



2017-2018
Water and Wastewater
Performance Report

1 January 2019

South Burnett Regional Council has published its annual performance report for its water and wastewater services. This report provides information to consumers on the key performance indicators for Council's water and wastewater services.

Water Consumption

A total of 1960 ML of water was treated to a potable standard across 8 potable water schemes and supplied 312 ML to 3 non potable supply schemes.

Average Household Consumption in 2017-2018 was 121.1 KL/year, an increase of 6.4 KL/year from the previous year.

Water Costs

Based on average water consumption for the 2017-2018 year, the average annual consumer bill for water supply was \$1480

Water Supply Reliability

In 2017-2018, Council reported 70 water main breaks, an increase of 13 from the previous year.

Sewerage Treatment

A total of 1207 ML of sewerage was treated across 8 sewerage schemes.

Sewerage Costs

The average residential bill for supplying sewerage services to customers was \$684 in 2017-2018.

Sewerage System Reliability

During 2017-2018, a total of 72 sewer blockages were reported across Council's sewerage systems, an increase from 44 during last reporting year.

Major Projects

630mm poly main from Mount Wooroolin (ongoing) upgrade to cater for future demand

Water Pump Station upgrade in Retchlag Street, Murgon

Sewer Pump Station upgrade in Houghton Street, Murgon

Water Standpipes upgrade/replacement at Nanango, Benarkin and Blackbutt

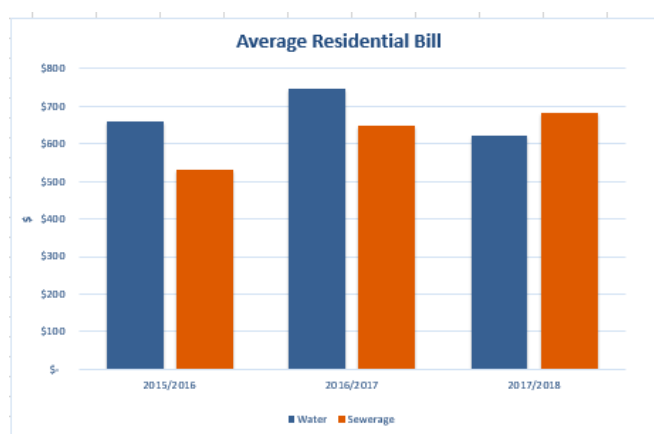
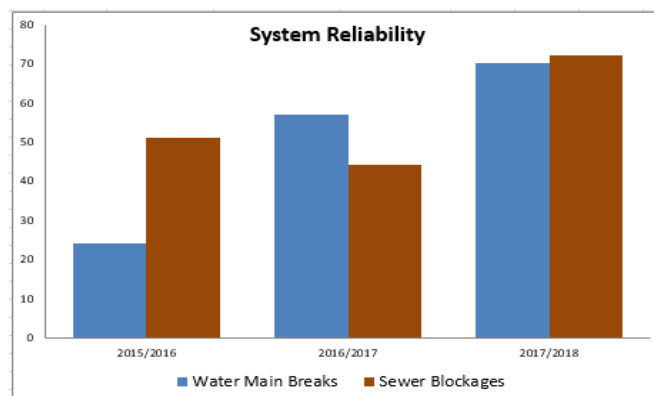
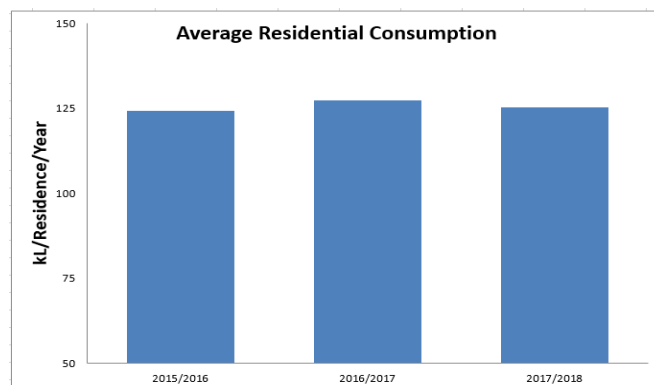
Council also replaced 996m of Water Mains across the South Burnett Region

Water
Connections

9577

Sewerage
Connections

7247



Water Supply Key Performance Indicators – Water Service Provider Totals

Key Performance Indicators - Water	Code	Value
Water Treatment and Supply Assets		
Length of water mains (W) (km)	QG 1.1	603
Capacity of water treatment plants (W) (ML/day)	QG 1.4	21.7
Maximum daily demand (W) (ML/day)	QG 1.5	15
Total volume of potable water produced (W) (ML)	QG 1.6	2261.9
Total treated/drinking water storage (W) (ML)	QG 1.7	28.2
Sources of Water		
Volume of water sourced from surface water (W) (ML)	QG 1.8	955.5
Volume of water sourced from groundwater (W) (ML)	QG 1.9	373.6
Volume of water sourced from desalination of marine water (W) (ML)	QG 1.10	NA
Total recycled water supplied (W) (ML)	QG 1.11	234.4
Total water sourced (W) (ML)	QG 1.12	2947.9
Water Supply		
Connected residential properties - water supply (W)	QG 1.13	8259
Connected non-residential properties - water supply (W)	QG 1.14	1311
Volume of water supplied - residential (W) (ML)	QG 1.17	1000.2
Volume of water supplied - commercial, municipal and industrial (W) (ML)	QG 1.18	648.2
Volume of non-revenue water (W) (ML)	QG 1.19	604.4
Total Full-Time Equivalent water & sewerage employees (W) (FTE)	QG 1.20	35
Water Security		
Months of supply remaining at end of reporting period (30 June) (W) (Months)	QG 2.1	18
Anticipated capacity to meet demand for next reporting year (at QG 2.4) (W) Required if QG2.1 <12 Months (OK/NOT OK)	QG 2.2	OK
Available contingency supplies (W) - Only required , if QG 2.1 response <6 months (YES/NO)	QG 2.3	NO
Total anticipated water demand for next reporting year (W) (ML)	QG 2.4	2385
Total anticipated annual water demand in five years' time (W) (ML)	QG 2.5	2543
Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (W) (OK/NOT OK)	QG 2.6	NOT OK
Planned supply system response (W) - Only required if QG 2.6 response is reported as 'NOT OK'	QG 2.7	YES

Key Performance Indicators - Water	Code	Value
Water restrictions (duration) (W) (Months)	QG 2.8	12
Water restrictions (severity) (W) - Only required if QG 2.8 response >0 months (%)	QG 2.9	7
Finance		
Total water supply capital expenditure (W) (\$)	QG 3.1	1,927,533
Capital works grants - water (W) (\$)	QG 3.3	0
Nominal written down replacement cost of fixed water supply assets (W) (\$)	QG 3.5	123,621,200
Current replacement costs of fixed water supply assets (W) (\$)	QG 3.7	173,432,500
Total revenue - water (W) (\$)	QG 3.9	9,790,959
Operating cost - water (W) (\$ connection)	QG 3.11	722.61
Annual maintenance costs water (W) (\$)	QG 3.13	1,239,521
Current cost depreciation - water (W) (\$)	QG 3.15	2,224,423
Previous 5 year average annual renewals expenditure - water (W)	QG 3.17	419,984
Forecast 5 average annual renewals expenditure - water (W) (\$)	QG 3.19	662,638
Water Pricing		
Fixed charge - water (S) Standard 20mm Service (\$/annum)	QG 4.1	588
Annual bill based on 200 kL/annum (W) (\$)	QG 4.3	1,637.3
Typical Residential bill (W) (\$)	QG 4.4	1,480.46
Asset Performance		
Total water main breaks (W) (per 100kmn water main)	QG 4.5	11.6
Incidence of unplanned interruptions - water (W) (per 1000 connections)	QG 4.7	63.4
Average response time for water incidents (bursts & leaks) (W) (mins)	QG 4.8	93
Customer Service		
Water quality complaints (W) (per 1000 connections)	QG 4.10	0.1
Total water and sewerage complaints (W) (per 1000 connections)	QG 4.11	1.3
Environment		
Source water/ nutrient/sediment load reduction initiatives (W) (YES/NO)	QG 5.1	NO

Notes:

(W) – Water Service Provider Wide; (S) – Water Scheme Wide

Sewerage Key Performance Indicators – Sewerage Service Provider Totals

Key Performance Indicators - Sewerage	Code	Value
Sewerage Assets		
Length of sewerage mains (S) (km)	QG 1.2	238.3
Number of sewage treatment plants (S) (Count)	QG 1.3	6
Sewerage Distribution		
Connected residential properties -sewerage (S)	QG 1.15	6513
Connected non-residential properties - sewerage (S)	QG 1.16	734
Total Full-Time Equivalent water & sewerage employees (W) (FTE)	QG 1.20	35
Finance		
Total sewerage capital expenditure (W) (\$)	QG 3.2	498,335
Capital works grants - sewerage (W) (\$)	QG 3.4	0
Nominal written down replacement costs -fixed sewerage assets (W) (\$)	QG 3.6	87,570,000
Current replacement costs of fixed sewerage assets (W)	QG 3.8	117,659,200
Total revenue- sewerage (W) (\$)	QG 3.10	5,699,927
Operating cost, sewerage (W) (\$ connection)	QG 3.12	490
Annual maintenance costs sewerage (W) (\$)	QG 3.14	1,158,007
Current depreciation - sewerage (W) (\$)	QG 3.16	1,828,218
Previous 5 year average annual renewals expenditure - sewerage (W)	QG 3.18	300,162
Forecast 5 year average annual renewals expenditure - sewerage (W) (\$)	QG 3.20	1,046, 719
Sewerage Pricing		
Fixed charge - sewerage (S) – 1 st Pedestal (\$/annum)	QG 4.2	683.7
Sewerage Asset Performance		
Total sewerage main breaks and chokes (S) (per 100kmn sewer main)	QG 4.6	30.2
Average response time for sewerage incidents (including main breaks and chokes) (S) (mins)	QG 4.9	96
Environment		
Receiving waterway/s nutrient/sediment load reduction initiatives (W) (YES/NO)	QG 5.2	NO

Notes:

(W) – Water Service Provider Wide; (S) – Water Scheme Wide

Water Supply Key Performance Indicators – Individual Scheme Indicators

Key Performance Indicators - Water	Code	Blackbutt	Kingaroy	Potable Water Schemes				Non Potable Water Schemes		
				Murgon	Nanango	Proston	Wondai	Kumbia	Proston Rural	Wooroolin
Water Treatment and Supply Assets										
Length of water mains (S) (km)	QG 1.1	47.7	180.5	35.8	54.2	20	66.9	15.4	176.3	4.2
Capacity of water treatment plants (S) (ML/day)	QG 1.4	1.2	9.7	6.4	1.5	0.3	2.6	NR	NR	NR
Maximum daily demand (S) (ML)	QG 1.5	0.6	6	3.5	1.9	0.2	1.3	0.09	.9	0.2
Total volume of potable water produced (S) (ML)	QG 1.6	67.1	1351.8	259.3	332.9	50	220	NR	NR	NR
Total treated/drinking water storage (S) (ML)	QG 1.7	1.6	8.5	11.5	3.1	0.7	2.8	NR	NR	NR
Sources of Water										
Volume water sourced from surface water (S) (ML)	QG 1.8	4.0	467	284	NR	NR	200	NR	NR	NR
Volume water sourced from groundwater (S) (ML)	QG 1.9	NR	NR	NR	322	NR	NR	13.7	NR	31.8
Volume of water sourced from desalination of marine water (S) (ML)	QG 1.10	NR	NR	NR	NR	NR	NR	NR	NR	NR
Total recycled water supplied (S) (ML)	QG 1.11	NR	117.8	58	NR	4.4	54	NR	NR	NR
Total water sourced (S) (ML)	QG 1.12	192.2	1351.8	284.2	322.9	50	200	18	261.3	31.8
Water Supply										
Connected residential properties - water supply (S)	QG 1.13	378	4369	940	1165	203	984	81	81	58

2017-2018 Water and Wastewater Performance Report

Key Performance Indicators - Water	Code	Blackbutt	Kingaroy	Potable Water Schemes				Non Potable Water Schemes		
				Murgon	Nanango	Proston	Wondai	Kumbia	Proston Rural	Wooroolin
Connected non-residential properties - water supply (S)	QG 1.14	61	480	177	180	39	136	28	187	23
Volume of water supplied - residential (S) (ML)	QG 1.17	38.5	563.3	129.4	123.8	28.2	117	5	22.7	6.4
Volume of water supplied - commercial, municipal and industrial (S) (ML)	QG 1.18	10.6	433.9	83.7	61.1	9.8	49.1	0.5	0.6	1
Volume of non-revenue water (S) (ML)	QG 1.19	18	345.7	46.3	148	11.9	34.5	NR	NR	NR
Water Security										
Months of supply remaining at end of reporting period (30 June) (S) (months)	QG 2.1	18	18	24	24	18	24	24	18	24
Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S) Required if QG2.1 <12 Months	QG 2.2	ok	ok	ok	ok	ok	ok	ok	ok	ok
Available contingency supplies (S) - Only required , if QG 2.1 response <6 months	QG 2.3	No	No	No	No	No	No	Yes	No	No
Total anticipated water demand for next reporting year (S) (ML)	QG 2.4	74	1107	286	316	50	225	18	279	31
Total anticipated annual water demand in five years' time (S) (ML)	QG 2.5	78	1192	296	330	51	243	18	305	31
Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	QG 2.6	OK	Not OK	OK	OK	OK	OK	OK	OK	OK
Planned supply system response (S) - Only required if QG 2.6 response is reported as 'NOT OK'	QG 2.7	NR	Yes	NR	NR	NR	NR	NR	NR	NR
Water restrictions (duration) (S) (months)	QG 2.8	12	12	12	12	12	12	12	12	12

2017-2018 Water and Wastewater Performance Report

Key Performance Indicators - Water	Code	Blackbutt	Kingaroy	Potable Water Schemes				Wondai	Non Potable Water Schemes		
				Murgon	Nanango	Proston			Kumbia	Proston Rural	Wooroolin
Water restrictions (severity) (S) - Only required if ,Q G 2.8 response >0 months	QG 2.9	21	12	40	5	13		13	-12	-6	29
Water Pricing											
Fixed charge - water (S) Standard 20mm Service (\$/annum)	QG 4.1	588	588	588	588	588		588	588	509.40	588
Water Asset Performance											
Total water main breaks (S) (per 100km water main)	QG 4.5	4.2	5.5	14	53.5	5		13.4	13	5.1	47.6
Incidence unplanned interruptions - water (S) (per 1000 connections)	QG 4.7	18.2	29.5	57.3	229	4.1		48.2	ND	ND	ND
Average response time for water incidents (bursts & leaks) (S) (mins)	QG 4.8	58	92	99	93	98		94	69	100	92
Customer Service											
Water quality complaints (S) (per 1000 connections)	QG 4.10	0	0	0	0.7	0		0	0	0	0
Total water and sewerage complaints (S) (per 1000 connections)	QG 4.11	4.6	0.8	0	2.2	4.1		0.9	0	0	0
Environment											
Source water/ nutrient/sediment load reduction initiatives (W)	QG 5.1	NO	NO	NO	NO	NO		NO	NO	NO	NO

Notes:

(W) – Water Service Provider Wide; (S) – Water Scheme Wide

Sewerage Key Performance Indicators – Individual Scheme Indicators

Key Performance Indicators - Sewerage	Code	Sewerage Schemes					
		Blackbutt	Kingaroy	Murgon	Nanango	Proston	Wondai
Sewerage Assets							
Length of sewerage mains (S) (km)	QG 1.2	11.5	115.5	32	42.5	7.4	29.4
Number of sewage treatment plants (S)	QG 1.3	1	1	1	1	1	1
Sewerage Distribution							
Connected residential properties -sewerage (S)	QG 1.15	304	3516	887	1006	131	669
Connected non-residential properties - sewerage (S)	QG 1.16	45	329	130	111	27	92
Sewerage Pricing							
Fixed charge - sewerage (S) – 1 st Pedestal (\$/annum)	QG 4.2	683.7	683.7	683.7	683.7	403	683.7
Sewerage Asset Performance							
Total sewerage main breaks and chokes (S) (per 100km sewer main)	QG 4.6	8.7	30.3	37.5	44.7	40.5	6.8
Average response time for sewerage incidents (including main breaks and chokes) (S) (mins)	QG 4.9	10	52	25	60	38	50
Environment							
Receiving waterway/s nutrient/sediment load reduction initiatives (W)	QG 5.2	NO	NO	NO	NO	NO	NO

Notes:

(W) – Water Service Provider Wide; (S) – Water Scheme Wide