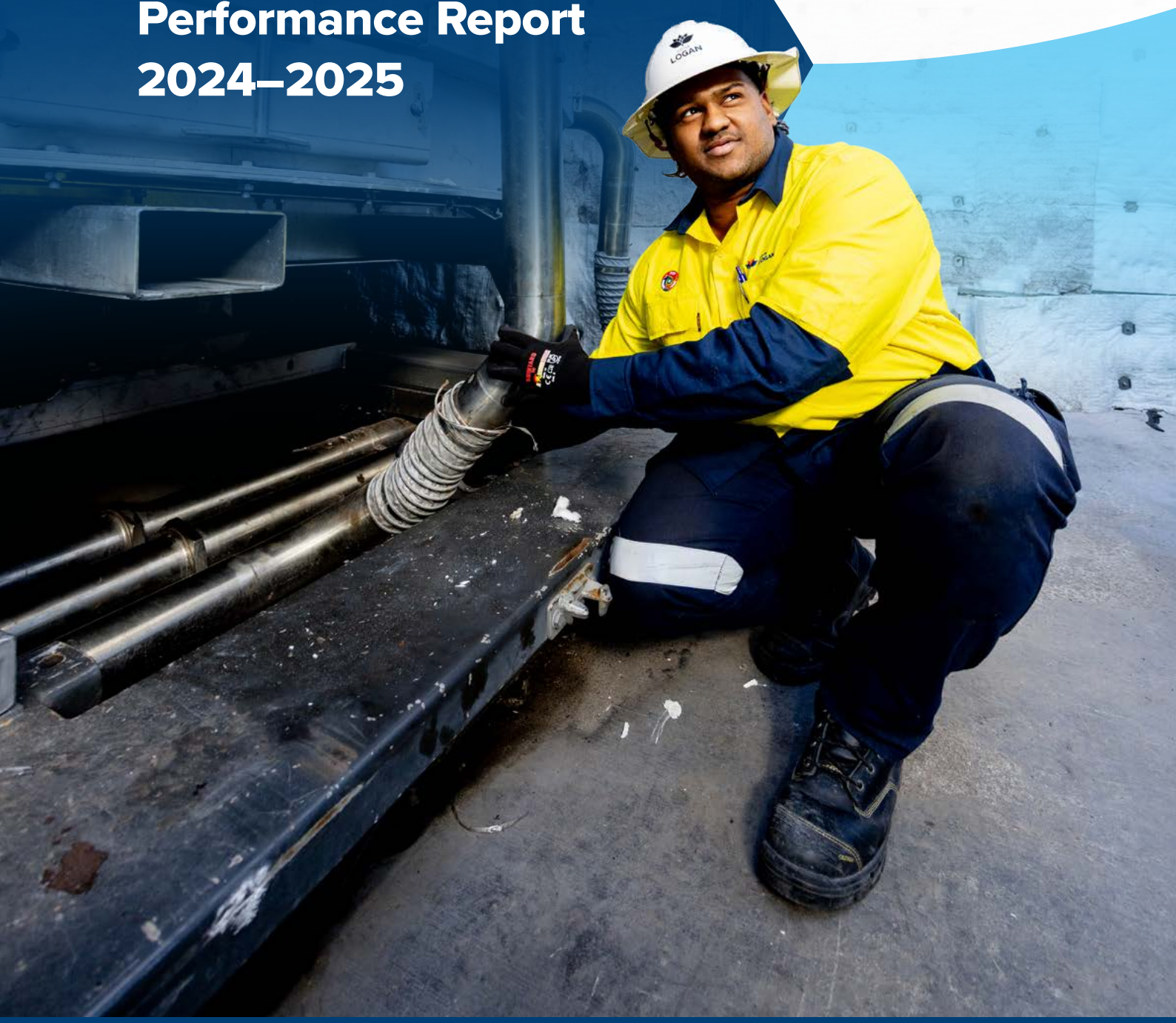
LOGAN
WATER

# Logan Water Performance Report 2024–2025




logan.qld.gov.au

# About Logan Water

## 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 ambitions

Our ambitions, shown in Figure 1, outline where we will focus our efforts to achieve our purpose and vision.


*Figure 1: Logan Water's ambitions*

## 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.

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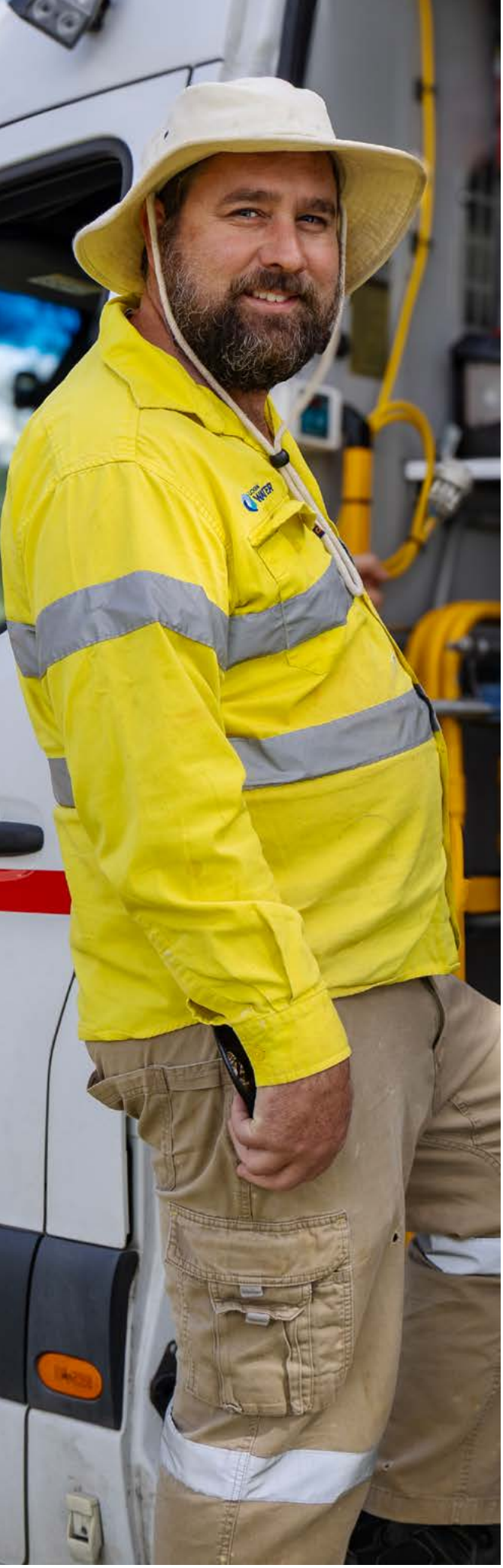
## Accessing the report

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** or email **loganwater@logan.qld.gov.au** or contact us on **07 3412 3412**.

Logan City Council's Service Provider ID is SPID542.
Logan Water is a commercial business unit of Logan City Council.



# 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 2024–2025

**10,728** customer phone calls to Faults and Emergency team

**2,553** km sewer main

**5,875** connected non-residential properties: water supply

**33** water pumping stations

**499,432** water meter reads

**5,032** connected non-residential properties: wastewater

**145** wastewater pumping stations

More than **26,000** fire hydrants

**23** reservoirs

**123,506** connected residential properties: wastewater

**11,461** samples analysed by the Logan Water lab

**2,695** km water mains

**3** wastewater treatment plants

Servicing **375,285** people

Over **121,800** water meters

**2,935** drinking water quality samples tested

**6** customer water filling stations

**38** water quality network analysers

**10** water supply zones

**90** dedicated water quality sampling points

**22,730** ML of drinking water

**10** chlorine dosing facilities

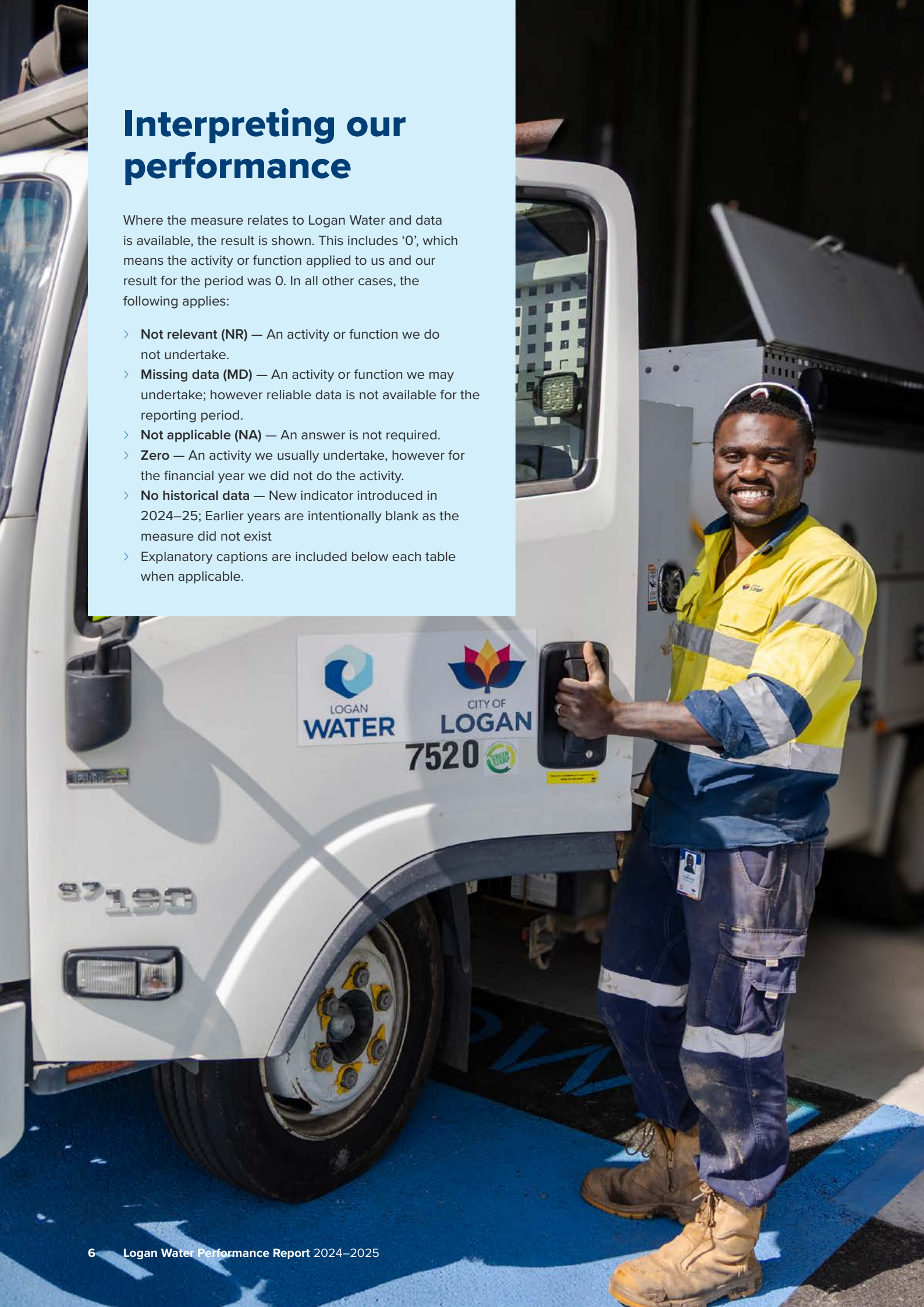
17 Cl Chlorine

**138,539** connected residential properties: water supply

# 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 (NR)** — An activity or function we do not undertake.
- **Missing data (MD)** — An activity or function we may undertake; however reliable data is not available for the reporting period.
- **Not applicable (NA)** — An answer is not required.
- **Zero** — An activity we usually undertake, however for the financial year we did not do the activity.
- **No historical data** — New indicator introduced in 2024–25; Earlier years are intentionally blank as the measure did not exist
- 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 includes 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 Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| Length of water mains | QG 1.1 | km | 2,439 | 2,485 | 2,563 | 2,724 |
| Length of sewerage mains | QG 1.2 | km | 2,335 | 2,497 | 2,553 | 2,553 |
| Number sewage treatment plants | QG 1.3 | plants | 4 | 4 | 4 | 3 |
| Number water treatment plants | QG 1.4a | plants | 0 | 0 | 0 | NR |
| Capacity of water treatment plants | QG 1.4b | ML/day | | | | 0 |
| Maximum daily demand | QG 1.5 | ML/day | 90.84 | 86.9 | 80.9 | 141.4 [1] |
| Volume of potable water produced at a water treatment plant | QG 1.6a | ML | | | | 0 |
| Total potable water storage | QG 1.7 | ML | 243.7 | 243.7 | 243.7 | 243.7 |
| Volume of water sourced from surface water | QG 1.8 | ML | 0 | 0 | 0 | NR |
| Volume of water sourced from groundwater | QG 1.9a | ML | 0 | 0 | 0 | NR |
| Volume of water produced by desalination of marine water | QG 1.10 | ML | 0 | 0 | 0 | NR |
| Volume of recycled water supplied | QG 1.11 | ML | 216.636 | 99.9 | 133.3 | 124 |
| Volume of water sourced | QG 1.12 | ML | 28,309.836 | 24,892.9 | 26,482.9 | 27,023.6 |
| Connected residential properties: water supply | QG 1.13 | properties | 12,5924 | 13,1468 | 13,6570 | 13,8539 |
| Connected non-residential properties: water supply | QG 1.14 | properties | 5,658 | 5,756 | 5,918 | 5,875 |
| Connected residential properties: sewerage | QG 1.15 | properties | 11,3610 | 11,7981 | 12,1877 | 12,3506 |
| Connected non-residential properties: sewerage | QG 1.16 | properties | 4,872 | 4,925 | 5,070 | 5,032 |
| Volume of potable water supplied — residential | QG 1.17a | ML | 17,030.518 | 17,764.7 | 18,334.7 | 18,209.2 |
| Volume of non-potable water supplied — residential | QG 1.17b | ML | NR | NR | NR | NR |
| Volume of potable water supplied — non-residential | QG 1.18a | ML | 7,426.83 | 4,741.8 | 4,932.7 | 5,204.5 |

[1] The increase in maximum daily demand was likely due to preparing water supply for ex-Tropical Cyclone Alfred.

| Indicator | QG Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| Volume of non-potable water supplied: non-residential | QG 1.18b | ML | NR | NR | NR | NR |
| Total full-time equivalent water and sewerage services employees | QG 1.20 | FTEs | 302 | 314 | 324 | 253.6 |
| Total full-time equivalent water and sewerage operators | QG1.20a | FTEs | | | | 24 |
| Volume of water imported from other schemes | QG 1.21 | ML | 28,093.2 | 24,793 | 26,349.6 | 26,899.6 |
| Volume of water exported to other schemes | QG 1.22 | ML | 3,169.226 | 75.3 | 128.43 | 188.3 |
| Volume of real and apparent water losses | QG 1.23 | ML | 3,511.2 | 2,864.5 | 2,307.6 | 3,925.6 |
| Estimated population receiving water supply services | QG 1.24 | people | 330,182 | 344,611 | 362,591 | 375,285 |
| Volume of wastewater only treated to a primary level | QG 1.25 | ML | 4,792.2 | 321.2 | 2,401.5 | 0 |
| Volume of wastewater only treated to a secondary level | QG 1.26 | ML | 0 | 0 | 0 | 0 |
| Volume of wastewater only treated to a tertiary level | QG 1.27 | ML | 21,690.5 | 23,524.3 | 21,961.5 | 33,186 |
| Volume of wastewater collected | QG1.28 | ML | | | | 33,186 |
| Volume of drinking and non-drinking water exported to other service providers | QG 1.29 | ML | | | | 188.3 |
| Volume of recycled water exported to other service providers | QG 1.30 | ML | | | | NR |
| Volume of drinking and non-drinking water imported from other service providers | QG 1.31 | ML | | | | 26,899.6 |
| Volume of recycled water, imported from other service providers | QG 1.32 | ML | | | | 0 |
| Connected residential properties — recycled water supply | QG 1.33 | properties | | | | 0 |
| Connected non-residential properties: recycled water | QG 1.34 | properties | | | | 0 |
| Volume of drinking and non-drinking water supplied for own use | QG 1.35 | ML | | | | 395.9 |
| Volume of recycled water supplied for own use | QG 1.36 | ML | | | | 0 |
| Volume of water returned to surface water or groundwater from water supply system | QG 1.37 | ML | | | | NR |

## 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 Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| Water restriction duration — including permanent water conservation measures | QG 2.10a | days | 0 | 0 | 0 | 0 |
| 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 |

## 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 Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| Total water supply capital expenditure | QG 3.1 | $,000 | 22,951 | 20,916 | 27,613 | 37,263 |
| Total sewerage capital expenditure | QG 3.2 | $,000 | 85,044 | 94,647 | 102,624 | 110,325 |
| Capital works grants: water | QG 3.3 | $,000 | 0 | 0 | 0 | 0 |
| Capital works grants: sewerage | QG 3.4 | $,000 | 2,618 | 1,824 | 0 | 0 |
| Nominal written-down replacement cost of fixed water supply assets | QG 3.5 | $,000 | 901,402 | 933,292 | 974,385 | 1,008,869 |
| Nominal written-down replacement costs of fixed sewerage assets | QG 3.6 | $,000 | 1,926,512 | 1,998,283 | 2,180,287 | 2,354,645 |
| Current replacement costs of fixed water supply assets | QG 3.7 | $,000 | 1,525,475 | 1,617,116 | 1,729,063 | 1,805,389 |
| Current replacement costs of fixed sewerage assets | QG 3.8 | $,000 | 2,642,224 | 2,822,867 | 3,130,619 | 3,350,626 |
| Total revenue — water | QG 3.9 | $,000 | 161,681 | 182,913 | 196,194 | 205,597 |
| Total revenue — sewerage | QG 3.10 | $,000 | 144,421 | 157,200 | 162,278 | 173,286 |
| Operating cost — water | QG 3.11a | $,000 | 107,123 | 109,750 | 123,519 | 129,943 |
| Operating cost — sewerage | QG 3.12a | $,000 | 39,158 | 43,228 | 55,990 | 62,370 |

| Indicator | QG Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| Annual maintenance costs — water | QG 3.13 | $,000 | 9,198 | 6,672 | 6,974 | 9,096 |
| Annual maintenance costs — sewerage | QG 3.14 | $,000 | 12,675 | 12,506 | 14,502 | 15,466 |
| Current cost depreciation: water | QG 3.15 | $,000 | 16,485 | 14,419 | 14,952 | 14,379 |
| Current cost depreciation: sewerage | QG 3.16 | $,000 | 20,235 | 16,318 | 16,996 | 17,759 |
| Forecast 5 year average annual renewals expenditure: water | QG 3.19 | $,000 | 10,781 | 11,488 | 11,484 | 11,799 |
| Forecast 5 year average annual renewals expenditure: sewerage | QG 3.20 | $,000 | 14,527 | 15,166 | 15,750 | 18,116 |
| Other costs — water | QG 3.21 | $,000 | 70,754 | 61,686 | 16,168 | 57,711 |
| Other costs — sewerage | QG 3.22 | $,000 | 158,263 | 112,527 | 36,231 | 145,601 |
| Annual capital renewal expenditure: water | QG 3.23 | $,000 | | | | 12,050 |
| Annual capital renewal expenditure: sewerage | QG 3.24 | $,000 | | | | 29,917 |
| Operating cost: purchase bulk drinking and non-drinking water | QG 3.25 | $,000 | | | | 92,644 |
| Operating cost: purchase bulk recycled water | QG 3.26 | $,000 | | | | NR |

## Customer

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

| Indicator | QG Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| Annual residential bill based on 200kL/a: drinking water and sewerage | QG 4.3 | $ | 1,864.84 | 1,878.84 | 1,923.24 | 1,962.84 |
| Typical residential bill: drinking water and sewerage | QG 4.4 | $ | 1,571.36 | 1,580.53 | 1,642.1 | 1,647.01 |
| Total water main breaks per 100 km main | QG 4.5 | per 100 km water main | 5.2 | 3.7 | 3.5 | 9.8 |
| Total sewerage main breaks and chokes per 100 km sewer main | QG 4.6 | per 100 km sewer main | 6.6 | 5.8 | 6.1 | 7.9 |
| Average number of unplanned interruptions: drinking water | QG 4.7 | per 1,000 properties | 24.3 | 26.5 | 21.5 | 3.6 [2] |
| Performance against customer service standard for response to water incidents (burst and leaks) | QG 4.8a | % | 100 | 55.7 | 53.3 | 90.5 |

[2] Water service data for February and March 2025 has been successfully captured. However, reports for other months currently show missing data regarding unplanned interruptions. We are investigating the reporting gap to ensure continuity and accuracy in service performance tracking.

| Indicator | QG Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| Performance against customer service standard for response to sewerage incidents (including mains breaks and chokes) | QG 4.9a | % | 100 | 90.3 | 91.2 | 86.5 |
| Water quality complaints per 1000 connections | QG 4.10 | per 1,000 properties | 2.6 | 2.0 | 1.4 | 2.1 |
| Total water and sewerage complaints (all) per 1000 connections | QG 4.11 | per 1,000 properties | 19.5 | 15.2 | 8.4 | 9.2 |
| Water service complaints per 1000 connections | QG 4.12 | per 1,000 properties | 12.7 | 10.3 | 5.4 | 4.5 |
| Sewerage service complaints per 1000 connections | QG 4.13 | per 1,000 properties | 2.5 | 1.6 | 1.1 | 1.7 |
| Billing & account complaints: water & sewerage per 1000 connections | QG 4.14 | per 1,000 properties | 1.9 | 1.5 | 0.6 | 1.1 |
| Residential drinking water supply tariff data | QG 4.15 | text | Our drinking water charges have two parts: a fixed fee and a usage fee. Full tariff details are available in Council's Fees and Charges Schedule. | | | |
| Residential sewerage services tariff data | QG 4.16 | text | Our sewerage charges are fixed fee.<br>Full tariff details are available in Council's Fees and Charges Schedule. | | | |
| Residential recycled water supply tariff data | QG 4.17 | text | Our recycled water charges are fixed fee.<br>Full tariff details are available in Council's Fees and Charges Schedule. | | | |
| Number of water main breaks, bursts and leaks | QG 4.18 | breaks | | | | 268 |
| Number sewerage mains breaks/ chokes | QG 4.19 | breaks | | | | 201 |
| Number connections affected by unplanned interruptions — water | QG 4.20 | interruptions | | | | 517 |
| Number of drinking water service complaints | QG 4.21 | complaints | | | | 645 |
| Number sewerage service complaints | QG 4.22 | complaints | | | | 223 |
| Billing & account complaints: water and sewerage | QG 4.23 | complaints | | | | 157 |
| Number of water quality complaints | QG 4.24 | complaints | | | | 303 |

# Performance against National Performance Reporting Indicators

## Contextual information

| Indicator | NPR Indicator Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| **Population** | | | | | | |
| Estimated population receiving water supply services | C1 | people | 330,182 | 344,611 | 362,591 | 375,285 |
| **Connections** | | | | | | |
| Number of connected residential properties: water supply | C2 | properties | 125,924 | 131,468 | 136,570 | 138,539 |
| Number of connected non-residential properties: water supply | C3 | properties | 5,658 | 5,756 | 5,918 | 5,875 |
| Total number of connected properties: water supply | C4 | properties | 131,582 | 137,224 | 142,488 | 144,414 |
| Number of connected residential properties: wastewater | C6 | properties | 113,610 | 117,981 | 121,877 | 123,506 |
| Number of connected non-residential properties: wastewater | C7 | properties | 4,872 | 4,925 | 5,070 | 5,032 |
| Total number of connected properties: wastewater | C8 | properties | 118,482 | 122,906 | 126,947 | 128,538 |
| Number of connected residential properties: recycled water | CI_N1 | properties | | | | 0 |
| Number of connected non-residential properties: recycled water | CI_N2 | properties | | | | 0 |
| Total number of connected properties: recycled water | CI_N3 | properties | | | | 0 |
| **Treatment plants** | | | | | | |
| Number water treatment plants: providing full treatment | A1 | plants | 0 | 0 | 0 | NR |
| Number sewage treatment plants | A4 | plants | 4 | 4 | 4 | 3 |
| **Pipe networks** | | | | | | |
| Length water supply mains | A2 | km | 2,439 | 2,485 | 2,563 | 2,694.8 |
| Length of sewer mains | A5 | km | 2,335 | 2,497 | 2,553 | 2,553 |
| Number of connected properties served per km of water main | A3 | properties /km | 53.9 | 55.2 | 55.6 | 53.6 |
| Number of connected properties served per km of sewer main | A6 | properties /km | 50.7 | 49.2 | 49.7 | 50.3 |

## Customers and communities

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 | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| **Complaints** | | | | | | |
| Number of drinking water quality complaints | IC9 | complaints | 346 | 274 | 205 | 303 |
| Number of drinking water quality complaints per 1000 properties | C9 | complaints /1,000 properties | 2.6 | 2.0 | 1.4 | 2.1 |
| Number of drinking water service complaints | IC10 | complaints | 1671 | 1410 | 769 | 645 |
| Number of drinking water service complaints per 1000 properties | C10 | complaints /1,000 properties | 12.7 | 10.3 | 5.4 | 4.5 |
| Number of wastewater service complaints | IC11 | complaints | 295 | 192 | 139 | 223 |
| Number of wastewater service complaints per 1000 properties | C11 | complaints /1,000 properties | 2.5 | 1.6 | 1.1 | 1.7 |
| Number of drinking water and wastewater service billing and account complaints | IC12 | complaints | 252 | 205 | 82 | 157 |
| Number of drinking water and wastewater service billing and account complaints per 1000 properties | C12 | complaints /1,000 properties | 1.9 | 1.5 | 0.6 | 1.1 |
| Total number of complaints | IC13 | complaints | 2,564 | 2,081 | 1,195 | 1,328 |
| **Billing** | | | | | | |
| Number of restrictions applied for non-payment of water accounts | IC18 | restrictions | NR | NR | NR | NR |
| Number of restrictions applied for non-payment of water accounts per 1000 properties | C18 | restrictions /1,000 properties | NR | NR | NR | NR |
| Percentage of restriction for non-payment of water accounts removed within 3 business days | CC_N1 | % | | | | NR |
| Percentage of restriction for non-payment of water accounts resulting in legal action | CC_N2 | % | | | | NR |

| Indicator | NPR Indicator Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| **Hardship** | | | | | | |
| Number of residential customers on a hardship program as of 1 July of the reporting year | CC_N3 | customers | | | | NA |
| Number of residential customers entering a hardship program during the reporting year | CC_N4 | customers | | | | NA |
| Number of residential customers exiting a hardship program during the reporting year | CC_N5 | customers | | | | NA |
| Percentage of residential customers in hardship program who met their instalment plan | CC_N6 | % | | | | NA |
| Percentage of residential customers successfully exiting a hardship program during year | CC_N7 | % | | | | NA |

## Assets and operations

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 | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| **Reliability** | | | | | | |
| Number of water main breaks, bursts and leaks | IA8 | breaks | 126 | 91 | 89 | 268 |
| Number of water main breaks per 100 km mains | A8 | breaks/100 km of water main | 5.2 | 3.7 | 3.5 | 9.9 |
| Number of sewerage main breaks, leaks and chokes | IA14 | breaks | | | | 201 |
| Sewerage mains breaks/chokes per 100 km sewer main | A14 | breaks, leaks and chokes/100 km main | 6.6 | 5.8 | 6.1 | 7.9 |
| Number property connections sewer breaks/chokes | IA15 | breaks | | | | 234 |
| Number of property connection sewerage breaks, leaks and chokes per 1000 properties | A15 | breaks, leaks and chokes/1,000 properties | 0.6 | 0.5 | 1.1 | 1.8 |
| Average duration of an unplanned interruption: drinking water supply | C15 | minutes | 143.3 | 143.9 | 254 | 163.6 |
| Number of unplanned interruptions: drinking water supply | IC17 | interruptions | 3,196 | 3,641 | 3,061 | 517 |
| Number of unplanned interruptions per 1000 properties: drinking water supply | C17 | interruptions /1,000 properties | 24.3 | 26.5 | 21.5 | 3.6 |
| **Losses** | | | | | | |
| Infrastructure Leakage Index (ILI) drinking water supply system | A9 | Index | 1.1 | 0.9 | 1 | 1 |
| Real losses, per service connection from the drinking water supply system | A10 | L/service connection/ day | 70.9 | 53.9 | 39.3 | 60.4 |
| Real losses, per kilometre of water main, from the drinking water supply system | A11 | kL/km water main/day | 3.4 | 2.6 | 1.9 | 2.9 |

## Finance and pricing

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

| Indicator | NPR Indicator Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| **Tariffs** | | | | | | |
| Residential drinking water supply tariff data | FP_N1 | Text | Our drinking water charges have two parts: a fixed fee and a usage fee. Full tariff details are available in Council's Fees and Charges Schedule. | | | |
| Residential wastewater services tariff data | FP_N2 | Text | Our sewerage charges are fixed fee. Full tariff details are available in Council's Fees and Charges Schedule. | | | |
| Residential recycled water supply tariff data | FP_N3 | Text | Our recycled water charges are fixed fee. Full tariff details are available in Council's Fees and Charges Schedule. | | | |
| **Annual bill** | | | | | | |
| Annual residential customer bill based on 200 kL per annum: drinking water supply | P2 | $ | 1,152.84 | 1,166.84 | 1,189.9 | 1,214.8 |
| Annual residential customer bill based on 200 kL per annum: wastewater | P5 | $ | 712 | 712 | 733.36 | 748.04 |
| Total annual residential customer bill based on 200 kL per annum | P7 | $ | 1,864.84 | 1,878.84 | 1,923.24 | 1,962.84 |
| Typical residential customer bill: drinking water suppl | P3 | $ | 859.36 | 868.53 | 908.70 | 898.97 |
| Typical residential customer bill: wastewater | P6 | $ | 712 | 712 | 733.36 | 748.04 |
| Total typical residential customer bill (drinking water supply and wastewater) | P8 | $ | 1,571.36 | 1,580.53 | 1,642.06 | 1,647.01 |

| Indicator | NPR Indicator Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| **Revenue** | | | | | | |
| Revenue: drinking and non-drinking water | F1 | $,000 | 161,681 | 182,913 | 196,194 | 205,597 |
| Revenue: wastewater | F2 | $,000 | 144,421 | 157,200 | 162,278 | 173,286 |
| Revenue: Developer services charges levied as cash payment | FP_N4 | $,000 | | | | 0 |
| Revenue: Developer services charges levied as non-cash contributions | FP_N5 | $,000 | | | | 0 |
| Total income for the service provider | F3 | $,000 | 306,101 | 340,113 | 358,433 | 378,883 |
| Community service obligations ($) | F25 | $,000 | NA | NA | NA | NR |
| Community service obligations ratio | F8 | Ratio | 0 | 0 | 0 | 0 |
| Capital works grants: water supply | F26 | $,000 | NA | NA | 0 | 0 |
| Capital works grants: wastewater | F27 | $,000 | 2,618 | 1,824 | 0 | 0 |
| **Costs** | | | | | | |
| Operating cost: purchase bulk drinking and non-drinking water | FP_N6 | $,000 | | | | 92,644 |
| Operating cost: purchase bulk recycled water | FP_N7 | $,000 | | | | NR |
| Operating cost: water supply | IF11 | $,000 | 107,123 | 109,750 | 123,519 | 129,943 |
| Operating cost, excluding bulk water purchases, per property: water supply | FP_N8 | $,000/ property | | | | 0.258 |
| Operating cost: bulk wastewater payments | FP_N9 | $,000 | | | | 0 |
| Operating cost: wastewater | IF12 | $,000 | 39,158 | 43,228 | 55,990 | 62,370 |
| Operating cost, excluding bulk wastewater charges, per property: wastewater | FP_N10 | $,000/ property | | | | 0.49 |
| Capital expenditure: water supply | F14 | $,000 | 22,951 | 20,916 | 27,613 | 37,263 |
| Capital expenditure per property: water supply | F28 | $,000/ property | 174.42 | 152.42 | 193.79 | 0.26 |
| Capital renewal expenditure: water supply | FP_N11 | $,000 | | | | 12,050 |
| Capital expenditure: wastewater | F15 | $,000 | 85,044 | 94,647 | 102,624 | 110,325 |
| Capital expenditure per property: wastewater | F29 | $,000/ property | 717.78 | 770.08 | 805.56 | 0.86 |
| Capital renewal expenditure: wastewater | FP_N12 | $,000 | | | | 29,917 |
| Total capital expenditure: water supply and wastewater | F16 | $,000 | 107,995 | 115,563 | 130,237 | 147,588 |

| Indicator | NPR Indicator Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| **Performance** | | | | | | |
| Net profit after tax (NPAT) | F24 | $,000 | -63,391 | 5,421 | 91,944 | 6,167 |
| Net profit after tax ratio | F30 | Ratio | -0.2 | 0 | 0.3 | 0.016 |
| Earnings before interest, taxes, depreciation, and amortization (EBITDA) | FP_N13 | $,000 | | | | 81304 |
| Dividend | F20 | $,000 | 17,669 | 22,255 | 20,008 | 11,189 |
| Net debt to equity ratio | F22 | % | 25.7 | 29.4 | 29.5 | 35.7 |
| Debt to assets ratio | FP_N14 | Ratio | | | | 29.09 |
| Return on assets (ROA) | FP_N15 | Ratio | | | | 4.55 |
| Return on equity (ROE) | FP_N16 | Ratio | | | | 35.72 |
| Funds from operations (FFO) to net debt | FP_N17 | Ratio | | | | 12.95 |
| Funds from operations (FFO) to net interest expenses | FP_N18 | Ratio | | | | 348.65 |

## Public health and environment

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

| Indicator | NPR Indicator Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| **Discharges and emissions** | | | | | | |
| Volume of wastewater only treated to a primary level | IE1 | ML | 4,792.2 | 321.2 | 2,401.5 | 0 |
| Percentage of wastewater only treated to a primary level | E1 | % | 18.1 | 1.3 | 9.9 | 0 |
| Volume of wastewater only treated to a secondary level | IE2 | ML | 0 | 0 | 0 | 0 |
| Percentage of wastewater only treated to a secondary level | E2 | % | 0 | 0 | 0 | 0 |
| Volume of wastewater treated to a tertiary level | IE3 | ML | 21,691 | 23,524.3 | 21,961.5 | 33,186 |
| Percentage of wastewater treated to a tertiary level | E3 | % | 81.9 | 98.7 | 90.1 | 100 |
| Total greenhouse gas emissions reported under the NGER scheme | HE_N1 | t CO2eq | | | | 170,338 |
| Greenhouse gas emissions reduction target/s | HE_N2 | Text | | | | 30% by 2032 |
| **Water efficiency and reuse** | | | | | | |
| Percentage of biosolids reused | E8 | % | 100 | 100 | 100 | 100 |
| The percentage of treated effluent supplied as recycled water | W27 | % | 0.8 | 0.4 | 0.5 | 0.4 |
| **Water quality risk management** | | | | | | |
| Water quality risk management guidelines used | H1 | Text | ADWG 2011, NHMRC | ADWG 2011, NHMRC | ADWG 2011, NHMRC | ADWG 2011, NHMRC |
| External assessment of risk-based drinking water management plan | H5 | Yes/no | Yes | Yes | No | Yes |
| Date of last drinking water quality systems audit | HE_N3 | dd/mm/yyyy | | | | 25/06/2025 |
| **Water quality compliance** | | | | | | |
| Percentage of population where microbiological compliance was achieved | H3 | % | 100 | 100 | 100 | 100 |
| Percentage of population where chemical compliance achieved | H4 | % | | | | 100 |
| Number of boil water alerts issued | HE_N4 | Count | | | | 0 |
| Number of 'do not drink' notices issued | HE_N5 | Count | | | | 0 |

## 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 | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| **Sources and imports** | | | | | | |
| Volume of water self-sourced from climate-dependent surface water sources | W1 | ML | 0 | 0 | 0 | NR |
| Volume of water self-sourced from groundwater sources | W2 | ML | 0 | 0 | 0 | NR |
| Volume of water self-sourced from marine or estuarine water sources | W3.1 | ML | 0 | 0 | 0 | NR |
| Volume of drinking and non-drinking water, excluding recycled water, imported from other service providers | W5.3 | ML | 28,093 | 24,793 | 26,349.6 | 26,899.6 |
| Volume of stormwater harvested for supply as recycled water | WR_N1 | ML | | | | 0.4 |
| Volume of recycled water imported from other service providers | W6 | ML | 0 | 0 | 0 | 0 |
| Total volume of drinking and non-drinking water, including recycled water, imported from other service providers | W5 | ML | 28,093 | 24,793 | 26,349.6 | 26,899.6 |
| Total volume of drinking and non-drinking water, excluding recycled water, self-sourced and imported from other service providers | W7 | ML | 28,310 | 24,892.9 | 26,482.9 | 26,899.6 |
| **Supply and exports** | | | | | | |
| Volume of drinking and non-drinking water, excluding recycled water, supplied to residential customers | W8.3 | ML | 17,031 | 17,764.7 | 18,334.7 | 18,209.2 |
| Volume of drinking and non-drinking water, excluding recycled water, supplied to non-residential customers | W9.3 | ML | 11,063 | 7,606.2 | 8,014.9 | 4,520.8 |
| Volume of drinking and non-drinking water, excluding recycled water, supplied for own use | WR_N2 | ML | | | | 395.9 |
| Volume of drinking and non-drinking water, excluding recycled water, exported to other service providers | W14.3 | ML | 3,169.2 | 75.3 | 128.4 | 188.3 |
| Volume of drinking and non-drinking water, excluding recycled water, returned to surface water | W31 | ML | 0 | 0 | 0 | NR |

| Indicator | NPR Indicator Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| Volume of non-revenue drinking and non-drinking water, excluding recycled water | W10.1 | ML | 3,635.8 | 2,864.5 | 3,082.2 | 3,486 |
| 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 | 216.6 | 99.9 | 133.3 | 124 |
| Volume of recycled water exported to other service providers | W15 | ML | 0 | 0 | 0 | NR |
| Volume of recycled water supplied for own use | WR_N3 | ML | | | | 0 |
| Volume of non-revenue recycled water supplied for beneficial reuse | WR_N4 | ML | | | | NR |
| Volume of recycled water supplied as environmental flows | W23 | ML | 0 | 0 | 0 | NR |
| Volume of recycled water supplied to managed aquifer recharge | W25.1 | ML | 0 | 0 | 0 | NR |
| Total volume of water supplied to residential and non-residential customers | W11 | ML | 28,309.8 | 25,470.8 | 26,482.9 | 22,854 |
| Average volume of residential water supplied per property | W12 | ML/property | 135.2 | 135.1 | 134.2 | 0.1 |
| Total volume of recycled water supplied | W26 | ML | 216.6 | 99.9 | 133.3 | 124 |
| **Production** | | | | | | |
| Volume of drinking water produced for supply into the urban water supply system | W11.3 | ML | 28,093.2 | 25,358.7 | 26,349.6 | 26,899.6 |

| Indicator | NPR Indicator Code | Unit | 2021/22 | 2022/23 | 2023/24 | 2024/25 |
|---|---|---|---|---|---|---|
| **Wastewater** | | | | | | |
| Volume of wastewater, excluding trade wastewater, collected | W16 | ML | 27,829 | 20,463 | 25,320 | 28,533.7 |
| Volume of trade wastewater collected | W17 | ML | 1,411 | 1,438.3 | 1,444.6 | 4,652.3 |
| Volume of wastewater exported to other service providers | W18.1 | ML | 0 | 0 | 0 | NR |
| Volume of wastewater received from other service providers | W18.2 | ML | 2,566 | 2,265.3 | 2,042.2 | 3,072.2 |
| Volume of wastewater taken through sewer mining | W18.3 | ML | 0 | 0 | 0 | NR |
| Volume of wastewater inflow to wastewater treatment plants | W18.4 | ML | 31,806 | 24,166.6 | 26,764.6 | 33,186 |
| Volume of treated effluent outflow from wastewater treatment plants | W18.5 | ML | 26,483 | 23,845.4 | 24,363.1 | 33,186 |
| Volume of effluent discharged | W29 | ML | 29,415 | 23,770.6 | 26,585.2 | 33,285.1 |
| Volume of wastewater losses and spills | W30 | ML | 5,143 | 396 | 2,360 | 0 |
| Total volume of wastewater collected | W18 | ML | 29,240 | 21,901.3 | 26,764.6 | 33,186 |
| Average volume of wastewater collected per property | W19 | ML/ connection/ year | 246.8 | 178.2 | 210.8 | 0.3 |
| **Restrictions** | | | | | | |
| Number of days spent at level 1 restriction | WR_N5 | Days | | | | 0 |
| Number of days spent at level 2 restriction | WR_N6 | Days | | | | 0 |
| Number of days spent at or greater than level 3 restriction | WR_N7 | Days | | | | 0 |

# 2024–2025 Performance against Customer Service Standards

| SERVICE | | PERFORMANCE | | | |
|---|---|---|---|---|---|
| **Description** | **Standard** | **2021/22** | **2022/23** | **2023/24** | **2024/25** |
| **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 [3] | Aiming to respond to urgent water and wastewater incidents within 2 hours. | 88% | 81.1% | 83.1% | |
| | Aiming to respond to non-urgent water and wastewater incidents within 36 hours. | 94% | 33.3% | 29.7% | |
| | Respond to water complete loss of service within 2 hours, 80% of the time | | | | 82.7% |
| | Respond to water partial loss of service within 24 hours, 90% of the time | | | | 87.3% |
| | Respond to non-urgent water incidents within 5 business days, 80% of the time | | | | 59.7% |
| | Respond to wastewater complete loss of service within 2 hours, 90% of the time | | | | 68.1% |
| | Respond to wastewater partial loss of service within 24 hours, 90% of the time | | | | 84.2% |
| | Respond to non-urgent wastewater incidents within 5 business days, 80% of the time | | | | 72.2% |
| **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 [4] | Aiming to restore normal service levels within five hours. | 95.7% | 95.3% | 88.5% | |
| | Restore unplanned complete loss of water supply within 5 hours | | | | 87.5% |
| | Restore unplanned complete loss of wastewater service within 5 hours | | | | 100% |
| **Incidence of unplanned interruptions** | | | | | |
| The number of unplanned interruptions where customers are without potable water supply | Ensure 95% of property connections do not have an unplanned water supply interruption each year | 97.5% | 97.9% | 97.8% | 99.53% |
| The number of unplanned wastewater service interruptions [5] | Ensure 95% of property connections do not have an unplanned wastewater service interruption each year | | | | 100% |

[3] During 2024–2025, a review was undertaken to improve our response time performance measures for water and sewerage incidents. New reporting methodology continues to be implemented during 2025–2026.

[4] During 2024–2025, a review was undertaken to improve our performance monitoring of restoring services following unplanned interruptions. New reporting methodology continues to be implemented during 2025–2026.

[5] For 2024–2025 a new indicator for number of unplanned wastewater service interruptions was added to our set of performance measures.

| SERVICE | | PERFORMANCE | | | |
|---|---|---|---|---|---|
| **Description** | **Standard** | **2021/22** | **2022/23** | **2023/24** | **2024/25** |
| **Total water and wastewater main breaks** | | | | | |
| The total number of water main breaks, bursts and leaks | Ensure fewer than 10 water main breaks, bursts and leaks per 100 km of mains | 5.2 | 3.7 | 3.5 | 9.9 |
| The total number of wastewater main blocks and chokes | Ensure fewer 15 wastewater main blockages per 100 km of mains each year | 6.6 | 5.8 | 6.1 | 7.9 |
| **Pressure and flow** | | | | | |
| The minimum flow rate and pressure at a customer's property connection [6] [7] | Minimum water pressure at a customer's property connection (for standard residential connections in non-trickle feed areas) | | | | No data |
| | Minimum flow rate to meet household needs (for standard residential connections in non-trickle feed areas) | | | | No data |
| | Minimum water pressure at a customer's property connection in trickle feed (constant flow) areas | | | | No data |
| | Minimum flow rate to meet household needs in trickle feed (constant flow) areas | | | | No data |
| **New connections** | | | | | |
| Connection to the water or wastewater network [8] | Connect your property to our water and wastewater network within 15 working days of receiving your application and payment (where the relevant service is available) | | | | 84% |

[6] Logan Water uses pressure control and pressure sensors in District Metered Areas (DMAs) to manage pressures in its network. These systems are configured to meet target pressures provided that the infrastructure has the required capacity. Logan Water determines areas where additional or changes to infrastructure are required to meet the target service standards through hydraulic modelling and occasionally when responding to a customer complaint. This information was not captured for the 2024–2025 reporting period but will be included for 2025–2026. New reporting methodology continues to be implemented during 2025–2026.

[7] Pressure and flow rate have a directly proportional relationship in water networks. Flow rates are only checked when pressure targets are not met, or customer shows dissatisfaction in current flow rate. As pressure information was not captured in 2024–2025, flow rates were also not captured. New reporting methodology continues to be implemented during 2025–2026.

[8] In 2024–2025 the new connections performance measure was included in our customer service standards.

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