

SWIM (code)	NPR (code)	NPR category	Indicator title	Value	Units	NPR Footnote
AS1	A1	Asset	Number of water treatment plants providing full treatment	4	Count	
AS10	A10	Asset	Real losses: service connections	192.4	L/service connection/day	
AS11	A11	Asset	Real losses: water mains	4.9	kL/km water main/day	
AS14	IA8	Asset	Number of water main breaks, bursts and leaks	126	Count	
AS2	A2	Asset	Length of water mains	485.6	km	
AS3	A3	Asset	Number of properties served per km of water main	30.7	Connections/km	
AS39	A14	Asset	Number of sewer mains breaks and chokes per 100 km	15.8	per 100 km sewer mains	
AS4	A4	Asset	Number of wastewater treatment plants	4	Count	
AS41	A15	Asset	Number of property connection sewer breaks and chokes per 1,000 properties	1	per 1000 connections	
AS5	A5	Asset	Length of sewer mains and channels	355.2	km	
AS6	A6	Asset	Number of properties served per km of sewer main	34.9	Connections/km	
AS8	A8	Asset	Number of water main breaks, bursts and leaks, per 100 km of water main	25.9	per 100 km water main	
AS9	A9	Asset	Infrastructure leakage index	2.2	Index	
CS1	C1	Customers	Population receiving services: water supply	29.439	000s	
CS10	C10	Customers	Number of water service complaints per 1,000 properties	1.2	per 1000 connections	
CS11	C11	Customers	Number of sewerage service complaints per 1,000 properties	1	per 1000 connections	
CS12	C12	Customers	Number of billing and account complaints per 1,000 properties	5.8	per 1000 connections	
CS13	C13	Customers	Number of water and sewerage complaints per 1,000 properties	10	per 1000 connections	
CS14	C14	Customers	Percentage of calls answered by an operator within 30 seconds	73.8	%	
CS15	C15	Customers	Average duration of an unplanned interruption: water supply	352.5	mins	
CS17	C17	Customers	Number of unplanned interruptions per 1,000 properties	44.9	per 1000 connections	
CS18	C18	Customers	Number of restrictions for non-payment of water bills per 1,000 properties	0	per 1000 connections	
CS19	C19	Customers	Number of legal actions taken for non-payment of water bills per 1000 properties	4.8	per 1000 connections	
CS2	C2	Customers	Number of connected residential properties: water supply	13.145	000s	
CS20	IC9	Customers	Number of water quality complaints: water supply	12	Count	
CS21	IC11	Customers	Number of sewerage service complaints	12	Count	
CS22	IC10	Customers	Number of water service complaints	18	Count	

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CS23	IC12	Customers	Number of billing and account complaints: water supply and sewerage	87	Count	
CS3	C3	Customers	Number of connected non-residential properties: water supply	1.767	000s	
CS4	C4	Customers	Total number of connected properties: water supply properties	14.912	000s	
CS48	IC18	Customers	Number of restrictions for non-payment of water bills	0	Count	
CS49	IC19	Customers	Number of legal actions taken for non-payment of water bills	72	Count	
CS6	C6	Customers	Number of connected residential properties: wastewater	11.414	000s	
CS61	IC17	Customers	Number of unplanned interruptions: water supply	669	Count	
CS62	IC13	Customers	Number of water and sewerage complaints	149	Count	
CS7	C7	Customers	Number of connected non-residential properties: wastewater	0.972	000s	
CS8	C8	Customers	Total number of connected properties: wastewater properties	12.386	000s	
CS9	C9	Customers	Number of water quality complaints per 1,000 properties	0.8	per 1000 connections	
EN1	E1	Environment	Percentage of wastewater treated to a primary level	2.4	%	
EN10	E10	Environment	Net greenhouse gas emissions per 1,000 properties: wastewater	229.1	t CO2eq/1000 connections	
EN11	E11	Environment	Net greenhouse gas emissions per 1,000 properties: other	23.6	t CO2eq/1000 connections	
EN12	E12	Environment	Total net greenhouse gas emissions per 1,000 properties	371.8	t CO2eq/1000 connections	
EN14	IE9	Environment	Net greenhouse gas emissions: water supply	2355.9	t CO2eq	
EN15	IE10	Environment	Net greenhouse gas emissions: wastewater	2837.1	t CO2eq	
EN16	IE11	Environment	Net greenhouse gas emissions: other	351.5	t CO2eq	
EN17	IE12	Environment	Total net greenhouse gas emissions	5544.5	t CO2eq	
EN18	IE1	Environment	Volume of wastewater treated to a primary level	77.8	ML	
EN19	IE2	Environment	Volume of wastewater treated to a secondary level	237.6	ML	
EN2	E2	Environment	Percentage of wastewater treated to a secondary level	7.4	%	
EN20	IE3	Environment	Volume of wastewater treated to a tertiary level	2974.5	ML	
EN3	E3	Environment	Percentage of wastewater treated to a tertiary level	92.6	%	
EN8	E8	Environment	Percentage of biosolids reused	0	%	
EN9	E9	Environment	Net greenhouse gas emissions per 1,000 properties: water supply	158	t CO2eq/1000 connections	
FN1	F1	Finance	Total revenue: water supply	22066.73	\$/,000	
FN10	F10	Finance	Written-down replacement cost of fixed wastewater assets	156995.9	\$/,000	
FN11	F11	Finance	Operating cost per property: water supply	784.69	\$/connection	

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FN12	F12	Finance	Operating cost per property: wastewater	715.35	\$/connection	
FN13	F13	Finance	Combined operating cost per property: water supply and wastewater	1378.86	\$/connection	
FN14	F14	Finance	Capital expenditure: water supply	1181.976	\$,000	
FN15	F15	Finance	Capital expenditure: wastewater	2974.716	\$,000	
FN16	F16	Finance	Total capital expenditure: water supply and wastewater	4156.692	\$,000	
FN17	F17	Finance	Economic real rate of return: water supply	3.3	%	
FN18	F18	Finance	Economic real rate of return: wastewater	3.1	%	
FN19	F19	Finance	Economic real rate of return: water supply and wastewater	3.3	%	
FN2	F2	Finance	Total revenue: wastewater	18445.74	\$,000	
FN20	F20	Finance	Dividend	3088.126	\$,000	
FN88	F21	Finance	Dividend payout ratio	0.5	Ratio	
FN22	F22	Finance	Net debt to equity ratio	21.6	%	
FN23	F23	Finance	Interest cover ratio	25.3	Ratio	
FN24	F24	Finance	Net profit after tax (NPAT)	5825.53	\$,000	
FN25	F25	Finance	Community service obligation	0	\$,000	
FN26	F26	Finance	Capital works grants: water supply	189.921	\$,000	
FN27	F27	Finance	Capital works grants: wastewater	0	\$,000	
FN3	F3	Finance	Total income for the utility	40152.57	\$,000	
FN32	IF11	Finance	Operating cost: water supply	11701.23	\$,000	
FN33	IF12	Finance	Operating cost: wastewater	8860.304	\$,000	
FN34	F28	Finance	Capital expenditure per property: water supply	79.26	\$/connection	
FN35	F29	Finance	Capital expenditure per property: wastewater	240.17	\$/connection	
FN89	F30	Finance	Net profit after tax ratio	0.1	Ratio	
FN4	F4	Finance	Percentage of residential revenue from usage charges: water supply	32.3	%	
FN5	F5	Finance	Revenue per property: water supply	1479.8	\$/connection	
FN6	F6	Finance	Revenue per property: wastewater	1489.24	\$/connection	
FN7	F7	Finance	Total income per property	2692.63	\$/connection	
FN87	F8	Finance	Community service obligations ratio	0	ratio	
FN9	F9	Finance	Written-down replacement cost of fixed water supply assets	138287.8	\$,000	

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HL1	H1	Public health	Water quality guidelines	ADWG 201: Text		
HL3	H3	Public health	Percentage of population where microbiological compliance was achieved	100	%	
HL5	H5	Public health	Risk-based drinking water management plan externally assessed	yes	yes/no	
HL8	H4	Public health	Number of zones where chemical compliance was achieved	10	Count	
HL9	H4a	Public health	Total number of zones	11	Count	
PR1	P1	Pricing	Tariff structure: water supply	and 2 part Text		
PR3	P1.2	Pricing	Fixed charge: water supply	652	\$/annum	
PR6	P1.3	Pricing	Usage charge: step 1	1.16	\$/kL	
PR49	P1.3a	Pricing	Upper bound of usage: step 1	365	kL	
PR8	P1.4	Pricing	Usage charge: step 2	2.12	\$/kL	
PR50	P1.4a	Pricing	Upper bound of usage: step 2	NR	kL	
PR10	P1.5	Pricing	Usage charge: step 3	NR	\$/kL	
PR51	P1.5a	Pricing	Upper bound of usage: step 3	NR	kL	
PR12	P1.6	Pricing	Usage charge: step 4	NR	\$/kL	
PR52	P1.6a	Pricing	Upper bound of usage: step 4	NR	kL	
PR14	P1.7	Pricing	Usage charge: step 5	NR	\$/kL	
PR53	P1.7a	Pricing	Upper bound of usage: step 5	NR	kL	
PR23	P1.12	Pricing	Special levies: water supply	0	\$/kL	
PR25	P1.13	Pricing	Income from special levies retained by the utility: water supply	no	yes/no	
PR43	P2	Pricing	Annual residential bill based on 200 kL per annum: water supply	884	\$	
PR44	P3	Pricing	Typical residential bill: water supply	1014.52	\$	
PR31	P4.1	Pricing	Fixed charge: wastewater	900	\$/annum	
PR32	P4.2	Pricing	Usage charge: wastewater	0	\$/kL	
PR33	P4.3	Pricing	Special levies: wastewater	0	\$	
PR34	P4.4	Pricing	Income from special levies retained by the utility: wastewater	no	yes/no	
PR4	P4	Pricing	Tariff structure: wastewater	Nil	Text	
PR45	P5	Pricing	Annual residential bill based on 200 kL per annum: wastewater	900	\$	
PR46	P6	Pricing	Typical residential bill: wastewater	900	\$	
PR47	P7	Pricing	Total annual residential bill based on 200 kL per annum	1784	\$	
PR48	P8	Pricing	Total typical residential bill	1914.52	\$	

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WA1	W1	Water Resources	Volume of water sourced from surface water	5070.9	ML	
WA101	W6	Water Resources	Volume of recycled water received from other service providers or operational areas within the urban water supply system	0	ML	
WA11	W11	Water Resources	Total volume of urban water supplied	6960.5	ML	
WA12	W12	Water Resources	Average volume of residential water supplied per property	257.4	kL/connection/year	
WA13	W13	Water Resources	Volume of water returned as environmental flows from outside of the urban water supply system	0	ML	
WA15	W15	Water Resources	Volume of recycled water exported to other service providers or operational areas within the urban water supply system	0	ML	
WA158	W5.3	Water Resources	Volume of water, excluding recycled water, received from other service providers or operational areas within the urban water supply system	0	ML	
WA16	W16	Water Resources	Volume of wastewater, excluding trade waste, collected	3146.2	ML	
WA17	W17	Water Resources	Volume of trade waste collected	0	ML	
WA18	W18	Water Resources	Total volume of wastewater collected	3146.2	ML	
WA19	W19	Water Resources	Average volume of wastewater collected per property	254	kL/connection/year	
WA197	W31	Water Resources	Volume of water returned to surface water and groundwater from the urban water supply system	0	ML	
WA2	W2	Water Resources	Volume of water sourced from groundwater	1676.5	ML	
WA20	W20	Water Resources	Volume of recycled water supplied to residential customers	0	ML	
WA206	W8.3	Water Resources	Volume of water supplied to residential customers	3383.4	ML	
WA207	W9.3	Water Resources	Volume of water supplied to non-residential customers	3263.4	ML	
WA21	W21	Water Resources	Volume of recycled water supplied to non-residential customers	313.7	ML	
WA215	W29	Water Resources	Volume of treated wastewater disposals	3083.2	ML	
WA217	W30	Water Resources	Volume of wastewater losses and discharges	77.8	ML	
WA23	W23	Water Resources	Volume of recycled water supplied as environmental flows	0	ML	
WA26	W26	Water Resources	Total volume of recycled water supplied	313.7	ML	
WA27	W27	Water Resources	Recycled water as a percentage of total wastewater collected	9.8	%	
WA31	W18.5	Water Resources	Volume of treated effluent outflow from wastewater treatment plants	3212.1	ML	
WA36	W10.1	Water Resources	Volume of non-revenue water	992.6	ML	

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WA45	W5	Water Resources	Total volume of water received from other service providers or operational areas within the urban water system	0	ML	
WA61	W3.1	Water Resources	Volume of water sourced from desalinated marine waters	0	ML	
WA66	W18.1	Water Resources	Volume of wastewater exported to other service providers or operational areas within the urban wastewater system	0	ML	
WA67	W18.2	Water Resources	Volume of wastewater received from other service providers or operational areas within the urban wastewater system	7.2	ML	
WA68	W18.3	Water Resources	Volume of wastewater taken through sewer mining	0	ML	
WA69	W18.4	Water Resources	Volume of wastewater inflow to wastewater treatment plants	3153.4	ML	
WA7	W7	Water Resources	Total volume of water sourced	8447.8	ML	
WA73	W25.1	Water Resources	Volume of recycled water supplied to managed aquifer recharge	0	ML	
WA74	W11.3	Water Resources	Volume of potable water produced for supply into the urban water supply system	6646.8	ML	
WA8	W8	Water Resources	Total volume of water supplied to residential customers	3383.4	ML	
WA85	W28.4	Water Resources	Volume of urban stormwater supplied to residential customers	0	ML	
WA86	W28.5	Water Resources	Volume of urban stormwater supplied to non-residential customers	0	ML	
WA9	W9	Water Resources	Total volume of water supplied to non-residential customers	3577.1	ML	