



LOGAN  
**WATER**

# Logan Water Performance Report 2023–2024





## Our Purpose

As a water service provider, Logan Water provides safe, reliable and sustainable water and wastewater services for the benefit of the Logan community.

## Our Vision

Reliable. Sustainable. Committed.

## Our Objectives

Our strategic objectives provide the focus for achievement of our ambitions. They drive our priority setting, resource allocation, capability requirements and budgeting activities.

### Effortless Customer Experience

- › We ensure our customers consistently get what they need and expect
- › We make decisions based on authentic customer and community connection

### Resilient Infrastructure

- › We provide infrastructure to meet the region's growth
- › We create resilient infrastructure adaptable to ongoing change

### Future-Ready People

- › We are a safe, engaged and thriving workforce
- › We are empowered, enabled and accountable for our performance
- › We are diverse, inclusive and prioritise equity

### Enhanced Sustainability

- › We power the City of Logan's circular economy
- › We deliver assets that compliment our natural environment
- › We drive long term financial sustainability

## Acknowledgement of Country

We acknowledge the Yugambeh people as the Traditional Custodians of the country on which we work. We honour Elders past and present, whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

We respect the deep cultural and spiritual connections that our local peoples have with the land and water, and its importance to cultural vitality, life and identity.

## Accessing the report

This report is available to the public via the City of Logan website and copies may be provided to members of the public upon request. Logan Water understands that our community is made up of people from more than 217 different cultures. If you have any difficulty in understanding this report an interpretation service is available on 131 450.

## More information

For more information about this report, or the services that Logan Water provides, visit [logan.qld.gov.au/water-and-sewerage](https://logan.qld.gov.au/water-and-sewerage) or email [loganwater@logan.qld.gov.au](mailto:loganwater@logan.qld.gov.au) or contact us on 07 3412 3412.



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## About this report

This report contains Logan Water's performance against a broad range of Key Performance Indicators (KPIs). The information contained in this report meets Logan Water's obligation under section 575 of the *Water Supply (Safety and Reliability) Act 2008*.

The KPIs primarily cover the following areas:

- > Water supply security
- > Service delivery
- > Customers
- > Financial
- > Water resources
- > Assets
- > Environment
- > Pricing

This report outlines our performance against:

- > key performance indicators determined by the Regulator
- > National Performance Reporting indicators
- > our customer service standards.

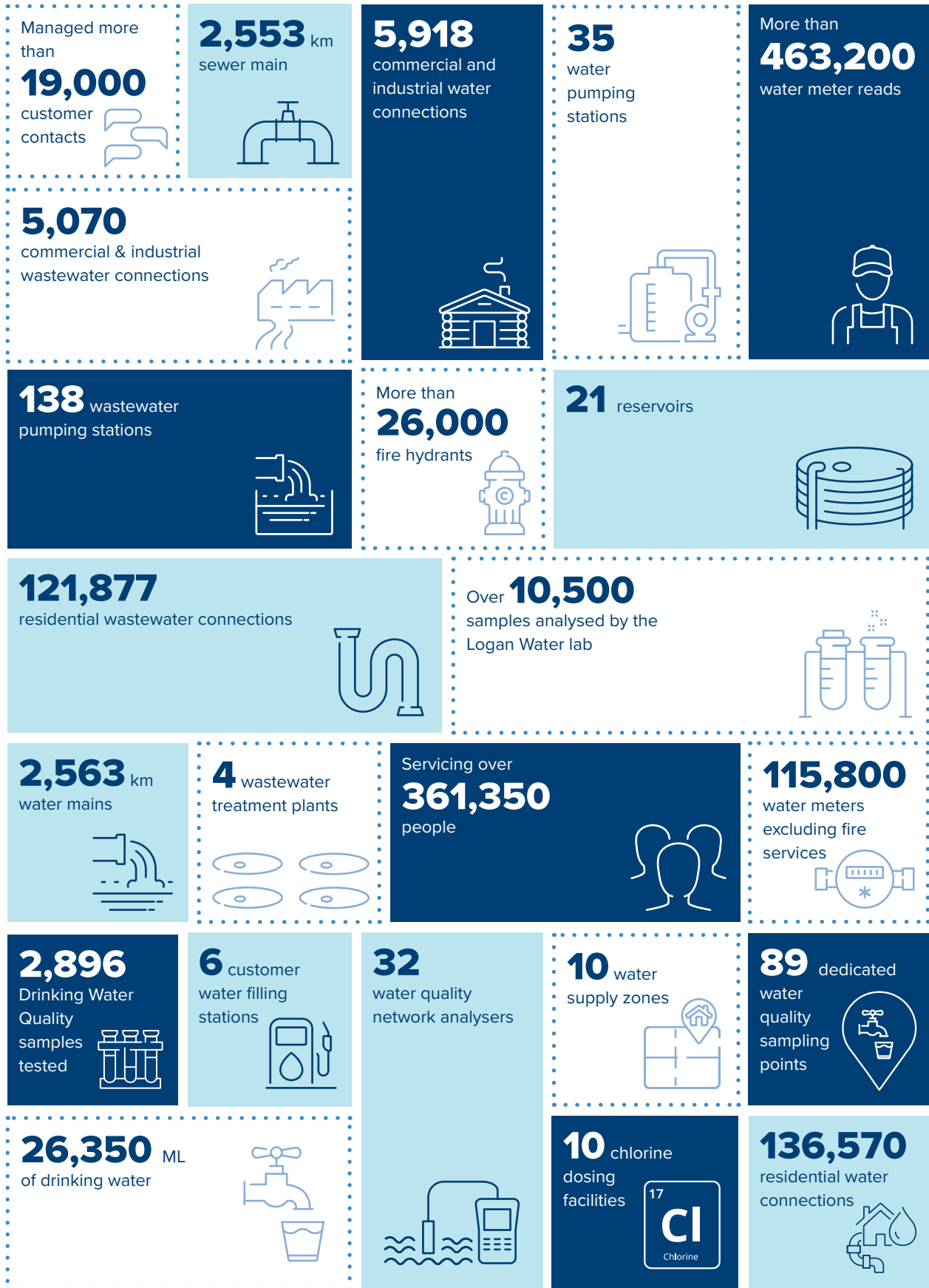
## Our Customer Service Standards

Customer service standards provide customers with an understanding of the levels of service they can expect to receive from their water service provider. Our customer service standards and customer commitment statement for water and wastewater services can be found on our website.

## Our Annual Report

As a commercial business unit of Logan City Council, Logan Water reports on our Annual Performance Plan in Council's Annual Report. It informs our community and stakeholders about our performance and achievements. Our Annual Report can be found on our website.

# Highlights of 2023–2024







## Interpreting our performance

Where the measure relates to Logan Water and data is available, the result is shown. This includes '0', which means the activity or function applied to us and our result for the period was 0. In all other cases, the following applies:

- > Not relevant – An activity or function we do not undertake.
- > Missing data – An activity or function we may undertake; however reliable data is not available for the reporting period.
- > Not applicable – An answer is not required.
- > Zero – An activity we usually undertake, however for the financial year we did not do the activity.
- > Explanatory captions are included below each table when applicable.

# Performance against Queensland Government – Key Performance Indicators

## General

The Queensland Government (QG) Key Performance Indicators (KPIs) relating to water supply and sewerage infrastructure include the number of treatment plants, capacity, length of mains and connections, i.e. the infrastructure in place to deliver the service in each scheme. The QG KPIs relating to water sourced and supplied provide overall water balance information for each scheme.

Indicator	QG Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Length water mains	QG 1.1	km	2376	2439	2485	2563
Length sewerage mains and channels	QG 1.2	km	2335	2335	2497	2553
Number sewage treatment plants	QG 1.3	Count	4	4	4	4
Number water treatment plants: providing full treatment	QG 1.4a	Count	0	0	0	0
Maximum daily demand	QG 1.5	ML/day	99	90.84	86.9	80.9
Total potable water storage volume	QG 1.7	ML	243.7	243.7	243.7	243.7
Volume water sourced: surface water	QG 1.8	ML	0	0	0	0
Volume water sourced: groundwater	QG 1.9a	ML	0	0	0	0
Volume water sourced: desalination marine water	QG 1.10	ML	0	0	0	0
Volume recycled sewage supplied: all	QG 1.11	ML	582.2	216.636	99.9	133.3
Volume water sourced: all	QG 1.12	ML	26146.6	28309.836	24892.9	26482.9
Connected residential properties: water	QG 1.13	000s	122.605	125.924	131.468	136.570
Connected non-residential properties: water	QG 1.14	000s	5.596	5.658	5.756	5.918
Connected residential properties: sewerage	QG 1.15	000s	110.732	113.610	117.981	121.877
Connected non-residential properties: sewerage	QG 1.16	000s	4.854	4.872	4.925	5.070
Volume potable water supplied: residential	QG 1.17a	ML	17492.4	17030.518	17764.7	18334.7
Volume raw-PT water supplied: residential	QG 1.17b	ML	Not Relevant	Not Relevant	Not Relevant	Not Relevant
Volume potable water supplied: non-residential	QG 1.18a	ML	4373.1	7426.83	4741.8	4932.7
Volume raw-PT water supplied: non-residential	QG 1.18b	ML	Not Relevant	Not Relevant	Not Relevant	Not Relevant

Indicator	QG Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Total full-time equivalent water and sewerage employees	QG 1.20	FTEs	295	302	314	324
Volume all water imported: internal and external	QG 1.21	ML	25564.4	28093.2	24793	26349.6
Volume all water exported: internal and external	QG 1.22	ML	4002.2	3169.226	75.3	128.43
Volume water lost: potable water	QG 1.23	ML	3244.8	3511.2	2864.5	2307.6

## Customer

The QG Customer KPIs relate to water and sewerage billing and customer service standards.

Indicator	QG Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Fixed charge – water (S)	QG 4.1(text)	Text	Water base charge	Water base charge	Water base charge	Water base charge
Fixed charge – water (S)	QG 4.1(value)	\$/annum	299.20	302.16	302.16	311.2
Fixed charge – sewerage (S)	QG 4.2(text)	Text	Sewerage charge	Sewerage charge	Sewerage charge	Sewerage charge
Fixed charge – sewerage (S)	QG 4.2(value)	\$/annum	712.00	712.00	712.00	733.36
Annual bill based on 200 kL/annum (W)	QG 4.3	\$	1840.08	1864.84	1878.84	1923.24
Typical residential bill (W)	QG 4.4	\$	1587.27	1571.36	1580.53	1642.1
Total water main breaks (per 100 km) (S)	QG 4.5	per 100 km water main	6.0	5.2	3.7	3.5
Total sewerage main breaks and chokes (per 100 km) (S)	QG 4.6	per 100 km sewer main	8.1	6.6	5.8	6.1
Incidence of unplanned interruptions – water (S)	QG 4.7	per 1000 connections	49.6	24.3	26.5	21.5
Performance against customer service standard for response to water incidents (bursts and leaks) (S)	QG 4.8a	%	77.7	100	55.7	53.3
Performance against customer service standard for response to sewerage incidents (including mains breaks and chokes) (S)	QG 4.9a	%	98.4	100	90.3	91.2
Water quality complaints (per 1000 properties) (S)	QG 4.10	per 1000 connections	2.2	2.6	2.0	1.4
Total water and sewerage complaints (per 1000 properties) (S)	QG 4.11	per 1000 connections	23.1	19.5	15.2	8.4



Indicator	QG Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Water service complaints (per 1000 properties) (S)	QG 4.12	per 1000 connections	15.5	12.7	10.3	5.4
Sewerage service complaints (per 1000 properties) (S)	QG 4.13	per 1000 connections	3.1	2.5	1.6	1.1
Billing and account complaints: water and sewerage (per 1000 properties) (S)	QG 4.14	per 1000 connections	2.6	1.9	1.5	0.6

## Finance

The QG Finance KPIs relate to capital expenditure, grants, replacement costs, revenue, operation and maintenance cost, depreciation and renewal expenditure for both water and sewerage services.

Indicator	QG Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Total water supply capital expenditure (W)	QG 3.1	\$,000	20549	22951	20916	27613
Total sewerage capital expenditure (W)	QG 3.2	\$,000	66013	85044	94647	102624
Capital works grants – water (W)	QG 3.3	\$,000	0	0	0	0
Capital works grants – sewerage (W)	QG 3.4	\$,000	375	2618	1824	0
Nominal written-down replacement cost of fixed water supply assets (W)	QG 3.5	\$,000	843839	901402	933292	974385
Nominal written-down replacement costs of fixed sewerage assets (W)	QG 3.6	\$,000	1764389	1926512	1998283	2180287
Current replacement costs of fixed water supply assets (W)	QG 3.7	\$,000	1427048	1525475	1617116	1729063
Current replacement costs of fixed sewerage assets (W)	QG 3.8	\$,000	2446059	2642224	2822867	3130619
Total revenue – water (W)	QG 3.9	\$,000	162593	161681	182913	196194
Total revenue – sewerage (W)	QG 3.10	\$,000	132074	144421	157200	162278
Operating cost per property – water (W)	QG 3.11	\$/ connection	840.83	814.12	799.79	866.87
Operating cost – water (W)	QG 3.11a	\$,000	107795	107123	109750	123519
Operating cost per property – sewerage (W)	QG 3.12	\$/ connection	362.72	330.50	351.72	441.05
Operating cost – sewerage (W)	QG 3.12a	\$,000	41925	39158	43228	55990
Annual maintenance costs – water (W)	QG 3.13	\$,000	9037	9198	6672	6974

Indicator	QG Indicator Code	Unit of Measure	2020-21	2021-22	2022-23	2023-24
Annual maintenance costs – sewerage (W)	QG 3.14	\$,000	11429	12675	12506	14502
Current cost depreciation – water (W)	QG 3.15	\$,000	14060	16485	14419	14952
Current cost depreciation – sewerage (W)	QG 3.16	\$,000	19226	20235	16318	16696
Previous 5 year average annual renewals expenditure – water (W)	QG 3.17	\$,000	19435	18233	15737	13754
Previous 5 year average annual renewals expenditure – sewerage (W)	QG 3.18	\$,000	19013	18273	17819	17221
Forecast 5 year average annual renewals expenditure – water (W)	QG 3.19	\$,000	20718	10781	11488	11484
Forecast 5 year average annual renewals expenditure – sewerage (W)	QG 3.20	\$,000	19345	14527	15166	15750
Other costs – water (W)	QG 3.21	\$,000	13901	70754	61686	16168
Other costs – sewerage (W)	QG 3.22	\$,000	16231	158263	112527	36231



## Water Security

The QG Water Security KPIs provide information about the water security, resilience and level of water planning undertaken for the scheme.

Indicator	QG Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Months of supply remaining at end of reporting period (30 June) (S)	QG 2.1 *	months	- *	- *	- *	- *
Anticipated water supply availability to meet demand for next reporting year (at QG 2.4) (S)	QG 2.2 *	ok/not ok	- *	- *	- *	- *
Contingency supplies (S)	QG 2.3 *	yes/no	- *	- *	- *	- *
Total anticipated water demand for next reporting year (S)	QG 2.4 *	ML	- *	- *	- *	- *
Total anticipated annual water demand in five years' time (S)	QG 2.5 *	ML	- *	- *	- *	- *
Anticipated capacity to meet demand in five years' time (at QG 2.5) (S)	QG 2.6 *	ok/not ok	- *	- *	- *	- *
Planned supply system response (S)	QG 2.7 *	yes/no	- *	- *	- *	- *
Water restrictions (duration) (S)	QG 2.8 *	days	- *	- *	- *	- *
Water restrictions (severity) (S)	QG 2.9 *	%	- *	- *	- *	- *
Water restriction duration: PWCM	QG 2.10a	days	0	0	Not Relevant	Not Relevant
Water restriction duration: Level 1	QG 2.10b	days	0	0	0	0
Water restriction duration: Level 2	QG 2.10c	days	0	0	0	0
Water restriction duration: Level 3	QG 2.10d	days	0	0	0	0
Water restriction duration: Level 4	QG 2.10e	days	0	0	0	0
Water restriction duration: Level 5	QG 2.10f	days	0	0	0	0

\*These indicators were not required to be reported after 2018–19.

*Not relevant, water restriction policy not in place therefore not a relevant activity for 2023–2024.*



# Performance against National Performance Reporting Indicators

## Water resources

Information on the sources of water used supports an understanding of the availability and use of water resources.

Indicator	NPR Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Volume of water sourced from surface water	W1	ML	0	0	0	0
Volume of non-revenue water	W10.1	ML	3698.9	3635.8	2864.5	3082.2
Total volume of urban water supplied	W11	ML	26146.6	28309.8	25470.8	26482.9
Volume of potable water produced for supply into the urban water supply system	W11.3	ML	25564	28093.2	25358.7	26349.6
Average volume of residential water supplied per property	W12	kL/ connection/ year	138.9	135.2	135.1	134.2
Volume of water returned as environmental flows from outside of the urban water supply system	W13	ML	0	0	0	0
Total volume of water exported to other service providers or operational areas within the urban water supply system	W14	ML	4002	3169.2	75.3	128.4
Volume of water, excluding recycled water, exported to other service providers or operational areas within the urban water supply system	W14.3	ML	4002	3169.2	75.3	128.4
Volume of recycled water exported to other service providers or operational areas within the urban water supply system	W15	ML	0	0	0	0

Indicator	NPR Indicator Code	Unit of Measure	2020-21	2021-22	2022-23	2023-24
Volume of wastewater, excluding trade waste, collected	W16	ML	21128	27829	20463	25320
Volume of trade waste collected	W17	ML	1633	1411	1438.3	1444.6
Total volume of wastewater collected	W18	ML	22761	29240	21901.3	26764.6
Volume of wastewater exported to other service providers or operational areas within the urban wastewater system	W18.1	ML	0	0	0	0
Volume of wastewater received from other service providers or operational areas within the urban wastewater system	W18.2	ML	2159	2566	2265.3	2042.2
Volume of wastewater taken through sewer mining	W18.3	ML	0	0	0	0
Volume of wastewater inflow to wastewater treatment plants	W18.4	ML	24920	31806	24166.6	26764.6
Volume of treated effluent outflow from wastewater treatment plants	W18.5	ML	23526	26483	23845.4	24363.1
Average volume of wastewater collected per property	W19	kL/ connection/ year	196.9	246.8	178.2	210.8
Volume of water sourced from groundwater	W2	ML	0	0	0	0
Volume of recycled water supplied to residential customers	W20	ML	0	0	0	0
Volume of recycled water supplied to non-residential customers	W21	ML	582.2	216.6	99.9	133.3
Volume of recycled water supplied as environmental flows	W23	ML	0	0	0	0
Volume of recycled water supplied to managed aquifer recharge	W25.1	ML	0	0	0	0
Total volume of recycled water supplied	W26	ML	582.2	216.6	99.9	133.3
Recycled water as a percentage of total wastewater collected	W27	%	2.5	0.8	0.4	0.5
Volume of urban stormwater supplied to residential customers	W28.4	ML	0	0	0	0

Indicator	NPR Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Volume of urban stormwater supplied to non-residential customers	W28.5	ML	0	0	0	0
Volume of treated wastewater disposals	W29	ML	26192	29415	23770.6	26585.2
Volume of water sourced from desalination of marine water	W3.1	ML	0	0	0	0
Volume of wastewater losses and spills	W30	ML	1879	5143	396	2360
Volume of water returned to surface water or groundwater from the urban water supply system	W31	ML	0	0	0	0
Total volume of water received from other service providers or operational areas within the urban water system	W5	ML	25564	28093	24793	26349.6
Volume of water, excluding recycled water, received from other service providers or operational areas within the urban water supply system	W5.3	ML	25564	28093	24793	26349.6
Volume of recycled water received from other service providers or operational areas within the urban water supply system	W6	ML	0	0	0	0
Total volume of water sourced	W7	ML	26146.6	28310	24892.9	26482.9
Total volume of water supplied to residential customers	W8	ML	17492	17031	17764.7	18334.7
Volume of water supplied to residential customers	W8.3	ML	17492	17031	17764.7	18334.7
Total volume of water supplied to non-residential customers	W9	ML	8654	11279	7706.1	8148.2
Volume of water supplied to non-residential customers	W9.3	ML	8072	11063	7606.2	8014.9



## Assets

Information on water and wastewater assets supports an understanding of the level and complexity of the water and wastewater network. Information about water main breaks and sewer breaks and chokes supports an understanding of the condition of the water main and sewer networks. Information on water supply losses supports an understanding of the performance of the distribution network.

Indicator	NPR Indicator Code	Unit of Measure	2020-21	2021-22	2022-23	2023-24
Number of water treatment plants providing full treatment	A1	Count	0	0	0	0
Real losses: service connections	A10	L/service connection/day	66.3	70.9	53.9	39.3
Real losses: water mains	A11	kL/km water main/day	3.2	3.4	2.6	1.9
Number of sewer mains breaks and chokes per 100 km	A14	per 100 km sewer mains	8.1	6.6	5.8	6.1
Number of property connection sewer breaks and chokes per 1,000 properties	A15	per 1000 connections	0.9	0.6	0.5	1.1
Length of water mains	A2	km	2376	2439	2485	2563
Number of properties served per km of water main	A3	Connections/km	54	53.9	55.2	55.6
Number of wastewater treatment plants	A4	Count	4	4	4	4
Length of sewer mains and channels	A5	km	2335	2335	2497	2553
Number of properties served per km of sewer main	A6	Connections/km	49.5	50.7	49.2	49.7
Number of water main breaks, bursts, and leaks, per 100 km of water mains	A8	per 100 km water main	6.0	5.2	3.7	3.5
Infrastructure leakage index (ILI)	A9	Index	1.0	1.1	0.9	1
Number of water main breaks, bursts, and leaks	IA8	Count	143	126	91	89

## Customers

Information on the number of complaints provides insight into customer satisfaction with the quality of the service and its reliability. Information about unplanned water supply interruptions assists with understanding the operation of the supply network.

Indicator	NPR Indicator Code	Unit of Measure	2020-21	2021-22	2022-23	2023-24
Population receiving services: water supply	C1	000s	326.068	330.182	344.611	362.591
Number of water service complaints per 1,000 properties	C10	per 1000 connections	15.5	12.7	10.3	5.4
Number of sewerage service complaints per 1,000 properties	C11	per 1000 connections	3.1	2.5	1.6	1.1
Number of billing and account complaints per 1,000 properties: water supply and sewerage	C12	per 1000 connections	2.6	1.9	1.5	0.6
Number of water and sewerage complaints per 1,000 properties	C13	per 1000 connections	23.1	19.5	15.2	8.4
Percentage of calls answered by an operator within 30 seconds	C14	%	Missing Data	Missing Data	94.4	*
Average duration of an unplanned interruption: water supply	C15	mins	183.6	143.3	143.9	254**
Number of unplanned interruptions per 1,000 properties	C17	per 1000 connections	49.6	24.3	26.5	21.5
Number of restrictions for non-payment of water bills per 1,000 properties	C18	per 1000 connections	Not applicable	Not applicable	Not applicable	Not applicable
Number of legal actions taken for non-payment of water bills per 1000 properties	C19	per 1000 connections	Missing data	Missing data	Missing data	Missing data
Number of connected residential properties: water supply	C2	000s	122.605	125.924	131.468	136.570
Number of connected non-residential properties: water supply	C3	000s	5.596	5.658	5.756	5.918
Total number of connected properties: water supply	C4	000s	128.201	131.582	137.224	142.488
Number of connected residential properties: wastewater	C6	000s	110.732	113.610	117.981	121.877
Number of connected non-residential properties: wastewater	C7	000s	4.854	4.872	4.925	5.070
Total number of connected properties: wastewater	C8	000s	115.586	118.482	122.906	126.947
Number of water quality complaints per 1,000 properties: water supply*	C9	per 1000 connections	2.2	2.6	2.0	1.4

Indicator	NPR Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Number of water service complaints	IC10	Count	1992	1671	1410	769
Number of sewerage service complaints	IC11	Count	364	295	192	139
Number of billing and account complaints: water supply and sewerage	IC12	Count	330	252	205	82
Number of water and sewerage complaints	IC13	Count	2965	2564	2081	1195
Number of unplanned interruptions: water supply	IC17	Count	6355	3196	3641	3061
Number of restrictions for non-payment of water bills	IC18	Count	Not applicable	Not applicable	Not applicable	Not applicable
Number of legal actions taken for non-payment of water bills	IC19	Count	Not applicable	Not Relevant	Not Relevant	Not Relevant
Number of water quality complaints: water supply	IC9	Count	279	346	274	205

\* This indicator is no longer required to be reported in the NPR framework from 2023–2024.

\*\* There was a single large interruption recorded in May 2024 that impacted 100 customers for an extended period while repairs were completed. This was a significant event and contributed directly to the increase in average duration.





## Environment

Information about biosolids assists with understanding how organic solids are managed sustainably. Information about greenhouse gas emissions supports understanding operational efficiency and how activities contribute to greenhouse emissions.

Indicator	NPR Indicator Code	Unit of Measure	2020-21	2021-22	2022-23	2023-24
Percentage of wastewater only treated to a primary level	E1	%	6.3	18.1	1.3	9.9
Net greenhouse gas emissions per 1,000 properties: wastewater	E10	t CO <sub>2</sub> eq/1000 connections	175	168	173.8	189.1
Net greenhouse gas emissions per 1,000 properties: other	E11	t CO <sub>2</sub> eq/1000 connections	4.3	24.4	-165.8	-177.5
Total net greenhouse gas emissions per 1,000 properties	E12*	t CO <sub>2</sub> eq/1000 connections	173	185.5	0	0**
Percentage of wastewater only treated to a secondary level	E2	%	0	0	0	0
Percentage of wastewater treated to a tertiary level	E3	%	93.7	81.9	98.7	90.1
Percentage of biosolids reused	E8	%	100	100	100	100
Net greenhouse gas emissions per 1,000 properties: water supply	E9	t CO <sub>2</sub> eq/1000 connections	11	9.5	10.2	9
Volume of wastewater only treated to a primary level	IE1	ML	1486.8	4792.2	321.2	2401.5
Net greenhouse gas emissions: wastewater	IE10	t CO <sub>2</sub> eq	20222	19936	21361	24003
Net greenhouse gas emissions: other	IE11	t CO <sub>2</sub> eq	556	3217	-22755	-25287**
Total net greenhouse gas emissions	IE12*	t CO <sub>2</sub> eq	22184	24410	0	0**
Volume of wastewater only treated to a secondary level	IE2	ML	0	0	0	0
Volume of wastewater treated to a tertiary level	IE3	ML	22039.2	21691	23524.3	21961.5
Net greenhouse gas emissions: water supply	IE9	t CO <sub>2</sub> eq	1406	1257	1394	1284

\*\* Includes purchase of accredited carbon credits to meet the needs of maintaining Climate Active certification and offset emissions from accredited scheme(s) for the 2023-24 reporting year.

## Pricing

Information on water tariff structures assists with understanding fixed and pay-for-use charges.

Indicator	NPR Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Tariff structure: water supply	P1	Text	2 part Tariff – fixed and usage charge	2 part Tariff – fixed and usage charge	2 part Tariff – fixed and usage charge	2 part Tariff – fixed and usage charge
Special levies: water supply	P1.12	\$/kL	Not applicable	Not applicable	Not applicable	Not applicable
Income from special levies retained by the utility: water supply	P1.13	Yes/no	No	No	No	No
Fixed charge: water supply	P1.2	\$/annum	299.2	302.16	302.16	311.2
Usage charge: step 1	P1.3	\$/kL	4.14	4.25	4.32	4.39
Upper bound of usage: step 1	P1.3a	kL	Not applicable	Not applicable	Not applicable	Not applicable
Usage charge: step 2	P1.4	\$/kL	Not applicable	Not applicable	Not applicable	Not applicable
Upper bound of usage: step 2	P1.4a	kL	Not applicable	Not applicable	Not applicable	Not applicable
Usage charge: step 3	P1.5	\$/kL	Not applicable	Not applicable	Not applicable	Not applicable
Upper bound of usage: step 3	P1.5a	kL	Not applicable	Not applicable	Not applicable	Not applicable
Usage charge: step 4	P1.6	\$/kL	Not applicable	Not applicable	Not applicable	Not applicable
Upper bound of usage: step 4	P1.6a	kL	Not applicable	Not applicable	Not applicable	Not applicable
Usage charge: step 5	P1.7	\$/kL	Not applicable	Not applicable	Not applicable	Not applicable
Upper bound of usage: step 5	P1.7a	kL	Not applicable	Not applicable	Not applicable	Not applicable
Annual residential bill based on 200 kL per annum: water supply	P2	\$	1128.08	1152.84	1166.84	1189.9
Typical residential bill: water supply	P3	\$	875.27	859.36	868.53	908.70
Tariff structure: wastewater definition	P4	Text	Fixed Charge	Fixed Charge	Fixed Charge	Fixed Charge
Fixed charge: wastewater	P4.1	\$/annum	712	712	712	733.36

Indicator	NPR Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Usage charge: wastewater	P4.2	\$/kL	Not applicable	Not applicable	Not applicable	Not applicable
Special levies: wastewater	P4.3	\$	Not applicable	Not applicable	Not applicable	Not applicable
Income from special levies retained by the utility: wastewater	P4.4	Yes/no	No	No	No	No
Annual residential bill based on 200 kL per annum: wastewater	P5	\$	712	712	712	733.36
Typical residential bill: wastewater	P6	\$	712	712	712	733.36
Total annual residential bill based on 200 kL per annum	P7	\$	1840	1864.84	1878.84	1923.24
Total typical residential bill	P8	\$	1587	1571.36	1580.53	1642.06

## Finance

Information assists with understanding the value of water and wastewater assets, water and wastewater operating costs and capital expenditure.

Indicator	NPR Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Total revenue: water supply	F1	,\$000	162593	161681	182913	196194
Written-down replacement cost of fixed wastewater assets	F10	,\$000	1764389	1926512	1998283	2180287
Operating cost per property: water supply	F11	\$/ connection	840.83	814.12	799.79	866.87
Operating cost per property: wastewater	F12	\$/ connection	362.72	330.50	351.72	441.05
Combined operating cost per property: water supply and wastewater	F13	\$/ connection	1167.85	1111.71	1114.8	1307.92
Capital expenditure: water supply	F14	,\$000	20549	22951	20916	27613
Capital expenditure: wastewater	F15	,\$000	66013	85044	94647	102624
Total capital expenditure: water supply and wastewater	F16	,\$000	86562	107995	115563	130237
Economic real rate of return: water supply	F17	%	4.8	4.2	6.3	5.9
Economic real rate of return: wastewater	F18	%	4.0	4.4	4.9	4.1



Indicator	NPR Indicator Code	Unit of Measure	2020-21	2021-22	2022-23	2023-24
Economic real rate of return: water supply and wastewater	F19	%	4.3	4.4	5.3	4.7
Total revenue: wastewater	F2	\$,000	132074	144421	157200	162278
Dividends	F20	\$,000	21362	17669	22255	20008
Dividend payout ratio	F21	Ratio	0.3	-0.3	4.1	0.2
Net debt to equity ratio	F22	%	21.3	25.7	29.4	29.5
Interest cover ratio	F23	Ratio	8.4	0	0	9.5
Net profit after tax (NPAT)	F24	\$,000	66000	-63391	5421	91944
Community service obligations (\$)	F25	\$,000	Not applicable	Not applicable	Not applicable	Not applicable
Capital works grants: water supply	F26	\$,000	Not applicable	Not applicable	Not applicable	0
Capital works grants: wastewater	F27	\$,000	375	2618	1824	0
Capital expenditure per property: water supply	F28	\$/ connection	160.29	174.42	152.42	193.79
Capital expenditure per property: wastewater	F29	\$/ connection	571.12	717.78	770.08	805.56
Total income for the utility	F3	\$,000	294667	306101	340113	358433
Net profit after tax ratio	F30	Ratio	0.2	-0.2	0	0.3
Percentage of residential revenue from usage charges: water supply	F4	%	80.9	80.2	80.9	78.8
Revenue per property: water supply	F5	\$/ connection	1268.27	1228.75	1332.95	1376.92
Revenue per property: wastewater	F6	\$/ connection	1142.65	1218.93	1279.03	1278.31
Total income per property	F7	\$/ connection	2298.48	2326.31	2478.52	2515.53
Community service obligations ratio	F8	Ratio	0	0	0	0
Written-down replacement cost of fixed water supply assets	F9	\$,000	843839	901402	933292	974385
Operating cost: water supply	IF11	\$,000	107795	107123	109750	123519
Operating cost: wastewater	IF12	\$,000	41925	39158	43228	55990

## Public health

Information about drinking water quality assists with understanding the overall performance of water treatment and distribution.

Indicator	NPR Indicator Code	Unit of Measure	2020–21	2021–22	2022–23	2023–24
Water quality guidelines	H1	Text	ADWG 2011, NHMRC	ADWG 2011, NHMRC	ADWG 2011, NHMRC	ADWG 2011, NHMRC
Percentage of population where microbiological compliance was achieved	H3	%	100	100	100	100
Number of zones where chemical compliance was achieved	H4	Count	6	6	6	10
Total number of zones	H4a	Count	6	6	6	10
Risk-based drinking water management plan externally assessed	H5	Yes/no	Yes	Yes	Yes	No*

\*Logan City Council's revised *Drinking Water Quality Management Plan* was submitted to the Queensland Water Supply Regulator on 31 March 2024. It remains under review. Our external audit is conducted every four years with the next audit due June 2025.

## 2023–2024 Performance against Customer Service Standards

Service	Service description	Service standard	2021–22 Performance	2022–23 Performance	2023–24 Performance
Total water and wastewater main breaks	The total number of water main breaks, bursts and leaks, and wastewater main blocks and chokes in all diameter distribution and reticulation mains.	25 breaks per 100 km of main.	11.7	9.4	9.6
Incidence of unplanned interruptions	The number of unplanned interruptions where customers are without potable water supply.	Aiming for more than 90 per cent of property connections to experience no unplanned water supply interruptions annually	97.5%	97.9%	97.8%

Average response time for water and sewerage incidents	The average response time for water service incidents, regardless of whether the incident causes an interruption to customers. It is determined as the time it takes to get a person/team on-site to commence fixing the problem.	Aiming to respond to urgent water and wastewater incidents within two hours.	88%	81.1%*	83.1%*
		Aiming to respond to non-urgent water and wastewater incidents within 36 hours.	94%	33.3%*	29.7%*
Restoring services following unplanned interruptions	An interruption commences when the water utility is aware that the water supply or wastewater service is interrupted and ceases when 'normal' service is restored.	Aiming to restore normal service levels within five hours.	95.7%	95.3%	88.5%

\* In the 2023/24 period, there were 288 response work orders, which represent only a subset of the total 9,272 jobs arising from requests included in the response KPI, and thus may not fully reflect the overall response performance.

[logan.qld.gov.au/water-and-sewerage](http://logan.qld.gov.au/water-and-sewerage)

