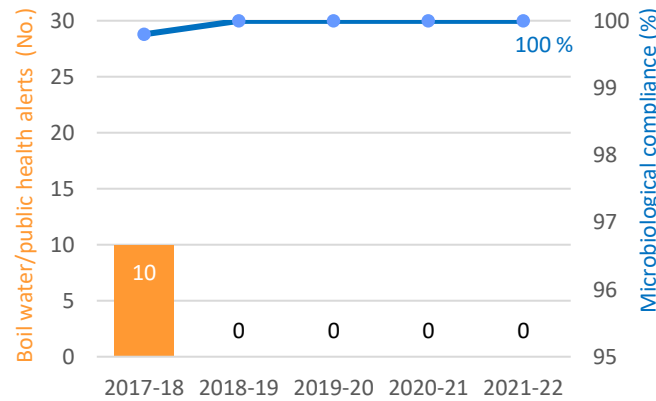


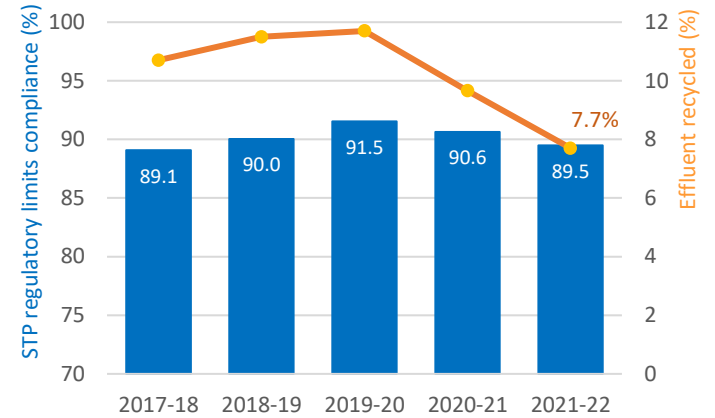
- 218 581 water customers
- Typical household bill \$1 232
- 3.5% price increase in 2021-22
- Average household water use 178 kL
- 5 201 residential customers repaying a debt
- Average debt of residential customers \$1 312
- 29% of all potable water was unaccounted for, including water losses of 308 litres/connection/day

DRINKING WATER QUALITY

- 100% microbiological compliance (served population)
- No water system was on a long-term 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



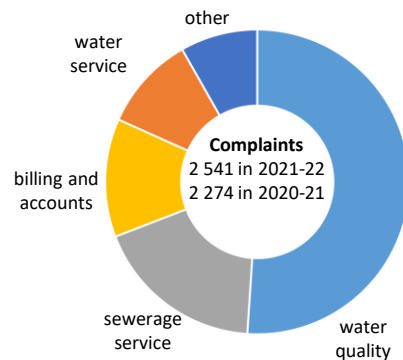
ENVIRONMENTAL PERFORMANCE INDICATORS



- Compliance with regulatory discharge limits to water and land drops to 89.5%
- Effluent reuse at lowest levels since July 2013 with 7.7% of treated effluent from Level 2 STPs reused
- 96.1% of disposed biosolids beneficially reused
- 3 Environmental Infringement Notices received for offences that occurred in 2021-22

SERVICE DELIVERY

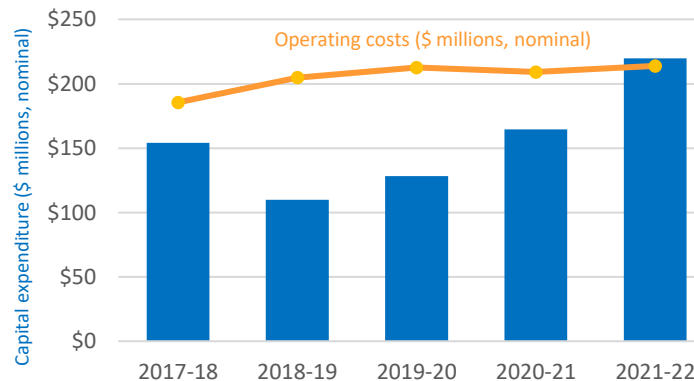
- 85% of customer calls answered within 30 seconds
- An average 217 minutes off water supply
- 43 water main breaks per 100 km
- 43 sewer main breaks per 100 km



DAM SAFETY

- There were no instances of non-compliance
- 2 dams plotting above ANCOLD's Level of Tolerability for societal risk

REVENUE AND EXPENDITURE



- \$386 million in revenue
- \$31.9 million underlying profit
- \$213.8 million in operating costs
- \$253 million in capital expenditure (including gifted assets and developer charges)
- \$24 million dividends to council owners