

SUMMARY 2008-9 SWIM Comparative Data Report



(version 5 Apr 2010)

This SWIM annual comparative report is a product of the SWIM system - a data portal developed and managed by the Queensland Water Directorate for its members, Queensland water service providers. For more information please visit the SWIM website: www.swim.qldwater.com.au, or contact the Queensland Water Directorate on 07 32524701. Your feedback is welcomed.

The summary report provides an overview of the performance of 50 Queensland WSPs generally, rather than individually. Further categories of comparisons, such as WSPs with similar soil type, and in similar regions are included in the individual comparative reports available to WSPs by logging in to the SWIM website.

Some of the indicators listed here are useful for direct comparisons while others provide important context and help explain the differences observed in comparisons.

Indicator code	Indicator	Indicator Units	MEDIAN RESULTS FOR QUEENSLAND WSPs				
			All Qld WSPs	Large WSPs	Medium WSPs	Small WSPs	
Sources & Uses of Water	WA7	The total volume of water taken	ML/year	2908	14206	2349	495
	WA32	Potable residential water supplied	ML/Year	1936	6633	1861	291
	WA34	Potable commercial, municipal and industrial water supplied	ML/Year	272	2027	0	68
	WA36	Potable supply other than residential , commercial, municipal and industrial	ML/Year	0	2	0	44
	WA38	Potable supply - total	ML/Year	2040	8660	2040	232
	WA12	Average annual residential water supplied per connection	kL/ water connection / year	277	177	510	532
	WA30	Average annual total potable water supplied per connection	kL/water connection /year	338	299	548	301
Water assets & performance	AS3	Properties served per km of water main	No. connections	26	37	23	16
	AS8	Number of water main breaks (per 100 km water main)	No./100 km water main	15	14	30	20
	AS9	Infrastructure Leakage Index	Index	1.7	1.8	1.4	0
	AS10	Real water losses	litres/ connection/ day	124	47	250	0.1
	AS11	Real water losses	kL/km water main /day	2.0	2.1	2.5	0
	CS38	Minimum flow (water)	L/min	12	20	3	23
	CS39	Minimum pressure (water)	kPa	114	187	60	115
Compliance - Drinking Water	HL3	% of total population where microbiological compliance was achieved	%	100	100	100	100
	EH5	% of samples tested which comply with the relevant guideline on E.coli	%	100	99	100	100
	EH8	% of samples tested which comply with the relevant guideline on physical and chemical parameters	%	97	99	92	100
Customer Service - water	CS9	Number of drinking water quality complaints (per 1000 properties)	No./1000 Connections	2.4	2.7	4.5	0.0
	CS10	Number water service complaints (per 1000 properties)	No./1000 connections	2.2	52.6	6.3	0.0
	CS30	Average duration of a planned interruption to water supply	mins	120	86	135	120
	CS15	Average duration of an unplanned interruption- water	mins	95	73	90	120
	CS17	Average frequency of unplanned interruptions - water (per 1000 properties).	No./1000 connections/year	13	4	26	0.2
	CS31	Relative incidence of planned incidents (i.e. number planned / number unplanned) Water supply	Ratio	0.20	0.64	0.16	0.13
	CS37	(Average) Response/reaction time for incidents (bursts & leaks)	mins	60	94	26	60
	CS55	Number interruptions for which 48 hours notice was provided (per 1000 connections)	No./1000 connections	1.2	1.2	2.9	0.0
	CS56	Average number of working days to complete installations and connections	days	9	13	7	5
	CS57	Average number of working days to complete financial or engineering assessment for installations	days	6	10	7	4
	CS18	Number of restrictions applied for non-payment of water bill (per 1000 properties)	No./1000 connections/year	0	0	0	0
	CS19	Number of legal actions applied for non-payment of water bill (per 1000 properties)	No./1000 connections/year	0	0	0	0

					MEDIAN RESULTS FOR QUEENSLAND WSPs			
Indicator code	Indicator	Indicator Units	All Qld WSPs	Large WSPs	Medium WSPs	Small WSPs		
Waste water assets & performance	WA18	Total volume sewage collected	ML/year	1446	10366	787	63	
	WA19	Average volume sewage collected per property	kL/sewer connection/year	250	258	189	221	
	WA27	Recycled water (percent of effluent recycled)	%	8	15	9	0	
	AS6	Properties served per km of sewer main	No. Connections/km	37	42	29	24	
	AS12	Number of sewer main breaks and chokes per 100 km	No./100km sewer main	20	20	36	5	
	AS35	Property connection sewer main breaks and chokes (per 100km of sewer main)	No./100km sewer main	16	15	25	30	
	CS35	Sewage inflow and infiltration (peak day flow / average day flow)	Ratio	3.3	3.3	3.3	0.8	
	CS36	Sewage overflow to customer property (number per 1000 connections)	No./1000 Connections	1.1	1.1	2.5	0	
	EN13	Sewage overflows reported to the environmental regulator (per 100 km of main)	No./100km sewer main	0.1	1.0	0	0	
	AS37	Total number sewage overflows (per 100km sewer main)	No./100km sewer main	10	25	7	0	
Compliance & treatment-sewerage	EN3	Percent of sewage treated to a tertiary level	%	26	78	0	0	
	EH11	% of samples tested which comply with the relevant licence standard for BOD	%	99	99	81	100	
	EH14	% of samples tested which comply with the relevant licence standard for Suspended Solids	%	98	98	81	100	
	EH17	% of samples tested which comply with the relevant licence standard for Nitrogen	%	100	98	96	100	
	EH20	% of samples tested which comply with the relevant licence standard for Phosphorus	%	100	100	100	98	
Customer Service - sewerage	CS11	Sewerage service complaints (per 1000 properties)	No./1000 Connections	4.8	4.1	8.3	0	
	CS33	(Average) Response/reaction time for incidents (sewerage)	mins	51	61	36	45	
	CS60	Average sewerage interruption (minutes)	mins	120	111	124	90	
	CS51	Average number working days for work to commence on installations or connections	days	8	10	9	5	
Customer Service - overall	CS12	Billing and account complaints - water and sewerage (per 1000 properties)	No./1000 connections/year	0	1	0	0	
	CS13	Total water and Sewerage service complaints (per 1000 Prop)	No./1000 connections/year	30	78	35	5	
Bio-solids	EN8	Percent of biosolids reused	%	0	100	0	0	
Greenhouse Gas Emissions	EN9	greenhouse gas emissions (net tonnes CO2-equivalents) - Water (per 1000 properties)	t CO2eq / 1000 connections	10	10	No Data	No Data	
	EN10	greenhouse gas emissions (net tonnes CO2-equivalents) - Sewage (per 1000 properties)	t CO2eq / 1000 connections	231	244	101	No Data	
	EN11	Net greenhouse gas emissions (net tonnes CO2-equivalents) - Other (per 1000 properties)	t CO2eq / 1000 connections	408	408	No Data	No Data	
	EN12	Total Net greenhouse gas emissions (net tonnes - CO2-equivalents),(per 1000 properties)	t CO2eq / 1000 connections	316	347	44	No Data	
Revenue, Costs & Grants	FN4	Residential revenue from usage charges - water (%)	%	54	44	78	55	
	FN5	Revenue per property for water supply services (\$/property)	\$/property	647	739	567	613	
	FN6	Revenue per property for sewerage services (\$/property)	\$/property	598	772	533	448	
	FN7	Income per property for utility (\$/property)	\$/property	1076	1359	947	850	
	FN8	Revenue from Community Service Obligations (%)	%	0.6	0.6	2.4	19.9	
	FN11	Operating cost - water (\$/property)	\$/property	410	410	345	737	
	FN12	Operating cost - sewerage (\$/property)	\$/property	298	353	215	359	
Water & Sewerage Pricing	PR26	Annual bill based on 200kL/a - water	\$	481	501	450	554	
	PR35	Annual bill based on 200kL/a - sewerage	\$	464	503	424	215	
	PR38	Annual bill based on 200kL/a (water & sewerage)	\$	791	915	792	89	