

# Appendix A Individual utility group tables

Tables A1 to A18 present a summary of key indicators by utility group for the period 2017–18 to 2021–22.

Utilities are sorted in descending order based on their percentage changes in value from 2020–21 within each utility size group.

**Table A1 W12 – Average annual residential water supplied (kL/property) by utility size group, 2017–18 to 2021–22**

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
SA Water	190	198	190	192	193	0.9
Barwon Water	163	171	161	159	160	0.6
WC (Perth)	219	219	227	227	228	0.4
Hunter Water	181	175	156	151	151	-0.1
TasWater	193	191	193	179	178	-0.4
Yarra Valley Water	151	155	148	149	148	-0.8
Central Coast	169	158	156	159	157	-1.3
Gold Coast	161	164	175	167	163	-2.2
Logan	145	150	148	139	135	-2.6
South East Water	150	149	150	152	147	-3.1
Sydney Water	215	199	189	186	178	-4.2
Unitywater	156	157	156	155	147	-5.3
Icon Water	197	204	202	176	163	-7.6
Urban Utilities	153	156	162	158	140	-11.4
Greater Western Water					140	
<b>Median</b>	<b>166</b>	<b>167</b>	<b>162</b>	<b>159</b>	<b>157</b>	
<b>Mean</b>	<b>174</b>	<b>175</b>	<b>172</b>	<b>168</b>	<b>162</b>	
<b>Large</b>						
P&W (Darwin)	368	380	373	360	374	3.9
Cairns	253	254	257	250	255	2.1
WC (Mandurah)	216	212	220	220	223	1.2
Central Highlands Water (Vic)	157	161	151	147	147	0.2
Townsville	242	314	363	342	342	0.0
Coliban Water	201	210	195	194	192	-1.1
Gippsland Water	168	177	161	164	156	-4.6
Redland City	164	169	174	184	174	-5.4
Goulburn Valley Water	264	285	261	254	240	-5.6
Toowoomba	152	163	162	150	135	-9.8
North East Water	208	224	214	200	179	-10.7

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Shoalhaven	157	146	155	155	120	-22.6
<b>Median</b>	<b>205</b>	<b>211</b>	<b>205</b>	<b>197</b>	<b>185</b>	
<b>Mean</b>	<b>212</b>	<b>225</b>	<b>224</b>	<b>218</b>	<b>211</b>	
<b>Medium</b>						
Mackay	180	187	215	168	196	16.5
Tamworth	291	247	141	159	178	11.9
Wannon Water	144	147	141	139	144	4.1
GWMWater	316	249	241	224	230	2.6
Coffs Harbour	170	154	151	140	143	2.1
Clarence Valley	155	159	115	164	162	-1.2
Port Macquarie Hastings	172	160	144	154	152	-1.3
Dubbo	386	337	207	198	194	-2.0
Riverina Water (W)	311	343	338	264	257	-2.7
South Gippsland Water	118	119	115	118	115	-2.8
Lower Murray Water	490	519	520	477	461	-3.4
Eurobodalla	123	121	121	117	113	-3.4
Wingecarribee	216	206	218	177	168	-5.1
Tweed	176	177	177	172	157	-8.7
Albury	237	252	246	218	192	-11.7
MidCoast Council	142	155	144	149	131	-12.1
Fraser Coast	164	186	191	186	163	-12.1
East Gippsland Water	157	160	153	145	126	-12.9
Fitzroy River Water	343	375	383	365	317	-13.0
Gladstone	132	239	251	253	217	-14.4
Bundaberg	218	243	261	284	236	-16.9
Queanbeyan	167	158	171	184	151	-17.9
<b>Median</b>	<b>174</b>	<b>186</b>	<b>184</b>	<b>174</b>	<b>166</b>	
<b>Mean</b>	<b>219</b>	<b>222</b>	<b>211</b>	<b>202</b>	<b>191</b>	
<b>Small</b>						
Cassowary Coast	237	219	220	224	236	5.7
Goulburn Mulwaree	149	150	153	136	140	2.9
Southern Downs	157	152	100	104	106	2.5
Lismore	147	148	127	123	126	2.4
Busselton (W)	294	265	261	258	264	2.1
Bathurst	254	194	144	156	157	0.6
Whitsunday	319	268	304	276	277	0.3
Byron	199	200	200	199	199	0.0
Armidale	214	226	141	141	141	0.0
Aqwest-Bunbury (W)	242	240	245	236	236	0.0
WC (Albany)	176	169	169	164	163	-0.6

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
WC (Australind/Eaton)	288	283	289	283	281	-0.7
WC (Geraldton)	289	279	286	291	288	-0.9
Westernport Water	85	91	89	93	92	-0.9
Orange	186	166	163	160	158	-1.2
WC (Kal–Boulder) (W)	280	284	300	279	275	-1.4
P&W (Alice Springs)	448	457	451	432	420	-2.8
Ballina	179	183	173	168	161	-4.2
Livingstone	296	317	349	328	313	-4.5
Essential Energy	277	275	277	250	236	-5.6
Gympie	171	158	169	166	155	-7.0
Bega Valley	149	145	163	148	135	-8.8
Goldenfields Water (W)	287	305	288	230	209	-9.1
Western Downs	188	204	201	193	168	-13.0
Central Highlands	487	443	430	465	396	-14.9
Kempsey	159	147	146	175	125	-28.6
Snowy Monaro				125		
<b>Median</b>	<b>225</b>	<b>212</b>	<b>201</b>	<b>193</b>	<b>183</b>	
<b>Mean</b>	<b>237</b>	<b>229</b>	<b>225</b>	<b>215</b>	<b>210</b>	

Table A2 W26 – Total recycled water supplied (ML), by utility size group, 2017–18 to 2021–22

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
SA Water	29,421	32,312	26,400	28,565	35,291	23.5
Yarra Valley Water	2,601	2,473	2,427	2,851	3,069	7.6
South East Water	7,433	8,073	6,825	6,803	7,310	7.5
Sydney Water	42,833	44,020	46,919	37,669	37,693	0.1
Hunter Water	49,23	3,862	4,651	3,206	3,132	-2.3
WC (Perth)	12,100	9,817	20,681	22,579	21,759	-3.6
Barwon Water	5,655	5,998	4,683	3,951	3,642	-7.8
Icon Water	77	60	75	27	24	-11.1
Central Coast	1,042	674	825	631	550	-12.8
Urban Utilities	4,037	4,776	4,532	3,909	3,315	-15.2
Gold Coast	7,439	7,712	7,306	7,466	6,146	-17.7
Logan	461	625	789	582	217	-62.7
Unitywater	1,030	1,160	1,292	772	200	-74.1
Greater Western Water					6,233	
TasWater	5,605					
<b>Median</b>	<b>5,264</b>	<b>4,776</b>	<b>4,651</b>	<b>3,909</b>	<b>3,478</b>	
<b>Mean</b>	<b>8,904</b>	<b>9,351</b>	<b>9,800</b>	<b>9,155</b>	<b>9,184</b>	
<b>Large</b>						
Goulburn Valley Water	314	390	307	270	2,334	764.4
North East Water	8,432	7,955	8,093	8,443	10,628	25.9
Coliban Water	1,509	1,510	1,411	1,093	1,292	18.2
Townsville	1,283	1,367	1,383	1,358	1,517	11.7
Cairns	2,119	1,926	533	1,731	1,847	6.7
WC (Mandurah)	226	239	220	244	253	3.7
Central Highlands Water (Vic)	1,593	1,680	1,628	1,934	1,946	0.6
Redland City	89	94	121	100	96	-3.5
Gippsland Water	2,291	2,054	1,969	2,128	2,043	-4.0
Shoalhaven	2,289	2,185	2,218	1,642	1,135	-30.9
Toowoomba	1,743	2,597	2,105	1,809	713	-60.6
P&W (Darwin)	451	488	0	0	0	0.0
<b>Median</b>	<b>1,551</b>	<b>1,595</b>	<b>1,397</b>	<b>1,500</b>	<b>1,405</b>	
<b>Mean</b>	<b>1,862</b>	<b>1,874</b>	<b>1,666</b>	<b>1,729</b>	<b>1,984</b>	
<b>Medium</b>						
Wannon Water	1,779	2,008	1,725	1,454	1,858	27.8
Lower Murray Water	387	483	408	477	584	22.4
Tamworth	4,060	4,563	3,622	1,818	2,188	20.4
Wingecarribee	179	186	171	86	102	18.6

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Dubbo	3,043	2,448	2,159	1,483	1,732	16.8
East Gippsland Water	2,774	1,139	1,072	1,346	1,521	13.0
Wagga Wagga (S)	5,008	4,986	4,819	5,188	5,458	5.2
Albury	3,885	2,457	3,297	5,173	5,302	2.5
Fitzroy River Water	755	717	735	748	760	1.6
Mackay	4,263	4,263	4,034	446	446	0.0
South Gippsland Water	108	111	122	194	189	-2.6
Gladstone	3,166	3,174	2,494	3,812	3,603	-5.5
Fraser Coast	4,739	5,591	6,918	4,880	4,595	-5.8
MidCoast Council	1,290	1,432	1,398	685	593	-13.4
Bundaberg	352	533	585	531	447	-15.8
GWMWater	2,147	2,569	0	2,698	2,084	-22.8
Port Macquarie Hastings	400	440	610	384	291	-24.2
Queanbeyan	70	70	70	375	268	-28.5
Tweed	852	879	874	777	532	-31.5
Clarence Valley	376	376	386	332	216	-34.9
Coffs Harbour	1,650	965	1,281	774	474	-38.8
Eurobodalla	228	239	433	190	111	-41.6
Riverina Water (W)			0		0	
<b>Median</b>	<b>1,470</b>	<b>1,052</b>	<b>874</b>	<b>761</b>	<b>584</b>	
<b>Mean</b>	<b>1,887</b>	<b>1,801</b>	<b>1,618</b>	<b>1,539</b>	<b>1,450</b>	
<b>Small</b>						
Lismore	6	15	17	21	332	1,481.0
Southern Downs	1,298	1,279	894	863	2,013	133.3
Western Downs	1,073	1,075	1,105	754	695	-7.9
Westernport Water	85	109	76	83	106	27.7
P&W (Alice Springs)	1,146	1,001	927	1,019	1,148	12.7
WC (Bunbury) (S)	139	124	127	115	118	2.6
Livingstone	789	1,480	1047	836	852	1.9
WC (Busselton) (S)	247	287	254	272	273	0.4
WC (Australind/Eaton)	714	733	721	740	742	0.3
Kal-Boulder (S)	955	773	1,126	1,378	1,379	0.1
WC (Albany)	2,172	2,081	2,085	2,357	2,351	-0.3
Central Highlands	1,621	1,857	1,939	1,817	1,797	-1.1
Bathurst	674	691	762	788	761	-3.4
WC (Geraldton)	214	248	210	224	216	-3.6
Whitsunday	403	358	317	386	365	-5.6
Western Downs	1,073	1,075	1,105	754	695	-7.9
Essential Energy	662	484	617	499	444	-11.0

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Goulburn Mulwaree	1,618	1,533	237	338	260	-23.1
Ballina	623	782	688	748	573	-23.4
Snowy Monaro				87	66	-24.1
Armidale	1,263	1,188	846	484	361	-25.4
Gympie	108	111	97	93	68	-26.6
Kempsey	158	145	149	75	51	-32.0
Byron	629	642	516	493	302	-38.7
Bega Valley	680	628	762	407	213	-47.7
Orange	2,020	3,074	2,723	2,677	1,027	-61.6
Aqwest-Bunbury (W)	0	0		0	0	
Busseton (W)	0	0		0	0	
Cassowary Coast	0	0			0	
Goldenfields Water (W)			0		0	
Mount Barker					275	
WC (Kal–Boulder) (W)	0	0		0		
<b>Median</b>	<b>646</b>	<b>635</b>	<b>688</b>	<b>446</b>	<b>317</b>	
<b>Mean</b>	<b>689</b>	<b>739</b>	<b>730</b>	<b>627</b>	<b>560</b>	

Table A3 P8 – Typical annual bill (\$), by utility size group, 2017–18 to 2021–22

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
TasWater	1,266	1,295	1,281	1,244	1,232	-1.0
Central Coast	1,375	1,324	1,101	943	923	-2.1
Hunter Water	1,232	1,249	1,232	1,138	1,107	-2.7
SA Water	1,361	1,391	1,359	1,127	1,096	-2.8
WC (Perth)	1,602	1,664	1,705	1,669	1,620	-2.9
Gold Coast	1,707	1,711	1,774	1,720	1,661	-3.4
Sydney Water	1,232	1,186	1,192	1,067	1,027	-3.7
Barwon Water	1,106	1,126	1,095	1,078	1,028	-4.6
Unitywater	1,585	1,570	1,584	1,571	1,491	-5.1
Icon Water	1,278	1,227	1,242	1,149	1,089	-5.2
Logan	1,724	1,730	1,700	1,658	1,571	-5.2
Urban Utilities	1,391	1,406	1,473	1,476	1,370	-7.2
Yarra Valley Water	1,161	1,154	1,122	1,107	1,026	-7.3
South East Water	1,116	1,042	1,050	1,061	963	-9.2
Greater Western Water					929	
<b>Median</b>	<b>1,320</b>	<b>1,310</b>	<b>1,262</b>	<b>1,144</b>	<b>1,096</b>	
<b>Mean</b>	<b>1,367</b>	<b>1,362</b>	<b>1,351</b>	<b>1,286</b>	<b>1,209</b>	
<b>Large</b>						
Cairns	1,474	1,454	1,454	1,460	1,483	1.6
P&W (Darwin)	1,990	2,003	1,971	1,912	1,902	-0.5
WC (Mandurah)	1,782	1,833	1,866	1,827	1,795	-1.8
Townsville	1,673	1,677	1,688	1,701	1,670	-1.8
Redland City	1,593	1,618	1,621	1,755	1,708	-2.7
Gippsland Water	1,450	1,454	1,404	1,390	1,347	-3.1
Toowoomba	1,558	1,675	1,771	1,702	1,628	-4.3
Coliban Water	1,493	1,494	1,430	1,403	1,324	-5.6
Central Highlands Water (Vic)	1,359	1,355	1,307	1,271	1,193	-6.1
Shoalhaven	1,288	1,285	1,307	1,286	1,197	-6.9
Goulburn Valley Water	1,012	1,022	965	935	851	-9.0
North East Water	977	1,020	998	956	867	-9.3
<b>Median</b>	<b>1,484</b>	<b>1,474</b>	<b>1,442</b>	<b>1,432</b>	<b>1,415</b>	
<b>Mean</b>	<b>1,471</b>	<b>1,491</b>	<b>1,482</b>	<b>1,466</b>	<b>1,414</b>	
<b>Medium</b>						
Tamworth	1,643	1,579	1,424	1,469	1,466	-0.2
Clarence Valley	1,749	1,756	1,644	1,773	1,765	-0.5
Coffs Harbour	1,557	1,543	1,624	1,583	1,575	-0.5
Port Macquarie Hastings	1,663	1,631	1,618	1,666	1,645	-1.3

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Dubbo	1,919	1,828	1,568	1,561	1,523	-2.4
South Gippsland Water	1,075	1,077	1,062	1,109	1,076	-3.0
Eurobodalla	1,832	1,836	1,848	1,849	1,790	-3.2
Wingecarribee	1,489	1,470	1,501	1,437	1,388	-3.4
East Gippsland Water	1,333	1,273	1,261	1,246	1,199	-3.8
Mackay	1,568	1,598	1,615	1,608	1,545	-3.9
Lower Murray Water	1,058	1,082	1,072	1,026	979	-4.6
Fraser Coast	1,711	1,650	1,655	1,672	1,592	-4.8
Wannon Water	1,199	1,195	1,178	1,149	1,092	-5.0
Tweed	1,641	1,683	1,695	1,651	1,560	-5.5
Gladstone	1,605	1,779	1,825	1,876	1,763	-6.0
Fitzroy River Water	1,387	1,426	1,459	1,454	1,365	-6.1
Bundaberg	1,559	1,593	1,584	1,588	1,490	-6.2
GWMWater	1,493	1,463	1,451	1,406	1,319	-6.2
MidCoast Council	1,924	2,022	1,955	1,946	1,801	-7.5
Albury	1,322	1,326	1,294	1,212	1,119	-7.7
Queanbeyan	1,691	1,782	1,531	1,748	1,581	-9.6
<b>Median</b>	<b>1,568</b>	<b>1,593</b>	<b>1,568</b>	<b>1,583</b>	<b>1,523</b>	
<b>Mean</b>	<b>1,544</b>	<b>1,552</b>	<b>1,517</b>	<b>1,525</b>	<b>1,459</b>	
<b>Small</b>						
Southern Downs	1,679	1,677	1,590	1,523	1,598	4.9
Livingstone	1,795	1,745	1,829	1,831	1,861	1.6
Armidale	1,345	1,390	1,121	1,360	1,381	1.5
Bathurst	1,344	1,280	1,176	1,236	1,229	-0.6
Lismore	1,823	1,946	1,870	1,845	1,822	-1.2
Cassowary Coast	1,784	1,810	1,730	1,732	1,710	-1.3
Byron	2,032	1,938	1,968	2,093	2,064	-1.4
Westernport Water	1,262	1,265	1,211	1,232	1,210	-1.8
WC (Geraldton)	2,005	2,047	2,093	2,066	2,017	-2.4
WC (Albany)	1,816	1,869	1,891	1,842	1,797	-2.4
WC (Australind/Eaton)	1,948	2,001	2,043	1,983	1,929	-2.7
Orange	1,300	1,266	1,264	1,266	1,230	-2.8
P&W (Alice Springs)	2,158	2,166	2,134	2,061	1,994	-3.3
Goulburn Mulwaree	1,476	1,455	1,452	1,423	1,374	-3.4
Ballina	1,679	1,704	1,670	1,699	1,640	-3.5
Gympie	1,418	1,291	1,325	1,358	1,302	-4.1
Bega Valley	1,956	1,960	2,064	2,039	1,948	-4.5
Whitsunday	1,890	1,807	1,778	1,880	1,794	-4.6
Essential Energy	1,489	1,461	1,449	1,404	1,333	-5.1



Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Kempsey	1,817	1,866	2,035	2,123	2,010	-5.3
Western Downs	1,524	1,548	1,514	1,507	1,412	-6.3
Central Highlands	2,039	2,065	2,092	2,221	2,080	-6.3
Mount Barker					975	
Snowy Monaro				1,634		
<b>Median</b>	<b>1,790</b>	<b>1,776</b>	<b>1,754</b>	<b>1,732</b>	<b>1,710</b>	
<b>Mean</b>	<b>1,708</b>	<b>1,707</b>	<b>1,695</b>	<b>1,711</b>	<b>1,640</b>	

Table A4 P7 – Annual bill based on 200 kL (\$), by utility size group, 2017–18 to 2021–22

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
TasWater	1,275	1,306	1,289	1,268	1,256	-0.9
Central Coast	1,452	1,428	1,249	1,033	1,014	-1.8
Urban Utilities	1,586	1,604	1,628	1,650	1,615	-2.1
Sydney Water	1,198	1,187	1,217	1,101	1,075	-2.4
Icon Water	1,288	1,223	1,230	1,211	1,182	-2.4
South East Water	1,360	1,233	1,257	1,189	1,158	-2.6
Hunter Water	1,279	1,311	1,343	1,265	1,231	-2.7
Logan	1,960	1,929	1,924	1,922	1,865	-3.0
WC (Perth)	1,555	1,616	1,635	1,600	1,551	-3.1
SA Water	1,397	1,399	1,394	1,151	1,115	-3.1
Unitywater	1,860	1,854	1,860	1,860	1,797	-3.4
Gold Coast	1,877	1,867	1,866	1,858	1,779	-4.3
Barwon Water	1,199	1,185	1,180	1,171	1,118	-4.5
Yarra Valley Water	1,402	1,343	1,334	1,310	1,213	-7.4
Greater Western Water					1,112	
<b>Median</b>	<b>1,400</b>	<b>1,371</b>	<b>1,338</b>	<b>1,266</b>	<b>1,213</b>	
<b>Mean</b>	<b>1,478</b>	<b>1,463</b>	<b>1,458</b>	<b>1,399</b>	<b>1,339</b>	
<b>Large</b>						
Cairns	1,407	1,384	1,397	1,389	1,397	0.6
Redland City	1,716	1,728	1,767	1,818	1,808	-0.6
Townsville	1,673	1,677	1,688	1,701	1,670	-1.8
Gippsland Water	1,521	1,506	1,490	1,471	1,444	-1.8
Shoalhaven	1,369	1,383	1,389	1,367	1,340	-2.0
P&W (Darwin)	1,634	1,625	1,611	1,585	1,553	-2.0
Toowoomba	1,679	1,782	1,822	1,849	1,810	-2.1
WC (Mandurah)	1,743	1,803	1,815	1,776	1,738	-2.1
North East Water	958	964	961	958	919	-4.1
Coliban Water	1,493	1,469	1,443	1,419	1,343	-5.4
Central Highlands Water (Vic)	1,456	1,446	1,417	1,391	1,309	-5.9
Goulburn Valley Water	929	913	888	863	806	-6.6
<b>Median</b>	<b>1,507</b>	<b>1,488</b>	<b>1,466</b>	<b>1,445</b>	<b>1,420</b>	
<b>Mean</b>	<b>1,465</b>	<b>1,473</b>	<b>1,474</b>	<b>1,466</b>	<b>1,428</b>	
<b>Medium</b>						
Clarence Valley	1,868	1,866	1,870	1,869	1,863	-0.3
Port Macquarie Hastings	1,749	1,755	1,799	1,824	1,815	-0.5
Fraser Coast	1,782	1,678	1,715	1,698	1,682	-0.9
Fitzroy River Water	1,253	1,254	1,264	1,281	1,268	-1.0

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Coffs Harbour	1,648	1,688	1,782	1,783	1,760	-1.3
Gladstone	1,722	1,694	1,705	1,740	1,714	-1.5
Bundaberg	1,543	1,537	1,537	1,532	1,508	-1.6
Mackay	1,584	1,591	1,602	1,600	1,571	-1.8
Dubbo	1,517	1,532	1,552	1,566	1,536	-1.9
South Gippsland Water	1,229	1,232	1,218	1,274	1,249	-2.0
Wingecarribee	1,458	1,458	1,467	1,480	1,447	-2.2
Tamworth	1,493	1,503	1,523	1,537	1,502	-2.3
Eurobodalla	2,131	2,140	2,155	2,172	2,120	-2.4
Queanbeyan	1,830	1,956	2,467	2,069	2,017	-2.5
Tweed	1,716	2,610		3,171	3,085	-2.7
East Gippsland Water	1,435	1,398	1,384	1,372	1,321	-3.7
MidCoast Council	2,133	2,197	2,168	2,171	2,085	-4.0
Albury	1,234	1,220	1,204	1,184	1,134	-4.2
Lower Murray Water	843	842	834	826	787	-4.7
Wannon Water	1,329	1,329	1,296	1,267	1,203	-5.1
GWMWater	1,438	1,408	1,388	1,366	1,282	-6.1
<b>Median</b>	<b>1,543</b>	<b>1,537</b>	<b>1,544</b>	<b>1,566</b>	<b>1,536</b>	
<b>Mean</b>	<b>1,568</b>	<b>1,614</b>	<b>1,596</b>	<b>1,656</b>	<b>1,617</b>	
<b>Small</b>						
Livingstone	1,707	1,745	1,759	1,731	1,835	6.0
Kempsey	1,924	2,009	2,185	2,194	2,230	1.6
Central Highlands	1,428	1,597	1,643	1,648	1,665	1.0
Armidale	1,205	1,323	1,353	1,635	1,650	0.9
Southern Downs	1,758	1,773	1,812	1,813	1,821	0.4
Whitsunday	1,654	1,664	1,685	1,718	1,710	-0.5
Bathurst	1,226	1,296	1,309	1,343	1,334	-0.7
Lismore	2,029	2,164	2,182	2,174	2,149	-1.1
Byron	2,036	2,039	2,072	2,096	2,067	-1.4
Gympie	1,453	1,344	1,351	1,381	1,356	-1.8
P&W (Alice Springs)	1,634	1,625	1,611	1,585	1,553	-2.0
Cassowary Coast	1,751	1,799	1,712	1,709	1,674	-2.0
WC (Geraldton)	1,786	1,845	1,870	1,837	1,799	-2.1
Westernport Water	1,516	1,505	1,485	1,472	1,438	-2.3
WC (Albany)	1,874	1,948	1,971	1,934	1,889	-2.3
Orange	1,337	1,354	1,360	1,369	1,337	-2.3
Bega Valley	2,114	2,133	2,184	2,206	2,154	-2.4
Snowy Monaro				1,897	1,852	-2.4
Ballina	1,742	1,748	1,737	1,782	1,739	-2.4

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
WC (Australind/Eaton)	1,733	1,789	1,813	1,776	1,729	-2.6
Essential Energy	1,337	1,315	1,300	1,308	1,265	-3.3
Western Downs	1,495	1,454	1,485	1,499	1,438	-4.1
Goulburn Mulwaree	1,631	1,605	1,593	1,616	1,547	-4.3
Mount Barker					975	
<b>Median</b>	<b>1,680</b>	<b>1,704</b>	<b>1,698</b>	<b>1,718</b>	<b>1,692</b>	
<b>Mean</b>	<b>1,653</b>	<b>1,685</b>	<b>1,703</b>	<b>1,727</b>	<b>1,675</b>	

Table A5 F16 – Total capital expenditure: water and wastewater (\$'000s), by utility size group, 2017–18 to 2021–22

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
Central Coast	27,308	29,050	3,971	0	36,723	
TasWater	168,552	118,131	136,122	171,919	219,707	27.8
Sydney Water	859,575	934,342	953,131	963,073	1,216,441	26.3
Logan	90,814	108,975	142,262	90,410	107,995	19.5
Unitywater	142,730	105,621	137,027	142,135	162,325	14.2
Gold Coast	65,909	82,448	118,822	145,631	161,825	11.1
SA Water	400,996	592,835	599,567	500,734	463,437	-7.4
WC (Perth)	517,241	496,054	423,209	387,882	345,529	-10.9
Hunter Water	89,099	110,689	158,412	153,692	134,422	-12.5
Urban Utilities	242,631	288,782	327,417	345,058	283,067	-18.0
Yarra Valley Water	308,590	336,409	355,851	347,661	282,000	-18.9
Barwon Water	72,271	87,148	82,192	68,773	53,175	-22.7
South East Water	164,443	223,121	276,123	249,216	183,370	-26.4
Icon Water	96,091	94,799	108,435	91,111	66,895	-26.6
Greater Western Water					155,304	
<b>Median</b>	<b>153,586</b>	<b>114,410</b>	<b>150,337</b>	<b>162,806</b>	<b>162,325</b>	
<b>Mean</b>	<b>231,875</b>	<b>257,743</b>	<b>273,039</b>	<b>261,235</b>	<b>258,148</b>	
<b>Large</b>						
Townsville	85,926	57,861	63,271	53,014	87,643	65.3
Coliban Water	22,303	21,834	28,870	32,483	44,000	35.5
North East Water	19,890	15,364	25,447	26,618	31,569	18.6
P&W (Darwin)	49,743	36,012	21,727	21,482	25,053	16.6
Shoalhaven	137,665	43,418	25,704	26,053	26,688	2.4
Goulburn Valley Water	30,606	34,762	40,342	39,793	38,099	-4.3
Central Highlands Water (Vic)	19,051	24,470	19,793	21,626	20,548	-5.0
Cairns	39,658	51,497	48,609	46,000	40,037	-13.0
Toowoomba	27,172	35,639	28,647	51,791	40,424	-21.9
WC (Mandurah)	20,229	17,184	17,336	17,712	12,451	-29.7
Gippsland Water	43,173	42,482	48,055	58,897	38,240	-35.1
Redland City	6,571	2,478	3,913	10,212	3,472	-66.0
<b>Median</b>	<b>28,889</b>	<b>35,200</b>	<b>27,176</b>	<b>29,550</b>	<b>34,834</b>	
<b>Mean</b>	<b>41,832</b>	<b>31,917</b>	<b>30,976</b>	<b>33,807</b>	<b>34,019</b>	
<b>Medium</b>						
Dubbo	1,405	259	0	73	3,199	4,282.2
Port Macquarie Hastings	21,053	33,588	4,186	19,177	42,809	123.2
Lower Murray Water	13,748	14,124	10,171	15,301	25,703	68.0
Fitzroy River Water	18,614	16,400	11,492	13,241	20,270	53.1

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Mackay	13,379	22,012	26,375	18,286	22,187	21.3
Eurobodalla	21,889	16,321	14,632	24,208	26,112	7.9
Wingecarribee	18,272	17,806	17,289	19,600	19,794	1.0
GWMWater	17,565	21,082	14,870	12,332	12,183	-1.2
Coffs Harbour	7,679	10,361	6,563	3,247	3,049	-6.1
Tweed	9,082	10,356	13,000	16,358	13,083	-20.0
Gladstone	29,156	16,442	14,469	20,027	15,274	-23.7
East Gippsland Water	9,137	11,902	18,251	12,011	8,850	-26.3
South Gippsland Water	32,299	18,029	22,818	21,556	15,526	-28.0
Wannon Water	20,534	22,651	30,183	19,060	13,010	-31.7
Fraser Coast	21,285	24,017	22,342	31,696	19,978	-37.0
Albury	5,867	10,941	8,087	7,102	4,284	-39.7
Bundaberg	29,451	10,322	18,163	23,960	13,724	-42.7
Tamworth	11,254	8,411	23,132	22,023	10,144	-53.9
Queanbeyan	13,199	10,854	13,952	4,620	458	-90.1
Clarence Valley	4,703	8,561	7,234			
MidCoast Council	16,834	11,840	5,510	17,018		
<b>Median</b>	<b>16,834</b>	<b>14,124</b>	<b>14,469</b>	<b>17,652</b>	<b>13,724</b>	
<b>Mean</b>	<b>16,019</b>	<b>15,061</b>	<b>14,415</b>	<b>16,045</b>	<b>15,244</b>	
<b>Small</b>						
Snowy Monaro				0	17,623	
Livingstone	7,409	15,018	5,620	3,697	7,877	113.1
Orange	0	2,001	0	673	1,269	88.6
Cassowary Coast	12,655	9,257	15,746	7,503	9,147	21.9
Central Highlands	18,071	11,370	4,460	10,205	12,307	20.6
Ballina	17,561	19,450	8,535	8,497	9,339	9.9
P&W (Alice Springs)	7,050	6,823	9,237	8,411	8,905	5.9
Gympie	3,359	4,887	5,429	4,902	4,966	1.3
Westernport Water	5,040	5,036	7,085	9,865	8,468	-14.2
Goulburn Mulwaree	24,654	8,483	7,627	11,907	10,207	-14.3
WC (Albany)	22,039	7,075	9,743	12,729	10,692	-16.0
Western Downs	4,832	4,569	27,266	5,863	4,520	-22.9
Southern Downs	9,232	8,641	8,393	10,055	7,639	-24.0
WC (Australind/Eaton)	6,397	5,937	5,175	8,874	6,504	-26.7
Bathurst	9,114	9,965	12,051	8,342	5,761	-30.9
Whitsunday	10,491	5,933	27,266	12,448	7,184	-42.3
Armidale	3,373	2,480	0	3,859	2,143	-44.5
Kempsey	8,927	6,025	4,028	8,313	4,154	-50.0
WC (Geraldton)	10,005	13,434	20,016	14,986	7,203	-51.9

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Byron	2,025	5,676	3,166	5,135	0	-100.0
Bega Valley	795	12,641	2,405	8,428		
Essential Energy			8,420	10,092		
Lismore	22,837	12,135	8,593	8,081		
Mount Barker					6,533	
<b>Median</b>	<b>8,927</b>	<b>7,075</b>	<b>8,010</b>	<b>8,411</b>	<b>7,203</b>	
<b>Mean</b>	<b>9,803</b>	<b>8,421</b>	<b>9,103</b>	<b>7,951</b>	<b>7,259</b>	

Table A6 F28 – Capital expenditure: water (\$/property), by utility size group, 2017–18 to 2021–22

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
Central Coast	19	96	8	0	86	
Hunter Water	207	283	210	117	229	96.5
Gold Coast	66	57	84	80	130	62.0
TasWater	526	362	362	510	802	57.2
Unitywater	98	82	142	126	156	24.1
Sydney Water	105	105	150	174	206	18.2
Logan	290	250	187	167	174	4.2
South East Water	59	70	82	83	78	-6.0
WC (Perth)	344	341	286	251	213	-15.2
Yarra Valley Water	137	165	170	161	130	-19.1
SA Water	332	458	552	487	392	-19.5
Urban Utilities	169	166	188	180	143	-20.4
Barwon Water	249	262	262	212	155	-26.7
Icon Water	165	188	266	208	79	-62.1
Greater Western Water					139	
<b>Median</b>	<b>167</b>	<b>177</b>	<b>188</b>	<b>171</b>	<b>155</b>	
<b>Mean</b>	<b>198</b>	<b>206</b>	<b>211</b>	<b>197</b>	<b>208</b>	
<b>Large</b>						
Coliban Water	186	148	213	209	392	87.6
Townsville	427	185	318	401	701	74.9
P&W (Darwin)	294	280	261	206	310	50.5
Gippsland Water	346	229	269	175	228	30.0
WC (Mandurah)	225	235	257	148	140	-5.0
Goulburn Valley Water	328	320	340	340	320	-5.7
Cairns	359	370	300	309	257	-16.7
Redland City	18	11	10	16	14	-17.0
Shoalhaven	320	742	177	226	173	-23.3
North East Water	230	153	233	295	222	-24.6
Toowoomba	241	384	279	612	453	-26.0
Central Highlands Water (Vic)	177	198	128	103	60	-41.7
<b>Median</b>	<b>268</b>	<b>232</b>	<b>259</b>	<b>217</b>	<b>242</b>	
<b>Mean</b>	<b>263</b>	<b>271</b>	<b>232</b>	<b>253</b>	<b>273</b>	
<b>Medium</b>						
Dubbo	45	9	0	0	76	
Lower Murray Water	290	221	163	242	561	131.7
Port Macquarie Hastings	270	448	58	334	738	120.7
Mackay	247	232	149	176	323	83.6



Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Fitzroy River Water	300	277	223	208	312	50.4
Wingecarribee	358	390	427	368	535	45.5
GWMWater	424	508	379	226	262	16.2
Wannon Water	222	152	180	192	221	15.4
Coffs Harbour	173	114	103	41	42	3.1
Gladstone	849	181	109	251	241	-4.0
Albury	138	252	183	156	124	-20.5
Eurobodalla	436	272	202	392	299	-23.6
Tweed	120	183	234	295	212	-28.0
South Gippsland Water	1,489	508	556	579	380	-34.4
Fraser Coast	323	326	370	333	187	-43.7
Bundaberg	163	127	440	625	285	-54.5
East Gippsland Water	237	292	565	403	171	-57.5
Tamworth	213	210	705	872	245	-71.9
Queanbeyan	161	82	81	193	10	-94.8
Clarence Valley	139	170	188			
MidCoast Council	353	161	48	203		
<b>Median</b>	<b>247</b>	<b>221</b>	<b>188</b>	<b>246</b>	<b>245</b>	
<b>Mean</b>	<b>331</b>	<b>244</b>	<b>255</b>	<b>304</b>	<b>275</b>	
<b>Small</b>						
Armidale	146	126	0	0	181	
Snowy Monaro				0	207	
Livingstone	305	145	113	97	160	65.3
Ballina	271	228	205	130	162	25.1
Cassowary Coast	716	543	800	360	426	18.3
P&W (Alice Springs)	548	435	602	511	578	13.2
Central Highlands	105	115	231	619	689	11.3
Western Downs	369	261	773	258	236	-8.5
Orange	0	74	0	37	32	-12.5
WC (Albany)	463	136	234	551	428	-22.2
Kempsey	319	297	159	249	190	-23.4
Southern Downs	630	685	497	464	328	-29.3
Whitsunday	263	344	773	684	477	-30.3
Westernport Water	157	141	212	291	196	-32.8
Bathurst	380	294	566	391	253	-35.2
Goulburn Mulwaree	309	288	327	459	275	-40.1
Gympie	158	198	199	261	149	-42.9
WC (Geraldton)	437	587	562	696	288	-58.6
WC (Australind/Eaton)	397	257	181	503	153	-69.5

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Byron	148	228	149	116	0	-100.0
Bega Valley	23		56	368		
Essential Energy	0		702	797		
Lismore	317	210	312	278		
<b>Median</b>	<b>307</b>	<b>243</b>	<b>233</b>	<b>360</b>	<b>222</b>	
<b>Mean</b>	<b>294</b>	<b>280</b>	<b>348</b>	<b>353</b>	<b>270</b>	

Table A7 F29 – Capital expenditure: wastewater (\$/property), by utility size group, 2017–18 to 2021–22

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
Central Coast	187	123	22	0	189	
SA Water	229	372	250	156	218	39.9
Sydney Water	337	366	322	296	381	28.8
Logan	558	728	1,064	597	718	20.3
Unitywater	384	267	294	321	347	8.0
Gold Coast	197	268	381	482	488	1.2
Icon Water	389	353	319	268	262	-2.1
WC (Perth)	284	253	214	201	186	-7.4
Urban Utilities	236	309	339	364	296	-18.7
Yarra Valley Water	267	263	272	263	208	-20.7
Barwon Water	233	307	258	210	164	-21.8
TasWater	329	231	321	331	234	-29.2
South East Water	163	224	276	235	152	-35.4
Hunter Water	157	160	422	492	287	-41.6
Greater Western Water					122	
<b>Median</b>	<b>251</b>	<b>268</b>	<b>306</b>	<b>282</b>	<b>234</b>	
<b>Mean</b>	<b>282</b>	<b>302</b>	<b>340</b>	<b>301</b>	<b>284</b>	
<b>Large</b>						
North East Water	175	157	275	220	389	77.2
Townsville	666	563	477	237	339	43.4
Central Highlands Water (Vic)	113	170	169	218	241	10.9
Shoalhaven	2,660	162	398	343	376	9.8
Toowoomba	233	220	206	202	201	-0.6
Goulburn Valley Water	219	299	373	350	330	-5.8
Cairns	193	334	354	311	278	-10.5
Coliban Water	122	152	174	222	173	-22.0
P&W (Darwin)	548	326	101	153	107	-30.0
WC (Mandurah)	223	132	105	235	118	-49.9
Gippsland Water	304	412	445	695	315	-54.6
Redland City	100	32	58	169	47	-72.0
<b>Median</b>	<b>221</b>	<b>195</b>	<b>240</b>	<b>228</b>	<b>260</b>	
<b>Mean</b>	<b>463</b>	<b>247</b>	<b>261</b>	<b>279</b>	<b>243</b>	
<b>Medium</b>						
Dubbo	22		0	4	82	1,862.8
Tamworth	303	184	341	86	215	151.0
Port Macquarie Hastings	453	695	80	271	616	127.9
East Gippsland Water	177	242	219	97	217	123.6

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Fitzroy River Water	294	245	139	211	326	54.2
Bundaberg	1,070	234	139	122	167	37.5
Eurobodalla	704	597	580	883	1,102	24.8
Queanbeyan	459	419	467	9	10	3.6
Coffs Harbour	133	304	153	84	76	-9.0
Tweed	162	141	170	207	187	-9.6
Lower Murray Water	134	223	153	227	195	-14.2
Mackay	47	265	462	231	179	-22.8
South Gippsland Water	110	411	603	489	375	-23.2
GWMWater	159	192	105	190	141	-25.8
Wingecarribee	669	610	518	716	508	-29.1
Fraser Coast	286	357	237	537	353	-34.2
Gladstone	293	435	485	564	370	-34.4
Albury	97	191	149	135	47	-65.4
Wannon Water	298	433	599	281	83	-70.4
Clarence Valley	116	345	136			
MidCoast Council	67	165	107	244		
<b>Median</b>	<b>177</b>	<b>285</b>	<b>170</b>	<b>219</b>	<b>195</b>	
<b>Mean</b>	<b>288</b>	<b>334</b>	<b>278</b>	<b>279</b>	<b>276</b>	
<b>Small</b>						
Armidale	218	129	0	0	18	
Snowy Monaro				0	1,867	
Orange	0	41	0	0	40	
Gympie	115	190	211	93	222	138.7
Livingstone	321	1,259	388	224	526	135.3
WC (Australind/Eaton)	132	259	277	213	431	102.7
Cassowary Coast	539	348	839	376	551	46.6
Central Highlands	1,717	1,010	152	268	392	46.4
WC (Geraldton)	125	164	741	109	119	9.9
Goulburn Mulwaree	1,876	476	333	561	600	7.0
Ballina	898	1,132	376	451	462	2.4
Westernport Water	162	171	217	290	294	1.3
WC (Albany)	1,167	381	451	252	251	-0.3
Bathurst	169	309	143	95	80	-15.8
Southern Downs	234	48	268	522	419	-19.9
P&W (Alice Springs)	18	124	154	181	136	-24.8
Western Downs	67	179	1,375	331	210	-36.4
Kempsey	485	247	203	522	156	-70.1
Whitsunday	555	76	1,375	214	21	-90.0

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Byron	41	345	160	378	0	-100.0
Bega Valley	38	644	139	281		
Essential Energy			117	190		
Lismore	1,361	791	324	320		
Mount Barker					465	
<b>Median</b>	<b>218</b>	<b>259</b>	<b>243</b>	<b>252</b>	<b>251</b>	
<b>Mean</b>	<b>488</b>	<b>396</b>	<b>375</b>	<b>255</b>	<b>346</b>	

**Table A8 F13 – Combined operating cost: water and wastewater (\$/property), by utility size group, 2017–18 to 2021–22**

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
WC (Perth)	656	589	659	630	675	7.2
Barwon Water	728	746	749	662	696	5.2
SA Water	716	751	681	703	721	2.5
Icon Water	1,089	1,059	1,008	912	890	-2.4
Unitywater	1,106	1,127	1,098	1,070	1,044	-2.4
Sydney Water	726	774	776	707	688	-2.7
TasWater	980	1,051	1,064	1,014	978	-3.5
Urban Utilities	1,266	1,327	1,351	1,251	1,206	-3.6
Hunter Water	697	704	726	675	650	-3.7
Gold Coast	1,286	1,284	1,304	1,312	1,253	-4.5
South East Water	923	930	935	900	854	-5.1
Yarra Valley Water	938	930	920	888	813	-8.4
Logan	1,207	1,249	1,284	1,220	1,112	-8.9
Central Coast	663	712	795	753	595	-21.0
Greater Western Water					1,030	
<b>Median</b>	<b>930</b>	<b>930</b>	<b>927</b>	<b>894</b>	<b>854</b>	
<b>Mean</b>	<b>927</b>	<b>945</b>	<b>954</b>	<b>907</b>	<b>880</b>	
<b>Large</b>						
North East Water	956	923	982	926	1,113	20.1
Townsville	1,096	1,169	1,463	1,338	1,522	13.8
Goulburn Valley Water	969	960	1,046	1,001	1,083	8.2
WC (Mandurah)	681	624	674	625	658	5.4
Coliban Water	892	954	960	932	944	1.3
Gippsland Water	1,332	1,344	1,338	1,263	1,216	-3.7
Redland City	1,032	1,111	1,031	1,178	1,128	-4.2
Cairns	754	756	746	744	711	-4.4
Central Highlands Water (Vic)	1,037	1,105	1,075	1,022	971	-5.0
Toowoomba	822	862	1,034	959	908	-5.4
Shoalhaven	853	964	1,042	1,040	950	-8.7
P&W (Darwin)	1,006	953	1,269	1,198	943	-21.3
<b>Median</b>	<b>962</b>	<b>957</b>	<b>1,038</b>	<b>1,011</b>	<b>961</b>	
<b>Mean</b>	<b>952</b>	<b>977</b>	<b>1,055</b>	<b>1,019</b>	<b>1,012</b>	
<b>Medium</b>						
Fitzroy River Water	709	724	705	711	875	23.1
Mackay	1,095	1,264	1,204	1,066	1,235	15.9
Wannon Water	1,057	1,034	1,017	1,009	1,126	11.6

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Lower Murray Water	825	791	759	806	830	2.9
Fraser Coast	1,096	970	856	819	841	2.7
Queanbeyan	1,488	1,341	1,314	1,416	1,435	1.3
GWMWater	1,085	1,037	842	764	771	1.0
Tamworth	1,106	1,101	1,114	1,291	1,285	-0.4
Port Macquarie Hastings	1,050	977	1,071	1,032	1,001	-3.0
Wingecarribee	976	978	1,021	1,013	980	-3.2
Eurobodalla	1,158	1,163	1,228	1,284	1,218	-5.1
Bundaberg	898	888	881	891	842	-5.5
Coffs Harbour	1,097	1,075	946	1,001	944	-5.6
Tweed	1,086	1,112	1,156	1,132	1,057	-6.6
Dubbo	991	1,069	1,034	1,090	998	-8.5
South Gippsland Water	963	1,186	1,076	1,150	1,035	-10.0
East Gippsland Water	1,008	972	899	1,087	879	-19.2
Gladstone	1,684	1,370	1,380	2,086	1,445	-30.7
Albury	756	821	900		786	
Clarence Valley	895	857	761			
MidCoast Council	1,072	1,300	1,097	1,074		
<b>Median</b>	<b>1,057</b>	<b>1,037</b>	<b>1,021</b>	<b>1,066</b>	<b>998</b>	
<b>Mean</b>	<b>1,052</b>	<b>1,049</b>	<b>1,012</b>	<b>1,091</b>	<b>1,031</b>	
<b>Small</b>						
Snowy Monaro				0	1,443	
WC (Australind/Eaton)	747	721	739		691	22.0
Goulburn Mulwaree	824	813	1,129	877	1,031	17.5
WC (Albany)	790	719	740	745	832	11.6
Central Highlands	988	820	776	1,068	1,190	11.4
Westernport Water	1,093	1,072	1,089	1,025	1,118	9.0
Kempsey	1,095	1,337	1,269	1,184	1,276	7.8
Bathurst	1,330	1,243	1,407	1,345	1,446	7.5
WC (Geraldton)	676	677	688	724	724	0.0
Gympie	369	289	588	758	750	-1.1
Byron	1,640	1,857	1,898	1,936	1,915	-1.1
Ballina	1,342	1,419	1,482	1,442	1,417	-1.7
Livingstone	907	1,287	1,352	1,206	1,175	-2.6
Orange	874	938	892	875	834	-4.7
Western Downs	842	1,023	1,033	1,056	977	-7.4
Cassowary Coast	1,123	1,095	716	771	682	-11.5
Whitsunday	1,468	1,803	1,778	1,671	1,451	-13.2
P&W (Alice Springs)	1,289	1,274	1,651	1,431	1,097	-23.3

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Essential Energy			4,249	1,902	1,440	-24.3
Southern Downs	1,155	1,263	1,525	1,742	1,101	-36.8
Armidale	1,215	1,281	1,532	1,163		
Bega Valley	1,464	1,508	1,611	1,610		
Lismore	1,190	1,269	1,285	1,337		
<b>Median</b>	<b>1,095</b>	<b>1,243</b>	<b>1,277</b>	<b>1,163</b>	<b>1,109</b>	
<b>Mean</b>	<b>1,068</b>	<b>1,129</b>	<b>1,338</b>	<b>1,155</b>	<b>1,137</b>	



Table A9 F8 – Revenue from community service obligations (%), by utility size group, 2017–18 to 2021–22

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
Gold Coast	0.0000	0.0000	0.0000	0.0040	0.0043	7.5
WC (Perth)	0.0622	0.0663	0.0590	0.0630	0.0677	7.5
Sydney Water	0.0505	0.0498	0.0511	0.0481	0.0487	1.2
SA Water	0.1063	0.0929	0.1190	0.1103	0.1104	0.1
Yarra Valley Water	0.0500	0.0464	0.0487	0.0539	0.0536	-0.6
South East Water	0.0430	0.0410	0.0439	0.0488	0.0479	-1.8
Unitywater	0.0082	0.0080	0.0080	0.0080	0.0077	-3.7
Hunter Water	0.0421	0.0440	0.0522	0.0499	0.0473	-5.2
TasWater	0.0247	0.0231	0.0578	0.0245	0.0229	-6.5
Barwon Water	0.0000	0.0448	0.0435	0.0455	0.0425	-6.6
Icon Water	0.0199	0.0157	0.0176	0.0251	0.0205	-18.3
Central Coast	0.0130	0.0130	0.0132		0.0150	
Greater Western Water					0.0346	
Logan	0.0000	0.0000	0.0000	0.0000	0.0000	
Urban Utilities	0.0000	0.0000	0.0000	0.0000	0.0000	
<b>Median</b>	<b>0.0223</b>	<b>0.0321</b>	<b>0.0437</b>	<b>0.0455</b>	<b>0.0346</b>	
<b>Mean</b>	<b>0.0300</b>	<b>0.0318</b>	<b>0.0367</b>	<b>0.0370</b>	<b>0.0349</b>	
<b>Large</b>						
Redland City	0.0033	0.0036	0.0040	0.0030	0.0036	20.0
Toowoomba	0.0000	0.0000	0.0120	0.0080	0.0086	7.5
Gippsland Water	0.0445	0.0415	0.0475	0.0427	0.0446	4.4
North East Water	0.0624	0.0610	0.0630	0.0626	0.0639	2.1
Shoalhaven	0.0122	0.0126	0.0120	0.0110	0.0110	0.0
Goulburn Valley Water	0.0547	0.0533	0.0540	0.0601	0.0597	-0.7
Coliban Water	0.0403	0.0407	0.0413	0.0456	0.0449	-1.5
WC (Mandurah)	-0.4077	-0.1263	-0.2344	-0.1405	-0.1341	-4.6
Townsville	0.0104	0.0145	0.0150	0.0160	0.0151	-5.6
Central Highlands Water (Vic)	0.0553	0.0500	0.0513	0.0536	0.0473	-11.8
Cairns	0.0286	0.0258	0.0250	0.0220	0.0174	-20.9
P&W (Darwin)	0.0265	0.0230	0.0206	0.0346	0.0206	-40.5
<b>Median</b>	<b>0.0275</b>	<b>0.0244</b>	<b>0.0228</b>	<b>0.0283</b>	<b>0.0190</b>	
<b>Mean</b>	<b>-0.0058</b>	<b>0.0166</b>	<b>0.0093</b>	<b>0.0182</b>	<b>0.0169</b>	
<b>Medium</b>						
Eurobodalla	0.0091	0.0089	0.0090	0.0090	0.0094	4.4
East Gippsland Water	0.0625	0.0647	0.0630	0.0639	0.0666	4.2
South Gippsland Water	0.0602	0.0567	0.0575	0.0514	0.0534	3.9
Lower Murray Water	0.0554	0.0534	0.0591	0.0481	0.0490	1.9

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Fraser Coast	0.0090	0.0094	0.0070	0.0070	0.0071	1.4
Mackay	0.0021	0.0021	0.0020	0.0020	0.0020	0.0
Coffs Harbour	0.0086	0.0081	0.0040	0.0040	0.0040	0.0
Tweed	0.0103	0.0110	0.0110	0.0100	0.0100	0.0
Wingecarribee	0.0065	0.0075	0.0080	0.0080	0.0080	0.0
Wannon Water	0.0477	0.0516	0.0474	0.0522	0.0508	-2.7
GWMWater	0.0652	0.0650	0.0678	0.0721	0.0673	-6.7
Gladstone	0.0000	0.0000	0.0090	0.0100	0.0088	-12.0
Tamworth	0.0086	0.0082	0.0090	0.0080	0.0070	-12.5
Port Macquarie Hastings	0.0080	0.0097	0.0110	0.0100	0.0084	-16.0
Fitzroy River Water	0.0112	0.0101	0.0110	0.0110	0.008	-27.3
Queanbeyan	0.0039	0.0041	0.0040	0.0040	0.0026	-35.0
Bundaberg	0.0359	0.0256	0.0310	0.0370	0.0177	-52.2
Albury	0.0074	0.0071	0.0080		0.0088	
Clarence Valley	0.0116	0.0117	0.0100			
Dubbo	0.0048	0.0110	0.0050	0.0050		
MidCoast Council	0.0105	0.0100	0.0110	0.0110		
<b>Median</b>	<b>0.0091</b>	<b>0.0100</b>	<b>0.0100</b>	<b>0.0100</b>	<b>0.0088</b>	
<b>Mean</b>	<b>0.0209</b>	<b>0.0208</b>	<b>0.0212</b>	<b>0.0223</b>	<b>0.0216</b>	
<b>Small</b>						
WC (Australind/Eaton)	0.1433	0.0199	-0.0315	-0.0059	-0.0388	557.6
Western Downs	0.5918	0.0000	0.0930	0.0530	0.0684	29.1
Goulburn Mulwaree	0.0055	0.0066	0.0070	0.0060	0.0070	18.3
Ballina	0.0075	0.0081	0.0090	0.0070	0.0080	14.3
Westernport Water	0.0327	0.0366	0.0337	0.0357	0.0388	8.7
Byron	0.0054	0.0055	0.0060	0.0050	0.0053	6.0
Bathurst	0.0059	0.0064	0.0070	0.0070	0.0070	0.0
Essential Energy			0.0090	0.0170	0.0170	0.0
Orange	0.0081	0.0086	0.0090	0.0080	0.0080	0.0
P&W (Alice Springs)	0.1403	0.1388	0.1309	0.1581	0.1413	-10.6
Kempsey	0.0114	0.0104	0.0090	0.0090	0.0077	-14.4
Gympie	0.0220	0.0220	0.0070	0.0240	0.0153	-36.3
Whitsunday	0.0450	0.1096	0.0930	0.0890	0.0498	-44.0
WC (Geraldton)	-1.3171	-1.3687	-0.9320	-1.0678	-0.4408	-58.7
WC (Albany)	0.0385	-0.1791	-0.0842	-0.0533	0.0718	-234.7
Armidale	0.0084	0.0080	0.0098	0.0070		
Bega Valley	0.8000	0.0090	0.0080	0.0080		
Cassowary Coast	0.0000	0.0000	0.0180	0.0000	0.0000	
Central Highlands	0.0000	0.0000	0.0000	0.0000	0.0000	

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Lismore	0.0094	0.0102	0.0070	0.0080		
Livingstone	0.0000	0.0000	0.0000	0.0000	0.0000	
Mount Barker					0.0000	
Snowy Monaro					0.0000	
Southern Downs	0.0000	0.0000	0.0000	0.0000	0.0000	
<b>Median</b>	<b>0.0084</b>	<b>0.0080</b>	<b>0.0075</b>	<b>0.0070</b>	<b>0.0071</b>	
<b>Mean</b>	<b>0.0266</b>	<b>-0.0547</b>	<b>-0.0269</b>	<b>-0.0311</b>	<b>-0.0016</b>	

**Table A10 C15 – Average duration of an unplanned interruption: water (minutes), by utility size group, 2017–18 to 2021–22**

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
Urban Utilities	125.0	135.0	119.0	94.0	130.0	38.3
Yarra Valley Water	102.9	95.0	105.9	97.5	105.4	8.1
Gold Coast	116.0	126.0	140.7	151.7	158.5	4.5
WC (Perth)	112.0	102.9	111.0	140.0	141.0	0.7
South East Water	87.4	83.8	88.2	89.5	87.7	-2.0
Central Coast	198.0	265.0	197.0	208.0	203.0	-2.4
Unitywater	129.5	119.7	109.7	120.3	116.5	-3.2
Sydney Water	155.0	143.0	187.0	200.0	192.0	-4.0
SA Water	226.3	240.4	203.0	194.0	181.0	-6.7
Icon Water	125.1	135.0	136.0	147.0	136.0	-7.5
Hunter Water	149.0	161.0	150.5	155.0	138.0	-11.0
Barwon Water	89.0	126.7	127.8	112.7	98.8	-12.3
Logan	117.2	90.7		183.6	143.3	-21.9
Greater Western Water					116.6	
<b>Median</b>	<b>125.0</b>	<b>126.7</b>	<b>131.9</b>	<b>147.0</b>	<b>137.0</b>	
<b>Mean</b>	<b>133.3</b>	<b>140.3</b>	<b>139.7</b>	<b>145.6</b>	<b>139.1</b>	
<b>Large</b>						
Townsville	70.0	84.2	103.1	98.8	800.1	709.8
Gippsland Water	85.2	93.4	90.8	69.3	108.9	57.1
Shoalhaven	147.0	94.0	153.0	74.0	113.0	52.7
Goulburn Valley Water	102.7	98.6	106.3	93.7	117.5	25.4
Central Highlands Water (Vic)	137.7	155.1	121.4	114.0	137.0	20.2
Redland City	148.0	113.8	110.0	135.1	160.0	18.4
WC (Mandurah)	65.0	71.0	64.0	62.0	64.0	3.2
North East Water	99.4	96.0	91.2	81.0	71.0	-12.3
Cairns	49.3	44.5	76.9	45.0	36.7	-18.4
Coliban Water	102.5	142.1	112.5	141.5	105.0	-25.8
P&W (Darwin)				139.0	102.1	-26.5
<b>Median</b>	<b>101.0</b>	<b>95.0</b>	<b>104.7</b>	<b>93.7</b>	<b>108.9</b>	
<b>Mean</b>	<b>100.7</b>	<b>99.3</b>	<b>102.9</b>	<b>95.8</b>	<b>165.0</b>	
<b>Medium</b>						
Tamworth	0.0	420.0	86.0	210.0	2,289.0	990.0
Albury	266.0	254.0	95.0	87.0	213.0	144.8
Tweed	141.0	159.0	139.0	161.0	275.0	70.8
Eurobodalla	237.0	178.0	135.0	170.0	214.0	25.9
Bundaberg	77.0	58.0	84.0	70.0	88.0	25.7

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
East Gippsland Water	76.0	72.0	169.0	74.0	88.8	20.0
Wingecarribee	270.0	341.0	245.0	185.0	204.0	10.3
Wannon Water	79.3	90.3	158.0	138.5	150.0	8.3
Fraser Coast	230.3	104.8	56.6	125.0	128.4	2.7
Fitzroy River Water	34.4	32.6	55.3	33.8	33.9	0.3
Dubbo	129.0	142.0	123.0	125.0	125.0	0.0
Port Macquarie Hastings	30.0	90.0	90.0	90.0	90.0	0.0
South Gippsland Water	101.0	121.0	90.0	80.0	78.7	-1.6
GWMWater	103.4	115.1	102.9	83.9	80.0	-4.6
Gladstone	23.2	69.8	50.0	39.0	35.0	-10.3
Lower Murray Water	59.0	62.0	66.6	59.0	52.4	-11.2
Coffs Harbour	120.0	207.0	177.0	189.0	167.0	-11.6
Riverina Water (W)	242.0	233.0	125.0	164.0	142.0	-13.4
Clarence Valley			180.0	180.0	95.0	-47.2
Mackay	63.6	19.1	19.6	23.3	11.9	-48.9
Queanbeyan	2.0		38.0	220.0	76.0	-65.5
<b>Median</b>	<b>90.2</b>	<b>115.1</b>	<b>95.0</b>	<b>125.0</b>	<b>95.0</b>	
<b>Mean</b>	<b>114.2</b>	<b>145.7</b>	<b>108.8</b>	<b>119.4</b>	<b>220.8</b>	
<b>Small</b>						
Bega Valley	234.0	165.0	163.0	251.0	510.0	103.2
WC (Kal–Boulder) (W)	46.0	74.2	36.0	31.0	56.0	80.6
Lismore	180.0	90.0	90.0	120.0	162.0	35.0
Cassowary Coast	185.0	254.0	184.0	156.0	191.0	22.4
Westernport Water	108.6	85.9	58.4	71.8	83.9	16.9
WC (Australind/Eaton)	87.0	58.2	85.0	100.0	115.0	15.0
WC (Geraldton)	135.0	162.8	89.0	102.0	109.0	6.9
Western Downs	53.0	90.0	23.0	37.0	39.0	5.4
Southern Downs	102.0		90.0	246.5	247.5	0.4
Snowy Monaro				120.0	120.0	0.0
Central Highlands	30.0	30.0	30.0	30.0	30.0	0.0
Whitsunday	120.0	120.0	278.3	235.0	231.0	-1.7
Aqwest-Bunbury (W)	34.0	45.0	39.0	38.0	35.0	-7.9
WC (Albany)	147.0	123.6	173.0	145.0	120.0	-17.2
Livingstone	19.0	16.3	18.3	28.6	19.9	-30.4
Armidale	135.0	127.0	98.0	131.0	89.0	-32.1
Gympie	197.3	129.0	201.0	157.6	105.8	-32.9
Kempsey	198.0	96.0	238.0	195.0	104.0	-46.7
Orange	135.0	141.0	240.0	240.0	123.0	-48.8
Goldenfields Water (W)	258.0	235.0		152.0	55.0	-63.8

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Busselton (W)	93.7	66.3	147.5	130.0	37.9	-70.8
Bathurst	120.0					
Byron	120.0	120.0				
Goulburn Mulwaree	180.0					
<b>Median</b>	<b>120.0</b>	<b>108.0</b>	<b>90.0</b>	<b>130.0</b>	<b>105.8</b>	
<b>Mean</b>	<b>126.9</b>	<b>111.5</b>	<b>120.1</b>	<b>129.4</b>	<b>123.0</b>	

**Table A11 C13 – Total complaints: water and sewerage (per 1,000 properties), by utility size group, 2017–18 to 2021–22**

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
Icon Water	3.72	2.84	3.39	2.18	20.29	830.7
Central Coast	10.00	9.30	16.00	11.00	15.00	36.4
Sydney Water	2.20	2.45	2.08	1.96	2.38	21.4
SA Water	2.23	1.98	1.99	1.88	2.16	14.9
Barwon Water	3.33	4.54	4.14	6.71	7.54	12.4
Gold Coast	3.61	3.48	4.90	3.90	4.33	11.0
TasWater	15.63	12.64	8.75	10.56	11.62	10.0
Unitywater	1.46	1.40	1.40	2.20	2.38	8.2
South East Water	2.67	3.20	4.24	5.83	5.68	-2.6
Hunter Water	3.48	3.80	3.47	2.08	1.79	-13.9
Logan	12.32	14.28	17.9	23.10	19.49	-15.6
Yarra Valley Water	11.11	12.36	11.00	11.47	9.37	-18.3
Urban Utilities	6.61	6.69	6.40	5.00	3.70	-26.0
WC (Perth)	1.19	0.83	0.78	0.59	0.35	-40.7
Greater Western Water					2.40	
<b>Median</b>	<b>3.54</b>	<b>3.64</b>	<b>4.19</b>	<b>4.45</b>	<b>4.33</b>	
<b>Mean</b>	<b>5.68</b>	<b>5.70</b>	<b>6.17</b>	<b>6.32</b>	<b>7.23</b>	
<b>Large</b>						
Shoalhaven	2.00	0.90	1.00	0.06	1.00	1,566.7
Toowoomba	3.20	3.24	2.00	2.00	5.40	170.0
Redland City	3.17	3.04	2.40	4.00	4.45	11.3
Central Highlands Water (Vic)	8.44	8.59	5.12	4.06	4.26	4.9
North East Water	3.44	3.77	5.81	5.37	5.32	-0.9
Cairns	2.44	2.13	3.00	2.60	2.49	-4.2
Gippsland Water	8.73	14.22	9.17	6.91	6.07	-12.2
Townsville	0.49	0.51	0.60	0.80	0.68	-15.0
P&W (Darwin)	68.45	60.40	50.89	59.16	49.00	-17.2
Goulburn Valley Water	3.90	4.52	5.86	5.92	4.43	-25.2
WC (Mandurah)	0.59	0.48	0.58	0.45	0.21	-53.3
Coliban Water	5.32	6.45	6.36	15.47	7.08	-54.2
<b>Median</b>	<b>3.32</b>	<b>3.50</b>	<b>4.06</b>	<b>4.03</b>	<b>4.44</b>	
<b>Mean</b>	<b>9.18</b>	<b>9.02</b>	<b>7.73</b>	<b>8.90</b>	<b>7.53</b>	
<b>Medium</b>						
Eurobodalla	4.00	11.90	22.00	26.00	63.00	142.3
Tweed	1.00	1.00	1.00	1.00	2.00	100.0
Gladstone	0.34	0.00	0.00	0.50	0.84	68.0

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
GWMWater	8.30	0.38	8.74	5.05	7.83	55.0
MidCoast Council	3.00	3.40	2.00	2.00	3.00	50.0
Fraser Coast	15.14	10.08	14.40	17.20	23.21	34.9
Clarence Valley	19.00	42.70	115.00	88.00	118.00	34.1
Dubbo	17.00	15.20	21.00	17.00	19.00	11.8
Albury	2.00	1.20	2.00	1.00	1.00	0.0
East Gippsland Water	3.66	3.61	3.56	2.82	2.81	-0.4
Wingecarribee	81.00	119.00	110.00	88.00	83.00	-5.7
Mackay	93.44	60.86	70.80	68.90	64.81	-5.9
Fitzroy River Water	39.95	45.95	48.40	46.00	41.61	-9.5
South Gippsland Water	8.93	5.65	4.10	7.46	6.74	-9.7
Port Macquarie Hastings	6.00	28.50	12.00	21.00	18.00	-14.3
Queanbeyan	55.00	88.40	76.00	103.00	87.00	-15.5
Wannon Water	6.04	4.04	3.42	6.49	4.95	-23.7
Bundaberg	59.70	52.56	28.20	15.90	12.00	-24.5
Lower Murray Water	1.74	3.17	0.06	1.78	1.25	-29.8
Tamworth	48.00	68.8	51.00	71.00	45.00	-36.6
Coffs Harbour	0.10	0.20	0.10	0.40	0.00	-100.0
<b>Median</b>	<b>8.30</b>	<b>10.08</b>	<b>12.00</b>	<b>15.90</b>	<b>12.00</b>	
<b>Mean</b>	<b>22.54</b>	<b>26.98</b>	<b>28.28</b>	<b>28.12</b>	<b>28.81</b>	
<b>Small</b>						
Westernport Water	2.54	3.72	1.27	1.02	2.94	188.2
Bega Valley	11.00	6.90	8.00	4.00	11.00	175.0
Lismore	2.00	5.40	3.00	3.00	8.00	166.7
Armidale	10.00	22.10	20.00	36.00	55.00	52.8
Ballina	2.00	5.70	12.00	13.00	18.00	38.5
Livingstone	3.26	3.33	4.00	2.90	3.49	20.3
Goulburn Mulwaree	69.00	80.20	76.00	72.00	84.00	16.7
Cassowary Coast	10.32	14.40	13.10	12.80	14.63	14.3
Southern Downs	5.38	6.95	4.90	1.80	1.98	10.0
Byron	8.00	14.80	16.00	34.00	34.00	0.0
Essential Energy	2.00	12.50	2.00	2.00	2.00	0.0
Kempsey	1.00	6.30	9.00	5.00	5.00	0.0
Orange	102.00	112.40	97.00	76.00	70.00	-7.9
Bathurst	51.00	52.90	47.00	47.00	41.00	-12.8
P&W (Alice Springs)	110.74	121.90	103.10	97.83	76.13	-22.2
Central Highlands	24.12	25.54	28.60	31.40	23.21	-26.1
Western Downs	2.79	0.18	0.30	1.90	1.22	-35.8
Whitsunday	9.32	7.82	4.30	24.70	10.40	-57.9



Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
WC (Australind/Eaton)	1.24	0.92	0.91	0.67	0.22	-67.2
Gympie	5.23	0.53	1.10	1.20	0.34	-71.7
WC (Geraldton)	2.28	2.01	0.78	1.33	0.25	-81.2
WC (Albany)	1.08	0.48	0.64	0.40	0.06	-85.0
Snowy Monaro					171.00	
<b>Median</b>	<b>5.30</b>	<b>6.93</b>	<b>6.45</b>	<b>4.50</b>	<b>10.40</b>	
<b>Mean</b>	<b>19.83</b>	<b>23.04</b>	<b>20.59</b>	<b>21.36</b>	<b>27.56</b>	

Table A12 C14 – Percentage of calls answered by an operator within 30 seconds, by utility size group, 2017–18 to 2021–22

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
Central Coast		46.0	71.0	64.0	78.0	21.9
Icon Water	73.1	73.5	77.9	66.6	72.8	9.3
Hunter Water	69.0	58.0	56.0	60.0	64.0	6.7
Unitywater	72.0	83.0	80.0	78.0	75.0	-3.8
SA Water	85.4	85.9	86.2	91.3	85.2	-6.6
TasWater	86.5	87.1	83.0	92.1	84.5	-8.3
Barwon Water	79.0	67.0	76.5	83.4	74.5	-10.6
WC (Perth)	62.6	56.1	52.7	41.0	34.6	-15.6
Yarra Valley Water	54.4	90.2	88.5	87.9	65.3	-25.7
South East Water	52.6	58.2	72.4	60.7	41.5	-31.6
Gold Coast	45.0	54.1	62.1	39.5	23.7	-40.0
Sydney Water	76.0	69.0	72.0	88.0	41.0	-53.4
Greater Western Water					56.0	
Logan	71.3					
<b>Median</b>	<b>71.7</b>	<b>68.0</b>	<b>74.4</b>	<b>72.3</b>	<b>65.3</b>	
<b>Mean</b>	<b>68.9</b>	<b>69.0</b>	<b>73.2</b>	<b>71.0</b>	<b>61.2</b>	
<b>Large</b>						
Central Highlands Water (Vic)	79.7	70.7	62.0	46.2	77.1	66.7
Coliban Water	86.5	83.0	81.2	54.1	69.0	27.5
Redland City		81.0	82.0	80.0	83.4	4.2
Gippsland Water	83.5	67.8	62.2	75.8	77.6	2.3
Goulburn Valley Water	98.6	96.7	95.3	94.3	94.0	-0.3
Toowoomba	80.0	81.0	83.0	79.0	78.0	-1.3
North East Water	96.0	98.4	98.6	98.8	96.5	-2.3
Townsville		47.7	47.7	49.1	43.3	-11.8
Shoalhaven	98.0	98.0	98.0	98.0	58	-40.8
<b>Median</b>	<b>86.5</b>	<b>81.0</b>	<b>82.0</b>	<b>79.0</b>	<b>77.6</b>	
<b>Mean</b>	<b>88.9</b>	<b>80.5</b>	<b>78.9</b>	<b>75.0</b>	<b>75.2</b>	
<b>Medium</b>						
Bundaberg	95.0	96.0	82.0	42.9	54.9	28.0
Tweed	50.0	69.0	72.0	68.0	75.0	10.3
Albury	50.0	60.0	60.0	72.0	78.0	8.3
Mackay	97.0	97.0	97.0	98.0	98.5	0.5
East Gippsland Water	99.0	99.0	99.0	99.0	99.4	0.4
Eurobodalla	65.0	66.0	65.0	62.0	62.0	0.0
Wannon Water	98.8	98.6	98.2	98.4	98.4	0.0

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
South Gippsland Water	98.8	98.6	98.4	96.8	96.0	-0.8
Coffs Harbour	99.0	76.0	73.0	75.0	73.0	-2.7
Lower Murray Water	95.0	94.0	89.0	93.6	91.0	-2.7
GWMWater	91.4	90.9	92.9	92.8	89.0	-4.1
Dubbo		69.0	93.0	95.0	89.0	-6.3
Port Macquarie Hastings	96.0	75.0	78.0	89.0	75.0	-15.7
Wingecarribee	97.0	99.0		71.0	43.0	-39.4
Gladstone	100.0	79.7	78.3	78.0	0.0	-100.0
Fitzroy River Water	80.0	75.9				
Tamworth				0.0		
Wagga Wagga (S)	94.0	92.0				
<b>Median</b>	<b>95.5</b>	<b>90.9</b>	<b>85.5</b>	<b>83.5</b>	<b>78.0</b>	
<b>Mean</b>	<b>87.9</b>	<b>84.5</b>	<b>84.0</b>	<b>77.0</b>	<b>74.8</b>	
<b>Small</b>						
Lismore	80.0	70.0	70.0	72.0	78.0	8.3
Orange	76.0	72.0	73.0	70.0	72.0	2.9
Bega Valley	50.0	70.0	90.0	90.0	90.0	0.0
Cassowary Coast		50.0	65.0	65.0	65.0	0.0
Westernport Water	98.2	98.7	97.0	97.0	97.0	0.0
Whitsunday	84.4	86.6	85.1	81.2	79.0	-2.7
Gympie	72.0	78.0	71.0	73.5	69.8	-5.0
Kempsey	45.0		93.0	93.0	80.0	-14.0
Ballina	100.0	90.0				
Bathurst	100.0	100.0				
Busselton (W)					94.4	
Essential Energy	78.0	60.0	63.0			
Goldenfields Water (W)	100.0	100.0				
Goulburn Mulwaree					69.0	
Western Downs	91.0	94.0	76.0	48.4		
<b>Median</b>	<b>82.2</b>	<b>82.3</b>	<b>74.5</b>	<b>73.5</b>	<b>78.5</b>	
<b>Mean</b>	<b>81.2</b>	<b>80.8</b>	<b>78.3</b>	<b>76.7</b>	<b>79.4</b>	

**Table A13 A8 – Water main breaks, bursts and leaks (mains breaks per 100 km), by utility size group, 2017–18 to 2021–22**

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
Central Coast	14.4	12.1	11.6	9.9	14.1	42.4
Unitywater	4.1	4.2	4.9	3.5	4.7	34.3
South East Water	37.1	36.9	31.8	25.2	27.6	9.5
Yarra Valley Water	46.3	43.9	43.8	28.6	31.3	9.4
Barwon Water	29.4	32.3	25.1	23.2	25.1	8.2
Hunter Water	30.0	27.0	28.3	20.2	21.0	4.0
SA Water	13.6	15.0	13.5	13.3	13.3	0.0
WC (Perth)	11.1	11.6	11.5	10.9	10.2	-6.4
Gold Coast	6.4	9.1	10.2	9.5	8.7	-8.4
Logan	5.1	5.8	6.7	6.0	5.2	-13.3
Icon Water	16.3	14.7	13.6	12.0	10.0	-16.7
TasWater		40.7	32.6	51.9	43.1	-17.0
Sydney Water	32.8	24.7	29.2	20.8	17.2	-17.3
Urban Utilities	22.5	30.0	31.1	25.4	18.6	-26.8
Greater Western Water					18.5	
<b>Median</b>	<b>16.3</b>	<b>19.9</b>	<b>19.4</b>	<b>16.8</b>	<b>17.2</b>	
<b>Mean</b>	<b>20.7</b>	<b>22.0</b>	<b>21.0</b>	<b>18.6</b>	<b>17.9</b>	
<b>Large</b>						
Redland City	3.1	4.0	3.0	3.9	5.9	51.3
Toowoomba	29.0	12.4	9.1	9.1	12.3	35.2
Coliban Water	28.5	25.8	26.4	21.5	23.7	10.2
North East Water	10.3	11.9	13.7	11.2	12.0	7.1
Central Highlands Water (Vic)	25.4	20.9	19.7	16.8	17.7	5.4
P&W (Darwin)	10.7	9.8	12.7	14.0	14.1	0.7
Goulburn Valley Water	16.2	17.0	13.2	13.9	13.7	-1.4
Cairns	23.0	20.0	20.1	20.6	19.8	-3.9
Gippsland Water	25.1	26.9	20.5	19.7	18.6	-5.6
Shoalhaven	6.5	6.1	11.2	6.5	5.8	-10.8
Townsville	18.3	21.7	27.6	21.8	19.1	-12.4
WC (Mandurah)	2.8	4.8	2.3	2.7	2.0	-25.9
<b>Median</b>	<b>17.2</b>	<b>14.7</b>	<b>13.4</b>	<b>13.9</b>	<b>13.9</b>	
<b>Mean</b>	<b>16.6</b>	<b>15.1</b>	<b>15.0</b>	<b>13.5</b>	<b>13.7</b>	
<b>Medium</b>						
Gladstone	10.8	98.5	63.7	10.8	87.1	706.5
South Gippsland Water	34.3	32.7	24.0	22.2	36.6	64.9
Fraser Coast	3.6	7.0	7.9	5.3	6.6	24.5

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Dubbo	9.7	7.8	5.4	12.9	15.1	17.1
Wannon Water	8.3	5.2	5.1	7.3	8.0	9.6
Lower Murray Water	26.2	33.4	26.4	19.6	20.5	4.6
Mackay	6.6	7.3	7.2	6.2	6.4	3.2
Queanbeyan	6.5	15.8	21.4	23.2	23.5	1.3
MidCoast Council	8.9	8.3	13.7	15.1	15.2	0.7
GWMWater	58.5	57.1	45.2	41.7	39.9	-4.3
Tweed	7.5	9.5	9.3	11.8	11.1	-5.9
Coffs Harbour	9.7	8.2	11.0	9.1	8.2	-9.9
East Gippsland Water	17.1	15.9	15.4	13.4	10.6	-20.9
Wingecarribee	8.1	14.6	8.3	6.3	4.9	-22.2
Eurobodalla	9.1	28.1	17.2	42.0	30.9	-26.4
Fitzroy River Water	12.3	11.2	10.8	10.3	7.3	-29.1
Albury	3.9	4.5	3.5	4.3	2.8	-34.9
Tamworth	6.8	10.1	3.7	4.7	2.9	-38.3
Riverina Water (W)	8.1	6.0	16.7	18.2	10.6	-41.8
Clarence Valley	5.9	9.4	86.1	7.3	3.9	-46.6
Bundaberg	3.9	4.6	22.0	32.7	17.3	-47.1
Port Macquarie Hastings	4.2	5.7	7.9	8.5	1.1	-87.1
<b>Median</b>	<b>8.2</b>	<b>9.4</b>	<b>12.3</b>	<b>11.3</b>	<b>10.6</b>	
<b>Mean</b>	<b>12.3</b>	<b>18.2</b>	<b>19.6</b>	<b>15.1</b>	<b>16.8</b>	
<b>Small</b>						
Kempsey	5.1	10.6	5.5	5.9	19.5	230.5
Westernport Water	20.0	21.2	11.0	10.5	19.8	88.6
Gympie	9.8	9.8	9.8	10.6	16.0	50.9
Southern Downs	1.1	7.2	7.2	8.1	11.4	40.7
WC (Kal–Boulder) (W)	19.7	19.3	21.2	9.8	12.9	31.6
Byron	17.1	27.4	13.1	48.2	61.9	28.4
Cassowary Coast	12.7	18.2	20.8	21.9	27.3	24.7
Western Downs	18.2	15.1	7.2	25.1	30.4	21.1
Whitsunday	19.4	20.4	16.2	19.5	23.2	19.0
WC (Australind/Eaton)	6.9	6.5	6.5	4.4	5.2	18.2
Bathurst	15.0	7.2	4.2	3.5	3.9	11.4
Central Highlands	42.1	37.7	33.9	24.9	26.8	7.6
P&W (Alice Springs)	44.3	36.2	43.1	31.0	31.4	1.3
Livingstone	1.0	3.5	3.2	3.9	3.8	-2.6
WC (Albany)	15.1	9.0	11.5	13.5	11.9	-11.9
Armidale	13.2	17.3	20.1	14.3	12.4	-13.3
WC (Geraldton)	32.5	28.6	22.6	14.9	12.0	-19.5

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Busselton (W)	9.7	9.0	7.4	7.9	5.2	-34.2
Aqwest-Bunbury (W)	9.9	5.9	6.1	7.6	4.6	-39.5
Goulburn Mulwaree	19.7	8.2	14.4	4.7	2.8	-40.4
Lismore	39.9	43.2	52.7	20.9	12.3	-41.1
Goldenfields Water (W)	15.0	16.7	18.5	15.1	8.6	-43.0
Essential Energy	24.6	15.2	22.3	9.9	4.5	-54.5
Orange	8.7	6.3	7.4	10.9	3.1	-71.6
Bega Valley	13.1	5.7	4.7	11.6	3.0	-74.1
Mount Barker					50	
Snowy Monaro				8.9		
<b>Median</b>	<b>15.0</b>	<b>15.1</b>	<b>11.5</b>	<b>10.8</b>	<b>12.2</b>	
<b>Mean</b>	<b>17.4</b>	<b>16.2</b>	<b>15.6</b>	<b>14.1</b>	<b>16.3</b>	

**Table A14 A14 – Number of sewer mains breaks and chokes per 100 km of sewer main (breaks and chokes/100 km), by utility size group, 2017–18 to 2021–22**

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
Gold Coast	5.1	4.9	6.2	3.8	5.7	50.0
SA Water	43.0	46.0	48.0	49.3	51.0	3.4
Central Coast	37.0	38.0	33.0	30.0	30.0	0.0
South East Water	16.2	19.0	20.7	16.2	16.1	-0.6
Barwon Water	36.1	51.2	53.8	55.8	53.9	-3.4
Unitywater	16.4	17.1	19.8	9.8	8.9	-9.2
Sydney Water	70.0	74.0	66.0	49.0	42.0	-14.3
Yarra Valley Water	30.7	38.4	42.4	32.3	27.6	-14.6
Logan	10.7	9.0	9.8	8.1	6.6	-18.5
Hunter Water	50.6	44.9	42.8	33.6	27.3	-18.8
WC (Perth)	17.0	17.0	18.4	17.5	14.1	-19.4
Urban Utilities	20.9	18.4	21.1	24.0	19.0	-20.8
TasWater	45.0	36.6	41.2	56.6	42.8	-24.4
Icon Water	55.6	72.1	83.8	52.3	34.7	-33.7
Greater Western Water					16.9	
<b>Median</b>	<b>33.4</b>	<b>37.3</b>	<b>37.1</b>	<b>31.1</b>	<b>27.3</b>	
<b>Mean</b>	<b>32.5</b>	<b>34.8</b>	<b>36.2</b>	<b>31.3</b>	<b>26.4</b>	
<b>Large</b>						
Shoalhaven	11.0	3.0	3.0	3.0	17.0	466.7
Gippsland Water	9.1	7.8	6.9	1.5	3.4	126.7
Cairns	14.5	15.1	12.9	12.4	16.7	34.7
Coliban Water	29.8	20.5	22.3	17.8	20.7	16.3
WC (Mandurah)	7.0	11.0	8.5	6.8	7.6	11.8
Redland City	3.6	2.3	2.7	13.9	15.2	9.4
Townsville	2.8	7.3	54.8	54.4	57.4	5.5
Toowoomba	64.6	44.2	13.5	20.1	18.7	-7.0
North East Water	10.3	10.3	13.9	10.6	9.1	-14.2
Central Highlands Water (Vic)	19.1	20.5	19.2	19.7	16.7	-15.2
P&W (Darwin)	14.3	9.9	12.7	8.6	6.9	-19.8
Goulburn Valley Water	6.1	10.3	13.8	14.9	10.7	-28.2
<b>Median</b>	<b>10.7</b>	<b>10.3</b>	<b>13.2</b>	<b>13.2</b>	<b>15.9</b>	
<b>Mean</b>	<b>16.0</b>	<b>13.5</b>	<b>15.3</b>	<b>15.3</b>	<b>16.7</b>	
<b>Medium</b>						
Tweed	0.0	0.0	0.0	1.0	6.0	500.0
Gladstone	5.6	7.9	8.4	2.0	9.4	370.0
Eurobodalla	33.0	37.0	29.0	13.0	27.0	107.7

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Port Macquarie Hastings	14.0	9.0	6.0	15.0	30.0	100.0
Tamworth	8.0	7.0	12.0	11.0	20.0	81.8
Lower Murray Water	16.0	19.0	16.0	10.4	17.0	63.5
Dubbo	38.0	40.0	63.0	50.0	62.0	24.0
Albury	9.0	44.0	52.0	81.0	83.0	2.5
Bundaberg	11.5	13.1	20.3	30.1	29.9	-0.7
Fitzroy River Water	17.0	21.7	18.3	16.5	16.3	-1.2
Wagga Wagga (S)	73.0			57.0	55.0	-3.5
Wingecarribee	26.0	45.0	8.0	15.0	14.0	-6.7
GWMWater	42.1	43.0	43.2	50.5	43.8	-13.3
MidCoast Council	22.0	24.0	27.0	21.0	18.0	-14.3
East Gippsland Water	7.6	6.9	8.1	7.1	5.4	-23.9
Queanbeyan	59.0	101.0	55.0	116.0	84.0	-27.6
South Gippsland Water	13.4	36.6	13.3	12.5	8.9	-28.8
Wannon Water	12.5	12.1	9.2	8.1	5.2	-35.8
Fraser Coast	7.1	7.9	9.4	6.5	3.6	-44.6
Clarence Valley	36.0	64.0	66.0	11.0	5.0	-54.5
Coffs Harbour	84.0	82.0	88.0	82.0	31.0	-62.2
Mackay	2.2	3.5	3.1	4.6	1.3	-71.7
<b>Median</b>	<b>15.0</b>	<b>21.7</b>	<b>16.0</b>	<b>14.0</b>	<b>17.5</b>	
<b>Mean</b>	<b>24.4</b>	<b>29.7</b>	<b>26.4</b>	<b>28.2</b>	<b>26.2</b>	
<b>Small</b>						
Snowy Monaro				6.0	13.0	116.7
P&W (Alice Springs)	6.3	3.2	6.6	5.9	11.3	91.5
Orange	83.0	90.0	40.0	45.0	64.0	42.2
Westernport Water	6.0	6.0	3.6	5.4	7.6	40.7
Gympie	8.7	5.9	14.2	15.6	19.0	21.8
Byron	7.0	8.0	13.0	42.0	49.0	16.7
Livingstone	4.2	5.1	3.9	4.2	4.8	14.3
WC (Geraldton)	12.0	9.0	5.0	3.4	3.7	8.8
Southern Downs	0.3	34.2	64.4	30.8	32.7	6.2
WC (Bunbury) (S)	14.0	11.0	6.4	7.7	8.1	5.2
Central Highlands	7.6	6.5	25.6	9.6	9.6	0.0
Essential Energy	122.0	115.0	143.0	167.0	151.0	-9.6
Western Downs	2.8	4.4	4.7	4.0	3.6	-10.0
Kempsey	22.0	5.0	12.0	33.0	29.0	-12.1
Armidale	49.0	51.0	58	47.0	41.0	-12.8
Lismore	26.0	17.0	24.0	28.0	24.0	-14.3
WC (Australind/Eaton)	9.0	7.0	6.3	7.1	5.9	-16.9



Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
WC (Albany)	17.0	21.0	21.1	22.9	16.5	-27.9
Kal-Boulder (S)	39.0	33.0	34.0	24.3	13.7	-43.6
Bathurst	55.0	49.0	36.0	44.0	23.0	-47.7
Cassowary Coast	4.4	3.9	3.0	6.9	3.5	-49.3
Bega Valley	27.0	18.0	18.0	14.0	7.0	-50.0
WC (Busselton) (S)	2.0	3.0	13.2	5.6	2.5	-55.4
Whitsunday	15.5	17.6	7.6	32.2	11.7	-63.7
Goulburn Mulwaree	69.0	44.0	44.0	277.0	33.0	-88.1
Ballina	0.0					
Mount Barker					1.0	
<b>Median</b>	<b>12.0</b>	<b>10.0</b>	<b>13.7</b>	<b>15.6</b>	<b>12.3</b>	
<b>Mean</b>	<b>24.4</b>	<b>23.7</b>	<b>25.3</b>	<b>35.5</b>	<b>22.7</b>	

**Table A15 A15 – Number of property connection sewer breaks and chokes (breaks and chokes/1,000 properties), by utility size group, 2017–18 to 2021–22**

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
Central Coast	3.20	3.60	3.10	3.00	3.90	30.00
SA Water	28.00	28.00	29.00	28.0	35.00	25.00
South East Water	4.80	5.20	4.90	3.90	4.04	3.60
Sydney Water	0.30	0.30	0.30	0.20	0.20	0.00
TasWater		10.70	12.60	6.90	6.70	-2.90
Barwon Water	6.00	9.40	9.30	10.00	9.60	-4.00
Yarra Valley Water	6.72	8.12	8.00	5.60	5.30	-5.40
Gold Coast	2.30	1.80	2.20	1.70	1.50	-11.80
Unitywater	1.10	1.20	1.40	1.30	1.10	-15.40
Hunter Water	10.00	10.30	9.80	8.20	6.60	-19.50
Urban Utilities	3.10	2.90	2.90	3.10	2.30	-25.80
Icon Water	10.40	13.80	15.70	10.50	7.30	-30.50
Logan	1.30	1.00	1.20	0.90	0.60	-33.30
Greater Western Water					2.84	
<b>Median</b>	<b>4.00</b>	<b>5.20</b>	<b>4.90</b>	<b>3.90</b>	<b>3.970</b>	
<b>Mean</b>	<b>6.44</b>	<b>7.41</b>	<b>7.72</b>	<b>6.41</b>	<b>6.21</b>	
<b>Large</b>						
Coliban Water	4.30	3.60	3.30	0.50	1.07	114.00
Redland City	1.10	1.00	1.10	1.0	1.40	40.00
Cairns	2.70	2.70	2.30	2.20	2.90	31.80
North East Water	3.00	3.00	2.70	3.20	3.50	9.40
Goulburn Valley Water	5.00	4.60	7.50	5.80	5.70	-1.70
Shoalhaven	0.00	3.50	3.10	2.20	2.10	-4.50
Central Highlands Water (Vic)	3.80	4.90	4.60	5.60	5.15	-8.00
P&W (Darwin)	2.00	1.40	1.00	1.20	0.99	-17.50
Gippsland Water	2.20	1.30	1.40	1.40	1.10	-21.40
Toowoomba	2.50	1.00	2.30	1.60	1.10	-31.20
Townsville	3.20	5.50	5.40	7.20	4.60	-36.10
<b>Median</b>	<b>2.70</b>	<b>3.00</b>	<b>2.70</b>	<b>2.20</b>	<b>2.10</b>	
<b>Mean</b>	<b>2.71</b>	<b>2.95</b>	<b>3.15</b>	<b>2.90</b>	<b>2.69</b>	
<b>Medium</b>						
Port Macquarie Hastings	1.00	0.20	0.20	0.03	0.40	1,233.30
Gladstone	0.60	10.00	1.50	0.10	0.70	600.00
Coffs Harbour	0.50	20.00	3.00	3.10	11.20	261.30
Clarence Valley	20.40	5.70	4.20	3.40	6.90	102.90

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Wannon Water	3.00	3.00	2.00	1.90	2.60	36.80
Lower Murray Water	7.00	8.00	9.00	7.00	9.55	36.40
South Gippsland Water	3.70	10.10	5.10	4.00	4.71	17.80
Fraser Coast	2.80	2.30	1.50	3.40	3.80	11.80
Dubbo	6.90	7.00	8.60	8.90	9.80	10.10
Wagga Wagga (S)	5.00	7.80	8.50	6.90	7.00	1.40
Fitzroy River Water	9.70	11.60	12.80	12.30	11.60	-5.70
Albury	4.50	4.10	2.70	2.30	2.10	-8.70
Queanbeyan	0.00	0.00		2.20	1.90	-13.60
Mackay	2.20	0.60	1.20	1.70	1.40	-17.60
Tweed	0.80	0.30	0.40	0.50	0.40	-20.00
Eurobodalla	5.80	4.30	4.20	6.00	4.60	-23.30
Bundaberg	8.70	13.20	7.60	11.00	7.80	-29.10
GWMWater	35.10	34.90	33.10	35.50	23.73	-33.20
Wingecarribee	16.90	8.40	16.70	15.00	7.90	-47.30
East Gippsland Water	1.80	1.60	1.30	1.70	0.67	-60.60
Tamworth	10.20	5.40	2.90	6.30	2.40	-61.90
MidCoast Council		0.00				
<b>Median</b>	<b>4.50</b>	<b>4.20</b>	<b>3.60</b>	<b>3.40</b>	<b>4.60</b>	
<b>Mean</b>	<b>6.98</b>	<b>5.98</b>	<b>6.33</b>	<b>6.34</b>	<b>5.77</b>	
<b>Small</b>						
Orange	3.20	10.90	10.00	13.40	28.30	111.20
Byron	9.60	14.90	16.80	10.90	20.00	83.50
Westernport Water	3.30	4.40	1.80	1.50	1.97	31.30
P&W (Alice Springs)	1.30	0.90	4.10	1.30	1.70	30.80
Central Highlands	10.20	10.30	8.60	10.90	13.20	21.10
Cassowary Coast	0.80	1.00	0.30	0.70	0.80	14.30
Essential Energy	51.30	51.70	60.00	61.40	68.60	11.70
Kempsey	6.20	21.00	23.50	12.40	12.20	-1.60
Southern Downs	7.60	11.30	7.10	5.70	5.40	-5.30
Lismore	21.30	9.50	8.90	9.70	8.90	-8.20
Whitsunday	1.40	0.10	0.70	3.00	2.70	-10.00
Goulburn Mulwaree	18.0	14.70	12.60	10.40	9.10	-12.50
Western Downs	2.00	0.80	4.60	8.10	6.90	-14.80
Armidale	27.30	32.90	34.10	23.90	14.50	-39.30
Livingstone	1.40	2.20	2.20	3.40	2.00	-41.20
Bathurst	4.90	4.90	3.00	4.90	2.60	-46.90
Gympie	4.00	0.60	1.90	2.30	1.10	-52.20

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Bega Valley	4.40	2.20	0.80	1.90	0.50	-73.70
Kal-Boulder (S)	1.80	0.00	0.00	0.00		
Mount Barker					1.20	
<b>Median</b>	<b>4.40</b>	<b>4.90</b>	<b>4.60</b>	<b>5.70</b>	<b>5.40</b>	
<b>Mean</b>	<b>9.47</b>	<b>10.23</b>	<b>10.58</b>	<b>9.78</b>	<b>10.61</b>	

**Table A16 A10 – Real losses: service connections (L/service connection/day), by utility size group, 2017–18 to 2021–22**

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
South East Water	47.0	66.0	53.0	47.0	65.0	38.3
WC (Perth)	83.6	85.0	84.7	71.7	95.0	32.5
Barwon Water	48.0	34.0	21.0	24.0	30.0	25.0
TasWater	277.0	313.0	361.0	272.0	308	13.2
Urban Utilities	75.0	74.0	70.0	61.0	67.0	9.8
Yarra Valley Water	60.0	49.0	42.0	37.0	40.0	8.1
Logan	76.5	83.1	70.8	66.3	70.9	6.9
Hunter Water	86.0	79.0	69.0	64.0	67.0	4.7
Sydney Water	93.0	94.0	85.0	74.0	77.0	4.1
Gold Coast	76.4	69.3	68.0	65.5	65.8	0.5
Icon Water	83.0	45.0	49.0	55.0	52.0	-5.5
SA Water	76.0	78.0	90.0	85.0	77.0	-9.4
Central Coast	35.0	37.0	58.0	68.0	59.0	-13.2
Unitywater	55.2	49.8	54.1	52.7	40.1	-23.9
Greater Western Water					0.1	
<b>Median</b>	<b>76.2</b>	<b>71.7</b>	<b>68.5</b>	<b>64.8</b>	<b>65.8</b>	
<b>Mean</b>	<b>83.7</b>	<b>82.6</b>	<b>84.0</b>	<b>74.5</b>	<b>74.3</b>	
<b>Large</b>						
Cairns	21.4	46.3	31.3	34.8	64.5	85.3
Shoalhaven	64.0	71.0	74.0	52.0	90.0	73.1
Redland City	16.5	11.6	25.6	18.4	28.5	54.9
WC (Mandurah)	93.8	41.9	47.8	45.3	58.3	28.5
Gippsland Water	80.0	90.0	71.0	70.0	72.0	2.9
Toowoomba	81.0	66.9	73.4	96.3	98.6	2.4
Central Highlands Water (Vic)	40.0	50.0	42.0	50.0	50.0	0.0
P&W (Darwin)	222.0	142.0	276	297.0	281.0	-5.4
North East Water	59.0	70.0	54.0	51.0	44.0	-13.7
Goulburn Valley Water	118.0	100.0	80.0	107.0	78.0	-27.1
Coliban Water	60.0	72.0	86.0	70.0	40.0	-42.9
Townsville	306.4	342.9	333.7	152.9	86.8	-43.2
<b>Median</b>	<b>72.0</b>	<b>70.5</b>	<b>72.2</b>	<b>61.0</b>	<b>68.2</b>	
<b>Mean</b>	<b>96.8</b>	<b>92.0</b>	<b>99.6</b>	<b>87.1</b>	<b>82.6</b>	
<b>Medium</b>						
MidCoast Council	57.0	37.0	40.0	22.0	61.0	177.3
Clarence Valley	43.0	126.0	30.0	47.0	110.0	134.0
Riverina Water (W)	57.0	85.0	2.0	63.0	101.0	60.3

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Queanbeyan	101.0	92.0	142.0	27.0	42.0	55.6
Lower Murray Water	0.0	0.0	0.0	0.0	0.1	50.0
Gladstone	47.8	50.8	96.0	60.3	90.3	49.8
Tweed	104.0	137.0	96.0	109.0	146.0	33.9
Fitzroy River Water	186.0	176.0	194.1	170.0	224.0	31.8
GWMWater	72.0	119.0	0.0	0.1	0.1	28.6
Coffs Harbour	62.0	42.0	44.0	38.0	45.0	18.4
Wingecarribee	117.0	95.0	77.0	76.0	88.0	15.8
Fraser Coast	80.7	54.0	62.1	53.1	59.0	11.1
Port Macquarie Hastings	45.0	77.0	87.0	64.0	70.0	9.4
Eurobodalla	52.0	51.0	50.0	50.0	54.0	8.0
South Gippsland Water	105.0	122.8	102.6	118.9	119.5	0.5
Wannon Water	70.0	70.0	70.0	70.0	70.0	0.0
East Gippsland Water	55.8	27.8	43.1	56.0	47.0	-16.1
Tamworth	55.0	55.0	87.0	82.0	61.0	-25.6
Albury	63.0	44.0	19.0	23.0	17.0	-26.1
Dubbo	4.0	86.0	121.0	106.0	77.0	-27.4
Mackay	189.9	186.0	111.0	228.1	116.4	-49.0
Bundaberg	215.5	133.7	163.6	135.4	59.2	-56.3
<b>Median</b>	<b>62.5</b>	<b>81.0</b>	<b>73.5</b>	<b>61.6</b>	<b>65.5</b>	
<b>Mean</b>	<b>81.0</b>	<b>84.9</b>	<b>74.4</b>	<b>72.7</b>	<b>75.3</b>	
<b>Small</b>						
Goulburn Mulwaree	95.0	119.0	40.0	12.0	38.0	216.7
Westernport Water	42.0	11.0	11.0	11.0	31.0	181.8
Lismore	103.0	96.0	78.0	75.0	108.0	44.0
Essential Energy	101.0	111.0	76.0	67.0	94.0	40.3
Busselton (W)	115.0	119.0	162.0	127.0	177.0	39.4
WC (Kal–Boulder) (W)	102.4	78.0	120.6	79.6	100.2	26.0
Orange	112.0	113	39.0	29.0	35.0	20.7
Southern Downs	27.8	29.0	35.4	106.5	125.3	17.7
Western Downs	170.5	52.1	6.7	118.7	134.5	13.3
Whitsunday	144.7	251.4	323.1	220.1	247.0	12.2
Bega Valley	51.0	50.0	54.0	41.0	46.0	12.2
WC (Albany)	111.0	163.9	176.5	76.5	84.5	10.4
Livingstone	0.0	116.8	245.0	166.2	181.1	9.0
Aqwest-Bunbury (W)	108.0	98.0	95.0	103.0	107.0	3.9
WC (Geraldton)	209.7	161.6	162.6	234.4	226.8	-3.2
Cassowary Coast	458.8	461.8	472.4	372.5	358.4	-3.8
Ballina	57.0	100.0	116.0	117.0	112.0	-4.3

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Gympie	133.2	185.4	113.7	131.9	117.6	-10.8
Goldenfields Water (W)	151.0	54.0	89.0	167.0	146	-12.6
Kempsey	114.0	90.0	45.0	45.0	35.0	-22.2
WC (Australind/Eaton)	124.4	142.3	87.4	168.4	104.9	-37.7
Byron	84.0	49.0	49.0	44.0	26.0	-40.9
P&W (Alice Springs)	118.0	92.0	246.0	208.0	100.0	-51.9
Armidale	129.0	127.0	28.0	186.0	46.0	-75.3
Bathurst	84.0	58.0	47.0			
Central Highlands	253.7	200.0	261.9		304.0	
<b>Median</b>	<b>111.5</b>	<b>105.5</b>	<b>88.2</b>	<b>111.8</b>	<b>107.0</b>	
<b>Mean</b>	<b>123.1</b>	<b>120.4</b>	<b>122.3</b>	<b>121.1</b>	<b>123.4</b>	

**Table A17 E12 – Total net greenhouse gas emissions per 1,000 properties (t CO<sub>2</sub> equivalents/1,000 properties), by utility size group, 2017–18 to 2021–22**

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
Logan	187	163	185	173	186	7.2
Unitywater	199	212	228	245	252	3.1
Gold Coast		246	250	236	239	1.2
Sydney Water	173	180	175	169	168	-0.9
Hunter Water	163	357	344	309	294	-4.9
Urban Utilities	183	182	178	180	166	-7.8
Barwon Water	257	267	267	176	161	-8.4
Icon Water	268	363	331	196	177	-9.3
WC (Perth)	754	510	701	695	567	-18.5
South East Water	63	49	42	45	35	-21.5
Central Coast	436	449	472	533	415	-22.1
Yarra Valley Water	43	40	35	26	20	-22.7
SA Water	302	426	340	345	236	-31.5
Greater Western Water					78	
TasWater	179	196				
<b>Median</b>	<b>187</b>	<b>229</b>	<b>250</b>	<b>196</b>	<b>181</b>	
<b>Mean</b>	<b>247</b>	<b>260</b>	<b>273</b>	<b>256</b>	<b>214</b>	
<b>Large</b>						
Townsville	294	368	433	165	482	192.4
P&W (Darwin)	229	215	213	199	223	12.1
Central Highlands Water (Vic)	208	236	200	175	196	11.8
Shoalhaven	479	754	739	763	831	8.9
Coliban Water	384	443	385	341	338	-0.8
Gippsland Water	543	617	483	480	472	-1.8
North East Water	697	653	619	599	578	-3.4
Redland City	34	190	184	190	180	-5.0
Toowoomba	501	633	617	635	585	-8.0
Cairns	256	254	228	247	224	-9.5
WC (Mandurah)	350	257	377	387	323	-16.4
Goulburn Valley Water	1,004	1,080	1,290	1,170	555	-52.6
<b>Median</b>	<b>367</b>	<b>405</b>	<b>409</b>	<b>364</b>	<b>405</b>	
<b>Mean</b>	<b>415</b>	<b>475</b>	<b>481</b>	<b>446</b>	<b>416</b>	
<b>Medium</b>						
MidCoast Council	426	453	416	454	844	85.9
Dubbo	505	563	468	427	740	73.3



Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Albury	418	383	367	271	339	25.2
Wingecarribee	442	416	733	913	1,064	16.5
GWMWater	477	566	473	436	492	12.8
Wannon Water	696	704	611	528	578	9.5
Coffs Harbour	459	386	428	419	427	1.9
East Gippsland Water	351	368	341	307	310	0.8
Port Macquarie Hastings	304	482	527	489	489	0.0
Tweed	730	420	413	391	380	-2.8
Lower Murray Water	643	624	578	540	523	-3.1
Fitzroy River Water	475	445	562	559	535	-4.2
Clarence Valley	252	181	169	233	208	-10.7
South Gippsland Water	454	446	424	391	348	-11.2
Bundaberg		251	677	338	200	-41.0
Queanbeyan	200	169	184	243	140	-42.4
Tamworth	469	376	391	370	212	-42.7
Eurobodalla	530	500	495	404	177	-56.2
Fraser Coast	0					
Mackay		0	0	0		
<b>Median</b>	<b>456</b>	<b>420</b>	<b>428</b>	<b>404</b>	<b>404</b>	
<b>Mean</b>	<b>435</b>	<b>407</b>	<b>435</b>	<b>406</b>	<b>445</b>	
<b>Small</b>						
Lismore	64	223	185	255	375	47.1
Livingstone			391	370	439	18.7
Western Downs	334	472	475	509	600	18.0
Goulburn Mulwaree	670	744	687	855	948	10.9
Ballina	378	456	459	772	849	10.0
Bathurst	278	434	388	395	426	7.8
Southern Downs			168	599	646	7.8
WC (Albany)	368	356	364	362	372	2.7
WC (Geraldton)	331	332	343	322	325	1.1
Kempsey	321	460	682	821	822	0.1
Orange	596	482	668	672	672	0.0
Byron	385	383	386	417	416	-0.2
Whitsunday	355	408	475	497	492	-0.9
Essential Energy	1,220	835	368	354	338	-4.5
WC (Australind/Eaton)	323	316	321	310	287	-7.5
Bega Valley	417	413	284	476	435	-8.6
Westernport Water	399	394	384	367	329	-10.4

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
P&W (Alice Springs)	822	859	878	882	757	-14.1
Cassowary Coast		412	290	319	257	-19.7
Gympie		434	405	362	267	-26.4
Central Highlands			291	296	199	-32.8
Armidale	436	423	326	719	124	-82.8
Snowy Monaro					1,096	
<b>Median</b>	<b>378</b>	<b>423</b>	<b>385</b>	<b>406</b>	<b>426</b>	
<b>Mean</b>	<b>453</b>	<b>465</b>	<b>419</b>	<b>497</b>	<b>499</b>	

**Table A18 H3 – Percentage of population where microbiological compliance was achieved, by utility size group, 2017–18 to 2021–22**

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
<b>Major</b>						
South East Water	100.0	100.0	100.0	99.9	100.0	0.1
Barwon Water	100.0	100.0	100.0	100.0	100.0	0.0
Central Coast	100.0	100.0	100.0	100.0	100.0	0.0
Gold Coast	100.0	100.0	100.0	100.0	100.0	0.0
Hunter Water	100.0	100.0	100.0	100.0	100.0	0.0
Icon Water	100.0	100.0	100.0	100.0	100.0	0.0
Logan	100.0	100.0	100.0	100.0	100.0	0.0
SA Water	100.0	100.0	100.0	100.0	100.0	0.0
Sydney Water	100.0	100.0	100.0	100.0	100.0	0.0
Unitywater	100.0	100.0	100.0	100.0	100.0	0.0
Urban Utilities	100.0	100.0	100.0	100.0	100.0	0.0
WC (Perth)	100.0	100.0	100.0	100.0	100.0	0.0
Yarra Valley Water	100.0	100.0	100.0	100.0	100.0	0.0
Greater Western Water					100.0	
TasWater	99.8					
<b>Median</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	
<b>Mean</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	
<b>Large</b>						
Gippsland Water	100.0	100.0	100.0	99.0	100.0	1.0
Goulburn Valley Water	100.0	100.0	100.0	99.5	100.0	0.5
Central Highlands Water (Vic)	99.7	100.0	100.0	99.8	100.0	0.2
Cairns	100.0	100.0	100.0	100.0	100.0	0.0
Coliban Water	99.5	100.0	94.3	100.0	100.0	0.0
North East Water	100.0	100.0	100.0	100.0	100.0	0.0
P&W (Darwin)	100.0	100.0	100.0	100.0	100.0	0.0
Redland City	100.0	100.0	100.0	100.0	100.0	0.0
Shoalhaven	100.0	100.0	100.0	100.0	100.0	0.0
Toowoomba	100.0	100.0	100.0	100.0	100.0	0.0
Townsville	100.0	100.0	100.0	100.0	100.0	0.0
WC (Mandurah)	100.0	100.0	100.0	100.0	100.0	0.0
<b>Median</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	
<b>Mean</b>	<b>99.9</b>	<b>100.0</b>	<b>99.5</b>	<b>99.9</b>	<b>100.0</b>	
<b>Medium</b>						
Albury	100.0	100.0	100.0	100.0	100.0	0.0
Bundaberg	100.0	100.0	100.0	100.0	100.0	0.0
Wannon Water	100.0	100.0	100.0	100.0	100.0	0.0

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Tweed	100.0	100.0	100.0	100.0	100.0	0.0
Tamworth	100.0	100.0	100.0	100.0	100.0	0.0
South Gippsland Water	100.0	99.0	100.0	100.0	100.0	0.0
Fitzroy River Water	100.0	100.0	100.0	100.0	100.0	0.0
Riverina Water (W)	100.0	100.0	100.0	100.0	100.0	0.0
Queanbeyan	100.0	100.0	100.0	100.0	100.0	0.0
Port Macquarie Hastings	100.0	100.0	100.0	100.0	100.0	0.0
MidCoast Council	100.0	100.0	100.0	100.0	100.0	0.0
Mackay	100.0	100.0	100.0	100.0	100.0	0.0
Lower Murray Water	100.0	100.0	100.0	100.0	100.0	0.0
Gladstone	100.0	100.0	100.0	100.0	100.0	0.0
Fraser Coast	100.0	100.0	100.0	100.0	100.0	0.0
Eurobodalla	100.0	100.0	100.0	100.0	100.0	0.0
East Gippsland Water	100.0	100.0	100.0	100.0	100.0	0.0
Dubbo	100.0	100.0	100.0	100.0	100.0	0.0
Coffs Harbour	100.0	100.0	100.0	100.0	100.0	0.0
Clarence Valley	100.0	100.0	100.0	100.0	100.0	0.0
Wingecarribee	100.0	100.0	100.0	100.0	100.0	0.0
GWMWater	99.4	100.0	100.0	100.0	97.0	-3.0
<b>Median</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	
<b>Mean</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>99.9</b>	
<b>Small</b>						
Aqwest-Bunbury (W)	100.0	100.0	100.0	100.0	100.0	0.0
Lismore	100.0	100.0	100.0	100.0	100.0	0.0
Westernport Water	100.0	100.0	100.0	100.0	100.0	0.0
Western Downs	72.5	100.0	100.0	100.0	100.0	0.0
WC (Kal-Boulder) (W)	100.0	100.0	100.0	100.0	100.0	0.0
WC (Geraldton)	100.0	100.0	100.0	100.0	100.0	0.0
WC (Australind/Eaton)	100.0	100.0	100.0	100.0	100.0	0.0
WC (Albany)	100.0	100.0	100.0	100.0	100.0	0.0
Southern Downs	100.0	100.0	99.5	100.0	100.0	0.0
Snowy Monaro				100.0	100.0	0.0
P&W (Alice Springs)	100.0	100.0	100.0	100.0	100.0	0.0
Orange	100.0	100.0	100.0	100.0	100.0	0.0
Livingstone	100.0	100.0	100.0	100.0	100.0	0.0
Kempsey	100.0	100.0	100.0	100.0	100.0	0.0
Armidale	100.0	100.0	100.0	100.0	100.0	0.0
Gympie	100.0	100.0	98.6	100.0	100.0	0.0
Goulburn Mulwaree	100.0	100.0	100.0	100.0	100.0	0.0

Utility	2017–18	2018–19	2019–20	2020–21	2021–22	Change from previous year (%)
Goldenfields Water (W)	100.0	100.0	100.0	100.0	100.0	0.0
Essential Energy	100.0	100.0	100.0	100.0	100.0	0.0
Central Highlands	100.0	100.0	100.0	100.0	100.0	0.0
Cassowary Coast	99.3	98.9	97.5	100.0	100.0	0.0
Byron	100.0	100.0	100.0	100.0	100.0	0.0
Busselton (W)	100.0	100.0	100.0	100.0	100.0	0.0
Bega Valley	100.0	100.0	100.0	100.0	100.0	0.0
Bathurst	100.0	100.0	100.0	100.0	100.0	0.0
Ballina	100.0	100.0	100.0	100.0	100.0	0.0
Whitsunday	100.0	100.0	100.0	100.0	100.0	0.0
<b>Median</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	
<b>Mean</b>	<b>98.9</b>	<b>100.0</b>	<b>99.8</b>	<b>100.0</b>	<b>100.0</b>	