



WESTERN DOWNS

# **CUSTOMER SERVICE STANDARDS**

## **WATER AND SEWERAGE**

Registered Service Provider No. 480



OUR COMMUNITIES

OUR FUTURE



## DOCUMENT DETAIL

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## 1. INTRODUCTION

Under Chapter 2 Infrastructure and service, Part 4 Service provider obligations, Division 3 of the *Water Supply (Safety and Reliability) Act 2008*, service providers are required to compile customer service standards to ensure customers are protected by standards relating to the supply.

A Customer Service Standard Notice was issued by the Queensland Water Supply Regulator to Western Downs Regional Council, SPID 480 on 29 May 2014. The notice was given under section 116(3) of the *Water Supply (Safety and Reliability) Act 2008*.

The purpose of this document is to specify levels of service in relation to Western Downs Regional Council's (WDRC) potable and non-potable water schemes and sewerage services.

As a service provider, WDRC customer service standards must state:

- A target for the level of service to be provided for the customer service standard key performance indicators; and
- The process for service connections, billing, metering, accounting, customer consultation, complaints and dispute resolution.

A review of the customer service standard is to occur at least every five years.

This document commenced 1 January 2015 and reviewed in November 2019.

## 2. KEY PERFORMANCE INDICATORS AND TARGETS

As issued in the Customer Service Standard Notice, the Queensland Water Supply Regulator has directed Council to set targets for mandatory key performance indicators. To establish these targets Council has placed each water scheme into one of three categories: Town, Village or Hamlet. The purpose of the categories is to group similar sized schemes and schemes with similar purpose together. The below table outlines which category each scheme is in:

**Table 2-1: Water Scheme Categories**

Scheme	Category	No. of Connections	Potable/Non-potable
Chinchilla	Town	3111	Potable
Dalby	Town	5295	Potable
Jandowae	Town	459	Potable
Miles	Town	883	Potable
Tara	Town	444	Potable
Wandoan	Town	3630	Potable
Bell	Village	182	Potable
Condamine	Village	119	Potable
Meandarra	Village	113	Non-potable
Warra	Village	70	Potable
Brigalow	Hamlet	25	Non-potable
Dulacca	Hamlet	82	Non-potable
Flinton	Hamlet	14	Non-potable
Glenmorgan	Hamlet	31	Non-potable
Jimbour	Hamlet	14	Non-potable
Kaimkillenbun	Hamlet	19	Non-potable
Kogan	Hamlet	31	Non-potable
Moonie	Hamlet	27	Non-potable
The Gums	Hamlet	11	Non-potable
Westmar	Hamlet	7	Non-potable

### 2.1. Town Supplies

The following table shows the key performance indicators and target service standards which are applicable to the Town schemes.

**Table 2-2: Key performance indicators and targets - Town schemes**

Key Performance Indicator	Target
Incidence of unplanned interruptions (number per 1,000 properties)	≤ 300
Average response time for water incidents (bursts and leaks)	≤ 120 minutes
Water quality complaints (per 1,000 properties)	≤ 10
Total water main breaks and leaks (number per 100km water main)	≤ 100
Total water and sewerage complaints (number per 1,000 properties)	≤ 20

## 2.2. Village Supplies

The following table shows the performance indicators and the target service standards which are applicable to the Village schemes.

**Table 2-3: Key performance indicators and targets - Village schemes**

Key Performance Indicator	Target
Incidence of unplanned interruptions (number per 1,000 properties)	≤ 300
Average response time for water incidents (bursts and leaks)	≤ 240 minutes
Water quality complaints (per 1,000 properties)	≤ 20
Total water main breaks and leaks (number per 100km water main)	≤ 150
Total water and sewerage complaints (number per 1,000 properties)	≤ 20

## 2.3. Hamlet Supplies

The following table shows the performance indicators and target service standards which are applicable to the Hamlet schemes.

**Table 2-4: Key performance indicators and targets - Hamlet schemes**

Key Performance Indicator	Target
Incidence of unplanned interruptions (number per 1,000 properties)	≤ 300
Average response time for water incidents (bursts and leaks)	≤ 360 minutes
Water quality complaints (per 1,000 properties)	≤ 20
Total water main breaks and leaks (number per 100km water main)	≤ 150
Total water and sewerage complaints (number per 1,000 properties)	≤ 20

## 2.4. Sewerage Services

The following table shows the performance indicators and the target service standards which are applicable to the Council's sewerage systems. Those towns included are **Chinchilla, Dalby, Jandowae, Meandarra, Miles, Tara and Wandoan**.

**Table 2-5: Key performance indicators and targets - Sewerage systems**

Key Performance Indicator	Target
Average response time for sewerage incidents (including main breaks and chokes)	≤ 120 minutes
Total sewerage main breaks and chokes (number per 100km sewerage main)	≤ 40



### 3. KEY PERFORMANCE INDICATOR DEFINITIONS

Below are definitions for the key performance indicators as defined in the Department of Natural Resources, Mines and Energy - Key Performance Indicators for QLD Urban Water Service Providers

#### QG 4.5: Total water main breaks (S) (SWIM AS8)

**The total number of main breaks, bursts and leaks in all diameter water distribution and reticulation mains for potable and non-potable services for the reporting period, irrespective of whether the break, burst or leak resulted in an interruption**

- Includes:**
- breaks caused by third parties
- Excludes:**
- those in the property service (i.e. mains to meter connection)

**Scheme X: # of breaks / 100km of water main**

**Scheme Y: # of breaks / 100km of water main**

**Units** Water main breaks per 100km of water main: one decimal place

**Formula** 
$$\text{(Total number of water main breaks / Total length of water mains (QG 1.1))} \times 100$$

- Notes**
1. This indicator is a measure of both asset condition and customer service, therefore, breaks, bursts or leaks should be reported irrespective of whether there was an interruption to the service
  2. The 'property service' includes any water infrastructure between the water main and the meter connection or other connection assembly and the internal plumbing of the property. It may be owned by the service provider, and it is often referred to as the 'mains to meter' service or connection. All water plumbing downstream of the meter is usually the property owner's asset
  3. Where a component of total water main breaks has been caused by third-parties (parties other than those directly employed by or contracted to the service provider), this may be detailed in the comments field of the data template

**QG 4.6: Total sewerage main breaks and chokes (S) (SWIM AS39)**

The total number of sewerage mains breaks and chokes, irrespective of whether the break or choke resulted in an interruption to the sewerage service, for the reporting period.

- Includes:**
- all gravity sewer mains
  - all pressure mains (including common effluent pipelines, rising mains, etc)
  - all vacuum system mains of any diameter
  - breaks caused by third parties
  - chokes in pumps

- Excludes:**
- property connection sewers
  - pipelines carrying treated effluent
  - recycled water distribution and reticulation mains delivering water for urban areas; such mains are to be reported as water mains (QG 1.1)

**Scheme X: # of breaks and chokes / 100km of sewerage main**

**Scheme Y: # of breaks and chokes / 100km of sewerage main**

<b>Units</b>	Sewerage main breaks per 100km of sewerage main: one decimal place
<b>Formula</b>	(Total number of sewerage main breaks / Total length of sewerage mains (QG 1.2) x 100
<b>Notes</b>	<ol style="list-style-type: none"> <li>1. Sewerage breaks and chokes are affected by factors including sewer configuration, soil composition, climate, tree planting, age of the infrastructure, sewer depth, materials and diameter. These factors are indicators of the condition of the sewer network and customer service</li> <li>2. Where a component of total sewerage main breaks has been caused by third parties (parties other than those directly employed by or contracted to the service provider, e.g.: customers), this may be detailed in the comments field of the data template.</li> </ol>

**QG 4.7: Incidence of unplanned interruptions – water (S) (SWIM CS17)**

**This is the number of unplanned interruptions (when the customer has total loss of water supply and has NOT received at least 24 hours notification or as otherwise prescribed by regulatory requirements) per 1000 properties.**

- Includes:**
- Situations where the duration of a planned interruption exceeds that which was originally notified
  - All un-notified interruptions caused by third parties (include text response on proportion of third party caused interruptions if desired)
- Excludes**
- Property service connection interruptions, unless the burst or leak requires the water main to be shut down for repair and therefore affects multiple customers
  - Interruptions that cause some reduction to the level of service but where normal activities (shower, washing machine, toilet flushing etc.) are still possible
  - Breaks in house connection branches
  - Planned interruptions

**Scheme X: # incidence of unplanned interruptions – water (per 1000 properties)**

**Scheme Y: # incidence of unplanned interruptions – water (per 1000 properties)**

**Units:** Unplanned interruptions per 1000 properties: as a whole number

**Example:** In the financial year, water service provider (WSP) “A” had 3 unplanned interruptions. In the first, second and third unplanned interruptions, the number of properties affected were 100, 125 and 200 respectively. Therefore, in total, service provider had 425 properties (100 + 125 + 200 = 425) affected in the financial year as a result of all unplanned interruptions. WSP A has 1500 connections in the scheme. The incidence of unplanned interruptions are calculated as: Total number of properties affected – 425  
Number of connections in the scheme – 1500 Therefore, Number of incidence of unplanned interruptions per 1000 connections =  $425/(1500/1000) = 283.3$

**QG 4.8: Average response time for water incidents (bursts and leaks) (S) (SWIM CS66)**

**This indicator will be measured as the percentage of water incidents responded to within the average response time target/s indicated in customer service standard.**

**Scheme X:** % of water incidents responded to within customer service target for response time as compared to the total number of water incidents

**Scheme Y:** % of water incidents responded to within customer service target for response time / total number of water incidents X 100

**Units** Percentage: 1 decimal place

**Formula** Number of water incidents responded to within customer service target for response time / total number of water incidents X 100

**Notes** Customer service standards or service performance standards must set targets for response time for water incidents. This indicator aims to demonstrate how well the provider meets those targets

**QG 4.9 Average response time for sewerage incidents (including mains breaks and chokes) (S) (SWIM CS65)**

**This indicator will be measured as the percentage of sewerage incidents responded to within the average response time target/s indicated in customer service standard**

**Scheme X:** % of sewerage incidents responded to within customer service target for response time as compared to the total number of sewerage incidents

**Scheme Y:** % of sewerage incidents responded to within customer service target for response time as compared to the total number of sewerage incidents

**Units** Percentage: one decimal place

**Formula** Number of sewerage incidents responded to within customer service target for response time / total number of sewerage incidents X 100

**Notes** Customer service standards or service performance standards must set targets for response time for sewerage incidents. This indicator aims to demonstrate how well the provider meets those targets.

**QG 4.10: Water quality complaints (per 1000 properties) (S) (SWIM CS9)**

**The total number of complaints received by the service provider that relate to water quality from any type of water provided.**

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors. Includes complaints received either in person, by mail, fax, phone, email or text messaging.

<b>Includes</b>	Complaints regarding: <ul style="list-style-type: none"> <li>• Discolouration</li> <li>• Taste</li> <li>• Odour</li> <li>• Stained washing</li> <li>• Illness</li> <li>• Cloudy water (e.g. caused by oxygenation)</li> </ul>
<b>Excludes</b>	Complaints regarding: <ul style="list-style-type: none"> <li>• Service interruption</li> <li>• Adequacy of service</li> <li>• Restrictions</li> <li>• Billing and accounts</li> <li>• Water pressure</li> </ul>

**Scheme X: # water quality complaints (per 1,000 properties)**

**Scheme Y: # water quality complaints (per 1,000 properties)**

<b>Units:</b>	Water quality complaints (per 1,000 properties): as a whole number
<b>Formula</b>	Total number of water quality complaints / Total water connected properties ('000s) (QG 1.13 + QG 1.14)
<b>Example</b>	<p><b>Complaint</b></p> <p><i>If a customer calls to complain about the government's or service provider's media comments on water quality because they have suffered poor water quality, this is counted as a complaint</i></p>

**Not a complaint**

*If a customer calls to ask about the health standards that apply for water quality, this is counted as a query, not a complaint.*

<b>Notes</b>	<ol style="list-style-type: none"> <li>1. Do not include a customer query.</li> <li>2. Include only complaints about third parties where the water utility has control (i.e. contractors).</li> <li>3. Complaints from separate customers regarding the same issue, and multiple complaints from one customer on multiple issues are counted as separate complaints.</li> <li>4. Australian Standards define a complaint as an 'expression of dissatisfaction made to an organisation, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied' (AS ISO 100002-2006).</li> </ol>
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**QG 4.11: Total water and sewerage complaints (per 1000 properties) (S) (SWIM CS13)**

**The total number of complaints received by the water business that relate to water or sewerage services. A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.: ×**

**Scheme X: # water and sewerage complaints (per 1000 properties)**

**Scheme Y: # water and sewerage complaints (per 1000 properties)**

**Includes complaints regarding**

- bursts
- leaks
- service interruptions
- adequacy of service
- water pressure
- water quality or reliability
- sewerage service complaints
- sewage odours
- affordability
- billings and accounts
- behaviour of staff or agents

**Excludes complaints regarding**

- Government pricing policy
- Tariff structures

**Units** Complaints (per 1,000 properties): as a whole number

**Formula** Total number of water and sewerage complaints / Total number of water connected properties ('000s) (QG 1.13 + QG 1.14)

**Notes**

1. Do not include a customer query
2. Include only complaints about third parties where the water utility has control (i.e. contractors)
3. Complaints from separate customers regarding the same issue, and multiple complaints from one customer are counted as separate complaints
4. When a customer reports a service interruption, this is not counted as a complaint unless the customer expresses dissatisfaction about the interruption
5. Australian Standards define a complaint as an 'expression of dissatisfaction made to an organisation, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied' (AS ISO 100002- 2006)

## 4. MINIMUM WATER PRESSURE

This is the minimum pressure that customers can expect to receive at the connection. The below table outlines the minimum water pressure/flow expectations:

**Table 4-1: Minimum water pressure**

<b>Town water supplies</b>	Greater than 16 metres or 20 litres per minute 95% of the time, except for trickle fed services where the minimum flow is 1,000 litres/day.
<b>Village water supplies</b>	15 litres per minute
<b>Hamlet water supplies</b>	15 litres per minute

If you notice a significant change in the usual water supply pressure not caused by household pipes and fittings, we encourage you to contact Council immediately.

## 5. PLANNED WORKS

We aim to provide continuous and reliable delivery of water supply to all our customers, however, at times we may need to interrupt your water supply service to undertake maintenance and repair work. In these instances, we aim to provide you with at least 48 hours' notice prior to the event.

Our water supply system may also be interrupted by acts outside of our control. For unplanned events, we are unable to provide you any notice. If your service is affected, we aim to restore your connection as quickly and effectively as possible.

## 6. SEWER BLOCKAGES AND OVERFLOWS

### 6.1. Sewer blockages

If you notice a significant change in the usual functioning of the sewerage service not caused by household pipes and fittings, we encourage you to contact Council immediately. We will investigate and remove the blockage free of charge should it be in Council's infrastructure. Any blockage outside Council's infrastructure will be cleared after approval has been sort from the owner of the property. Council provides a 30-day recall warranty up to a maximum of two recalls within the 30 day period for works on private property. The owner can also choose to source a private plumber. Should the customer choose to engage a private plumber instead of contacting council first the customer assumes responsibility for any fee(s) levied by the private plumber regardless of where the blockage occurred.

### 6.2. Sewer overflow

If an overflow should occur please contact Council immediately. We will act as quickly as possible to minimise the damage and inconvenience.

## 7. WATER AND SEWER SERVICE CONNECTIONS

### 7.1. New service

If you wish to apply for a water supply or sewer service connection, you will need to submit an application form available from one of Council's Customer Service Centres. Service connections will only be approved if:

- A reticulation main is available to your property; and
- The reticulation main is capable of delivering water at the minimum standard.

Installation of a new service connection will usually take place within 20 working days after Council receives your application and fee for service.

### 7.2. Restore an existing or disconnected service

If you wish to restore an existing or disconnected service, customers are required to submit an application form available from one of Council's Customer Service Centre's along with the prescribed payment.

### 7.3. Connection fees

Standard water and sewerage service connection fees are outlined in the fees and charges register which can be found on Council's website. Any water service over 20mm must be quoted.

Any sewer service connection deeper than 1.5m must be quoted.

## 8. BILLING

### 8.1. Fees and charges

Fees and charges are set annually by Council resolution.

Council has a two-part water tariff across all water supply schemes to offer a common pricing strategy to all communities across the region. The two-part charging methodology consists of an access charge and volumetric consumption charges.

Sewerage charges will be levied on each property assessment in the defined waste water network areas.

Details about the fees and charges can be found on Council's website in the Revenue Statement.

### 8.2. Issue and content of Water Notice

Water Notices are issued twice yearly. The notice will contain the following information:





- The date of issue;
- The customer's name, billing address and assessment number;
- The address of the property and the billing period to which the charges relate;
- The meter number(s), previous and current readings, total usage for period;
- Due date and discount amount;
- Total amount due for payment.

Customers should expect between four to eight weeks between the date the meter is read and the date the bill is issued.

### **8.3. Issue and content of Rates Notice**

Rates Notices are issued twice yearly. The notice will contain the following information:

- The date of issue;
- The customer's name, billing address and assessment number;
- The address of the property and the billing period to which the charges relate;
- Sewerage charges will appear separately to all other rate charges;
- Due date and discount amount;
- Total amount due for payment.

### **8.4. Payment methods**

Payment of your Water and Rates Notice can be made by any of the following methods:

- Bpay;
- At any Post Office;
- By phoning Post Billpay on 13 18 16;
- By cheque made payable to Western Downs Regional Council, and post to:  
PO Box 551  
Dalby QLD 4405
- In person at any of our Customer Service Centres by cash, EFTPOS, cheque or credit card;
- Direct debit from your bank account (by prior arrangement through Council).
- By EServices, which is linked from Council's website - payment by Visa or MasterCard

- By phoning Council on 1300 268 624 (interstate caller's 07 4679 4000) to make payment by Visa or MasterCard

## **8.5. Discount**

Payments received by the Council or its appointed agents prior to close of business on the due date specified on the Water and Rates Notice will attract a discount as specified on the billing notice. Payment of all rates and charges must be made in full by the due date to receive discounts.

## **8.6. Concessions**

Western Downs Regional Council offers its customers a number of concessions. Please refer to the rates and utility charges concession policy which can be found on Council's website or call us on 1300 268 624.

## **8.7. Dispute**

If a customer wishes to dispute their bill they can write to or email Council outlining their reasons or contact Council on 1300 268 624. Council will investigate accordingly.

## 9. WATER METERING

### 9.1. Your water meter

Water metering is the process of measuring water use. All customers must have a meter at the property connection; as it is a requirement, Council supplies and installs a meter with every connection. Meters are generally located on the footpath or just inside your property boundary. Below ground meters have a metal or plastic lid with above ground meters having no cover. If you are unable to locate your water meter please contact Council, visit a Customer Service Centre or submit an online enquiry via Council's website. A local officer will attend your property and locate your meter. Below is a diagram showing the general layout and ownership of an above ground water meter. The same ownership applies to below ground meters.

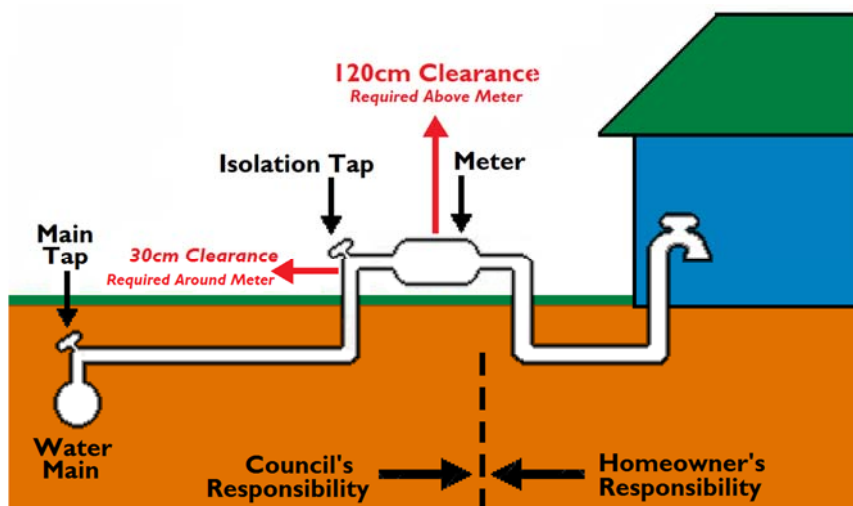


Figure 1 Water meter placement

### 9.2. Meter accessibility

It only takes a few moments for us to read your water meter but this simple job is sometimes made difficult when we don't have easy access to the meter. Therefore we ask if you could:

- Keep a clear space of at least 30cm around and 120cm above your water meter;
- Keep your meter clear of dirt and mulch;
- Prune overgrown plants;
- If you have a dog, please display a sign and keep the dog secured away from the meter area.

### 9.3. How to read a water meter

There are a number of different water meters in use throughout Western Downs Regional Council; however, they are all very similar to read. The display panel on your water meter has a black section and a red section. The numbers in the black section represent kilolitres (1,000 litres); the numbers in the red section represent litres. Below is an example of a meter:

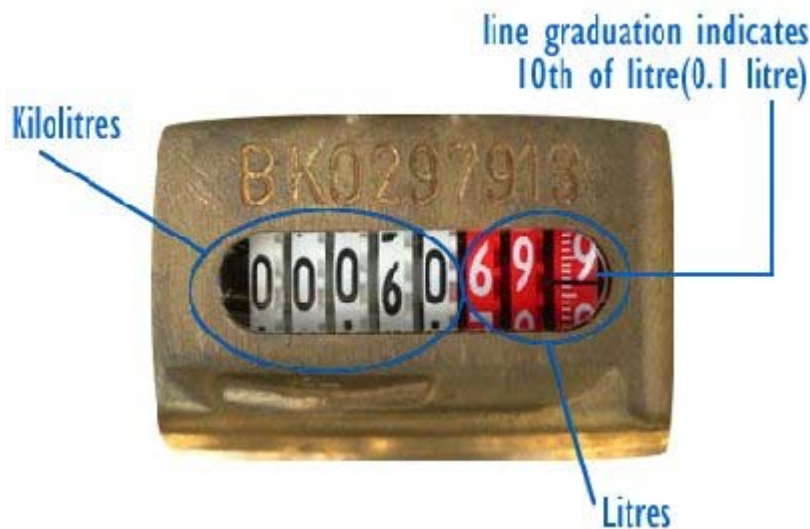


Figure 2 How to read a water meter

### 9.4. Monitoring water use

With households paying for water it is important to know your individual water consumption. The more water you save the more money you save on water and water heating costs.

Leaks can occur in household water pipes, fittings and appliances. They are not always visible so the best method of detection is to read your water meter regularly. If your consumption increases dramatically for no obvious reason, there could be a hidden leak. Other methods of leak detection include:

- Check the toilet system by pouring some food colouring into the cistern. If the colouring appears in the toilet bowl before flushing, you have a leak.
- Turn off every tap in the house and check the reading on your water meter. Do not use water (including flushing the toilet) for at least 30 minutes or overnight then check the meter again. If it has moved you have a leak.

Often leaks are hard to find and can go undetected for a long time. Undetected leaks can waste thousands of litres per day. Some signs of a leak include;

- An unusual green patch of turf near the meter, on the footpath or in the yard

- Moisture around the meter or a wet patch on the footpath, in your yard or under the house
- Water laying in the roadway (outside of rainfall events)
- Sound of running water in a stormwater drain (outside of rainfall events).

## **9.5. Water meter accuracy**

If you believe your water meter is inaccurate you can request a water meter flow test. Council offers two methods of testing. The first is a bucket test where a Council officer will attend your property and fill a 10 litre bucket directly from your meter. The meter will be monitored to ensure it is registering correctly. The second method is a bench test. A Council officer will remove the meter from your property and test it against a calibrated meter.

If you would like to request an accuracy test, contact Council to submit your application and payment. Fees and charges can be found on Council's website. If the results indicate the meter is reading >5% the meter will be changed and your test fee will be refunded. Please refer to Council's water meter policy for information regarding calculation for water consumption. This policy can be found on Council's website.

## **9.6. Damaged or leaking water meter**

If your water meter is damaged, unable to be turned off or you suspect a leak, please contact Council on 1300 268 624 or complete and submit an online contact form. Once your problem has been logged with Council one of our plumbers will investigate the problem and undertake any required repairs.

Interference with, or deliberate damage to water meters is an offence. The property owner will be responsible for the cost of repair of water meters when meters are damaged by vehicles, lawn mowers etc.

# **10. ACCOUNTING**

## **10.1 Payment date**

Customers receive Water and Rates Notices in the mail with the due date clearly indicated. They can elect to receive reminders via e-mail or text message. The due date is also advertised in the media and electronic notice boards.

## **10.2. Non-payment of Water and Rates Notice**

Council will issue a reminder notice, in respect of assessments that have an overdue Water and/or Rates Notice. Council will action the notice according to the rates and charges collection policy. A copy of this policy can be found on Council's website.

## **10.3. Interest on overdue Water and Rates Notice**

Interest on overdue notices shall be charged at a rate which will encourage the prompt payment of rates and charges. Interest will be charged at a nominated rate specified by Council and will apply to all rates and charges which remain unpaid 30 days after the end of the discount period. Please refer to Council's rates and charges collection policy for further information. A copy of this policy can be found on Council's website.

## 11. CUSTOMER CONSULTATION

### 11.1 Customer Service Standards

As part of the process of establishing our customer service standards, Council published a draft version of this document on our website allowing customers and other interested parties to readily view the proposed standards.

A feedback form was available on the website as well as all Customer Service Centres. Council welcomed comments, enquiries and suggestions about the proposed standards and considered all submissions.

Customers were notified about the proposed customer service standard submission period by means of advertisements in the Dalby Herald, Chinchilla News, and Council's website.

The Western Downs Customer Service Standards Water and Sewerage were adopted by Council in November 2014. If customers wish to give any feedback on the adopted standards, they are welcome to complete a general enquiry form available from the website or by contacting Council.

## 12. COMPLAINTS HANDLING

### 12.1 What is a complaint?

A complaint is an expression of dissatisfaction, orally or in writing, by a person who is directly affected by an administrative action of Council or its staff, including a failure to take action.

*Section 268(2) of the Local Government Act 2009* (the LG Act) defines an **'administrative action complaint'** as a complaint that—

- (a) is about an administrative action of a local government, including the following, for example:
  - (i) a decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision;
  - (ii) an act, or a failure to do an act;

- (iii) the formulation of a proposal or intention;
- (iv) the making of a recommendation; and

(b) is made by an affected person.

A request for service is NOT a complaint. A request for service is where you want Council to take action; for example, a leaking water pipe.

## 12.2. Complaints process

Council will try to resolve your complaint at the first point of contact, however, if this cannot be done, the complaint will be processed through our complaints management process outlined below:

### Stage 1 Primary Investigation and Resolution

In this stage your complaint will be investigated. Once the investigation is completed you will receive the decision and reason/s for the decision.

### Stage 2 Internal Review

If you are not satisfied with the outcome of Stage 1 you may request an internal review. As part of this stage the Complaints Administrator will organize for an independent internal review to be conducted of the original investigation. Once this investigation is completed you will receive the decision and reason/s for the decision.

### Stage 3 Review by External Agency

If you are not satisfied with the outcome of Stage 2 you can lodge your complaint with the Queensland Ombudsman or use other external complaints review processes through the courts.

Notwithstanding, it is the right of the individual to lodge a complaint with an external complaint entity such as the Queensland Ombudsman at any time.

## 12.3. How to lodge a complaint

There are a number of ways that you can lodge your complaint:

- In person at any of our Customer Service Centres;
- By telephone on 1300 COUNCIL (1300 268 624);
- By complaint form available at our Customer Service Centres and on our website at [www.wdrc.qld.gov.au](http://www.wdrc.qld.gov.au);

- In writing, by letter, facsimile or e-mail addressed to the Chief Executive Officer, PO Box 551, Dalby QLD 4405 or facsimile 1300 329 937 or e-mail [info@wdrc.qld.gov.au](mailto:info@wdrc.qld.gov.au).

## **12.4. Information you need to provide when lodging a complaint**

You will need to provide the following details when you lodge a complaint:

- The nature of the complaint in as much detail as possible;
- Detail of any loss or detriment you have suffered;
- If the incident has been reported to any other agency or authority;
- The remedy you are seeking;
- Any supporting information and documentation, including names and contact details of anyone else who is able to support the complaint;
- Your contact details.

## **12.5. Response time**

The Complaints Administrator will acknowledge the receipt of your complaint within 10 working days of receiving it. After 10 working days, if you have not received a response please phone 1300 268 624.

## **12.6. Further information**

If you wish to see further information, please refer to the following documents found on Council's website:

- Complaints Management Policy
- Complaints Management Process
- Complaints Management Fact Sheet

# **13. DISPUTE RESOLUTION**

## **13.1 Process for mediation or dispute resolution**

If a customer cannot adequately find redress through the defined processes, the customer has the right to refer the matter to the Ombudsman and Council recognizes and respects that right.

Council will fully cooperate with the Ombudsman and will abide by any decision made in the matter.

# **14. CONTACTING COUNCIL**

## **14.1 Council's contact details**

Customers are encouraged to contact Council for assistance on matters such as service difficulties and faults, account enquiries and general and technical enquiries.



Council also provides an after-hour's phone service for emergencies such as broken water mains or sewerage overflows.

**Phone (general and after hour emergencies)**

If calling from Queensland phone: 1300 COUNCIL (1300 268 624)

If calling from other states, phone: 07 4679 4000

**Postal address**

Western Downs Regional Council  
PO Box 551  
Dalby Qld 4405

**Customer service centre address and business hours**

Dalby Customer Service Centre  
30 Marble Street, **Dalby Qld 4405**  
Monday to Friday 8am - 5pm

Chinchilla Customer Service Centre  
80-86 Heeney Street, **Chinchilla Qld 4413**  
Monday to Friday 8am - 5pm

Miles Customer Service Centre  
29 Dawson Street, **Miles Qld 4415**  
Monday to Friday 8am - 5pm

Tara Customer Service Centre  
19 Fry Street, Tara **Qld 4421**  
Monday to Friday 8am - 5pm

Jandowae Customer Service Centre  
22 George Street, **Jandowae Qld 4410**  
Monday to Friday 9am - 5pm

Wandoan Customer Service Centre  
6 Henderson Road, **Wandoan Qld 4419**  
Monday to Friday 8am - 5pm

## 15. REVIEW

Under section 120 of the *Water Supply (Safety and Reliability) Act 2008* Council is required to review its Customer Service Standard at least every five years.

# Western Downs Regional Council

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Bell WTP	Potable water scheme	AS2	QG1.1	General	Length of water mains (S)	9.6	km	
Chinchilla WTP	Potable water scheme	AS2	QG1.1	General	Length of water mains (S)	108.4	km	
Condamine WTP	Potable water scheme	AS2	QG1.1	General	Length of water mains (S)	6.2	km	
Dalby WTP	Potable water scheme	AS2	QG1.1	General	Length of water mains (S)	181.6	km	
Jandowae WTP	Potable water scheme	AS2	QG1.1	General	Length of water mains (S)	26.3	km	
Miles WTP	Potable water scheme	AS2	QG1.1	General	Length of water mains (S)	39.6	km	
Wandoan WTP	Potable water scheme	AS2	QG1.1	General	Length of water mains (S)	20.4	km	
Warra WTP	Potable water scheme	AS2	QG1.1	General	Length of water mains (S)	3.8	km	
Brigalow WTP	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	3.2	km	
Dulacca WTP	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	3.6	km	
Flinton WTP	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	0.3	km	
Glenmorgan WTP	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	1.3	km	
Jimbour WTP	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	0.6	km	
Kaimikillenbun WTP	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	1.1	km	
Kogan Water	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	1.9	km	
Meandarra WTP	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	4.9	km	
Moonie WTP	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	2.2	km	
Tara WTP	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	17.3	km	
The Gums WTP	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	3.3	km	
Westmar WTP	Raw-Partially treated water scheme	AS2	QG1.1	General	Length of water mains (S)	1	km	
Chinchilla RWP	Recycled water scheme	AS2	QG1.1	General	Length of water mains (S)	2.5	km	
Dalby RWP	Recycled water scheme	AS2	QG1.1	General	Length of water mains (S)	12.2	km	
Miles RWP	Recycled water scheme	AS2	QG1.1	General	Length of water mains (S)	4.4	km	
Wandoan RWP	Recycled water scheme	AS2	QG1.1	General	Length of water mains (S)	1.6	km	
Western Downs Regional Council WSP-wide	WSP	AS2	QG1.1	General	Length of water mains (S)	457.2	km	
Chinchilla STP	Sewerage scheme	AS5	QG1.2	General	Length of sewerage mains (S)	75	km	
Dalby STP	Sewerage scheme	AS5	QG1.2	General	Length of sewerage mains (S)	96.8	km	
Jandowae STP	Sewerage scheme	AS5	QG1.2	General	Length of sewerage mains (S)	15	km	
Meandarra STP	Sewerage scheme	AS5	QG1.2	General	Length of sewerage mains (S)	4.6	km	
Miles STP	Sewerage scheme	AS5	QG1.2	General	Length of sewerage mains (S)	28.8	km	
Tara STP	Sewerage scheme	AS5	QG1.2	General	Length of sewerage mains (S)	13.9	km	
Wandoan STP	Sewerage scheme	AS5	QG1.2	General	Length of sewerage mains (S)	14.9	km	
Western Downs Regional Council WSP-wide	WSP	AS5	QG1.2	General	Length of sewerage mains (S)	249.1	km	
Chinchilla STP	Sewerage scheme	AS4	QG1.3	General	Number of sewage treatment plants (S)	1	Count	
Dalby STP	Sewerage scheme	AS4	QG1.3	General	Number of sewage treatment plants (S)	1	Count	
Jandowae STP	Sewerage scheme	AS4	QG1.3	General	Number of sewage treatment plants (S)	1	Count	
Meandarra STP	Sewerage scheme	AS4	QG1.3	General	Number of sewage treatment plants (S)	1	Count	
Miles STP	Sewerage scheme	AS4	QG1.3	General	Number of sewage treatment plants (S)	1	Count	
Tara STP	Sewerage scheme	AS4	QG1.3	General	Number of sewage treatment plants (S)	1	Count	
Wandoan STP	Sewerage scheme	AS4	QG1.3	General	Number of sewage treatment plants (S)	1	Count	
Western Downs Regional Council WSP-wide	WSP	AS4	QG1.3	General	Number of sewage treatment plants (S)	7	Count	
Bell WTP	Potable water scheme	AS1	QG1.4a	General	Number of water treatment plants (S)	1	Count	
Chinchilla WTP	Potable water scheme	AS1	QG1.4a	General	Number of water treatment plants (S)	1	Count	
Condamine WTP	Potable water scheme	AS1	QG1.4a	General	Number of water treatment plants (S)	1	Count	
Dalby WTP	Potable water scheme	AS1	QG1.4a	General	Number of water treatment plants (S)	1	Count	
Jandowae WTP	Potable water scheme	AS1	QG1.4a	General	Number of water treatment plants (S)	1	Count	

# Western Downs Regional Council

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Miles WTP	Potable water scheme	AS1	QG1.4a	General	Number of water treatment plants (S)	1	Count	
Wandoan WTP	Potable water scheme	AS1	QG1.4a	General	Number of water treatment plants (S)	1	Count	
Warra WTP	Potable water scheme	AS1	QG1.4a	General	Number of water treatment plants (S)	1	Count	
Western Downs Regional Council WSP-wide	WSP	AS1	QG1.4a	General	Number of water treatment plants (S)	8	Count	
Bell WTP	Potable water scheme	AS47	QG1.4b	General	Capacity of water treatment plants (S)	0.35	ML/day	
Chinchilla WTP	Potable water scheme	AS47	QG1.4b	General	Capacity of water treatment plants (S)	5.04	ML/day	
Condamine WTP	Potable water scheme	AS47	QG1.4b	General	Capacity of water treatment plants (S)	0.5	ML/day	
Dalby WTP	Potable water scheme	AS47	QG1.4b	General	Capacity of water treatment plants (S)	10.8	ML/day	
Jandowae WTP	Potable water scheme	AS47	QG1.4b	General	Capacity of water treatment plants (S)	0.96	ML/day	
Miles WTP	Potable water scheme	AS47	QG1.4b	General	Capacity of water treatment plants (S)	1.6	ML/day	
Wandoan WTP	Potable water scheme	AS47	QG1.4b	General	Capacity of water treatment plants (S)	1	ML/day	
Warra WTP	Potable water scheme	AS47	QG1.4b	General	Capacity of water treatment plants (S)	0.2	ML/day	
Western Downs Regional Council WSP-wide	WSP	AS47	QG1.4b	General	Capacity of water treatment plants (S)	20.45	ML/day	
Bell WTP	Potable water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0.3	ML/day	
Chinchilla WTP	Potable water scheme	WA201	QG1.5	General	Maximum daily demand (S)	4.3	ML/day	
Condamine WTP	Potable water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0.3	ML/day	
Dalby WTP	Potable water scheme	WA201	QG1.5	General	Maximum daily demand (S)	7.2	ML/day	
Jandowae WTP	Potable water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0.5	ML/day	
Miles WTP	Potable water scheme	WA201	QG1.5	General	Maximum daily demand (S)	1.6	ML/day	
Wandoan WTP	Potable water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0.7	ML/day	
Warra WTP	Potable water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0.1	ML/day	
Brigalow WTP	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0	ML/day	
Dulacca WTP	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0	ML/day	
Flinton WTP	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0	ML/day	
Glenmorgan WTP	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0	ML/day	
Jimbou WTP	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0	ML/day	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0	ML/day	
Kogan Water	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0	ML/day	
Meandarra WTP	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0.1	ML/day	
Moonie WTP	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0	ML/day	
Tara WTP	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0.9	ML/day	
The Gums WTP	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0	ML/day	
Westmar WTP	Raw-Partially treated water scheme	WA201	QG1.5	General	Maximum daily demand (S)	0	ML/day	
Western Downs Regional Council WSP-wide	WSP	WA201	QG1.5	General	Maximum daily demand (S)	16.3	ML/day	
Bell WTP	Potable water scheme	WA74	QG1.6	General	Total volume of potable water produced (S)	28.3	ML	
Chinchilla WTP	Potable water scheme	WA74	QG1.6	General	Total volume of potable water produced (S)	898.6	ML	
Condamine WTP	Potable water scheme	WA74	QG1.6	General	Total volume of potable water produced (S)	38.8	ML	
Dalby WTP	Potable water scheme	WA74	QG1.6	General	Total volume of potable water produced (S)	1804	ML	
Jandowae WTP	Potable water scheme	WA74	QG1.6	General	Total volume of potable water produced (S)	80.8	ML	
Miles WTP	Potable water scheme	WA74	QG1.6	General	Total volume of potable water produced (S)	302.2	ML	
Wandoan WTP	Potable water scheme	WA74	QG1.6	General	Total volume of potable water produced (S)	107.3	ML	
Warra WTP	Potable water scheme	WA74	QG1.6	General	Total volume of potable water produced (S)	13.9	ML	
Western Downs Regional Council WSP-wide	WSP	WA74	QG1.6	General	Total volume of potable water produced (S)	3273.8	ML	
Bell WTP	Potable water scheme	AS48	QG1.7	General	Total potable water storage (S)	0.4	ML	
Chinchilla WTP	Potable water scheme	AS48	QG1.7	General	Total potable water storage (S)	9.7	ML	

# Western Downs Regional Council

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Condamine WTP	Potable water scheme	AS48	QG1.7	General	Total potable water storage (S)	0.5	ML	
Dalby WTP	Potable water scheme	AS48	QG1.7	General	Total potable water storage (S)	14.9	ML	
Jandowae WTP	Potable water scheme	AS48	QG1.7	General	Total potable water storage (S)	0.9	ML	
Miles WTP	Potable water scheme	AS48	QG1.7	General	Total potable water storage (S)	2.7	ML	
Wandoan WTP	Potable water scheme	AS48	QG1.7	General	Total potable water storage (S)	1.8	ML	
Warra WTP	Potable water scheme	AS48	QG1.7	General	Total potable water storage (S)	0.2	ML	
Western Downs Regional Council WSP-wide	WSP	AS48	QG1.7	General	Total potable water storage (S)	31.1	ML	
Bell WTP	Potable water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	0	ML	
Chinchilla WTP	Potable water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	893.2	ML	
Condamine WTP	Potable water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	39.4	ML	
Dalby WTP	Potable water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	29.2	ML	
Jandowae WTP	Potable water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	53.6	ML	
Miles WTP	Potable water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	202.4	ML	
Wandoan WTP	Potable water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	0	ML	
Warra WTP	Potable water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	51.7	ML	
Brigalow WTP	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	3.5	ML	
Dulacca WTP	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	13.1	ML	This is an estimate as there is currently no records available of surface water use.
Flinton WTP	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	1.5	ML	
Glenmorgan WTP	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	13	ML	
Jimbour WTP	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	0	ML	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	0	ML	
Kogan Water	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	0	ML	
Meandarra WTP	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	0	ML	
Moonie WTP	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	0	ML	
Tara WTP	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	67.6	ML	
The Gums WTP	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	0	ML	
Westmar WTP	Raw-Partially treated water scheme	WA1	QG1.8	General	Volume of water sourced from surface water (S)	0	ML	
Western Downs Regional Council WSP-wide	WSP	WA1	QG1.8	General	Volume of water sourced from surface water (S)	1368.1	ML	
Bell WTP	Potable water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	43.3	ML	
Chinchilla WTP	Potable water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	0	ML	
Condamine WTP	Potable water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	0	ML	
Dalby WTP	Potable water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	1904.8	ML	
Jandowae WTP	Potable water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	37.1	ML	
Miles WTP	Potable water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	261.8	ML	
Wandoan WTP	Potable water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	125.1	ML	
Warra WTP	Potable water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	0	ML	
Brigalow WTP	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	0	ML	
Dulacca WTP	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	13.1	ML	
Flinton WTP	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	0	ML	
Glenmorgan WTP	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	0	ML	
Jimbour WTP	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	4.5	ML	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	2.6	ML	
Kogan Water	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	4.6	ML	
Meandarra WTP	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	41.7	ML	
Moonie WTP	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	14.6	ML	
Tara WTP	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	136.6	ML	

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
The Gums WTP	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	2.8	ML	
Westmar WTP	Raw-Partially treated water scheme	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	2.3	ML	
Western Downs Regional Council WSP-wide	WSP	WA2	QG1.9a	General	Volume of water sourced from groundwater (S)	2595	ML	
Bell WTP	Potable water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Chinchilla WTP	Potable water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Condamine WTP	Potable water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Dalby WTP	Potable water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Jandowae WTP	Potable water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Miles WTP	Potable water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Wandoan WTP	Potable water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Warra WTP	Potable water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Brigalow WTP	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Dulacca WTP	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Flinton WTP	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Glenmorgan WTP	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Jimbou WTP	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Kogan Water	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Meandarra WTP	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Moonie WTP	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Tara WTP	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
The Gums WTP	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Westmar WTP	Raw-Partially treated water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Chinchilla RWP	Recycled water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Dalby RWP	Recycled water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Miles RWP	Recycled water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Wandoan RWP	Recycled water scheme	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Western Downs Regional Council WSP-wide	WSP	WA45	QG1.9b	General	Volume of water received from bulk supplier (S)	0	ML	
Bell WTP	Potable water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Chinchilla WTP	Potable water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Condamine WTP	Potable water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Dalby WTP	Potable water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Jandowae WTP	Potable water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Miles WTP	Potable water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Wandoan WTP	Potable water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Warra WTP	Potable water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Brigalow WTP	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Dulacca WTP	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Flinton WTP	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Glenmorgan WTP	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Jimbou WTP	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Kogan Water	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Meandarra WTP	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Moonie WTP	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Tara WTP	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
The Gums WTP	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Westmar WTP	Raw-Partially treated water scheme	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Western Downs Regional Council WSP-wide	WSP	WA61	QG1.10	General	Volume of water sourced from desalination of marine water (S)	0	ML	
Chinchilla RWP	Recycled water scheme	WA26	QG1.11	General	Total recycled water supplied (S)	434.5	ML	
Dalby RWP	Recycled water scheme	WA26	QG1.11	General	Total recycled water supplied (S)	493.3	ML	
Miles RWP	Recycled water scheme	WA26	QG1.11	General	Total recycled water supplied (S)	119.8	ML	
Wandoan RWP	Recycled water scheme	WA26	QG1.11	General	Total recycled water supplied (S)	25.7	ML	
Western Downs Regional Council WSP-wide	WSP	WA26	QG1.11	General	Total recycled water supplied (S)	1073.3	ML	
Bell WTP	Potable water scheme	WA7	QG1.12	General	Total water sourced (S)	43.3	ML	
Chinchilla WTP	Potable water scheme	WA7	QG1.12	General	Total water sourced (S)	893.2	ML	
Condamine WTP	Potable water scheme	WA7	QG1.12	General	Total water sourced (S)	39.4	ML	
Dalby WTP	Potable water scheme	WA7	QG1.12	General	Total water sourced (S)	1934	ML	
Jandowae WTP	Potable water scheme	WA7	QG1.12	General	Total water sourced (S)	90.7	ML	
Miles WTP	Potable water scheme	WA7	QG1.12	General	Total water sourced (S)	464.2	ML	
Wandoan WTP	Potable water scheme	WA7	QG1.12	General	Total water sourced (S)	125.1	ML	
Warra WTP	Potable water scheme	WA7	QG1.12	General	Total water sourced (S)	51.7	ML	
Brigalow WTP	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	3.5	ML	
Dulacca WTP	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	26.2	ML	
Flinton WTP	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	1.5	ML	
Glenmorgan WTP	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	13	ML	
Jimbour WTP	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	2	ML	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	2.6	ML	
Kogan Water	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	4.6	ML	
Meandarra WTP	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	41.7	ML	
Moonie WTP	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	14.6	ML	
Tara WTP	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	204.2	ML	
The Gums WTP	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	2.8	ML	
Westmar WTP	Raw-Partially treated water scheme	WA7	QG1.12	General	Total water sourced (S)	2.3	ML	
Chinchilla RWP	Recycled water scheme	WA7	QG1.12	General	Total water sourced (S)	434.5	ML	
Dalby RWP	Recycled water scheme	WA7	QG1.12	General	Total water sourced (S)	493.3	ML	
Miles RWP	Recycled water scheme	WA7	QG1.12	General	Total water sourced (S)	119.8	ML	
Wandoan RWP	Recycled water scheme	WA7	QG1.12	General	Total water sourced (S)	25.7	ML	
Western Downs Regional Council WSP-wide	WSP	WA7	QG1.12	General	Total water sourced (S)	5033.8	ML	
Bell WTP	Potable water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.149	000s	
Chinchilla WTP	Potable water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	2.789	000s	
Condamine WTP	Potable water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.096	000s	
Dalby WTP	Potable water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	4.734	000s	
Jandowae WTP	Potable water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.391	000s	
Miles WTP	Potable water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.756	000s	
Wandoan WTP	Potable water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.269	000s	
Warra WTP	Potable water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.054	000s	
Brigalow WTP	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.021	000s	
Dulacca WTP	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.066	000s	
Flinton WTP	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.012	000s	
Glenmorgan WTP	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.018	000s	
Jimbour WTP	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.008	000s	
Kaimikillenbun WTP	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.017	000s	



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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Kogan Water	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.024	000s	
Meandarra WTP	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.079	000s	
Moonie WTP	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.016	000s	
Tara WTP	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.355	000s	
The Gums WTP	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.005	000s	
Westmar WTP	Raw-Partially treated water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0.003	000s	
Chinchilla RWP	Recycled water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0	000s	
Dalby RWP	Recycled water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0	000s	
Miles RWP	Recycled water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0	000s	
Wandoan RWP	Recycled water scheme	CS2	QG1.13	General	Connected residential properties - water supply (S)	0	000s	
Western Downs Regional Council WSP-wide	WSP	CS2	QG1.13	General	Connected residential properties - water supply (S)	9.862	000s	
Bell WTP	Potable water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.036	000s	
Chinchilla WTP	Potable water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.364	000s	
Condamine WTP	Potable water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.02	000s	
Dalby WTP	Potable water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.555	000s	
Jandowae WTP	Potable water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.091	000s	
Miles WTP	Potable water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.14	000s	
Wandoan WTP	Potable water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.115	000s	
Warra WTP	Potable water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.019	000s	
Brigalow WTP	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.006	000s	
Dulacca WTP	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.017	000s	
Flinton WTP	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.002	000s	
Glenmorgan WTP	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.02	000s	
Jimbour WTP	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.007	000s	
Kaimikillenbun WTP	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.004	000s	
Kogan Water	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.008	000s	
Meandarra WTP	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.046	000s	
Moonie WTP	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.013	000s	
Tara WTP	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.114	000s	
The Gums WTP	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.008	000s	
Westmar WTP	Raw-Partially treated water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.008	000s	
Chinchilla RWP	Recycled water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.001	000s	
Dalby RWP	Recycled water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.005	000s	
Miles RWP	Recycled water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.001	000s	
Wandoan RWP	Recycled water scheme	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	0.001	000s	
Western Downs Regional Council WSP-wide	WSP	CS3	QG1.14	General	Connected non-residential properties - water supply (S)	1.593	000s	
Chinchilla STP	Sewerage scheme	CS6	QG1.15	General	Connected residential properties - sewerage (S)	2.426	000s	
Dalby STP	Sewerage scheme	CS6	QG1.15	General	Connected residential properties - sewerage (S)	3.794	000s	
Jandowae STP	Sewerage scheme	CS6	QG1.15	General	Connected residential properties - sewerage (S)	0.339	000s	
Meandarra STP	Sewerage scheme	CS6	QG1.15	General	Connected residential properties - sewerage (S)	0.065	000s	
Miles STP	Sewerage scheme	CS6	QG1.15	General	Connected residential properties - sewerage (S)	0.703	000s	
Tara STP	Sewerage scheme	CS6	QG1.15	General	Connected residential properties - sewerage (S)	0.32	000s	
Wandoan STP	Sewerage scheme	CS6	QG1.15	General	Connected residential properties - sewerage (S)	0.246	000s	
Western Downs Regional Council WSP-wide	WSP	CS6	QG1.15	General	Connected residential properties - sewerage (S)	7.893	000s	
Chinchilla STP	Sewerage scheme	CS7	QG1.16	General	Connected non-residential properties - sewerage (S)	0.273	000s	
Dalby STP	Sewerage scheme	CS7	QG1.16	General	Connected non-residential properties - sewerage (S)	0.474	000s	

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Jandowae STP	Sewerage scheme	CS7	QG1.16	General	Connected non-residential properties - sewerage (S)	0.073	000s	
Meandarra STP	Sewerage scheme	CS7	QG1.16	General	Connected non-residential properties - sewerage (S)	0.04	000s	
Miles STP	Sewerage scheme	CS7	QG1.16	General	Connected non-residential properties - sewerage (S)	0.116	000s	
Tara STP	Sewerage scheme	CS7	QG1.16	General	Connected non-residential properties - sewerage (S)	0.094	000s	
Wandoan STP	Sewerage scheme	CS7	QG1.16	General	Connected non-residential properties - sewerage (S)	0.08	000s	
Western Downs Regional Council WSP-wide	WSP	CS7	QG1.16	General	Connected non-residential properties - sewerage (S)	1.15	000s	
Bell WTP	Potable water scheme	WA32	QG1.17a	General	Volume of potable water supplied - residential (S)	19.2	ML	
Chinchilla WTP	Potable water scheme	WA32	QG1.17a	General	Volume of potable water supplied - residential (S)	518.4	ML	
Condamine WTP	Potable water scheme	WA32	QG1.17a	General	Volume of potable water supplied - residential (S)	19.2	ML	
Dalby WTP	Potable water scheme	WA32	QG1.17a	General	Volume of potable water supplied - residential (S)	969.4	ML	
Jandowae WTP	Potable water scheme	WA32	QG1.17a	General	Volume of potable water supplied - residential (S)	51.9	ML	
Miles WTP	Potable water scheme	WA32	QG1.17a	General	Volume of potable water supplied - residential (S)	136.1	ML	
Wandoan WTP	Potable water scheme	WA32	QG1.17a	General	Volume of potable water supplied - residential (S)	41	ML	
Warra WTP	Potable water scheme	WA32	QG1.17a	General	Volume of potable water supplied - residential (S)	5	ML	
Western Downs Regional Council WSP-wide	WSP	WA32	QG1.17a	General	Volume of potable water supplied - residential (S)	1760.2	ML	
Brigalow WTP	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	1.6	ML	
Dulacca WTP	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	7.2	ML	
Flinton WTP	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	2.3	ML	
Glenmorgan WTP	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	1.6	ML	
Jimbour WTP	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	1.3	ML	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	1.9	ML	
Kogan Water	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	2.9	ML	
Meandarra WTP	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	8.7	ML	
Moonie WTP	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	4.8	ML	
Tara WTP	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	57.3	ML	
The Gums WTP	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	2.1	ML	
Westmar WTP	Raw-Partially treated water scheme	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	0.6	ML	
Western Downs Regional Council WSP-wide	WSP	WA91	QG1.17b	General	Volume of non-potable water supplied - residential (S)	92.4	ML	
Bell WTP	Potable water scheme	WA34	QG1.18a	General	Volume of potable water supplied - commercial, municipal and industrial (S)	7.7	ML	
Chinchilla WTP	Potable water scheme	WA34	QG1.18a	General	Volume of potable water supplied - commercial, municipal and industrial (S)	173.2	ML	
Condamine WTP	Potable water scheme	WA34	QG1.18a	General	Volume of potable water supplied - commercial, municipal and industrial (S)	13.6	ML	
Dalby WTP	Potable water scheme	WA34	QG1.18a	General	Volume of potable water supplied - commercial, municipal and industrial (S)	418.7	ML	
Jandowae WTP	Potable water scheme	WA34	QG1.18a	General	Volume of potable water supplied - commercial, municipal and industrial (S)	19.8	ML	
Miles WTP	Potable water scheme	WA34	QG1.18a	General	Volume of potable water supplied - commercial, municipal and industrial (S)	49.4	ML	
Wandoan WTP	Potable water scheme	WA34	QG1.18a	General	Volume of potable water supplied - commercial, municipal and industrial (S)	28.8	ML	
Warra WTP	Potable water scheme	WA34	QG1.18a	General	Volume of potable water supplied - commercial, municipal and industrial (S)	1	ML	
Western Downs Regional Council WSP-wide	WSP	WA34	QG1.18a	General	Volume of potable water supplied - commercial, municipal and industrial (S)	712.3	ML	



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Brigalow WTP	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	0.6	ML	
Dulacca WTP	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	3.8	ML	
Flinton WTP	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	0.1	ML	
Glenmorgan WTP	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	9.1	ML	
Jimbour WTP	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	0.6	ML	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	0.2	ML	
Kogan Water	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	1.2	ML	
Meandarra WTP	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	12	ML	
Moonie WTP	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	4.6	ML	
Tara WTP	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	62.6	ML	
The Gums WTP	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	1.6	ML	
Westmar WTP	Raw-Partially treated water scheme	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	2.2	ML	
Western Downs Regional Council WSP-wide	WSP	WA92	QG1.18b	General	Volume of non-potable water supplied - commercial, municipal and industrial (S)	98.7	ML	
Bell WTP	Potable water scheme	WA36	QG1.19	General	Volume of potable non-revenue water (S)	4.2	ML	
Chinchilla WTP	Potable water scheme	WA36	QG1.19	General	Volume of potable non-revenue water (S)	113.7	ML	
Condamine WTP	Potable water scheme	WA36	QG1.19	General	Volume of potable non-revenue water (S)	6	ML	
Dalby WTP	Potable water scheme	WA36	QG1.19	General	Volume of potable non-revenue water (S)	243.9	ML	
Jandowae WTP	Potable water scheme	WA36	QG1.19	General	Volume of potable non-revenue water (S)	5.7	ML	
Miles WTP	Potable water scheme	WA36	QG1.19	General	Volume of potable non-revenue water (S)	110.4	ML	
Wandoan WTP	Potable water scheme	WA36	QG1.19	General	Volume of potable non-revenue water (S)	49	ML	
Warra WTP	Potable water scheme	WA36	QG1.19	General	Volume of potable non-revenue water (S)	5	ML	
Western Downs Regional Council WSP-wide	WSP	WA36	QG1.19	General	Volume of potable non-revenue water (S)	537.9	ML	
Western Downs Regional Council WSP-wide	WSP	WF1	QG1.20	General	Total Full-Time Equivalent water and sewerage services employees (W)	58	FTEs	
Bell WTP	Potable water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	12	months	
Chinchilla WTP	Potable water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	12	months	
Condamine WTP	Potable water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	6	months	
Dalby WTP	Potable water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	
Jandowae WTP	Potable water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	12	months	
Miles WTP	Potable water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	
Wandoan WTP	Potable water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	
Warra WTP	Potable water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	12	months	
Brigalow WTP	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	12	months	
Dulacca WTP	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	12	months	
Flinton WTP	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	12	months	

# Western Downs Regional Council

## 2017-2018 Annual SWIM report (KPI Indicators only)

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Glenmorgan WTP	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	12	months	
Jimbour WTP	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	
Kogan Water	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	
Meandarra WTP	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	
Moonie WTP	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	
Tara WTP	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	
The Gums WTP	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	
Westmar WTP	Raw-Partially treated water scheme	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	
Western Downs Regional Council WSP-wide	WSP	WS1	QG2.1	Water Security	Months of supply remaining at end of reporting period (30 June) (S)	60	months	This value has been considered from a Regional perspective; although Condamine's supply availability sits below this value and is our "worst case" any contingency for Condamine, if required, will be sourced from within the WDRC region. So therefore from a Regional perspective, WDRC will meet the demand for 60 months
Bell WTP	Potable water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Chinchilla WTP	Potable water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Condamine WTP	Potable water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	not ok	ok/not ok	Condamine has approx. 6 months supply as the weir is at 50%
Dalby WTP	Potable water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Jandowae WTP	Potable water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Miles WTP	Potable water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Wandoan WTP	Potable water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Warra WTP	Potable water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Brigalow WTP	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Dulacca WTP	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Flinton WTP	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Glenmorgan WTP	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Jimbour WTP	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Kogan Water	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	

# Western Downs Regional Council

## 2017-2018 Annual SWIM report (KPI Indicators only)

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Meandarra WTP	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Moonie WTP	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Tara WTP	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
The Gums WTP	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Westmar WTP	Raw-Partially treated water scheme	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	NR	ok/not ok	
Western Downs Regional Council WSP-wide	WSP	WS2	QG2.2	Water Security	Anticipated capacity to meet demand for next reporting year (at QG 2.4) (S)	not ok	ok/not ok	
Bell WTP	Potable water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Chinchilla WTP	Potable water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Condamine WTP	Potable water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Dalby WTP	Potable water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Jandowae WTP	Potable water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Miles WTP	Potable water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Wandoan WTP	Potable water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Warra WTP	Potable water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Brigalow WTP	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Dulacca WTP	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Flinton WTP	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Glenmorgan WTP	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Jimbour WTP	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Kogan Water	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Meandarra WTP	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Moonie WTP	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Tara WTP	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
The Gums WTP	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Westmar WTP	Raw-Partially treated water scheme	WS3	QG2.3	Water Security	Available contingency supplies (S)	NR	yes/no	
Western Downs Regional Council WSP-wide	WSP	WS3	QG2.3	Water Security	Available contingency supplies (S)	no	yes/no	
Bell WTP	Potable water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	32	ML	
Chinchilla WTP	Potable water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	1102	ML	
Condamine WTP	Potable water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	39	ML	
Dalby WTP	Potable water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	1164	ML	
Jandowae WTP	Potable water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	82	ML	
Miles WTP	Potable water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	246	ML	
Wandoan WTP	Potable water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	118	ML	
Warra WTP	Potable water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	10	ML	
Brigalow WTP	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	3	ML	
Dulacca WTP	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	10	ML	
Flinton WTP	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	1	ML	
Glenmorgan WTP	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	8	ML	
Jimbour WTP	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	2	ML	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	3	ML	
Kogan Water	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	4	ML	

# Western Downs Regional Council

## 2017-2018 Annual SWIM report (KPI Indicators only)

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Meandarra WTP	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	33	ML	
Moonie WTP	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	13	ML	
Tara WTP	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	130	ML	
The Gums WTP	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	3	ML	
Westmar WTP	Raw-Partially treated water scheme	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	4	ML	
Western Downs Regional Council WSP-wide	WSP	WS4	QG2.4	Water Security	Total anticipated water demand for next reporting year (S)	3007	ML	
Bell WTP	Potable water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	30	ML	
Chinchilla WTP	Potable water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	964	ML	
Condamine WTP	Potable water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	42	ML	
Dalby WTP	Potable water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	1765	ML	
Jandowae WTP	Potable water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	87	ML	
Miles WTP	Potable water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	317	ML	
Wandoan WTP	Potable water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	113	ML	
Warra WTP	Potable water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	11	ML	
Brigalow WTP	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	3	ML	
Dulacca WTP	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	13	ML	
Flinton WTP	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	2	ML	
Glenmorgan WTP	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	11	ML	
Jimbour WTP	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	2	ML	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	3	ML	
Kogan Water	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	3	ML	
Meandarra WTP	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	36	ML	
Moonie WTP	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	15	ML	
Tara WTP	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	151	ML	
The Gums WTP	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	3	ML	
Westmar WTP	Raw-Partially treated water scheme	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	2	ML	
Western Downs Regional Council WSP-wide	WSP	WS5	QG2.5	Water Security	Total anticipated annual water demand in five years' time (S)	3573	ML	
Bell WTP	Potable water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Chinchilla WTP	Potable water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Condamine WTP	Potable water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Dalby WTP	Potable water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Jandowae WTP	Potable water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Miles WTP	Potable water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Wandoan WTP	Potable water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Warra WTP	Potable water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Brigalow WTP	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Dulacca WTP	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Flinton WTP	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Glenmorgan WTP	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Jimbour WTP	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Kogan Water	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Meandarra WTP	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Moonie WTP	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Tara WTP	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
The Gums WTP	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Westmar WTP	Raw-Partially treated water scheme	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	

# Western Downs Regional Council

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Western Downs Regional Council WSP-wide	WSP	WS6	QG2.6	Water Security	Anticipated capacity to meet demand in 5 years' time (at QG 2.5) (S)	ok	ok/not ok	
Bell WTP	Potable water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Chinchilla WTP	Potable water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Condamine WTP	Potable water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Dalby WTP	Potable water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Jandowae WTP	Potable water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Miles WTP	Potable water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Wandoan WTP	Potable water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Warra WTP	Potable water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Brigalow WTP	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Dulacca WTP	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Flinton WTP	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Glenmorgan WTP	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Jimbour WTP	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Kogan Water	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Meandarra WTP	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Moonie WTP	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Tara WTP	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
The Gums WTP	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Westmar WTP	Raw-Partially treated water scheme	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Western Downs Regional Council WSP-wide	WSP	WS7	QG2.7	Water Security	Planned supply system response (S)	NR	yes/no	
Bell WTP	Potable water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Chinchilla WTP	Potable water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		61 days	
Condamine WTP	Potable water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Dalby WTP	Potable water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Jandowae WTP	Potable water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		152 days	
Miles WTP	Potable water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		61 days	
Wandoan WTP	Potable water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Warra WTP	Potable water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Brigalow WTP	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Dulacca WTP	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Flinton WTP	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Glenmorgan WTP	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Jimbour WTP	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Kogan Water	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Meandarra WTP	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Moonie WTP	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Tara WTP	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
The Gums WTP	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Westmar WTP	Raw-Partially treated water scheme	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		0 days	
Western Downs Regional Council WSP-wide	WSP	WS10	QG2.8	Water Security	Water restrictions (duration) (S)		259 days	
Bell WTP	Potable water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)		17 %	
Chinchilla WTP	Potable water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)		39 %	
Condamine WTP	Potable water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)		5 %	



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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Dalby WTP	Potable water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	38	%	
Jandowae WTP	Potable water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	52	%	
Miles WTP	Potable water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	44	%	
Wandoan WTP	Potable water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	NR	%	No comparable data available. Level 2 since April 2014.
Warra WTP	Potable water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	10	%	
Brigalow WTP	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	0	%	
Dulacca WTP	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	NR	%	No comparable data available. Level 6 since April 2014.
Flinton WTP	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	NR	%	No comparable data available. Level 6 since April 2014.
Glenmorgan WTP	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	NR	%	No comparable data available. Level 6 since April 2014.
Jimbour WTP	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	0	%	
Kaimikillenbun WTP	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	NR	%	No comparable data available. Level 6 since April 2014.
Kogan Water	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	NR	%	No comparable data available. Level 6 since April 2014.
Meandarra WTP	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	15	%	
Moonie WTP	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	0	%	
Tara WTP	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	1	%	
The Gums WTP	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	0	%	
Westmar WTP	Raw-Partially treated water scheme	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	48	%	
Western Downs Regional Council WSP-wide	WSP	WS9	QG2.9	Water Security	Water restrictions (severity) (S)	38	%	
Western Downs Regional Council WSP-wide	WSP	FN14	QG3.1	Finance	Total water supply capital expenditure (W)	3865.41	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN15	QG3.2	Finance	Total sewerage capital expenditure (W)	554.9	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN26	QG3.3	Finance	Capital works grants - water (W)	3052.93	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN27	QG3.4	Finance	Capital works grants - sewerage (W)	16.89	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN9	QG3.5	Finance	Nominal written-down replacement cost of fixed water supply assets (W)	164294.91	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN10	QG3.6	Finance	Nominal written-down replacement costs of fixed sewerage assets (W)	113305.03	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN74	QG3.7	Finance	Current replacement costs of fixed water supply assets (W)	222286.3	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN75	QG3.8	Finance	Current replacement costs of fixed sewerage assets (W)	164632.78	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN1	QG3.9	Finance	Total revenue - water (W)	14778.74	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN2	QG3.10	Finance	Total revenue - sewerage (W)	8843.17	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN11	QG3.11	Finance	Operating cost - water (W)	497.62	\$/connection	
Western Downs Regional Council WSP-wide	WSP	FN12	QG3.12	Finance	Operating cost - sewerage (W)	272.81	\$/connection	

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Western Downs Regional Council WSP-wide	WSP	FN76	QG3.13	Finance	Annual maintenance costs - water (W)	2289.854	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN77	QG3.14	Finance	Annual maintenance costs - sewerage (W)	524.94	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN78	QG3.15	Finance	Current cost depreciation - water (W)	3891.12	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN79	QG3.16	Finance	Current cost depreciation - sewerage (W)	2718.46	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN80	QG3.17	Finance	Previous 5 year average annual renewals expenditure - water (W)	3152.21	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN81	QG3.18	Finance	Previous 5 year average annual renewals expenditure - sewerage (W)	1095.3	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN82	QG3.19	Finance	Forecast 5 year average annual renewals expenditure - water (W)	2518.16	\$,000	
Western Downs Regional Council WSP-wide	WSP	FN83	QG3.20	Finance	Forecast 5 year average annual renewals expenditure - sewerage (W)	1692.53	\$,000	
Bell WTP	Potable water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Chinchilla WTP	Potable water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Condamine WTP	Potable water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Dalby WTP	Potable water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Jandowae WTP	Potable water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Miles WTP	Potable water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Wandoan WTP	Potable water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Warra WTP	Potable water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Brigalow WTP	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Dulacca WTP	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Flinton WTP	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Glenmorgan WTP	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Jimbour WTP	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Kaimikillenbun WTP	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Kogan Water	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Meandarra WTP	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Moonie WTP	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Tara WTP	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
The Gums WTP	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Westmar WTP	Raw-Partially treated water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Chinchilla RWP	Recycled water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	NR	\$/annum	
Dalby RWP	Recycled water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	NR	\$/annum	
Miles RWP	Recycled water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	NR	\$/annum	
Wandoan RWP	Recycled water scheme	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	NR	\$/annum	
Western Downs Regional Council WSP-wide	WSP	PR3	QG4.1(val)	Customer	Fixed charge - water (S)	430.5	\$/annum	
Bell WTP	Potable water scheme	PR5	QG4.1(tex)	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Chinchilla WTP	Potable water scheme	PR5	QG4.1(tex)	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Condamine WTP	Potable water scheme	PR5	QG4.1(tex)	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Dalby WTP	Potable water scheme	PR5	QG4.1(tex)	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Jandowae WTP	Potable water scheme	PR5	QG4.1(tex)	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Miles WTP	Potable water scheme	PR5	QG4.1(tex)	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Wandoan WTP	Potable water scheme	PR5	QG4.1(tex)	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	



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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Warra WTP	Potable water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Brigalow WTP	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Dulacca WTP	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Flinton WTP	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Glenmorgan WTP	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Jimbour WTP	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Kaimikillenbun WTP	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Kogan Water	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Meandarra WTP	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Moonie WTP	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Tara WTP	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
The Gums WTP	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Westmar WTP	Raw-Partially treated water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Chinchilla RWP	Recycled water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Customers on individual cont	Text	
Dalby RWP	Recycled water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Customers on individual cont	Text	
Miles RWP	Recycled water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Customers on individual cont	Text	
Wandoan RWP	Recycled water scheme	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Customers on individual cont	Text	
Western Downs Regional Council WSP-wide	WSP	PR5	QG4.1(tex	Customer	Fixed charge - water (S) description	Uniform water access charge	Text	
Chinchilla STP	Sewerage scheme	PR31	QG4.2(val	Customer	Fixed charge - sewerage (S)	532.8	\$/annum	
Dalby STP	Sewerage scheme	PR31	QG4.2(val	Customer	Fixed charge - sewerage (S)	532.8	\$/annum	
Jandowae STP	Sewerage scheme	PR31	QG4.2(val	Customer	Fixed charge - sewerage (S)	532.8	\$/annum	
Meandarra STP	Sewerage scheme	PR31	QG4.2(val	Customer	Fixed charge - sewerage (S)	532.8	\$/annum	
Miles STP	Sewerage scheme	PR31	QG4.2(val	Customer	Fixed charge - sewerage (S)	532.8	\$/annum	
Tara STP	Sewerage scheme	PR31	QG4.2(val	Customer	Fixed charge - sewerage (S)	532.8	\$/annum	
Wandoan STP	Sewerage scheme	PR31	QG4.2(val	Customer	Fixed charge - sewerage (S)	532.8	\$/annum	
Western Downs Regional Council WSP-wide	WSP	PR31	QG4.2(val	Customer	Fixed charge - sewerage (S)	532.8	\$/annum	
Chinchilla STP	Sewerage scheme	PR40	QG4.2(tex	Customer	Fixed charge - sewerage (S) description	Uniform connection charge a	Text	
Dalby STP	Sewerage scheme	PR40	QG4.2(tex	Customer	Fixed charge - sewerage (S) description	Uniform connection charge a	Text	
Jandowae STP	Sewerage scheme	PR40	QG4.2(tex	Customer	Fixed charge - sewerage (S) description	Uniform connection charge a	Text	
Meandarra STP	Sewerage scheme	PR40	QG4.2(tex	Customer	Fixed charge - sewerage (S) description	Uniform connection charge a	Text	
Miles STP	Sewerage scheme	PR40	QG4.2(tex	Customer	Fixed charge - sewerage (S) description	Uniform connection charge a	Text	
Tara STP	Sewerage scheme	PR40	QG4.2(tex	Customer	Fixed charge - sewerage (S) description	Uniform connection charge a	Text	
Wandoan STP	Sewerage scheme	PR40	QG4.2(tex	Customer	Fixed charge - sewerage (S) description	Uniform connection charge a	Text	
Western Downs Regional Council WSP-wide	WSP	PR40	QG4.2(tex	Customer	Fixed charge - sewerage (S) description	Uniform connection charge a	Text	
Western Downs Regional Council WSP-wide	WSP	PR47	QG4.3	Customer	Annual bill based on 200 kL/annum (W)	1366.95	\$	
Western Downs Regional Council WSP-wide	WSP	PR48	QG4.4	Customer	Typical residential bill (W)	1394.43	\$	
Bell WTP	Potable water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	62.5	per 100 km water main	
Chinchilla WTP	Potable water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	31.4	per 100 km water main	
Condamine WTP	Potable water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Dalby WTP	Potable water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	5.5	per 100 km water main	
Jandowae WTP	Potable water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	64.6	per 100 km water main	
Miles WTP	Potable water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	2.5	per 100 km water main	
Wandoan WTP	Potable water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	19.6	per 100 km water main	
Warra WTP	Potable water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	209.3	per 100 km water main	

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Brigalow WTP	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Dulacca WTP	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Flinton WTP	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Glenmorgan WTP	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Jimbour WTP	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Kaimikillenbun WTP	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Kogan Water	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	106.1	per 100 km water main	
Meandarra WTP	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Moonie WTP	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Tara WTP	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	5.8	per 100 km water main	
The Gums WTP	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Westmar WTP	Raw-Partially treated water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Chinchilla RWP	Recycled water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Dalby RWP	Recycled water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Miles RWP	Recycled water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Wandoan RWP	Recycled water scheme	AS8	QG4.5	Customer	Total water main breaks (S)	0	per 100 km water main	
Western Downs Regional Council WSP-wide	WSP	AS8	QG4.5	Customer	Total water main breaks (S)	18.2	per 100 km water main	
Chinchilla STP	Sewerage scheme	AS39	QG4.6	Customer	Total sewerage main breaks and chokes (S)	0	per 100 km sewer mains	
Dalby STP	Sewerage scheme	AS39	QG4.6	Customer	Total sewerage main breaks and chokes (S)	5.2	per 100 km sewer mains	
Jandowae STP	Sewerage scheme	AS39	QG4.6	Customer	Total sewerage main breaks and chokes (S)	6.6	per 100 km sewer mains	
Meandarra STP	Sewerage scheme	AS39	QG4.6	Customer	Total sewerage main breaks and chokes (S)	0	per 100 km sewer mains	
Miles STP	Sewerage scheme	AS39	QG4.6	Customer	Total sewerage main breaks and chokes (S)	3.5	per 100 km sewer mains	
Tara STP	Sewerage scheme	AS39	QG4.6	Customer	Total sewerage main breaks and chokes (S)	0	per 100 km sewer mains	
Wandoan STP	Sewerage scheme	AS39	QG4.6	Customer	Total sewerage main breaks and chokes (S)	0	per 100 km sewer mains	
Western Downs Regional Council WSP-wide	WSP	AS39	QG4.6	Customer	Total sewerage main breaks and chokes (S)	2.8	per 100 km sewer mains	
Bell WTP	Potable water scheme	CS17	QG4.7	Customer	Incidence of unplanned interruptions - water (S)	227	per 1000 connections	
Chinchilla WTP	Potable water scheme	CS17	QG4.7	Customer	Incidence of unplanned interruptions - water (S)	7	per 1000 connections	
Condamine WTP	Potable water scheme	CS17	QG4.7	Customer	Incidence of unplanned interruptions - water (S)	17.2	per 1000 connections	
Dalby WTP	Potable water scheme	CS17	QG4.7	Customer	Incidence of unplanned interruptions - water (S)	32.1	per 1000 connections	
Jandowae WTP	Potable water scheme	CS17	QG4.7	Customer	Incidence of unplanned interruptions - water (S)	493.8	per 1000 connections	
Miles WTP	Potable water scheme	CS17	QG4.7	Customer	Incidence of unplanned interruptions - water (S)	91.5	per 1000 connections	
Wandoan WTP	Potable water scheme	CS17	QG4.7	Customer	Incidence of unplanned interruptions - water (S)	789.1	per 1000 connections	
Warra WTP	Potable water scheme	CS17	QG4.7	Customer	Incidence of unplanned interruptions - water (S)	1479.5	per 1000 connections	
Western Downs Regional Council WSP-wide	WSP	CS17	QG4.7	Customer	Incidence of unplanned interruptions - water (S)	91.4	per 1000 connections	
Bell WTP	Potable water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	77.4	%	
Chinchilla WTP	Potable water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	73.8	%	
Condamine WTP	Potable water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	11.1	%	
Dalby WTP	Potable water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	77.2	%	
Jandowae WTP	Potable water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	80	%	
Miles WTP	Potable water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	61.5	%	
Wandoan WTP	Potable water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	90.9	%	
Warra WTP	Potable water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	94.6	%	
Brigalow WTP	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	77.8	%	
Dulacca WTP	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	100	%	
Flinton WTP	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	100	%	
Glenmorgan WTP	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	0	%	

# Western Downs Regional Council

## 2017-2018 Annual SWIM report (KPI Indicators only)

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Jimbour WTP	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	100	%	
Kaimikillenbun WTP	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	77.8	%	
Kogan Water	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	90	%	
Meandarra WTP	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	66.7	%	
Moonie WTP	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	100	%	
Tara WTP	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	86.1	%	
The Gums WTP	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	100	%	
Westmar WTP	Raw-Partially treated water scheme	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	100	%	
Western Downs Regional Council WSP-wide	WSP	CS66	QG4.8	Customer	Average response time for water incidents (bursts & leaks) (S)	94	%	
Chinchilla STP	Sewerage scheme	CS65	QG4.9	Customer	Average response time for sewerage incidents (including main breaks and chokes) (S)	100	%	
Dalby STP	Sewerage scheme	CS65	QG4.9	Customer	Average response time for sewerage incidents (including main breaks and chokes) (S)	80	%	
Jandowae STP	Sewerage scheme	CS65	QG4.9	Customer	Average response time for sewerage incidents (including main breaks and chokes) (S)	100	%	
Meandarra STP	Sewerage scheme	CS65	QG4.9	Customer	Average response time for sewerage incidents (including main breaks and chokes) (S)	100	%	
Miles STP	Sewerage scheme	CS65	QG4.9	Customer	Average response time for sewerage incidents (including main breaks and chokes) (S)	0	%	
Tara STP	Sewerage scheme	CS65	QG4.9	Customer	Average response time for sewerage incidents (including main breaks and chokes) (S)	100	%	
Wandoan STP	Sewerage scheme	CS65	QG4.9	Customer	Average response time for sewerage incidents (including main breaks and chokes) (S)	100	%	
Western Downs Regional Council WSP-wide	WSP	CS65	QG4.9	Customer	Average response time for sewerage incidents (including main breaks and chokes) (S)	82.9	%	
Bell WTP	Potable water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	10.8	per 1000 connections	
Chinchilla WTP	Potable water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	4.1	per 1000 connections	
Condamine WTP	Potable water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Dalby WTP	Potable water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	1.1	per 1000 connections	
Jandowae WTP	Potable water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	4.1	per 1000 connections	
Miles WTP	Potable water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Wandoan WTP	Potable water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Warra WTP	Potable water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Brigalow WTP	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Dulacca WTP	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Flinton WTP	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Glenmorgan WTP	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Jimbour WTP	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Kaimikillenbun WTP	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Kogan Water	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Meandarra WTP	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Moonie WTP	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Tara WTP	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	4.3	per 1000 connections	
The Gums WTP	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Westmar WTP	Raw-Partially treated water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Chinchilla RWP	Recycled water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Dalby RWP	Recycled water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Miles RWP	Recycled water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	

# Western Downs Regional Council

## 2017-2018 Annual SWIM report (KPI Indicators only)

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Scheme	Scheme Type	SWIM (code)	KPI (code)	QG KPI Category	Indicator title	Value	Units	Comments
Wandoan RWP	Recycled water scheme	CS9	QG4.10	Customer	Water quality complaints (S)	0	per 1000 connections	
Western Downs Regional Council WSP-wide	WSP	CS9	QG4.10	Customer	Water quality complaints (S)	2.2	per 1000 connections	
Bell WTP	Potable water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	10.8	per 1000 connections	
Chinchilla WTP	Potable water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	4.8	per 1000 connections	
Condamine WTP	Potable water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	8.6	per 1000 connections	
Dalby WTP	Potable water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	1.3	per 1000 connections	
Jandowae WTP	Potable water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	4.1	per 1000 connections	
Miles WTP	Potable water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	1.1	per 1000 connections	
Wandoan WTP	Potable water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Warra WTP	Potable water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Brigalow WTP	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Dulacca WTP	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Flinton WTP	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Glenmorgan WTP	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Jimbour WTP	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Kaimikillenbun WTP	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Kogan Water	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Meandarra WTP	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Moonie WTP	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Tara WTP	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	4.3	per 1000 connections	
The Gums WTP	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Westmar WTP	Raw-Partially treated water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Chinchilla RWP	Recycled water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Dalby RWP	Recycled water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Miles RWP	Recycled water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Wandoan RWP	Recycled water scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Chinchilla STP	Sewerage scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0.7	per 1000 connections	
Dalby STP	Sewerage scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Jandowae STP	Sewerage scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Meandarra STP	Sewerage scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Miles STP	Sewerage scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Tara STP	Sewerage scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Wandoan STP	Sewerage scheme	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	0	per 1000 connections	
Western Downs Regional Council WSP-wide	WSP	CS13	QG4.11	Customer	Total water and sewerage complaints (S)	2.8	per 1000 connections	

SWIM Code	Short Title	Units	Definition
AS1	Number water treatment plants: providing full treatment	Count	Title: Number of water treatment plants providing full treatment.
AS2	Length water mains	km	Title: Length of water mains (km) (including recycled water except for
AS3	Connections served per km water main	Connectio	Title: Properties served per km of water main.
AS4	Number sewage treatment plants	Count	Title: Number of sewage treatment plants.
AS5	Length sewerage mains and channels	km	Title: Length of sewerage mains and channels.
AS6	Connections served per km sewer main	Connectio	Title: Properties served per km of sewer main.
AS8	Water main breaks per 100 km water main	per 100	Title: Number of water main breaks per 100 km water main.
AS9	Infrastructure Leakage Index (ILI)	Index	Title: Infrastructure Leakage Index (ILI).
AS10	Real water losses: service connections	L/service	Title: Real water losses per service connection.
AS11	Real water losses: water mains	kL/km	Title: Real water losses per km of water main.
AS14	Number of water main breaks, bursts and leaks	Count	Title: Number of water main breaks, bursts and leaks (total).
AS32	Current Annual Real Losses (CARL): potable+non-potable	ML	Title: Current Annual Real Losses (CARL).
AS38	Number sewerage mains breaks/chokes	Count	Title: Number of sewerage mains breaks and chokes.
AS39	Sewerage mains breaks/chokes per 100 km sewer main	per 100	Title: Number of sewerage mains breaks and chokes per 100 km
AS40	Number property connection sewer breaks/chokes	Count	Title: Number of property connection sewer breaks and chokes.
AS41	Property connection sewer breaks/chokes per 1000	per 1000	Title: Number of property connection sewer breaks and chokes per
AS44	Total apparent losses: potable+non-potable	ML	Title: Total apparent losses.
AS45	Other water losses	ML	Title: Other water losses.
AS45.1	Nature/amounts of 'other' water losses	Text	Title: Description of the nature and amounts of 'other water losses'.
AS46	Volume water lost	ML	Title: Total volume of water lost.
AS47	Capacity of water treatment plants	ML/day	Title: Capacity of water treatment plants.
AS48	Total drinking water storage volume	ML	Title: Total drinking water storage volume.
AS49	Service connections per km water main	Service	Title: Service connections per km of water main.
AS52	Current Annual Real Losses (CARL): potable water	ML	Title: Current Annual Real Losses (CARL): potable water only.
AS54	Length potable water mains only	km	Title: Length of potable water mains (km) only
CS1	Population receiving water services	000s	Title: Population receiving water supply services.
CS2	Connected residential properties: water	000s	Title: Connected residential properties - water supply.
CS3	Connected non-residential properties: water	000s	Title: Connected non-residential properties - water supply.
CS4	Total connected properties: water	000s	Title: Total connected properties - water supply.
CS6	Connected residential properties: sewerage	000s	Title: Connected residential properties - sewerage.
CS7	Connected non-residential properties: sewerage	000s	Title: Connected non-residential properties - sewerage.

CS8	Total connected properties: sewerage	000s	Title: Total connected properties - sewerage.
CS9	Water quality complaints per 1000 connections	per 1000	Title: Number of water quality complaints per 1000 properties.
CS10	Water service complaints per 1000 connections	per 1000	Title: Number water service complaints per 1000 properties.
CS11	Sewerage service complaints per 1000 connections	per 1000	Title: Sewerage service complaints (sewerage service quality and
CS12	Water and sewerage billing and account complaints per	per 1000	Title: Billing and account complaints - water and sewerage per 1000
CS13	Water and sewerage complaints (all) per 1000	per 1000	Title: Total water and sewerage complaints per 1000 properties.
CS14	Per cent calls answered within 30 seconds	%	Title: Per cent of calls answered by an operator within 30 seconds.
CS15	Average duration unplanned interruptions: water	mins	Title: Average duration of an unplanned potable water supply
CS17	Average frequency unplanned interruptions: water	per 1000	Title: Average frequency of unplanned potable water supply
CS18	Restrictions applied for non-payment of water bill per	per 1000	Title: Number of restrictions applied for non-payment of water bill per
CS19	Customers which legal action applied for non-payment of	per 1000	Title: Number of customers to which legal action applied for non-
CS20	Number water complaints: water quality	Count	Title: Number of water quality complaints.
CS21	Number sewerage complaints: service	Count	Title: Sewerage service complaints (sewerage service quality and
CS22	Number water complaints: service	Count	Title: Number water service complaints.
CS23	Number water and sewerage complaints: billing and	Count	Title: Number of billing and account complaints - water and sewerage.
CS24	Number water and sewerage complaints: all other	Count	Title: Other water and sewerage complaints not reported elsewhere.
CS48	Number restrictions applied for non-payment of water	Count	Title: Number of restrictions applied for non-payment of water bill.
CS49	Number customers which legal action applied for non-	Count	Title: Number of customers to which legal action has been applied for
CS61	Number customers affected by unplanned interruptions	Count	Title: Number of customers affected by unplanned water
CS62	Number water and sewerage complaints: all	Count	Title: Total water and sewerage complaints.
CS64	Total service connections: water	000s	Title: Total service connections.
CS65	Percent CSS response target met: sewerage incidents	%	Title: Percentage of sewerage incidents (including main breaks and
CS66	Percent CSS response target met: water incidents	%	Title: Percentage of water service incidents (including bursts and
CS67	Total connected properties: potable water only	000s	Title: Total connected properties - potable only water supply.
EN1	Per cent sewage treated: maximum primary level only	%	Title: Per cent of sewage treated to a maximum primary level only.
EN2	Per cent sewage treated: maximum secondary level only	%	Title: Per cent of sewage treated to a maximum secondary (and
EN3	Per cent sewage treated: tertiary level	%	Title: Per cent of sewage treated to a tertiary level.
EN8	Per cent biosolids reused	%	Title: Per cent of biosolids reused.
EN9	Greenhouse gas emissions: water per 1000 connections	t	Title: Greenhouse gas emissions (net tonnes CO2-equivalents) - Water
EN9.1	Greenhouse gas emissions: water per ML	t	Title: Greenhouse gas emissions (net tonnes CO2-equivalents) - Water
EN10	Greenhouse gas emissions: sewage per 1000	t	Title: Greenhouse gas emissions (net tonnes CO2-equivalents) -
EN11	Greenhouse gas emissions: other per 1000 water	t	Title: Net greenhouse gas emissions (net tonnes CO2-equivalents) -
EN11.1	Greenhouse gas emissions: other per ML	t	Title: Net greenhouse gas emissions (net tonnes CO2-equivalents) -

EN12	Greenhouse gas emissions: all per 1000 water	t	Title: Total net greenhouse gas emissions (net tonnes - CO2-
EN12.1	Greenhouse gas emissions: all per ML	t	Title: Total net greenhouse gas emissions (net tonnes - CO2-
EN14	Greenhouse gas emissions: water	t CO2eq	Title: Greenhouse gas emissions (net tonnes CO2-equivalents) - Water
EN15	Greenhouse gas emissions: sewage	t CO2eq	Title: Greenhouse gas emissions (net tonnes CO2-equivalents) -
EN16	Greenhouse gas emissions: other	t CO2eq	Title: Net greenhouse gas emissions (net tonnes CO2-equivalents) -
EN17	Greenhouse gas emissions: all	t CO2eq	Title: Total net greenhouse gas emissions (net tonnes - CO2-
EN17.1	Greenhouse gas emissions: all (Bulk Water Utility)	t CO2eq	Title: Total net greenhouse gas emissions (net tonnes - CO2-
EN18	Volume sewage treated: maximum primary level only	ML	Title: Volume of sewage treated to a maximum primary level only.
EN19	Volume sewage treated: maximum secondary level only	ML	Title: Volume of sewage treated to a maximum secondary level only.
EN20	Volume sewage treated: tertiary level	ML	Title: Volume of sewage treated to a tertiary level.
FN1	Revenue: all (NPR) water	\$/,000	Title: Total revenue - water.
FN2	Revenue: all (NPR) sewerage	\$/,000	Title: Total revenue - sewerage.
FN3	Revenue: whole of utility	\$/,000	Title: Total income for whole of utility.
FN4	Revenue: per cent residential revenue from water usage	%	Title: Per cent residential revenue from water usage charges.
FN5	Revenue: water supply per connection	\$/connect	Title: Revenue per property for water supply services.
FN5.1	Revenue: water supply per ML	\$/ML	Title: Revenue per ML for bulk water supply services.
FN6	Revenue: sewerage services per connection	\$/connect	Title: Revenue per property for sewerage services.
FN7	Revenue: whole of utility per connection	\$/connect	Title: Income per property for utility.
FN7.1	Revenue: whole of bulk utility per ML	\$/ML	Title: Income per ML for bulk utility.
FN9	Nominal written down replacement cost: fixed water	\$/,000	Title: Nominal written down replacement cost of fixed water supply
FN10	Nominal written down replacement cost: fixed sewerage	\$/,000	Title: Nominal written down replacement cost of fixed sewerage
FN11	Costs: operating water per connection	\$/connect	Title: Operating costs for the water supply component of the utility
FN11.1	Costs: operating water per ML	\$/ML	Title: Operating costs for the water supply component of the bulk
FN12	Costs: operating sewerage per connection	\$/connect	Title: Operating costs for the sewerage service component of the
FN13	Costs: operating water+sewerage per connection	\$/connect	Title: Combined operating costs for the water supply and sewerage
FN14	Capital expenditure: water supply	\$/,000	Title: Total water supply capital expenditure (including recycled water
FN15	Capital expenditure: sewerage	\$/,000	Title: Total sewerage services capital expenditure (excluding recycled
FN16	Capital expenditure: water+sewerage	\$/,000	Title: Total water supply and sewerage services capital expenditure.
FN17	Economic real rate of return: water	%	Title: Economic real rate of return - water.
FN18	Economic real rate of return: sewerage	%	Title: Economic real rate of return - sewerage.
FN19	Economic real rate of return: water+sewerage	%	Title: Economic real rate of return - water and sewerage.
FN20	Dividend	\$/,000	Title: Dividend.
FN21	Dividend payout ratio	%	Title: Dividend payout ratio.



FN22	Net debt to equity	%	Title: Net debt to equity.
FN23	Interest cover ratio	Ratio	Title: Interest cover ratio.
FN24	Net profit after tax (NPAT)	\$/,000	Title: Net profit after tax (NPAT).
FN25	Community service obligations	\$/,000	Title: Community Service Obligations.
FN26	Capital works grants: water	\$/,000	Title: Capital works grants - water.
FN27	Capital works grants: sewerage	\$/,000	Title: Capital works grants - sewerage.
FN32	Costs: operating water (NPR)	\$/,000	Title: Operating costs for the water supply component of the utility.
FN33	Costs: operating sewerage	\$/,000	Title: Operating costs for the sewerage service component of the
FN34	Capital expenditure: water per connection	\$/connect	Title: Water supply capital expenditure per property.
FN34.1	Capital expenditure: water per ML	\$/ML	Title: Water supply capital expenditure per ML (Bulk Utility).
FN35	Capital expenditure: sewerage per connection	\$/connect	Title: Sewerage capital expenditure per property.
FN36	Net profit after tax ratio	%	Title: Net profit after tax (NPAT) ratio.
FN37	Revenue: sale bulk potable+raw-PT water	\$/,000	Title: Total revenue from the sale of potable and/or raw-PT bulk water
FN38	Revenue: sale bulk recycled water	\$/,000	Title: Total revenue from the sale of bulk recycled water to another
FN39	Revenue: sale potable+raw-PT water (retail supply)	\$/,000	Title: Total revenue from retail sale of potable and/or raw-PT water to
FN40	Revenue: sale recycled sewage water (retail supply)	\$/,000	Title: Total revenue from the retail sale of recycled water to
FN42	Revenue: all (ABS) water	\$/,000	Title: Total revenue from the water business.
FN44	Costs: purchase bulk potable+raw-PT water	\$/,000	Title: Total expense for the purchase of potable, raw or partially-
FN45	Costs: purchase bulk recycled water	\$/,000	Title: Total expense for the purchase of recycled water from an
FN46	Costs: purchase of all bulk water	\$/,000	Title: Total expense for the purchases of all bulk water from an
FN47	Costs: operating water (ABS)	\$/,000	Title: Operating costs for the water supply component of the utility
FN48	Costs: operating stormwater	\$/,000	Title: Operating costs for the stormwater services component of the
FN49	Costs: any other water	\$/,000	Title: Total other expenses for the water supply component of the
FN50	Costs: any other sewerage	\$/,000	Title: Total other expenses for the sewerage services component of
FN51	Capital expenditure: stormwater	\$/,000	Title: Total stormwater capital expenditure.
FN52	Capital expenditure: any other	\$/,000	Title: Total other capital expenditure.
FN52.1	Nature/amount of 'other' capital expenditure	Text	Title: Nature and amounts of 'other' capital expenditure.
FN53	Capital expenditure: total	\$/,000	Title: Total capital expenditure.
FN58	Revenue: sale all bulk water	\$/,000	Title: Total revenue from the sale of all bulk water to another
FN59	Revenue: sale potable+raw-PT+recycled water (retail	\$/,000	Title: Total revenue from the retail sale of all water supplied to
FN60	Government grants/subsidies (non-capital purposes):	\$/,000	Title: Total revenue received from government grants for non-capital
FN61	Revenue: any other water supply	\$/,000	Title: Total revenue received from other sources related to your water
FN62	Revenue: residential and non-residential sewerage	\$/,000	Title: Total revenue from sewerage service charges to residential and

FN63	Revenue: trade waste sewerage	\$,000	Title: Total revenue from sewerage charges for trade waste
FN64	Government grants/subsidies (non-capital purposes):	\$,000	Title: Total revenue from governments grants for non-capital purposes
FN65	Revenue: any other sewerage	\$,000	Title: Total revenue received from other sources related to your
FN66	Revenue: all (ABS) sewerage	\$,000	Title: Total revenue from the sewerage business.
FN67	Revenue: stormwater charges	\$,000	Title: Total revenue from stormwater charges to residential and non-
FN68	Government grants/subsidies (non-capital purposes):	\$,000	Title: Total revenue from governments grants for non-capital purposes
FN69	Revenue: other stormwater	\$,000	Title: Total revenue received from other sources related to your
FN70	Revenue: all stormwater	\$,000	Title: Total revenue from the stormwater business.
FN71	Costs: any other stormwater	\$,000	Title: Total other expenses for the stormwater services component of
FN74	Current replacement costs: fixed water assets	\$,000	Title: Current replacement costs of fixed water supply assets.
FN75	Current replacement costs: fixed sewerage assets	\$,000	Title: Current replacement costs of fixed sewerage assets.
FN76	Costs: maintenance water	\$,000	Title: Annual maintenance costs for the water supply component of
FN77	Costs: maintenance sewerage	\$,000	Title: Annual maintenance costs for the sewerage service component
FN78	Current cost depreciation: water	\$,000	Title: Current cost depreciation - water supply.
FN79	Current cost depreciation: sewerage	\$,000	Title: Current cost depreciation - sewerage services
FN80	Previous 5 year average annual renewals expenditure:	\$,000	Title: Previous 5 year average annual renewals expenditure - water
FN81	Previous 5 year average annual renewals expenditure:	\$,000	Title: Previous 5 year average annual renewals expenditure - sewerage
FN82	Forecast 5 year average annual renewals expenditure:	\$,000	Title: Forecast 5 year average annual renewals expenditure - water
FN83	Forecast 5 year average annual renewals expenditure:	\$,000	Title: Forecast 5 year average annual renewals expenditure - sewerage
FN84	Operating ratio	%	Title: Operating ratio.
FN85	Capital replenishment ratio	Count	Title: Capital replenishment ratio.
FN86	Debt to revenue ratio	%	Title: Debt to revenue ratio.
FN87	Community service obligations ratio	ratio	Title: Community Service Obligations ratio.
HL1	Water quality compliance guidelines used	Text	Title: Water quality guidelines used/required.
HL3	Per cent population where microbiological compliance	%	Title: Per cent of total population where microbiological compliance
HL5	Risk based drinking water management plan assessed	yes/no	Title: Risk based Drinking Water Management Plan assessed
HL8	Number zones chemical compliance achieved	Count	Title: Number of zones where chemical compliance was achieved.
HL9	Number chemical compliance zones tested	Count	Title: Total number of zones where chemical compliance was tested.
PR1	Water pricing tariff structure	Text	Title: Water pricing tariff structure description.
PR3	Fixed charge: water value	\$/annum	Title: Value of the fixed water charge per annum.
PR4	Sewerage pricing tariff structure	Text	Title: Sewerage pricing tariff structure description.
PR5	Fixed charge: water description	Text	Title: Description of the basis of fixed water charge.
PR6	Usage charge 1st Step: value	\$/kL	Title: Water usage charge 1st step: value of charge.

PR8	Usage charge 2nd Step: value	\$/kL	Title: Water usage charge 2nd step: value of charge.
PR10	Usage charge 3rd Step: value	\$/kL	Title: Water usage charge 3rd step: value of charge.
PR12	Usage charge 4th Step: value	\$/kL	Title: Water usage charge 4th step: value of charge.
PR14	Usage charge 5th Step: value	\$/kL	Title: Water usage charge 5th step: value of charge.
PR16	Usage charge 6th Step: value	\$/kL	Title: Water usage charge 6th step: value of charge.
PR23	Special levies: water value	\$/kL	Title: Special levies - water: value.
PR25	Revenue from water special levies retained by utility	yes/no	Title: Income from special water levies retained by the utility?
PR27	Annual residential water supplied per connection	kL	Title: Average annual residential water supplied per connection.
PR31	Fixed charge: sewerage value	\$/annum	Title: Value of the fixed sewerage charge per annum.
PR32	Usage charge: sewerage value	\$/kL	Title: Sewerage usage charge - value.
PR33	Special levies: sewerage value	\$	Title: Special levies - sewerage: value
PR34	Revenue from sewerage special levies retained by utility	yes/no	Title: Income from special sewerage levies retained by the utility?
PR40	Fixed charge: sewerage description	Text	Title: Description of the basis of fixed sewerage charge.
PR43	Annual bill based on 200kL/a: water	\$	Title: Average annual residential bill based on the supply of 200kL of
PR44	Typical residential bill: water	\$	Title: Typical residential water bill per annum.
PR45	Annual bill based on 200kL/a: sewerage	\$	Title: Average annual residential bill based on the production of 200kL
PR46	Typical residential bill: sewerage	\$	Title: Typical residential sewerage bill per annum.
PR47	Annual bill based on 200kL/a: water+sewerage	\$	Title: Average annual water and sewerage bill based on 200kL water
PR48	Typical residential bill: water+sewerage	\$	Title: Typical residential water and sewerage bill per annum.
PR49	Usage upper bound of 1st Step: kL	kL	Title: Water upper bound of 1st step: kL.
PR50	Usage upper bound of 2nd Step: kL	kL	Title: Water upper bound of 2nd step: kL.
PR51	Usage upper bound of 3rd Step: kL	kL	Title: Water upper bound of 3rd step: kL.
PR52	Usage upper bound of 4th Step: kL	kL	Title: Water upper bound of 4th step: kL.
PR53	Usage upper bound of 5th Step: kL	kL	Title: Water upper bound of 5th step: kL.
PR54	Usage upper bound of 6th Step: kL	kL	Title: Water upper bound of 6th step: kL.
WA1	Volume water sourced: surface water	ML	Title: Volume of water taken from surface water source (including via
WA2	Volume water sourced: groundwater	ML	Title: Volume of water taken from a groundwater source (including via
WA4	Volume recycled sewage produced (NPR)	ML	Title: Volume of recycled sewage water produced, excluding water
WA7	Volume water sourced	ML	Title: The total volume of water sourced (potable, raw-PT, recycled
WA8	Volume all water supplied: residential	ML	Title: Total volume of potable and non-potable (raw-PT) residential
WA9	Volume all water supplied: non-residential	ML	Title: Total volume of potable and non-potable (raw-PT) non-
WA10	Volume potable+raw-PT water supplied: other (NPR)	ML	Title: Total volume of non-revenue potable and non-potable (raw-PT)
WA11	Volume water supplied: all (NPR)	ML	Title: Total volume of potable and non-potable urban water supplied

WA12	Annual residential water supplied per connection	kL/conne	Title: Average annual residential water supplied per property.
WA13	Volume raw (untreated) water supplied: environmental	ML	Title: Volume of raw (untreated) water supplied for environmental
WA15	Volume recycled sewage exported	ML	Title: Total volume of recycled sewage water exported (supplied to
WA16	Volume sewage collected: residential+non-trade	ML	Title: Volume of residential and non-trade waste sewage collected.
WA17	Volume sewage collected: trade waste	ML	Title: Volume trade waste collected.
WA18	Volume sewage collected: residential+trade	ML	Title: Total volume of residential sewage and trade waste collected.
WA19	Volume sewage collected per connection	kL/conne	Title: Average volume sewage collected per property.
WA20	Volume recycled sewage supplied: residential	ML	Title: Volume of recycled sewage water supplied to residential
WA21	Volume recycled sewage supplied: non-residential	ML	Title: Volume of recycled sewage water supplied to non-residential
WA22	Volume recycled sewage supplied: agricultural (all)	ML	Title: Volume of recycled sewage water supplied for agricultural
WA23	Volume recycled sewage supplied: environmental flows	ML	Title: Volume of recycled sewage water supplied for environmental
WA26	Volume recycled sewage supplied: all	ML	Title: Total volume of recycled sewage water supplied (within your
WA27	Per cent sewage recycled	%	Title: Per cent of sewage collected that was recycled.
WA30	Annual potable water supplied per connection	kL/conne	Title: Average annual potable water supplied per connection.
WA31	Volume sewage treated	ML	Title: Volume of sewage effluent treated by the utility.
WA32	Volume potable water supplied: residential	ML	Title: Volume of potable residential water supplied (excluding recycled
WA34	Volume potable water supplied: non-residential	ML	Title: Volume of potable non-residential water supplied (excluding
WA36	Volume potable water supplied: non-revenue	ML	Title: Volume of potable water produced that is not paid for (excluding
WA40	Volume potable water exported	ML	Title: Total volume of potable water exported (supplied to other
WA41	Volume raw-PT water exported	ML	Title: Total volume of non-potable (raw-PT) water exported (supplied
WA45	Volume water sourced: imported	ML	Title: The total volume of water imported (received from bulk
WA46	Volume potable+raw-PT+recycled water exported	ML	Title: Total volume of potable and non-potable (raw-PT) water
WA61	Volume water sourced: desalination marine water	ML	Title: Volume of water taken from desalination of marine water.
WA64	Volume potable water imported	ML	Title: Total volume of potable water imported (received from other
WA65	Volume non-potable water imported	ML	Title: Total volume of non-potable (raw-PT) water imported (received
WA66	Volume sewage exported	ML	Title: Volume of sewage exported to other infrastructure operators or
WA67	Volume sewage imported	ML	Title: Volume of sewage received (imported) from other infrastructure
WA68	Volume sewage collected: sewer mining	ML	Title: Volume of sewage taken from sewer mining.
WA69	Volume sewage inflow measured at STP inlet	ML	Title: Volume of sewage measured at inlet to treatment works
WA73	Volume recycled sewage supplied: aquifer recharge	ML	Title: Volume of recycled sewage water supplied to managed
WA74	Volume potable water produced/supplied into water	ML	Title: Volume of potable water produced and supplied into the water
WA82	Volume recycled stormwater exported	ML	Title: Volume of recycled stormwater exported (supplied to other
WA83	Volume stormwater imported	ML	Title: Volume of recycled stormwater imported (received from other

WA84	Volume recycled stormwater supplied: aquifer recharge	ML	Title: Volume of recycled stormwater supplied to managed
WA85	Volume recycled stormwater supplied: residential	ML	Title: Volume of recycled stormwater supplied to residential
WA86	Volume recycled stormwater supplied: non-residential	ML	Title: Volume of recycled stormwater supplied to non-residential
WA88	Volume recycled stormwater supplied: all	ML	Title: Total volume of recycled stormwater supplied (excluding aquifer
WA91	Volume raw-PT water supplied: residential	ML	Title: Volume of non-potable (raw-PT) residential water supplied
WA92	Volume raw-PT water supplied: non-residential	ML	Title: Volume of non-potable (raw-PT) non-residential water supplied
WA93	Volume raw-PT water supplied: any other	ML	Title: Total volume of non-potable (raw-PT) water supplied to other
WA95	Volume raw-PT water supplied: aquifer recharge	ML	Title: Volume of non-potable (raw-PT) water supplied for managed
WA96	Volume raw-PT water supplied: agricultural irrigation	ML	Title: Volume of non-potable (raw-PT) water supplied for agricultural
WA98	Volume recycled stormwater produced	ML	Title: Total volume of urban stormwater captured/produced by the
WA101	Volume recycled sewage imported	ML	Title: Total volume of recycled sewage water imported (received from
WA108	Volume water taken: any other sources	ML	Title: Water extracted from any other sources.
WA109	Volume water taken: all sources	ML	Title: Total volume of water extracted.
WA110	Volume potable+raw-PT water exported	ML	Title: Total volume of potable and non-potable (raw-PT) water
WA110.1	Names/volumes of who you exported potable+raw-PT	Text	Title: Names/volumes of who you exported potable and non-potable
WA111	Volume potable+raw-PT water supplied: parks and	ML	Title: Volume of water supplied to parks and gardens (including sports
WA112	Volume potable water supplied: agriculture	ML	Title: Volume of potable water supplied to agriculture (excluding
WA113	Volume potable+raw-PT water supplied: forestry	ML	Title: Volume of water supplied to forestry (excluding recycled water).
WA114	Volume potable+raw-PT water supplied: aquaculture or	ML	Title: Volume of water supplied to aquaculture or fishing (excluding
WA115	Volume potable+raw-PT water supplied: mining	ML	Title: Volume of water supplied to mining (excluding recycled water).
WA116	Volume potable+raw-PT water supplied: electricity	ML	Title: Volume of water supplied to electricity generation (excluding
WA117	Volume potable+raw-PT water supplied: commercial	ML	Title: Volume of water supplied to commercial (excluding recycled
WA118	Volume potable+raw-PT water supplied: industrial	ML	Title: Volume of water supplied to industrial (excluding recycled
WA119	Volume potable+raw-PT water supplied: institutional	ML	Title: Volume of water supplied to institutional (excluding recycled
WA120	Volume potable+raw-PT water supplied: any other	ML	Title: Volume of water supplied to others not reported elsewhere
WA120.1	Nature/volumes of who you supplied non-residential	Text	Title: Nature/volumes of who you supplied non-residential 'other'
WA121	Volume potable+raw-PT water supplied: non-residential	ML	Title: Total volume of non-residential water supplied (excluding
WA122	Volume potable+raw-PT water supplied: all (ABS)	ML	Title: Total volume of potable and non-potable (raw-PT) residential
WA123	Volume water used by your organisation: any other uses	ML	Title: Volume of potable and raw-PT water used by your organisation
WA124	Volume water used by your organisation: all	ML	Title: Total volume of potable and raw-PT water used by your
WA135	Volume recycled sewage+stormwater imported	ML	Title: Volume of recycled sewage and stormwater reuse imported
WA137	Volume wastewater collected: sewage+stormwater	ML	Title: Total volume of wastewater (including sewage) and stormwater
WA139	Volume recycled water exported	ML	Title: Volume of recycled (reuse) water exported (supplied to other

WA140	Volume recycled water supplied: residential	ML	Title: Volume of recycled (reuse) water supplied to domestic or
WA141	Volume recycled water supplied: parks and gardens	ML	Title: Volume of recycled (reuse) water supplied to parks and gardens
WA142	Volume recycled water supplied: agriculture	ML	Title: Volume of recycled (reuse) water supplied to agriculture
WA143	Volume recycled water supplied: forestry	ML	Title: Volume of recycled (reuse) water supplied to forestry.
WA144	Volume recycled water supplied: aquaculture or fishing	ML	Title: Volume of recycled (reuse) water supplied to aquaculture or
WA145	Volume recycled water supplied: mining	ML	Title: Volume of recycled (reuse) water supplied to mining.
WA146	Volume recycled water supplied: electricity generation	ML	Title: Volume of recycled (reuse) water supplied to electricity
WA147	Volume recycled water supplied: commercial	ML	Title: Volume of recycled (reuse) water supplied to commercial.
WA148	Volume recycled water supplied: industrial	ML	Title: Volume of recycled (reuse) water supplied to industrial.
WA149	Volume recycled water supplied: institutional	ML	Title: Volume of recycled (reuse) water supplied to institutional.
WA150	Volume recycled water supplied: any other	ML	Title: Volume of recycled (reuse) water supplied to other uses not
WA150.1	Nature/volumes of who you supplied recycled 'other'	Text	Title: Nature/volumes of who you supplied recycled 'other' water to.
WA151	Volume recycled water supplied: all non-residential	ML	Title: Total volume of recycled (reuse) water supplied to non-
WA152	Volume recycled water exported and supplied: all	ML	Title: Total volume of recycled (reuse) water supplied to other water
WA158	Volume potable+non-potable water imported	ML	Title: Total volume of potable and non-potable (raw-PT) water
WA158.1	Names/volumes imported water suppliers	Text	Title: Names (including volumes) of bulk supplier/other infrastructure
WA163	Volume sewage released by utility: treated+untreated	ML	Title: Total volume of sewage (treated and untreated) effluent
WA166	Volume water used by your organisation: your own parks	ML	Title: Volume of potable and raw-PT water used by your organisation
WA167	Volume sewage collected: all	ML	Title: Total volume sewage collected including via sewer mining.
WA168	Volume recycled water supplied: your organisation for	ML	Title: Total volume of recycled (reuse) water used by your
WA171	Volume water sourced: surface water (regulated supply)	ML	Title: Volume of water taken from a regulated surface water source
WA172	Volume water sourced: surface water (unregulated)	ML	Title: Volume of water taken from an unregulated surface water
WA173	Volume water sourced: groundwater (regulated supply)	ML	Title: Volume of water taken from a regulated groundwater source
WA174	Volume water sourced: groundwater (unregulated)	ML	Title: Volume of water taken from an unregulated groundwater source
WA175	Volume treated sewage disposal: inland surface waters	ML	Title: Total volume of treated sewage wastewater disposal to inland
WA176	Volume treated sewage disposal: land	ML	Title: Total volume of treated sewage wastewater disposal to land.
WA177	Volume treated sewage disposal: groundwater	ML	Title: Total volume of treated sewage wastewater disposal to
WA178	Volume treated sewage disposal: sea/estuary	ML	Title: Total volume of treated sewage wastewater disposal to the
WA179	Wastewater losses: during collection process	ML	Title: Losses during sewage collection process.
WA180	Wastewater losses: during treatment process	ML	Title: Losses during sewage treatment process.
WA181	Wastewater losses: after treatment process	ML	Title: Losses after sewage treatment process.
WA182	Volume treated sewage returned to sewer for further	ML	Title: Volume of treated sewage disposal back to sewer for further
WA183	Volume sewage imported to bulk wastewater treatment	ML	Title: Volume of sewage imported (i.e. taken from other infrastructure

WA184	Volume sewage measured at bulk wastewater treatment	ML	Title: Volume of sewage measured at inlet to bulk wastewater
WA185	Volume recycled sewage supplied: agricultural/individual	ML	Title: Volume of recycled sewage water supplied for
WA186	Volume recycled sewage supplied: irrigation water	ML	Title: Volume of recycled sewage water supplied to Irrigation Water
WA187	Volume recycled sewage supplied: any other	ML	Title: Volume of recycled sewage water supplied for other uses not
WA189	Volume recycled stormwater supplied:	ML	Title: Volume of recycled stormwater supplied for
WA190	Volume recycled stormwater supplied: irrigation water	ML	Title: Volume of recycled stormwater supplied to Irrigation Water
WA191	Volume recycled stormwater supplied: environmental	ML	Title: Volume of recycled stormwater supplied for environmental
WA192	Volume recycled stormwater supplied: any other	ML	Title: Volume of recycled stormwater supplied for other uses and
WA197	Volume water returned to surface water or groundwater	ML	Title: Volume of potable and non-potable water returned to surface
WA201	Maximum daily demand	ML/day	Title: Maximum daily water supply demand.
WA202	Volume all potable water supplied: residential	ML	Title: Volume of potable residential water supplied.
WA203	Volume all potable water supplied:	ML	Title: Volume of potable commercial, municipal and industrial water
WA204	Volume all non-potable water supplied: residential	ML	Title: Volume of non-potable (raw-PT) residential water supplied.
WA205	Volume all non-potable water supplied:	ML	Title: Volume of non-potable (raw-PT) commercial, municipal and
WA206	Volume potable+raw-PT water supplied: residential	ML	Title: Volume of potable and non-potable (raw-PT) residential water
WA207	Volume potable+raw-PT water supplied: non-residential	ML	Title: Volume of potable and non-potable (raw-PT) non-residential
WA208	Volume potable+raw-PT water supplied:	ML	Title: Volume of potable and non-potable (raw-PT) non-residential
WA209	Volume potable+raw-PT water supplied:	ML	Title: Volume potable and non-potable (raw-PT) non-residential water
WA210	Volume potable+raw-PT water supplied: irrigation water	ML	Title: Volume of potable and non-potable (raw-PT) non-residential
WA211	Volume potable+raw-PT water supplied: environmental	ML	Title: Volume of potable and non-potable (raw-PT) non-residential
WA212	Volume potable+raw-PT water supplied: own or other	ML	Title: Volume of potable and non-potable (raw-PT) non-residential
WA213	Volume potable+raw-PT water supplied: any other	ML	Title: Volume of potable and non-potable (raw-PT) non-residential
WA214	Volume sewage moved between your own STPs	ML	Title: Volume of sewage received (imported) from own organisation.
WA215	Volume treated sewage disposal: all (NPR/BOM)	ML	Title: Volume of treated wastewater disposals (excluding to
WA216	Volume treated sewage disposal: all (ABS)	ML	Title: Volume of treated wastewater disposals.
WA217	Wastewater losses: all	ML	Title: Volume of wastewater losses.
WA218	Volume recycled sewage supplied:	ML	Title: Volume of recycled sewage water supplied to commercial,
WA219	Volume recycled sewage supplied: own use	ML	Title: Volume of recycled sewage water supplied for your own use.
WA220	Volume recycled stormwater supplied:	ML	Title: Volume of recycled stormwater supplied to commercial,
WF1	Total full-time equivalent water+sewerage employees	FTEs	Title: Total full-time equivalent water and sewerage service
WS1	Months water supply remaining: 30 June	months	Title: Months of water supply remaining at end of the reporting
WS2	Anticipated water availability to meet demand for next	ok/not ok	Title: Anticipated water supply availability to meet demand for next
WS3	Available contingency supplies	yes/no	Title: Available contingency supplies (ONLY required if WS1 'Months



WS4	Total anticipated water demand for next reporting year	ML	Title: Total anticipated water demand for next reporting year.
WS5	Total anticipated annual water demand in five years time	ML	Title: Total anticipated annual water demand in five years' time.
WS6	Anticipated capacity to meet demand in 5 years time	ok/not ok	Title: Anticipated capacity to meet demand in 5 years' time.
WS7	Planned supply system response	yes/no	Title: Planned supply system response (ONLY required if WS6
WS9	Water restrictions (severity)	%	Title: Water restrictions - severity (ONLY required if WS10 (QG2.8)
WS10	Water restrictions (duration)	days	Title: Water restrictions - duration.