

# WATER AND SEWERAGE STATE OF THE INDUSTRY REPORT

## TASWATER □ FACT SHEET 2016-17

204 949 water customers



Typical household bill \$1 104



Prices increased by 3.6 %



Average household water use 179 kL



4 617 customers repaying a debt

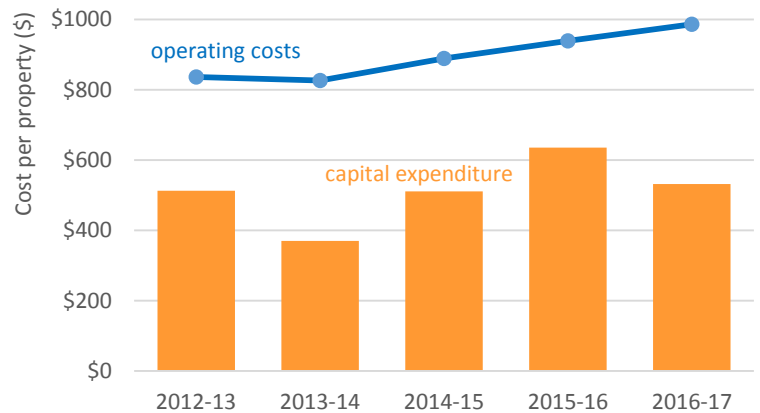


Average amount for customers repaying a debt \$1 150

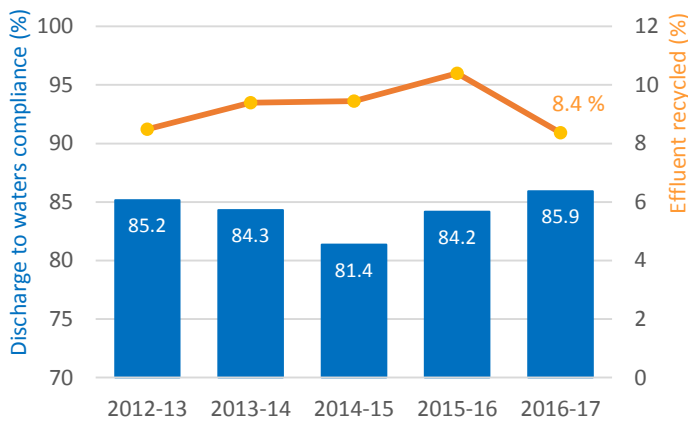


### REVENUE AND EXPENDITURE

- \$315.4 million in revenue
- \$187.6 million in operating costs
- \$103.7 million in capital expenditure
- \$19.5 million dividends to council owners (payout ratio 68%)



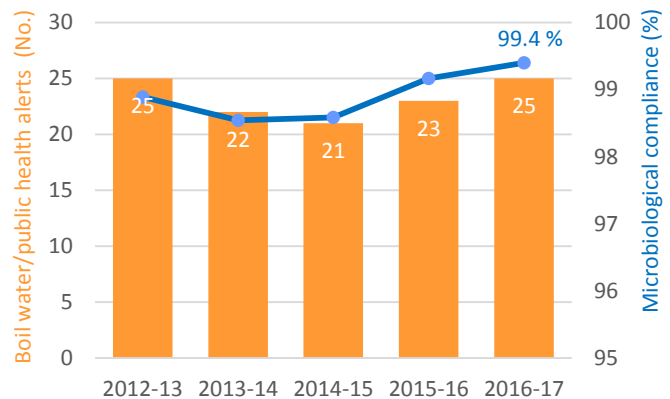
### ENVIRONMENTAL INDICATORS



- 12 out of 79 Level 2 sewage treatment plants were substantially non-compliant, two were fully compliant with discharge to waters limits
- Effluent recycling proportion lower due to higher rainfall

### DRINKING WATER QUALITY

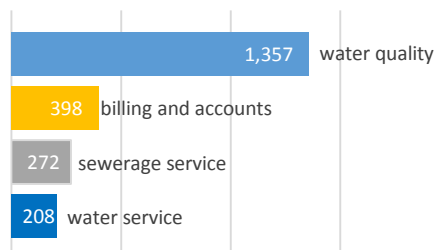
- Microbiological compliance 99.4% (served population)
- 21 water supplies on boil water alerts
- 4 water supplies on public health alerts (do not consume)
- 10 water supplies had chemical contaminants detected above safe levels



### SERVICE DELIVERY

- 89% of customer calls answered within 30 seconds
- 48 water main breaks per 100 km main
- 45 sewer main breaks per 100 km main

#### Complaints



### DAM SAFETY

- Responsible for over 300 dams, lagoons and weirs
- 37 dams in 'Significant' or higher consequence category if they failed
- Four dams categorised as 'Extreme'
- Dam Safety Regulator has endorsed the measures in place to address the risks