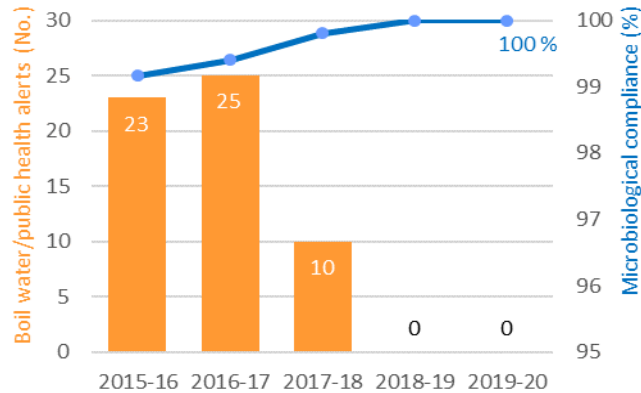


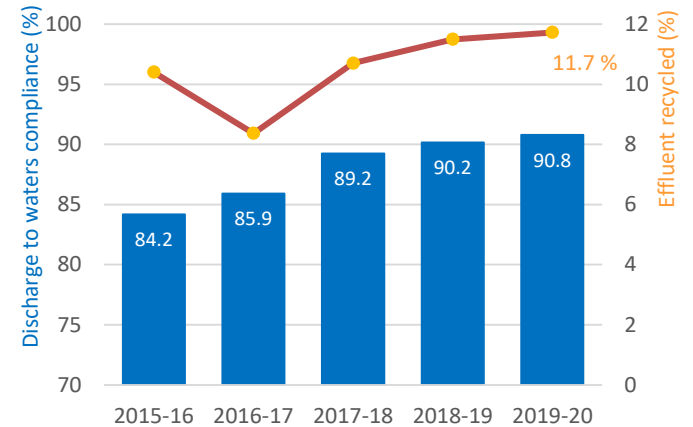
- 212 064 water customers
- Typical household bill \$1 207
- No price increases in 2019-20
- Average household water use 193 kL
- 4 448 residential customers repaying a debt
- Average debt of residential customers \$1 194
- 28% of all potable water was unaccounted for, including water losses of 361 litres/connection/day

DRINKING WATER QUALITY

- Microbiological compliance 100% (serviced population)
- No water system on a permanent boil water or public health alert
- 1 water system was subject to a temporary boil water alert
- 2 water systems had chemical contaminants above safe levels



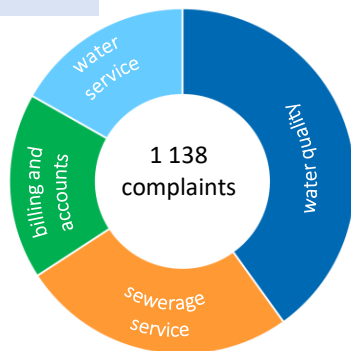
ENVIRONMENTAL INDICATORS



- 31 Level 2 sewage treatment plants (STPs) achieved at least 90% compliance with discharge to waters limits
- 57 of the 77 Level 2 STPs were substantially compliant (above 75% compliance)
- Blackmans Bay STP upgrade boosted the share of effluent treated to an advanced standard from 15.2% to 17.8%
- The volume and percentage of effluent recycled continued to increase

SERVICE DELIVERY

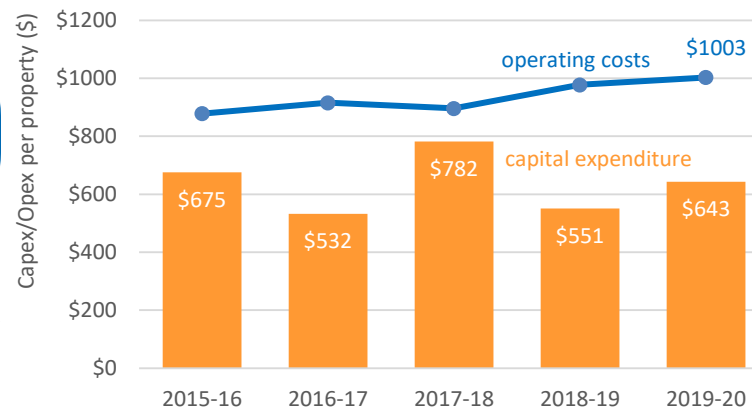
- 83% of customer calls answered within 30 seconds
- An average of 152 minutes off supply
- 33 water main breaks per 100 km
- 41 sewer main breaks per 100 km



DAM SAFETY

- In terms of the consequence of dam failure, 35 dams were categorised as 'significant' or higher, including two dams which were categorised as 'extreme'

REVENUE AND EXPENDITURE



- \$351 million in revenue
- \$15 million adjusted net profit after tax
- \$212.7 million in total operating costs
- \$128.8 million in total capital expenditure
- \$8.4 million dividends to council owners