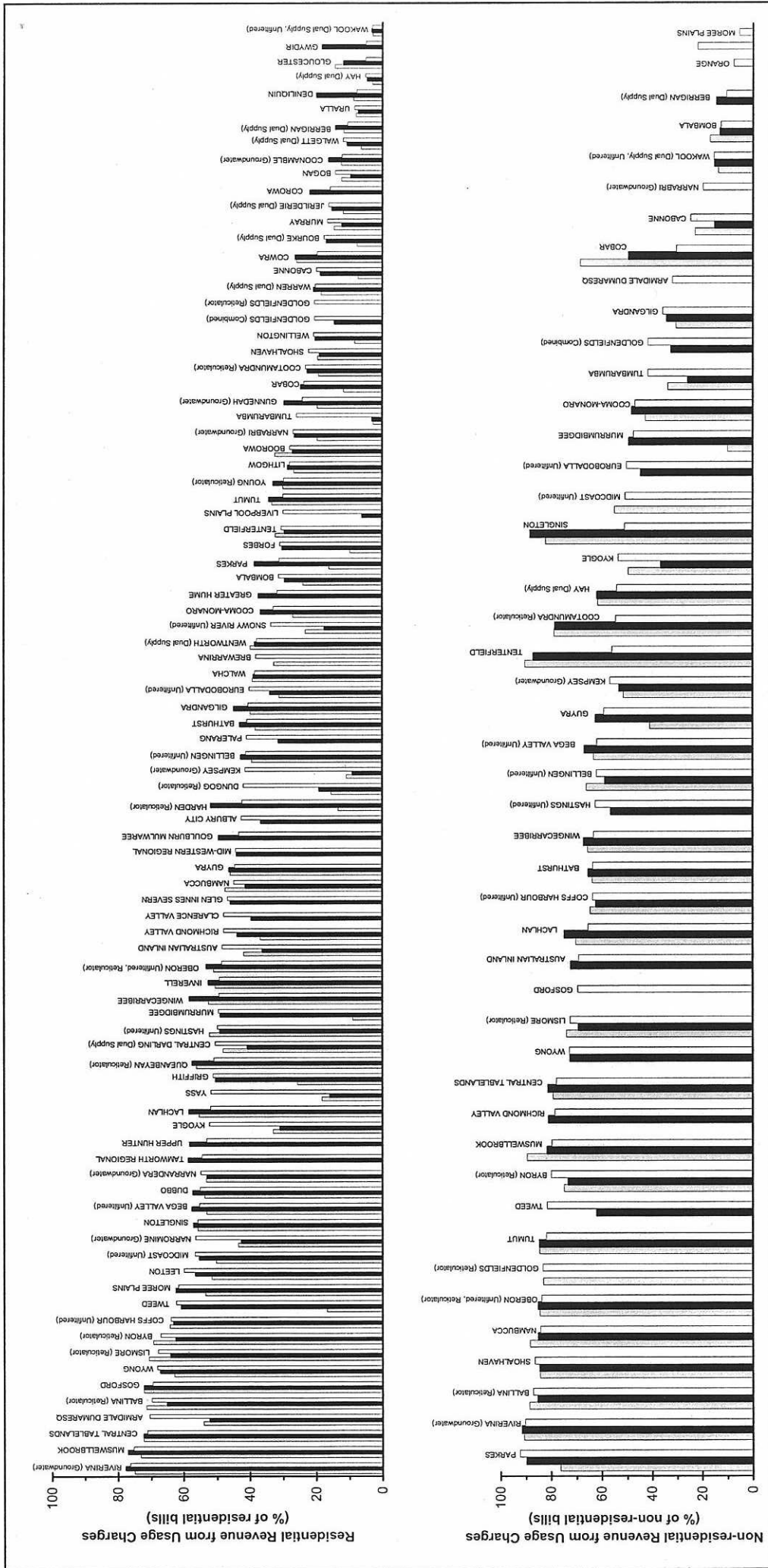
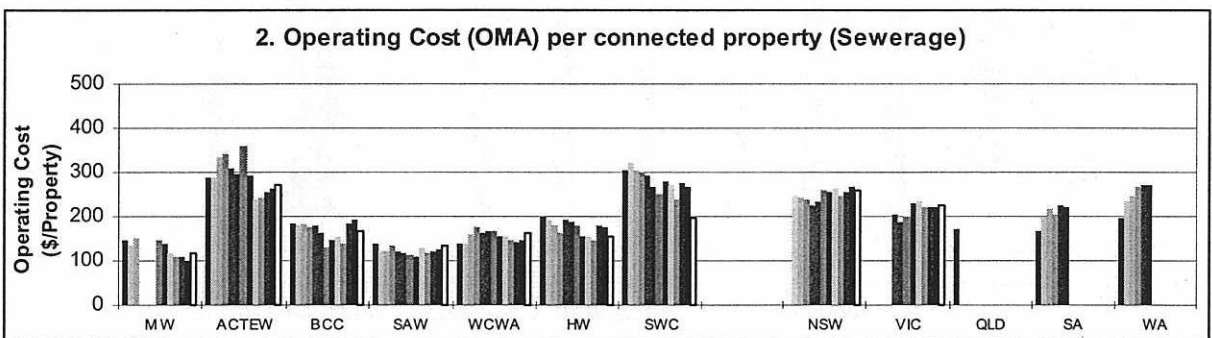
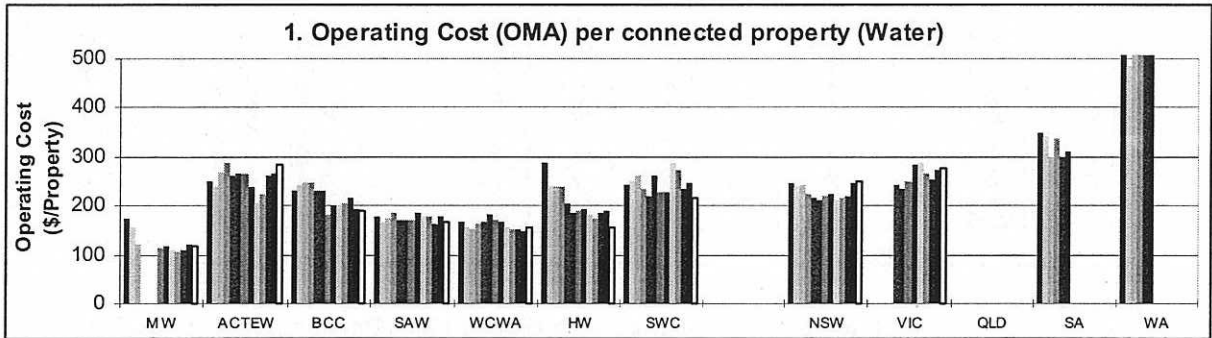


# Figure 1 Water Revenue from Usage Charges



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### Water Supply and Sewerage Services



■ 1991/92   □ 1992/93   ▨ 1993/94   ▩ 1994/95   ■ 1995/96   ■ 1996/97   ■ 1997/98   ■ 1998/99   □ 1999/00  
 ■ 2000/01   ■ 2001/02   ■ 2002/03   □ 2003/04

**Metropolitan Water Utilities**

- MW Melbourne Water Consolidated\*
- ACTEW ACT Electricity and Water
- BCC Brisbane City Council
- SAW SA Water Corporation (Adelaide)
- WCWA WA Water Corporation (Perth)
- HW Hunter Water Corporation
- SWC Sydney Water Corporation

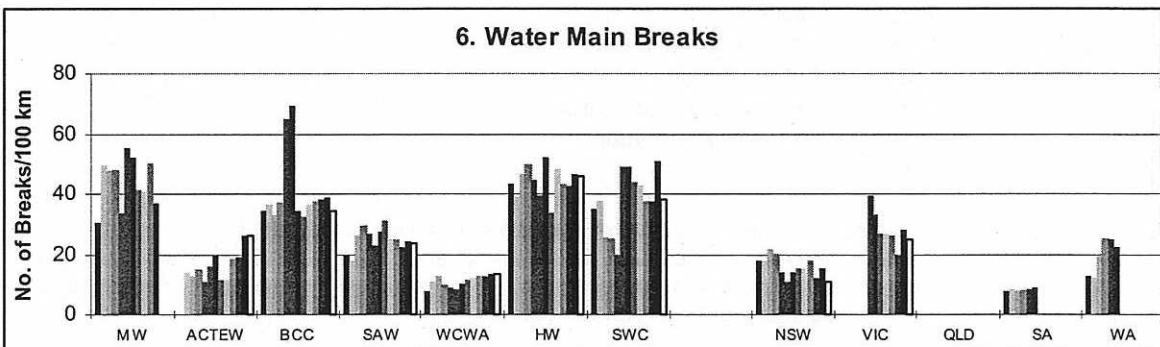
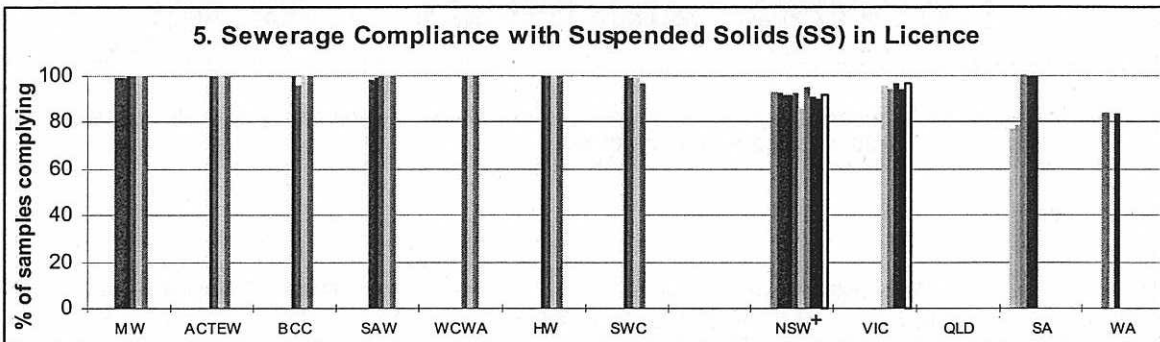
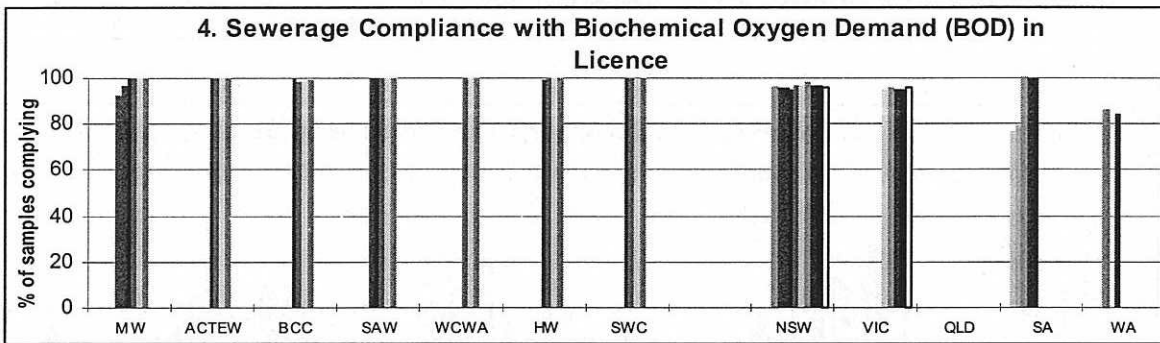
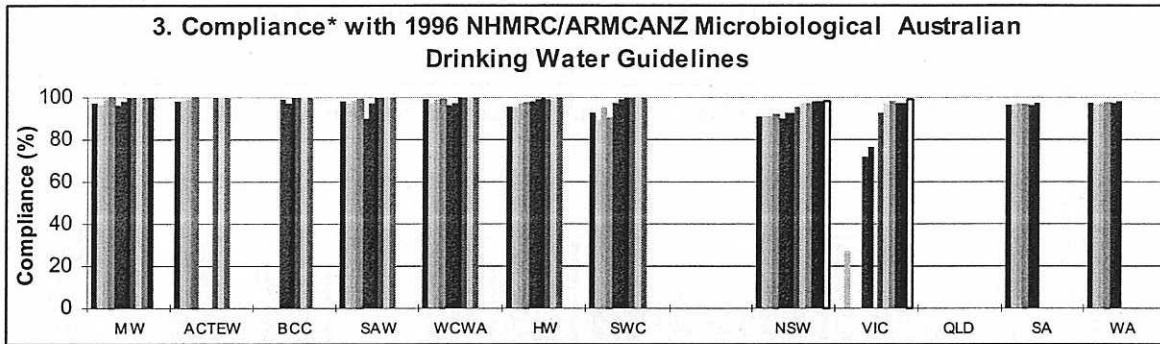
**Country Water Utilities**

- NSW NSW Country
- VIC VIC Country
- QLD QLD Country
- SA SA Country
- WA WA Country

\* Melbourne Water was disaggregated into 4 constituent utilities in 1994. Melbourne Water Consolidated results shown for 1994/95 to 2003/04 are either aggregated results of the constituent utilities or consolidated results reported in WSAA Facts (see note 2) or reported in Urban Water Review (see note 3).

- NOTES:**
1. Operating Cost (OMA) is the Operation, Maintenance and Administration Cost in 2003/04\$.
  2. Results for the metropolitan water utilities for 1994/95 to 2003/04 obtained from "The Australian Urban Water Industry - WSAA Facts 2004", and "The Australian Urban Water Industry - WSAA Facts 1999", Water Services Association of Australia.
  3. Results for Victoria for 1996/97 to 2003/04 obtained from "Urban Water Review 2003/2004", and "Urban Water Review 1998", Victorian Water Industry Association.
  4. Results for SA Country and WA Country for 1990/91 to 1996/97 obtained from "Government Trading Enterprises Performance Indicators 1992/93 to 1996/97" and "1990/91 to 1994/95", Steering Committee on National Performance Monitoring of Government Trading Enterprises, April 1998.

### Water Supply and Sewerage Services

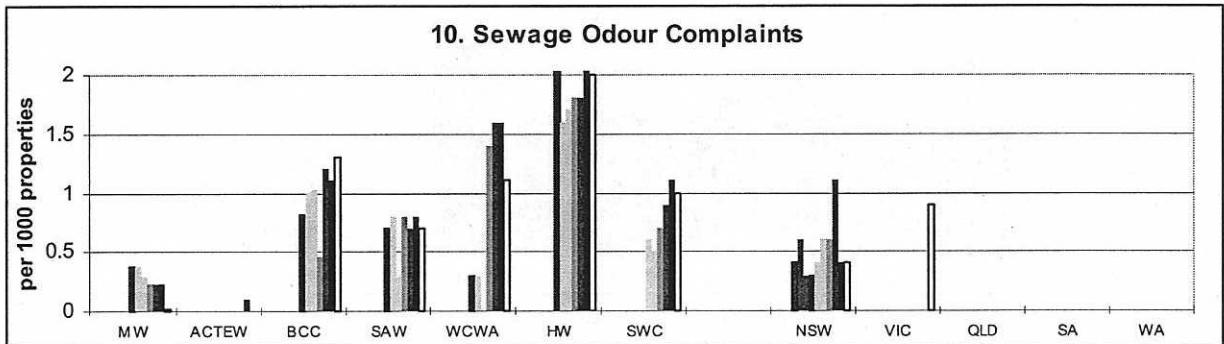
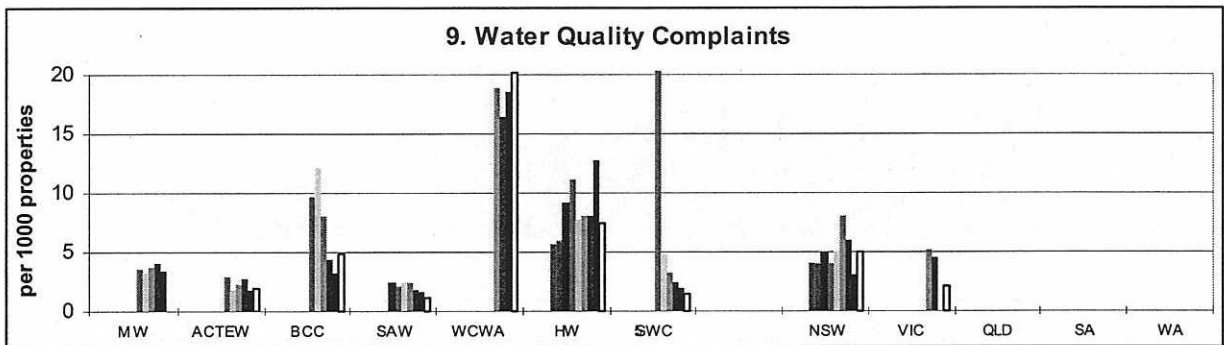
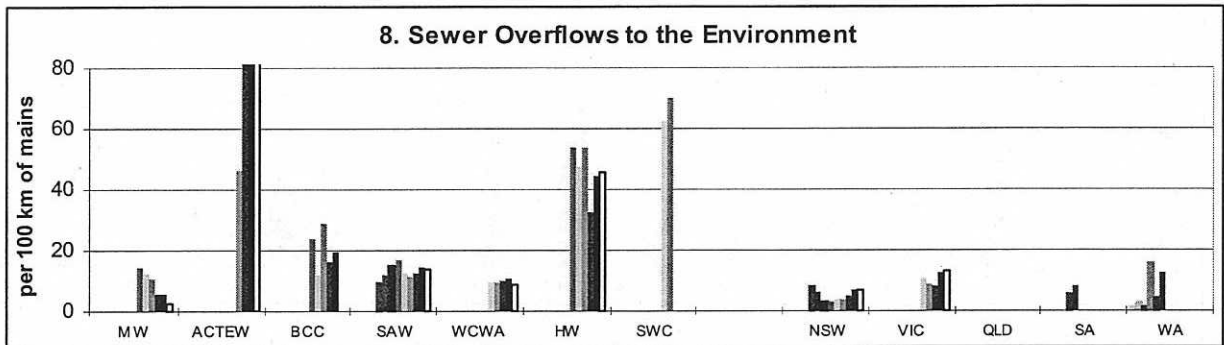
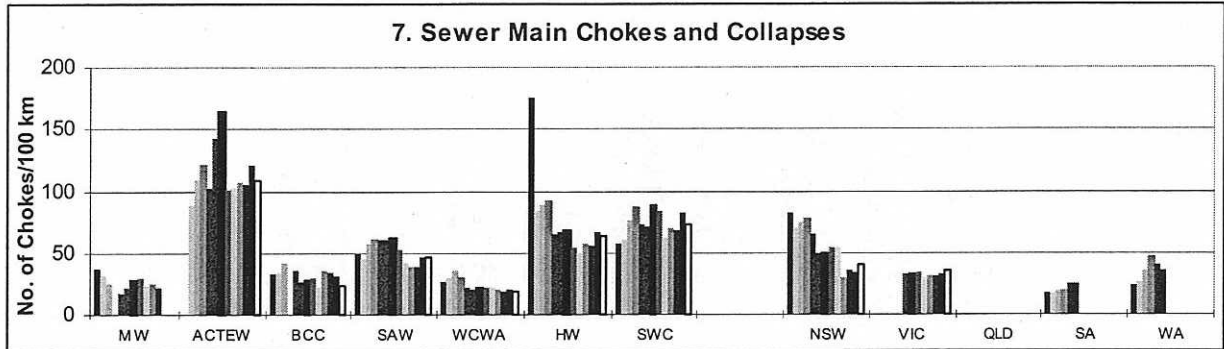


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  2000/01
  2001/02
  2002/03
  2003/04

\* 1990/91 to 1997/98 results are generally on the basis of the 1987 NHMRC/AWRC Drinking Water Quality Guidelines. 1998/99 and subsequent results are generally on the basis of E. coli in the more stringent 1996 NHMRC/ARMCANZ Australian Drinking Water Guidelines. The exceptions are Victorian country utilities where results are on the basis of the less stringent 1984 World Health Organisation Guidelines and Melbourne Water where the results are on the basis of E.coli in the above 1987 Guidelines.

+ The major cause of non-compliance is due to the growth of algae in maturation ponds being measured as suspended solids (SS). Most treatment works in non-metropolitan NSW have maturation ponds due to previous Department of Environment and Conservation (DEC) preference for ponding over chlorination. Negotiations with the DEC to develop an appropriate licencing method when maturation ponds are used for disinfection have favoured an option to test for SS prior to the maturation ponds. For new installations and major augmentations, Ultra Violet (UV) disinfection is being used rather than maturation ponds to overcome this problem.

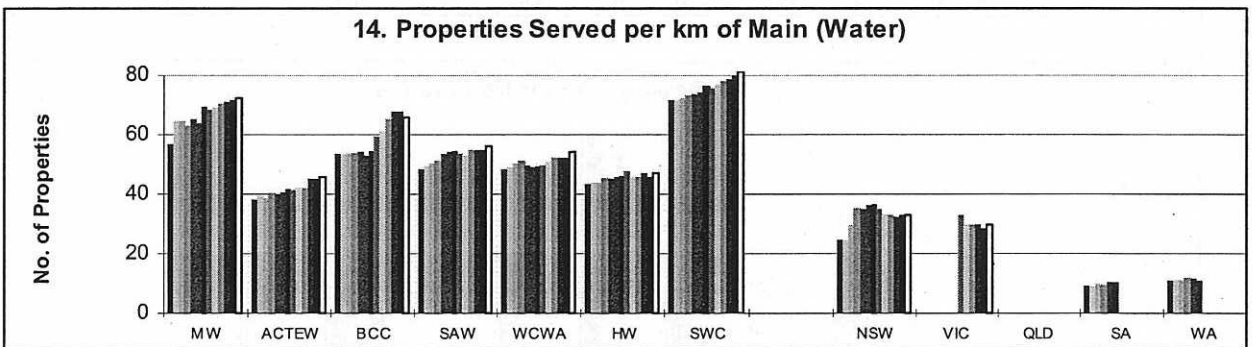
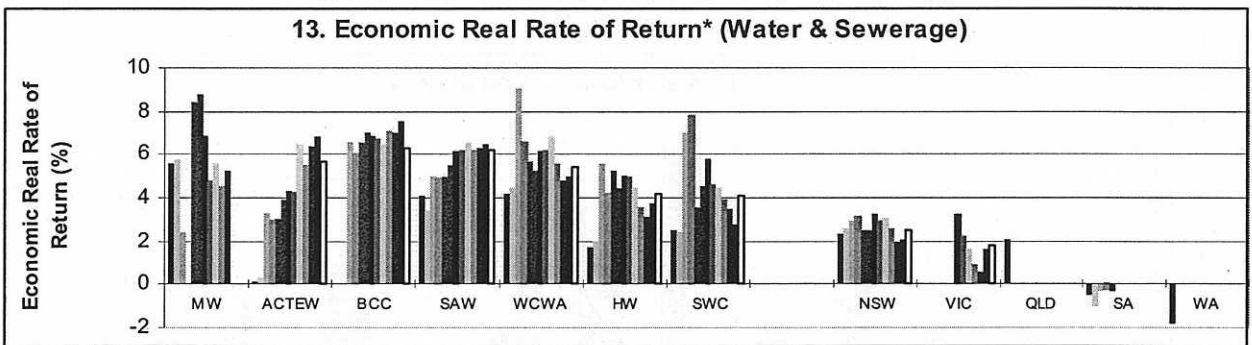
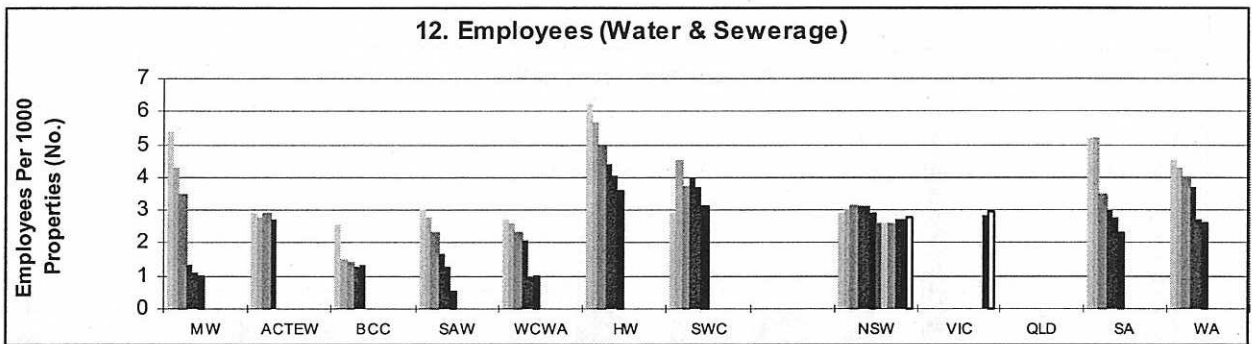
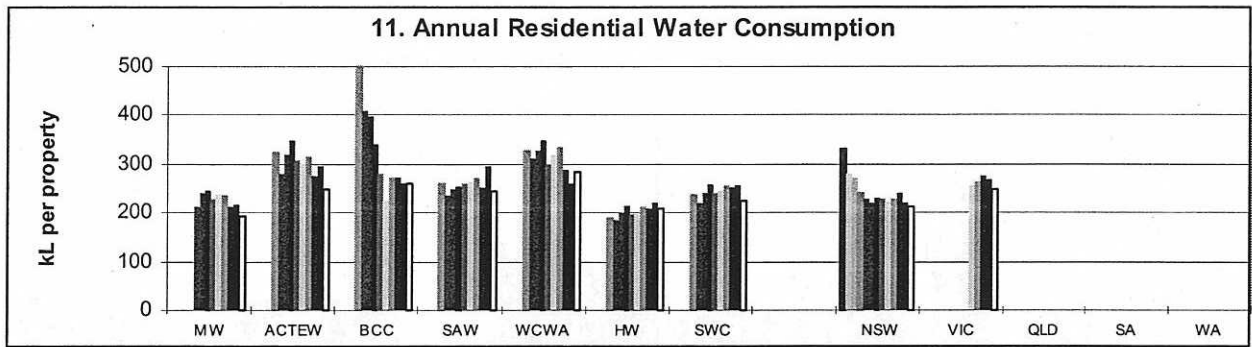
Water Supply and Sewerage Services



■ 1991/92   ■ 1992/93   ■ 1993/94   ■ 1994/95   ■ 1995/96   ■ 1996/97   ■ 1997/98   ■ 1998/99   ■ 1999/00  
 ■ 2000/01   ■ 2001/02   ■ 2002/03   ■ 2003/04

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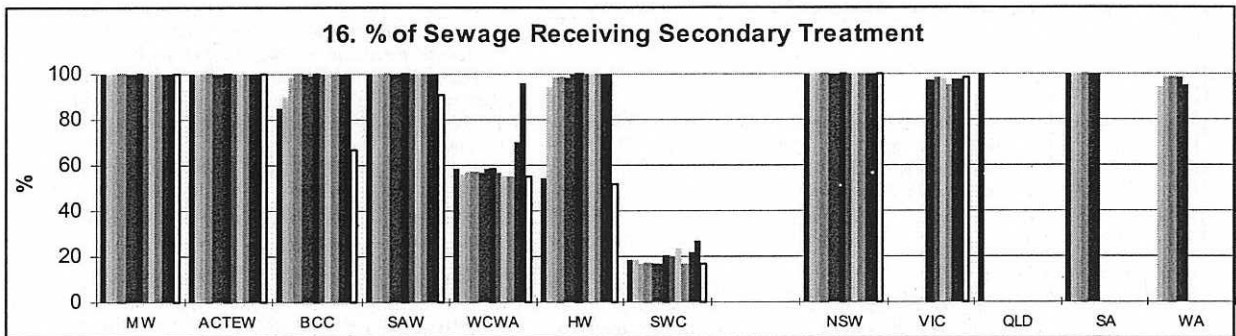
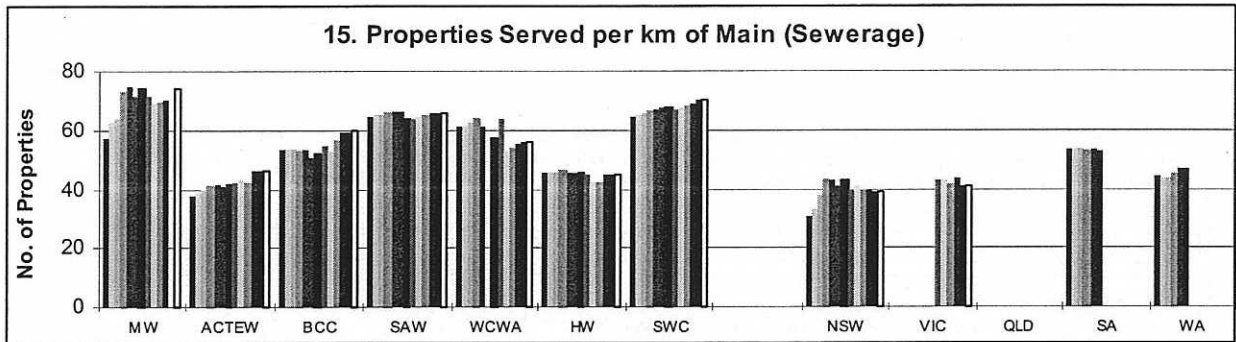
Water Supply and Sewerage Services



\* As the economic real rate of return (ERRR) was only reported by Country NSW in 2001/02 to 2003/04, the reported values for 'return on assets' have been shown in graph 13 for all the other utilities for these years.

1991/92 
  1992/93 
  1993/94 
  1994/95 
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  2003/04

Water Supply and Sewerage Services



■ 1991/92   □ 1992/93   ▨ 1993/94   ▩ 1994/95   ■ 1995/96   ■ 1996/97   ■ 1997/98   ■ 1998/99   □ 1999/00  
 ▨ 2000/01   ■ 2001/02   ■ 2002/03   □ 2003/04

# APPENDIX B – Example TBL Water Supply Performance Report

## Riverina Water – Review of Performance

An example Performance Report is shown on pages 29 and 30 for Riverina Water which has 5 water treatment works and 10 aerators/chlorination stations.

### Summary

The performance of Riverina Water is very good. Riverina Water is commended for achieving 76% of residential revenue from water usage charges. In addition to continuing to monitor and improve its performance, Riverina Water should introduce a step price increase for discretionary water usage by residential customers and best-practice non-residential charging as indicated in the action for indicator 12 below.

INDICATOR	ISSUE	ANALYSIS / ACTION PLAN
<b>Strategic Business Plan</b>		
	Riverina Water has completed a satisfactory strategic business plan and 30-year financial plan	Satisfactory.
<b>Compliance with Best-Practice Pricing and Developer Charges</b>		
12	Two part tariff with an access charge of \$80 for a 20mm connection in Wagga Wagga. The usage charge is 65 c/kL. Riverina Water has a uniform Access Charge of \$120 for non-residential connections in Wagga Wagga.	Residential tariff structure is generally satisfactory. However, Riverina Water should introduce a step price increase (known as "excess water charge") of at least 50% for incremental residential water usage above a specified threshold. This threshold should not exceed 450kL/a per household. Riverina Water should revise its non-residential access and usage charges to comply with the Best-Practice Management Guidelines. This would involve: <ul style="list-style-type: none"> <li>• Basing access charges for larger than 20mm service connections on their capacity requirements</li> <li>• Abolition of the lower usage charge for usage over 36 ML/a.</li> </ul>
15, 18	Typical residential bill (ranking* of 2(1)), indicating it is within the top 40% of LWUs with over 10,000 connected properties and within the top 20% for all LWUs. The bill for a residential customer using 250 kL/a is low with a ranking of 1(1)).	Performance is satisfactory and the typical residential bill is lower than the statewide median. Riverina Water's recent movement to commercial developer charges (Indicator 16) may further improve this indicator.
16	Typical Developer charges (ranking of 2(2)).	Satisfactory.
<b>Performance Improvement</b>		
10	Employees. Moderate ranking of 3(3).	Satisfactory.
23	Public health incidents. Ranking of 1.	No incidents reported.
27	Water Quality Complaints. High ranking of 2(2).	Riverina Water is commended for significantly reducing the water quality complaints. There has been a vast improvement in this parameter over the last 3 years.
28	Service complaints. High ranking of 2(2).	Satisfactory performance.
29	Customer Interruption frequency. Low ranking of 5(5).	Analyse options for improvement. This parameter is double the statewide median of 45.
31	Number of Main Breaks was 12 per 100 km of main (ranking of 3(3)).	Satisfactory Performance. Examine options for further improvement.
33	Total Days Lost was high (ranking of 5(5)).	There was a significant improvement in this parameter from 2002/03. However, further improvement should be targeted.
34	Average Annual Residential Consumption at 354 kL/a was significantly higher than the Statewide median (ranking of 5(4)).	Performance is satisfactory in view of Riverina Water's inland location.
35	Water losses relatively high (ranking of (4)).	Analyse the components to determine options for improvement.
40, 41, 42, 43	Environmental incidents ranking of 1.	No incidents reported.
44	Residential Revenue from usage charges. High ranking of 1(1).	Excellent performance.
45	Economic Real Rate of Return is 3.9% with ranking of 1(1).	Satisfactory performance.
50, 51, 52	The operating cost (OMA) per property & per 100km of Main and operating (OMA) cost/kL was low (ranking of 1(1), 2(1) & 1(1) respectively).	Performance is satisfactory. A lower than average operating cost should be expected as Riverina Water has access to good quality groundwater and only needs to provide conventional water treatment for 30% of its supply.
55, 57	Pumping cost was high (\$68 per property, ranking of 5(4)). Water main cost was low ((\$22 per property, ranking of 1(1)).	The cost for Indicators 55 is mitigated by the low number of properties per km of main (Indicator 5).

\* The ranking relative to similar size LWUs is shown first, followed by the ranking relative to all LWUs within brackets)

### Performance Trends

The graphs on page 2 of Riverina Water's Performance Report (page 30) show trends in performance over the last 9 years. These graphs indicate (Fig 10) a higher number of employees per 1000 properties than the Statewide median – this is not unreasonable in view of Riverina Water's 39 groundwater bores and 26 pumping stations. The typical residential bill is slightly lower than the Statewide median (Fig 15), and typical developer charges are now slightly higher than the Statewide median (Fig 16).

Microbiological compliance (Fig 22) is excellent at 100% and water quality complaints (Fig 27) are significantly lower than the Statewide median. Mainbreaks were slightly higher than the Statewide median in 2003/04 (Fig 31). The operating cost (Fig 51) and management cost (Fig 53) were consistently at about the top 20% level while pumping costs (Fig 55) were consistently much higher than the Statewide median – these pumping costs are considered reasonable in view of Riverina Water's 98 bores and pumping stations.



# APPENDIX B – Example TBL Water Supply Performance Report

## Riverina Water (Page 1)

### Riverina Water County Council TBL Water Supply Performance 2003/04

Water is drawn from Murrumbidgee River and 28 groundwater bores (103 ML/d) to supply Wagga Wagga, Holbrook, Lockhart and Henty. The system comprises 4 filtration, 7 aeration, and 2 aeration/filtration treatment works (106 ML/d) and 2 chlorination stations, 61 service reservoirs (155 ML), 70 pumping stations, 125 ML/d delivery capacity into the reticulation, 805 km of trunk mains and 568 km of reticulation. The number of microbiological test samples was 624 and the number of physical/chemical samples was 1,570. There was 100% compliance with microbiological (E.coli) water quality, 91% compliance with total coliform quality, 94% compliance with physical quality and 96% compliance with chemical quality. Non-compliance was mostly due to high iron and manganese levels and insufficient chlorine residual. There were no failures of the chlorination system or treatment system. The current replacement cost of system assets was \$172M (\$6,100/assessment), cash and investments were \$15.4M, debt was \$5M and turnover was \$15.6M (excluding capital works grants).

#### Business Planning

Strategic Business Plan (SBP)	Year Prepared	1999/00	Year Updated:	2003/04	Is Further Development Required <sup>4</sup> ?	NO
Financial Sustainability of Business	Demonstrated?	YES	Year Updated:	2003/04	Is Further Development Required <sup>4</sup> ?	NO

#### Triple Bottom Line (TBL) Performance Indicators

UTILITY CHARACTERISTICS	Item	Description	Value	LWU Result	Ranking <sup>1</sup> (>10,000 Properties)	Ranking <sup>2</sup> (All LWUs)	Statewide Median <sup>3</sup>
UTILITY CHARACTERISTICS	1	Population Served:	58,500 (0.96 connected properties per assessment)				
	2	Number of Assessments:	28,300				
	3	Residential Assessments (% of total)		92		1	93
	4	New Residential Dwellings Connected to Water Supply (%)		2.1	1	1	1.8
	5	Properties Served per km (properties/km of main)		20		4	33
	6	Rainfall (% of average annual rainfall)		77		2	75
	7	Total Water Supplied (at Master Meters - ML)		16,100		1	6,500
	8	Peak Week to Average Consumption (%)		188		4	120
	9	Renewals Expenditure (% of current replacement cost of system assets)		0.6		1	0.0
	10	Employees (employees/1000 properties)		1.8	3	3	1.3
UTILITY CHARACTERISTICS	12	Description of Residential <sup>5</sup> Tariff Structure 2004/05:	Two Part ; Independent of Land Value				
	13	Residential Water Usage Charge 2004/05 <sup>5</sup> (c/kL)	All Usage	65		3	76
	14	Residential Access Charge 2004/05 (\$/assessment)		80		1	185
	15	Typical Residential Bill 2004/05 (\$/assessment)		310	2	1	330
	16	Typical Developer Charge 2004/05 (\$/equivalent tenement)		2,700		3	2,500
	17	Average Residential Bill 2003/04 (\$/connected property)		349	4	2	325
	18	Bill for Residential Customer using 250kL/a (2003/04) (\$/assessment)		243	1	1	315
	20	Urban Population without Reticulated Water Supply (%)		0.0	1	1	0.5
	21	Physical and Chemical Water Quality Compliance (%)	Water Quality Compliance on basis of 1996 NHMRC/ARMCANZ Guidelines	94	5	5	100
	22	Microbiological (E. coli) Water Quality Compliance (%)		100	1	1	100
	23	Category 1 Public Health incidents - Minor (per 1000 properties)		0	1	1	0
	24	Category 2 Public Health incidents - Limited Effects (per 1000 properties)		0.0	1	1	0.0
	25	Category 3 Public Health incidents - Major (per 1000 properties)		0.00	1	1	0.00
	26	Capital Investment on Improving Public Health Performance (\$ per property)		1	4	4	3
	27	Water Quality Complaints (per 1000 properties)		1	2	2	5
	28	Water Service Complaints (per 1000 properties)		5	2	2	9
	29	Customer Interruption Frequency (per 1000 properties)		90	5	5	45
	29a	Average Duration of Interruption (hr)		3	4	4	2
30	Average customer outage time (min)		18	5	5	6	
31	Number of Main breaks (per 100km)		12	3	3	11	
32	Drought Water Restrictions (% of time)		0.6	1	2	43	
33	Total Days Lost (%)		3.4	5	5	2.5	
ENVIRONMENTAL	34	Average Annual Residential Consumption (kL/property, potable)		354	5	4	215
	35	Water Losses (including leakage) (%)		12		4	10
	36	Energy Consumption (kWh/ML)		1		1	530
	38	Renewable Energy Consumption (kWh/property)		0		1	0
	40	Category 1 Environmental Incidents - Minor (per 1000 properties)		0	1	1	0
	41	Category 2 Environmental Incidents - Limited Effects (per 1000 properties)		0.0	1	1	0.0
	42	Category 3 Environmental Incidents - Major (per 1000 properties)		0.00	1	1	0.00
	43	Capital Investment on Improving Environmental Performance (\$ per property)		19	1	1	2
	44	Residential Revenue from Usage Charges (% of residential bills)		76	1	1	55
	45	Non-residential Revenue from Usage Charges (% of non-residential bills)		90		1	73
ECONOMIC	47	Economic Real Rate of Return (%)		3.9	1	1	2.7
	47a	Return on Assets (%)		4.0		1	2.9
	48	Debt to Equity (%)		5.0	1	2	1
	49	Interest Cover (%)		606		3	1,300
	49a	Loan Payment (\$/property)		50		2	22
	50	Operating Cost (OMA) per 100km of main (\$'000)		419	1	1	880
	51	Operating Cost (OMA) per property <sup>6</sup> (\$/property)		212	2	1	255
	52	Operating Cost (OMA) per kL (c/kL)		36	1	1	73
	53	Management Cost (\$/property)		61	1	2	100
	54	Treatment Cost (\$/property)		17	1	1	27
55	Pumping Cost (\$/property)		68	5	4	20	
56	Energy Cost (\$/property)		39		5	15	
57	Water Main Cost (\$/property)		22	1	1	43	

#### Notes:

- Ranking for LWUs with (>10,000) connected properties is based on dividing the results for LWUs in this group into 5 equal divisions of 20%. ie. a ranking of 1 indicates the LWU is in the top 20% of LWUs; a ranking of 5 indicates the LWU is in the bottom 20% of LWUs. (Relevant for comparison with LWUs of similar size).
- Ranking (1 to 5) for all LWUs is on a percentage of LWUs basis. (Relevant for comparing performance with all other LWUs).
- The Statewide Median is on a percentage of connected properties basis (Tables 1 & 3 of 2003/04 NSW Water Supply and Sewerage Benchmarking Report) as this is the most appropriate for statewide comparisons.
- Annual review of the key projections and actions in LWU's SBP are required, together with annual updating of LWU's financial plan. The Business Plan should be updated after 3 years.
- Non-residential Tariff: Uniform Access Charge (\$120); Declining Block: For usage Up to 36,000 kL = 65 c/kL; for usage > 36,000 kL = 56 c/kL.  
Water consumption by non-residential customers was 39% of potable water consumption excluding unaccounted-for-water.  
2003/04 revenue from non-residential customers was 28% of annual rates and charges. This indicates a large cross-subsidy to non-residential customers and failure to comply with best practice pricing.
- The operating cost (OMA)/property was \$212. The components of operating cost/property were: management (\$61), operation (\$36), maintenance (\$57), energy (\$39) and chemical (\$17).
- 70% of the supply is a good quality unfiltered groundwater supply and 30% is fully treated river flows.

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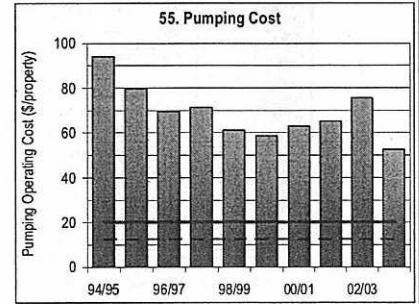
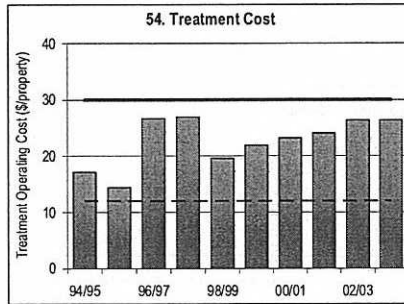
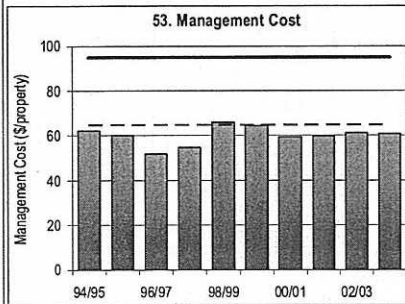
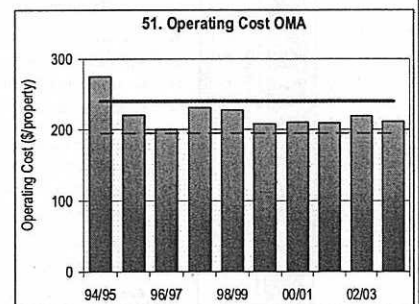
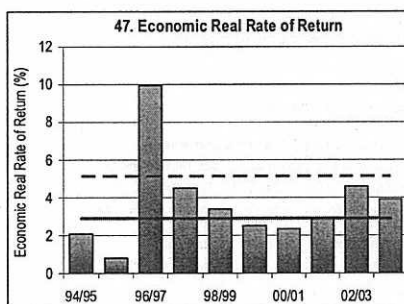
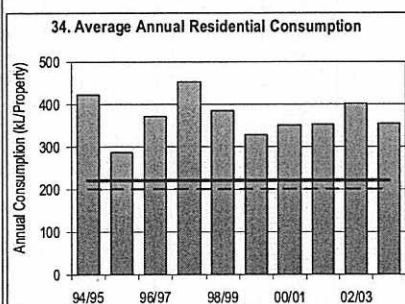
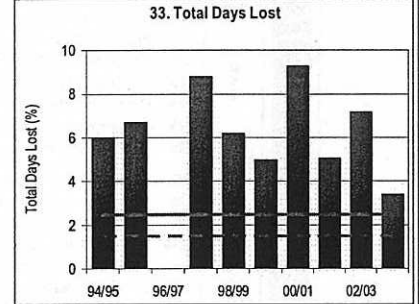
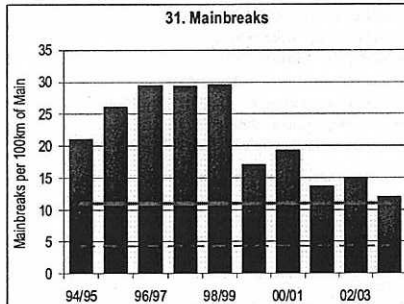
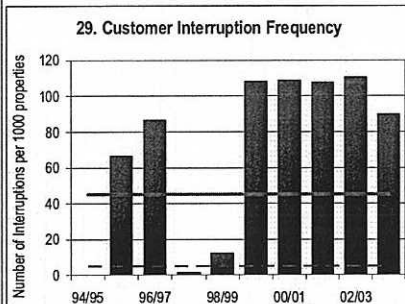
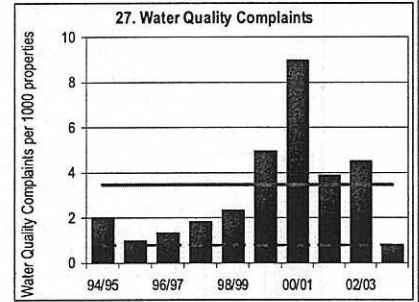
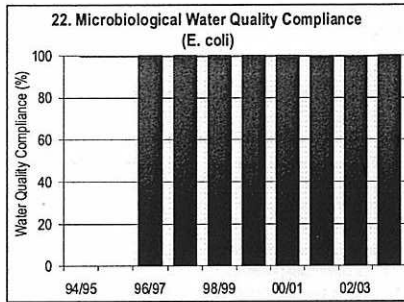
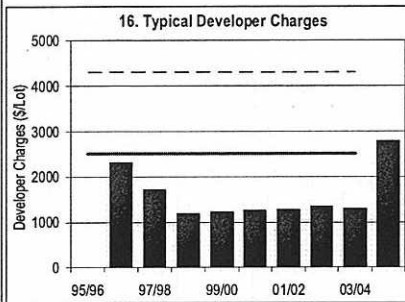
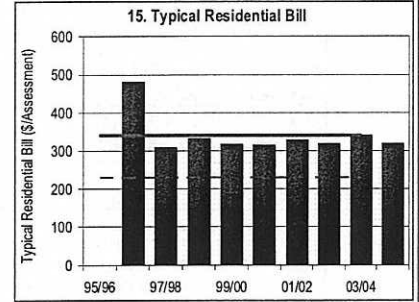
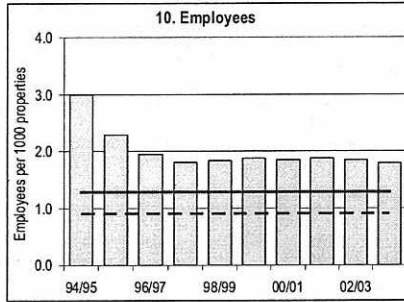
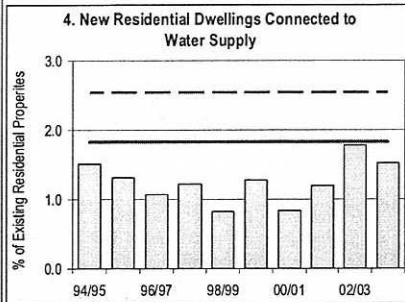
Riverina Water (Page 2)

Riverina Water County Council

TBL Water Supply Performance (page 2)

2003/04

(Results shown for 10 years together with 2003/04 Statewide Median and Top 20%)



Notes:  
 1 Costs are in Jan 2004\$.  
 2 Microbiological water quality compliance for 1998/99 to 2003/04 was on the basis of E.coli in the 1996 NHMRC/ARMCANZ Australian Drinking Water Guidelines. Compliance prior to 1998/99 was on the basis of the 1987 NHMRC/AWRC Guidelines.

LEGEND  
 2003/04 State Median ———  
 2003/04 Top 20% - - - - -









# Appendix D - 2003/04 NSW Water Utility Performance Summary

Water Utility	Water Supply - 2003/04 unless noted										Sewerage - 2003/04 unless noted				Water Supply and Sewerage - 2003/04 unless noted									
	Water Supply Assessments (No.) <sup>3</sup>	Total Water Supplied (ML) <sup>2</sup>	Average Annual Residential Consumption (L/connected property)	Turnover (\$M) <sup>1</sup>	2004/05 Tariff Payable on Property <sup>2</sup>	2004/05 Residential Land Value <sup>2*</sup>	Water Quality Compliance (1996 NH&RC/AMC/CANZ Guidelines)	2004/05 Residential Land Value <sup>2*</sup>	2004/05 Residential Land Value <sup>2*</sup>	2004/05 Residential Land Value <sup>2*</sup>	Turnover (\$M)	2004/05 Residential Bill (Assessment)	Typical Developer Charge (\$/ET)	2004/05 Typical Residential (\$/annum)	Economic Real Rate of Return (%)	Debt to Equity (%)	OMA cost (\$/connected property)	Management Cost (\$/connected property)	Current Replacement Cost of System Assets (\$M)	Pay-for-Use Water Pricing & Full Cost Recovery?	Strategic Business Plan Prepared <sup>2,16</sup>			
																						Chemical <sup>11</sup> (%)	Microbiological <sup>12</sup> (%)	2004/05 Residential Land Value <sup>2*</sup>
1 Albany (AMALGAMATED)	20,400	10,300	307	9.5	Yes	100	100	9.0	100	18.5	570	10,100	570	0.6	6	464	206	426	(Yes)	(21)				
2 Armidale Dumaresq	8,010	2,910	239	3.8	Yes	100	100	3.0	100	6.8	633	4,860	633	-0.8	1	646	275	165	(Yes)	(Yes)				
3 Ballina (Retailer)	13,180	4,430	234	5.4	Yes	100	100	9.4	100	14.8	10,400	600	4.1	0	662	10,400	138	138	(Yes)	(Yes)				
4 Binalong (Dual Supply)	850	1,440	301	0.5	Yes	100	100	0.3	NL	NL	830	1,590	830	0.9	7	444	112	19	(Yes)	(Yes)				
5 Berrara (AMALGAMATED)	740	170	191	0.4	Yes	100	100	0.2	100	0.6	770	3,910	770	-0.5	9	702	264	7	(Yes)	(Yes)				
6 Berrara Regional	12,070	6,810	333	9.8	Yes	100	100	9.1	100	18.9	770	3,910	770	3.6	1	545	205	226	(Yes)	(Yes)				
7 Bega Valley (Unfiltered)	13,180	3,970	153	6.1	Yes	100	100	5.3	100	9.6	766	9,700	766	-0.9	0	720	356	189	(Yes)	(Yes)				
8 Bellingen (Unfiltered)	4,060	1,470	225	2.3	Yes	100	100	1.5	100	3.8	784	9,840	784	0.9	0	595	295	59	(Yes)	(Yes)				
9 Berrigan (Dual Supply)	2,980	2,140	329	2.0	Yes	100	100	1.2	100	10.0	842	5,900	842	0.7	4	555	192	48	(Yes)	(Yes)				
10 Bogan (AMALGAMATED)	730	360	259	0.4	Yes	100	100	0.2	100	0.5	842	5,900	842	0.0	0	97	97	12	(Yes)	(Yes)				
11 Blinal (Sewerage Only)	1,340	NO WS						0.3	100	770.8	373	1,000	373	0	237	41	8							
12 Blyth (Sewerage Only)		NO WS						1.0	100	100.0	410	1,930	410	3.6	13	312	155	10						
13 Bogan	1,190	920	510	0.9	Yes	100	100	0.5	NL	NL	890	2,920	890	1.0	2	662	238	23	(Yes)	(Yes)				
14 Bumbala	900	330	392	0.4	Yes	100	100	0.4	100	0.8	918	2,920	918	4.4	7	407	115	12	(Yes)	(Yes)				
15 Boocora	620	210	217	0.4	Yes	100	100	0.1	100	0.5	729	900	729	1.2	9	475	69	9	(Yes)	(Yes)				
16 Bourke (Dual Supply)	1,700	2,930	378	0.8	Yes	100	100	0.5	NL	NL	1,310	860	1,050	-9.7	9	898	235	20	(Yes)	(Yes)				
17 Brewarrina (Dual Supply)	550	1,210	519	0.4	Yes	100	100	0.2	100	0.7	1,062	1,062	1,062	-0.5	1	1,126	93	9	(Yes)	(Yes)				
18 Australian Inland	10,130	6,050	323	11.4	Yes	100	100	2.6	100	9.6	623	623	623	-0.1	4	1076	319	95	(Yes)	(Yes)				
19 Byron (Retailer)	10,500	3,560	200	4.7	Yes	100	100	9.3	100	14.0	863	12,600	863	2.5	4	817	277	140	(Yes)	(Yes)				
20 Cobar	1,090	360	151	0.8	Yes	100	100	1.3	100	87	1,154	1,154	1,154	2.9	6	466	135	37	(Yes)	(Yes)				
21 Cumnock (Groundwater)	1,130	1,700	489	0.9	Yes	100	100	0.1	NL	NL	1,211	1,410	1,211	2.3	2	741	124	16	(Yes)	(Yes)				
22 Central Darling (Dual Supply)	730	700	153	0.6	Yes	100	100	0.1	NL	NL	1,295	1,295	1,295	-3.5	0	784	102	16	(Yes)	(Yes)				
23 Central Tablelands (NS Only)	5,190	2,160	254	3.3	Yes	100	100	No SGE	100	3.3	403	3,000	403	0.0	21	402	193	70	(Yes)	(Yes)				
24 Cobar	2,020	1,660	485	1.4	Yes	100	100	0.4	NL	NL	841	2,180	841	1.3	0	485	172	30	(Yes)	(Yes)				
24-A Cobar WB (Bulk Supplier)	2,020	4,250						No SGE	100	35.7	(994)	(10,700)	994	5.0	22	549	203	349	(Yes)	(Yes)				
25 Colliery (Hourly (Unfiltered)) AMALGAMATED	23,400	6,030	189	16.3	Yes	100	100	19.4	100	100	100	100	100	-0.9	0	580	99	9	(Yes)	(Yes)				
26 Coolah (AMALGAMATED)	1,160	390	281	0.5	Yes	100	100	0.3	100	0.8	600	800	600	0.0	0	580	99	9	(Yes)	(Yes)				
27 Cootamundra (Sewerage Only)	850	NO WS						0.4	100	0.4	240	240	240	3.0	6	692	202	27	(Yes)	(Yes)				
28 Cooma-Monaro	3,650	1,700	314	2.1	Yes	100	100	1.7	100	3.8	990	4,250	990	0.0	0	714	337	47	(Yes)	(Yes)				
29 Coonaburrabin (AMALGAMATED)	1,900	950	328	1.1	Yes	100	100	0.8	100	19	(600)	(1,830)	690	0.0	1	310	41	21	(Yes)	(Yes)				
30 Coonamble (Groundwater)	1,520	1,810	1,128	0.7	Yes	100	100	0.5	92	25	514	514	514	-0.2	1	310	41	21	(Yes)	(Yes)				
31 Coonambidge (Retailer)	2,820	1,000	273	1.3	Yes	100	100	0.6	100	85	568	2,700	568	-4.6	6	528	89	11	(Yes)	(Yes)				
32 Copmansburg (Unfiltered) AMALGAMATED	480	NO WS						0.4	69	59.4	(600)	(850)	600	0.0	0	392	138	4	(Yes)	(Yes)				
33 Corowa (AMALGAMATED)	3,680	3,440	660	1.5	Yes	100	100	1.4	100	2.9	(640)	(810)	640	0.0	2	511	176	52	(Yes)	(Yes)				
34 Crows	5,250	2,560	273	3.0	Yes	100	100	1.3	75	58	4.3	697	5,150	697	0.6	3	607	374	43	(Yes)	(Yes)			
35 Crookwell (AMALGAMATED)	1,100	310	188	0.8	Yes	100	100	0.5	100	1.3	697	(1,340)	697	1.7	19	610	100	16	(Yes)	(Yes)				
36 Cudalga (Groundwater) AMALGAMATED	540	240	263	0.2	Yes	100	100	0.3	100	0.5	1,003	1,950	1,003	4.1	2	589	223	39	(Yes)	(Yes)				
37 Derrilquin	3,200	3,330	696	2.2	Yes	100	100	1.5	69	77	37	1,003	1,950	1,003	2.2	0	713	226	218	(Yes)	(Yes)			
38 Dubbo	13,440	9,890	459	8.8	Yes	100	100	8.4	100	67	851	5,980	851	5.1	6	478	178	18	(Yes)	(Yes)				
39 Dungay (Retailer)	2,650	720	186	1.1	Yes	100	100	0.7	NL	NL	970	5,520	970	5.1	6	478	178	18	(Yes)	(Yes)				
40 Eurobodalla (Unfiltered)	18,890	5,590	183	10.6	Yes	100	100	12.0	99	100	22.6	873	11,000	873	3.4	6	645	263	273	(Yes)	(Yes)			
41 Fish River (Unfiltered, Bulk Supplier)	23,000	11,700						No SGE	100	5.8	863	1,320	863	3.6	7	501	38	157	(Yes)	(Yes)				
42 Forbes	3,450	2,410	410	1.9	Yes	100	100	1.6	93	100	3.5	863	1,320	863	1.3	2	370	72	29	(Yes)	(Yes)			
43 Gulgah (Groundwater)	1,530	1,030	426	0.7	Yes	100	100	0.4	100	100	1.1	722	722	1.1	0	404	175	37	(Yes)	(Yes)				
44 Glen Innes (AMALGAMATED)	2,800	700	198	1.1	Yes	100	100	0.8	100	100	1.9	(605)	605	1.1	0	404	175	37	(Yes)	(Yes)				
45 Gloucester	1,470	560	265	0.3	Yes	100	100	0.7	100	54	846	11,100	846	-2.1	0	849	125	20	(Yes)	(Yes)				
46 Goldenfields (Bulk Supplier (NS Only))	18,800	9,560	6.7	6.7	Yes	100	100	No SGE	100	6.7	846	11,100	846	-0.4	220	51	108	108	(Yes)	(Yes)				
47 Goldenfields (Retailer) (NS Only)	10,200	5,660	335	6.1	Yes	100	100	No SGE	100	6.1	553	2,000	553	-0.4	331	118	135	135	(Yes)	(Yes)				

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Appendix D - 2003/04 NSW Water Utility Performance Summary

Water Utility	Water Supply - 2003/04 unless noted										Sewerage - 2003/04 unless noted				Water Supply and Sewerage - 2003/04 unless noted										Pay-for-Use Water Pricing & Full Cost Recovery?	Strategic Business Plans Prepared? <sup>2A</sup>
	Water Supply Assessments (No.) <sup>1</sup>	Total Water Supplied (ML) <sup>2</sup>	Average Annual Residential Water Consumption (Public) (ML) <sup>3</sup>	Turnover (\$M) <sup>4</sup>	PSG Payoff-Use?	2004/05 Residential Independent Land Value <sup>5A</sup>	Water Quality Compliance (1999 MCANZ Guidelines)	Chemical <sup>1A</sup> (%)	Microbiological <sup>1B</sup> E.coli <sup>1C</sup> (%)	2004/05 Residential Independent Land Value <sup>5B</sup>	Turnover (\$M)	2004/05 Typical Residential Bill (\$/customer)	Typical Developer Charge (\$/customer)	2004/05 Typical Residential Bill (\$/customer)	Economic Real Rate of Return (%)	Debt to Equity (%)	OMA cost (\$/connected property)	Management Cost (\$/connected property)	Current Replacement Cost of System Assets (\$M)							
																				Compliance (%)	SS <sup>1D</sup> (%)	SS <sup>1E</sup> (%)				
97 Queanbeyan (Retailer)	15,330	4,030	155	74	Yes	✓	100	100	100	14.6	671	1,860	671	2.6	0	482	162	111	Yes	(20)	(21)	Yes				
98 Chemist (Groundwater) AMALGAMATED	1,380	580	299	0.5	Yes	✓	100	100	100	0.9	0	0	0	0.0	0	366	101	22	Yes	(22)	Yes					
99 Richmond Valley	6,720	2,930	275	3.2	Yes	✓	100	100	100	6.9	803	7,150	803	2.6	0	645	290	78	Yes	(23)	Yes					
100 Riverview (Groundwater) (WS Only)	28,300	16,100	354	15.6	Yes	✓	96	100	100	15.6	310	1,400	310	3.9	5	212	61	196	Yes	(24)	Yes					
101 Rose (Bank Supply) (WS Only)	37,300	11,500	93	9.3	Yes	✓	100	100	100	8.8	3,190	3,190	3,190	1.4	2	151	76	119	Yes	(25)	Yes					
102 Ryhstone AMALGAMATED	1,310	550	261	0.7	Yes	✓	100	100	100	1.2	0	0	0	-3.4	0	771	370	21	Yes	(26)	Yes					
103 Scone (Unfiltered) AMALGAMATED	2,610	1,740	291	1.7	Yes	✓	92	100	100	3.0	0	4900	0	3.8	0	542	235	35	Yes	(27)	Yes					
104 Scone (Filtered) AMALGAMATED	200	30	133	0.1	Yes	✓	100	100	100	0.2	0	0	0	2.9	5	394	185	2	Yes	(28)	Yes					
105 Shoalhaven	46,800	18,900	230	19.5	Yes	✓	100	100	100	8.6	732	3,960	732	4.2	6	515	229	513	Yes	(29)	Yes					
106 Singleton	5,800	2,800	301	5.6	Yes	✓	100	100	100	8.6	732	3,960	732	7.6	0	485	141	84	Yes	(30)	Yes					
107 Snowy River (Unfiltered)	2,370	2,210	591	1.4	Yes	✓	99	100	100	3.0	1035	5,000	1035	2.4	1	401	133	42	Yes	(31)	Yes					
108 Sydney Water <sup>6</sup>	1,661,000	224	677	0.6	Yes	✓	100	100	100	1.0	720	4,100	720	-0.3	1	521	233	15	Yes	(32)	Yes					
109 Tallangulla (Unfiltered) AMALGAMATED	650	180	223	0.3	Yes	✓	100	100	100	0.5	0	6500	0	0.2	0	538	78	6	Yes	(33)	Yes					
110 Tamworth AMALGAMATED	15,040	8,670	305	8.9	Yes	✓	100	100	100	16.1	748	4990	748	2.2	2	566	164	265	Yes	(34)	Yes					
111 Terang (Sewerage Only)	1,830	NO WS	204	0.9	Yes	✓	100	100	100	1.6	748	3,000	748	1.7	0	695	377	28	Yes	(35)	Yes					
112 Tenterfield	2,030	690	261	0.7	Yes	✓	100	100	100	1.1	807	830	807	2.2	2	431	145	18	Yes	(36)	Yes					
113 Tumbumba	1,070	430	306	2.3	Yes	✓	88	95	100	4.6	965	6,480	965	1.8	1	588	175	71	Yes	(37)	Yes					
114 Tumut	4,200	4,010	219	16.4	Yes	✓	92	100	100	35.3	690	7,820	690	-4.4	2	513	211	397	Yes	(38)	Yes					
115 Tvered	29,500	9,540	192	0.6	Yes	✓	100	100	100	1.0	720	4,100	720	0.0	15	84	4	15	Yes	(39)	Yes					
116 Uralla	1,290	320	192	0.6	Yes	✓	100	100	100	0.2	189	189	189	0.0	0	521	233	15	Yes	(40)	Yes					
116A Urana (Sewerage Only)	300	NO WS	192	0.6	Yes	✓	100	100	100	0.2	189	189	189	0.0	0	521	233	15	Yes	(41)	Yes					
117 Wiggins (Sewerage Only)	21,000	NO WS	532	1.1	Yes	✓	97	100	100	10.7	279	1,450	279	6.3	0	151	30	166	Yes	(42)	Yes					
118 Wilcove	1,350	1,610	532	1.1	Yes	✓	97	100	100	1.7	1105	1,105	1105	2.1	17	684	198	23	Yes	(43)	Yes					
119 Wollak	820	230	162	0.5	Yes	✓	100	100	100	0.7	759	759	759	-1.2	0	547	131	16	Yes	(44)	Yes					
120 Wulgait (Dual Supply)	1,660	1,640	146	1.2	Yes	✓	100	100	100	8.6	839	839	839	-2.2	3	766	249	27	Yes	(45)	Yes					
121 Wirren (Dual Supply)	1,070	800	199	0.4	Yes	✓	100	100	100	1.0	830	830	830	2.2	3	492	114	12	Yes	(46)	Yes					
122 Wodden (Sewerage Only)	1,010	NO WS	199	0.4	Yes	✓	100	100	100	0.2	157	157	157	-12.5	0	111	27	7	Yes	(47)	Yes					
123 Wollaton	2,930	1,190	298	1.8	Yes	✓	100	100	100	3.0	1024	3,390	1024	2.1	15	618	193	39	Yes	(48)	Yes					
124 Werrin (Dual Supply)	1,690	2,760	224	1.6	Yes	✓	100	100	100	2.4	894	4,880	894	0.7	10	794	171	35	Yes	(49)	Yes					
125 Wiggamurrah	18,420	5,170	214	9.7	Yes	✓	100	100	100	18.0	855	6,810	855	3.4	11	484	187	232	Yes	(50)	Yes					
126 Wyong	57,900	15,000	188	28.2	Yes	✓	96	98	100	51.4	584	4,500	584	2.5	7	430	147	658	Yes	(51)	Yes					
127 Yalton (Groundwater) AMALGAMATED	720	560	409	0.4	Yes	✓	100	100	100	0.6	0	0	0	-1.4	20	675	120	13	Yes	(52)	Yes					
128 Yarrawalla AMALGAMATED	970	390	250	0.7	Yes	✓	100	100	100	1.4	766	12,300	766	0.0	0	546	190	44	Yes	(53)	Yes					
129 Yass Valley	2,940	850	204	1.3	Yes	✓	100	100	100	3.3	766	12,300	766	4.7	0	546	190	44	Yes	(54)	Yes					
130 Young (Retailer)	3,760	1,590	264	2.2	Yes	✓	98	100	100	3.4	735	2,700	735	5.5	4	503	68	12	Yes	(55)	Yes					
131 Albury City	20,768	10,700	307	9.7	Yes	✓	99	100	100	18.7	574	10,000	574	0.6	6	471	205	428	Yes	(56)	Yes					
132 Clarence Valley	20,410	7,560	216	20.2	Yes	✓	100	100	100	29.4	754	12,100	754	4.6	3	204	284	284	Yes	(57)	Yes					
133 Coffs Harbour	21,400	6,030	189	16.3	Yes	✓	100	100	100	36.2	994	10,700	994	5.0	22	551	203	353	Yes	(58)	Yes					
134 Crows	4,690	3,890	583	2.1	Yes	✓	97	100	100	3.8	657	1,710	657	0.2	1	578	182	61	Yes	(59)	Yes					
135 Glen Innes Seven	3,000	740	193	1.1	Yes	✓	93	95	100	2.1	605	605	605	1.2	0	403	176	39	Yes	(60)	Yes					
136 Goulburn Mulwaree	9,480	2,710	347	8.1	Yes	✓	99	100	100	4.8	783	9,700	783	2.9	16	598	266	74	Yes	(61)	Yes					
137 Greater Home	1,483	670	290	0.7	No	✓	100	100	100	1.5	527	4,230	527	0.1	2	629	143	21	Yes	(62)	Yes					
138 Graydr	1,450	870	314	0.8	No	✓	92	92	100	1.1	809	809	809	-0.7	10	600	142	26	Yes	(63)	Yes					
139 Liverpool Plains	2,257	830	247	0.9	No	✓	98	98	100	0.7	473	4,000	473	0.6	6	389	100	38	Yes	(64)	Yes					
140 Mid Western Regional	6,210	2,620	277	4.1	Yes	✓	100	100	100	2.8	929	4,650	929	1.5	11	624	262	59	Yes	(65)	Yes					
141 Palerang	1,620	570	240	1.0	Yes	✓	99	92	100	1.9	938	4,810	938	0.1	0	552	163	18	Yes	(66)	Yes					
142 Tamworth Regional	18,311	9,580	294	10.4	Yes	✓	98	96	100	8.2	782	4,990	782	1.6	4	586	183	303	Yes	(67)	Yes					
143 Upper Hunter	3,732	2,210	277	2.4	Yes	✓	100	100	100	1.7	1019	2,200	1019	2.1	15	552	95	21	Yes	(68)	Yes					
144 Upper Lachlan	1,450	410	187	1.0	Yes	✓	100	100	100	1.6	1019	2,200	1019	2.1	15	552	95	21	Yes	(69)	Yes					
145 Warrumbungle	3,060	1,340	311	1.7	Yes	✓	91	100	100	2.7	895	1,880	895	-0.4	0	252	252	56	Yes	(70)	Yes					

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# Appendix D - 2003/04 NSW Water Utility Performance Summary

Water Utility	Water Supply - 2003/04 unless noted				Sewerage - 2003/04 unless noted				Water Supply and Sewerage - 2003/04 unless noted				Strategic Business Plan Prepared?	
	Total Water Supplied (No.)	Average Annual Residential Water Consumption (ML/connected property)	2004/05 Residential Pay-for-use Tariff	2004/05 Residential Tariff Index Value <sup>2</sup>	Turnover (\$M) <sup>3d</sup>	2004/05 Residential Tariff Index Value <sup>2</sup>	2004/05 Residential Tariff Index Value <sup>2</sup>	2004/05 Residential Tariff Index Value <sup>2</sup>	2004/05 Typical Developer (SEI)	2004/05 Economic Real Rate of Return	2004/05 Debt to Equity Ratio (%)	Management Cost (\$/assessable property)		Current Replacement Cost of System Assets (\$M)
<b>Totals</b> <sup>6</sup>	758,000	325,000 ML (note 6)	79/95 Yes (note 9)	89/95 Yes (note 9)	\$438M (note 6)	60 (note 6)	74/101 Yes (note 9)	74/101 Yes (note 9)	Median \$6,400 per ET (note 7)	Median 2.5% (94/126 +ve) (note 7)	1.6 (note 7)	Median \$155/connected property (note 7)	\$10,600M	59/85 Yes (note 10)

**Notes:**

- This table shows the key 2003/04 performance indicators/characteristics for NSW water utilities. A more detailed breakdown is provided in Tables 6 to 18 and Figures 1 to 81 of the 2003/04 NSW Water Supply and Sewerage Benchmarking Report ([www.deus.nsw.gov.au/water](http://www.deus.nsw.gov.au/water)). This table enables LWUs to carry out an overall comparison of their performance with that of other NSW LWUs. However, it is important to ensure that any such comparisons are made with LWUs with similar businesses. (refer to pages 14, 17 and 18 of the report).
- No WS means not responsible for water supply; No SGE means not responsible for sewerage.
- In NSW in 2003/04, there were 129 water utilities comprising:
  - 3 metropolitan water utilities (Sydney and Hunter Water Corporations and Hawkesbury Council), and
  - 126 non-metropolitan Local Water Utilities (LWUs).
- 121 local government councils (under Local Government Act 1993),
- 5 LWUs (Gosford Council, Wyong Council, Cobarr WB, Fish River WS, Australian Inland) under the Water Management Act 2000.
- Of the 126 LWUs,
  - 113 were responsible for water supply (including 3 for bulk supply [Cobar WB, Fish River WS, Rous Water]),
  - 118 were responsible for sewerage,
  - 105 were responsible for both water supply and sewerage, 8 for water supply only and 13 for sewerage only.
- Following recent council amalgamations, the number of LWUs was 107 in June 2004. The results for the new amalgamated LWUs are shown as Nos. 131 to 145 in the table. In addition, Bathurst Regional, Cooma-Monaro Lithgow, Queanbeyan, Richmond Valley, Tumut and Yass Valley Councils were involved in amalgamations but these did not affect their water supply and sewerage responsibilities.
- Where an LWU has not reported an item for 2003/04, the value previously reported has been used where available. Such values are shown in this table in italics bold.
- The number of sewerage assessments for LWUs responsible for sewerage only (column (1)) is shown left justified.
- The totals shown above are for non-metropolitan NSW and therefore exclude Sydney & Hunter Water Corporation and Hawkesbury Council. The totals for the Water Supply Assessments (column (1)), Annual Water Consumption (column (2)) and Turnover (column (4)) exclude double-counting where bulk water suppliers are involved.
  - Total number of water supply assessments in non-metropolitan NSW was 758,000 (column (1)).**
  - Total annual water consumption was 325,000 ML (column (2)).**
  - Total turnover for water supply and sewerage was \$806M (column (13)) and the current replacement cost of assets was \$10,600M (column (19)).**
- Columns (3), (13), (14), (15), (16), (17) and (18) show that the Statewide medians (non-metropolitan) were:
  - Average annual residential water consumption - 215KL/connected property (column (3)).**
  - Typical residential bill for water and sewerage - \$705/assessment (column (13)).** The 2004/05 typical residential bill for water supply has been calculated on the basis of each LWU's 2004/05 tariff using the 2003/04 average annual residential water consumption (column (3)). The typical residential bill for sewerage is based on the LWU's access charge (column (1)) of Appendix F except for 5 LWUs where account was also taken of the LWU's usage charges.
  - Typical developer charge for water and sewerage - \$5,400/ET (column (14)).** For LWUs with water supply only or sewerage only, this is shown left justified in column (14) while the result for amalgamated LWUs are shown in brackets. Refer also to Appendices E and F.
  - Economic real rate of return (ERRR) for water and sewerage - 2.5% (column (15)).** 94 of the 126 non-metropolitan LWUs had a positive real rate of return. Refer also to Appendices E and F.
  - Dob/Equity for water and sewerage - 2.7% (column (16)).**

- Operation, maintenance and administration (OMA) cost for water and sewerage - \$520/connected property (column (17)).** For water supply only or sewerage only utilities, the OMA cost is shown left justified in column (17). Refer also to Appendices E and F.
- Management cost for water supply and sewerage - \$195/connected property (column (18)).** For water supply only or sewerage only LWUs, the management cost is shown left justified in column (18).
- Category 1 Businesses - Category 1 businesses are defined as having an annual turnover of over \$2M (NSW Government's Policy Statement on Application of National Competition Policy to Local Government, June 1996).** 51 LWUs are Category 1 businesses (shown in bold). 31 of these are Category 1 for both water supply and sewerage, 18 are Category 1 for water supply only, and 2 are Category 1 for sewerage only.
- Category 1 businesses** responsible for sewerage (column (9)).
- Pay-for-use water supply tariff - 79 of the 95 water supply LWUs have a pay-for-use water supply tariff in 2004/05 (ie. a two-part tariff or an inching block tariff) (column (5)).** In addition, 89 of these water supply LWUs (column (6) and 74 of the 101 LWUs responsible for sewerage (column (10)) have residential tariffs independent of land value. Refer also to Appendix E. Such tariffs comply with IPART recommendations and COAG Water Reforms.
- Pay-for-use Pricing & Full Cost Recovery - 55 of the 95 LWUs have pay-for-use water supply pricing in 2004/05 (col 5, 20), residential tariffs independent of land value (cols 6, 10) together with a positive ERRR (Appendices E and F) for each of water supply and sewerage.** Such LWUs comply with the COAG Strategic Framework for Water Reform. The results for residential tariff independent of land value (column 6) for amalgamated LWUs is shown in brackets.
- Physical and chemical water quality - 95% of the 25,500 physical samples and 97% of the 31,600 chemical samples tested for NSW LWUs achieved 100% compliance with the 1996 NHMRC/ARMCANZ Guidelines.** Column (7) shows that 92 LWUs complied with chemical water quality (health related). 89 out of 113 LWUs complied with physical water quality (non-health related).
- Microbiological water quality - E.coli contamination is the primary health-related indicator.** E.coli - 98% of the 25,000 samples tested for NSW LWUs achieved 100% compliance with the 1996 NHMRC/ARMCANZ Guidelines. 77 out of 113 LWUs complied with these guidelines (column 8).
- BOD - 96% of the 4,500 sampling days for NSW LWUs achieved 100% compliance with the 90th percentile limit of their DEC licence for BOD (Biochemical Oxygen Demand).** 63 out of 108 LWUs licensed by the DEC achieved 100% BOD compliance (column 11) (10 LWUs had no DEC discharge licence (NL)).
- SS - 92% of the 4,600 sampling days for NSW LWUs achieved 100% compliance with the 90th percentile limit of their DEC licence for SS (Suspended Solids).** 36 out of 108 LWUs licensed by the DEC achieved 100% SS compliance (column 12) (10 LWUs had no DEC discharge licence (NL)).
- Strategic Business Plans - 69 LWUs have completed their water supply and sewerage Strategic Business Plans (col 21) and have demonstrated long term financial sustainability of their water supply and sewerage businesses to comply with National Competition Policy.** A number of these plans now need updating. A further 39 LWUs have prepared draft Strategic Business Plans for their businesses, but further development of these draft business plans is required (shown as "Yes" in column 21).
- The performance indicators for Sydney and Hunter Water Corporations are from *WS&A facts 2004*.

# Appendix E - Water Supply - Residential Charges, Bills, Cost Recovery

WATER UTILITY	RESIDENTIAL CHARGES/OMA										RESIDENTIAL BILLS					COST RECOVERY																						
	Type of Tariff (1)	Access Charge (or Minimum) (S) (2)	Charge Independent of Land Value? (3)	Allowance (kL) (4)	Usage Charge for 250kL/a kL/a (c/kL) (5)	Operating Cost (OMA) (c/kL) (6)	Typical Developer Charge (\$/ET) (7)	Typical Residential Bill (\$/assessment) (8)	Average Residential Bill (\$/property) (9)	Bill for Customer using 250kL/a (\$/assessment) (10)	OMA + Depreciation (\$/property) (11)	Economic Real Rate of Return (%) (12)	Revenue from Usage Charges Residential Non-residential (bills) (13)	Connected Properties (14)																								
															2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20						
1 Albany	AMALGAMATED	153	76	✓	NH	15*	44*	36	36	41	40	1,500	1,500	4,665	247	247	225	258	223	216	191	186	298	364	365	0.0	0.0	1.0	36	43	86	82	18,700	21,100				
2 Armidale Dumaresq	Inclining Block	180	180	✓	NH	70*	75*	76	85	81	90	3,620	3,620	3,620	378	378	369	422	390	339	355	380	558	547	513	-1.2	0.7	-0.7	52	70	32	7,600	7,850					
3 Ballina (Retiulator)	Inclining Block	90	90	✓	NH	72*	77*	65	67	106	94	4,510	4,510	4,510	231	231	270	254	227	239	270	283	326	463	445	2.3	-1.9	0.6	65	70	35	10,610	12,300					
4 Balmoral (Dual Supply)	Two Part	462	456	✓	NH	55*	55*	14	16	12	16	910	910	910	462	456	505	513	544	539	253	478	488	398	439	1.3	1.8	1.4	3	0	4	760	800					
5 Barraba	AMALGAMATED	455	485	✓	NH	65	65	82	72	137	128	1,960	2,060	2,156	375	375	420	363	391	384	352	352	419	462	459	1.7	2.1	2.6	43	41	65	64	12,800	12,800				
6 Bathurst Regional	45kL Allowance	250	250	✓	NH	82	88	79	88	78	94	2,930	2,950	4,500	289	289	276	324	322	302	351	365	417	438	447	1.0	0.7	0.1	57	55	67	62	12,300	12,800				
7 Bege Valley (Unfiltered)	Two Part	146	146	✓	NH	61	62	38	44	50	62	5,500	4,310	6,136	340	332	346	283	312	348	348	362	362	360	413	1.9	1.7	1.8	43	41	59	62	3,900	3,800				
8 Bellingen (Unfiltered)	250kL Allowance	465	474	✓	NH	250	250	43	37	35	44	475	475	4,200	533	533	532	518	545	525	474	489	481	480	511	0.5	3.7	1.6	14	10	14	11	2,900	2,920				
9 Berrigan (Dual Supply)	AMALGAMATED	333	344	✓	NH	170	170	29	50	32					333	344		346	413		333	333	400	301		0.0	3.9		29		70		730	730				
10 Bingara	No WS																																					
11 Blund	No WS																																					
12 Bluyney	No WS																																					
13 Bogan	Inclining Block	518	549	✓	NH	78	60*	59	60	66	62	1,190	1,190	1,280	518	549	520	588	619	652	518	545	712	724	684	2.0	-1.5	-0.7	9	14								
14 Bombala	Inclining Block	350	360	✓	NH	41*	41*	53	55	78	59	400	400	400	484	468	561	415	427	452	463	480	299	366	315	2.4	0.7	3.9	29	31	13	13	860	860				
15 Boorowa	Two Part	390	390	✓	NH	70	100	78	62	85	83	400	400	400	484	576	517	516	489	502	472	550	418	409	390	2.1	1.8	3.1	27	28								
16 Bourke (Dual Supply)	Two Part	420	434	✓	NH	37	37	68	31	41	22	400	400	400	579	603	590	669	639	621	508	543	854	904	823	-6.5	-11.5	-9.3	17	18								
17 Brewarrina	Unmetered	555	600	✓	NH	648	648	27	51	27	28	600	600	648	600	600	648	540	575	744	600	648	739	731	850	-0.5	-0.1	0.5	38									
18 Australian Inland	Inclining Block	226	233	✓	NH	68*	75*	93	88	152	148	640	640	640	258	264	291	300	241	286	318	339	368	415	413	6.0	-1.6	2.1	62	67	73	80	10,400	10,200				
19 Byron (Retiulator)	Inclining Block	544	520	✓	NH	175*	71*	69	78	90	88	400	400	400	520	520	577	573	599	602	520	648	587	632	545	0.4	0.4	1.8	19	20	15	25	1,000	1,040				
20 Cabonne	Inclining Block	315	315	✓	NH	280*	290*	46	45	85	68	818	843	863	326	326	315	496	506	514	315	315	772	673	660	-0.3	1.7	1.0	41	51								
21 Carrathool (Groundwater)	50kL Allowance	504	535	✓	NH	106*	112*	64	61	70	92	3,000	3,000	3,000	622	700	945	659	615	776	955	1,223	839	1,174	1,014	-1.5	-5.6	-4.2	41	51								
22 Central Darling (Dual Supply)	Inclining Block	120	124	✓	NH	106*	112*	64	61	70	92	3,000	3,000	3,000	419	419	408	415	396	407	389	404	572	596	611	-0.9	-0.1	0.0	72	71	81	78	4,800	4,930				
23 Central Tablelands (WS Only)	Two Part	527	517	✓	NH	300	300	53	67	40	31	1,400	1,400	1,408	600	600	616	597	616	589	517	463	770	555	416	-4.1	-1.7	1.7	25	24	49	30	1,900	1,920				
24 Cobarr	Inclining Block	175	184	✓	NH	125	131	63	74	75	79	2,500	5,500	5,747	392	412	441	333	335	355	473	521	277	265	299	1.3	5.7	5.3	63	64	62	64	2,100	22,000				
24-A Cobarr WB (Bulk Supplier)	AMALGAMATED	175	184	✓	NH	125	131	63	74	75	79	2,500	5,500	5,747	392	412	441	333	335	355	473	521	277	265	299	1.3	5.7	5.3	63	64	62	64	2,100	22,000				
25 Coff's Harbour (Unfiltered)	AMALGAMATED	175	184	✓	NH	58*	58*	74	97	112	108	400	400	400	359	359	378	330	373	378	329	329	425	484	463	-2.2	-5.0	-1.5	51	49								
26 Coolah	No WS																																					
27 Coolamon	No WS																																					
28 Coonambour	Two Part	328	335	✓	NH	50	52	62	61	62	69	2,150	2,300	2,343	476	500	505	455	493	524	441	472	339	412	421	7.3	6.7	7.7	37	33	48	47	3,500	3,620				
29 Coonabarabran	AMALGAMATED	465	465	✓	NH	683	683	70	66	105	73	996	996	996	465	465	345	508	498	499	465	465	604	664	577	0.9	-1.6											
30 Coonamble (Groundwater)	80kL Allowance	186	194	✓	NH	24*	24*	12	11	15	11	452	452	452	262	262	270	363	375	361	194	194	237	302	243	4.5	2.1	3.8	16	12								
31 Coolamundra (Retiulator)	219kL Allowance	289	298	✓	NH	219*	219*	59	58	86	101	2,000	2,000	2,000	393	393	359	443	465	446	333	333	356	524	564	0.5	4.8	2.4	23	23	78	54	2,700	2,790				
32 Copmanhurst (Unfiltered)	No WS																																					
33 Corowa	AMALGAMATED	280	212	✓	NH	50*	10*	20	21	22	26	284	284	284	396	396	350	295	345	246	212	165	315	352	353	1.1	1.5	0.2	17	11	83	87	3,300	3,420				
34 Cowra	Inclining Block	310	320	✓	NH	27*	28.3*	85	68	54	83	2,500	2,500	2,500	422	422	407	503	483	465	389	401	501	499	560	0.3	1.2	-0.7	26	20								
35 Crookwell	AMALGAMATED	582	375	✓	NH	82*	82*	80	72	96	127	760	780	810	592	592		610	545	500	580	580	367	426	471	4.0	3.7	4.1	4	32	28							
36 Cullacirn (Groundwater)	AMALGAMATED	152	152	✓	NH	238	238	64	64	64	64	1,780	1,780	1,780	169	169	168	173	196	176	159	160	170	193	279	3.2	4.1	-0.5	37	30	77	82	550	550				
37 Deniliquin	Inclining Block	494	519	✓	NH	56*	15*	23	25	24	28	479	479	450	519	519	564	531	663	633	519	498	407	429	461	6.8	10.5	8.4	20	8								
38 Dubbo	Two Part	210	210	✓	NH	52	52	51	46	54	52	3,250	2,430	2,510	479	472	448	386	454	366	340	340	462	5														

