

TASMANIAN WATER AND SEWERAGE STATE OF THE INDUSTRY REPORT TasWater - Fact sheet 2015-16

202 478 water customers



Average household bill \$1 062



Average household consumption 176 kL



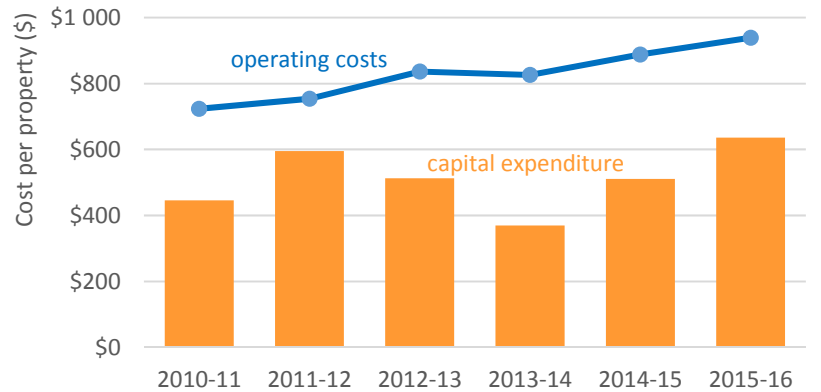
5 953 customers repaying a debt



Average debt for residential customers repaying a debt \$1 155

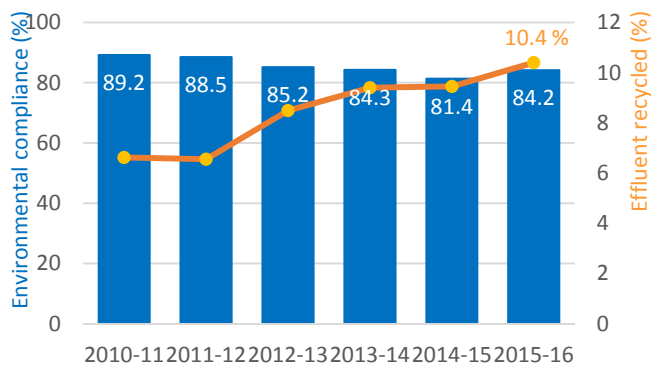


REVENUE & EXPENDITURE



- \$309.3 million in revenue
- \$177.8 million in operating costs
- \$128.6 million in capital expenditure - up 26 % from 2014-15
- \$30 million returned to council owners (dividends 80% of NPAT)

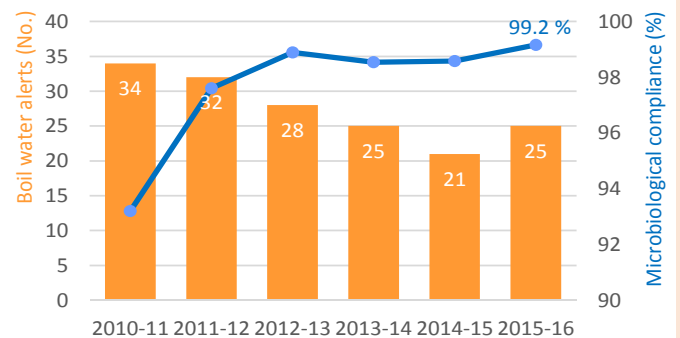
ENVIRONMENTAL COMPLIANCE



- 17 sewage treatment plants were substantially non compliant (<75 %) and one sewage treatment plant was fully compliant (discharge to waters)
- 201 sewer overflows reported to EPA Tasmania

DRINKING WATER QUALITY

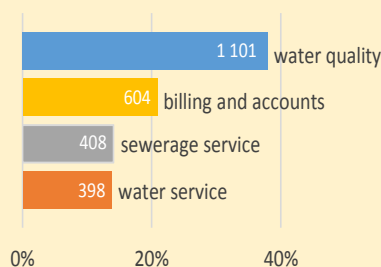
- 99.2 % of customers received microbiologically compliant water
- 5 water supplies on public health alerts (do not consume)
- 13 water supplies had chemical contaminants detected above guideline levels on at least one occasion



SERVICE DELIVERY

- 88 % of customer calls answered within 30 seconds
- 17 % of customers experienced an unplanned interruption to their water supply
- Average duration of unplanned water supply interruptions 199 minutes
- 33 water main breaks per 100 km main
- 61 sewer main breaks per 100 km main
- Average sewerage interruption 277 minutes

Complaints



DAM SAFETY

- 33 'high' and 'significant' consequence dams
- Four dams categorised as 'extreme' consequence were they to fail
- Five dams significantly impacted by floods
- \$2.6 million spent on dam safety compliance activities