

WATER SUPPLY SYSTEM - Tweed Shire Council serves a population of 79,200 (31,560 connected properties). Water is drawn from Tweed River to supply Murwillumbah, Tweed Heads and the Tweed Coast villages including Bogangar and Mooball. Council has 1 storage dam (total capacity 15000 ML). The water supply network comprises 3 conventional treatment works (100.8 ML/d), 41 service reservoirs (113 ML), 27 pumping stations, 100.8 ML/d delivery capacity into the distribution system, 193 km of transfer and trunk mains and 511 km of reticulation. The water supply is fully treated.

PERFORMANCE - Tweed Shire Council achieved 100% compliance with Best Practice requirements. The 2012-13 typical residential bill was \$534 which was close to the statewide median of \$540 (Indicator 14). The economic real rate of return was similar to the statewide median (indicator 43). The operating cost (OMA) per property was \$429 which was close to the statewide median of \$410 (Indicator 49). Water quality complaints were similar to the statewide median of 3 (Indicator 25). Compliance was achieved for microbiological water quality (100% of the population, 3 of 3 zones compliant), chemical water quality and physical water quality. There were no failures of the chlorination system or the treatment system. Tweed Shire Council reported 2 Category 2 public health incidents (limited impact). Current replacement cost of system assets was \$621M (\$17,900 per assessment). Cash and investments were \$23M, debt was \$67.1M and revenue was \$22.8M (excluding capital works grants).

IMPLEMENTATION OF REQUIREMENTS OF BEST-PRACTICE MANAGEMENT FRAMEWORK

| | | | |
|--|-----|--|------|
| (1) Complete Current Strategic Business Plan & Financial Plan | YES | (3) Sound water conservation implemented | YES |
| (2) (2a) Pricing - Full Cost Recovery, without significant cross subsidies | Yes | (4) Sound drought management implemented | YES |
| (2b,2c) Pricing - Appropriate Residential Charges | Yes | (5) Complete performance reporting (by 15 September) | YES |
| (2d) Pricing - Appropriate Non-residential Charges | Yes | (6) Integrated water cycle management strategy | YESC |
| (2e) Pricing - DSP with Commercial Developer Charges | Yes | IMPLEMENTATION OF ALL REQUIREMENTS | 100% |

TRIPLE BOTTOM LINE (TBL) PERFORMANCE INDICATORS

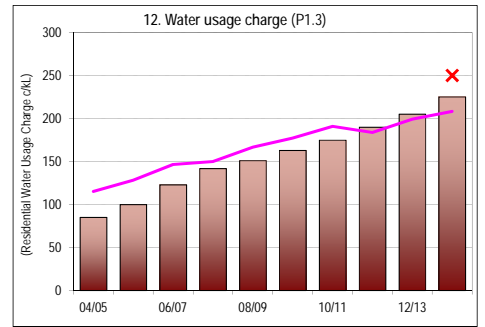
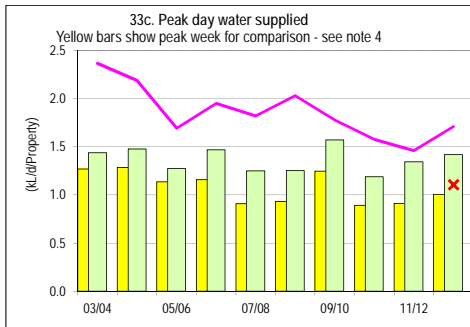
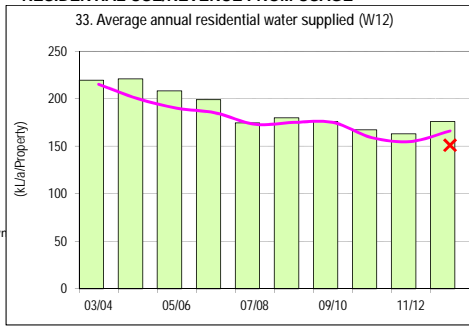
| | NWII No. | LWU RESULT | RANKING | | MEDIANS | | | | |
|---|-----------------------------|--|---------------------|---|----------------------|-----------------|-------|------|----|
| | | | >10,000 properties | All LWUs | Statewide | National | | | |
| | | Col 1 | Note 1 Col 2 | Note 2 Col 3 | Note 3 Col 4 | Note 4 Col 5 | | | |
| UTILITY | CHARACTERISTICS | C1 1 Population served: 79200 | | | | | | | |
| | | C4 2 Number of connected properties: 31560 | | | | | | | |
| | | 3 Residential connected properties (% of total) | % 95 | | | | | | |
| | | 4 New residences connected to water supply (%) | % 0.5 | 5 | 3 | 0.8 | | | |
| | | A3 5 Properties served per kilometre of water main | Prop/km 45 | | | 32 | 35 | | |
| | | 6 Rainfall (% of median annual rainfall) | % 110 | 3 | 1 | 108 | | | |
| | | W11 7 Total urban water supplied at master meters (ML) | ML 9,090 | | | 6,500 | 8,610 | | |
| | | 8 Peak week to average consumption (%) | % 133 | 2 | 2 | 160 | | | |
| | | 9 Renewals expenditure (% of current replacement cost of system assets) | % 0.3 | 4 | 4 | 0.5 | | | |
| | | 10 Employees per 1000 properties | per 1,000 prop 1.8 | | | 1.4 | | | |
| SOCIAL | CHARGES & BILLS | P1 Residential tariff structure for 2013-14: inclining block; independent of land value; access charge \$138 | | | | | | | |
| | | P1.3 12a Residential water usage charge for 2012-13 for usage <300 kL (c/kL) | c/kL (2012-13) 205 | 3 | 2 | 199 | 167 | | |
| | | 12 Residential water usage charge for 2013-14 for usage <300 kL (c/kL) | c/kL (2013-14) 225 | 2 | 2 | 208 | | | |
| | | P3 14a Typical residential bill for 2012-13 (\$/assessment) | \$ (2012-13) 489 | 2 | 1 | 510 | 474 | | |
| | | 14 Typical residential bill for 2013-14 (\$/assessment) | \$ (2013-14) 534 | 2 | 1 | 540 | | | |
| | | 15 Typical developer charge for 2013-14 (\$/equivalent tenement) | \$ (2013-14) 12,600 | 1 | 1 | 5,500 | | | |
| | | F4 16 Residential revenue from usage charges (% of residential bills) | % 74 | 3 | 2 | 74 | 65 | | |
| | | F5 17 Revenue per property - water (\$/property) | \$/prop 720 | 3 | 2 | 750 | 691 | | |
| | | SOCIAL | HEALTH | H6 18 Water Supply Coverage (% of Urban Population with reticulated WS) | % of population 99.7 | 3 | 2 | 99.2 | |
| | | | | 18a Risk based drinking water quality plan? | No | | | | |
| 19 Physical compliance achieved? Note 10 | Yes | | | 1 | 1 | | | | |
| 19a Chemical compliance achieved? Note10 | Yes | | | 1 | 1 | | | | |
| H4 19b Number of zones with chemical compliance | 3 of 3 | | | | | | | | |
| 20 Microbiological (E. coli) compliance achieved? Note 10 | Yes | | | 1 | 1 | | | | |
| H3 20a % population with microbiological compliance | % of population 100 | | | 1 | 1 | 100 | 100 | | |
| ENVIRONMENTAL | NATURAL RESOURCE MANAGEMENT | | | C9 25 Water quality complaints per 1000 properties | per 1,000 prop 4 | 3 | 4 | 3 | 3 |
| | | | | C10 26 Water service complaints per 1000 properties | per 1,000 prop 23 | 4 | 4 | 4 | 1 |
| | | | | C17 27 Average incidence of unplanned interruptions per 1000 properties | per 1,000 prop 27 | 2 | 3 | 47 | 69 |
| | | C15 28 Average duration of interruption (min) | min 160 | 3 | 4 | 160 | 119 | | |
| | | A8 30 Number of water main breaks per 100 km of water main | per 100km 4 | 1 | 1 | 10 | 13 | | |
| | | 31 Drought water restrictions (% of time) | % of time 0 | 1 | 1 | 0 | | | |
| | | 32 Total days lost (%) | % 2.7 | 3 | 4 | 2.0 | | | |
| | | W12 33 Average annual residential water supplied - STATEWIDE (kL/property) | kL/prop 176 | 3 | 2 | 166 | 167 | | |
| | | 33a Average annual residential water supplied - COASTAL LWUs (kL/property) | kL/prop 176 | 4 | 4 | 160 | | | |
| | | 33b Average annual residential water supplied - INLAND LWUs (kL/property) | kL/prop | | | 257 | | | |
| ECONOMIC | FINANCE | A10 34 Real losses (leakage) (L/service connection/day) | L/connection/day 60 | 3 | 2 | 60 | 73 | | |
| | | 35 Energy consumption per Megalitre (kiloWatt hours) | kWh 648 | 3 | 4 | 650 | | | |
| | | 36 Renewable energy consumption (% of total energy consumption) | % 0 | | | 0 | | | |
| | | E12 36a Net greenhouse gas emissions - WS & Sge (net tonnes CO2 - equivalents per 1000 properties) | t CO2 430 | 5 | 4 | 400 | 390 | | |
| | | F17 43 Economic real rate of return - Water (%) | % 0.6 | 3 | 3 | 0.7 | 0.6 | | |
| | | 44 Return on assets - Water (%) | % -0.2 | 3 | 4 | 0.3 | | | |
| | | F22 45 Net Debt to equity - WS&Sge (%) | % 3 | 2 | 1 | 1 | 11 | | |
| | | F23 46 Interest cover - WS&Sge | 1 | 3 | 3 | 1 | 2 | | |
| | | 47 Loan payment per property - Water (\$) | \$ 184 | 1 | 1 | 66 | | | |
| | | F24 47b Net profit after tax - WS & Sge (\$'000) | \$'000 -1,690 | 3 | 5 | -497 | 2591 | | |
| ECONOMIC | EFFICIENCY | 48 Operating cost (OMA) per 100km of main (\$'000) | \$'000 1,930 | 4 | 5 | 1,375 | | | |
| | | F11 49 Operating cost (OMA) per property (\$/prop) Note 8 | \$/prop 429 | 3 | 2 | 410 | 393 | | |
| | | 50 Operating cost (OMA) per kilolitre (cents) | c/kL 149 | 3 | 4 | 133 | | | |
| | | 51 Management cost (\$/prop) | \$/prop 186 | 5 | 4 | 137 | | | |
| | | 52 Treatment cost (\$/prop) | \$/prop 79 | 4 | 2 | 56 | | | |
| | | 53 Pumping cost (\$/prop) | \$/prop 47 | 3 | 2 | 36 | | | |
| | | 54 Energy cost (\$/prop) | \$/prop 40 | 4 | 3 | 27 | | | |
| | | 55 Water main cost (\$/prop) | \$/prop 30 | 1 | 1 | 71 | | | |
| | | F28 56 Capital Expenditure (\$/prop) | \$/prop 166 | 3 | 3 | 180 | 213 | | |

NOTES :

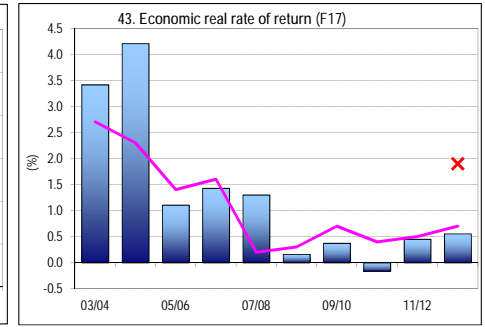
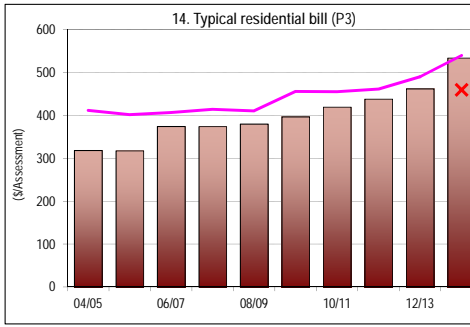
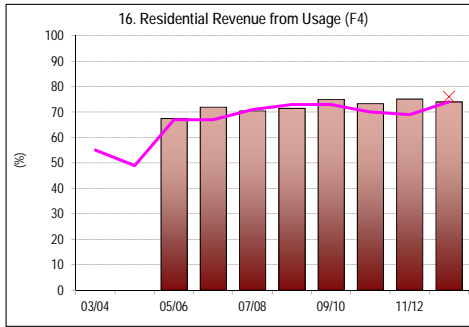
- Col 2 rankings are on a % of LWUs basis - best reveals performance compared to similar sized LWUs (ie. Col 1 is compared with LWUs with >10,000 properties).
- Col 3 rankings are on a % of LWUs basis - best reveals performance compared to all LWUs (ie. Col 1 is compared with all LWUs).
- Col 4 (Statewide Median) is on a % of connected properties basis- best reveals statewide performance (gives due weight to larger LWUs & reduces effect of smaller LWUs).
- Col 5 (National Median) is the median value for the 72 utilities reporting water supply performance in the National Performance Report 2012-13 (www.nwc.gov.au).
- LWUs are required to annually review key projections & actions in their Strategic Business Plan and annually update their financial plan. The SBP should be updated after 4 years.
- 2012-13 Non-residential Tariff: Access Charge based on Meter Size*(40mm: \$552), Two Part Tariff; Usage Charge 225c/kL.
- Non-residential water supplied was 29% of potable water supplied excluding non-revenue water.
Non-residential revenue was 24% of annual rates and charges, indicating fair pricing of services between the residential and non-residential sectors.
- The operating cost (OMA) per property was \$429. Components were: management (\$186), operation (\$80), maintenance (\$92), energy (\$40) & chemical (\$29).
- Rehabilitations included 0% of water mains, 0.02% of service connections and 0.7% of water meters. Renewals expenditure was \$270,000/100km of main.
- Compliance with ADWG 2011 for drinking water quality is shown as "Yes" if compliance has been achieved (indicators 19, 19a & 20), otherwise the % of samples complying is shown.
- Tweed Shire Council has 4 fully qualified water treatment operators.

(Results shown for 10 years together with 2012-13 Statewide Median and Top 20%)

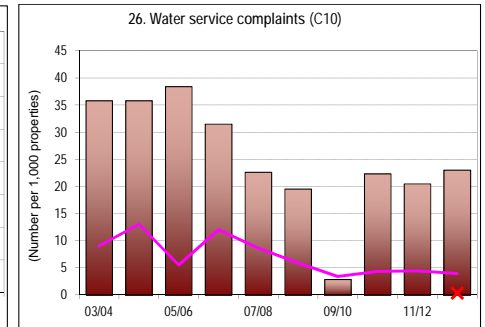
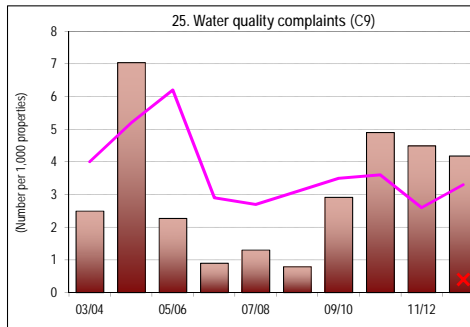
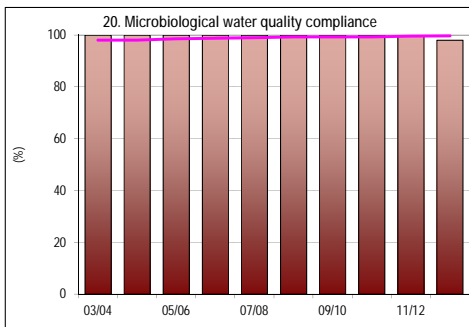
RESIDENTIAL USE/REVENUE FROM USAGE



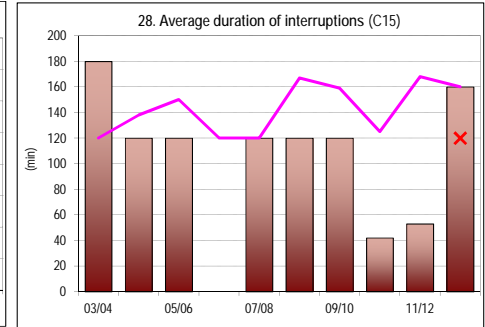
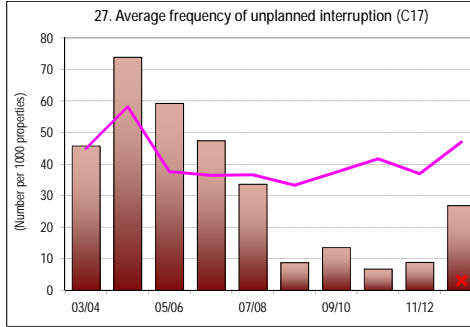
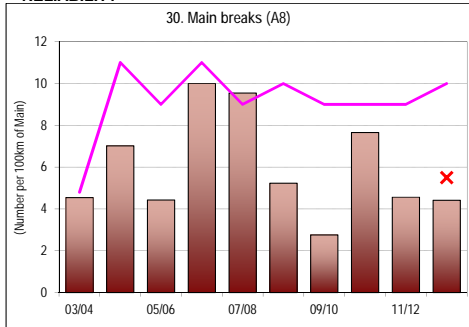
COST RECOVERY



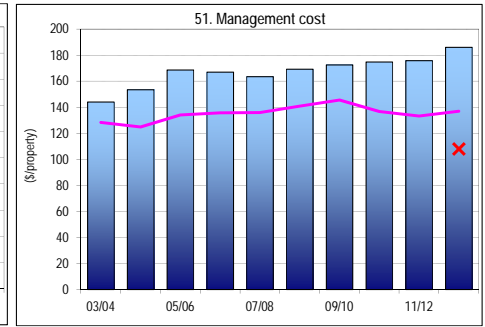
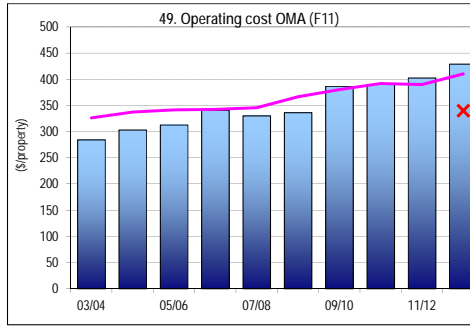
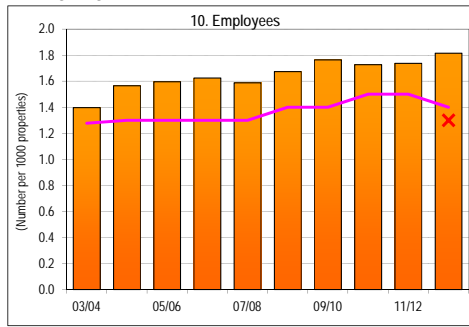
WATER QUALITY/CUSTOMER SERVICE



RELIABILITY



EFFICIENCY



NOTES:

- Costs are in Jan 2013\$ except for graphs 12 and 14, which are in Jan 2014\$.
- Microbiological water quality compliance 1999-00 to 2003-04 was on the basis of 1996 NHMRC/ARMCANZ Australian Drinking Water Guidelines for E. coli; from 2004-05 to 2010-11 compliance was on the basis of the 2004 NHMRC/NRMMC Australian Drinking Water Guidelines (ADWG) and for 2011-12 and 2012-13 compliance was on the basis of the 2011 ADWG.
- Indicators 33 and 33c - Green shading of bars shows % of time Drought Water Restrictions applied in each year:
- Indicator 33c - Yellow bars show Peak Week Water Supplied for comparison with Peak Day Water Supplied shown in green.

LEGEND

State Median for all years ———

Top 20% for 2012-13 X

0 - 30% (light green bar)

30-50% (yellow-green bar)

>50% of time (dark green bar)