

2024-2025 Results DLGWV NPR Indicators - Whitsunday Regional Council

SWIM (code)	NPR (code)	Indicator title	Value	Units	NPR Footnote
AS1	A1	Number water treatment plants: providing full treatment	4	Count	
AS10	A10	Real water losses: service connections	225.8	L/service connection/day	
AS11	A11	Real water losses: water mains	5.8	kL/km water main/day	
AS39.1	A14	Sewerage mains breaks/chokes per 100 km sewer main	16.3	per 100 km sewer mains	
AS41	A15	Property connections sewer breaks/chokes per 1000 connections	2.4	per 1000 connections	
AS2.1	A2	Length water mains: drinking+non-drinking water	496	km	
AS3	A3	Connections served per km drinking+non-drinking water mains	30.1	Connections/km mains	
AS4	A4	Number Sewage Treatment Plants	4	Count	
AS5	A5	Length sewerage mains and channels	361.6	km	
AS6	A6	Connections served per km sewer main	34.9	Connections/km mains	
AS60	A8	Drinking+non-drinking water main breaks per 100 km mains	36.9	per 100 km water main	
AS9	A9	Infrastructure Leakage Index (ILI) drinking water supply	3.1	Index	
CS1.1	C1	Population receiving water services	30916	People	
CS10.1	C10	Drinking water service complaints per 1000 connections	0.7	per 1000 connections	
CS11	C11	Sewerage service complaints per 1000 connections	0.9	per 1000 connections	
CS12.1	C12	Drinking water and sewerage account complaints per 1000 connections	4.5	per 1000 connections	
CS15	C15	Average duration unplanned interruptions: drinking water	240.7	mins	
CS17	C17	Average number unplanned interruptions: drinking water	102.4	per 1000 connections	
CS18	C18	Restrictions applied for non-payment of water bill per 1000 connections	0	per 1000 connections	
CS2.1	C2	Connected residential properties: water	13134	Connections	
CS3.1	C3	Connected non-residential properties: water	1773	Connections	
CS4.1	C4	Total connected properties: water	14907	Connections	
CS6.1	C6	Connected residential properties: sewerage	11638	Connections	
CS7.1	C7	Connected non-residential properties: sewerage	970	Connections	
CS8.1	C8	Total connected properties: sewerage	12608	Connections	
CS9.1	C9	Drinking water quality complaints per 1000 connections	6.2	per 1000 connections	

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CS68	CC_N1	% restrictions for non-payment of water accounts removed within 3 business days	0	%	Screen Bypass volumes, due to rain event.
CS69	CC_N2	% restrictions for non-payment of water accounts resulting in legal action	0	%	
CS70	CC_N3	Number residential customers on a hardship program (1 July)	0	Count	
CS71	CC_N4	Number residential customers entering hardship program during year	0	Count	
CS72	CC_N5	Number residential customers exiting a hardship program during year	0	Count	
CS73	CC_N6	% residential customers in hardship program who met their instalment plan	0	%	
CS74	CC_N7	% residential customers successfully exiting a hardship program during year	0	%	
CS75	CI_N1	Connected residential properties: recycled water	0	Connections	
CS76	CI_N2	Connected non-residential properties: recycled water	4	Connections	
CS77	CI_N3	Total connected properties: recycled water	4	Connections	
EN1	E1	% sewage treated: maximum primary level only	6.3	%	
EN2	E2	% sewage treated: maximum secondary level only	6.5	%	
EN3	E3	% sewage treated: tertiary level	91.2	%	
EN8	E8	% biosolids reused	0	%	
FN1	F1	Revenue: all (NPR) water	25515.644	\$,000	
FN14	F14	Capital expenditure: water supply	4332.907	\$,000	
FN15	F15	Capital expenditure: sewerage	3149.821	\$,000	
FN16	F16	Capital expenditure: water+sewerage	7482.728	\$,000	
FN2	F2	Revenue: all (NPR) sewerage	21341.101	\$,000	
FN20	F20	Dividend	3299.123	\$,000	
FN22	F22	Net debt to equity	15.5	%	
FN24	F24	Net profit after tax (NPAT)	7164.9	\$,000	
FN25	F25	Community service obligations	0	\$,000	

2024-2025 Results DLGWV NPR Indicators - Whitsunday Regional Council

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FN26	F26	Capital works grants: water	373.176	\$,000	
FN27	F27	Capital works grants: sewerage	0	\$,000	
FN34.2	F28	Capital expenditure: water (\$,000 per connection)	0.29	\$,000/connection	
FN35.1	F29	Capital expenditure: sewerage (\$,000 per connection)	0.25	\$,000/connection	
FN3	F3	Revenue: whole of service provider	46856.745	\$,000	
FN89	F30	Net profit after tax (NPAT) ratio	0.153	Ratio	
FN87	F8	Community service obligations ratio	0	ratio	
PR55	FP_N1	Residential drinking water supply tariff data	('Tariff Type', Fixed an Text		
		Costs: operating sewerage (excl. bulk wastewater payment) \$,000			
FN100	FP_N10	per connection	0.91	\$,000/connection	
FN101	FP_N11	Annual capital renewal expenditure: water supply	1839.62	\$,000	
FN102	FP_N12	Annual capital renewal expenditure: sewerage	2193.78	\$,000	
		Earnings before interest, taxes, depreciation, and amortization			
FN103	FP_N13	(EBITDA)	22356	\$,000	
FN104	FP_N14	Debt to assets ratio	0.206	Ratio	
FN105	FP_N15	Return on assets (ROA)	0.086	Ratio	
FN106	FP_N16	Return on equity (ROE)	0.069	Ratio	
FN107	FP_N17	Funds from operations (FFO) to net debt	0.038	Ratio	
FN108	FP_N18	Funds from operations (FFO) to net interest expenses	11.527	Ratio	
PR66	FP_N2	Residential sewerage services tariff data	('Tariff Type', Fixed Ch Text		
PR65	FP_N3	Residential recycled water supply tariff data	NR	Text	
FN109	FP_N4	Developer services charges levied as cash payment	2064.84	\$,000	
FN110	FP_N5	Developer services charges levied as non-cash contributions	1795.461	\$,000	
FN44	FP_N6	Costs: purchase bulk drinking+non-drinking water	2656.211	\$,000	
FN45	FP_N7	Costs: purchase bulk recycled water	0	\$,000	
		Costs: operating water (excl. purchase water) \$,000 per			
FN97	FP_N8	connection	0.696	\$,000/connection	
FN98	FP_N9	Costs: bulk wastewater service payment	0	\$,000	
HL1	H1	Water quality risk management guidelines used	ADWG 2011	Text	
HL3	H3	% population where microbiological compliance achieved	100	%	

2024-2025 Results DLGWV NPR Indicators - Whitsunday Regional Council

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HL13	H4	% population where chemical compliance achieved	75	%	
HL5	H5	Risk based drinking water management plan assessed externally	yes	yes/no	
EN23	HE_N1	Total greenhouse gas emissions reported under the NGER scheme	NR	t CO2eq	
EN24	HE_N2	Greenhouse gas emissions reduction target/s	NR	Text	
HL10	HE_N3	Date of last drinking water quality systems audit	11/03/2025	dd/mm/yyyy	
HL11	HE_N4	Number of boil water alerts issued	0	Count	
HL12	HE_N5	Number of 'do not drink' notices issued	0	Count	
CS64.1	IA10	Total service connections: water	12666	Connections	
AS52	IA10; IA11	Current Annual Real Losses (CARL): drinking water	1043.7	ML	
AS49	IA10; IA11	Service connections per km water main	25.5	Service connections/km mains	
AS54	IA11	Length water mains: drinking water	496	km	
AS38.1	IA14	Number sewerage mains breaks/chokes	59	Count	
AS40	IA15	Number property connections sewer breaks/chokes	30	Count	
AS59	IA8	Number of drinking+non-drinking water main breaks, bursts and leaks	183	Count	
AS9.1	IA9	Average drinking water pressure across the scheme	48.5	m	
AS9.2	IA9	Unavoidable Annual Real Losses (UARL): drinking water	337.4	ML	
CS22.1	IC10	Number drinking water complaints: service	10	Count	
CS21	IC11	Number sewerage complaints: service	11	Count	
CS23.1	IC12	Number drinking water and sewerage complaints: accounts	67	Count	Concealed Leak applications
CS62	IC13	Number water and sewerage complaints: all	190	Count	
CS61	IC17	Number connections affected by unplanned interruptions	1527	Count	
CS48	IC18	Number restrictions applied for non-payment of water bill	0	Count	
CS20.1	IC9	Number drinking water complaints: water quality	93	Count	
CS68.1	ICC_N1	Number restrictions applied for non-payment of water accounts removed within 3 business days	0	Count	
CS69.1	ICC_N2	Number restrictions for non-payment of water accounts resulting in legal action	0	Count	

2024-2025 Results DLGWV NPR Indicators - Whitsunday Regional Council

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EN18	IE1	Volume sewage treated: maximum primary level only	233.5	ML	Screen Bypass volumes, due to rain event.
EN19	IE2	Volume sewage treated: maximum secondary level only	241.3	ML	
EN20	IE3	Volume sewage treated: tertiary level	3367	ML	
FN32	IF11	Costs: operating water (incl. purchase water)	13031.229	\$,000	
FN33	IF12	Costs: operating sewerage (incl. bulk wastewater payment)	11469.56	\$,000	
PR50	IFP_N1	Residential drinking water usage upper bound of 2nd Step: kL	NR	kL	
PR51	IFP_N1	Residential drinking water usage upper bound of 3rd Step: kL	NR	kL	
PR52	IFP_N1	Residential drinking water usage upper bound of 4th Step: kL	NR	kL	
PR53	IFP_N1	Residential drinking water usage upper bound of 5th Step: kL	NR	kL	
PR54	IFP_N1	Residential drinking water usage upper bound of 6th Step: kL	NR	kL	
PR10	IFP_N1	Residential drinking water usage charge 3rd Step: value	NR	\$/kL	
PR12	IFP_N1	Residential drinking water usage charge 4th Step: value	NR	\$/kL	
PR14	IFP_N1	Residential drinking water usage charge 5th Step: value	NR	\$/kL	
PR16	IFP_N1	Residential drinking water usage charge 6th Step: value	NR	\$/kL	
PR1	IFP_N1	Residential drinking water pricing tariff structure	Fixed and 2 part tariff	Text	
PR5	IFP_N1	Residential drinking water fixed charge: description	Access charge by pro	Text	
PR3	IFP_N1	Residential drinking water fixed charge: value	732	\$/annum	
PR6	IFP_N1	Residential drinking water usage charge 1st Step: value	1.3	\$/kL	
PR49	IFP_N1	Residential drinking water usage upper bound of 1st Step: kL	365	kL	
PR8	IFP_N1	Residential drinking water usage charge 2nd Step: value	2.38	\$/kL	
PR23	IFP_N1	Residential drinking water special levies: value	0	\$/kL	
PR25	IFP_N1	Revenue from residential drinking water special levies retained by service provider	no	yes/no	
FN99	IFP_N10	Costs: operating sewerage (excl. bulk wastewater payment)	11469.56	\$,000	
PR32	IFP_N2	Residential sewerage usage charge: value	NR	\$/kL	
PR33	IFP_N2	Residential sewerage special levies: value	NR	\$	
PR4	IFP_N2	Residential sewerage pricing tariff structure	Fixed Charge	Text	
PR40	IFP_N2	Residential sewerage fixed charge: description	Access Charge by Pro	Text	
PR31	IFP_N2	Residential sewerage fixed charge: value	965	\$/annum	

2024-2025 Results DLGWV NPR Indicators - Whitsunday Regional Council

SWIM (code)	NPR (code)	Indicator title	Value	Units	NPR Footnote
PR34	IFP_N2	Revenue from residential sewerage special levies retained by service provider	NR	yes/no	
PR56	IFP_N3	Residential recycled water pricing tariff structure	Consumption Tariff Or	Text	
PR57	IFP_N3	Residential recycled water fixed charge: recycled water value	0	\$/annum	
PR58	IFP_N3	Residential recycled water fixed charge: description	NR	Text	
PR59	IFP_N3	Residential recycled water usage charge 1st Step: value	NR	\$/kL	
PR60	IFP_N3	Residential recycled water usage upper bound of 1st Step: kL	NR	kL	
PR61	IFP_N3	Residential recycled water usage charge 2nd Step: value	NR	\$/kL	
PR62	IFP_N3	Residential recycled water usage upper bound of 2nd Step: kL	NR	kL	
PR63	IFP_N3	Residential recycled water special levies: value	NR	\$/kL	
PR64	IFP_N3	Revenue from residential recycled water special levies retained by service provider	NR	yes/no	
FN47	IFP_N8	Costs: operating water (excl. purchase water)	10375.018	\$/,000	
CS22	IIC10	Number water complaints: service	10	Count	
CS23	IIC12	Number water and sewerage complaints: accounts	67	Count	Concealed Leak Applications
CS24	IIC13	Number water and sewerage complaints: all other	10	Count	
CS67.1	IIC17	Total connected properties: drinking water only	14907	Connections	
CS20	IIC9	Number water complaints: water quality	93	Count	3 water quality incidents in the Bowen Scheme
WA36.1	IW10.1	Volume non-drinking water supplied: non-revenue	NR	ML	
WA36	IW10.1	Volume drinking water supplied: non-revenue	1119.4	ML	
WA230	IW14.3	Volume drinking+non-drinking water exported: supplied to external 3	NR	ML	
WA229	IW14.3	Volume drinking+non-drinking water exported: supplied to external 2	NR	ML	
WA231	IW14.3	Volume drinking+non-drinking water exported: supplied to external 4	NR	ML	
WA228	IW14.3	Volume drinking+non-drinking water exported: supplied to external 1	0	ML	

2024-2025 Results DLGWV NPR Indicators - Whitsunday Regional Council

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WA232	IW14.3	Volume drinking+non-drinking water exported: supplied to external 5	NR	ML	
WA178	IW29	Volume treated sewage discharge: sea/estuary	2514.3	ML	
WA175	IW29	Volume treated sewage discharge: inland surface waters	809.8	ML	
WA176	IW29	Volume treated sewage discharge: land	284.5	ML	
WA177	IW29	Volume treated sewage discharge: groundwater	0	ML	
WS14	IWR_N7	Water restriction duration: Level 3	0	days	
WS15	IWR_N7	Water restriction duration: Level 4	0	days	
WS16	IWR_N7	Water restriction duration: Level 5 (or greater)	0	days	
PR43	P2	Annual residential bill based on 200kL/a: drinking water	992	\$	
PR44	P3	Typical residential bill: drinking water	1086	\$	
PR45	P5	Annual residential bill based on 200kL/a: sewerage	965	\$	
PR46	P6	Typical residential bill: sewerage	965	\$	
PR47	P7	Annual residential bill based on 200kL/a: drinking water+sewerage	1957	\$	
PR48	P8	Typical residential bill: drinking water+sewerage	2051	\$	
WA1	W1	Volume water self-sourced: surface water	5124.6	ML	
WA36.2	W10.1	Volume drinking+non-drinking water supplied: non-revenue	1119.4	ML	
WA11	W11	Volume urban water supplied: all	5711.9	ML	
WA74	W11.3	Volume drinking water produced/supplied into water supply system	7033.6	ML	
WA12.1	W12	Annual residential water supplied (ML per connection)	0.3	ML/connection/year	
WA233	W14.3	Total volume drinking+non-drinking water exported: external	0	ML	
WA15	W15	Volume recycled water exported: external	0	ML	

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					Includes Trade waste flow; as Trade Waste flow is not recorded well enough to get accurate readings. Increased flow may be attributed to an increase in rainfall causing sewer network collapses, particularly in Bowen.
WA16	W16	Volume sewage collected: residential+non-trade	3744.7	ML	
WA17	W17	Volume sewage collected: trade waste	NR	ML	
WA18	W18	Volume sewage collected: residential+trade	3746.8	ML	
WA66	W18.1	Volume sewage exported	NR	ML	
WA67	W18.2	Volume sewage imported: external	6.5	ML	
WA68	W18.3	Volume sewage collected: sewer mining	NR	ML	
WA69	W18.4	Volume sewage inflow measured: STP inlet	3750.3	ML	
WA31	W18.5	Volume sewage treated	3691.4	ML	
WA19.1	W19	Volume sewage collected (ML per connection)	0.3	ML/connection/year	
WA2	W2	Volume water self-sourced: groundwater	2150.6	ML	
WA20	W20	Volume recycled water supplied: residential	0	ML	
WA21	W21	Volume recycled water supplied: non-residential	246.4	ML	
WA23	W23	Volume recycled water supplied: environmental flows	0	ML	
WA73	W25.1	Volume recycled water supplied: aquifer recharge	0	ML	
WA26	W26	Volume recycled water supplied: all	284.5	ML	
WA27	W27	% treated sewage supplied as recycled water	10	%	
WA215	W29	Volume treated sewage discharge: all	3608.6	ML	
WA61	W3.1	Volume water self-sourced: desalination marine water	0	ML	
WA217	W30	Sewage losses: all	234.5	ML	Bowen WWTP Screen Bypass volumes, due to rain event.
WA197	W31	Volume drinking+non-drinking water returned to surface water	0	ML	
WA45	W5	Volume all water imported: external	0	ML	

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WA238	W5.3	Volume drinking+non-drinking water imported: external (all Suppliers)	0	ML	On-site used Effluent no Reported in previous years
WA101	W6	Volume recycled water imported: external	0	ML	
WA7.1	W7	Volume water sourced (excl. recycled): all	7275.2	ML	
WA206	W8.3	Volume drinking+non-drinking water supplied: residential	3655.3	ML	
WA121	W9.3	Volume drinking+non-drinking water supplied: non-residential	1810.2	ML	
WA98	WR_N1	Volume recycled stormwater supplied: all	NR	ML	
WA124	WR_N2	Volume drinking+non-drinking water used by your organisation	638.1	ML	
WA219	WR_N3	Volume recycled water supplied: own use	121.1	ML	
WA235	WR_N4	Volume unbilled recycled water supplied: beneficial reuse	0	ML	
WS12	WR_N5	Water restriction duration: Level 1	0	days	
WS13	WR_N6	Water restriction duration: Level 2	365	days	
WS27	WR_N7	Water restriction duration: Level 3 (or greater)	0	days	