

Organisation	SWIM (code)	NPR (code)	NPR category	Indicator title	Value	Units	NPR Footnote
Whitsunday Regional Council	AS1	A1	Asset	Number of water treatment plants providing full	4	Count	
Whitsunday Regional Council	AS10	A10	Asset	Real losses: service connections	144.7	L/service connection/day	
Whitsunday Regional Council	AS11	A11	Asset	Real losses: water mains	3.1	kl/km water main/day	
Whitsunday Regional Council	AS14	IA8	Asset	Number of water main breaks, bursts and leaks	103	Count	
Whitsunday Regional Council	AS2	A2	Asset	Length of water mains	531.1	km	
Whitsunday Regional Council	AS3	A3	Asset	Number of properties served per km of water main	27.5	Connections/km	
Whitsunday Regional Council	AS39	A14	Asset	Number of sewer mains breaks and chokes per 100 km	15.5	per 100 km sewer mains	
Whitsunday Regional Council	AS4	A4	Asset	Number of wastewater treatment plants	4	Count	
Whitsunday Regional Council	AS41	A15	Asset	Number of property connection sewer breaks and chokes per 1,000 properties	1.4	per 1000 connections	
Whitsunday Regional Council	AS5	A5	Asset	Length of sewer mains and channels	336.5	km	
Whitsunday Regional Council	AS6	A6	Asset	Number of properties served per km of sewer main	35.7	Connections/km	
Whitsunday Regional Council	AS8	A8	Asset	Number of water main breaks, bursts and leaks, per 100 km of water main	19.4	per 100 km water main	
Whitsunday Regional Council	AS9	A9	Asset	Infrastructure leakage index	2.7	Index	
Whitsunday Regional Council	CS1	C1	Customers	Population receiving services: water supply	30.321	000s	
Whitsunday Regional Council	CS10	C10	Customers	Number of water service complaints per 1,000 properties	4.2	per 1000 connections	
Whitsunday Regional Council	CS11	C11	Customers	Number of sewerage service complaints per 1,000 properties	1.5	per 1000 connections	
Whitsunday Regional Council	CS12	C12	Customers	Number of billing and account complaints per 1,000 properties	1.4	per 1000 connections	
Whitsunday Regional Council	CS13	C13	Customers	Number of water and sewerage complaints per 1,000 properties	9.3	per 1000 connections	
Whitsunday Regional Council	CS14	C14	Customers	Percentage of calls answered by an operator within	84.4	%	
Whitsunday Regional Council	CS15	C15	Customers	Average duration of an unplanned interruption:	120	mins	
Whitsunday Regional Council	CS17	C17	Customers	Number of unplanned interruptions per 1,000 properties	MD	per 1000 connections	
Whitsunday Regional Council	CS18	C18	Customers	Number of restrictions for non-payment of water bills per 1,000 properties	0	per 1000 connections	

Whitsunday Regional Council	CS19	C19	Customers	Number of legal actions taken for non-payment of water bills per 1000 properties	3.3	per 1000 connections	
Whitsunday Regional Council	CS2	C2	Customers	Number of connected residential properties: water	13,044	000s	
Whitsunday Regional Council	CS20	IC9	Customers	Number of water quality complaints: water supply	35	Count	
Whitsunday Regional Council	CS21	IC11	Customers	Number of sewerage service complaints	18	Count	
Whitsunday Regional Council	CS22	IC10	Customers	Number of water service complaints	62	Count	
Whitsunday Regional Council	CS23	IC12	Customers	Number of billing and account complaints: water	21	Count	
Whitsunday Regional Council	CS3	C3	Customers	Number of connected non-residential properties:	1,545	000s	
Whitsunday Regional Council	CS4	C4	Customers	Total number of connected properties: water supply	14,589	000s	
Whitsunday Regional Council	CS48	IC18	Customers	Number of restrictions for non-payment of water	0	Count	
Whitsunday Regional Council	CS49	IC19	Customers	Number of legal actions taken for non-payment of	48	Count	
Whitsunday Regional Council	CS6	C6	Customers	Number of connected residential properties:	11,075	000s	
Whitsunday Regional Council	CS61	IC17	Customers	Number of unplanned interruptions: water supply	MD	Count	
Whitsunday Regional Council	CS62	IC13	Customers	Number of water and sewerage complaints	136	Count	
Whitsunday Regional Council	CS7	C7	Customers	Number of connected non-residential properties:	0,922	000s	
Whitsunday Regional Council	CS8	C8	Customers	Total number of connected properties: wastewater	11,997	000s	
Whitsunday Regional Council	CS9	C9	Customers	Number of water quality complaints per 1,000 properties	2.4	per 1000 connections	
Whitsunday Regional Council	EN1	E1	Environment	Percentage of wastewater treated to a primary level	0.9	%	
Whitsunday Regional Council	EN10	E10	Environment	Net greenhouse gas emissions per 1,000 properties: wastewater	151.1	t CO2eq/1000 connections	
Whitsunday Regional Council	EN11	E11	Environment	Net greenhouse gas emissions per 1,000 properties: other	11.9	t CO2eq/1000 connections	
Whitsunday Regional Council	EN12	E12	Environment	Total net greenhouse gas emissions per 1,000 properties	354.9	t CO2eq/1000 connections	
Whitsunday Regional Council	EN14	IE9	Environment	Net greenhouse gas emissions: water supply	3190	t CO2eq	Includes a saving of 494 t CO2 from a 400 KW Solar array at Bowen WTP
Whitsunday Regional Council	EN15	IE10	Environment	Net greenhouse gas emissions: wastewater	1813	t CO2eq	
Whitsunday Regional Council	EN16	IE11	Environment	Net greenhouse gas emissions: other	174	t CO2eq	Includes vehicles only
Whitsunday Regional Council	EN17	IE12	Environment	Total net greenhouse gas emissions	5177	t CO2eq	
Whitsunday Regional Council	EN18	IE1	Environment	Volume of wastewater treated to a primary level	27	ML	
Whitsunday Regional Council	EN19	IE2	Environment	Volume of wastewater treated to a secondary level	1267.8	ML	
Whitsunday Regional Council	EN2	E2	Environment	Percentage of wastewater treated to a secondary	40.8	%	
Whitsunday Regional Council	EN20	IE3	Environment	Volume of wastewater treated to a tertiary level	1841.8	ML	
Whitsunday Regional Council	EN3	E3	Environment	Percentage of wastewater treated to a tertiary level	59.2	%	
Whitsunday Regional Council	EN8	E8	Environment	Percentage of biosolids reused	0	%	
Whitsunday Regional Council	EN9	E9	Environment	Net greenhouse gas emissions per 1,000 properties: water supply	218.7	t CO2eq/1000 connections	
Whitsunday Regional Council	FN1	F1	Finance	Total revenue: water supply	16793	\$,000	
Whitsunday Regional Council	FN10	F10	Finance	Written-down replacement cost of fixed wastewater	152520	\$,000	
Whitsunday Regional Council	FN11	F11	Finance	Operating cost per property: water supply	665.98	\$/connection	
Whitsunday Regional Council	FN12	F12	Finance	Operating cost per property: wastewater	676.84	\$/connection	
Whitsunday Regional Council	FN13	F13	Finance	Combined operating cost per property: water supply and wastewater	1342.82	\$/connection	
Whitsunday Regional Council	FN14	F14	Finance	Capital expenditure: water supply	3510.54	\$,000	
Whitsunday Regional Council	FN15	F15	Finance	Capital expenditure: wastewater	6085.904	\$,000	
Whitsunday Regional Council	FN16	F16	Finance	Total capital expenditure: water supply and	9596.444	\$,000	
Whitsunday Regional Council	FN17	F17	Finance	Economic real rate of return: water supply	1.1	%	
Whitsunday Regional Council	FN18	F18	Finance	Economic real rate of return: wastewater	3.7	%	
Whitsunday Regional Council	FN19	F19	Finance	Economic real rate of return: water supply and	2.5	%	
Whitsunday Regional Council	FN2	F2	Finance	Total revenue: wastewater	17150	\$,000	
Whitsunday Regional Council	FN20	F20	Finance	Dividend	0	\$,000	
Whitsunday Regional Council	FN21	F21	Finance	Dividend payout ratio	0	%	
Whitsunday Regional Council	FN22	F22	Finance	Net debt to equity ratio	0	%	
Whitsunday Regional Council	FN23	F23	Finance	Interest cover ratio	13.6	Ratio	
Whitsunday Regional Council	FN24	F24	Finance	Net profit after tax (NPAT)	0	\$,000	
Whitsunday Regional Council	FN25	F25	Finance	Community service obligation	1526	\$,000	
Whitsunday Regional Council	FN26	F26	Finance	Capital works grants: water supply	0	\$,000	
Whitsunday Regional Council	FN27	F27	Finance	Capital works grants: wastewater	2811.067	\$,000	
Whitsunday Regional Council	FN3	F3	Finance	Total income for the utility	33943	\$,000	
Whitsunday Regional Council	FN32	IF11	Finance	Operating cost: water supply	9716	\$,000	
Whitsunday Regional Council	FN33	IF12	Finance	Operating cost: wastewater	8120	\$,000	
Whitsunday Regional Council	FN34	F28	Finance	Capital expenditure per property: water supply	240.63	\$/connection	
Whitsunday Regional Council	FN35	F29	Finance	Capital expenditure per property: wastewater	507.29	\$/connection	
Whitsunday Regional Council	FN36	F30	Finance	Net profit after tax ratio	0	%	
Whitsunday Regional Council	FN4	F4	Finance	Percentage of residential revenue from usage	33.5	%	
Whitsunday Regional Council	FN5	F5	Finance	Revenue per property: water supply	1151.07	\$/connection	

Whitsunday Regional Council	FN6	F6	Finance	Revenue per property: wastewater	1429.52	\$/connection	
Whitsunday Regional Council	FN7	F7	Finance	Total income per property	1178	\$/connection	
Whitsunday Regional Council	FN87	F8	Finance	Community service obligations ratio	0	ratio	
Whitsunday Regional Council	FN9	F9	Finance	Written-down replacement cost of fixed water	136177	\$,000	
Whitsunday Regional Council	HL1	H1	Public health	Water quality guidelines	ADWG 2004	Text	
Whitsunday Regional Council	HL3	H3	Public health	Percentage of population where microbiological	100	%	
Whitsunday Regional Council	HL5	H5	Public health	Risk-based drinking water management plan	yes	yes/no	
Whitsunday Regional Council	HL8	H4	Public health	Number of zones where chemical compliance was	10	Count	
Whitsunday Regional Council	HL9	H4a	Public health	Total number of zones	10	Count	
Whitsunday Regional Council	PR1	P1	Pricing	Tariff structure: water supply	Fixed and 2 part	tarrif	Text
Whitsunday Regional Council	PR3	P1.2	Pricing	Fixed charge: water supply	546	\$/annum	
Whitsunday Regional Council	PR6	P1.3	Pricing	Usage charge: step 1	0.94	\$/kl	
Whitsunday Regional Council	PR49	P1.3a	Pricing	Upper bound of usage: step 1	365	kl	
Whitsunday Regional Council	PR8	P1.4	Pricing	Usage charge: step 2	1.64	\$/kl	
Whitsunday Regional Council	PR50	P1.4a	Pricing	Upper bound of usage: step 2	365	kl	
Whitsunday Regional Council	PR10	P1.5	Pricing	Usage charge: step 3	NR	\$/kl	
Whitsunday Regional Council	PR51	P1.5a	Pricing	Upper bound of usage: step 3	NR	kl	
Whitsunday Regional Council	PR12	P1.6	Pricing	Usage charge: step 4	NR	\$/kl	
Whitsunday Regional Council	PR52	P1.6a	Pricing	Upper bound of usage: step 4	NR	kl	
Whitsunday Regional Council	PR14	P1.7	Pricing	Usage charge: step 5	NR	\$/kl	
Whitsunday Regional Council	PR53	P1.7a	Pricing	Upper bound of usage: step 5	NR	kl	
Whitsunday Regional Council	PR23	P1.12	Pricing	Special levies: water supply	0	\$/kl	
Whitsunday Regional Council	PR25	P1.13	Pricing	Income from special levies retained by the utility:	no	yes/no	
Whitsunday Regional Council	PR43	P2	Pricing	Annual residential bill based on 200 kl per annum:	734	\$	
Whitsunday Regional Council	PR44	P3	Pricing	Typical residential bill: water supply	950	\$	
Whitsunday Regional Council	PR31	P4.1	Pricing	Fixed charge: wastewater	779	\$/annum	
Whitsunday Regional Council	PR32	P4.2	Pricing	Usage charge: wastewater	0	\$/kl	
Whitsunday Regional Council	PR33	P4.3	Pricing	Special levies: wastewater	0	\$	
Whitsunday Regional Council	PR34	P4.4	Pricing	Income from special levies retained by the utility:	no	yes/no	
Whitsunday Regional Council	PR4	P4	Pricing	Tariff structure: wastewater	Nil	Text	
Whitsunday Regional Council	PR45	P5	Pricing	Annual residential bill based on 200 kl per annum:	779	\$	
Whitsunday Regional Council	PR46	P6	Pricing	Typical residential bill: wastewater	779	\$	
Whitsunday Regional Council	PR47	P7	Pricing	Total annual residential bill based on 200 kl per	1513	\$	
Whitsunday Regional Council	PR48	P8	Pricing	Total typical residential bill	1729	\$	
Whitsunday Regional Council	WA1	W1	Water Resources	Volume of water sourced from surface water	5635.6	ML	
Whitsunday Regional Council	WA101	W6	Water Resources	Volume of recycled water received from other service providers or operational areas within the	0	ML	
Whitsunday Regional Council	WA11	W11	Water Resources	Total volume of urban water supplied	7347.6	ML	
Whitsunday Regional Council	WA110	W14.3	Water Resources	Volume of water, excluding recycled water, exported to other service providers or operational areas within	0	ML	
Whitsunday Regional Council	WA12	W12	Water Resources	Average volume of residential water supplied per property	319.2	kl/connection/year	
Whitsunday Regional Council	WA13	W13	Water Resources	Volume of water returned as environmental flows	0	ML	
Whitsunday Regional Council	WA15	W15	Water Resources	Volume of recycled water exported to other service	0	ML	
Whitsunday Regional Council	WA158	W5.3	Water Resources	Volume of water, excluding recycled water, received from other service providers or operational areas	0	ML	
Whitsunday Regional Council	WA16	W16	Water Resources	Volume of wastewater, excluding trade waste,	MD	ML	
Whitsunday Regional Council	WA17	W17	Water Resources	Volume of trade waste collected	MD	ML	Not recorded well enough to determine estimate
Whitsunday Regional Council	WA18	W18	Water Resources	Total volume of wastewater collected	2998	ML	
Whitsunday Regional Council	WA19	W19	Water Resources	Average volume of wastewater collected per property	249.9	kl/connection/year	
Whitsunday Regional Council	WA197	W31	Water Resources	Volume of water returned to surface water and	0	ML	
Whitsunday Regional Council	WA2	W2	Water Resources	Volume of water sourced from groundwater	1019.1	ML	
Whitsunday Regional Council	WA20	W20	Water Resources	Volume of recycled water supplied to residential	0	ML	
Whitsunday Regional Council	WA206	W8.3	Water Resources	Volume of water supplied to residential customers	4163	ML	
Whitsunday Regional Council	WA207	W9.3	Water Resources	Volume of water supplied to non-residential	2781.2	ML	
Whitsunday Regional Council	WA21	W21	Water Resources	Volume of recycled water supplied to non-residential	403.4	ML	
Whitsunday Regional Council	WA215	W29	Water Resources	Volume of treated wastewater disposals	2900.5	ML	
Whitsunday Regional Council	WA217	W30	Water Resources	Volume of wastewater losses and discharges	0	ML	
Whitsunday Regional Council	WA23	W23	Water Resources	Volume of recycled water supplied as environmental	0	ML	
Whitsunday Regional Council	WA26	W26	Water Resources	Total volume of recycled water supplied	403.4	ML	
Whitsunday Regional Council	WA27	W27	Water Resources	Recycled water as a percentage of total wastewater	13	%	
Whitsunday Regional Council	WA31	W18.5	Water Resources	Volume of treated effluent outflow from wastewater	3109.6	ML	
Whitsunday Regional Council	WA36	W10.1	Water Resources	Volume of non-revenue water	891.9	ML	
Whitsunday Regional Council	WA45	W5	Water Resources	Total volume of water received from other service	0	ML	
Whitsunday Regional Council	WA46	W14	Water Resources	Total volume of water exported to other service	0	ML	
Whitsunday Regional Council	WA61	W3.1	Water Resources	Volume of water sourced from desalinated marine	0	ML	
Whitsunday Regional Council	WA66	W18.1	Water Resources	Volume of wastewater exported to other service	0	ML	
Whitsunday Regional Council	WA67	W18.2	Water Resources	Volume of wastewater received from other service	8.8	ML	Septage
Whitsunday Regional Council	WA68	W18.3	Water Resources	Volume of wastewater taken through sewer mining	0	ML	
Whitsunday Regional Council	WA69	W18.4	Water Resources	Volume of wastewater inflow to wastewater	3006.1	ML	
Whitsunday Regional Council	WA7	W7	Water Resources	Total volume of water sourced	7058.1	ML	
Whitsunday Regional Council	WA73	W25.1	Water Resources	Volume of recycled water supplied to managed	0	ML	
Whitsunday Regional Council	WA74	W11.3	Water Resources	Volume of potable water produced for supply into	6944	ML	
Whitsunday Regional Council	WA8	W8	Water Resources	Total volume of water supplied to residential	4163	ML	
Whitsunday Regional Council	WA85	W28.4	Water Resources	Volume of urban stormwater supplied to residential	0	ML	
Whitsunday Regional Council	WA86	W28.5	Water Resources	Volume of urban stormwater supplied to non-	0	ML	
Whitsunday Regional Council	WA9	W9	Water Resources	Total volume of water supplied to non-residential	3184.6	ML	