



2021-2022

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 1987 ML of water was treated to a potable standard across 8 potable water schemes and supplied 328 ML to 3 non potable supply schemes.

Average Household Consumption in 2021-2022 was 114 KL/year, a decrease of 22 KL/year from the previous year.

Water Costs

Based on average water consumption for the 2021-2022 year, the average annual consumer bill for water supply was \$844.

Water Supply Reliability

In 2021-2022, Council reported 116 water main breaks, an increase of 14 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 2021-2022.

Sewerage System Reliability

During 2021-2022, a total of 24 sewer blockages were reported across Council's sewerage systems, a decrease of 58 from previous year.

Major Projects

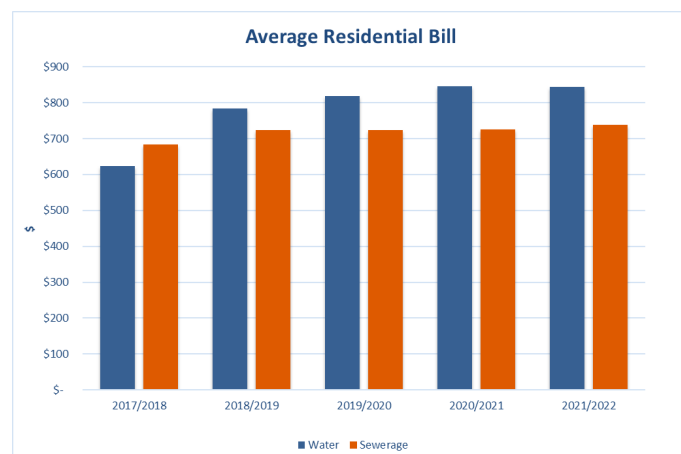
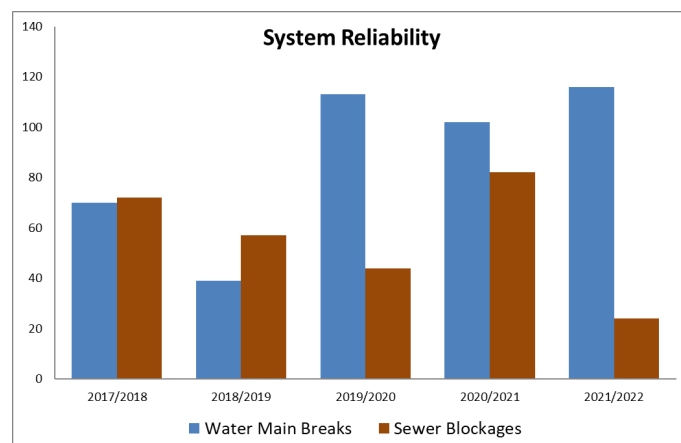
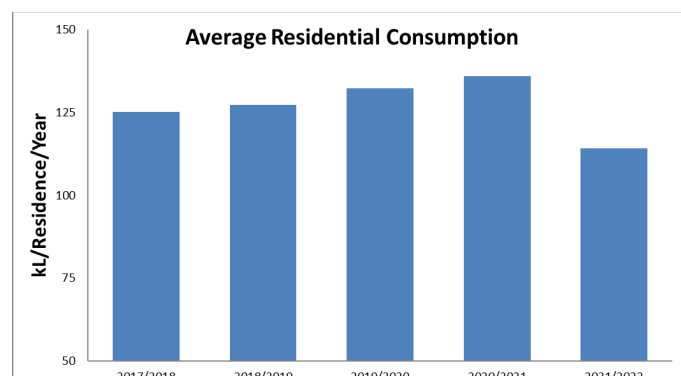
Watermain Replacement Birdie Street, Nanango; Eagle Street, Nanango; Alford Street, Kingaroy (Youngman-Kingaroy St); Kingaroy Street, Kingaroy (Alford-Haly St); Haly Street, Kingaroy (Youngman-Kingaroy St) & Glendon Street, Kingaroy (Alford-Haly St).

Regional SCADA & Telemetry update Water and Wastewater.

Wastewater pump station upgrades, River Rd SPS5 SB Renewal, South St SPS6 Renewal, WWTP1 SB Renewal, Hodge St SPS5 SB.

Water
Connections
9754

Sewerage
Connections
7440



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	606
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	16.1
Total volume of potable water produced (W) (ML)	QG 1.6a	1987.4
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	457.4
Volume of water sourced from groundwater (W) (ML)	QG 1.9a	317.7
Volume of water produced by desalination of marine water (W) (ML)	QG 1.10	NA
Total recycled water produced (W) (ML)	QG 1.11	270.7
Total water sourced (W) (ML)	QG 1.12	3159.6
Water Supply		
Connected residential properties - water supply (W)	QG 1.13	8470
Connected non-residential properties - water supply (W)	QG 1.14	1284
Volume of potable water supplied - residential (W) (ML)	QG 1.17a	967.3
Volume of non-potable water supplied - residential (W) (ML)	QG 1.17b	35
Volume of potable water supplied - commercial, municipal and industrial (W) (ML)	QG 1.18a	634.2
Volume of non-potable water supplied - commercial, municipal and industrial (W) (ML)	QG 1.18b	206.1
Total Full-Time Equivalent water & sewerage employees (W) (FTE)	QG 1.20	33
Volume of water imported from other schemes (W) (ML)	QG 1.21	2113.8
Volume of water exported to other schemes (W) (ML)	QG 1.22	90.8
Volume of real and apparent water losses (W) (ML)	QG 1.23	372
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	5
Confidence that water demands will be met over the next 18 months (W)	QG 2.13	High
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	1,736,481
Capital works grants - water (W) (\$)	QG 3.3	0
Nominal written down replacement cost of fixed water supply assets (W) (\$)	QG 3.5	142,250,900
Current replacement costs of fixed water supply assets (W) (\$)	QG 3.7	229,454,578
Total revenue - water (W) (\$)	QG 3.9	11,462,902
Operating cost - water (W) (\$ connection)	QG 3.11	776
Annual maintenance costs water (W) (\$)	QG 3.13	7,569,098
Current cost depreciation - water (W) (\$)	QG 3.15	2,656,936
Previous 5 year average annual renewals expenditure - water (W)	QG 3.17	1,477,423
Forecast 5 year average annual renewals expenditure - water (W) (\$)	QG 3.19	4,355,012
Other costs – water (W)	QG 3.21	3,193,376
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	19.1
Incidence of unplanned interruptions - water (W) (per 1000 connections)	QG 4.7	118.4
Percentage of water incidents (bursts & leaks) responded to within the average response time detailed in customer service standards (W) (%)	QG 4.8a	42.9
Customer Service		
Water quality complaints (W) (per 1000 connections)	QG 4.10	5.6

Key Performance Indicators - Water	Code	Value
Total water and sewerage complaints (W) (per 1000 connections)	QG 4.11	10.6
Water service complaints (W) (per 1000 connections)	QG 4.12	1
Billing & account complaints: water & sewerage (W) (per 1000 connections)	QG 4.14	0.3

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	6694
Connected non-residential properties - sewerage (W)	QG 1.16	746
Total Full-Time Equivalent water & sewerage service employees (W) (FTE)	QG 1.20	33
Finance		
Total sewerage capital expenditure (W) (\$)	QG 3.2	346,208
Capital works grants - sewerage (W) (\$)	QG 3.4	0
Nominal written down replacement costs -fixed sewerage assets (W) (\$)	QG 3.6	74,429,811
Current replacement costs of fixed sewerage assets (W)	QG 3.8	133,408,661
Total revenue- sewerage (W) (\$)	QG 3.10	6,666,040
Operating cost, sewerage (W) (\$ connection)	QG 3.12	520.87
Annual maintenance costs sewerage (W) (\$)	QG 3.14	3,875,275
Current cost depreciation - sewerage (W) (\$)	QG 3.16	1,828,800
Previous 5 year average annual renewals expenditure - sewerage (W)	QG 3.18	798,213
Forecast 5 year average annual renewals expenditure - sewerage (W) (\$)	QG 3.20	2,639,332
Other costs – sewerage (W)	QG 3.22	2,243,319
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	10.2
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	72
Sewerage service complaints (W) (per 1000 connections)	QG 4.13	1.1

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	47.2	7	177.2	37.1	54.4	10.5	65.4	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	0.6	0.1	5	2.8	4.1	0.2	1.6	0.3	0	1.2	0.2
Total volume of potable water produced (S) (ML)	QG 1.6a	68.4	12.2	1130.4	257.3	287.5	44.2	181.5	6.2	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	457.4	0	0	0	0	0	NR	0	NR
Volume water sourced from groundwater (S) (ML)	QG 1.9a	NR	NR	NR	NR	287.4	NR	NR	NR	11.8	NR	18.5
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	110.6	58.3	NR	5.5	96.4	NR	NR	NR	NR
Volume of water sourced (S) (ML)	QG 1.12	246.8	12.8	1505.3	256.2	287.4	45.3	199.7	6.5	11.8	298.6	18.5
Water Supply												
Connected residential properties - water supply (S)	QG 1.13	402	20	4466	954	1187	215	1002	0	82	84	58
Connected non-residential properties - water supply (S)	QG 1.14	61	2	459	174	172	37	145	1	27	183	23
Volume of potable water supplied - residential (S) (ML)	QG 1.17a	39	0.8	518.8	119	150.6	26.1	113	0	NR	NR	NR
Volume of non-potable water supplied - residential (S) (ML)	QG 1.17b	NR	NR	NR	NR	NR	NR	NR	NR	3.8	25.4	5.9
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	246.8	12.8	1047.9	256.2	0	45.3	199.7	6.5	0	298.6	0
Volume of water exported to other schemes (S) (ML)	QG 1.22	90.8	0	0	0	0	0	0	0	0	0	0
Volume of real and apparent water losses (S) (ML)	QG 1.23	6.2	1.7	173.1	64.1	87.8	7.2	31	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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Months of available supply as at 30 June (S)	QG 2.12	5	5	5	5	5	5	5	5	5	5	5
Confidence that water demands will be met over the next 18 months (S)	QG 2.13	High	High	Fair	High	High	High	High	High	High	High	High
Confidence that water demands will be met over the next 5 years (S)	QG 2.14	Unsure	Unsure	Unsure	Unsure	Unsure	Unsure	Unsure	Unsure	Fair	Unsure	Unsure
Water Pricing												
Fixed charge - water (S) Standard 20mm Service (\$/annum)	QG 4.1	656	656	656	656	656	656	656	656	656	567	656
Water Asset Performance												
Total water main breaks (S) (per 100km water main)	QG 4.5	4.2	14.4	17.5	21.5	79.1	28.6	10.7	0	0	7.8	108.5
Incidence unplanned interruptions - water (S) (per 1000 connections)	QG 4.7	73.4	45.5	79.4	76.2	311.3	91.3	124.7	0	NR	NR	NR
Performance against customer service standard for response to water incidents (bursts & leaks) (S) (%)	QG 4.8a	40	33.3	38.3	50	33.3	40	59.1	100	30	18.2	29.2
Customer Service												
Water quality complaints (S) (per 1000 connections)	QG 4.10	34.6	0	4.3	8	2.2	4	3.5	0	0	3.7	0
Total water and sewerage complaints (S) (per 1000 connections)	QG 4.11	45.4	0	7.9	13.5	10.9	4	6.1	0	18.3	15	12.3
Water service complaints (S) (per 1000 connections)	QG 4.12	0	0	1.2	0.9	1.5	0	0	0	0	3.7	0
Billing & account complaints: water (S) (per 1000 connections)	QG 4.14	0	0	0.2	0.9	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	11.7	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	321	18	3603	889	1043	136	684	0
Connected non-residential properties - sewerage (S)	QG 1.16	46	2	337	129	110	27	94	1
Sewerage Pricing									
Fixed charge - sewerage (S) – 1 st Pedestal (\$/annum)	QG 4.2	739	739	739	739	739	533	739	NR
Sewerage Asset Performance									
Total sewerage main breaks and chokes (S) (per 100km sewer main)	QG 4.6	8.5	0	13.1	3.3	13	13.2	3.6	0
Percentage against customer service standard for response to sewerage incidents (including main breaks and chokes) (S) (%)	QG 4.9a	66.7	100	50	35.7	37.5	100	85.7	100
Sewerage service complaints (S) (per 1000 connections)	QG 4.13	0	0	0.3	2.9	3.5	0	0	0
Billing & account complaints: sewerage (S) (per 1000 connections)	QG 4.14	0	0	0	0	0	0	0	0

Notes:

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