



**SOUTH BURNETT**  
**REGIONAL COUNCIL**

**2018-2019**  
**Water and Wastewater**  
**Performance Report**

1 January 2020

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.

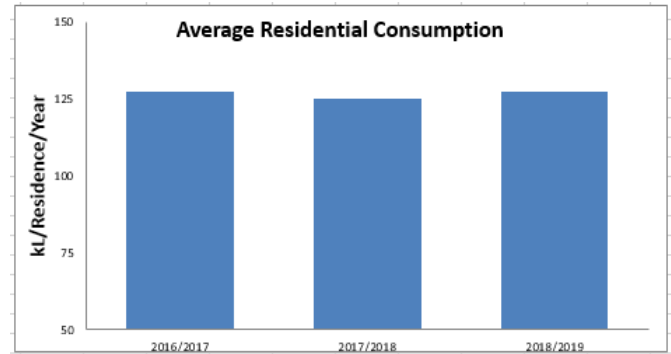
**Water Connections**  
9629

**Sewerage Connections**  
7290

**Water Consumption**

A total of 2082 ML of water was treated to a potable standard across 8 potable water schemes and supplied 303 ML to 3 non potable supply schemes.

Average Household Consumption in 2018-2019 was 127.3 KL/year, an increase of 6.2 KL/year from the previous year.



**Water Costs**

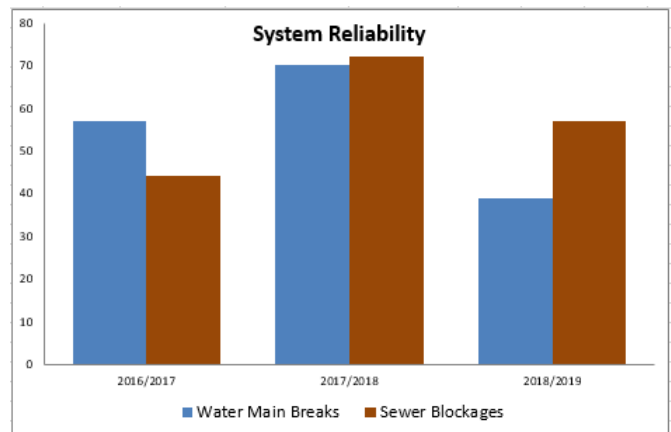
Based on average water consumption for the 2018-2019 year, the average annual consumer bill for water supply was \$783

**Water Supply Reliability**

In 2018-2019, Council reported 39 water main breaks, a decrease of 1 from the previous year.

**Sewerage Treatment**

A total of 1164 ML of sewerage was treated across 8 sewerage schemes.



**Sewerage Costs**

The average residential bill for supplying sewerage services to customers was \$724 in 2018-2019.

**Sewerage System Reliability**

During 2018-2019, a total of 57 sewer blockages were reported across Council's sewerage systems, a decrease from 72 during last reporting year.

**Major Projects**

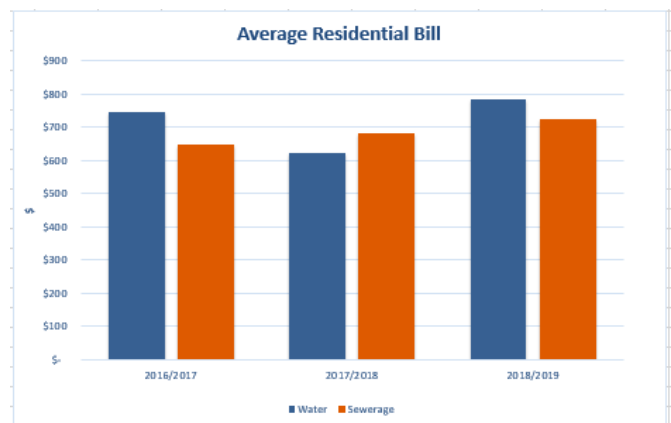
630mm poly main from Mount Wooroolin completed.

Water Pump Station upgrade in Retschlag Street, Murgon.

Replacement of Wooroolin reservoir.

Additional Water Standpipe installed at Hivesville.

Council also replaced 3288m of Water Mains across the South Burnett Region.



### Water Supply Key Performance Indicators – Water Service Provider Totals

Key Performance Indicators - Water	Code	Value
<b>Water Treatment and Supply Assets</b>		
Length of water mains (W) (km)	QG 1.1	609
Number of water treatment plants (W)	QG 1.4a	7
Capacity of water treatment plants (W) (ML/day)	QG 1.4b	22.26
Maximum daily demand (W) (ML/day)	QG 1.5	16.5
Total volume of potable water produced (W) (ML)	QG 1.6	2082.1
Total treated/drinking water storage (W) (ML)	QG 1.7	28.3
<b>Sources of Water</b>		
Volume of water sourced from surface water (W) (ML)	QG 1.8	955.5
Volume of water sourced from groundwater (W) (ML)	QG 1.9a	358.7
Volume of water received from bulk supplier (W) (ML)	QG 1.9b	1996.1
Volume of water sourced from desalination of marine water (W) (ML)	QG 1.10	NA
Total recycled water supplied (W) (ML)	QG 1.11	344.7
Total water sourced (W) (ML)	QG 1.12	3259.9
<b>Water Supply</b>		
Connected residential properties - water supply (W)	QG 1.13	8315
Connected non-residential properties - water supply (W)	QG 1.14	1314
Volume of potable water supplied - residential (W) (ML)	QG 1.17a	1057
Volume of non-potable water supplied - residential (W) (ML)	QG 1.17b	37.6
Volume of potable water supplied - commercial, municipal and industrial (W) (ML)	QG 1.18a	781
Volume of non-potable water supplied - commercial, municipal and industrial (W) (ML)	QG 1.18b	3.2
Volume of potable non-revenue water (W) (ML)	QG 1.19	219.7
Total Full-Time Equivalent water & sewerage employees (W) (FTE)	QG 1.20	37
<b>Water Security</b>		
Months of supply remaining at end of reporting period (30 June) (W) (Months)	QG 2.1	12
Anticipated capacity to meet demand for next reporting year (at QG 2.4) (W) Required if QG 2.1 <12 Months (OK/NOT OK)	QG 2.2	Not 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	2682

<b>Key Performance Indicators - Water</b>	<b>Code</b>	<b>Value</b>
Total anticipated annual water demand in five years' time (W) (ML)	QG 2.5	2926
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
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	16
<b>Finance</b>		
Total water supply capital expenditure (W) (\$)	QG 3.1	1,781,556
Capital works grants - water (W) (\$)	QG 3.3	36,413
Nominal written down replacement cost of fixed water supply assets (W) (\$)	QG 3.5	123,558,729
Current replacement costs of fixed water supply assets (W) (\$)	QG 3.7	175,277,859
Total revenue - water (W) (\$)	QG 3.9	10,853,712
Operating cost - water (W) (\$ connection)	QG 3.11	546.03
Annual maintenance costs water (W) (\$)	QG 3.13	1,436,744
Current cost depreciation - water (W) (\$)	QG 3.15	2,262,800
Previous 5 year average annual renewals expenditure - water (W)	QG 3.17	279,901
Forecast 5 average annual renewals expenditure - water (W) (\$)	QG 3.19	3,967,000
<b>Water Pricing</b>		
Fixed charge - water (S) Standard 20mm Service (\$/annum)	QG 4.1	588
Annual bill based on 200 kL/annum (W) (\$)	QG 4.3	1,671.45
Typical Residential bill (W) (\$)	QG 4.4	1,516.08
<b>Asset Performance</b>		
Total water main breaks (W) (per 100kmn water main)	QG 4.5	6.4
Incidence of unplanned interruptions - water (W) (per 1000 connections)	QG 4.7	105.5
Percentage of water incidents (bursts & leaks) responded to within the average response time detailed in customer service standards (W) (%)	QG 4.8	79
<b>Customer Service</b>		
Water quality complaints (W) (per 1000 connections)	QG 4.10	0.9
Total water and sewerage complaints (W) (per 1000 connections)	QG 4.11	1.2

Notes:

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

**Sewerage Key Performance Indicators – Sewerage Service Provider Totals**

Key Performance Indicators - Sewerage	Code	Value
<b>Sewerage Assets</b>		
Length of sewerage mains (W) (km)	QG 1.2	242.3
Number of sewage treatment plants (W) (Count)	QG 1.3	9
<b>Sewerage Distribution</b>		
Connected residential properties -sewerage (W)	QG 1.15	6554
Connected non-residential properties - sewerage (W)	QG 1.16	736
Total Full-Time Equivalent water & sewerage service employees (W) (FTE)	QG 1.20	37
<b>Finance</b>		
Total sewerage capital expenditure (W) (\$)	QG 3.2	78,313
Capital works grants - sewerage (W) (\$)	QG 3.4	0
Nominal written down replacement costs -fixed sewerage assets (W) (\$)	QG 3.6	85,800,248
Current replacement costs of fixed sewerage assets (W)	QG 3.8	117,700,578
Total revenue- sewerage (W) (\$)	QG 3.10	6,102,525
Operating cost, sewerage (W) (\$ connection)	QG 3.12	511.50
Annual maintenance costs sewerage (W) (\$)	QG 3.14	1,080,211
Current cost depreciation - sewerage (W) (\$)	QG 3.16	1,817,079
Previous five year average annual renewals expenditure - sewerage (W)	QG 3.18	173,954
Forecast five year average annual renewals expenditure - sewerage (W) (\$)	QG 3.20	1,768,720
<b>Sewerage Pricing</b>		
Fixed charge - sewerage (S) – 1 <sup>st</sup> Pedestal (\$/annum)	QG 4.2	724.7
<b>Sewerage Asset Performance</b>		
Total sewerage main breaks and chokes (W) (per 100kmn sewer main)	QG 4.6	23.5
Percentage of sewerage incidents (including main breaks and chokes) responded to within the average response time detailed in customer service targets (W) (%)	QG 4.9	86

Notes:

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

**Water Supply Key Performance Indicators – Individual Scheme Indicators**

Key Performance Indicators - Water	Code	Potable Water Schemes								Non Potable Water Schemes		
		Blackbutt	Boondooma	Kingaroy	Murgon	Nanango	Proston	Wondai	Yallakool	Kumbia	Proston Rural	Wooroolin
<b>Water Treatment and Supply Assets</b>												
Length of water mains (S) (km)	QG 1.1	47.7	2.2	181	35.8	54.2	20	66.9	3.5	15.4	176.3	4.2
Number of water treatment plants (S)	QG 1.4a	1	1	1	1	NR	1	1	1	NR	NR	NR
Capacity of water treatment plants (S) (ML/day)	QG 1.4b	1.2	0.46	9.7	6.4	1.5	0.3	2.6	0.1	NR	NR	NR
Maximum daily demand (S) (ML)	QG 1.5	0.8	0.1	5.3	2.7	2.6	2.1	1.5	0.1	0.1	1.1	0.2
Total volume of potable water produced (S) (ML)	QG 1.6	69	10.5	1151.4	271.6	299.4	53.7	220.5	6	NR	NR	NR
Total treated/drinking water storage (S) (ML)	QG 1.7	1.6	0.1	8.5	11.5	3.1	0.7	2.8	0	NR	NR	NR
<b>Sources of Water</b>												
Volume water sourced from surface water (S) (ML)	QG 1.8	4.0	0	556.4	0	NR	NR	0	0	NR	0	NR
Volume water sourced from groundwater (S) (ML)	QG 1.9a	NR	0	NR	NR	325.3	NR	NR	NR	18.6	0	14.8
Volume of water received from bulk supplier (S) (ML)	QG 1.9b	254	11.8	892.1	289.4	0	53.7	218.2	6.9	0	270.1	0
Volume of water sourced from desalination of marine water (S) (ML)	QG 1.10	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Total recycled water supplied (S) (ML)	QG 1.11	NR	NR	190.5	68.5	NR	1.8	83.9	NR	NR	NR	NR
Total water sourced (S) (ML)	QG 1.12	258	11.8	1448.5	289.4	325.3	53.7	218.2	6.9	18.6	270.1	14.8
<b>Water Supply</b>												
Connected residential properties - water supply (S)	QG 1.13	381	12	4385	943	1170	210	990	0	82	83	59
Connected non-residential properties - water supply (S)	QG 1.14	61	2	486	173	182	39	137	1	27	181	25
Volume of potable water supplied - residential (S) (ML)	QG 1.17a	42.9	0.2	574.2	145.7	142.4	29.7	121.9	0	NR	NR	NR
Volume of non-potable water supplied - residential (S) (ML)	QG 1.17b	NR	NR	NR	NR	NR	NR	NR	NR	4.8	25.9	6.9
Volume of potable water supplied - commercial, municipal and industrial (S) (ML)	QG 1.18a	12.7	0	536.4	85.5	67.2	12.3	66.9	0	NR	NR	NR
Volume of non-potable water supplied - commercial, municipal and industrial (S) (ML)	QG 1.18b	NR	NR	NR	NR	NR	NR	NR	NR	0.7	0.9	1.6
Volume of potable non-revenue water (S) (ML)	QG 1.19	8	7.8	40.6	40.9	80.5	6.3	31	4.7	NR	NR	NR
<b>Water Security</b>												
Months of supply remaining at end of reporting period (30 June) (S) (Months)	QG 2.1	18	18	18	12	18	18	12	12	18	18	18
Anticipated water supply availability to meet demand for next reporting period (at QG 2.4) (S) Required if QQ2.1 <12 Months	QG 2.2	OK	OK	OK	Not OK	OK	OK	Not OK	Not OK	OK	OK	OK

Key Performance Indicators - Water	Code	Potable Water Schemes								Non Potable Water Schemes			
		Blackbutt	Boondooma	Kingaroy	Murgon	Nanango	Proston	Wondai	Yallakool	Kumbia	Proston Rural	Wooroolin	
Available contingency supplies (S) - Only required , if QG 2.1 response <6 months	QG 2.3	No	Yes	No	No	No	No	No	No	Yes	No	No	No
Total anticipated water demand for next reporting year (S) (ML)	QG 2.4	88	11	1352	291	334	53	216	7		18	280	33
Total anticipated annual water demand in five years' time (S) (ML)	QG 2.5	92	12	1540	302	350	57	228	8		19	285	34
Anticipated capacity to meet demand in five years' time (at QG 2.5) (S)	QG 2.6	OK	OK	Not OK	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	NR	Yes	NR	NR	NR	NR	NR		NR	NR	NR
Water restrictions (duration) (S) (months)	QG 2.8	12	12	12	12	12	12	12	12		12	12	12
Water restrictions (severity) (S) (%) - Only required if ,Q G 2.8 response >0 months	QG 2.9	19	37	9	39	5	4	16	26		29	-6	-14
<b>Water Pricing</b>													
Fixed charge - water (S) Standard 20mm Service (\$/annum)	QG 4.1	588	588	588	588	588	588	588	588	NR	588	509.40	588
<b>Water Asset Performance</b>													
Total water main breaks (S) (per 100km water main)	QG 4.5	0	0	2.8	8.4	20.3	0	19.4	0		6.5	2.8	23.8
Incidence unplanned interruptions - water (S) (per 1000 connections)	QG 4.7	27.1	0	38	68.1	281.1	224.9	229.8	0		NR	NR	NR
Percentage of water incidents (bursts & leaks) responded to within the average response time detailed in customer service standards (S) (%)	QG 4.8	86.5	100	75.6	84.3	82.5	71.4	82.3	100		46	86.2	83.3
<b>Customer Service</b>													
Water quality complaints (S) (per 1000 connections)	QG 4.10	2.3	0	1.2	1.8	0	0	0	0		0	0	0
Total water and sewerage complaints (S) (per 1000 connections)	QG 4.11	2.3	0	1.2	2.7	0	0	0	0		0	7.6	0

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	Boondooma	Kingaroy	Murgon	Nanango	Proston	Wondai	Yallakool
<b>Sewerage Assets</b>									
Length of sewerage mains (S) (km)	QG 1.2	11.5	1.5	115.5	32	42.5	7.4	29.4	2.6
Number of sewage treatment plants (S)	QG 1.3	1	2	1	1	1	1	1	1
<b>Sewerage Distribution</b>									
Connected residential properties -sewerage (S)	QG 1.15	306	12	3529	887	1012	136	672	0
Connected non-residential properties - sewerage (S)	QG 1.16	46	2	332	127	110	25	93	1
<b>Sewerage Pricing</b>									
Fixed charge - sewerage (S) – 1 <sup>st</sup> Pedestal (\$/annum)	QG 4.2	724.7	724.7	724.7	724.7	724.7	427.2	724.7	NR
<b>Sewerage Asset Performance</b>									
Total sewerage main breaks and chokes (S) (per 100km sewer main)	QG 4.6	0	0	21.7	40.6	23.5	27	23.8	0
Percentage of sewerage incidents (including main breaks and chokes) responded to within the average response time detailed in customer service targets (S) (%)	QG 4.9	100	100	81	94	89	67	100	100

Notes:

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