

TASMANIAN WATER AND SEWERAGE STATE OF THE INDUSTRY REPORT 2017-18

TASWATER □ FACT SHEET 2017-18

207 051 water customers



Typical household bill \$1 158



Prices increased by 3.6 %



Average household water use 193 kL



3 722 customers repaying a debt

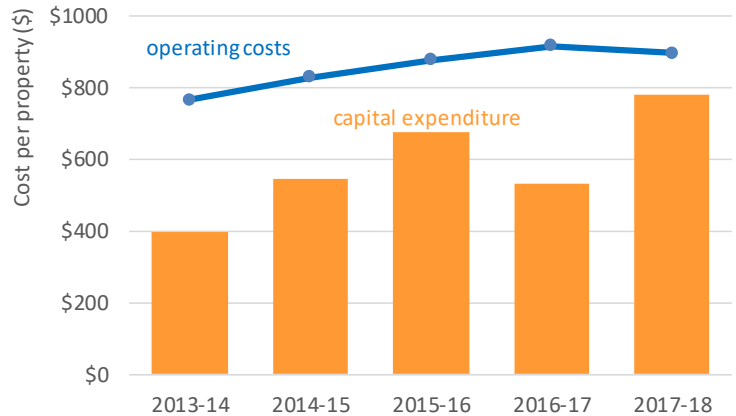


Average amount for customers repaying a debt \$1 253

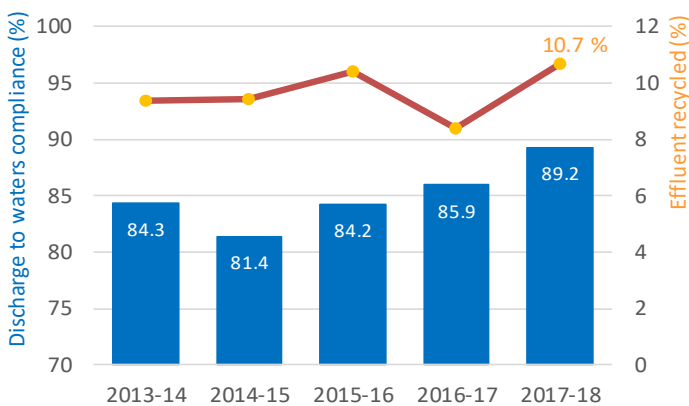


REVENUE AND EXPENDITURE

- \$336.3 million in revenue
- \$185.5 million in total operating costs
- \$154.2 million in capital expenditure
- \$42.7 million net profit after tax
- \$18.5 million dividends to council owners (payout ratio 43%)



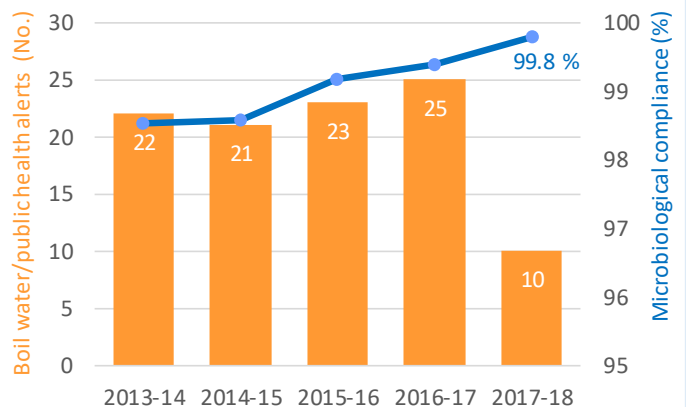
ENVIRONMENTAL INDICATORS



- 14 of 79 Level 2 sewage treatment plants were substantially non-compliant
- 33 plants achieved a high level of compliance with discharge to waters limits
- Effluent recycling proportion higher due to warm and dry conditions

DRINKING WATER QUALITY

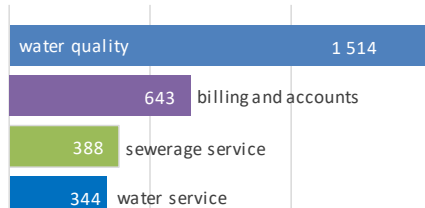
- Microbiological compliance 99.8% (served population)
- 9 water supplies on boil water alerts
- 1 water supply on a public health alert (do not consume)
- 7 water supplies had chemical contaminants detected above safe levels



SERVICE DELIVERY

- 29% increase in complaints
- 87% of customer calls answered within 30 seconds
- 39 water main breaks per 100 km main
- 45 sewer main breaks per 100 km main

Complaints



DAM SAFETY

- Responsible for over 300 dams, lagoons and weirs
- 37 dams in 'Significant' or higher consequence category if they fail
- Four dams categorised as 'Extreme'
- Dam Safety Regulator has endorsed the measures in place to address the risks