



Unitywater

Serving you today, investing in tomorrow.

Annual Performance Report 2022-23

KEY PERFORMANCE INDICATORS

Report Content

This report contains Unitywater’s performance against a broad range of Key Performance Indicators. The indicators are categorised as customer, consumption, asset, water security, finance, and environmental indicators.

The information contained in this report meets Unitywater’s obligation under section 575A of the Water Supply (Safety and Reliability) Act 2008 to publish performance indicators.

Report Interpretation

The following symbols should be used to interpret results:

NR	Not Relevant (an activity Unitywater does not undertake)
ND	No Data (Unitywater undertake this activity, however no data is available for the reported period)



General Indicators

KPI (code)	Indicator	Unit of Measure	2022-23
QG1.1	Length water mains	km	6,452
QG1.2	Length sewerage mains and channels	km	6,151
QG1.3	Number sewerage treatment plants	Count	17
QG1.4a	Number water treatment plants: providing full treatment	Count	Nil
QG1.5	Maximum daily demand	ML/day	255
QG1.7	Total potable water storage volume	ML	726
QG1.8	Volume water sourced: surface water	ML	NR
QG1.9a	Volume water sourced: groundwater	ML	NR
QG1.10	Volume water sourced: desalination marine water	ML	NR
QG1.11	Volume recycled sewage supplied: all	ML	497
QG1.12	Volume water sourced: all	ML	67,236
QG1.13	Connected residential properties: water	000s	333.2
QG1.14	Connected non-residential properties: water	000s	18.6
QG1.15	Connected residential properties: sewerage	000s	298.7
QG1.16	Connected non-residential properties: sewerage	000s	16.1
QG1.17a	Volume potable water supplied: residential	ML	49,858
QG1.17b	Volume raw-PT water supplied: residential	ML	NR
QG1.18a	Volume potable water supplied: non-residential	ML	9,071
QG1.18b	Volume raw-PT water supplied: non-residential	ML	NR
QG1.20	Total full-time equivalent water+sewerage employees	FTEs	725



Water Security Indicators

KPI (code)	Indicator	Unit of Measure	2022-23
QG2.10a	Water restriction duration: PWCM	days	0
QG2.10b	Water restriction duration: Level 1	days	0
QG2.10c	Water restriction duration: Level 2	days	0
QG2.10d	Water restriction duration: Level 3	days	0
QG2.10e	Water restriction duration: Level 4	days	0
QG2.10f	Water restriction duration: Level 5	days	0

Finance Indicators

KPI (code)	Indicator	Unit of Measure	2022-23
QG3.1	Capital expenditure: water supply	\$,000	86,321
QG3.2	Capital expenditure: sewerage	\$,000	161,944
QG3.3	Capital works grants: water	\$,000	-
QG3.4	Capital works grants: sewerage	\$,000	-
QG3.5	Nominal written down replacement cost: fixed water assets	\$,000	1,403,726
QG3.6	Nominal written down replacement cost: fixed sewerage assets	\$,000	2,559,362
QG3.7	Current replacement costs: fixed water assets	\$,000	1,403,726
QG3.8	Current replacement costs: fixed sewerage assets	\$,000	2,559,362
QG3.9	Revenue: all (NPR) water	\$,000	429,908
QG3.10	Revenue: all (NPR) sewerage	\$,000	311,089
QG3.11	Costs: operating water per connection	\$/connection	808
QG3.12	Costs: operating sewerage per connection	\$/connection	294
QG3.13	Costs: maintenance water	\$,000	19,633
QG3.14	Costs: maintenance sewerage	\$,000	24,575
QG3.15	Current cost depreciation: water	\$,000	35,758
QG3.16	Current cost depreciation: sewerage	\$,000	65,195
QG3.17	Previous 5 year average annual renewals expenditure: water	\$,000	23,122
QG3.18	Previous 5 year average annual renewals expenditure: sewerage	\$,000	46,214
QG3.19	Forecast 5 year average annual renewals expenditure: water	\$,000	27,390
QG3.20	Forecast 5 year average annual renewals expenditure: sewerage	\$,000	47,701
QG3.11a	Costs: operating water (NPR)	\$,000	284,068
QG3.12a	Costs: operating sewerage	\$,000	92,427
QG3.21	Costs: any other water	\$,000	82,597
QG3.22	Costs: any other sewerage	\$,000	97,823
QG5.1	Operating ratio	%	25.0
QG5.2	Capital replenishment ratio	Count	2.6
QG5.3	Debt to revenue ratio	%	210

Customer Indicators

KPI (code)	Indicator	Unit of Measure	2022-23
QG4.1(value)	Fixed charge: water value	\$/annum	298
QG4.1(text)	Fixed charge: water description	Text	Per connected residence
QG4.2(value)	Fixed charge: sewerage value	\$/annum	600
QG4.2(text)	Fixed charge: sewerage description	Text	Per connected residence
QG4.3	Annual bill based on 200kL/a: water+sewerage	\$	1,811
QG4.4	Typical residential bill: water+sewerage	\$	1,500
QG4.5	Water main breaks per 100 km water main	per 100 km wm	3.9
QG4.6	Sewerage mains breaks/chokes per 100 km sewer main	per 100 km sm	7.1
QG4.7	Average frequency unplanned interruptions: water	per 1000 conn	53.7
QG4.8a	Percent CSS response target met: water incidents	%	96
QG4.9a	Percent CSS response target met: sewerage incidents	%	96
QG4.10	Water quality complaints per 1000 connections	per 1000 conn	0.1
QG4.11	Water and sewerage complaints (all) per 1000 connections	per 1000 conn	2.8
QG4.14	Water and sewerage billing and account complaints per 1000 con	per 1000 conn	0.8
QG4.13	Sewerage service complaints per 1000 connections	per 1000 conn	0.7
QG4.12	Water service complaints per 1000 connections	per 1000 conn	0.5
QG1.21	Volume all water imported: internal and external	ML	66,739

Other indicators

KPI (code)	Indicator	Unit of Measure	2022-23
QG1.22	Volume all water exported: internal and external	ML	Nil
QG1.23	Volume water lost: potable water	ML	6,578