



2020-2021

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 Connections
9695

Sewerage Connections
7373

Water Consumption

A total of 2286 ML of water was treated to a potable standard across 8 potable water schemes and supplied 371 ML to 3 non potable supply schemes.

Average Household Consumption in 2020-2021 was 136 KL/year, an increase of 3.7 KL/year from the previous year.

Water Costs

Based on average water consumption for the 2020-2021 year, the average annual consumer bill for water supply was \$846.

Water Supply Reliability

In 2020-2021, Council reported 102 water main breaks, a decrease of 11 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 \$739 in 2020-2021.

Sewerage System Reliability

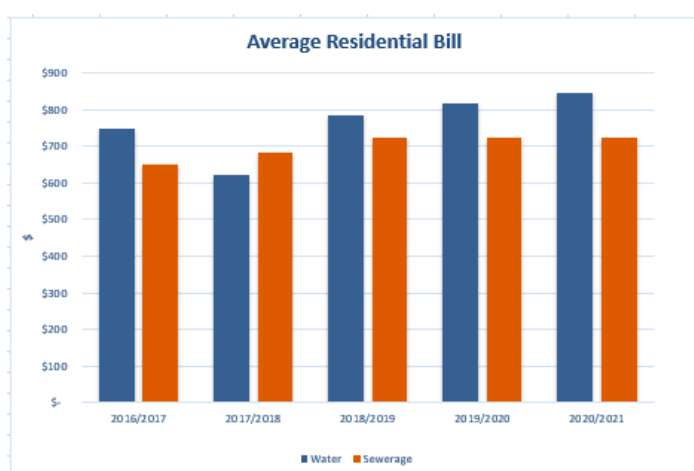
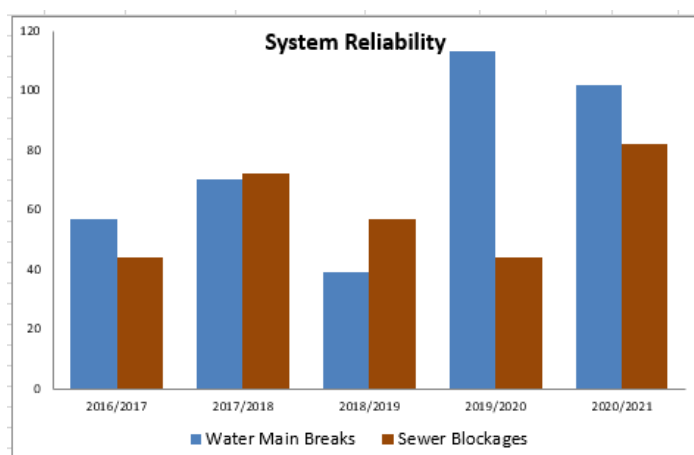
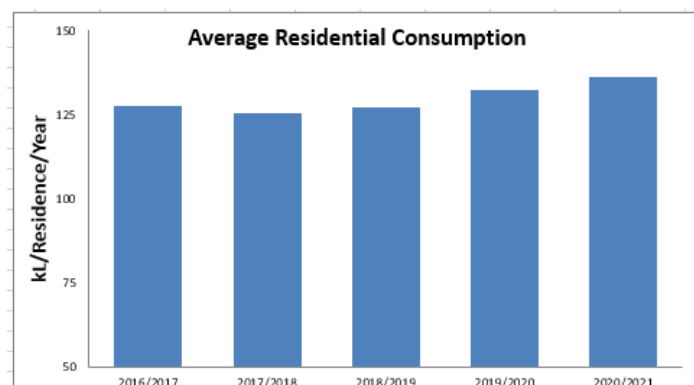
During 2020-2021, a total of 82 sewer blockages were reported across Council's sewerage systems, an increase of 38 from previous year.

Major Projects

Water Main Replacement Program - Alford Street, Reen Street & Youngman Street North, Kingaroy and Haly Street, Wondai.

Sewer Relining 6.1km of Sewer Mains in Kingaroy.

Council also replaced 1.9km of Water Mains across the South Burnett Region.



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	604
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	15.4
Total volume of potable water produced (W) (ML)	QG 1.6a	2286.2
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	498.3
Volume of water sourced from groundwater (W) (ML)	QG 1.9a	358.9
Volume of water produced by desalination of marine water (W) (ML)	QG 1.10	NA
Total recycled water produced (W) (ML)	QG 1.11	403.9
Total water sourced (W) (ML)	QG 1.12	3676.1
Water Supply		
Connected residential properties - water supply (W)	QG 1.13	8408
Connected non-residential properties - water supply (W)	QG 1.14	1287
Volume of potable water supplied - residential (W) (ML)	QG 1.17a	1116.9
Volume of non-potable water supplied - residential (W) (ML)	QG 1.17b	39.5
Volume of potable water supplied - commercial, municipal and industrial (W) (ML)	QG 1.18a	738.3
Volume of non-potable water supplied - commercial, municipal and industrial (W) (ML)	QG 1.18b	224.2
Total Full-Time Equivalent water & sewerage employees (W) (FTE)	QG 1.20	36
Volume of water imported from other schemes (W) (ML)	QG 1.21	2415
Volume of water exported to other schemes (W) (ML)	QG 1.22	61.1
Volume of real and apparent water losses (W) (ML)	QG 1.23	404.3
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	Yes
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	3,253,897
Capital works grants - water (W) (\$)	QG 3.3	0
Nominal written down replacement cost of fixed water supply assets (W) (\$)	QG 3.5	133,018,500
Current replacement costs of fixed water supply assets (W) (\$)	QG 3.7	212,343,300
Total revenue - water (W) (\$)	QG 3.9	11,693,570
Operating cost - water (W) (\$ connection)	QG 3.11	746.86
Annual maintenance costs water (W) (\$)	QG 3.13	7,240,855
Current cost depreciation - water (W) (\$)	QG 3.15	2,320,101
Previous 5 year average annual renewals expenditure - water (W)	QG 3.17	2,033,261
Forecast 5 year average annual renewals expenditure - water (W) (\$)	QG 3.19	4,170,292
Other costs – water (W)	QG 3.21	835,086
Water Pricing		
Fixed charge - water (W) Standard 20mm Service (\$/annum)	QG 4.1	624.00
Annual bill based on 200 kL/annum (W) (\$)	QG 4.3	1,734.75
Typical Residential bill (W) (\$)	QG 4.4	1,580.87
Asset Performance		
Total water main breaks (W) (per 100km water main)	QG 4.5	16.9
Incidence of unplanned interruptions - water (W) (per 1000 connections)	QG 4.7	117
Percentage of water incidents (bursts & leaks) responded to within the average response time detailed in customer service standards (W) (%)	QG 4.8a	87.9
Customer Service		
Water quality complaints (W) (per 1000 connections)	QG 4.10	3

Key Performance Indicators - Water	Code	Value
Total water and sewerage complaints (W) (per 1000 connections)	QG 4.11	17.8
Water service complaints (W) (per 1000 connections)	QG 4.12	1.1
Billing & account complaints: water & sewerage (W) (per 1000 connections)	QG 4.14	0.2

Notes:

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

Sewerage Key Performance Indicators – Sewerage Service Provider Totals

Key Performance Indicators - Sewerage	Code	Value
Sewerage Assets		
Length of sewerage mains (W) (km)	QG 1.2	234.8
Number of sewage treatment plants (W) (Count)	QG 1.3	9
Sewerage Distribution		
Connected residential properties -sewerage (W)	QG 1.15	6631
Connected non-residential properties - sewerage (W)	QG 1.16	742
Total Full-Time Equivalent water & sewerage service employees (W) (FTE)	QG 1.20	36
Finance		
Total sewerage capital expenditure (W) (\$)	QG 3.2	4,052,777
Capital works grants - sewerage (W) (\$)	QG 3.4	0
Nominal written down replacement costs -fixed sewerage assets (W) (\$)	QG 3.6	67,892,960
Current replacement costs of fixed sewerage assets (W)	QG 3.8	122,312,000
Total revenue- sewerage (W) (\$)	QG 3.10	6,589,084
Operating cost, sewerage (W) (\$ connection)	QG 3.12	551.53
Annual maintenance costs sewerage (W) (\$)	QG 3.14	4,066,395
Current cost depreciation - sewerage (W) (\$)	QG 3.16	1,839,037
Previous 5 year average annual renewals expenditure - sewerage (W)	QG 3.18	1,222,394
Forecast 5 year average annual renewals expenditure - sewerage (W) (\$)	QG 3.20	1,420,800
Other costs – sewerage (W)	QG 3.22	2,235,600
Sewerage Pricing		
Fixed charge - sewerage (W) – 1 st Pedestal (\$/annum)	QG 4.2	739
Sewerage Asset Performance		
Total sewerage main breaks and chokes (W) (per 100km sewer main)	QG 4.6	34.9
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	80.9
Sewerage service complaints (W) (per 1000 connections)	QG 4.13	17.8

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	47.2	7	175.9	37.1	54	10.5	64.7	3.8	16.8	178.4	6.5
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	0.7	0.1	4.6	2.4	2	2.3	1.4	0.5	0.1	1.3	0.2
Total volume of potable water produced (S) (ML)	QG 1.6a	82.8	11.2	1332.3	260	330.4	54.9	210	4.8	NR	NR	NR
Total treated/drinking water storage (S) (ML)	QG 1.7	1.6	0.07	8.5	11.5	3.1	0.7	2.8	0.02	NR	NR	NR
Sources of Water												
Volume water sourced from surface water (S) (ML)	QG 1.8	0	0	498.3	0	0	0	0	0	NR	0	NR
Volume water sourced from groundwater (S) (ML)	QG 1.9a	NR	NR	NR	NR	330.4	NR	NR	NR	11.7	NR	16.9
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	327.2	72.9	NR	3.8	0	NR	NR	NR	NR
Volume of water sourced (S) (ML)	QG 1.12	399.9	11.8	1599.1	285.8	330.4	57.7	210.9	5.1	11.7	343.2	16.9
Water Supply												
Connected residential properties - water supply (S)	QG 1.13	391	15	4444	947	1174	213	999	0	82	85	58
Connected non-residential properties - water supply (S)	QG 1.14	61	2	460	174	175	37	144	1	27	183	23
Volume of potable water supplied - residential (S) (ML)	QG 1.17a	45	0.6	625.3	136.6	150.5	33.9	124.9	0	NR	NR	NR
Volume of non-potable water supplied - residential (S) (ML)	QG 1.17b	NR	NR	NR	NR	NR	NR	NR	NR	5.2	28	6.3
Volume of potable water supplied - commercial, municipal and industrial (S) (ML)	QG 1.18a	20.6	10.6	508.6	73.4	63.6	12.1	44.4	5.1	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	2.6	218.9	2.7
Volume of water imported from other schemes (S) (ML)	QG 1.21	399.9	11.8	1100.7	285.8	0	57.7	210.9	5.1	0	343.2	0
Volume of water exported to other schemes (S) (ML)	QG 1.22	61.1	0	0	0	0	0	0	0	0	0	0
Volume of real and apparent water losses (S) (ML)	QG 1.23	6.8	1.6	191.9	48.7	106.2	8.6	39.7	0.9	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	Yes	Yes	No	No	No	No	No	Yes	No	No	No
Months of available supply as at 30 June (S)	QG 2.12	3	3	5	4	4	3	4	4	5	3	4
Confidence that water demands will be met over the next 18 months (S)	QG 2.13	Unsure	Unsure	Unsure	Fair	Fair	Unsure	Fair	Fair	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	Fair	Unsure	Unsure
Water Pricing												
Fixed charge - water (S) Standard 20mm Service (\$/annum)	QG 4.1	624	624	624	624	624	624	624	NR	624	540	624
Water Asset Performance												
Total water main breaks (S) (per 100km water main)	QG 4.5	0	0	20.5	10.8	64.8	38.2	18.5	0	23.8	3.9	0
Incidence unplanned interruptions - water (S) (per 1000 connections)	QG 4.7	64.2	0	85	63.3	277.2	212	119.9	0	NR	NR	NR
Performance against customer service standard for response to water incidents (bursts & leaks) (S) (%)	QG 4.8a	82.5	100	95.4	94.3	83.9	73.3	43.8	100	92.9	73.9	94.1
Customer Service												
Water quality complaints (S) (per 1000 connections)	QG 4.10	11.1	0	2	3.6	3	12	2.6	0	0	0	0
Total water and sewerage complaints (S) (per 1000 connections)	QG 4.11	15.5	0	2.9	3.6	4.4	16	3.5	0	0	7.5	12.3
Water service complaints (S) (per 1000 connections)	QG 4.12	4.4	0	0.4	0	1.5	4	0.9	0	0	7.5	12.3
Billing & account complaints: water (S) (per 1000 connections)	QG 4.14	0	0	0.4	0	0	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	11.7	2.7	114.6	30.7	38.6	7.6	27.6	1.5
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	315	13	3580	888	1025	136	674	0
Connected non-residential properties - sewerage (S)	QG 1.16	46	2	334	129	110	25	95	1
Sewerage Pricing									
Fixed charge - sewerage (S) – 1 st Pedestal (\$/annum)	QG 4.2	739	739	739	739	739	436	739	NR
Sewerage Asset Performance									
Total sewerage main breaks and chokes (S) (per 100km sewer main)	QG 4.6	25.6	0	46.3	22.8	36.3	39.5	7.3	0
Percentage against customer service standard for response to sewerage incidents (including main breaks and chokes) (S) (%)	QG 4.9a	100	100	78.5	76.9	85.7	100	66.7	100
Sewerage service complaints (S) (per 1000 connections)	QG 4.13	8.3	0	20.2	12.8	24.7	31.1	3.9	0
Billing & account complaints: sewerage (S) (per 1000 connections)	QG 4.14	0	0	0.4	0	0	0	0	0

Notes:

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