

REPORT ON THE STATE OF THE TASMANIAN WATER AND SEWERAGE INDUSTRY 2022-23



221 602 water customers
(up 1.4% from 2021-22)



Typical household bill \$1 270
(increase of \$38 from 2021-22)



3.5% price increase in 2022-23



Average household water use 173 kL
(down 2.8% from 2021-22)



4 495 residential customers repaying a
debt (down 13.6% from 2021-22)



Average debt of residential customers
\$1 425 (increase of \$113 from 2021-22)



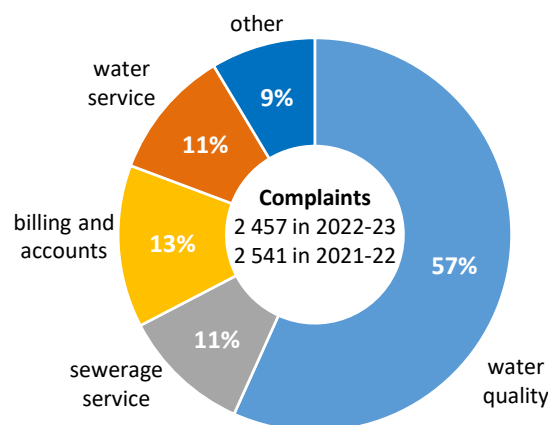
28% of all potable water was
unaccounted for, including water losses
of 319 litres/connection/day
(compared to 29% and 308 litres in
2021-22)

DAM SAFETY

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

SERVICE DELIVERY

- 91% of customer calls answered within 30 seconds
- Duration of unplanned water interruptions averaged 176 minutes
- 47 water main breaks per 100 km
- 48 sewer main breaks per 100 km

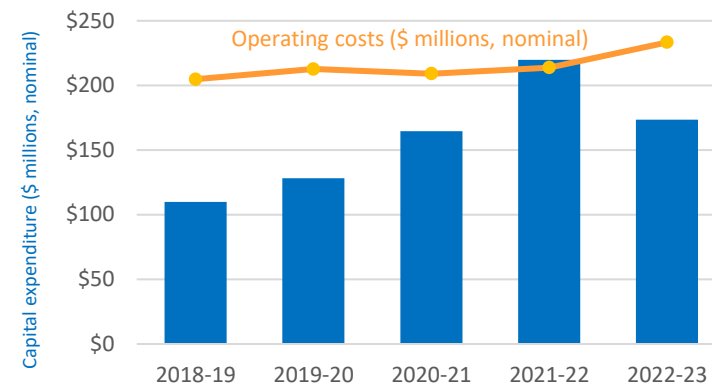


DRINKING WATER QUALITY

- 100% microbiological compliance (served population)
- No drinking water supplies were on long-term boil water alerts or long-term public health alerts
- No water systems were subject to a temporary boil water alert, one short-term public health alert
- 2 water systems had chemical contaminants above safe levels

FACT SHEET 2022-23

REVENUE AND EXPENDITURE



- \$409.6 million in revenue
- \$31.3 million underlying net profit
- \$233.4 million in operating costs
- \$209.2 million in capital expenditure (including gifted assets and developer charges)
- \$24 million dividends to council owners

ENVIRONMENTAL PERFORMANCE INDICATORS

- Effluent reuse at lowest levels since July 2013, with 7% of treated effluent from Level 2 STPs reused
- 97% of disposed biosolids beneficially reused
- 5 environmental infringement notices were issued for offences that occurred in 2022-23
- 6 formal warnings for contravention of environmental permits