters Towers					15.5	
Light (WW)					15.0	
WC (Collie)					14.6	
Coonamble					14.3	
Southern Mallee					14.3	
WC (Esperance)					14.2	
Flinders Ranges (WW)					13.3	
Coorong					13.1	
WC (Carnarvon)					11.7	
Greater Hume					10.8	
Wakefield (WW)					10.8	
Mornington					10.5	
WC (Harvey/Wokalup)					9.4	
Flinders					9.4	
Blayney (WW)					8.4	
WC (Denmark)					7.6	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Carpentaria					7.5	
North Burnett					7.2	
Richmond					7.1	
WC (Northam)					6.8	
Kimba (WW)					6.4	
Loxton Waikerie (WW)					6.3	
Barcaldine					6.1	
Richmond Valley					6.0	
WC (Karratha)					5.9	
WC (Dunsb./Yallingup)					5.8	
Banana					5.7	
WC (Kambalda)					5.5	
Yorke Peninsula					5.5	
WC (Broome)					5.3	
Tatiara					5.0	
Cabonne					4.9	
WC (Pinjarra)					4.9	
Isaac					4.9	
Burdekin					4.3	
Port Augusta (WW)					4.0	
Barossa					4.0	
Hinchinbrook					3.6	
WC (Margaret River)					3.5	
P&W (Aggregated)					3.0	
WC (Derby)					2.7	
Northern Peninsula					2.6	
Tumby Bay (WW)					2.5	
Renmark Paringa (WW)					2.5	
Weipa					2.3	
Onkaparinga					2.3	
Douglas					1.9	
Tablelands					1.7	
Copper Coast (WW)					1.6	
Lower Eyre (WW)					1.6	
Cook					1.5	
P&W (Katherine)					1.3	
Torres Strait Island					1.2	
Adelaide Hills (WW)					1.2	
Adelaide Plains (WW)					0.0	
Alano Water (WW)					0.0	
Barunga (WW)					0.0	
Port Adelaide					0.0	
Clare & Gilbert					0.0	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Ceduna					0.0	
Elliston					0.0	
Franklin Harbour					0.0	
Grant (WW)					0.0	
Kar. East Murray (WW)					0.0	
Mount Remarkable					0.0	
Orroroo Carrieton					0.0	
Peterborough (WW)					0.0	
Robe (WW)					0.0	
Kangaroo Island (WW)					0.0	
Mid Murray					0.0	
Nara. Lucindale (WW)					0.0	
Northern Areas (WW)					0.0	
Port Pirie (WW)					0.0	
P&W (Tennant Creek)					0.0	
Murray Bridge					0.0	
WC (Dongara-Denison)					0.0	
WC (Kalbarri)					0.0	
WC (Manjimup)					0.0	
Wattle Range (WW)					0.0	
Wudinna (WW)					0.0	
Median					**11.7**	
Mean					**28.1**	

Table A12 A15 – Number of property connection sewerage breaks, leaks and chokes (breaks, leaks and chokes/1,000 properties), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
Logan	0.9	0.6	0.5	1.1	1.8	63.6
Central Coast	3.0	3.9	3.0	4.0	6.4	60.2
Icon Water	10.5	7.3	4.9	6.8	9.5	39.7
TasWater	6.9	6.7	6.5	7.9	9.2	16.5
Barwon Water	4.7	4.8	4.6	5.1	5.5	7.8
Greater Western Water		2.8	2.5	2.9	3.2	7.8
SA Water	28.0	35.0	31.0	33.0	33.4	1.2
Yarra Valley Water	5.6	5.3	4.8	5.0	5.0	-0.2
South East Water	3.9	4.0	3.4	3.6	3.3	-8.2
Sydney Water	0.2	0.2	0.1	0.2	0.2	-11.8
Gold Coast	1.7	1.5	1.0	1.3	1.1	-15.4
Hunter Water	8.2	6.6	5.6	8.4	6.5	-22.6
Urban Utilities	3.1	2.3	2.2	2.6	2.0	-23.1
Unitywater	1.3	1.1	0.9	1.0	0.7	-30.0
Median	**3.5**	**4.0**	**3.2**	**3.8**	**4.2**	
Mean	**5.8**	**5.9**	**5.1**	**5.9**	**6.3**	
Large						
Shoalhaven	2.2	2.1	4.8	0.9	5.4	535.3
Cairns	2.2	2.9	2.6	2.6	3.6	38.5
Goulburn Valley Water	5.8	5.7	4.4	4.2	5.6	32.1
Coliban Water	0.5	1.1	0.9	1.1	1.3	20.4
Central Highlands Water (Vic)	5.6	5.2	4.0	5.2	6.0	15.5
Townsville	7.2	4.6	6.2	5.9	6.5	10.2
Toowoomba	1.6	1.1	3.1	3.4	3.5	2.9
North East Water	3.2	3.5	3.0	4.0	3.1	-21.9
P&W (Darwin)	1.2	1.0	1.0	1.5	1.1	-27.2
Gippsland Water	1.4	1.1	0.9	0.9	0.5	-50.0
Redland City	1.0	1.4	0.6	1.3	0.6	-53.8
Median	**2.2**	**2.1**	**3.0**	**2.6**	**3.5**	
Mean	**3.0**	**2.7**	**2.9**	**2.8**	**3.4**	
Medium						
Albury	2.3	2.1	3.4	0.0	21.4	
Queanbeyan	2.2	1.9	0.4	0.3	17.5	6896.0
Dubbo	8.9	9.8	10.0	3.4	15.0	340.2
Clarence Valley	3.4	6.9	3.6	5.3	17.7	233.0
Port Macquarie Hastings	0.0	0.4	0.1	2.4	6.2	155.8
Wagga Wagga (WW)	6.9	7.0	6.2	4.1	8.2	99.8
South Gippsland Water	4.0	4.7	7.0	3.1	5.3	73.9
East Gippsland Water	1.7	0.7	0.9	0.7	1.2	64.3

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Wingecarribee	15.0	7.9	15.0	9.5	12.3	29.7
Wannon Water	1.9	2.6	1.9	2.8	3.4	21.1
Tweed	0.5	0.4	0.5	0.8	1.0	19.8
GWMWater	35.5	23.7	21.1	23.4	26.9	14.7
Coffs Harbour	3.1	11.2	13.7	12.7	13.1	3.4
Fitzroy River Water	12.3	11.6	8.4	7.0	7.2	2.9
Bundaberg	11.0	7.8	3.8	6.3	6.1	-3.2
Lower Murray Water	7.0	9.6	6.2	6.1	5.7	-6.6
Tamworth	6.3	2.4	4.7	4.9	3.6	-27.4
Gladstone	0.1	0.7	0.3	1.0	0.6	-40.0
Mackay	1.7	1.4	1.2	1.1	0.6	-45.5
Fraser Coast	3.4	3.8	4.0	3.2	1.1	-65.6
Eurobodalla	6.0	4.6	1.8		10.1	
MidCoast Council					5.1	
Median	**3.4**	**4.6**	**3.8**	**3.3**	**6.1**	
Mean	**6.3**	**5.8**	**5.4**	**4.9**	**8.6**	
Small						
Mount Barker		1.2	0.0	0.0	0.2	
Bathurst	4.9	2.6	1.3	1.8	11.0	498.9
Bega Valley	1.9	0.5	1.3	0.3	1.8	420.6
Snowy Monaro			1.9	3.0	14.5	381.7
Goulburn Mulwaree	10.4	9.1	8.4	6.4	22.2	249.0
Cassowary Coast	0.7	0.8	1.4	1.9	5.7	200.0
Orange	13.4	28.3	13.8	9.7	25.5	162.2
Armidale	23.9	14.5	16.1	14.2	32.3	127.5
Whitsunday	3.0	2.7	1.0	1.5	2.4	60.0
Westernport Water	1.5	2.0	2.0	2.1	2.5	23.3
Kempsey	12.4	12.2	9.7	13.1	14.5	10.4
Central Highlands	10.9	13.2	11.5	6.6	7.2	9.1
Livingstone	3.4	2.0	2.2	2.3	2.2	-4.3
Ballina			5.4	3.4	2.7	-21.2
Southern Downs	5.7	5.4	2.8	6.4	4.8	-25.0
Lismore	9.7	8.9	6.3	9.0	6.3	-30.3
Byron	10.9	20.0	8.0	6.1	3.6	-40.8
Gympie	2.3	1.1	0.8	0.9	0.5	-44.4
Western Downs	8.1	6.9	5.1	6.5	3.3	-49.2
P&W (Alice Springs)	1.3	1.7	1.0	1.6	0.5	-66.5
Alexandrina					0.3	
Kal-Boulder (WW)	0.0					
Essential Energy	61.4	68.6	38.5	44.9		
Median	**5.7**	**5.4**	**2.8**	**3.4**	**3.6**	
Mean	**9.8**	**10.6**	**6.6**	**6.7**	**7.8**	
Very small						

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Carrathool					112.2	
Edward					86.6	
Richmond					67.8	
Orroroo Carrieton					58.8	
Weddin (WW)					56.4	
Palm Island					52.8	
Forbes					42.5	
Longreach					36.8	
Junee (WW)					35.4	
Inverell					33.4	
Mid-Western					33.3	
Pormpuraaw					25.2	
Lachlan					24.8	
Wujal Wujal					24.8	
Moree Plains					24.1	
Muswellbrook					22.7	
Warren					22.4	
Gwydir					21.6	
Federation					21.2	
Warrumbungle					21.0	
Bourke					18.8	
Burke					16.7	
Murray Bridge					15.9	
Coota.-Gundagai					15.1	
Gunnedah					14.9	
Cowra					13.4	
Nambucca					12.4	
Narromine					12.1	
Kyogle					11.7	
Upper Lachlan					11.4	
Singleton					10.9	
Cherbourg					10.6	
Tenterfield					10.4	
Mornington					10.0	
Upper Hunter					9.4	
Snowy Valleys					9.0	
Leeton					8.0	
South Burnett					7.3	
Gilgandra					6.8	
Cleve (WW)					6.7	
Bellingen					6.6	
Balonne					6.5	
Balranald					6.2	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Temora (WW)					6.0	
Goondiwindi					5.9	
Roxby Downs					5.7	
Quilpie					5.4	
Coober Pedy					5.3	
Light (WW)					5.0	
Charters Towers					4.8	
Griffith					4.8	
Greater Hume					4.2	
Hawkesbury (WW)					4.1	
Barcaldine					3.7	
Renmark Paringa (WW)					3.7	
Blayney (WW)					3.4	
Ceduna					3.4	
Carpentaria					3.3	
P&W (Aggregated)					3.1	
Southern Mallee					2.8	
Burdekin					2.7	
Loxton Waikerie (WW)					2.6	
Mareeba					2.4	
Isaac					2.2	
Cabonne					2.2	
North Burnett					1.8	
Yarrabah					1.8	
Richmond Valley					1.7	
Wakefield (WW)					1.4	
Tablelands					1.2	
Barossa					1.2	
Douglas					1.0	
Weipa					1.0	
Lower Eyre (WW)					0.8	
Yorke Peninsula					0.7	
Coorong					0.6	
Tatiara					0.5	
Hinchinbrook					0.4	
P&W (Katherine)					0.3	
Berri					0.3	
Copper Coast (WW)					0.2	
Mount Isa City					0.1	
Adelaide Hills (WW)					0.0	
Adelaide Plains (WW)					0.0	
Alano Water (WW)					0.0	
Barunga (WW)					0.0	

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Onkaparinga					0.0	
Port Adelaide					0.0	
Clare & Gilbert					0.0	
Elliston					0.0	
Franklin Harbour					0.0	
Grant (WW)					0.0	
Kar. East Murray (WW)					0.0	
Kimba (WW)					0.0	
Mount Remarkable					0.0	
Peterborough (WW)					0.0	
Robe (WW)					0.0	
Streaky Bay (WW)					0.0	
Tumby Bay (WW)					0.0	
Hope Vale					0.0	
Kangaroo Island (WW)					0.0	
Kingston (WW)					0.0	
Mid Murray					0.0	
Nara. Lucindale (WW)					0.0	
Northern Areas (WW)					0.0	
Port Augusta (WW)					0.0	
Port Pirie (WW)					0.0	
P&W (Tennant Creek)					0.0	
Goyder (WW)					0.0	
Flinders Ranges (WW)					0.0	
Wattle Range (WW)					0.0	
Wudinna (WW)					0.0	
Median					**3.4**	
Mean					**10.5**	

Table A13 A10 – Real losses: service connections (L/service connection/day), by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
Logan	66.3	70.9	53.9	39.3	60.4	53.7
Greater Western Water		60.0	80.0	80.0	100.0	25.0
Central Coast	68.0	59.0	73.0	72.7	83.0	14.1
Gold Coast	65.5	65.8	70.5	71.6	75.3	5.2
WC (Perth)	71.7	95.0	87.0	89.0	91.4	2.7
South East Water	47.0	65.0	68.0	65.0	65.0	0.0
Yarra Valley Water	37.0	40.0	49.0	51.0	50.0	-2.0
Sydney Water	74.0	77.0	80.0	83.0	79.0	-4.8
Unitywater	52.7	40.1	49.8	59.8	55.4	-7.4
Hunter Water	64.0	67.0	83.0	76.0	70.0	-7.9
SA Water	85.0	77.0	73.0	73.0	60.0	-17.8
Urban Utilities	61.0	67.0	67.0	65.0	52.0	-20.0
Barwon Water	24.0	30.0	59.0	59.0	45.0	-23.7
Icon Water	55.0	52.0	72.0	66.0	39.0	-40.9
TasWater	272.0	308.0	319.0			
Median	**64.0**	**65.8**	**72.0**	**68.8**	**62.7**	
Mean	**72.7**	**78.3**	**85.6**	**67.9**	**66.1**	
Large						
Central Highlands Water (Vic)	50.0	50.0	32.0	46.0	60.0	30.4
Cairns	34.8	64.5	77.7	121.0	138.5	14.5
WC (Mandurah)	45.3	58.3	44.3	65.5	71.9	9.8
Gippsland Water	70.0	72.0	84.0	78.0	80.0	2.6
North East Water	51.0	44.0	59.0	79.0	72.0	-8.9
Coliban Water	70.0	40.0	50.0	90.0	81.5	-9.4
Toowoomba	96.3	98.6	42.7	35.9	32.0	-10.9
P&W (Darwin)	297.0	281.0	362.0	270.0	237.0	-12.2
Goulburn Valley Water	107.0	78.0	93.0	102.0	87.0	-14.7
Redland City	18.4	28.5	16.2	55.7	45.6	-18.1
Townsville	152.9	86.8	190.8	66.4	53.6	-19.3
Shoalhaven	52.0	90.0	74.0	79.2	61.2	-22.7
Median	**52.0**	**68.3**	**66.5**	**78.5**	**72.0**	
Mean	**81.8**	**82.6**	**93.8**	**90.7**	**85.0**	
Medium						
Queanbeyan	27.0	42.0	18.0	9.0	73.0	708.4
Mackay	228.1	116.4	99.1	143.9	287.3	99.7
Lower Murray Water	47.6	66.9	129.5	109.5	131.2	19.8
Fitzroy River Water	170.0	224.0	220.8	146.1	167.5	14.6
MidCoast Council	22.0	61.0	60.0	49.8	57.0	14.5
East Gippsland Water	56.0	47.0	50.0	50.0	55.5	11.0
Port Macquarie Hastings	64.0	70.0	13.0	16.1	17.1	6.3

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Tamworth	82.0	61.0	48.0	56.4	57.1	1.3
South Gippsland Water	118.9	119.5	111.0	129.3	126.2	-2.4
GWMWater	70.0	90.0	110.0	138.0	131.9	-4.4
Bundaberg	135.4	59.2	133.3	118.0	108.3	-8.2
Fraser Coast	53.1	59.0	48.6	40.6	34.8	-14.3
Clarence Valley	47.0	110.0	150.0	101.5	79.5	-21.6
Wannon Water	70.0	70.0	70.0	90.0	62.0	-31.1
Gladstone	60.3	90.3	67.2	70.8	44.3	-37.4
Riverina Water (W)	63.0	101.0	100.0	70.3	42.0	-40.2
Tweed	109.0	146.0	174.0	114.5	62.7	-45.3
Wingecarribee	76.0	88.0	69.0	80.5	41.0	-49.1
Albury	23.0	17.0	20.0	33.2	1.3	-96.0
Coffs Harbour	38.0	45.0	45.0	42.1		
Dubbo	106.0	77.0				
Eurobodalla	50.0	54.0	51.0		10.6	
Median	**63.5**	**70.0**	**69.0**	**75.7**	**59.6**	
Mean	**78.0**	**82.5**	**85.1**	**80.5**	**79.5**	
Small						
Goulburn Mulwaree	12.0	38.0	40.0	9.5	42.9	351.5
Kempsey	45.0	35.0	57.0	55.0	122.3	122.4
Bega Valley	41.0	46.0	49.0	52.8	94.0	77.9
Lismore	75.0	108.0	161.0	102.0	156.0	53.0
Gympie	131.9	117.6	170.7	156.1	230.8	47.9
Armidale	186.0	46.0		56.7	76.6	35.0
WC (Geraldton)	234.4	226.8	212.9	238.9	294.7	23.4
Orange	29.0	35.0	43.0	47.0	57.8	23.0
Goldenfields Water (W)	167.0	146.0	214.0	173.0	204.0	17.9
WC (Australind/Eaton)	168.4	104.9	137.4	147.2	171.8	16.7
WC (Albany)	76.5	84.5	66.4	62.0	68.3	10.2
Whitsunday	220.1	247.0	192.4	212.0	225.8	6.5
Cassowary Coast	372.5	358.4	415.7	457.7	475.0	3.8
Bathurst			144.0	126.5	125.8	-0.6
P&W (Alice Springs)	208.0	100.0	79.0	205.8	201.0	-2.3
Byron	44.0	26.0	69.0	75.8	65.6	-13.5
Livingstone	166.2	181.1	197.4	192.2	159.4	-17.1
Busselton (W)	127.0	177.0	145.0	177.0	144.0	-18.6
WC (Kal.-Boulder) (W)	79.6	100.2	141.4	92.9	63.6	-31.6
Central Highlands		304.0	246.8	372.1	250.6	-32.7
Aqwest-Bunbury (W)	103.0	107.0	140.0	137.0	90.0	-34.3
Ballina	117.0	112.0	104.0	70.3	41.8	-40.6
Southern Downs	106.5	125.3	141.5	107.0	53.7	-49.8
Western Downs	118.7	134.5	111.1	52.8	7.2	-86.4
Essential Energy	67.0	94.0	72.0	72.0		

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Westernport Water	11.0	31.0	18.0	5.0		
Median	**111.8**	**107.0**	**140.0**	**104.5**	**124.0**	
Mean	**121.1**	**123.4**	**134.8**	**132.9**	**142.6**	

Table A14 HE_N1 – Total greenhouse gas emissions reported under the NGER scheme, by service provider size group in 2024–25

This indicator is introduced from 2024–25 as a new indicator following the 2020 NPR Framework Indicator Review, with no historical data being collected pre-2024–25.

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Major						
WC (Perth)	-	-	-	-	462,923	-
Sydney Water	-	-	-	-	292,714	-
SA Water	-	-	-	-	215,183	-
Logan	-	-	-	-	170,338	-
Urban Utilities	-	-	-	-	117,006	-
Unitywater	-	-	-	-	78,229	-
Central Coast	-	-	-	-	69,239	-
TasWater	-	-	-	-	39,683	-
Greater Western Water	-	-	-	-	38,841	-
Hunter Water	-	-	-	-	35,147	-
Icon Water	-	-	-	-	34,247	-
South East Water	-	-	-	-	30,733	-
Yarra Valley Water	-	-	-	-	23,455	-
Barwon Water	-	-	-	-	7,811	-
Median	**-**	**-**	**-**	**-**	**54,461**	
Mean	**-**	**-**	**-**	**-**	**115,396**	
Large						
Goulburn Valley Water	-	-	-	-	37,400	-
Shoalhaven	-	-	-	-	30,401	-
Gippsland Water	-	-	-	-	29,551	-
Coliban Water	-	-	-	-	29,077	-
P&W (Darwin)	-	-	-	-	15,217	-
WC (Mandurah)	-	-	-	-	15,125	-
Central Highlands Water	-	-	-	-	14,738	-
North East Water	-	-	-	-	11,417	-
Median	**-**	**-**	**-**	**-**	**22,147**	
Mean	**-**	**-**	**-**	**-**	**22,866**	
Medium						
Port Macquarie Hastings	-	-	-	-	19,557	-
Tamworth	-	-	-	-	19,263	-
Lower Murray Water	-	-	-	-	15,238	-
GWMWater	-	-	-	-	14,869	-
Tweed	-	-	-	-	13,272	-
Dubbo	-	-	-	-	8,416	-
East Gippsland Water	-	-	-	-	6,387	-
South Gippsland Water	-	-	-	-	6,211	-
Wingecarribee	-	-	-	-	6,087	-
Queanbeyan	-	-	-	-	5,000	-

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Clarence Valley	-	-	-	-	2,798	-
Mackay	-	-	-	-		-
MidCoast Council	-	-	-	-		-
Eurobodalla	-	-	-	-		-
Coffs Harbour	-	-	-	-		-
Median	**-**	**-**	**-**	**-**	**8,416**	
Mean	**-**	**-**	**-**	**-**	**10,645**	
Small						
Kempsey	-	-	-	-	12,107	-
P&W (Alice Springs)	-	-	-	-	10,266	-
Ballina	-	-	-	-	8,686	-
Goulburn Mulwaree	-	-	-	-	8,681	-
Bega Valley	-	-	-	-	8,661	-
Essential Energy	-	-	-	-	7,149	-
Southern Downs	-	-	-	-	6,277	-
WC (Geraldton)	-	-	-	-	5,713	-
Lismore	-	-	-	-	5,651	-
Westernport Water	-	-	-	-	5,598	-
WC (Albany)	-	-	-	-	5,417	-
Cassowary Coast	-	-	-	-	5,159	-
Western Downs	-	-	-	-	5,108	-
Orange	-	-	-	-	5,055	-
Byron	-	-	-	-	5,043	-
WC (Australind/Eaton)	-	-	-	-	3,436	-
Gympie	-	-	-	-	3,380	-
Bathurst	-	-	-	-	1,239	-
Armidale	-	-	-	-	872	-
Snowy Monaro	-	-	-	-		-
Median	**-**	**-**	**-**	**-**	**5,598**	
Mean	**-**	**-**	**-**	**-**	**5,974**	

Table A15 H3 – Percentage of population where microbiological compliance was achieved, by service provider size group, 2020–21 to 2024–25

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
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	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
South East Water	99.9	100.0	99.9	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
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	99.0	100.0	100.0	100.0	100.0	0.0
Central Highlands Water (Vic)	99.8	100.0	100.0	100.0	100.0	0.0
Coliban Water	100.0	100.0	95.0	100.0	100.0	0.0
Goulburn Valley Water	99.5	100.0	100.0	100.0	100.0	0.0
North East Water	100.0	100.0	99.9	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
Median	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	
Mean	**99.9**	**100.0**	**99.6**	**100.0**	**100.0**	
Medium						
South Gippsland Water	100.0	100.0	100.0	94.5	100.0	5.8
MidCoast Council	100.0	100.0	100.0	97.0	100.0	3.1
Albury	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
Tweed	100.0	100.0	100.0	100.0	100.0	0.0
Tamworth	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

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Queanbeyan	100.0	100.0	100.0	100.0	100.0	0.0
Port Macquarie Hastings	100.0	100.0		100.0	100.0	0.0
Mackay	100.0	100.0	100.0	100.0	100.0	0.0
GWMWater	100.0	97.0	100.0	100.0	100.0	0.0
Gladstone	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
Fraser Coast	100.0	100.0	100.0	100.0	99.6	-0.4
Bundaberg	100.0	100.0	99.9	100.0	99.4	-0.6
Lower Murray Water	100.0	100.0	100.0	100.0	99.0	-1.0
Eurobodalla	100.0	100.0	100.0		100.0	
Median	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	
Mean	**100.0**	**99.9**	**100.0**	**99.6**	**99.9**	
Small						
Aqwest-Bunbury (W)	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
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
Snowy Monaro	100.0	100.0	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
Lismore	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
Gympie	100.0	100.0	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
Central Highlands	100.0	100.0	100.0	100.0	100.0	0.0
Cassowary Coast	100.0	100.0	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
Southern Downs	100.0	100.0	100.0	100.0	99.9	-0.1

Service provider	2020–21	2021–22	2022–23	2023–24	2024–25	Change from 2023–24 (%)
Essential Energy	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**	**100.0**	**100.0**	

Appendix B Audit framework

Auditing is intended to strengthen confidence in the accuracy, completeness and reliability of reported information. Auditing promotes transparency and consistency in the process of collecting and reporting data across all water and wastewater service providers, ensuring that performance results are relevant, useful and comparable over time.

The National Water Commission, the Water Services Association of Australia and representative National Water Initiative (NWI) parties established the National Framework for Reporting on Performance of Urban Water Utilities Deed. This deed outlined how parties should report on the performance of urban water service providers in accordance with the NWI. The deed required parties to use all reasonable endeavours to ensure that a comprehensive audit of the data collected under the National Performance Framework is undertaken at least once every three years.

The 2020 NPR Framework Indicator Review has proposed a revised approach to audit for reporting entities. Further details will be clarified in future reporting years. As determined by the NPR Technical Reference Group, auditing was not mandatory for the 2024–25 reporting year under the NPR Framework. However, some jurisdictions maintain their own auditing obligations in addition to any NPR requirements. Table B1 provides a summary of recent updates on jurisdictional auditing status for the 2025 NPR.

Table B1 Status of indicator audits undertaken within each jurisdiction

Jurisdiction	Audit activities
Australian Capital Territory	The most recent audit conducted on the NPR data was for 2020–21, as it was an auditing year. Auditing is usually conducted every three years. The next audit will depend on auditing requirements following the NPR review.
New South Wales	In the New South Wales metropolitan area, IPART has historically audited approximately one third of the NPR indicators annually, as part of the IPART operational audit process. The most recent NPR indicator audit was completed in 2024. The next audit is subject to review of the auditing framework, following the NPR review. In the New South Wales country area, all the reported utilities have had their 2021–22 reported data audited as per the requirements. The next audit will depend on auditing requirements following the NPR review.
Northern Territory	The Department of Treasury and Finance has not required the licensed utility, Power and Water Corporation, to audit their NPR data. Some NPR indicators are audited at an aggregate level.
Queensland	The Department of Local Government, Water and Volunteers has not required service providers to audit their NPR data.
South Australia	The most recent audit conducted on the NPR data was in October 2021 for 2020–21 data as it was an auditing year. Auditing is usually conducted every three years on the full set of indicators. The next audit will depend on auditing requirements following the NPR review.
Tasmania	TasWater's performance indicators are audited in three tranches over a three-year period. The first tranche of TasWater's performance indicators was audited in September 2025 (with regard to 2024–25 performance indicators). This is the first audit of a new three-year cycle.
Victoria	Most Victorian National Performance Reporting data is audited under the Essential Service Commission's annual audit framework (refer section F7.5). The Essential Service Commission conducted their last regular annual audit of 2024–25 data in December 2025.
Western Australia	Audits were undertaken in 2024–25. Auditing is conducted every three years, with the next round of audits scheduled for 2027–28.

Appendix C Reporting service providers

Where a service provider provides only a single service, it is identified with (WW) for wastewater only and with (W) for water-supply only. All other service providers provide both water and wastewater services.

Service provider name	Display name in tables and graphs	Jurisdiction	Service provider size group
Adelaide Hills Council (WW)	Adelaide Hills (WW)	South Australia	Very small
Adelaide Plains Council (WW)	Adelaide Plains (WW)	South Australia	Very small
Alano Utilities Pty Ltd (WW)	Alano Water (WW)	South Australia	Very small
Albury City Council	Albury	New South Wales	Medium
Alexandrina Council	Alexandrina	South Australia	Small
Aqwest–Bunbury Water Corporation (W)	Aqwest–Bunbury (W)	Western Australia	Small
Armidale Regional Council	Armidale	New South Wales	Small
Aurukun Shire Council	Aurukun	Queensland	Very small
Ballina Shire Council	Ballina	New South Wales	Small
Balonne Shire Council	Balonne	Queensland	Very small
Balranald Shire Council	Balranald	New South Wales	Very small
Banana Shire Council	Banana	Queensland	Very small
Barcaldine Regional Council	Barcaldine	Queensland	Very small
Barcoo Shire Council (W)	Barcoo (W)	Queensland	Very small
Barunga West Council (WW)	Barunga (WW)	South Australia	Very small
Barwon Region Water Corporation	Barwon Water	Victoria	Major
Bathurst Regional Council	Bathurst	New South Wales	Small
Bega Valley Shire Council	Bega Valley	New South Wales	Small
Bellingen Shire Council	Bellingen	New South Wales	Very small
Berri Barmera Council	Berri	South Australia	Very small
Berrigan Shire Council	Berrigan	New South Wales	Very small
BHP Billiton Olympic Dam Corporation Pty Ltd (W)	Olympic Dam (W)	South Australia	Very small
Blackall–Tambo Regional Council	Blackall–Tambo	Queensland	Very small
Bland Shire Council (WW)	Bland (WW)	New South Wales	Very small
Blayney Shire Council (WW)	Blayney (WW)	New South Wales	Very small
Bogan Shire Council	Bogan	New South Wales	Very small
Boulia Shire Council	Boulia	Queensland	Very small
Bourke Shire Council	Bourke	New South Wales	Very small
Brewarrina Shire Council	Brewarrina	New South Wales	Very small
Bulloo Shire Council	Bulloo	Queensland	Very small
Bundaberg Regional Council	Bundaberg	Queensland	Medium
Burdekin Shire Council	Burdekin	Queensland	Very small
Burke Shire Council	Burke	Queensland	Very small
Busselton Water (W)	Busselton (W)	Western Australia	Small
Byron Shire Council	Byron	New South Wales	Small
Cabonne Council	Cabonne	New South Wales	Very small
Cairns Regional Council	Cairns	Queensland	Large
Carpentaria Shire Council	Carpentaria	Queensland	Very small

Service provider name	Display name in tables and graphs	Jurisdiction	Service provider size group
Carrathool Shire Council	Carrathool	New South Wales	Very small
Cassowary Coast Regional Council	Cassowary Coast	Queensland	Small
Central Coast Council	Central Coast	New South Wales	Major
Central Darling Shire Council	Cent. Darling	New South Wales	Very small
Central Gippsland Region Water Corporation	Gippsland Water	Victoria	Large
Central Highlands Regional Council	Central Highlands	Queensland	Small
Central Highlands Water	Central Highlands Water (Vic)	Victoria	Large
Central Tablelands Water Council (W)	Cent. Tablelands (W)	New South Wales	Very small
Charters Towers Regional Council	Charters Towers	Queensland	Very small
Cherbourg Aboriginal Shire Council	Cherbourg	Queensland	Very small
City of Charles Sturt (W)	Charles Sturt (W)	South Australia	Very small
City of Gold Coast	Gold Coast	Queensland	Major
City of Kalgoorlie–Boulder (WW)	Kal–Boulder (WW)	Western Australia	Small
City of Marion (W)	Marion (W)	South Australia	Very small
City of Onkaparinga	Onkaparinga	South Australia	Very small
City of Playford (W)	Playford (W)	South Australia	Very small
City of Port Adelaide Enfield	Port Adelaide	South Australia	Very small
City of Port Lincoln (W)	Port Lincoln (W)	South Australia	Very small
City of Salisbury (W)	Salisbury (W)	South Australia	Very small
City of Tea Tree Gully (W)	Tea Tree Gully (W)	South Australia	Very small
City of Whyalla (W)	Whyalla (W)	South Australia	Very small
Clare & Gilbert Valleys Council	Clare & Gilbert	South Australia	Very small
Clarence Valley Council	Clarence Valley	New South Wales	Medium
Cloncurry Shire Council	Cloncurry	Queensland	Very small
Cobar Shire Council	Cobar Shire	New South Wales	Very small
Cobar Water Board (W)	Cobar Water (W)	New South Wales	Very small
Coffs Harbour City Council	Coffs Harbour	New South Wales	Medium
Coliban Region Water Corporation	Coliban Water	Victoria	Large
Cook Shire Council	Cook	Queensland	Very small
Coolamon Shire Council (WW)	Coolamon (WW)	New South Wales	Very small
Coonamble Shire Council	Coonamble	New South Wales	Very small
Coorong District Council	Coorong	South Australia	Very small
Cootamundra–Gundagai Regional Council	Coota.–Gundagai	New South Wales	Very small
Copper Coast Council (WW)	Copper Coast (WW)	South Australia	Very small
Cowra Shire Council	Cowra	New South Wales	Very small
CPE Tonsley Pty Ltd (W)	Tonsley (W)	South Australia	Very small
Croydon Shire Council (W)	Croydon (W)	Queensland	Very small
Diamantina Shire Council	Diamantina	Queensland	Very small
District Council of Ceduna	Ceduna	South Australia	Very small
District Council of Cleve (WW)	Cleve (WW)	South Australia	Very small
District Council of Coober Pedy	Coober Pedy	South Australia	Very small
District Council of Elliston	Elliston	South Australia	Very small

Service provider name	Display name in tables and graphs	Jurisdiction	Service provider size group
District Council of Franklin Harbour	Franklin Harbour	South Australia	Very small
District Council of Grant (WW)	Grant (WW)	South Australia	Very small
District Council of Karoonda East Murray (WW)	Kar. East Murray (WW)	South Australia	Very small
District Council of Kimba (WW)	Kimba (WW)	South Australia	Very small
District Council of Loxton Waikerie (WW)	Loxton Waikerie (WW)	South Australia	Very small
District Council of Mount Remarkable	Mount Remarkable	South Australia	Very small
District Council of Orroroo Carrieton	Orroroo Carrieton	South Australia	Very small
District Council of Peterborough (WW)	Peterborough (WW)	South Australia	Very small
District Council of Robe (WW)	Robe (WW)	South Australia	Very small
District Council of Streaky Bay (WW)	Streaky Bay (WW)	South Australia	Very small
District Council of Tumby Bay (WW)	Tumby Bay (WW)	South Australia	Very small
Doomadgee Aboriginal Shire Council	Doomadgee	Queensland	Very small
Douglas Shire Council	Douglas	Queensland	Very small
Dubbo Regional Council	Dubbo	New South Wales	Medium
East Gippsland Region Water Corporation	East Gippsland Water	Victoria	Medium
Edward River Council	Edward	New South Wales	Very small
Essential Energy	Essential Energy	New South Wales	Small
Etheridge Shire Council (W)	Etheridge (W)	Queensland	Very small
Eurobodalla Shire Council	Eurobodalla	New South Wales	Medium
F.B. Pipeline Pty Ltd (W)	F.B. Pipeline (W)	South Australia	Very small
Federation Council	Federation	New South Wales	Very small
Flinders Shire Council	Flinders	Queensland	Very small
Forbes Shire Council	Forbes	New South Wales	Very small
Fraser Coast Regional Council	Fraser Coast	Queensland	Medium
Gilgandra Shire Council	Gilgandra	New South Wales	Very small
Gladstone Area Water Board	GAWB	Queensland	Bulk
Gladstone Regional Council	Gladstone	Queensland	Medium
Glen Innes Severn Council	Glen Innes	New South Wales	Very small
Goldenfields Water County Council	Goldenfields Water (W)	New South Wales	Small
Goondiwindi Regional Council	Goondiwindi	Queensland	Very small
Goulburn Mulwaree Council	Goulburn Mulwaree	New South Wales	Small
Goulburn Valley Region Water Corporation	Goulburn Valley Water	Victoria	Large
Grampians Wimmera Mallee Water Corporation	GWMWater	Victoria	Medium
Greater Hume Shire Council	Greater Hume	New South Wales	Very small
Greater Western Water	Greater Western Water	Victoria	Major
Griffith City Council	Griffith	New South Wales	Very small
Gunnedah Shire Council	Gunnedah	New South Wales	Very small
Gwydir Shire Council	Gwydir	New South Wales	Very small
Gympie Regional Council	Gympie	Queensland	Small
Hawkesbury City Council (WW)	Hawkesbury (WW)	New South Wales	Very small

Service provider name	Display name in tables and graphs	Jurisdiction	Service provider size group
Hay Shire Council	Hay	New South Wales	Very small
Hilltops Council	Hilltops	New South Wales	Very small
Hinchinbrook Shire Council	Hinchinbrook	Queensland	Very small
Hope Vale Aboriginal Shire Council	Hope Vale	Queensland	Very small
Hunter Water Corporation	Hunter Water	New South Wales	Major
Icon Water Limited	Icon Water	Australian Capital Territory	Major
Inverell Shire Council	Inverell	New South Wales	Very small
Isaac Regional Council	Isaac	Queensland	Very small
Junee Shire Council (WW)	Junee (WW)	New South Wales	Very small
Kangaroo Island Council (WW)	Kangaroo Island (WW)	South Australia	Very small
Kempsey Shire Council	Kempsey	New South Wales	Small
Kingston District Council (WW)	Kingston (WW)	South Australia	Very small
Kowanyama Aboriginal Shire Council	Kowanyama	Queensland	Very small
Kyogle Council	Kyogle	New South Wales	Very small
Lachlan Shire Council	Lachlan	New South Wales	Very small
Leeton Shire Council	Leeton	New South Wales	Very small
Light Regional Council (WW)	Light (WW)	South Australia	Very small
Lightsview Re–Water Supply Co Pty Ltd (W)	Lightsview (W)	South Australia	Very small
Lismore City Council	Lismore	New South Wales	Small
Lithgow City Council	Lithgow	New South Wales	Very small
Liverpool Plains Shire Council	Liverpool Plains	New South Wales	Very small
Livingstone Shire Council	Livingstone	Queensland	Small
Lockhart River Aboriginal Shire Council	Lockhart River	Queensland	Very small
Lockhart Shire Council (WW)	Lockhart (WW)	New South Wales	Very small
Logan City Council	Logan	Queensland	Major
Longreach Regional Council	Longreach	Queensland	Very small
Lower Eyre Council (WW)	Lower Eyre (WW)	South Australia	Very small
Lower Murray Water	Lower Murray Water	Victoria	Medium
Mackay Regional Council	Mackay	Queensland	Medium
Mapoon Aboriginal Shire Council (W)	Mapoon (W)	Queensland	Very small
Maranoa Regional Council	Maranoa	Queensland	Very small
Mareeba Shire Council	Mareeba	Queensland	Very small
McKinlay Shire Council	McKinlay	Queensland	Very small
Melbourne Water	Melbourne Water	Victoria	Bulk
Mid Murray Council	Mid Murray	South Australia	Very small
MidCoast Council	MidCoast Council	New South Wales	Medium
Mid–Western Regional Council	Mid–Western	New South Wales	Very small
Moree Plains Shire Council	Moree Plains	New South Wales	Very small
Mornington Shire Council	Mornington	Queensland	Very small
Mount Barker District Council	Mount Barker	South Australia	Small
Mount Isa City Council	Mount Isa City	Queensland	Very small
Mount Isa Water Board	Mount Isa Board	Queensland	Bulk

Service provider name	Display name in tables and graphs	Jurisdiction	Service provider size group
Municipal Council of Roxby Downs	Roxby Downs	South Australia	Very small
Murray River Council	Murray	New South Wales	Very small
Murrumbidgee Council	Murrumbidgee	New South Wales	Very small
Murweh Shire Council	Murweh	Queensland	Very small
Muswellbrook Shire Council	Muswellbrook	New South Wales	Very small
Nambucca Valley Council	Nambucca	New South Wales	Very small
Napranum Aboriginal Shire Council	Napranum	Queensland	Very small
Naracoorte Lucindale Council (WW)	Nara. Lucindale (WW)	South Australia	Very small
Narrabri Shire Council	Narrabri	New South Wales	Very small
Narrandera Shire Council	Narrandera	New South Wales	Very small
Narromine Shire Council	Narromine	New South Wales	Very small
North Burnett Regional Council	North Burnett	Queensland	Very small
North East Water	North East Water	Victoria	Large
Northern Areas Council (WW)	Northern Areas (WW)	South Australia	Very small
Northern Peninsula Area Regional Council	Northern Peninsula	Queensland	Very small
Oberon Council	Oberon Council	New South Wales	Very small
Orange City Council	Orange	New South Wales	Small
Palm Island Aboriginal Shire Council	Palm Island	Queensland	Very small
Parkes Shire Council	Parkes	New South Wales	Very small
Paroo Shire Council	Paroo	Queensland	Very small
Pormpuraaw Aboriginal Shire Council	Pormpuraaw	Queensland	Very small
Port Augusta City Council (WW)	Port Augusta (WW)	South Australia	Very small
Port Macquarie Hastings Council	Port Macquarie Hastings	New South Wales	Medium
Port Pirie Regional Council (WW)	Port Pirie (WW)	South Australia	Very small
Power and Water–Alice Springs	P&W (Alice Springs)	Northern Territory	Small
Power and Water–Darwin	P&W (Darwin)	Northern Territory	Large
Power and Water–Katherine	P&W (Katherine)	Northern Territory	Very small
Power and Water–Other less than 10,000–Aggregated	P&W (Aggregated)	Northern Territory	Very small
Power and Water–Tennant Creek	P&W (Tennant Creek)	Northern Territory	Very small
Queanbeyan–Palerang Regional Council	Queanbeyan	New South Wales	Medium
Queensland Bulk Water Supply Authority	Seqwater	Queensland	Bulk
Quilpie Shire Council	Quilpie	Queensland	Very small
Redland City Council	Redland City	Queensland	Large
Regional Council of Goyder (WW)	Goyder (WW)	South Australia	Very small
Renmark Paringa Council (WW)	Renmark Paringa (WW)	South Australia	Very small
Richmond Shire Council	Richmond	Queensland	Very small
Richmond Valley Council	Richmond Valley	New South Wales	Very small
Riverina Water County Council	Riverina Water (W)	New South Wales	Medium
Robusto Investments Pty Ltd (W)	Robusto Invest. (W)	South Australia	Very small
Rockhampton Regional Council	Fitzroy River Water	Queensland	Medium
Rous Water	Rous Water	New South Wales	Bulk

Service provider name	Display name in tables and graphs	Jurisdiction	Service provider size group
RTA Weipa Pty Ltd	Weipa	Queensland	Very small
Rural City of Murray Bridge	Murray Bridge	South Australia	Very small
Shoalhaven City Council	Shoalhaven	New South Wales	Large
Singleton Council	Singleton	New South Wales	Very small
Snowy Monaro Regional Council	Snowy Monaro	New South Wales	Small
Snowy Valleys Council	Snowy Valleys	New South Wales	Very small
South Australian Water Corporation	SA Water	South Australia	Major
South Burnett Regional Council	South Burnett	Queensland	Very small
South East Water Corporation	South East Water	Victoria	Major
South Gippsland Water	South Gippsland Water	Victoria	Medium
Southern Downs Regional Council	Southern Downs	Queensland	Small
Southern Mallee District Council	Southern Mallee	South Australia	Very small
Sydney Water Corporation	Sydney Water	New South Wales	Major
Tablelands Regional Council	Tablelands	Queensland	Very small
Tamworth Regional Council	Tamworth	New South Wales	Medium
TasWater	TasWater	Tasmania	Major
Tatiara District Council	Tatiara	South Australia	Very small
Temora Shire Council (WW)	Temora (WW)	New South Wales	Very small
Tenterfield Shire Council	Tenterfield	New South Wales	Very small
The Barossa Council	Barossa	South Australia	Very small
The Flinders Ranges Council (WW)	Flinders Ranges (WW)	South Australia	Very small
Toowoomba Regional Council	Toowoomba	Queensland	Large
Torres Shire Council	Torres	Queensland	Very small
Torres Strait Island Regional Council	Torres Strait Island	Queensland	Very small
Townsville City Council	Townsville	Queensland	Large
Tweed Shire Council	Tweed	New South Wales	Medium
Unitywater	Unitywater	Queensland	Major
Upper Hunter Shire Council	Upper Hunter	New South Wales	Very small
Upper Lachlan Shire Council	Upper Lachlan	New South Wales	Very small
Uralla Shire Council	Uralla	New South Wales	Very small
Urban Utilities	Urban Utilities	Queensland	Major
Wagga Wagga Council (WW)	Wagga Wagga (WW)	New South Wales	Medium
Wakefield Regional Council (WW)	Wakefield (WW)	South Australia	Very small
Walcha Council	Walcha	New South Wales	Very small
Walgett Shire Council	Walgett	New South Wales	Very small
Wannon Water	Wannon Water	Victoria	Medium
Warren Shire Council	Warren	New South Wales	Very small
Warrumbungle Shire Council	Warrumbungle	New South Wales	Very small
Water Corporation–Albany	WC (Albany)	Western Australia	Small
Water Corporation–Augusta (W)	WC (Augusta) (W)	Western Australia	Very small
Water Corporation–Australind-Eaton	WC (Australind/Eaton)	Western Australia	Small
Water Corporation–Bridgetown/Hester (W)	WC (Bridg./Hester) (W)	Western Australia	Very small
Water Corporation–Broome	WC (Broome)	Western Australia	Very small

Service provider name	Display name in tables and graphs	Jurisdiction	Service provider size group
Water Corporation–Bunbury (WW)	WC (Bunbury) (WW)	Western Australia	Small
Water Corporation–Busselton (WW)	WC (Busselton) (WW)	Western Australia	Small
Water Corporation–Capel (W)	WC (Capel) (W)	Western Australia	Very small
Water Corporation–Carnarvon	WC (Carnarvon)	Western Australia	Very small
Water Corporation–Collie	WC (Collie)	Western Australia	Very small
Water Corporation–Dalyellup (W)	WC (Dalyellup) (W)	Western Australia	Very small
Water Corporation–Denmark	WC (Denmark)	Western Australia	Very small
Water Corporation–Derby	WC (Derby)	Western Australia	Very small
Water Corporation–Dongara-Denison	WC (Dongara-Denison)	Western Australia	Very small
Water Corporation–Donnybrook (W)	WC (Donnybrook) (W)	Western Australia	Very small
Water Corporation–Dunsborough/Yallingup	WC (Dunsb./Yallingup)	Western Australia	Very small
Water Corporation–Esperance	WC (Esperance)	Western Australia	Very small
Water Corporation–Exmouth	WC (Exmouth)	Western Australia	Very small
Water Corporation–Geraldton	WC (Geraldton)	Western Australia	Small
Water Corporation–Harvey/Wokalup	WC (Harvey/Wokalup)	Western Australia	Very small
Water Corporation–Hedland	WC (Hedland)	Western Australia	Very small
Water Corporation–Jurien Bay (W)	WC (Jurien) (W)	Western Australia	Very small
Water Corporation–Kalbarri	WC (Kalbarri)	Western Australia	Very small
Water Corporation–Kalgoorlie-Boulder (W)	WC (Kal.-Boulder) (W)	Western Australia	Small
Water Corporation–Kambalda	WC (Kambalda)	Western Australia	Very small
Water Corporation–Karratha	WC (Karratha)	Western Australia	Very small
Water Corporation–Katanning	WC (Katanning)	Western Australia	Very small
Water Corporation–Kununurra	WC (Kununurra)	Western Australia	Very small
Water Corporation–Lancelin (W)	WC (Lancelin) (W)	Western Australia	Very small
Water Corporation–Mandurah	WC (Mandurah)	Western Australia	Large
Water Corporation–Manjimup	WC (Manjimup)	Western Australia	Very small
Water Corporation–Margaret River Scheme	WC (Margaret River)	Western Australia	Very small
Water Corporation–Merredin	WC (Merredin)	Western Australia	Very small
Water Corporation–Mount Barker (W)	WC (Mount Barker) (W)	Western Australia	Very small
Water Corporation–Narrogin	WC (Narrogin)	Western Australia	Very small
Water Corporation–Newman	WC (Newman)	Western Australia	Very small
Water Corporation–Northam	WC (Northam)	Western Australia	Very small
Water Corporation–Perth	WC (Perth)	Western Australia	Major
Water Corporation–Pinjarra	WC (Pinjarra)	Western Australia	Very small
Water Corporation–Waroona/Hamel (W)	WC (Waroona/Hamel) (W)	Western Australia	Very small
Water Corporation–Wickham (W)	WC (Wickham) (W)	Western Australia	Very small
Water Corporation–York (W)	WC (York) (W)	Western Australia	Very small
WaterNSW	WaterNSW	New South Wales	Bulk
Wattle Range Council (WW)	Wattle Range (WW)	South Australia	Very small
Weddin Shire Council (WW)	Weddin (WW)	New South Wales	Very small
Wentworth Shire Council	Wentworth	New South Wales	Very small

Service provider name	Display name in tables and graphs	Jurisdiction	Service provider size group
Western Downs Regional Council	Western Downs	Queensland	Small
Westernport Water	Westernport Water	Victoria	Small
Whitsunday Regional Council	Whitsunday	Queensland	Small
Wingecarribee Shire Council	Wingecarribee	New South Wales	Medium
Winton Shire Council	Winton	Queensland	Very small
Woorabinda Aboriginal Shire Council	Woorabinda	Queensland	Very small
Wudinna District Council (WW)	Wudinna (WW)	South Australia	Very small
Wujal Wujal Aboriginal Shire Council	Wujal Wujal	Queensland	Very small
Yarra Valley Water Corporation	Yarra Valley Water	Victoria	Major
Yarrabah Aboriginal Shire Council	Yarrabah	Queensland	Very small
Yass Valley Council	Yass Valley	New South Wales	Very small
Yorke Peninsula Council	Yorke Peninsula	South Australia	Very small

Appendix D Performance indicators

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to: Bulk	Very small	Major, Large, Medium, Small
Assets and operations	Reliability	A8	Number of water main breaks per 100 km of water mains	+	+	+
Assets and operations	Losses	A9	Infrastructure leakage index (ILI): drinking water supply system			+
Assets and operations	Losses	A10	Real losses, per service connection, from the drinking water supply system			+
Assets and operations	Losses	A11	Real losses, per kilometre of water main, from the drinking water supply system		+	+
Assets and operations	Reliability	A14	Number of sewerage main breaks, leaks and chokes per 100 km of sewer mains	+	+	+
Assets and operations	Reliability	A15	Number of property connection sewerage breaks, leaks and chokes per 1000 properties		+	+
Assets and operations	Reliability	C15	Average duration of an unplanned interruption: drinking water supply			+
Assets and operations	Reliability	C17	Number of unplanned interruptions per 1,000 properties: drinking water supply		+	+
Assets and operations	Reliability	IA8	Number of water main breaks	+	+	+
Assets and operations	Reliability	IA14	Number of sewerage main breaks, leaks and chokes	+	+	+
Assets and operations	Reliability	IC17	Number of unplanned interruptions: drinking water supply		+	+
Contextual information	Treatment plants	A1	Number of water treatment plants providing full treatment	+		+
Contextual information	Pipe networks	A2	Length of water supply mains	+	+	+
Contextual information	Pipe networks	A3	Number of connected properties served per km of water main		+	+
Contextual information	Treatment plants	A4	Number of wastewater treatment plants	+	+	+
Contextual information	Pipe networks	A5	Length of sewer mains	+	+	+
Contextual information	Pipe networks	A6	Number of connected properties served per km of sewer main		+	+
Contextual information	Population	C1	Estimated population receiving water supply services		+	+
Contextual information	Connections	C2	Number of connected residential properties: water supply	+	+	+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to: Bulk	Applies to: Very small	Applies to: Major, Large, Medium, Small
Contextual information	Connections	C3	Number of connected non–residential properties: water supply	+	+	+
Contextual information	Connections	C4	Total number of connected properties: water supply	+	+	+
Contextual information	Connections	C6	Number of connected residential properties: wastewater		+	+
Contextual information	Connections	C7	Number of connected non–residential properties: wastewater		+	+
Contextual information	Connections	C8	Total number of connected properties: wastewater		+	+
Contextual information	Connections	CI_N1	Number of connected residential properties: recycled water		+	+
Contextual information	Connections	CI_N2	Number of connected non–residential properties: recycled water	+	+	+
Contextual information	Connections	CI_N3	Total number of connected properties: recycled water		+	+
Customers and communities	Complaints	C9	Number of drinking water quality complaints per 1,000 properties		+	+
Customers and communities	Complaints	C10	Number of drinking water service complaints per 1,000 properties		+	+
Customers and communities	Complaints	C11	Number of wastewater service complaints per 1,000 properties		+	+
Customers and communities	Complaints	C12	Number of drinking water and wastewater service billing and account complaints per 1,000 properties		+	+
Customers and communities	Billing	C18	Number of restrictions applied for non–payment of water accounts per 1,000 properties			+
Customers and communities	Billing	CC_N1	Percentage of restriction for non–payment of water accounts removed within 3 business days			+
Customers and communities	Billing	CC_N2	Percentage of restriction for non–payment of water accounts resulting in legal action			+
Customers and communities	Hardship	CC_N3	Number of residential customers on a hardship program as of 1 July of the reporting year			+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to: Bulk	Applies to: Very small	Applies to: Major, Large, Medium, Small
Customers and communities	Hardship	CC_N4	Number of residential customers entering a hardship program during the reporting year			+
Customers and communities	Hardship	CC_N5	Number of residential customers exiting a hardship program during the reporting year			+
Customers and communities	Hardship	CC_N6	Percentage of residential customers in hardship program who met their instalment plan			+
Customers and communities	Hardship	CC_N7	Percentage of residential customers successfully exiting a hardship program during the reporting year			+
Customers and communities	Complaints	IC9	Number of drinking water quality complaints		+	+
Customers and communities	Complaints	IC10	Number of drinking water service complaints		+	+
Customers and communities	Complaints	IC11	Number of wastewater service complaints		+	+
Customers and communities	Complaints	IC12	Number of drinking water and wastewater service billing and account complaints		+	+
Customers and communities	Complaints	IC13	Total number of complaints		+	+
Customers and communities	Billing	IC18	Number of restrictions applied for non–payment of water accounts			+
Finance and pricing	Revenue	F1	Revenue: drinking and non–drinking water	+	+	+
Finance and pricing	Revenue	F2	Revenue: wastewater	+	+	+
Finance and pricing	Revenue	F3	Total income for the service provider	+	+	+
Finance and pricing	Revenue	F8	Community service obligations ratio	+		+
Finance and pricing	Costs	F14	Capital expenditure: water supply	+	+	+
Finance and pricing	Costs	F15	Capital expenditure: wastewater	+	+	+
Finance and pricing	Costs	F16	Total capital expenditure: water supply and wastewater	+	+	+
Finance and pricing	Performance	F20	Dividends	+		+
Finance and pricing	Performance	F22	Net debt to equity ratio	+		+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to: Bulk	Applies to: Very small	Applies to: Major, Large, Medium, Small
Finance and pricing	Performance	F24	Net profit after tax (NPAT)	+		+
Finance and pricing	Revenue	F25	Community service obligation	+		+
Finance and pricing	Revenue	F26	Capital works grants: water supply	+	+	+
Finance and pricing	Revenue	F27	Capital works grants: wastewater	+	+	+
Finance and pricing	Costs	F28	Capital expenditure per property: water supply		+	+
Finance and pricing	Costs	F29	Capital expenditure per property: wastewater		+	+
Finance and pricing	Performance	F30	Net profit after tax (NPAT) ratio	+		+
Finance and pricing	Tariffs	FP_N1	Residential drinking water supply tariff data		+	+
Finance and pricing	Tariffs	FP_N2	Residential wastewater services tariff data		+	+
Finance and pricing	Tariffs	FP_N3	Residential recycled water supply tariff data		+	+
Finance and pricing	Revenue	FP_N4	Revenue: developer services charges levied as cash payments	+		+
Finance and pricing	Revenue	FP_N5	Revenue: developer services charges levied as non–cash contributions	+		+
Finance and pricing	Costs	FP_N6	Operating cost: purchase bulk drinking and non–drinking water		+	+
Finance and pricing	Costs	FP_N7	Operating cost: purchase bulk recycled water			+
Finance and pricing	Costs	FP_N8	Operating cost, excluding bulk water purchases, per property: water supply			+
Finance and pricing	Costs	FP_N9	Operating cost: bulk wastewater payment			+
Finance and pricing	Costs	FP_N10	Operating cost, excluding bulk wastewater charges, per property: wastewater			+
Finance and pricing	Costs	FP_N11	Capital renewal expenditure: water supply	+	+	+
Finance and pricing	Costs	FP_N12	Capital renewal expenditure: wastewater	+	+	+
Finance and pricing	Performance	FP_N13	Earnings before interest, taxes, depreciation, and amortization (EBITDA)	+		+
Finance and pricing	Performance	FP_N14	Debt to assets ratio	+		+
Finance and pricing	Performance	FP_N15	Return on assets (ROA)	+		+
Finance and pricing	Performance	FP_N16	Return on equity (ROE)	+		+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to: Bulk	Very small	Major, Large, Medium, Small
Finance and pricing	Performance	FP_N17	Funds from operations (FFO) to net debt	+		+
Finance and pricing	Performance	FP_N18	Funds from operations (FFO) to net interest expenses	+		+
Finance and pricing	Costs	IF11	Operating cost: water supply	+	+	+
Finance and pricing	Costs	IF12	Operating cost: wastewater	+	+	+
Finance and pricing	Annual bill	P2	Annual residential customer bill based on 200 kL per annum: drinking water supply		+	+
Finance and pricing	Annual bill	P3	Typical residential customer bill: drinking water supply		+	+
Finance and pricing	Annual bill	P5	Annual residential customer bill based on 200 kL per annum: wastewater		+	+
Finance and pricing	Annual bill	P6	Typical residential customer bill: wastewater		+	+
Finance and pricing	Annual bill	P7	Total annual residential customer bill based on 200 kL per annum		+	+
Finance and pricing	Annual bill	P8	Total typical residential customer bill (drinking water supply and wastewater)		+	+
Finance and pricing	Revenue	E1	Percentage of wastewater only treated to a primary level		+	+
Public health and environment	Discharges and emissions	E2	Percentage of wastewater only treated to a secondary level		+	+
Public health and environment	Discharges and emissions	E3	Percentage of wastewater treated to a tertiary level		+	+
Public health and environment	Discharges and emissions	E8	Percentage of biosolids reused	+		+
Public health and environment	Water efficiency and reuse	H1	Water quality risk management guidelines used	+	+	+
Public health and environment	Water quality risk management	H3	Percentage of the population where microbiological compliance was achieved			+
Public health and environment	Water quality compliance	H4	Percentage of the population where chemical compliance is met			+
Public health and environment	Water quality compliance	H5	External assessment of risk-based drinking water management plan	+		+
Public health and environment	Water quality risk management	HE_N1	Total greenhouse gas emissions reported under the NGER scheme	+		+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to: Bulk	Very small	Major, Large, Medium, Small
Public health and environment	Discharges and emissions	HE_N2	Greenhouse gas emissions reduction target/s	+		+
Public health and environment	Discharges and emissions	HE_N3	Date of last drinking water quality systems audit	+		+
Public health and environment	Water quality risk management	HE_N4	Number of boil water alerts issued			+
Public health and environment	Water quality compliance	HE_N5	Number of do not drink notices issued			+
Public health and environment	Water quality compliance	IE1	Volume of wastewater only treated to a primary level		+	+
Public health and environment	Discharges and emissions	IE2	Volume of wastewater only treated to a secondary level	+	+	+
Public health and environment	Discharges and emissions	IE3	Volume of wastewater treated to a tertiary level	+	+	+
Public health and environment	Discharges and emissions	W27	The percentage of treated effluent supplied as recycled water			+
Water resources	Sources and imports	W1	Volume of water self-sourced from climate-dependant surface water sources	+	+	+
Water resources	Sources and imports	W2	Volume of water self-sourced from groundwater sources	+	+	+
Water resources	Sources and imports	W3.1	Volume of water self-sourced from marine or estuarine water sources	+	+	+
Water resources	Sources and imports	W5	Total volume of drinking and non–drinking water, including recycled water, imported from other service providers	+	+	+
Water resources	Sources and imports	W5.3	Volume of drinking and non–drinking water, excluding recycled water, imported from other service providers	+	+	+
Water resources	Sources and imports	W6	Volume of recycled water imported from other service providers	+	+	+
Water resources	Sources and imports	W7	Total volume of drinking and non–drinking water, excluding recycled water, self-sourced and imported from other service providers	+		+
Water resources	Supply and exports	W8.3	Volume of drinking and non–drinking water, excluding recycled water, supplied to residential customers	+	+	+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to:		
				Bulk	Very small	Major, Large, Medium, Small
Water resources	Supply and exports	W9.3	Volume of drinking and non–drinking water, excluding recycled water, supplied to non–residential customers	+	+	+
Water resources	Supply and exports	W10.1	Volume of non–revenue drinking and non–drinking water, excluding recycled water	+	+	+
Water resources	Supply and exports	W11	Total volume of water supplied to residential and non–residential customers	+	+	+
Water resources	Production	W11.3	Volume of drinking water produced for supply into the urban water supply system	+		+
Water resources	Supply and exports	W12	Average volume of residential water supplied per property		+	+
Water resources	Supply and exports	W14.3	Volume of drinking and non–drinking water, excluding recycled water, exported to other service providers	+	+	+
Water resources	Supply and exports	W15	Volume of recycled water exported to other service providers	+	+	+
Water resources	Wastewater	W16	Volume of wastewater, excluding trade wastewater, collected	+	+	+
Water resources	Wastewater	W17	Volume of trade wastewater collected	+	+	+
Water resources	Wastewater	W18	Total volume of wastewater collected	+	+	+
Water resources	Wastewater	W18.1	Volume of wastewater exported to other service providers	+	+	+
Water resources	Wastewater	W18.2	Volume of wastewater received from other service providers	+	+	+
Water resources	Wastewater	W18.3	Volume of wastewater taken through sewer mining	+	+	+
Water resources	Wastewater	W18.4	Volume of wastewater inflow to wastewater treatment plants	+	+	+
Water resources	Wastewater	W18.5	Volume of treated effluent outflow from wastewater treatment plants	+	+	+
Water resources	Wastewater	W19	Average volume of wastewater collected per property		+	+
Water resources	Supply and exports	W20	Volume of recycled water supplied to residential customers	+	+	+
Water resources	Supply and exports	W21	Volume of recycled water supplied to non–residential customers	+	+	+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to: Bulk	Very small	Major, Large, Medium, Small
Water resources	Supply and exports	W23	Volume of recycled water supplied as environmental flows	+	+	+
Water resources	Supply and exports	W25.1	Volume of recycled water supplied to manage aquifer recharge	+	+	+
Water resources	Supply and exports	W26	Total volume of recycled water supplied	+	+	+
Water resources	Wastewater	W29	Volume of effluent discharged	+	+	+
Water resources	Wastewater	W30	Volume of wastewater losses and spills	+	+	+
Water resources	Supply and exports	W31	Volume of drinking and non–drinking water, excluding recycled water, returned to surface water	+		+
Water resources	Sources and imports	WR_N1	Volume of stormwater harvested for supply as recycled water	+	+	+
Water resources	Supply and exports	WR_N2	Volume of drinking and non–drinking water, excluding recycled water, supplied for own use	+	+	+
Water resources	Supply and exports	WR_N3	Volume of recycled water supplied for own use	+	+	+
Water resources	Supply and exports	WR_N4	Volume of non–revenue recycled water supplied for beneficial reuse	+	+	+
Water resources	Restrictions	WR_N5	Number of days spent at level 1 restriction			+
Water resources	Restrictions	WR_N6	Number of days spent at level 2 restriction			+
Water resources	Restrictions	WR_N7	Number of days spent at or greater than level 3 restriction			+

Appendix E CPI indexation

Period	CPI-weighted average	Change from previous period	Change applied to values
2024–25	140.2	2.4	No change
2023–24	136.9	4.2	1.024
2022–23	131.4	7.0	1.042
2021–22	122.8	4.4	1.115
2020–21	117.5	1.6	1.166
2019–20	115.7	1.3	1.184
2018–19	114.1	1.6	1.200
2017–18	112.3	1.9	1.220
2016–17	110.2	1.8	1.243
2015–16	108.3	1.4	1.265
2014–15	106.8	1.7	1.283
2013–14	105.0	2.6	1.305
2012–13	102.3	2.3	1.339
2011–12	100.0	2.4	1.370
2010–11	97.7	3.1	1.402
2009–10	94.8	2.4	1.445
2008–09	92.6	3.1	1.479
2007–08	89.8	3.3	1.525
2006–07	86.9	3.0	1.576
2005–06	84.4	3.2	1.623
2004–05	81.8	2.4	1.675
2003–04	79.9	2.4	1.714

Appendix F Jurisdictional summaries

Jurisdictional summaries are provided to document the institutional arrangements within each state and territory for the planning and management of water supply and wastewater services. These summaries are written by the states and territories and updated annually.

F1 Australian Capital Territory

F1.1 Introduction

The ACT Government has a range of responsibilities for water management including monitoring, reporting, regulation and policy development. In 2022, the Office of Water was established within the City and Environment Directorate to provide a single point of contact within government on water management issues. The Office of Water, now part of the City and Environment Directorate, leads water policy and planning and implements governance reforms to improve coordination, accountabilities and capability across the ACT water sector. The Office of Water works closely with the Commonwealth Government on key water reform initiatives through the National Water Reform Committee and under the Murray–Darling Basin Plan.

Reporting and compliance obligations for the ACT water sector exist under the following national and Territory legislation: *Water Act 2007*, *Corporations Act 2001*, and *Privacy Act 1988*, the *Independent Competition and Regulatory Commission Act 1997*, *Territory-Owned Corporations Act 1990*, *Work Safety Act 2008*, *Utilities Act 2000*, *Water Resources Act 2007, Environment Protection Act 1997*, *Water and Sewerage Act 2000* (for plumbing and sanitation services), and *Public Health Act 1997*.

F1.2 Water utilities in the ACT

Icon Water is the ACT's sole water and wastewater utility and is owned by the ACT Government. It manages the region's extensive water and wastewater infrastructure, including dams, water and sewage treatment plants, reservoirs, pumping stations, pipelines and related assets valued at approximately $3.6 billion. In addition, Icon Water holds an investment of around $1.0 billion in the ActewAGL joint venture operating in the energy sector. This investment is managed through two subsidiary companies - Icon Retail Investments Limited and Icon Distribution Investments Limited.

Icon Water provides water and wastewater services to approximately 200,000 connected properties across more than 3,400 km of water mains, including water services provided to Queanbeyan–Palerang Regional Council under the Queanbeyan Water Supply Agreement 2008.

F1.3 Operation and regulation of water utilities

The ACT Health Directorate regulates water quality under the ACT's *Public Health Act 1997*, with testing conducted in accordance with the Australian Drinking Water Guidelines 2011. Icon Water achieved full compliance with the Public Health (Drinking Water) Code of Practice (2007) in 2024–25.[24] Icon Water also published its annual Drinking Water Quality Report 2024–25 in accordance with the Code in 2025.

Under the *Utilities Act 2000*, the Independent Competition and Regulatory Commission (ICRC) issues licences, sets industry codes, determines price directions for water utilities and regulates

[24] Icon Water Limited 2025, *2024–25 Annual report to the ACT Government*, Canberra

access agreements. A new price direction was issued in May 2023 for the next price path period up to 30 June 2028[25], with annual fee adjustments made for water and wastewater services, reflecting inflation, the cost of debt and Icon Water's significant capital expenditure program (particularly for wastewater services).

Icon Water is also regulated by the Utilities Technical Regulator (UTR) under the *Utilities (Technical Regulation) Act 2014*, and the Environment Protection Authority under the *Water Resources Act 2007* and the *Environment Protection Act 1997*.

F1.4 Performance reporting

Icon Water's Business Strategy sets out its strategic objectives, priorities and performance indicators, and was approved by the voting Shareholders in May 2025. Progress against these priorities and indicators is reported quarterly to the voting Shareholders.

Icon Water also provided its 2024–25 Annual Report to the ACT Government in October 2025. The report provides information on the strategic priorities, performance indicators and financial performance. In addition, annual performance and compliance reports are submitted to the Independent Competition and Regulatory Commission (ICRC) and the UTR.

F2 New South Wales

F2.1 Introduction

In New South Wales, urban water supply and wastewater services are provided by three state-owned water utilities, 93 local water utilities (LWUs)[26] and a number of privately owned utilities.

Various regulatory agencies have responsibility for the establishment and operation of the water utilities. The Independent Pricing and Regulatory Tribunal (IPART) is the licence-compliance and price regulator for the three major state-owned water utilities in New South Wales: Hunter Water Corporation, Sydney Water Corporation, and WaterNSW (bulk water services in metropolitan and regional New South Wales). IPART is also the licence-compliance regulator for private water utilities in NSW and the price regulator that determines the maximum prices that two regional LWUs – Central Coast Council and Essential Energy (Broken Hill) – and one private water utility (the Sydney Desalination Plant) can charge their customers for the provision of water services.

The NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCEEW) oversees and monitors water utility performance and is the primary policy maker for all water utilities and regulator for the 93 regional LWUs, which provide services to a total urban population of 2.04 million (with coverage of 98 for water supply and 96 for sewerage). The infrastructure current replacement cost for regional LWUs is $27.5 billion and annual revenue is $1.5 billion as reported last financial year.

A number of other agencies, including NSW Health, the NSW Environment Protection Authority (EPA), the Office of Local Government, SafeWork NSW, the Natural Resource Access Regulator and Dam Safety NSW, are each responsible for aspects of the regulation of New South Wales water utilities.

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[25] ICRC 2023, *Regulated water and sewerage services 2023–28*, Final Report, Canberra

[26] In addition to 92 LWUs in regional New South Wales, Hawkesbury City Council provides sewerage services only within Sydney Water's area of operation.

The state's water utilities have obligations under Australian and New South Wales legislation, including the *Australian Government's Corporations Act 2001*, *Privacy Act 1988*, and *Water Act 2007*, and the following New South Wales legislation: *Water Management Act 2000*, *Water Act 1912*, *Protection of the Environment Operations Act 1997*, *Independent Pricing and Regulatory Tribunal Act 1992*, *Environmental Planning and Assessment Act 1979*, *State Owned Corporations Act 1989*, *Dams Safety Act 2015*, *Local Government Act 1993*, *Fisheries Management Act 1994*, *Public Health Act 2010*, *Fluoridation of Public Water Supplies Act 1957*, *Work Health and Safety Act 2011*, *Public Finance and Audit Act 1983*, *Water Industry Competition Act 2006*, *Hunter Water Act 1991*, *Sydney Water Act 1994*, and the *Water NSW Act 2014*.

F2.2 Establishment of water utilities

The three New South Wales state-owned utilities, (Sydney Water Corporation, WaterNSW, and Hunter Water Corporation), are created by and derive their responsibilities and areas of operations from their respective Acts (the *Sydney Water Act*, the *Water NSW Act*, and the *Hunter Water Act*) and operate as major utilities under the *Water Management Act*.

The 90 LWUs derive their responsibilities from and operate mainly under the *Local Government Act*. Three LWUs (Essential Energy, WaterNSW [but only in relation to the Fish River water supply scheme] and Cobar Water Board) operate as water supply authorities under the *Water Management Act*.

F2.3 Operation of water utilities

The regulatory oversight of water utilities in New South Wales is shared between different agencies. IPART regulates operating licences that have been issued to Sydney Water Corporation (under Part 5 of the *Sydney Water Act*), Hunter Water Corporation (under Part 5 of the *Hunter Water Act*), and WaterNSW (under Part 2 of the *Water NSW Act*). The operating licences include obligations relating to water quality, water conservation, performance standards, environmental/catchment management and climate reporting, asset management, customer and stakeholder relations, compliance, performance reporting, and data management and access. IPART also determines the maximum prices these utilities can charge their customers for water services.

IPART conducts operational audits each year to identify any areas of non–compliance and make recommendations to improve performance. It also undertakes end-of-term reviews of operating licences and makes recommendations to the relevant minister on the terms for renewal of the licences.

The NSW DCCEEW is the primary regulator of LWUs, under sections 56ff and 409(6) of the *Local Government Act* and administers the New South Wales Government's comprehensive Regulatory and Assurance Framework for Local Water Utilities. The legislation and the framework are the key policy and regulatory framework for strategic planning, pricing, performance reporting and continuing performance improvement of the LWUs. A LWU paying a dividend to council's general fund needs to comply with section 4 of the Framework.

Under section 3 of the Regulatory and Assurance Framework for LWUs the NSW DCCEEW establishes expectations on, and provides assurance of, the effectiveness of LWU strategic planning.

Proposed construction or modification of water or sewage treatment works or for the development of a water-recycling system by LWUs in New South Wales requires ministerial approval under section 60 of the *Local Government Act* which is covered in section 5 of the Regulatory and Assurance Framework. The approval ensures that the proposed infrastructure is fit for purpose and can manage relevant risks. Under section 61 of the *Local Government Act*, the NSW DCCEEW conducts regular inspections of LWU treatment works and provides feedback and mentoring to the LWU operators (section 6 of the Regulatory and Assurance Framework).

Under its advice and support function, the NSW DCCEEW conducts operator-training courses for LWU water and sewage treatment works operators.

The annual performance of each of the LWUs activities and outcomes is publicly reported via the interactive performance monitoring data dashboard and the NSW Water supply and wastewater benchmarking reports.

NSW Health regulates water quality in New South Wales and administers functions relating to water suppliers (Sydney Water Corporation, Hunter Water Corporation, and the regional LWUs) under the *Public Health Act*. NSW Health also enters into memoranda of understanding with the metropolitan water utilities (including WaterNSW) to facilitate interaction between the agencies and to establish the scope of drinking water management plans and procedures for communicating the results of water quality programs. NSW Health also conducts the NSW Drinking Water Quality Program, which tests and monitors the water quality of samples collected by the LWUs in accordance with the Australian Drinking Water Guidelines 2011.

Under the *Public Health Act*, each water supplier needs to prepare and implement a risk-based drinking water management system in accordance with the Australian Drinking Water Guidelines 2011. The water quality management system is regulated by NSW Health.

F2.4 Water utilities in New South Wales

Sydney Water Corporation, a statutory corporation wholly owned by the New South Wales Government, is Australia's largest water utility, with an area of operations covering almost 13,000 km^2. It provides drinking water, recycled water, wastewater services, and some stormwater services to more than five million people in Sydney, the Illawarra, and the Blue Mountains. Drinking water is sourced from a network of dams managed by WaterNSW, from the Hawkesbury River, and from the desalination plant at Kurnell before it is treated and delivered to customers.

WaterNSW is a state-owned corporation established in 2015 by the *Water NSW Act* through the merging of State Water Corporation and the Sydney Catchment Authority. WaterNSW supplies raw water in bulk. The urban component of WaterNSW reporting is based on the former Sydney Catchment Authority area of operations as defined in its operating licence and includes catchments in the Blue Mountains, Shoalhaven, Warragamba, upper Nepean, and Woronora areas. WaterNSW also provides bulk water services in regional New South Wales and operates the Fish River water supply scheme.

Hunter Water Corporation is a wholly state-owned corporation providing drinking water, recycled water, wastewater, and some stormwater services to more than 600,000 people in the lower Hunter region. The Hunter Water area of operations covers the local government areas of Cessnock, Lake Macquarie, Maitland, Newcastle, Port Stephens and Dungog and parts of Singleton.

Regional New South Wales currently has 93 LWUs. Ninety of these LWUs are either general purpose local government councils or county councils, which are separate local government entities for the specific purpose of providing urban water services. Other LWUs operate as water supply authorities under the *Water Management Act*, including the Cobar Water Board, Essential Energy and WaterNSW for the Fish River Water Supply.[27] The 93 regional LWUs in New South Wales range in area from 285 km^2 (Orange City Council) to over 50,000 km^2 (Central Darling Shire Council), while the population served ranges from 1,000 (Central Darling Shire Council) to over 340,000 (Central Coast Council). There are 28 LWUs that serve 10,000 or more connected properties.

Performance monitoring and reporting are considered important for public accountability and have been strongly endorsed by the New South Wales Government, IPART and the Productivity Commission.[28]

The state-owned water utilities are required to report on the performance indicators in their operating licences and this reporting is audited through the operating licence audit. The operational audit report is presented to the responsible minister. These utilities also report the National Water Initiative (NWI) performance indicators required for the Urban NPR.

IPART audits roughly one-third of the auditable NWI indicators each year. The audit is conducted concurrently with the annual operating licence audits.

LWUs are required to annually report the fair value and the current replacement cost depreciation of their water supply and wastewater assets in their audited annual financial statements.

NSW DCCEEW annually reports the performance of all the New South Wales utilities by way of its NSW Performance Monitoring and Reporting System.

- The audit of the 30 NWI financial performance indicators is affected by the annual independent audit of the financial statements of each of the 93 regional LWUs.
- All the auditable non–financial performance indicators are independently audited every three years for each of the 28 regional NSW utilities that are required to report nationally.

The remainder of the information reported in the NSW Performance Monitoring and Reporting System is not independently audited. However, to assure data accuracy and reliability, the data are subject to a comprehensive quality assurance process.

The NSW Performance Monitoring and Reporting System functions as a ‘one stop shop’ to minimise red tape and to avoid duplication in reporting. The NSW Performance Monitoring and Reporting System provides LWU performance data to the Bureau of Meteorology annually (for the Urban NPR) and the Australian Bureau of Statistics, as well as for the NSW State of the Environment Report.

Private water utilities

In New South Wales, private utilities can also provide water and wastewater services if licensed under the *Water Industry Competition Act (WIC Act)*. The *WIC Act* is designed to encourage

[27] Councils exercising water supply and/or sewerage functions do so under the *Local Government Act*, including under a division generally administered by the minister responsible for water. Central Coast Council exercises its functions under both the *Local Government Act* and as a water supply authority under the *Water Management Act*. The Cobar Water Board, Essential Energy and WaterNSW (for the Fish River Water Supply) carry out their functions under the *Water Management Act*.

[28] Productivity Commission 2011, *Australia's urban water sector*, Report No. 55, Final Inquiry Report, Canberra.

competition in the supply of water and wastewater services and facilitate private sector delivery of recycled water infrastructure. The Act sets out a licensing and compliance framework and establishes strict rules to ensure drinking water meets Australian standards, recycled water is 'fit for purpose', and all services are delivered safely, reliably and with minimal environmental impacts.

The Minister for Water administers the *WIC Act* and is advised by the NSW DCCEEW. IPART administers the licensing and approvals regime, which includes assessing licence applications and making recommendations to the Minister on whether to grant a licence, as well as auditing and enforcing licences. IPART is also responsible for assessing applications to construct and operate schemes and granting approvals.

The *WIC Act* commenced operation on 8 August 2008. Comprehensive reforms of the licensing framework were enacted in 2021 and commenced on 1 March 2024 along with the supporting regulations. Schemes that existed under the 2008 WIC Act were transitioned to the new licensing framework on 1 March 2025[29]. As of 30 June 2025, there were 15 private water schemes operating in NSW. There was also one scheme that had been approved for construction but that was not yet operational. These schemes were providing services to 8,362 drinking water customers, 11,734 recycled water customers and 11,910 sewage customers.

F3 Northern Territory

F3.1 Introduction

The Northern Territory's *Water Supply and Sewerage Services Act 2000* provides the regulatory framework for the territory's water and wastewater industry. The NT Department of Treasury and Finance and the Northern Territory Treasurer are responsible for administering this Act insofar as it relates to economic regulation; the Northern Territory Minister for Essential Services in terms of its relationship to licensed supply and service; and the Department of Health (NT) in terms of its relationship to water quality standards.

The objectives of the *Water Supply and Sewerage Services Act* are:

- to promote the safe and efficient provision of water supply and wastewater services
- to establish and enforce standards of service in water supply and wastewater services
- to facilitate the provision of financially viable water supply and wastewater services
- to protect the interests of customers.

Among other things, this Act provides for the following:

- that the supply of water and wastewater services be licensed, and that licences issued by the Utilities Commission are for defined, gazetted, geographical areas
- that the Minister be responsible for the declaration of water supply and wastewater service licence areas (by notice in a government gazette).

Power and Water Corporation (the licensed utility) is subject to water quality monitoring programs and emergency directions issued by the Chief Health Officer (Department of Health).

[29] Four of the previous 20 schemes ceased to be regulated under the WIC Act following the March 2025 transition.

The Northern Territory Utilities Commission is the independent industry regulator. It has responsibility for the licensing functions conferred by the *Water Supply and Sewerage Services Act*.

Statutory conditions of water and wastewater licences issued under this Act include:

- that the licensee monitors and reports to the Utilities Commission on compliance with the licence
- that the licensee procures an audit, if required by the Utilities Commission, of its compliance with the terms of the licence.

The *NT Water Act 1992* is another major piece of legislation pertaining to the regulation of water in the territory. This Act provides for the investigation, allocation, use, control, protection, management and administration of water resources, and for related purposes. The *Water Act* also allows for the issue of waste discharge licences and water extraction licences by the Controller of Water Resources (Department of Lands, Planning and Environment [NT]).

F3.2 Operation of water utilities

Power and Water Corporation is responsible for monitoring the quality of drinking water in line with its Drinking Water Operational and Verification Monitoring Program and reports the results to the Chief Health Officer. The program is based on the Australian Drinking Water Guidelines 2011.

While Power and Water Corporation has primary responsibility for providing safe drinking water, several government agencies are also involved. The Department of Health applies the guidelines and monitors compliance with them in the interest of public health, and the Department of Lands, Planning and Environment and the Northern Territory Environment Protection Authority (NT EPA) also have roles in protecting water quality, including the regulation and management of water resources and the regulation of pollution control.

The NT Department of Lands, Planning and Environment has a major role in protecting water quality through land-use planning in the territory. In addition, NT legislation such as the *Water Act* and the *Land Acquisition Act 1978* contain provisions for infrastructure and land use relating to water supply.

A condition of the waste discharge licences issued to Power and Water Corporation is the submission to the NT EPA of annual audit and compliance reports related to environmental impacts that discharged water may cause, and the assessment of water-recycling schemes. The corporation also investigates and reports to the NT EPA on pollution incidents under the *NT Waste Management and Pollution Control Act 1998*.

Water and wastewater tariffs and charges for the Power and Water Corporation are regulated by the NT Government via a Water and Sewerage Pricing Order issued by the Treasurer as Regulatory Minister. The Utilities Commission monitors compliance with the Pricing Order and enforces it under section 23 of the *NT Utilities Commission Act 2000*. The Commission is also required to investigate any complaints made by customers about non–compliance with the prices outlined in the order.

F3.3 Water utilities in the Northern Territory

In the Northern Territory, Power and Water Corporation's water and wastewater business is licensed and is responsible for the supply of water and wastewater services to the territory's five major centres (Darwin, Katherine, Tennant Creek, Alice Springs and Yulara) and 13 minor centres.

No significant distinction between urban and rural areas is made under the legislation or the licensing framework under which Power and Water Corporation operates. Geographical coordinates (latitude and longitude) define the declared water supply and wastewater service licence.

F3.4 Performance reporting

Urban NPR data is gathered within the Power and Water Corporation by a central coordinator, who collates the report with information supplied by other areas in the organisation. Some key NPR indicators are provided to Power and Water Corporation's executive management, board and shareholders on a regular basis. Performance data that is publicly available are reviewed and/or signed off at the senior management level. NPR data are signed off at the senior management level. Some NPR indicators are audited at an aggregate level.

F4 South Australia

F4.1 Introduction

The South Australia *Water Industry Act 2012* and *Water Industry Regulations 2012* establish the regulatory framework for the water and wastewater industry, covering licencing of retail services, economic regulation, technical regulation, water planning, and customer complaint handling. The Act commenced on 1 July 2012 and governs all water industry entities providing 'retail services' to SA customers.

The Essential Services Commission (the Commission) is the independent economic regulator of water and wastewater retail services in the state. The Commission's primary objective is to protect the long-term interests of SA consumers with respect to the price, quality and reliability of those services. The Commission's role includes industry licensing, consumer protection, retail pricing regulation and performance monitoring.

The Department for Environment and Water (DEW) is responsible for the management of the state's water resources through administering the *Landscape South Australia Act 2019*; it also has a role in policy development relevant to the *Water Industry Act 2012*. Regional landscape boards are responsible for developing water allocation plans for prescribed water resource areas as required by the *Landscape South Australia Act 2019*.

The Office of the Technical Regulator (OTR) and DEW share the role of jurisdictional coordinator for National Performance Reporting, with DEW taking the lead on policy and OTR responsible for all other operational matters.

The OTR, which sits within the Department for Energy and Mining, has the following main functions under the *Water Industry Act 2012*:

- development of technical standards in connection with the water industry
- monitoring and regulating technical standards with respect to water and wastewater infrastructure and associated equipment, products and materials (including on the customer's side of any connection point) and plumbing

- providing advice in relation to safety or technical standards in the water industry to the Commission at its request, and in the plumbing industry
- fulfilling any further function assigned to the Technical Regulator under the Act.

SA Health ensures that drinking water is delivered to consumers according to the requirements of the *Safe Drinking Water Act 2011* and the *Safe Drinking Water Regulations 2012*. Under the *Safe Drinking Water Act 2011*, all drinking water providers must:

- register as a drinking water provider
- implement a risk management plan
- report water quality incidents to SA Health
- provide water quality results to consumers
- undertake commission audits and inspections.

Under the *SA Public Health Act 2011* and *SA Public Health (Wastewater) Regulations 2013*, SA Health protects public health through the development and administration of prescribed codes, protocols, guidelines and public health policy for wastewater management, treatment, disposal, and recycled water use. The Australian Guidelines for Water Recycling are also applied to South Australian recycled water schemes.

SA Health assess and approve the design, installation and ongoing operation of:

- community wastewater management systems (CWMS)
- CWMS wastewater treatment plants
- recycled water supply and use from CWMS and SA Water networks
- on-site wastewater systems >40 equivalent persons.

Under the *Environment Protection Act 1993*, the SA Environment Protection Authority licences the following activity:

Schedule 1(3)(4): Resource recovery, waste disposal and related activities – Wastewater treatment.

The conduct of wastewater treatment works, being sewage treatment works, a CWMS, winery wastewater treatment works or any other wastewater treatment works with the capacity to treat, during a 12 month period:

- in the case of works located wholly or partly within a water protection area – more than five megalitres of wastewater; or
- in the case of works located wholly outside of a water protection area – more than 50 megalitres of wastewater.

F4.2 Water utilities in South Australia

Any person or entity providing 'water retail services' to SA customers is required to be licensed by the Commission. The Commission has determined separate regulatory obligations for major retailers (those providing retail services to 50,000 or more connections) and small-scale networks (also known as minor and intermediate water retailers, with less than 50,000 connections). SA

Water Corporation is the only major retailer in SA, and there are currently 68 other retailers (mainly council-run operations and some private businesses). SA Water Corporation is a government entity and, as the state's main supplier of urban water, is required to deliver, monitor and report on its primary functions concerning:

- supply of water by reticulated systems
- storage, treatment and supply of bulk water
- removal and treatment of wastewater.

SA Water Corporation provides drinking water to approximately 849,103 connections, servicing around 99% of the state's drinking water customers. SA Water Corporation also provides wastewater services to approximately 669,140 connections, servicing around 87% of the state's wastewater customers.

Small-scale water networks (also known as minor and intermediate water retailers) provide services in SA from one to 50,000 connections. These are mainly Council run operations with some private entities. The minor and intermediate water retailers in South Australia collectively provide wastewater services to approximately 102,846 connections and drinking water, non–drinking water and recycled water services to approximately 11,483 connections.

Of the current 68 water industry entities in SA, most provide wastewater services (80% of all entities) via Community Wastewater Management Schemes (CWMS). These schemes typically comprise a gravity drain collection network (connecting to customers' on-site septic tanks), which convey all the septic tank effluents to a treatment system and disposal facility. CWMS are typically owned, operated and managed by local Councils as the water industry entity. In addition to drinking and wastewater services, water industry entities can provide non–drinking water and recycled water services which include the distribution of non–drinking water and recycled water for dual reticulation systems and irrigation.

F4.3 Operation of water utilities

Section 35 of the *Water Industry Act 2012* empowers the Commission to make a determination under the SA *Essential Services Commission Act 2002*, regulating prices, conditions relating to prices and price-fixing factors for water retail services.

The Commission made its final revenue determination for the *South Australian Water Corporation Act 1994* in June 2024, setting maximum allowed revenues for drinking water and wastewater retail services for the four-year period from 1 July 2024 to 30 June 2028. SA Water Corporation and the South Australian Government are responsible for setting specific prices (such as supply and usage charges for residential and non–residential customers); however, those prices must comply with the Commission's allowed revenues.

A different, proportional approach to price regulation has been applied to other water retailers through a combination of pricing principles and a price-monitoring framework.

Pursuant to Part 4 of the *Essential Services Commission Act 2002*, the Commission is empowered to make industry codes and rules regulating the conduct or operations of a regulated industry or regulated entities. The Commission has devised a Water Retail Code for major retailers that sets out the minimum requirements to be complied with by SA Water Corporation when dealing with its customers, and it includes obligations relating to customer connections and the quality, safety and reliability of water supply and wastewater services. SA Water Corporation is required to meet several operational service standards relating to customer service, service interruptions and new connections.

A water retail code for minor and intermediate retailers has been devised which sets out the behavioural standards and minimum requirements to be complied with by small scale networks when engaging with their customers. Small-scale water networks must comply with a regulatory determination, consumer protection measures and reporting requirements set by the Commission (under statutory powers).

F4.4 Performance reporting

Under the Commission's Monitoring and Evaluating Performance Framework, the [SA Water Corporation is required to publicly report quarterly] on its performance in meeting the annual service standards and provide annual performance self-assessments, supported by a system of verified trust and accountability around that reporting. The SA Water Corporation also includes the following measures in its public reports:

- compliance with the Australian Drinking Water Guidelines 2011
- the Water Quality Management Index
- compliance with water and wastewater services targets
- the Incident Response Index.

To supplement SA Water's reporting, the Commission publishes an annual report identifying longer-term trends and systemic issues, as well as reporting on specific events where material or major issues arise.

The Commission also publishes annually on the performance of small-scale water networks. The focus of reporting is on residential retail services, and it informs customers about the quality and reliability of the services they receive at an aggregate level. The Commission places a strong emphasis on licensees constantly monitoring performance, outcomes and trends. Small-scale water networks are expected to regularly examine, identify, report on and explain performance outcomes, to provide greater transparency to consumers and stakeholders.

F5 Tasmania

F5.1 Introduction

The key piece of legislation governing the water and wastewater industry is the *Tasmanian Water and Sewerage Industry Act 2008* (the *Industry Act*). The *Industry Act* requires any persons or entities owning and/or operating water and/or wastewater infrastructure or supplying water and/or wastewater services to others, to be licensed, unless exempted.

The Tasmanian Water and Sewerage Corporation Pty Ltd (TasWater) is the only licensed water utility in the state.

Industry regulators for the sector are the: Tasmanian Economic Regulator (TER), responsible for licensing, price regulation and service standards; Director, Environment Protection Authority (EPA) Tasmania, responsible for regulating wastewater treatment plants; Director of Public Health, responsible for regulating water quality and fluoridation; and the Secretary of the Tasmanian

Department of Natural Resources and Environment Tasmania, responsible for water licence allocations and regulating dam safety.

In addition to the *Industry Act*, regulatory requirements are imposed by Tasmanian legislation including the *Environmental Management and Pollution Control Act 1994*, the *Public Health Act 1997* and the *Water Management (Safety of Dams) Regulations 2015*.

F5.2 Water utilities in Tasmania

Since 1 July 2013, TasWater has owned, controlled and operated water supply and wastewater systems in Tasmania. As the only licensed water utility in the state, TasWater manages all aspects of the water supply chain, from dams and reservoirs to customer property connections, and from customer sewer connections to wastewater treatment and disposal.

The licensing requirements place several regulatory obligations on TasWater through reference to various regulatory instruments such as codes and guidelines, as well as requiring the preparation of management plans in relation to matters such as asset and emergency management and compliance.

TasWater's objectives, as prescribed by the *Water and Sewerage Corporation Act 2012*, are to:

- efficiently provide water and wastewater functions in Tasmania
- encourage water conservation, the demand management of water and the reuse of water on an economic and commercial basis
- be a successful business and, to this end:
  - operate its activities in accordance with good commercial practice
  - deliver sustainable returns to its members
  - deliver water and wastewater services to customers in the most cost-efficient manner.

TasWater is owned by Tasmania's 29 councils, with the Tasmanian Government also becoming a shareholder in early 2019.

F5.3 Operation of water utilities

TasWater is subject to various economic, environmental, public health and customer service regulatory requirements.

The economic regulatory framework, established under the *Industry Act*, is focused on ensuring competitive market outcomes from the sector in relation to both price and service, ensuring the financial sustainability of the water and wastewater industry, and providing sufficient funding for capital expenditure to improve compliance with regulatory obligations and ensure operational efficiencies.

EPA Tasmania administers and enforces the provisions of the *Environmental Management and Pollution Control Act*, which is principally concerned with the prevention, reduction and remediation of environmental harm. The Director of Public Health is responsible for drinking water quality and safety through the application of drinking water quality guidelines and for the fluoridation of drinking water through the application of a code of practice. The Dam Safety Regulator monitors TasWater's performance against its dam safety regulatory obligations and guideline requirements to ensure that the dams TasWater is responsible for do not pose an unacceptable level of risk to the public.

Independent regulation of water and wastewater prices in Tasmania commenced on 1 July 2012.

Since 1 July 2020, price reform has standardised tariffs across the state, ensuring customers pay the same price for the same service. All customers were fully transitioned by 2022–23. Price reform has also introduced two-part pricing for water (a fixed charge based on the size of the connection and a variable charge reflecting metered water consumption) and wastewater charges based on the assessed equivalent tenements (that is, the estimated demand placed on the system) of each property.

F5.4 Performance reporting

One of the TER's functions is to monitor and report on the state of the Tasmanian water and wastewater industry.[30] The performance indicators reported on are based on the National Performance Reporting (NPR) Framework with some additional Tasmanian-based measures, as set out in the TER's Tasmanian Water and Sewerage Industry Performance and Information Reporting Guideline, Version 1.7.

TasWater is required to carry out regular independent audits (performance appraisals) to assess:

- its compliance with, and the adequacy of, its management and compliance plans; and
- the quality and accuracy of its regulatory information, including the procedure for reporting performance information.

The NPR Audit Handbook requires independent audits of TasWater's performance indicators to be conducted at least once every three years. As a result, TasWater's performance indicators are audited in three tranches over a three-year period.

The first tranche of TasWater's performance indicators was audited in September 2025 (with regard to 2024–25 performance indicators). This is the first audit of a new three-year cycle.

The TER's approach to regulatory reporting is set out in its Regulatory Reporting Guideline Version 5. Its approach to managing non–compliance is outlined in its Compliance Enforcement Policy Version 3.

F6 Queensland

F6.1 Introduction

The Queensland Department of Local Government, Water and Volunteers (DLGWV) co-regulates the urban water sector with Queensland Health. They ensure safe, reliable water and wastewater services, efficient operations, and water security by regulating drinking water and wastewater service providers under the *Water Supply (Safety and Reliability) Act 2008*.

F6.2 Water utilities in Queensland

[30] The TER's annual water and sewerage state of the industry reports are available from www.economicregulator.tas.gov.au.

There are 212 registered service providers in Queensland. Most are private entities and water boards that supply non–drinking water for irrigation, commercial or stock and domestic purposes.

Drinking water services are provided to communities by:

- Four bulk water entities (Seqwater, Sunwater, Gladstone Area and Mount Isa Water Board)
- Two distributor-retailers in South East Queensland (SEQ) (Urban Utilities, Unitywater)
- Three local governments in SEQ (Gold Coast, Logan and Redland City Council)
- 66 local governments outside SEQ.

Despite the large number of drinking water service providers, 95% of connected properties receive water and wastewater services from 22 large, metropolitan service providers. The remaining approximate 5% of connected properties receive services from 53 Small and Very small, often remote and geographically isolated, service providers. For 75 of these service providers performance data is reported as part of the National Performance Reporting Framework.

This variation in scale means that there are significant differences in capacity and capability across the urban water sector in Queensland.

In addition to drinking water and wastewater service provision, there are 179 registered recycled water schemes in Queensland. Most of these schemes are managed by a local government (although a small number of recycled water schemes are run by a private entity).

F6.3 Operation of water utilities

As the Queensland water regulator, the Department of Local Government, Water and Volunteers have regulatory responsibilities that include drinking water, recycled water and wastewater services.

The powers and obligations for service provision, performance reporting, drinking water management, and recycled water management apply to registered service providers according to the services provided.

To protect public health, the Department of Local Government, Water and Volunteers closely works with Queensland Health to monitor and regulate drinking water in Queensland.

Drinking water service providers are required to have an approved drinking water quality management plan and must comply with the plan and any conditions placed upon the plan. Water quality monitoring and reporting are integral components of the plan. Drinking water service providers are responsible for ensuring the safe supply of drinking water to the community and managing incidents that compromise drinking water quality.

The *Public Health Act 2005* and the *Public Health Regulation 2018* include provisions relating to drinking water quality. As the administrator of the *Public Health Act* and the *Public Health Regulation*, Queensland Health has:

- set specific standards for drinking water quality in the Public Health Regulation
- the power to respond when drinking water supplied by a provider may present a risk to public health or be considered unsafe.

In addition to these provisions, Queensland Bulk Water Supply Authority (Seqwater) also has specific powers and obligations under the *Water Act 2000*, and SEQ services providers (Urban

Utilities, Unitywater, City of Gold Coast, Logan City Council and Redland City Council) have powers and obligations under the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*.

Other Acts that regulate one or more aspects of service provision include the:

- *Water Act 2000*
- *Public Health Act 2005*
- *Water Fluoridation Act 2008*
- *Environmental Protection Act 1994*
- *Local Government Act 2009*
- *Planning Act 2016*
- *Plumbing and Drainage Act 2018*
- *Queensland Competition Authority Act 1997*.

F6.4 Performance reporting

Urban water service providers are required to report on their performance under the Queensland Government Key Performance Indicator (KPI) Framework in the *Water Supply Act*. The KPI Framework captures Queensland drinking water and wastewater service providers with over 100 connections and requires them to monitor and report on key performance indicators and publish an annual performance report. The majority of KPI reporting drinking water providers are also required to report data for the National Performance Reporting framework.

F7 Victoria

F7.1 Introduction

The Victorian Department of Energy, Environment and Climate Action (DEECA) has overall governance oversight, on behalf of the Victorian Minister for Water, for the establishment of water utilities and their performance in this state. This responsibility pertains to certain aspects of water utility performance and is also shared with the Victorian departments of Treasury and Finance (DTF, regarding business financial risks), Department of Health (DoH, regarding water quality), the Victorian Environment Protection Authority (EPA, regarding environmental performance), and the Essential Services Commission (ESC, regarding price regulation and service standards).

Reporting and compliance obligations are imposed by *Victorian legislation including the Water Act 1989*, the *Water Industry Act 1994*, the *Financial Management Act 1994*, the *Safe Drinking Water Act 2003*, and the *Environment Protection Act (EPA) 2017*. In addition, regulatory instruments such as the Statement of Obligations (2015), the Water Industry Regulatory Order 2014, and the *Environment Protection Regulations 2021* also impose some compliance and reporting obligations.

F7.2 Establishment of water utilities

The Victorian water sector is made up of 18 water utilities constituted under the *Victorian Water Act*. The key aspects of the frameworks governing drinking water quality, environmental protection, price regulation and consumer protection are the same across all 18 water utilities.

Under section 4I of the *Water Industry Act*, water utilities are subject to statements of obligations, issued by the Minister for Water following consultation with the Treasurer and the ESC, that impose obligations in relation to the performance of their functions and the exercise of their powers.

F7.3 Operation of water utilities

Apart from DEECA, four other agencies jointly oversee the regulation of water utility operation in Victoria.

The DTF oversees governance of the water utilities' proposed strategic directions and business management activities in terms of their potential for financial risk to the utility and its implications for the Victorian Government, focusing on the state's budget, net debt position and credit rating.

The DoH oversees governance of water quality under the *Safe Drinking Water Act* and the *Safe Drinking Water Regulations 2005*. This provides a framework for drinking water quality that includes risk management obligations, a set of standards for key water quality parameters, and information disclosure requirements for water utilities. The Regulations establish an auditing framework.[31] Under the legislation, the DoH is required to publish an annual water quality report that is tabled in parliament by the Victorian Minister for Health.

The EPA regulates the environmental performance of the water utilities, particularly as it relates to treated wastewater quality, through a corporate licence (previously, each wastewater treatment plant was licensed). The level of wastewater treatment required usually depends on the type of waterway into which the treated wastewater is discharged. Under the licence provisions, water utilities must regularly sample and monitor wastewater quality and advise the EPA if there are specific incidents of non–compliance. A corporate licence also includes a requirement to submit an annual performance statement to the EPA.

Wastewater treatment plants operated by the water utilities are subject to EPA permission requirements which minimise the risk of harm to the environment. The *Environment Protection Act 2017* also requires treatment plant operators to minimise harm to the environment via the General Environmental Duty (GED).

Water utilities are also subject to EPA works approval permits before construction of new treatment plants or major alterations can begin.

The ESC is responsible for price regulation and setting service standards for water services in Victoria under Part 1A of the *Water Industry Act*, the *Essential Services Commission Act 2001* and the Water Industry Regulatory Order. The legislative framework provides the ESC with powers and functions to:

- make price determinations
- regulate standards and conditions of service and supply
- require regulated businesses to provide information.

F7.4 Water utilities in Victoria

[31] Details of the drinking water regulatory framework, the audit arrangements and the annual drinking water quality report are available at https://www.health.vic.gov.au/water/drinking-water-quality-annual-reports.

The Victorian Government owns all 18 water utilities in the state. There are four water utilities in metropolitan Melbourne: Melbourne Water, Greater Western Water, South East Water Ltd and Yarra Valley Water Corporation. The three retailers (Greater Western Water, South East Water Ltd and Yarra Valley Water Corporation) deliver retail water supply and wastewater services to customers in the Melbourne metropolitan area. The three retailers also provide some localised wastewater services to their customers not connected to the Melbourne sewerage network.

Melbourne Water provides bulk water and bulk wastewater services in the Melbourne metropolitan area and manages rivers, creeks and major drainage systems in the Port Phillip and Westernport regions. Melbourne Water also controls the catchment for most of its supply.

Outside Melbourne, 12 regional urban water utilities provide water and wastewater services (Barwon Water, Central Gippsland Water, Central Highlands Water, Coliban Water, East Gippsland Water, Goulburn Valley Water, GWMWater (Grampians Wimmera Mallee Water), Lower Murray Water, North East Water, South Gippsland Water, Wannon Water and Westernport Water).

Lower Murray Water also provides rural water services such as irrigation and stock and domestic supplies. GWMWater and Coliban Water also provide a piped rural water service for stock and domestic use.

Additionally, two rural water utilities (Goulburn–Murray Water and Southern Rural Water) provide irrigation and rural water services.

Most water utilities in regional Victoria have their own bulk water supplies. Goulburn–Murray Water, Southern Rural Water and GWMWater also provide both bulk and retail services.

Although owned by the Victorian Government, all 18 water utilities act as stand-alone entities and are responsible for their own management and performance. Each water utility has a chairperson and a board of directors appointed by the Minister for Water. The board has a range of responsibilities, including:

- setting the entity's strategic direction and steering the entity
- setting objectives and performance targets
- ensuring compliance with legislation and government policy.

Public sector directors must comply with the statutory directors' duties in the *Victorian Public Administration Act 2004*, the Directors' Code of Conduct, and common law directors' duties. In addition, directors of water utilities must also comply with requirements as set out in the *Water Act*.

Each water utility's board appoints a managing director who is responsible for the day-to-day management of the water utility under delegation from the board.

Each managing director sits on the board and is the primary link between the board and the water utility's management and staff. The managing directors are responsible for communicating board priorities and policies to management and staff and for presenting reports, submissions and budgets to the board. The board of each water utility reports to the Minister for Water via DEECA. In turn, the Minister for Water is responsible for reporting to parliament on the performance of each water utility. To assist with the management of the water industry, the Minister for Water is supported by the Water and Catchments Group within DEECA.

The *Financial Management Act* is the principal legislation governing financial reporting by water utilities. The Victorian Minister for Finance (through DTF) issues financial reporting directions under the *Financial Management Act* for the preparation of annual reports. The Minister for Water issues ministerial reporting directions to water utilities for performance reporting and other specific reporting requirements as part of their annual reports. DEECA is responsible for reviewing the annual reports of the water utilities and advising the Minister for Water on tabling the reports in parliament.

The Victorian Auditor-General's Office is responsible for auditing the annual financial statements and performance reports of water utilities. Some data reported in the NPR for Victorian water utilities are either taken directly from the published annual reports or derived from the annual reports.

In accordance with the *Water Act*, each water utility must submit an annual corporate plan that provides a statement of corporate intent, lists expected activities, and provides a financial forecast for the following five years. The Minister for Water (through DEECA) issues guidelines to the water utilities for the preparation of the corporate plans. DEECA and DTF are responsible for reviewing the corporate plans (and business cases for major capital projects above a threshold value) and for advising the Minister for Water and the Treasurer, respectively.

Each water utility will also make periodic price submissions to the ESC. The regulatory period of a price determination typically covers a period of between 3–5 years but can cover a longer regulatory period. Price submissions include details about proposed revenue requirements and tariffs and pricing structures and are assessed by the Essential Services Commission. The process requires extensive customer engagement by the water utilities and the ESC.

F7.5 Performance reporting

One of the ESC's regulatory functions is to monitor and report publicly on the performance of the Victorian water utilities. The ESC's annual water performance reports are available on its website (www.esc.vic.gov.au/Water/Performance-reports/).

Under the Water Industry Regulatory Order, the ESC has the function of auditing:

- the compliance of a regulated water utility with the standards and conditions of service and supply specified by the ESC in any code or set out in the utility's price determination, and the systems and processes established by the water utility to ensure such compliance
- the reliability and quality of information reported by a water utility to the ESC, and the conformity of that information with any specification issued by the ESC
- the compliance of a water utility with asset management obligations imposed in any statement of obligations issued to it.

The annual audits are an important element of the regulatory framework. They verify that the information collected and reported by water utilities is accurate and reliable and provide evidence to customers and other stakeholders that regulatory obligations are being complied with. Most Victorian data reported in the NPRs are audited under those arrangements.

The audit approach is set out in the ESC's guideline for approving, conducting and reporting audits, which is available from the ESC's website (www.esc.vic.gov.au/Water/Codes-and-Guidelines).

F8 Western Australia

F8.1 Introduction

The WA Department of Water and Environmental Regulation has prime responsibility for water resource policy, planning, management and regulation, as well as the administration of water entitlements and water rights within the state. The reporting of water utility performance is the responsibility of the Economic Regulation Authority (ERA); however, the WA Department of Health and the Western Australian Environmental Protection Authority also have some reporting responsibilities.

Reporting and compliance obligations are imposed by Australian Government legislation including the *Corporations Act 2001* and the *Privacy Act 1988*, and by Western Australian legislation including the *Water Services Act 2012*, the *Metropolitan Water Supply, Sewerage and Drainage Act 1909*, the *Health (Miscellaneous Provisions) Act 1911* (which is being replaced by the new *Public Health Act 2016* over the next few years), the *Rights in Water and Irrigation Act 1914*, the *Country Areas Water Supply Act 1997*, the *Environmental Protection Act 1986* and the *Planning and Development Act 2005*.

F8.2 Establishment of utilities

In Western Australia's legislative framework, water utilities are referred to as 'water service providers'.

Under the *Water Services Act*, the ERA is the independent regulator responsible for administering the licensing scheme for water services and for reporting on industry performance. To obtain a licence, a water service provider has to demonstrate that it has the financial and technical capacity to provide the service or services that are to be covered by a licence and that the grant of the licence is not contrary to the public interest.

F8.3 Operation of water utilities

The ERA and other agencies jointly oversee the operation of water service providers in Western Australia.

The Department of Health sets standards for drinking water quality and regulates the public health aspects of water supply (both drinking and non–drinking), pursuant to the *Health (Miscellaneous Provisions) Act*. The department also supports the Advisory Committee for the Purity of Water, which advises the WA ministers for Health and Water on issues associated with protecting public drinking water. The department has recently introduced new standards that regulate the public health aspects of sewerage services pursuant to the *Health (Miscellaneous Provisions) Act*.

The licence terms and conditions for service providers that supply drinking water require them to enter into a memorandum of understanding with the Department of Health for compliance with the health-related criteria in the Australian Drinking Water Guidelines.

The licence terms and conditions for service providers that provide wastewater services to more than 400 connections require them to enter into a memorandum of understanding with the Department of Health for compliance with the required public health standards. In addition, the Department of Health may require a licensee with fewer connections to enter a memorandum of understanding.

Each memorandum of understanding is reviewed every three years, unless agreed otherwise.

The Department of Water and Environmental Regulation's responsibilities include the collection and analysis of water resources information, the protection of water quality and water resources, and water industry planning and policy, management, and regulation. The department also regulates the environmental impacts of water service providers through the *Environmental Protection Act*. The Act prescribes an environmental registration and licensing scheme, which sets limits on the type and volume of waste that can be discharged from a site. In some circumstances, the water service providers may be required to arrange for audits of their compliance with the conditions attached to their registration and provide a copy of the audit report to the department. The water service providers must notify the department if there is an unauthorised discharge of waste from registered premises.

The Environmental Protection Authority is an independent adviser to the WA Government on a broad range of environmental matters. The functions of the authority include conducting environmental impact assessments, preparing statutory policies for environmental protection, publishing guidelines for managing environmental impacts, and providing strategic advice to the WA Minister for Environment.

The Western Australian Planning Commission, a statutory authority that operates with the support of the Department of Planning, Lands and Heritage, oversees the land-use planning implications of the operations of the water service providers, according to requirements of the *Planning and Development Act*.

Prices for drinking water and wastewater services provided by the Water Corporation, Bunbury Water Corporation (trading as Aqwest), and Busselton Water Corporation (trading as Busselton Water) are set by the Minister for Water. The WA Government may request the ERA to undertake an independent review of pricing for the water corporations to provide advice to the government (the ERA has carried out 14 inquiries related to water pricing to date). Charges for wastewater services provided by local government authorities are set for each local government area and applied using a formula that depends on the type of property. Prices charged by private water and wastewater service providers are unregulated.

The *Water Services Act* requires licensees to arrange for an operational audit and a review of asset management system effectiveness at least once every two years (or longer, at the ERA's discretion). Independent auditors appointed by the ERA conduct the audit and review. The ERA approves the final audit and review reports, arranges for their publication on its website, and provides a copy of each report to the WA Minister for Water.

The Water Services Code of Conduct (Customer Service Standards) 2024 prescribes the customer service standards applicable to water and wastewater licensees. The Code is administered by the ERA in consultation with the Water Code Consultative Committee comprising representatives from industry, consumer representative organisations and government.

The *Water Services Code of Practice (Family Violence) 2020* came into effect on 8 December 2020 and prescribes minimum requirements for water service providers to support their residential customers who have been affected by family violence.

F8.4 Water utilities in Western Australia

Several water service providers are involved in delivering water supply and wastewater services in Western Australia. This report covers the larger service providers (the Water Corporation, Aqwest, Busselton Water and the City of Kalgoorlie–Boulder). There are other water supply and wastewater services that are delivered by privately owned operators and local government authorities.

The Water Corporation is a government trading enterprise operating under the *WA Water Corporations Act 1995* and the *WA Government Trading Enterprises Act 2023* that provides drinking and non–drinking water, bulk water, wastewater services, and drainage services to most areas of Western Australia. It also undertakes catchment management activities under delegation from the Department of Water and Environmental Regulation according to an operational agreement for catchment management between the two organisations. The Water Corporation is the principal supplier of water, wastewater and drainage services to hundreds of thousands of homes, businesses and farms, and provides bulk water to farms and growers' cooperatives for irrigation. Its services, projects and activities span more than 2.5 million km^2. It has regional offices in Perth, Bunbury, Albany, Karratha, Geraldton, Northam and Kalgoorlie.

Aqwest and Busselton Water are government trading enterprises operating under the *WA Water Corporations Act* and the *WA Government Trading Enterprises Act*.

The Aqwest licence permits the supply of drinking water to the greater Bunbury region.

The Busselton Water licence permits the supply of drinking water to the regional centre of Busselton, approximately 200 km south of Perth, and the Busselton–Capel and Blackwater groundwater areas. Busselton Water also supplies bulk water to the Water Corporation in Dunsborough.

The state-owned corporations (Aqwest, Busselton Water and the Water Corporation) are subject to performance reporting requirements under the *WA Financial Management Act 2006*. The annual reports prepared by Aqwest, Busselton Water and the Water Corporation include non–financial performance indicators that are independently audited by the WA Office of the Auditor General.

The City of Kalgoorlie–Boulder provides wastewater and non–drinking water services to Kalgoorlie–Boulder, located 550 km east of Perth in the Goldfields district. The non–drinking water supplied to customers is sourced from recycled effluent.

There are also several small licensed or exempted water service providers in the state. The licensed service providers include Aquasol, Aqua Ferre (trading as Muchea Water), BHP Nickel West, BHP Iron Ore, Bwater (trading as ABCO Water Systems), Country Heights Water, Hamersley Iron, Lancelin South, Moore River Water Services, the Rottnest Island Authority, Robe River Mining Company, Peel Water, TMC Witchcliffe, WA Sewage, and Water West North Dandalup.

F8.5 Performance reporting

Licensees are required to provide the Economic Regulation Authority with data for performance monitoring purposes, as set out in the licence and the ERA's Performance indicators and definitions handbook – water service providers. Licensees are required to submit completed performance reports to the ERA for each year ending 30 June. Where possible, the performance indicators for licensees who are not required to report under the National Water Initiative Agreement have been aligned with the NPR indicator set for consistency. The ERA's Water compliance reporting manual requires licensees to report to the ERA on their compliance with the terms and conditions of their licence for each year ending 30 June. The ERA uses the compliance reports to monitor the overall level of compliance by licensees. The content of each report is confidential to the licensee and the ERA.

The ERA publishes performance data provided by licensed urban service providers that do not report under the NPR and three of WA's largest rural water service providers. Most of the performance indicators are consistent with those of the NPR. Except for the licensees that report under the Urban NPR, licensees are not subject to the data audit requirements of the NPRs. For those licensees not reporting under the NPR, confirmation of the accuracy of the performance data they report to the ERA is assessed in the operational audits.

Appendix G Location of reporting regions

State-level maps are presented to better visualise approximate locations of service providers' reporting regions for the 2024–25 reporting year. Further information about individual service providers is available on their respective websites.

G1 Reporting regions in the Australian Capital Territory

Figure G1 shows the approximate location of the service provider's reporting region in the Australian Capital Territory for the 2025 NPR.

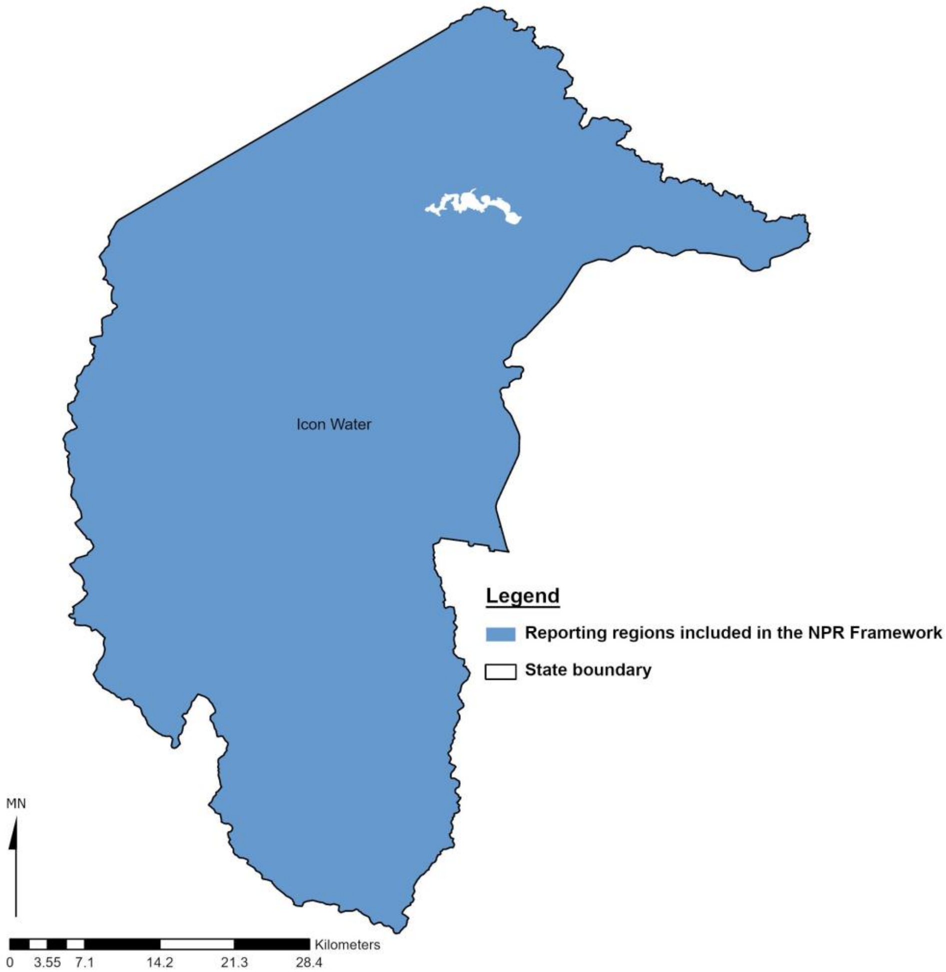

Figure G1 The approximate location of the reporting region in the Australian Capital Territory included in the NPR Framework for the 2024–25 reporting year.

G2 Reporting regions in New South Wales

Figure G2 shows the approximate locations of service providers' reporting regions in New South Wales for the 2025 NPR.

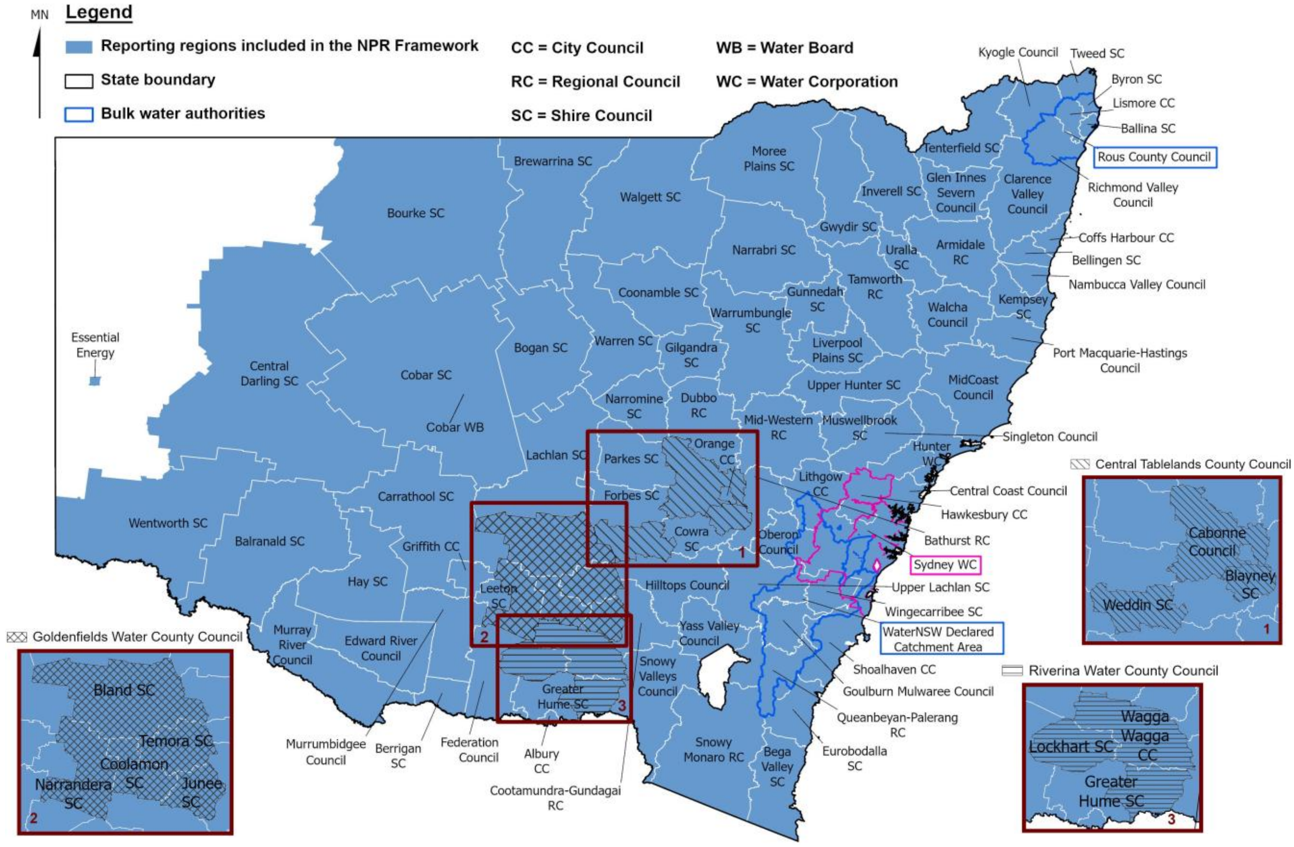

Figure G2 The approximate locations of the reporting regions in New South Wales included in the NPR Framework for the 2024–25 reporting year.

G3 Reporting regions in the Northern Territory

Figure G3 shows the approximate locations of the service provider's reporting regions in the Northern Territory for the 2025 NPR. Power and Water Corporation (P&W) reported performance data for Alice Springs, Darwin, Katherine and Tennant Creek individually. For Adelaide River, Batchelor, Borroloola, Daly Waters, Elliott, Kings Canyon, Larrimah, Mataranka, Newcastle Waters, Pine Creek, Ti Tree, Timber Creek and Yulara, P&W reported aggregated data.

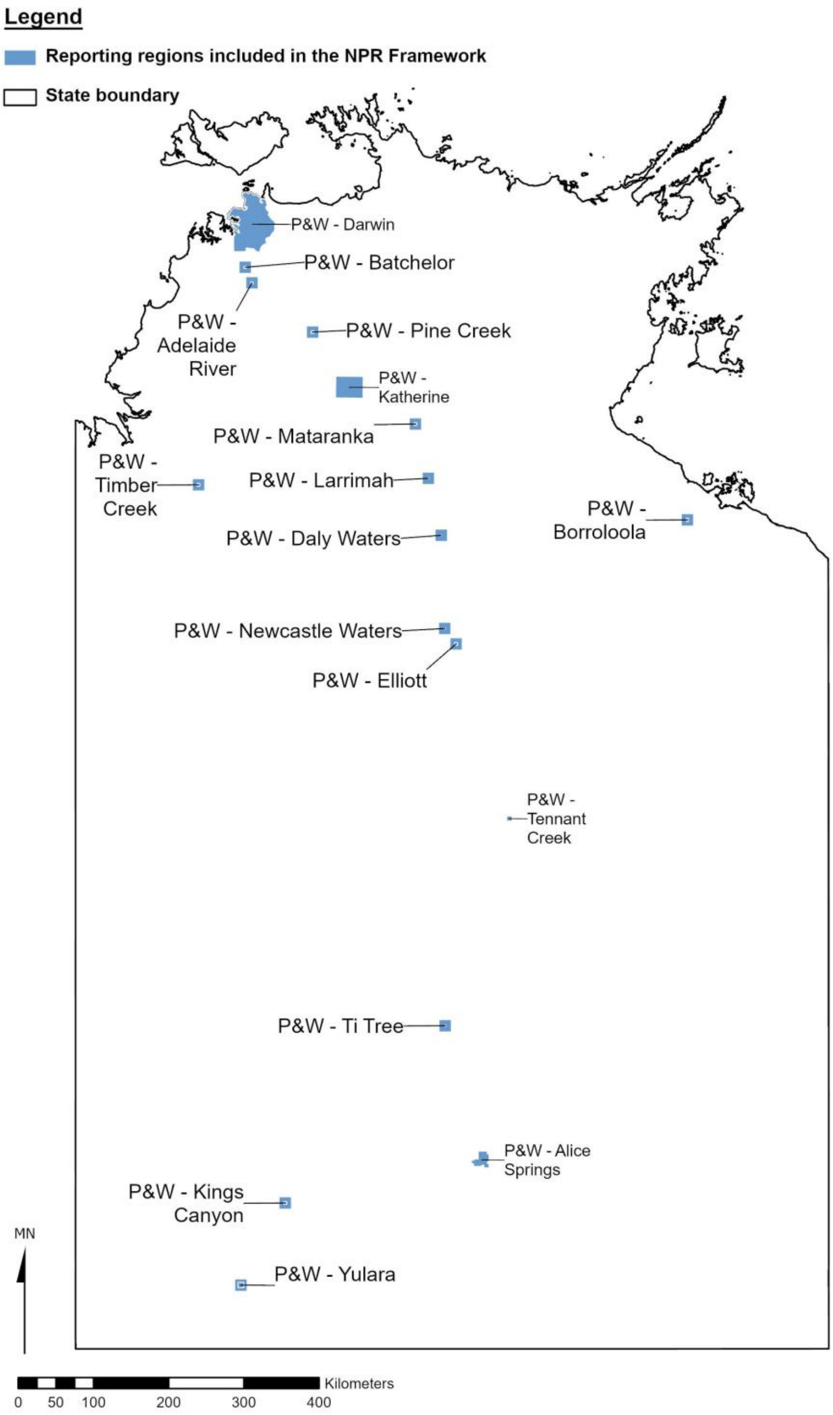

Figure G3 The approximate locations of the reporting regions in the Northern Territory included in the NPR Framework for the 2024–25 reporting year.

G4 Reporting regions in South Australia

Figure G4 shows the approximate locations of service providers' reporting regions in South Australia for the 2025 NPR. While the South Australian Water Corporation (South Australian WC) provides services across the state, it does not provide water and wastewater services to all communities[32]. Some areas may have mixed service arrangements (e.g., South Australian WC providing drinking water while councils or private entities provide wastewater or recycled water services). Also, Alano Utilities Pty Ltd reported three small schemes in the 2025 NPR. These schemes are located within the Mount Barker District Council, Adelaide Plains Council and Copper Coast Council regions, but are not shown individually on the map to avoid confusion.

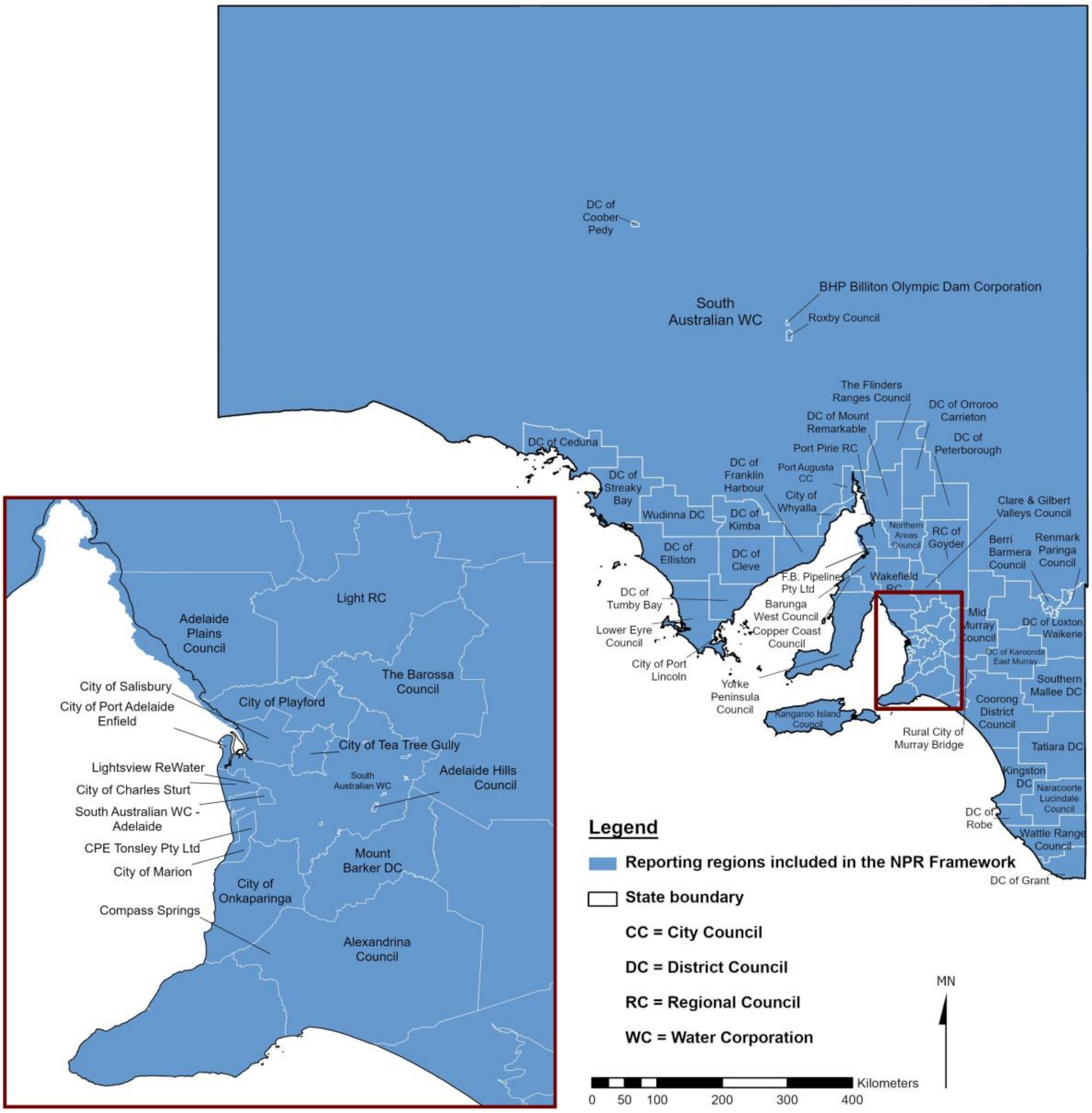

Figure G4 The approximate locations of the reporting regions in South Australia included in the NPR Framework for the 2024–25 reporting year.

[32] Maps of cities and towns serviced by SA WC are available in SA Water's [2024–25 annual report](#) p.12.

G5 Reporting regions in Tasmania

Figure G5 shows the approximate location of the service provider's reporting region in Tasmania for the 2025 NPR. While TasWater is the sole water and wastewater service provider in Tasmania, the map does not reflect its actual operational service area. Some regions shown as covered are not fully serviced by TasWater in practice, while other regions, such as King and Flinders Islands, are serviced by TasWater but do not report to the NPR Framework.

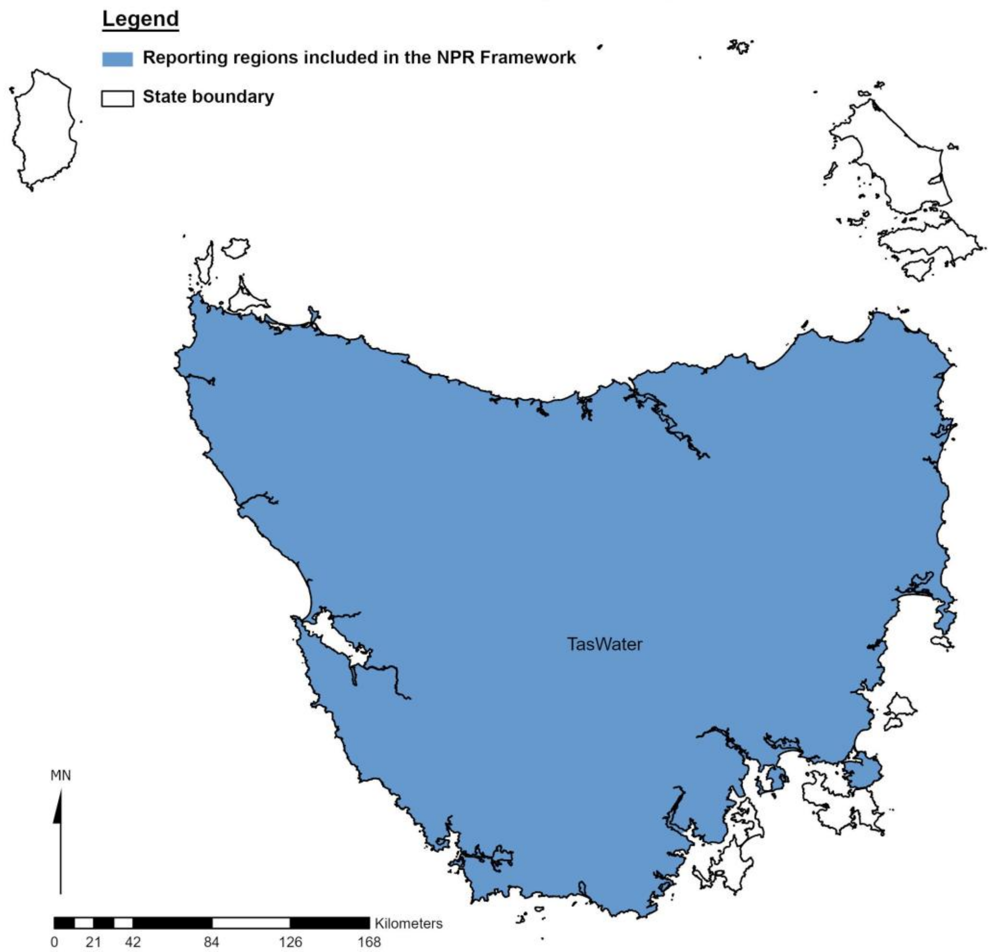

Figure G5 The approximate location of the reporting region in Tasmania included in the NPR Framework for the 2024–25 reporting year.

G6 Reporting regions in Queensland

Figure G6 shows the approximate locations of service providers' reporting regions in Queensland for the 2025 NPR.

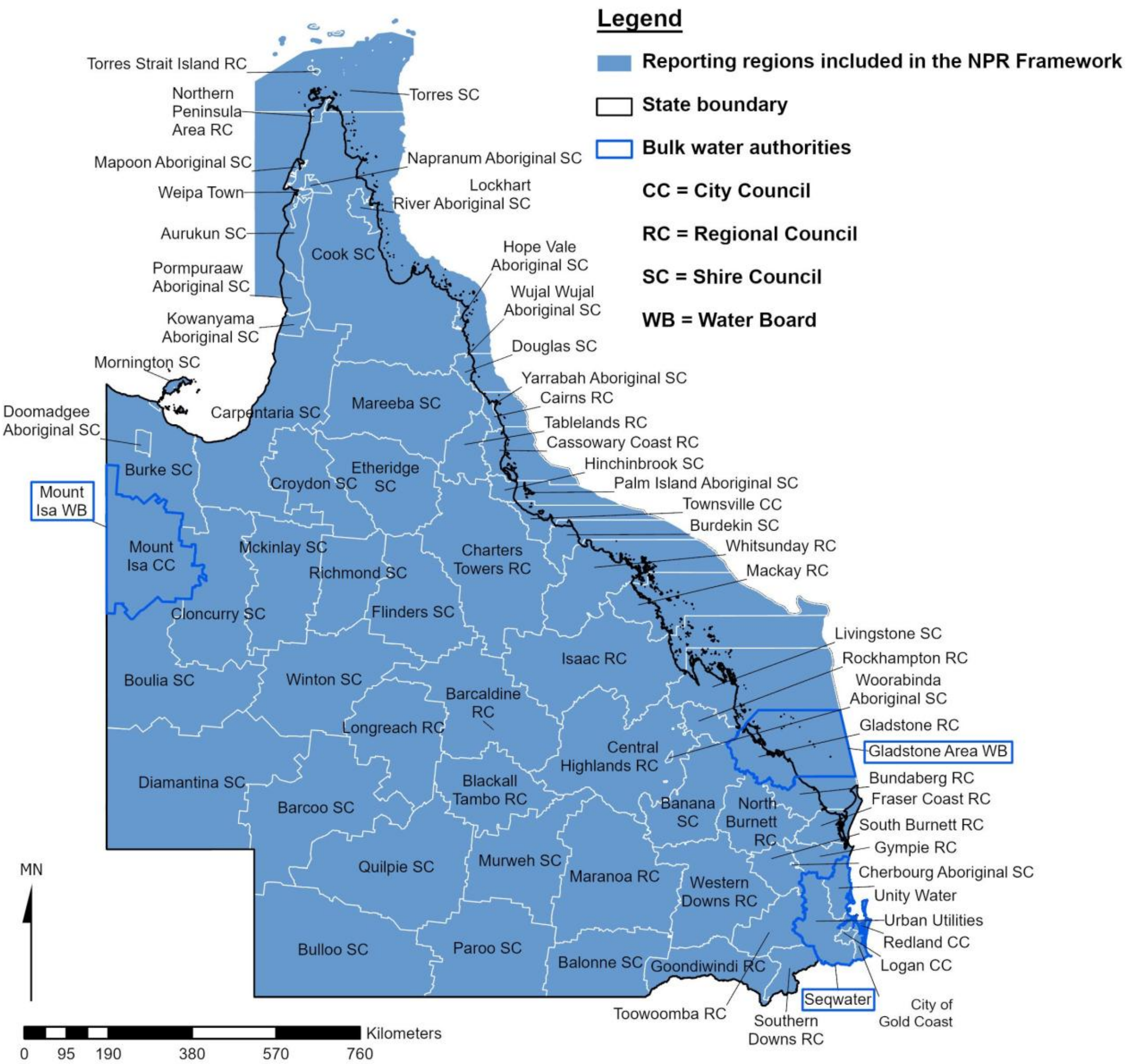

Figure G6 The approximate locations of the reporting regions in Queensland included in the NPR Framework for the 2024–25 reporting year.

G7 Reporting regions in Victoria

Figure G7 shows the approximate locations of service providers' reporting regions in Victoria for the 2025 NPR.

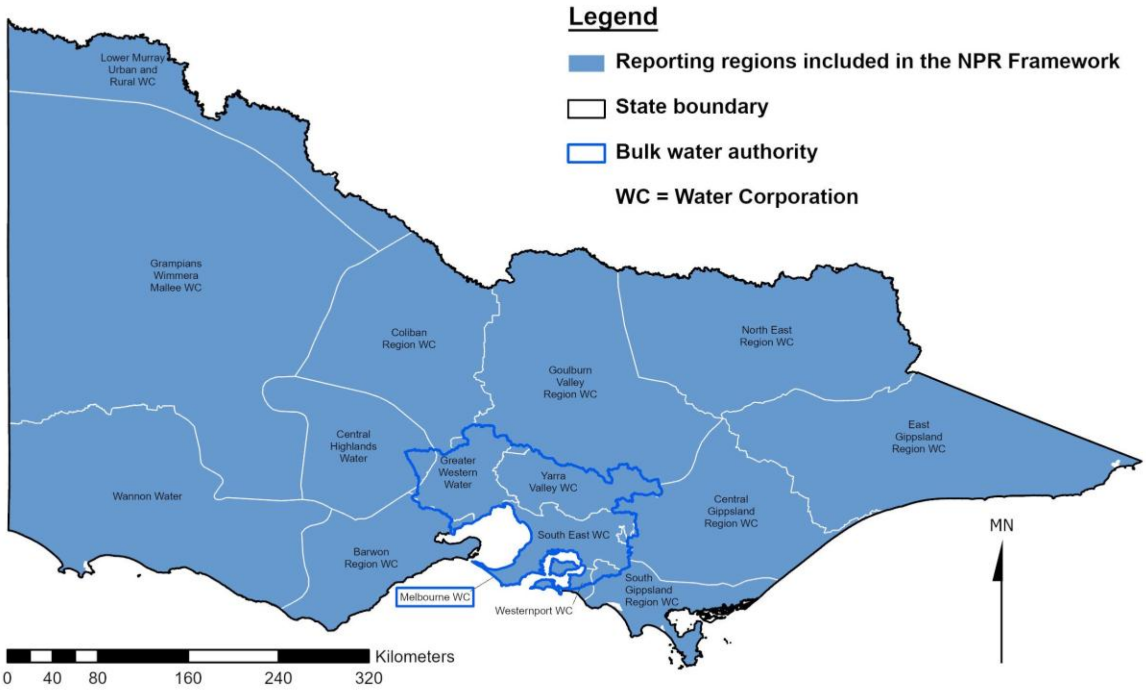

Figure G7 The approximate locations of the reporting regions in Victoria included in the NPR Framework for the 2024–25 reporting year.

G8 Reporting regions in Western Australia

Figure G8 shows the approximate locations of service providers' reporting regions in Western Australia for the 2025 NPR.

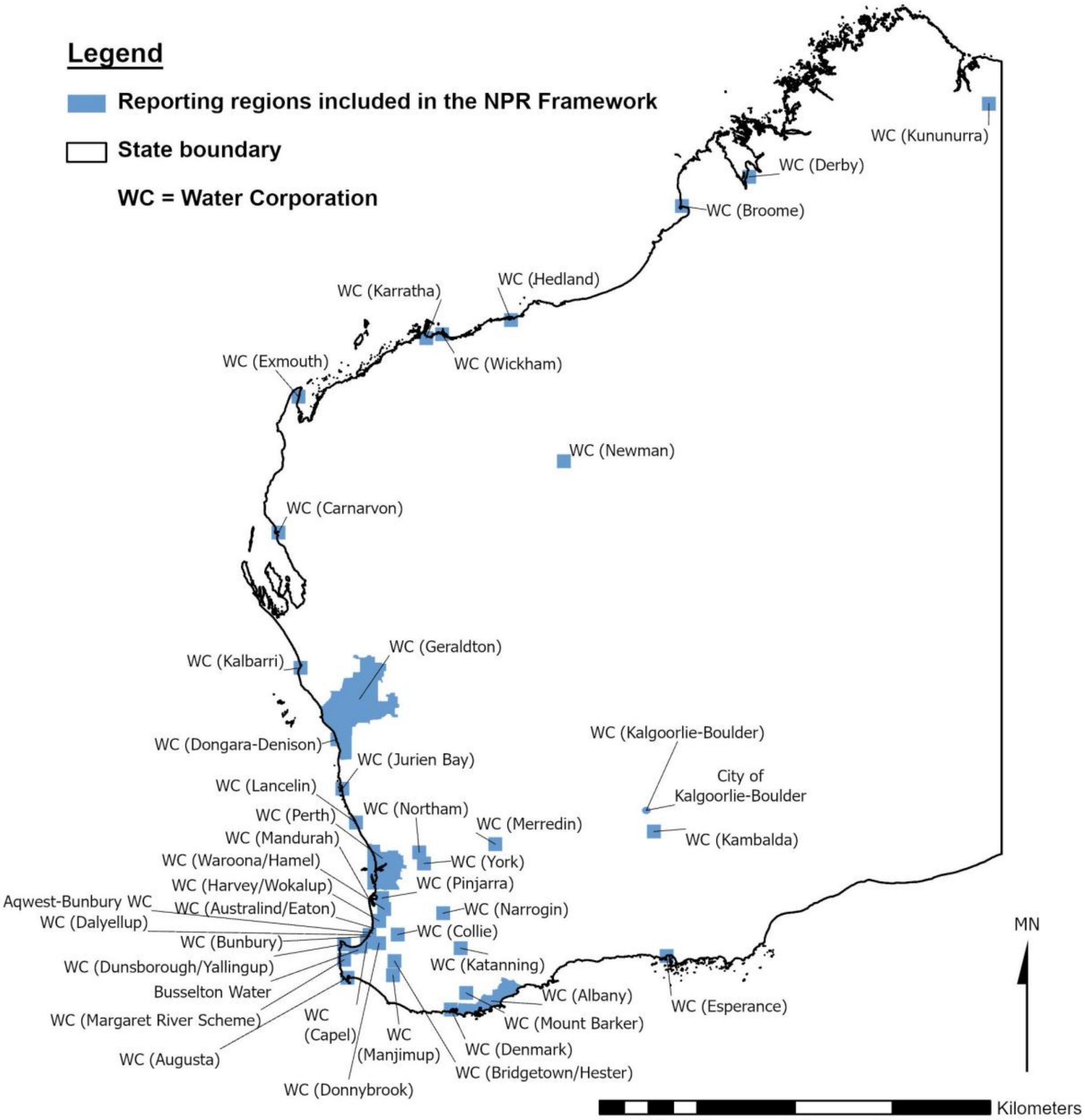

Figure G8 The approximate locations of the reporting regions in Western Australia included in the NPR Framework for the 2024–25 reporting year.

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