



2019-2020
Water and Wastewater
Performance Report

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 2496 ML of water was treated to a potable standard across 8 potable water schemes and supplied 406 ML to 3 non potable supply schemes.

Average Household Consumption in 2019-2020 was 132.3 KL/year, an increase of 5 KL/year from the previous year.

Water Costs

Based on average water consumption for the 2019-2020 year, the average annual consumer bill for water supply was \$818.

Water Supply Reliability

In 2019-2020, Council reported 113 water main breaks, an increase of 74 from the previous year.

Sewerage Treatment

A total of 1201 ML of sewerage was treated across 8 sewerage schemes.

Sewerage Costs

The average residential bill for supplying sewerage services to customers was \$724 in 2019-2020.

Sewerage System Reliability

During 2019-2020, a total of 44 sewer blockages were reported across Council's sewerage systems, a decrease of 13 from previous year.

Major Projects

Water Main Replacement Program - Youngman Street, Burnett Street, Alford Street, Toomey Street and Knight Street.

Soda Ash upgrade at Gordonbrook Water Treatment Plant.

Replacement of Wooroolin reservoir.

Sewer Relining 15.3km of sewer mains across the South Burnett.

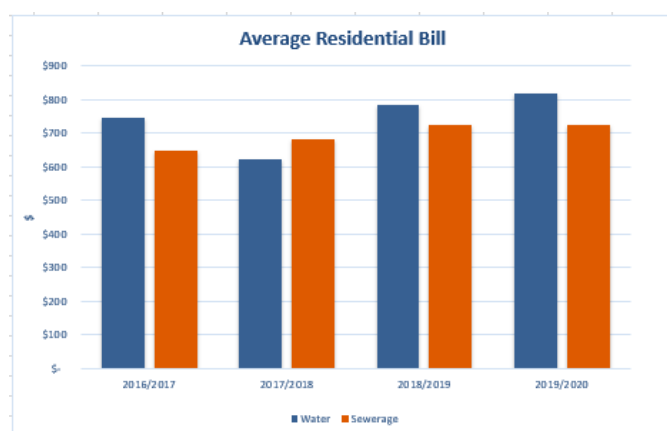
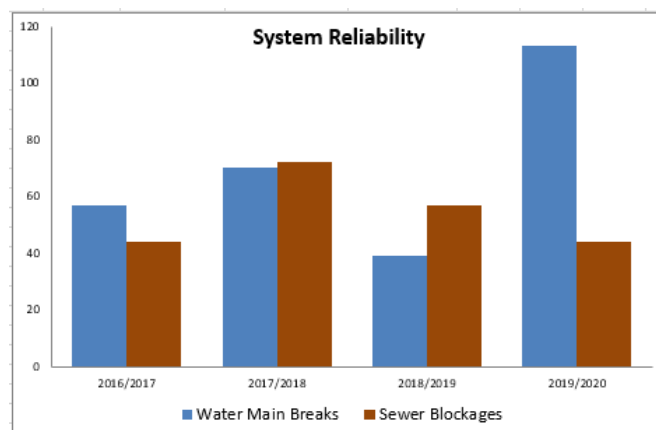
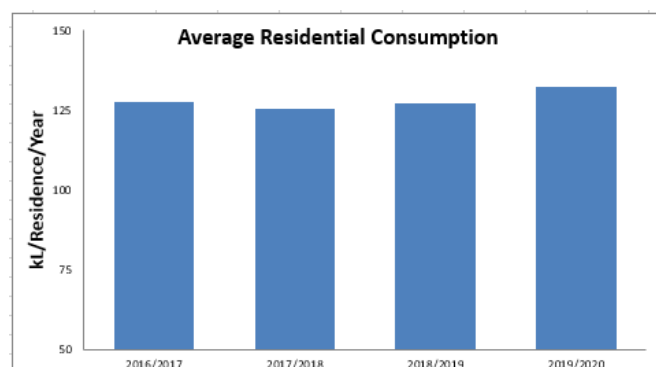
Council also replaced 9.2km of Water Mains across the South Burnett Region.

Water
Connections

9655

Sewerage
Connections

7319



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	609
Number of water treatment plants (W)	QG 1.4a	7
Capacity of water treatment plants (W) (ML/day)	QG 1.4b	20.76
Maximum daily demand (W) (ML/day)	QG 1.5	13.4
Total volume of potable water produced (W) (ML)	QG 1.6a	2496.3
Total potable water storage (W) (ML)	QG 1.7	28.3
Sources of Water		
Volume of water sourced from surface water (W) (ML)	QG 1.8	563.9
Volume of water sourced from groundwater (W) (ML)	QG 1.9a	374.8
Volume of water produced by desalination of marine water (W) (ML)	QG 1.10	NA
Total recycled water produced (W) (ML)	QG 1.11	460.8
Total water sourced (W) (ML)	QG 1.12	3713.8
Water Supply		
Connected residential properties - water supply (W)	QG 1.13	8346
Connected non-residential properties - water supply (W)	QG 1.14	1309
Volume of potable water supplied - residential (W) (ML)	QG 1.17a	1057
Volume of non-potable water supplied - residential (W) (ML)	QG 1.17b	46.8
Volume of potable water supplied - commercial, municipal and industrial (W) (ML)	QG 1.18a	780.5
Volume of non-potable water supplied - commercial, municipal and industrial (W) (ML)	QG 1.18b	231.6
Total Full-Time Equivalent water & sewerage employees (W) (FTE)	QG 1.20	37
Volume of water imported from other schemes (W) (ML)	QG 1.21	2277.9
Volume of water exported to other schemes (W) (ML)	QG 1.22	66.5
Volume of real and apparent water losses (W) (ML)	QG 1.23	579.5
Water Security		
Contingency supplies (W)	QG 2.3	No
Water supply planning (W) – Has asset management planning been undertaken in the last 10 years?	QG 2.11a	Yes
Water supply planning (W) – Has drought management planning been undertaken in the last 10 years?	QG 2.11b	No

Key Performance Indicators - Water	Code	Value
Water supply planning (W) – Has water demand forecasts for the scheme been developed or reviewed in the last five (5) years?	QG 2.11c	Yes
Water supply planning (W) – Has an assessment of key capacity constraints of the water infrastructure been undertaken in last 10 years?	QG 2.11d	Yes
Water supply planning (W) – Has the timing for potential future supply augmentation been assessed in the last 10 years?	QG 2.11e	No
Months of available supply as at 30 June (W)	QG 2.12	4
Confidence that water demands will be met over the next 18 months (W)	QG 2.13	Unsure
Confidence that water demands will be met over the next 5 years (W)	QG 2.14	Unsure
Finance		
Total water supply capital expenditure (W) (\$)	QG 3.1	3,389,191
Capital works grants - water (W) (\$)	QG 3.3	0
Nominal written down replacement cost of fixed water supply assets (W) (\$)	QG 3.5	134,219,188
Current replacement costs of fixed water supply assets (W) (\$)	QG 3.7	210,054,176
Total revenue - water (W) (\$)	QG 3.9	11,351,101
Operating cost - water (W) (\$ connection)	QG 3.11	764.26
Annual maintenance costs water (W) (\$)	QG 3.13	6,098,653
Current cost depreciation - water (W) (\$)	QG 3.15	2,044,355
Previous 5 year average annual renewals expenditure - water (W)	QG 3.17	970,769
Forecast 5 year average annual renewals expenditure - water (W) (\$)	QG 3.19	593,210
Other costs – water (W)	QG 3.21	866,288
Water Pricing		
Fixed charge - water (W) Standard 20mm Service (\$/annum)	QG 4.1	611.50
Annual bill based on 200 kL/annum (W) (\$)	QG 4.3	1,700.45
Typical Residential bill (W) (\$)	QG 4.4	1,542.72
Asset Performance		
Total water main breaks (W) (per 100km water main)	QG 4.5	18.5
Incidence of unplanned interruptions - water (W) (per 1000 connections)	QG 4.7	81.5
Percentage of water incidents (bursts & leaks) responded to within the average response time detailed in customer service standards (W) (%)	QG 4.8a	90.2
Customer Service		
Water quality complaints (W) (per 1000 connections)	QG 4.10	1.3

Key Performance Indicators - Water	Code	Value
Total water and sewerage complaints (W) (per 1000 connections)	QG 4.11	2.3
Water service complaints (W) (per 1000 connections)	QG 4.12	0.6
Billing & account complaints: water & sewerage (W) (per 1000 connections)	QG 4.14	0.1
Security		
Governance structure implemented (W)	QG 6.1	No
Risk assessment of water/sewerage assets implemented (W)	QG 6.2	Yes
Security safeguards implemented (W)	QG 6.3	No
Security detection process implemented (W)	QG 6.4	No
Security response and recovery plan implemented (W)	QG 6.5	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 (W) (km)	QG 1.2	242.3
Number of sewage treatment plants (W) (Count)	QG 1.3	9
Sewerage Distribution		
Connected residential properties -sewerage (W)	QG 1.15	6581
Connected non-residential properties - sewerage (W)	QG 1.16	738
Total Full-Time Equivalent water & sewerage service employees (W) (FTE)	QG 1.20	37
Finance		
Total sewerage capital expenditure (W) (\$)	QG 3.2	1,143,306
Capital works grants - sewerage (W) (\$)	QG 3.4	0
Nominal written down replacement costs -fixed sewerage assets (W) (\$)	QG 3.6	60,746,561
Current replacement costs of fixed sewerage assets (W)	QG 3.8	106,406,287
Total revenue- sewerage (W) (\$)	QG 3.10	5,784,061
Operating cost, sewerage (W) (\$ connection)	QG 3.12	496.02
Annual maintenance costs sewerage (W) (\$)	QG 3.14	1,986,580
Current cost depreciation - sewerage (W) (\$)	QG 3.16	1,643,791
Previous 5 year average annual renewals expenditure - sewerage (W)	QG 3.18	287,125
Forecast 5 year average annual renewals expenditure - sewerage (W) (\$)	QG 3.20	1,269,776
Other costs – sewerage (W)	QG 3.22	2,004,157
Sewerage Pricing		
Fixed charge - sewerage (W) – 1 st Pedestal (\$/annum)	QG 4.2	724.7
Sewerage Asset Performance		
Total sewerage main breaks and chokes (W) (per 100km sewer main)	QG 4.6	18.2
Percentage of sewerage incidents (including main breaks and chokes) responded to within the average response time detailed in customer service targets (W) (%)	QG 4.9a	88.6
Sewerage service complaints (W) (per 1000 connections)	QG 4.13	0.1

Notes:

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

Water Supply Key Performance Indicators – Individual Scheme Indicators

Key Performance Indicators - Water	Code	Blackbutt	Boondooma	Potable Water Schemes						Non Potable Water Schemes		
				Kingaroy	Murgon	Nanango	Proston	Wondai	Yallakool	Kumbia	Proston Rural	Wooroolin
Water Treatment and Supply Assets												
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	NR	0.3	2.6	0.1	NR	NR	NR
Maximum daily demand (S) (ML)	QG 1.5	0.8	0.1	5.1	2	1.9	0.2	2.1	0.1	0	1	0.1
Total volume of potable water produced (S) (ML)	QG 1.6a	69.6	9.9	1507.1	280.3	335	55	207.1	5.4	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
Sources of Water												
Volume water sourced from surface water (S) (ML)	QG 1.8	4.0	0	559.9	0	0	0	0	0	NR	0	NR
Volume water sourced from groundwater (S) (ML)	QG 1.9a	NR	NR	NR	NR	335	NR	NR	NR	14.5	NR	25.4
Volume of water produced by desalination of marine water (S) (ML)	QG 1.10	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Volume of recycled water produced (S) (ML)	QG 1.11	NR	NR	274.5	70.3	NR	2	114	NR	NR	NR	NR
Volume of water sourced (S) (ML)	QG 1.12	347.7	10.4	1569	280.3	335	55	207.1	5.5	14.5	366.8	25.4
Water Supply												
Connected residential properties - water supply (S)	QG 1.13	386	12	4407	943	1176	210	988	0	82	83	59
Connected non-residential properties - water supply (S)	QG 1.14	59	2	485	173	180	37	142	1	27	180	23
Volume of potable water supplied - residential (S) (ML)	QG 1.17a	43.5	0.5	577.6	135.6	141.3	33.2	126.1	0	NR	NR	NR
Volume of non-potable water supplied - residential (S) (ML)	QG 1.17b	NR	NR	NR	NR	NR	NR	NR	NR	5.1	30.7	11.1
Volume of potable water supplied - commercial, municipal and industrial (S) (ML)	QG 1.18a	18.3	0	552.2	80.9	62.1	13.5	53.7	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	2.4	227.2	2
Volume of water imported from other schemes (S) (ML)	QG 1.21	343.7	10.4	1009.1	280.3	0	55	207.1	5.5	0	366.8	0
Volume of water exported to other schemes (S) (ML)	QG 1.22	66.5	0	0	0	0	0	0	0	0	0	0
Volume of real and apparent water losses (S) (ML)	QG 1.23	18.2	1.5	369.7	62.3	95.7	5.3	26.3	0.5	NR	NR	NR
Water Security												
Contingency supplies (S)	QG 2.3	No	No	No	No	No	No	No	No	No	No	No

Key Performance Indicators - Water	Code	Potable Water Schemes								Non Potable Water Schemes		
		Blackbutt	Boondooma	Kingaroy	Murgon	Nanango	Proston	Wondai	Yallakool	Kumbia	Proston Rural	Wooroolin
Water supply planning (S) – Has asset management planning been undertaken in the last 10 years?	QG 2.11a	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Water supply planning (S) – Has drought management planning been undertaken in the last 10 years?	QG 2.11b	No	No	No	No	No	No	No	No	No	No	No
Water supply planning (S) – Has water demand forecasts for the scheme been developed or reviewed in the last five (5) years?	QG 2.11c	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Water supply planning (S) – Has an assessment of key capacity constraints of the water infrastructure been undertaken in last 10 years?	QG 2.11d	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Water supply planning (S) – Has the timing for potential future supply augmentation been assessed in the last 10 years?	QG 2.11e	No	Yes	No	No	No	No	No	Yes	No	No	No
Months of available supply as at 30 June (S)	QG 2.12	4	4	4	5	5	4	5	5	5	4	5
Confidence that water demands will be met over the next 18 months (S)	QG 2.13	Unsure	Unsure	Unsure	High	Fair	Unsure	High	High	High	Unsure	Unsure
Confidence that water demands will be met over the next 5 years (S)	QG 2.14	Unsure	Unsure	Low	Unsure	Unsure	Unsure	Unsure	Unsure	Unsure	Unsure	Unsure
Water Pricing												
Fixed charge - water (S) Standard 20mm Service (\$/annum)	QG 4.1	611.5	611.5	611.5	611.5	611.5	611.5	611.5	NR	611.5	629.8	611.5
Water Asset Performance												
Total water main breaks (S) (per 100km water main)	QG 4.5	2.1	0	22.1	39.1	35	15	23.9	0	19.5	7.9	71.3
Incidence unplanned interruptions - water (S) (per 1000 connections)	QG 4.7	11.2	0	78.7	76.2	145.3	0	69	0	NR	NR	NR
Performance against customer service standard for response to water incidents (bursts & leaks) (S) (%)	QG 4.8a	85.2	NR	89.8	94.9	88.9	96.4	92.5	NR	100	64.4	100
Customer Service												
Water quality complaints (S) (per 1000 connections)	QG 4.10	2.2	0	1.4	1.8	1.5	0	0.9	0	0	0	0
Total water and sewerage complaints (S) (per 1000 connections)	QG 4.11	2.2	0	2.1	1.8	2.2	0	0.9	0	0	15.2	12.2
Water service complaints (S) (per 1000 connections)	QG 4.12	0	NR	0.2	0	0	0	0	NR	0	15.2	12.2
Billing & account complaints: water (S) (per 1000 connections)	QG 4.14	0	0	0	0	0.7	0	0	0	0	0	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
Sewerage Assets									
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
Sewerage Distribution									
Connected residential properties -sewerage (S)	QG 1.15	310	12	3548	886	1019	134	672	0
Connected non-residential properties - sewerage (S)	QG 1.16	44	2	333	129	110	25	94	1
Sewerage Pricing									
Fixed charge - sewerage (S) – 1 st Pedestal (\$/annum)	QG 4.2	724.7	724.7	724.7	724.7	724.7	427.2	724.7	NR
Sewerage Asset Performance									
Total sewerage main breaks and chokes (S) (per 100km sewer main)	QG 4.6	8.7	0	20.8	12.5	30.6	13.5	3.4	0
Percentage against customer service standard for response to sewerage incidents (including main breaks and chokes) (S) (%)	QG 4.9a	66.7	100	97.8	100	92.3	100	75	100
Sewerage service complaints (S) (per 1000 connections)	QG 4.13	0	0	0.3	0	0	0	0	0
Billing & account complaints: sewerage (S) (per 1000 connections)	QG 4.14	0	0	0	0	0	0	0	0

Notes:

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