

7 Asset

7.1 Number of water main breaks, bursts and leaks per 100 km of water mains – A8

The number of water main breaks, bursts and leaks per 100 km of water mains (A8) is the total number of breaks, bursts and leaks in all distribution system mains⁶, excluding breaks associated with headworks and transfer mains. It provides an indication of both customer service and the condition of the network. The number of main breaks is influenced by various factors, including:

- soil type
- rainfall
- pipe material
- age and condition of the network.

Data on the number of water main breaks, bursts and leaks per 100 km of water mains for all utilities reporting in 2021–22 are presented in Table A13, Appendix A.

7.1.1 Key findings

Figure 7.1 shows the national median number of main breaks in 2021–22 was very similar to 2020–21, following 2 years of modest increases between 2018–19 and 2019–20.

Table 7.1 presents a summary of the number of water main breaks per 100 km of water main by utility size group.

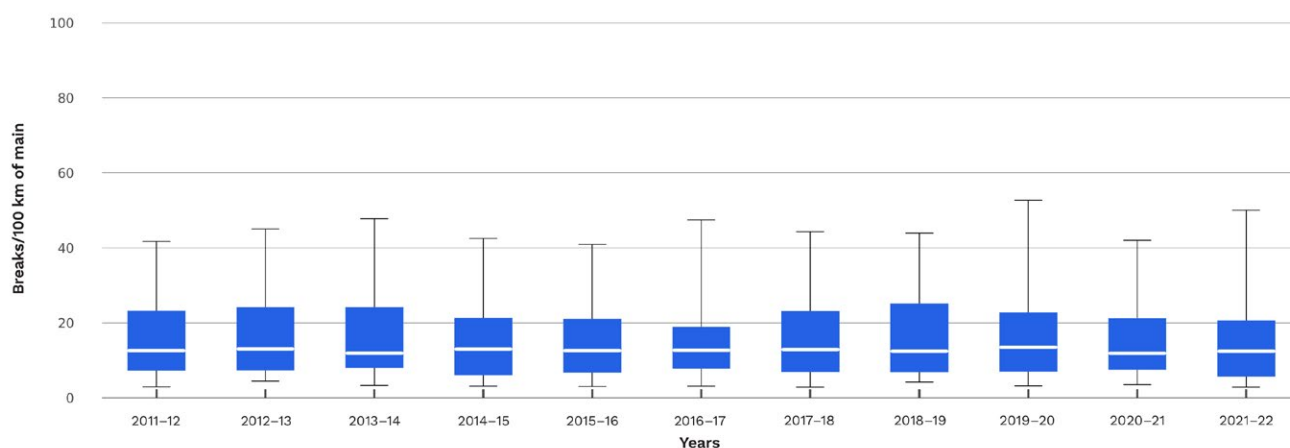


Figure 7.1 Number of water main breaks, bursts and leaks per 100 km of water mains

⁶ The figure includes both potable and non-potable water mains.

Table 7.1 Overview of results: Number of water main breaks, burst and leaks per 100 km of water mains (mains breaks/100 km)

Utility group	Range		No. utilities with increase/decrease from 2020–21		Median		Change from previous year (%)
	High	Low	Increase	Decrease	2020–21	2021–22	
Major	43.1	4.7	6	7	16.8	17.2	2
	TasWater	Unitywater					
Large	23.7	2.0	6	6	13.9	13.9	-1
	Coliban Water	WC (Mandurah)					
Medium	87.1	1.1	9	13	11.3	10.6	-6
	Gladstone	Port Macquarie Hastings					
Small	61.9	2.8	13	12	10.8	12.2	13
	Byron	Goulburn Mulwaree					
All size groups (national)	87.1	1.1	34	38	12.0	12.3	3
	Gladstone	Port Macquarie Hastings					

Note: The median for water main breaks, burst and leaks per 100 km of water mains in each year was calculated using data from all utilities (dual-service and single-service providers) reporting data against A8 in that year.

7.1.2 Results and analysis – Major utility group

Figure 7.2 presents a ranked breakdown of the water main breaks for each utility in the Major utility group from 2017–18 to 2021–22. The figure highlights both the variance within the utility group and a broad downward trend for some utilities (for example, Sydney Water and Icon Water).

Despite the Major utility group reporting a slight increase (2%) in number of main breaks per 100 km of water mains, only 6 out of the 15 Major utilities reported an increase from 2020–21 to 2021–22 (one utility reported no change and one utility did not report in 2021–22). Queensland Urban Utilities reported the largest percentage decrease of 26.8%, while Central Coast Council reported the largest percentage increase of 42.4% from 2020–21 to 2021–22.

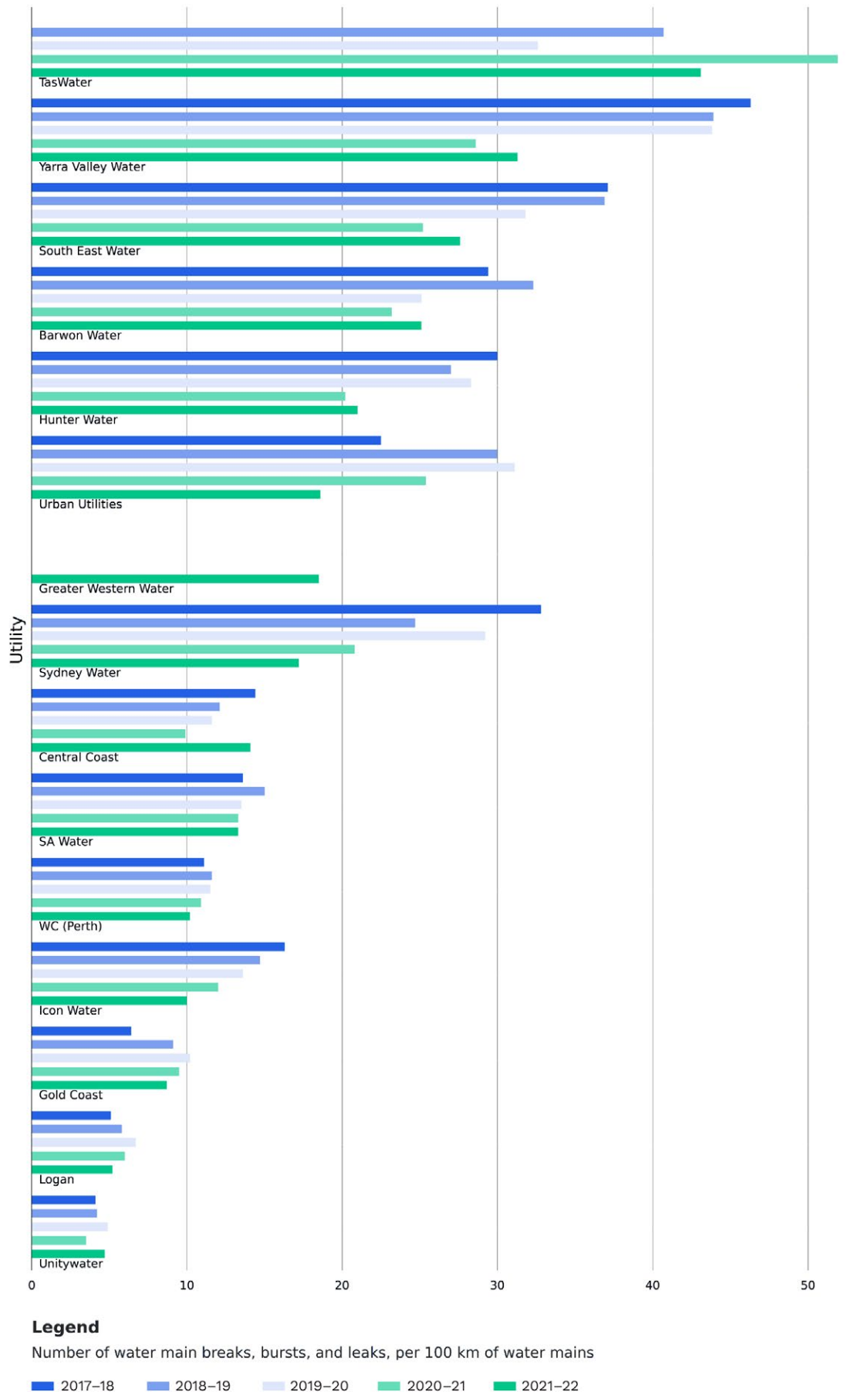


Figure 7.2 Water main breaks, bursts and leaks per 100 km of water mains – Major utility group

7.2 Number of sewer mains breaks and chokes – A14 and property connection sewer breaks and chokes – A15 per 1,000 properties

Indicator A14 reports the number of sewer breaks and chokes per 100 km of sewer mains, and A15 reports the number of property connection sewer breaks and chokes per 1,000 properties. The indicators are presented together to provide a complete picture of sewer system performance as utilities have sewer networks with various configurations.

- Some utilities have a very long property connection (for example, from the customer's sanitary drain to the middle of a road), while others have a very short or no property connection (that is, the sanitary drain may connect straight to the sewer main, which runs down an easement at the back of the property).
- Some utilities do not own⁷ or maintain the property connections and therefore do not report on them in accordance with the definition of the indicator.
- Other utilities are responsible for only a portion of property sewer connections and so only report results on those for which they are responsible.

The performance of a sewerage system is influenced by:

- soil type
- pipe material
- sewerage configuration
- age
- tree root intrusion
- management of trade waste
- volume of sewage inflows
- rainfall.

Results reflect both the condition of the network and the level of customer service. For the reasons given above, care should be taken in comparing the performance of utilities against each other using these indicators.

Data on sewer mains breaks and chokes for all utilities reporting in 2021–22 is presented in Table A14, Appendix A. Property connection sewer breaks and chokes for all utilities reporting in 2021–22 is presented in A15, Appendix A.

7.2.1 Key findings

Table 7.2 presents a summary of the number of sewer mains breaks and chokes per 100 km of sewer main by utility group.

Table 7.3 presents a summary of the property connection sewer breaks and chokes per 1,000 properties by utility group.

In 2021–22, there was a national median of 16.7 sewer main breaks and chokes per 100 km of sewer main, which was a 7% increase from 2020–21 (Table 7.2). There was a 15% increase in the sewer breaks and chokes per 1,000 properties (Table 7.3). The overall increase in sewer breaks and chokes was due to a 5% increase in property connection sewer breaks and chokes for the Medium utility group and a 21% increase for the Large utility group.

⁷ For such utilities, the property owner is responsible for the property's sewer connections.

Table 7.2 Overview of results: Number of sewer mains breaks and chokes per 100 km of sewer main (breaks and chokes/100 km)

Utility group	Range		No. utilities with increase/decrease from 2020–21		Median		Change from previous year (%)
	High	Low	Increase	Decrease	2020–21	2021–22	
Major	53.9	5.7	2	11	31.1	27.3	-12
	Barwon Water	Gold Coast					
Large	57.4	3.4	7	5	13.2	15.9	21
	Townsville	Gippsland Water					
Medium	84.0	1.3	8	14	14.0	17.5	25
	Queanbeyan	Mackay					
Small	151.0	1.0	10	14	15.6	12.3	-21
	Essential Energy	Mount Barker					
All size groups (national)	151.0	1.3	27	44	15.6	16.7	7
	Essential Energy	Mackay					

Note: The median number of sewer mains breaks (per 100 km of sewer main) in each year is calculated using data from all utilities (dual-service and single-service providers) reporting data against A14 in that year.

Table 7.3 Overview of results: Number of property connection sewer breaks and chokes per 1,000 properties (breaks and chokes/1,000 properties)

Utility group	Range		No. utilities with increase/decrease from 2020–21		Median		Change from previous year (%)
	High	Low	Increase	Decrease	2020–21	2021–22	
Major	35.00	0.20	3	9	3.90	3.97	2
	SA Water	Sydney Water					
Large	5.70	0.99	4	7	2.20	2.10	-5
	Goulburn Valley Water	P&W (Darwin)					
Medium	23.73	0.40	10	11	3.40	4.60	35
	GWMWater	Multiple utilities					
Small	68.60	0.50	7	11	5.70	5.40	-5
	Essential Energy	Bega Valley					
All size groups (national)	68.60	0.20	24	38	3.40	3.90	15
	Essential Energy	Sydney Water					

Note: The median number of property connection sewer breaks and chokes per 1,000 properties in each year is calculated using data from all utilities (dual-service and single-service providers) reporting data against A15 in that year.

7.2.2 Results and analysis – Major utility group

Figure 7.3 shows a ranked breakdown of the sewer mains breaks and chokes (per 100 km of sewer main) for each Major utility from 2017–18 to 2021–22 and Figure 7.4 shows a ranked breakdown of property connection sewer breaks and chokes per 1,000 properties.

Only 2 of the 15 Major utilities reported an increase in sewer mains breaks and chokes per 100 km sewer main, and only 3 reported an increase in sewer breaks and chokes per 1,000 properties from 2020–21 to 2021–22. City of Gold Coast reported the largest percentage increase (50%) in breaks and chokes per 100 km of sewer main compared with 2020–21 (Figure 7.3). The overall decrease in sewer main breaks and chokes is consistent with the continuation of above-average rainfall for much of eastern Australia in 2021–22, leading to wet soil conditions and a decreased risk of breaks and chokes.

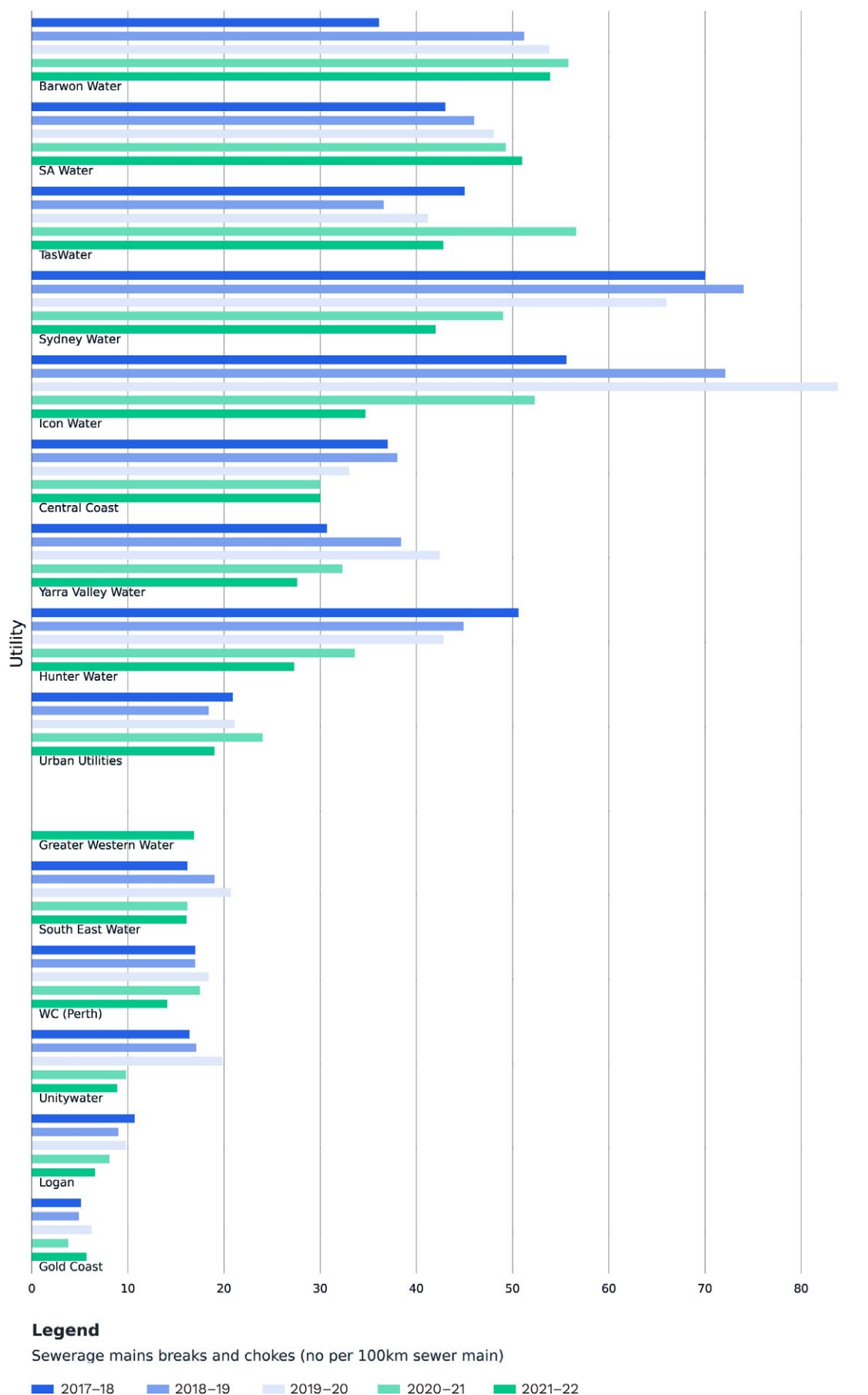


Figure 7.3 Sewer mains breaks and chokes per 100 km of sewer main – Major utility group

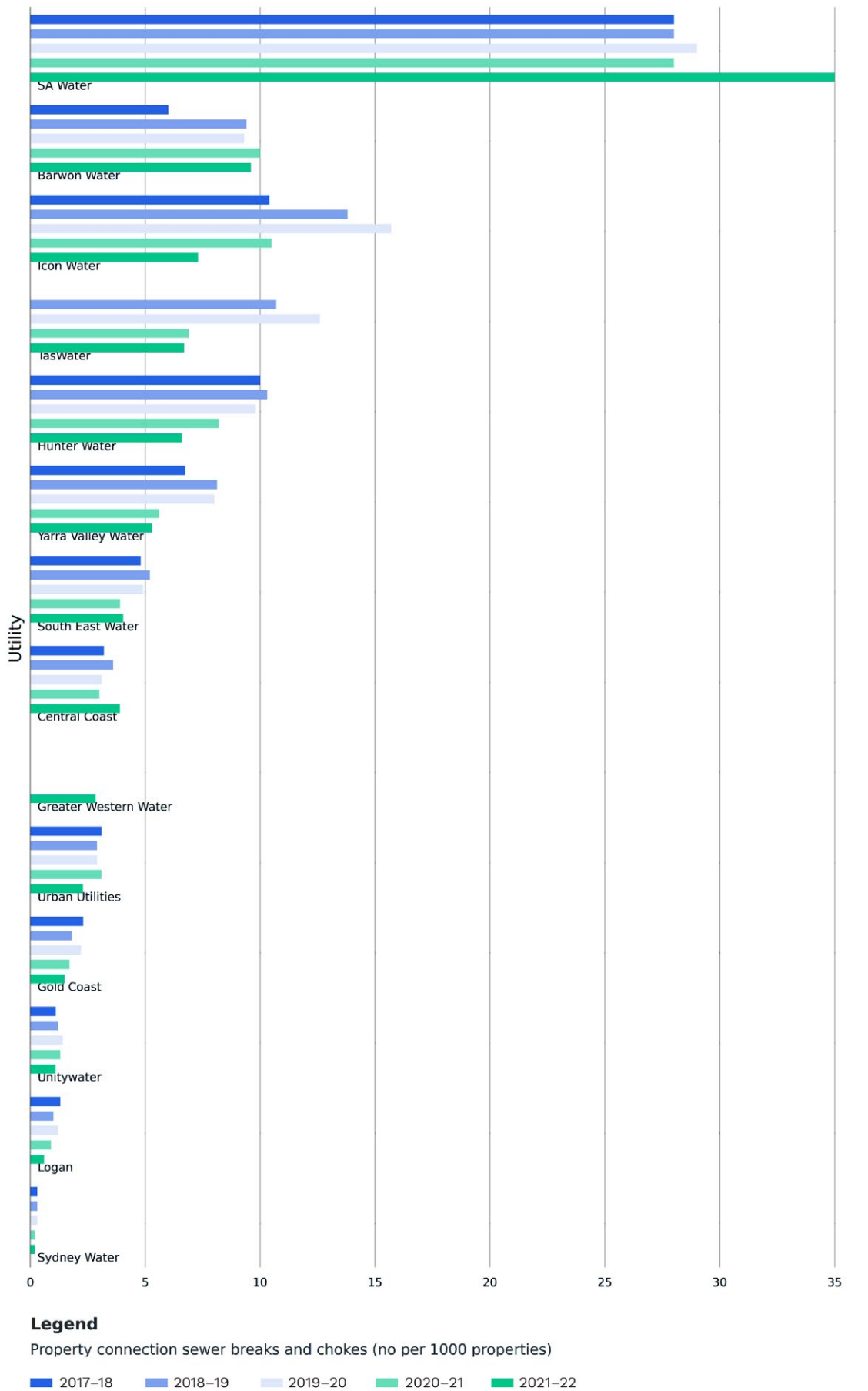


Figure 7.4 Property connection sewer breaks and chokes per 1,000 properties – Major utility group

7.3 Real losses: service connections – A10

‘Real’ losses (A10) are leakages and overflows from potable water mains, service reservoirs and service connections before the customer meter (L/service connection/day). This indicator excludes metering errors, unauthorised consumption (apparent losses), and unbilled authorised consumption (for example, water used for firefighting). Performance of this indicator may be influenced by the condition of mains, infrastructure, and water pressure.

Real losses are estimated using a range of assumptions, including assumed errors in metered water deliveries, estimates of unmetered components, and metering of night flows, and may not be as accurate as other indicators (such as water main breaks) when comparing utilities.

Real loss data for all utilities reporting in 2021–22 is presented in Table A16, Appendix A.

7.3.1 Key findings

Table 7.4 presents a summary of the real losses by utility size group.

From 2020–21 to 2021–22, the national median across all size groups increased by 3% to 72 L/service connection/day.

As in previous years, Cassowary Coast Regional Council reported the highest real losses among the utilities (358.4 L/service connection/day in 2021–22). However, this was a 3.8% decrease from the previous year.

Table 7.4 Overview of results: Real losses: service connections (L/service connection/day)

Utility group	Range		No. utilities with increase/decrease from 2020–21		Median		Change from previous year (%)
	High	Low	Increase	Decrease	2020–21	2021–22	
Major	308.0	0.1	10	4	64.8	65.8	2
	TasWater	Greater Western Water					
Large	281.0	28.5	6	5	61.0	68.2	12
	P&W (Darwin)	Redland City					
Medium	224.0	0.1	15	6	61.6	65.5	6
	Fitzroy River Water	Lower Murray Water					
Small	358.4	26.0	15	10	106.5	107.0	0
	Cassowary Coast	Byron					
All size groups (national)	358.4	0.1	46	25	70.0	72.0	3
	Cassowary Coast	Multiple utilities					

Note: The median real losses (L/service connection/day) for each year are calculated using data from all utilities (dual-service and single-service providers) reporting data against A10 in that year.

Figure 7.5 shows a box-and-whisker plot of the real losses for all utilities reporting A10 for a given reporting year from 2011–12 to 2021–22. The figure highlights the consistency of the estimated loss values – this is in part an artefact of the broad use of consistent assumptions in the estimation of the losses.

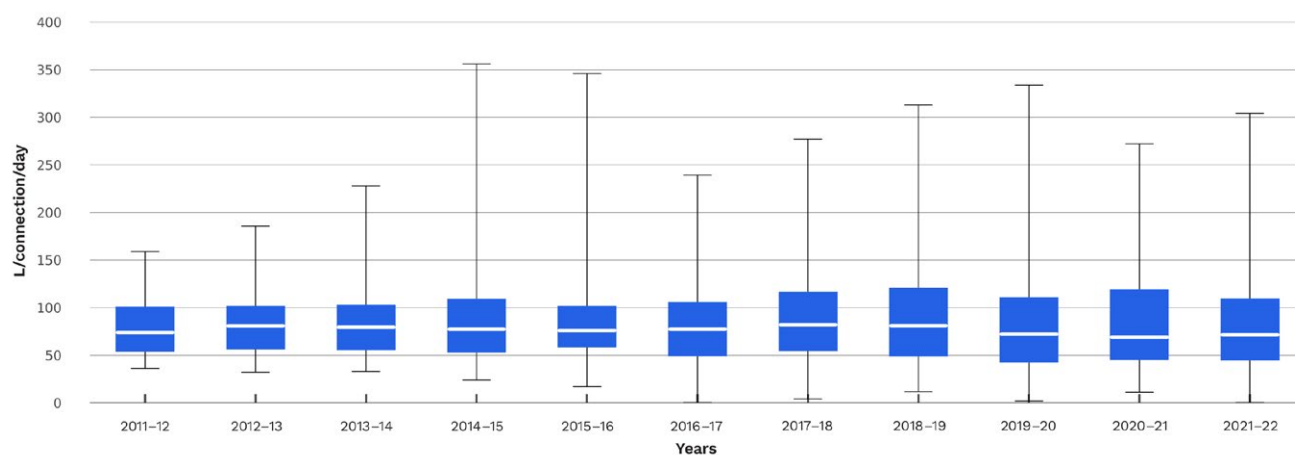


Figure 7.5 Real losses (L/service connection/day)

7.3.2 Results and analysis – Major utility group

Figure 7.6 presents a ranked breakdown of the real losses per annum for each Major utility from 2017–18 to 2021–22. Ten utilities reported an increase in real losses between 2020–21 and 2021–22. South East Water reported the highest percentage increase (38.3%), from 47 L/service connection/day in 2020–21 to 65 L/service connection/day in 2021–22.

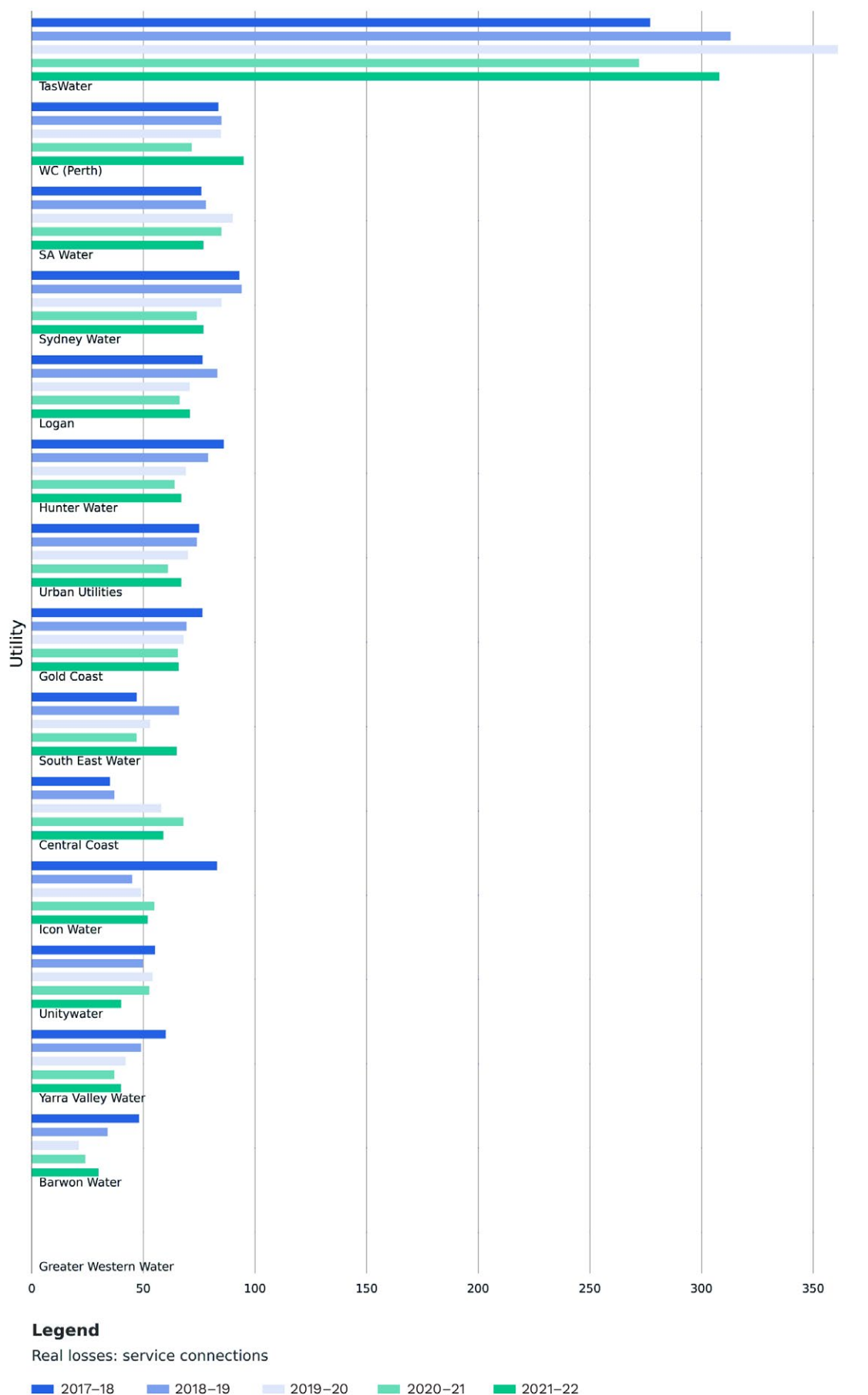


Figure 7.6 Real losses: service connections (L/service connection/day) – Major utility group