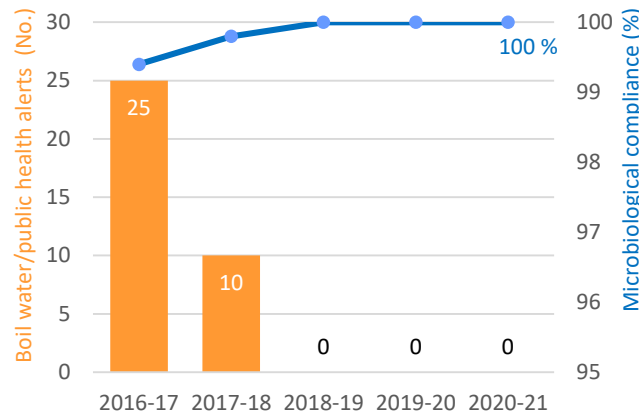


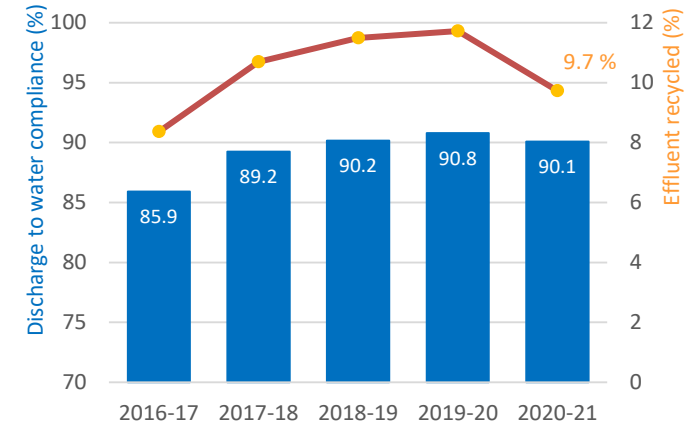
- 215 419 water customers
- Typical household bill \$1 191
- No price increases in 2020-21
- Average household water use 179 kL
- 5 132 residential customers repaying a debt
- Average debt of residential customers \$1 220
- 25% of all potable water was unaccounted for, including water losses of 272 litres/connection/day

DRINKING WATER QUALITY

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



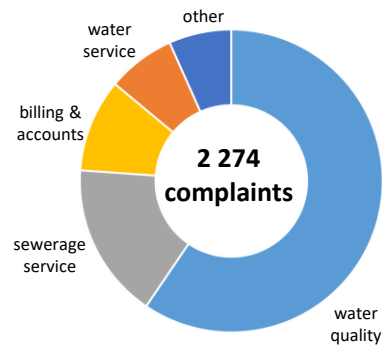
ENVIRONMENTAL PERFORMANCE INDICATORS



- 32 Level 2 sewage treatment plants (STPs) achieved at least 90% compliance with discharge to waters limits
- 12 of the 77 Level 2 STPs, including several smaller STPs, were not substantially compliant (below 75% compliance)
- One Environmental Infringement Notice received in 2020-21
- 9.7% of total effluent discharged from Level 2 STPs was recycled

SERVICE DELIVERY

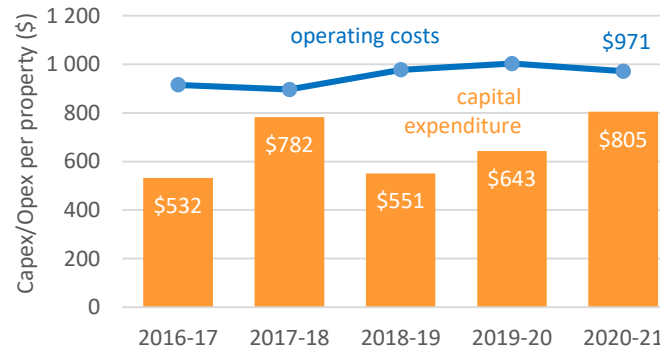
- 92% of customer calls answered within 30 seconds
- An average of 154 minutes off water supply
- 52 water main breaks per 100 km
- 57 sewer main breaks per 100 km



DAM SAFETY

- There was one instance of non-compliance relating to a small embankment that presented a potential failure risk

REVENUE AND EXPENDITURE



- \$367 million in revenue
- \$16.3 million underlying profit
- \$209.2 million in operating costs
- \$177.6 million in capital expenditure
- \$10 million dividends to council owners