Tweed Shire Council — TBL Water Supply Performance — 2015-16

WATER SUPPLY SYSTEM - Tweed Shire Council serves a population of 79,900 (32,580 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, 101 ML/d delivery capacity into the distribution system, 196 km of transfer and trunk mains and 524 km of reticulation. 93% of water supplied is potable and 7% nonpotable (recycled).

BPM IMPLEMENTATION - Tweed Shire Council achieved 100% implementation of the outcomes required by the NSW BPM Framework, however, Council needs to finish preparing the 30-year IWCM Strategy, Financial Plan and Report in accordance with the July 2014 IWCM Check List (www.water.nsw.gov.au) to maintain 100% BPM Implementation.

PERFORMANCE - The 2016-17 typical residential bill was $637 which was close to the statewide median of $625 (Indicator 14). The economic real rate of return was similar to the statewide median (indicator 43). The operating cost (OMA) per property was $420 which was close to the statewide median of $440 (Indicator 49). Water quality complaints were above the statewide median of 3 (Indicator 25). Compliance with ADWG 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 no water supply public health incidents. Council has a risk-based Drinking Water Management System (DWMS) and had 0 days of water restrictions. Current replacement cost of system assets was $672M ($18,800 per assessment). Cash and investments were $43.6M and revenue was $31M (excluding capital works grants).

IMPLEMENTATION OF OUTCOMES REQUIRED BY THE NSW BEST-PRACTICE MANAGEMENT (BPM) 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**	**YES***
(2e) Pricing - DSP with Commercial Developer Charges	Yes	**IMPLEMENTATION OF ALL OUTCOMES**	**100%**

TRIPLE BOTTOM LINE (TBL) PERFORMANCE INDICATORS

		NWI	No.			RESULT	RANKING		MEDIANS	
							Size Group 1	All LWUs	Statewide	National
						Col 1	*Col 2*	*Col 3*	*Col 4*	*Col 5*
UTILITY	CHARACTERISTICS	C1	1	**Population served: 79,900**	(Number of assessments: 35,810)					
		C4	2	**Number of connected properties:**	Council is within Size Group 1: (>10,000 properties)	32,580				
			3	**Residential connected properties**	*% of total*	95			91	
			4	**New residences connected to water supply**	*%*	1.3	3	2	1.0	
		A3	5	**Properties served**	*prop/km*	45			33	**34**
			6	**Rainfall**	*% median annual rainfall*	98	3	3	104	
		W11	7	**Total urban water supplied at master meters**	*ML*	9,100			6,900	**9,770**
			8	**Peak week to average consumption**	*%*	121	1	1	142	
			9	**Renewals expenditure**	*% CRC*	0.4	4	4	0.6	
			10	**Employees**	*per 1,000 prop*	2.0	**5**	4	1.5	
	CHARGES & BILLS	P1		**Residential tariff structure for 2016-17:**	inclining block; independent of land value; access charge $166.45					
		P1.3	12a	**Residential water usage charge for 2015-16 for usage <300 kL**	*c/kL (2015-16)*	270	2	1	228	**190**
			12	**Residential water usage charge for 2016-17 for usage <300 kL**	*c/kL (2016-17)*	285	1	1	230	
		P3	14a	**Typical residential bill for 2015-16**	*$/assessment (2015-16)*	604	3	2	601	**623**
			14	**Typical residential bill for 2016-17**	*$/assessment (2016-17)*	637	4	2	625	
			15	**Typical developer charge for 2016-17**	*$/ET (2016-17)*	13,390	1	1	5,600	
		F4	16	**Residential revenue from usage charges**	*% residential bills*	75	2	2	73	**66**
		F5	17	**Revenue** - Water	*$/prop*	950	2	3	928	**921**
SOCIAL	HEALTH		18	**Water Supply Coverage** (% of Urban Population with reticulated WS)	*% of population*	99.7	2	1	99.2	
		H4	19b	**% population with chemical compliance**	*% of population*	100	1	1	100	
		H3	20a	**% population with microbiological compliance**	*% of population*	100	1	1	100	**100**
	SERVICE LEVELS	C9	25	**Water quality complaints**	*per 1,000 prop*	4	4	4	3	**2**
		C10	26	**Water service complaints**	*per 1,000 prop*	33	4	4	4	**0.5**
		C17	27	**Incidence of unplanned interruptions**	*per 1,000 prop*	37	3	4	32	**90**
		A8	30	**Number of water main breaks**	*per 100km main*	8	2	2	9	**13**
			32	**Total days lost**	*%*	5.0	4	**5**	3.5	
ENVIRON-MENTAL	NATURAL RESOURCE MANAGEMENT	W12	33	**Average annual residential water supplied - STATEWIDE result**	*kL/prop*	165	3	2	162	**181**
			33a	**Average annual residential water supplied - COASTAL LWUs**	*kL/prop*	165	4	4	155	
		A10	34	**Real losses** (leakage)	*L/connection/day*	90	4	3	70	**76**
			35	**Energy consumption**	*kWh/ML*	597	3	4	660	
		E12	36a	**Net greenhouse gas emissions** - WS & Sge	*t CO2 eq per 1,000 prop*	450	4	4	390	**402**
ECONOMIC	FINANCE		42	**Current replacement cost**	*$/assessment*	18,800	3	2	17,400	
		F17	43	**Economic real rate of return** - Water	*%*	2.2	3	3	2.3	**2.8**
			44	**Return on assets** - Water	*%*	1.5	3	3	1.7	
		F22	45	**Net Debt to equity** - WS & Sge	*%*	-2	2	2	-3	**7**
		F23	46	**Interest cover** - WS & Sge		5	1	1	34	**2**
			47	**Loan payment** - Water	*$/prop*	139	1	1	11	
		F24	47b	**Net profit after tax** - WS & Sge	*$'000*	8,780	2	1	3,800	**9300**
	EFFICIENCY		48	**Operating cost (OMA) per 100km of main**	*$'000*	1,900	**5**	**5**	1,120	
		F11	49	**Operating cost (OMA) per property - Note 8**	*$/prop*	420	3	1	440	**485**
			50	**Operating cost (OMA) per kilolitre**	*c/kL*	150	4	4	120	
			51	**Management cost**	*$/prop*	190	**5**	4	148	
			52	**Treatment cost**	*$/prop*	75	4	3	59	
			53	**Pumping cost**	*$/prop*	28	3	2	28	
			54	**Energy cost**	*$/prop*	19	3	2	17	
			55	**Water main cost**	*$/prop*	38	1	1	71	
		F28	56	**Capital Expenditure**	*$/prop*	97	**5**	4	212	**193**

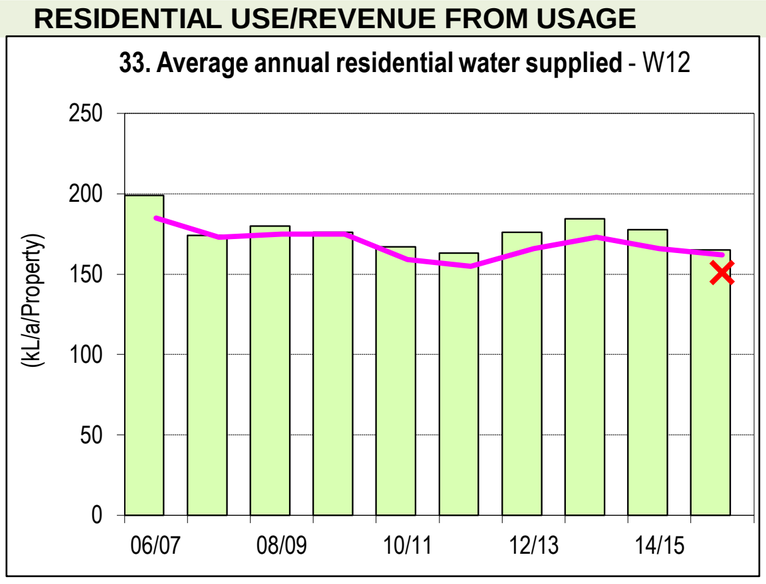
NOTES :

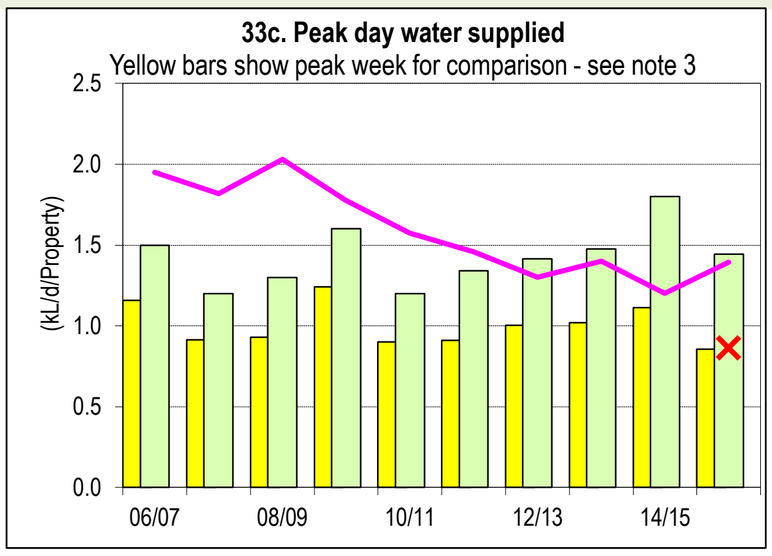
1 Col 2 rankings are on a % of LWUs basis - best reveals performance compared to LWUs in a similar Size Group (ie. Result in Col 1 is compared with LWUs in Size Group 1).
2 Col 3 rankings are on a % of LWUs basis - best reveals performance compared to all NSW LWUs (ie. Result in Col 1 is compared with all NSW LWUs).
3 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).
4 Col 5 (National Median) is the median value for the 75 utilities reporting water supply performance in the National Performance Report 2015-16 (www.bom.gov.au).
5 LWUs are required to annually review key projections & actions in the later of their IWCM Strategy and financial plan and their Strategic Business Plan and to annually 'roll forward', review and update their 30-year total asset management plan (TAMP) and 30-year financial plan.
6 2016-17 Non-res tariff: Access Chg based on Meter Size*(40mm: $665.80), Two Part: Usage Chg 285c/kL.
7 Non-residential water supplied was 29% of potable water supplied (excluding non-revenue water).
Non-residential revenue was 25% of annual rates and charges. This indicates fair pricing of services between the residential and non-residential sectors.
8 Operating cost (OMA/ property) was $420. Components were: management ($190), operation ($86), maintenance ($98), energy ($19) & chemical ($25).
9 Rehabilitations included 0.3% of water mains, 0.41% of service connections and 3.9% of water meters. Renewals expenditure was $334,000/100km of main.
10 Tweed Shire Council has 5 fully qualified water treatment operators who meet the requirements of the National Certification Framework.

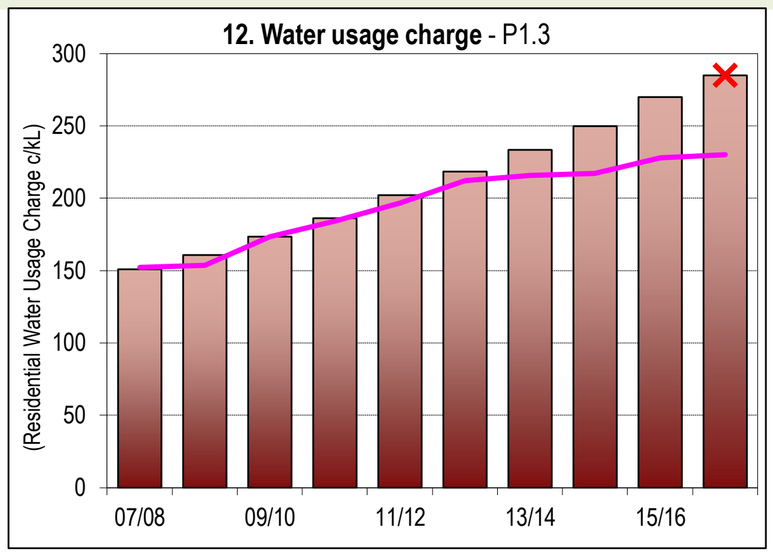
Tweed Shire Council — TBL Water Supply Performance (page 2) — 2015-16

(Results shown for 10 years together with Statewide Median and 2015-16 Top 20%)

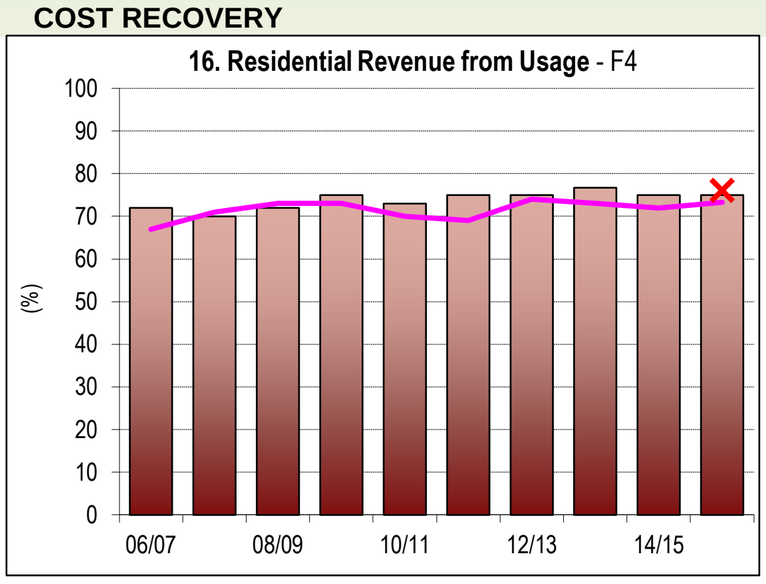
RESIDENTIAL USE/REVENUE FROM USAGE

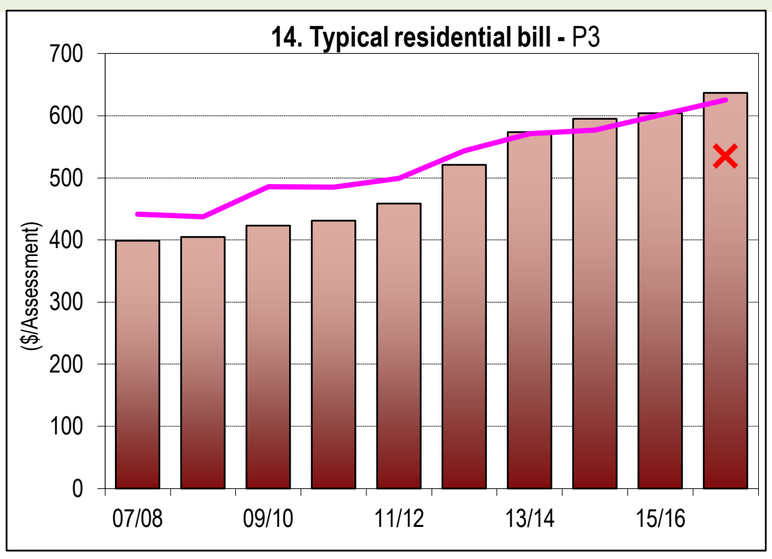


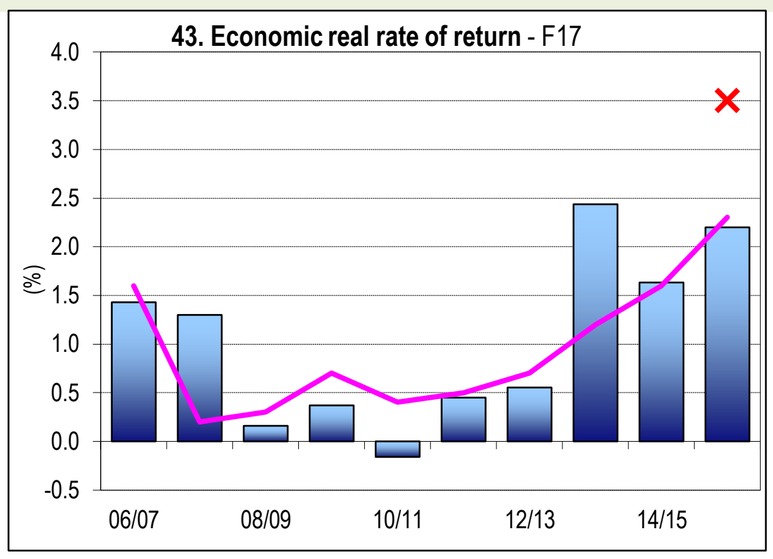




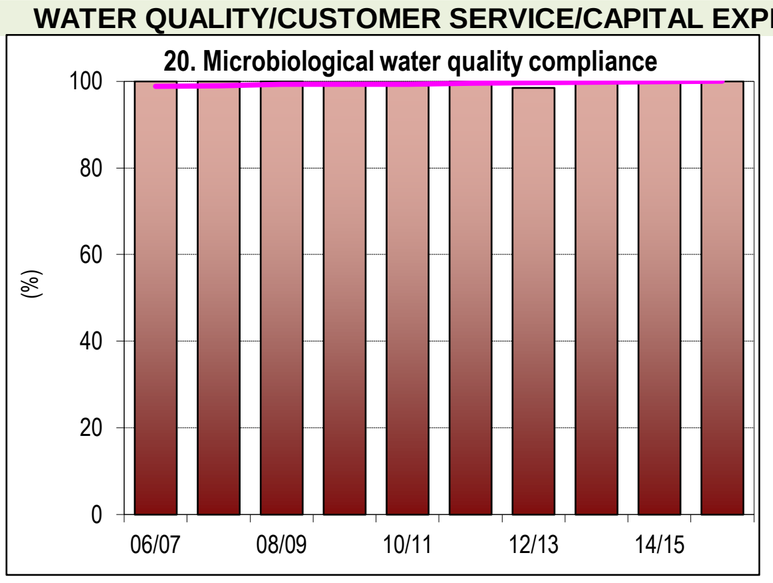
COST RECOVERY

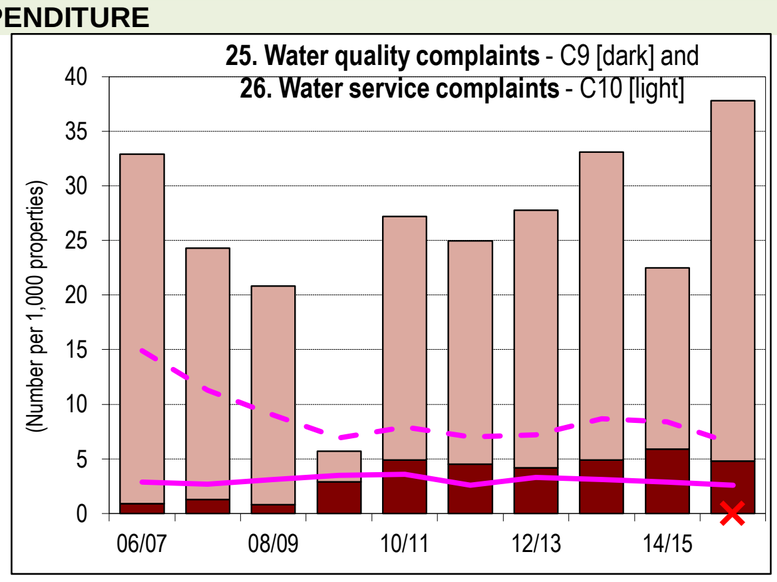


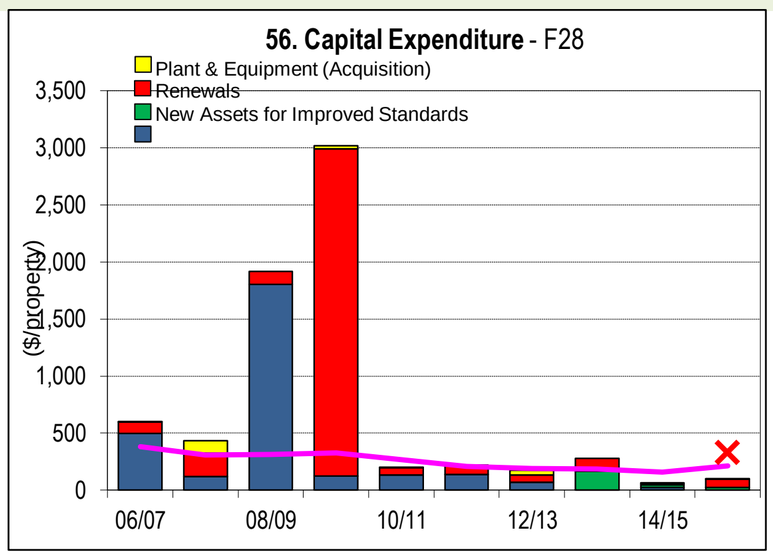




WATER QUALITY/CUSTOMER SERVICE/CAPITAL EXPENDITURE







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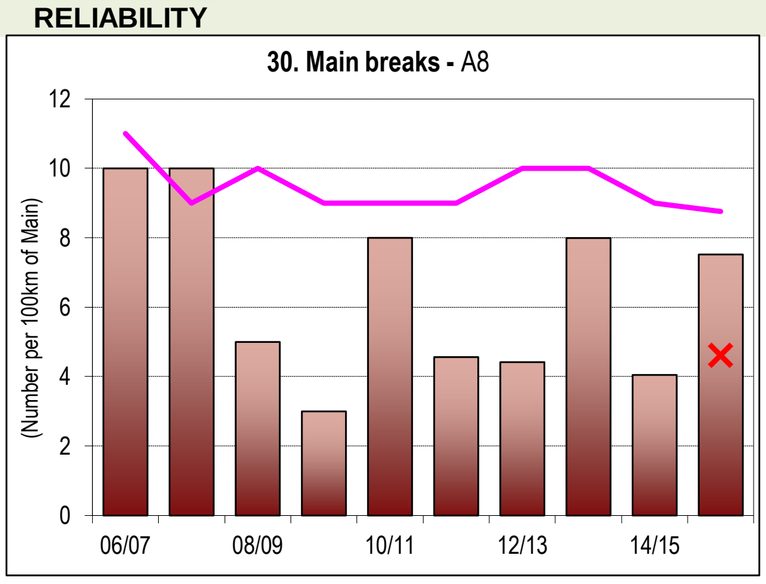
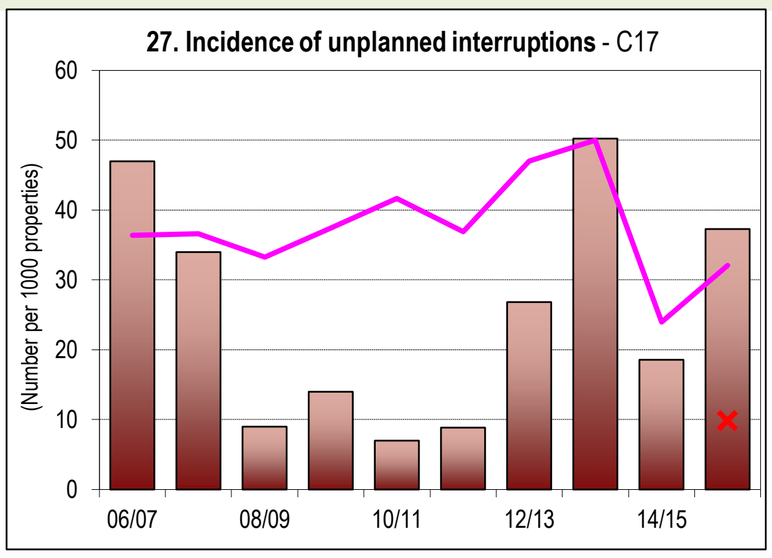
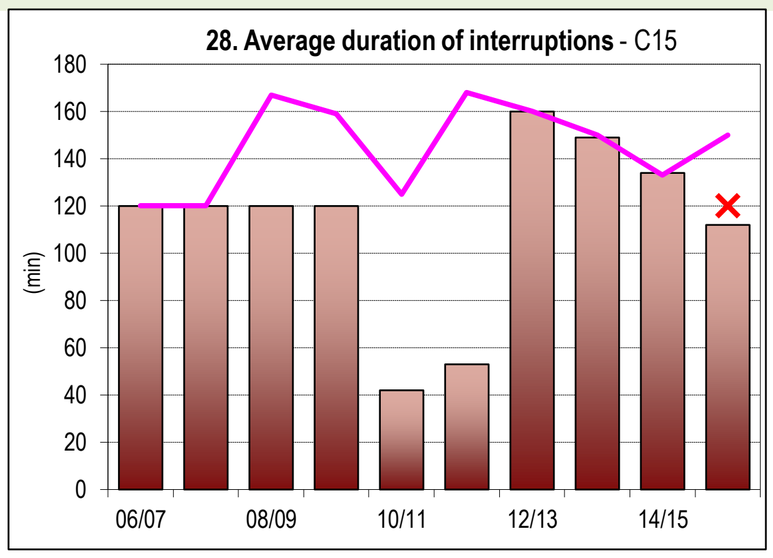
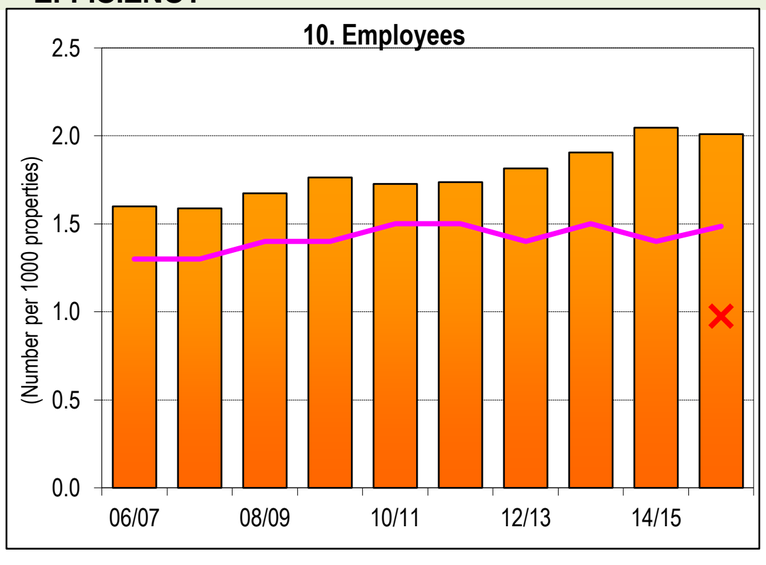
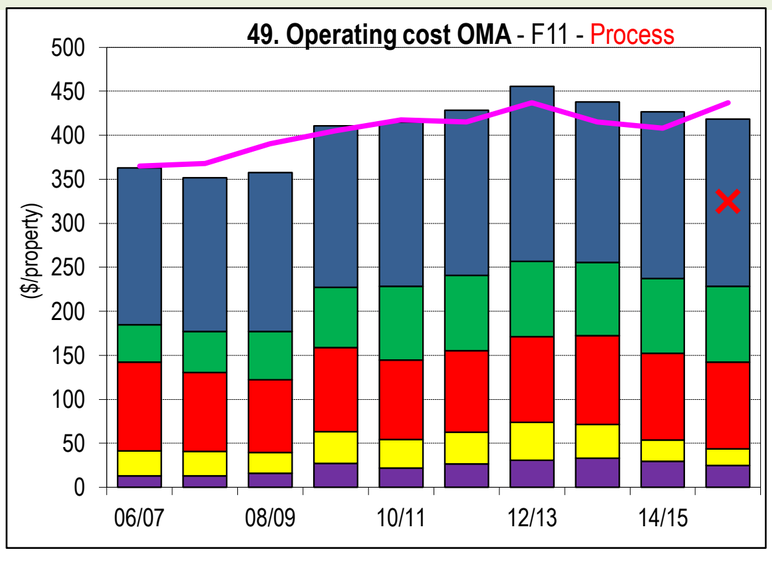


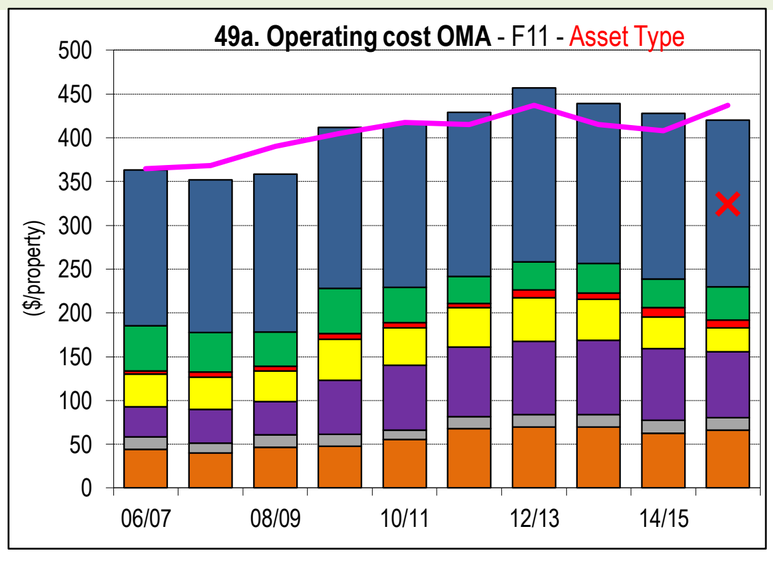




EFFICIENCY







NOTES:

1. Costs are in Jan 2016$ except for graphs 12 and 14, which are in Jan 2017$.
2. Microbiological water quality compliance up to 2010-11 was on the basis of 2004 NHMRC/NRMMC Australian Drinking Water Guidelines (ADWG) and for 2011-12 to 2015-16 compliance was on the basis of the 2011 ADWG.
3. Indicator 33c - Yellow bars show Peak Week Water Supplied for comparison with Peak Day Water Supplied shown in green.
4. Indicators 33 and 33c - Green shading of bars shows % of time Drought Water Restrictions applied in each year: 0 - 30% | 30-50% | >50% of time

LEGEND

State Median for all years

Top 20% for 2015-16