

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 2113 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 2022-2023 was 122 KL/year, an increase of 8 KL/year from the previous year.

Water Costs

Based on average water consumption for the 2022-2023 year, the average annual consumer bill for water supply was \$907.

Water Supply Reliability

In 2022-2023, Council reported 142 water main breaks, an increase of 26 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 \$761 in 2022-2023.

Sewerage System Reliability

During 2022-2023, a total of 31 sewer blockages were reported across Council's sewerage systems, an increase of 7 from previous year.

Major Projects

- Watermain Replacement Dalby Street, Nanango (Gipps Street - Chester Street).
- Regional SCADA & Cyber security upgrades Water and Wastewater.
- Regional switchboard renewals Water and Wastewater.
- Wastewater pump station renewals.
- Gordonbrook Off Stream Storage Design.



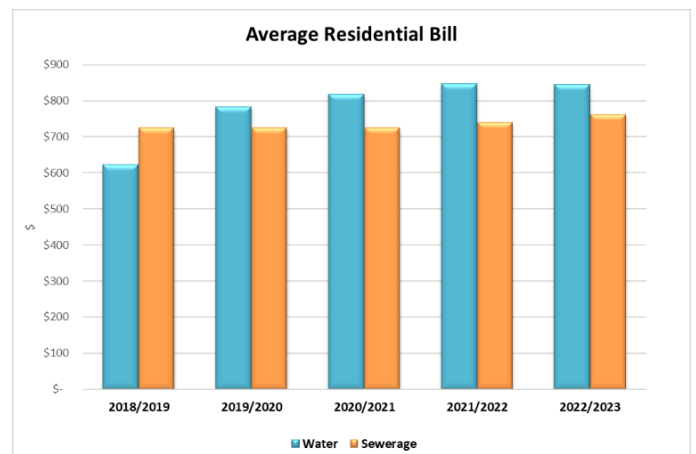
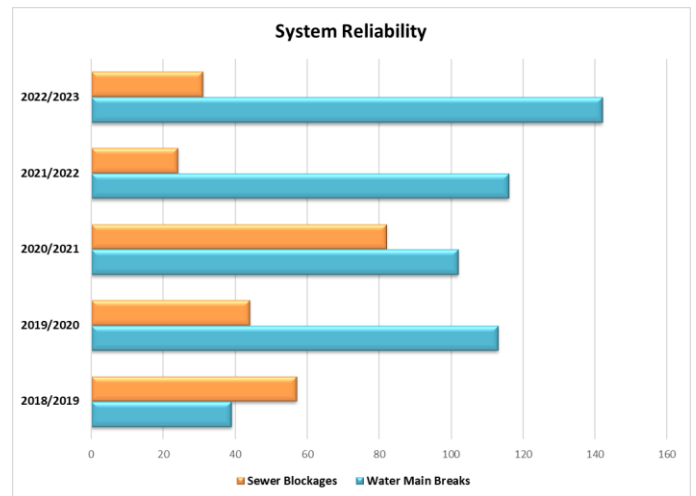
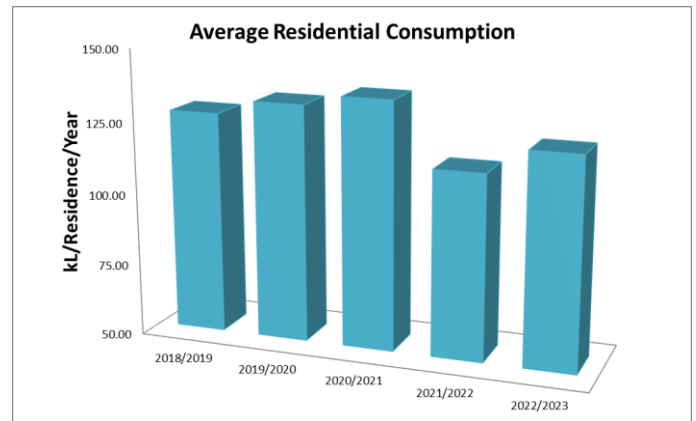
Water Connections

9818



Sewerage Connections

7473



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	15.3
Total volume of potable water produced (W) (ML)	QG 1.6a	2113.3
Total potable water storage (W) (ML)	QG 1.7	28.29
Sources of Water		
Volume of water sourced from surface water (W) (ML)	QG 1.8	519.6
Volume of water sourced from groundwater (W) (ML)	QG 1.9a	321.1
Volume of water produced by desalination of marine water (W) (ML)	QG 1.10	NA
Total recycled water produced (W) (ML)	QG 1.11	330.1
Total water sourced (W) (ML)	QG 1.12	3558.6
Water Supply		
Connected residential properties - water supply (W)	QG 1.13	8522
Connected non-residential properties - water supply (W)	QG 1.14	1296
Volume of potable water supplied - residential (W) (ML)	QG 1.17a	1010.5
Volume of non-potable water supplied - residential (W) (ML)	QG 1.17b	36.6
Volume of potable water supplied - commercial, municipal and industrial (W) (ML)	QG 1.18a	740.8
Volume of non-potable water supplied - commercial, municipal and industrial (W) (ML)	QG 1.18b	220.2
Total Full-Time Equivalent water & sewerage employees (W) (FTE)	QG 1.20	38
Volume of water imported from other schemes (W) (ML)	QG 1.21	2387.8
Volume of water exported to other schemes (W) (ML)	QG 1.22	55.5
Volume of real and apparent water losses (W) (ML)	QG 1.23	346
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	1,144,377
Capital works grants - water (W) (\$)	QG 3.3	0
Nominal written down replacement cost of fixed water supply assets (W) (\$)	QG 3.5	147,686,737
Current replacement costs of fixed water supply assets (W) (\$)	QG 3.7	243,114,855
Total revenue - water (W) (\$)	QG 3.9	12,181,826
Operating cost - water (W) (\$ connection)	QG 3.11	594.09
Annual maintenance costs water (W) (\$)	QG 3.13	5,832,808
Current cost depreciation - water (W) (\$)	QG 3.15	2,865,781
Previous 5 year average annual renewals expenditure - water (W)	QG 3.17	1,666,289
Forecast 5 year average annual renewals expenditure - water (W) (\$)	QG 3.19	5,051,676
Other costs – water (W)	QG 3.21	3,355,911
Water Pricing		
Fixed charge - water (W) Standard 20mm Service (\$/annum)	QG 4.1	695.00
Annual bill based on 200 kL/annum (W) (\$)	QG 4.3	1,870.50
Typical Residential bill (W) (\$)	QG 4.4	1,668.50
Asset Performance		
Total water main breaks (W) (per 100km water main)	QG 4.5	23.4
Incidence of unplanned interruptions - water (W) (per 1000 connections)	QG 4.7	49.9
Percentage of water incidents (bursts & leaks) responded to within the average response time detailed in customer service standards (W) (%)	QG 4.8a	49
Customer Service		
Water quality complaints (W) (per 1000 connections)	QG 4.10	5.1

Key Performance Indicators - Water	Code	Value
Total water and sewerage complaints (W) (per 1000 connections)	QG 4.11	5.3
Water service complaints (W) (per 1000 connections)	QG 4.12	0.1
Billing & account complaints: water & sewerage (W) (per 1000 connections)	QG 4.14	0

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	6725
Connected non-residential properties - sewerage (W)	QG 1.16	748
Total Full-Time Equivalent water & sewerage service employees (W) (FTE)	QG 1.20	38
Finance		
Total sewerage capital expenditure (W) (\$)	QG 3.2	730,749
Capital works grants - sewerage (W) (\$)	QG 3.4	0
Nominal written down replacement costs -fixed sewerage assets (W) (\$)	QG 3.6	77,166,727
Current replacement costs of fixed sewerage assets (W)	QG 3.8	141,655,741
Total revenue- sewerage (W) (\$)	QG 3.10	7,669,615
Operating cost, sewerage (W) (\$ connection)	QG 3.12	571.91
Annual maintenance costs sewerage (W) (\$)	QG 3.14	4,273,905
Current cost depreciation - sewerage (W) (\$)	QG 3.16	1,891,050
Previous 5 year average annual renewals expenditure - sewerage (W)	QG 3.18	940,851
Forecast 5 year average annual renewals expenditure - sewerage (W) (\$)	QG 3.20	1,794,417
Other costs – sewerage (W)	QG 3.22	2,237,620
Sewerage Pricing		
Fixed charge - sewerage (W) – 1 st Pedestal (\$/annum)	QG 4.2	761
Sewerage Asset Performance		
Total sewerage main breaks and chokes (W) (per 100km sewer main)	QG 4.6	13.2
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	55.8
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	Potable Water Schemes								Non Potable Water Schemes		
		Blackbutt	Boondooma	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	1.1	0	6.4	2.2	2	0.5	1.7	0	0.1	1.3	0.1
Total volume of potable water produced (S) (ML)	QG 1.6a	87.3	8.9	1180.2	280.7	285.4	48.1	216.2	6.4	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	1.4	0	518.2	0	0	0	0	0	NR	0	NR
Volume water sourced from groundwater (S) (ML)	QG 1.9a	NR	NR	NR	NR	285.4	NR	NR	NR	15.1	NR	20.6
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	150.6	50	NR	5.6	123.9	NR	NR	NR	NR
Volume of water sourced (S) (ML)	QG 1.12	393.6	9.3	1589.2	320.4	285.4	50.6	224.6	7.1	15.1	312.6	20.6
Water Supply												
Connected residential properties - water supply (S)	QG 1.13	409	20	4481	957	1193	218	1023	0	82	84	55
Connected non-residential properties - water supply (S)	QG 1.14	63	2	469	175	173	36	144	1	27	182	24
Volume of potable water supplied - residential (S) (ML)	QG 1.17a	35.4	0.9	570.4	127	128.7	27	121.2	0	NR	NR	NR
Volume of non-potable water supplied - residential (S) (ML)	QG 1.17b	NR	NR	NR	NR	NR	NR	NR	NR	3.7	24.1	8.8
Volume of potable water supplied - commercial, municipal and industrial (S) (ML)	QG 1.18a	24.9	7.6	505.9	82.9	55.3	11.5	46.2	6.4	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	2.8	210.8	6.6
Volume of water imported from other schemes (S) (ML)	QG 1.21	392.2	9.3	1071	320.4	0	50.6	224.6	7.1	0	312.6	0
Volume of water exported to other schemes (S) (ML)	QG 1.22	55.5	0	0	0	0	0	0	0	0	0	0
Volume of real and apparent water losses (S) (ML)	QG 1.23	23.8	1.2	98	69.4	96.8	9.3	46.5	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	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	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	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	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	Yes
Months of available supply as at 30 June (S)	QG 2.12	5	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	Fair	Fair	Unsure	High	Fair	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	Unsure	Unsure	Unsure	Unsure
Water Pricing													
Fixed charge - water (S) Standard 20mm Service (\$/annum)	QG 4.1	695	695	695	695	695	695	695	695	695	695	601	695
Water Asset Performance													
Total water main breaks (S) (per 100km water main)	QG 4.5	23.3	28.8	16.9	35	69.9	85.9	16.8	0	47.6	7.8	93	
Incidence unplanned interruptions - water (S) (per 1000 connections)	QG 4.7	67.8	1181.8	22.8	132.5	49.8	189	25.7	0	NR	NR	NR	
Performance against customer service standard for response to water incidents (bursts & leaks) (S) (%)	QG 4.8a	44	100	46	60	49	73	44	100	88	94	50	
Customer Service													
Water quality complaints (S) (per 1000 connections)	QG 4.10	50.8	0	3.4	1.8	1.5	15.7	0.9	0	0	0	0	
Total water and sewerage complaints (S) (per 1000 connections)	QG 4.11	50.8	0	3.6	1.8	1.5	15.7	0.9	0	0	0	0	
Water service complaints (S) (per 1000 connections)	QG 4.12	0	0	0.2	0	0	0	0	0	0	0	0	
Billing & account complaints: water (S) (per 1000 connections)	QG 4.14	0	0	0	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	326	18	3615	894	1046	137	689	0
Connected non-residential properties - sewerage (S)	QG 1.16	49	2	337	128	111	27	93	1
Sewerage Pricing									
Fixed charge - sewerage (S) – 1 st Pedestal (\$/annum)	QG 4.2	761	761	761	761	761	549	761	761
Sewerage Asset Performance									
Total sewerage main breaks and chokes (S) (per 100km sewer main)	QG 4.6	0	0	11.3	16.3	23.3	26.3	7.3	0
Percentage against customer service standard for response to sewerage incidents (including main breaks and chokes) (S) (%)	QG 4.9a	0	100	58	75	50	50	50	100
Sewerage service complaints (S) (per 1000 connections)	QG 4.13	0	0	0	1	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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