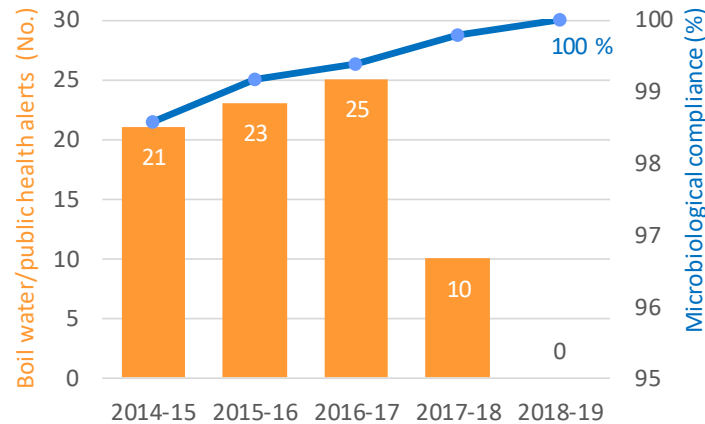


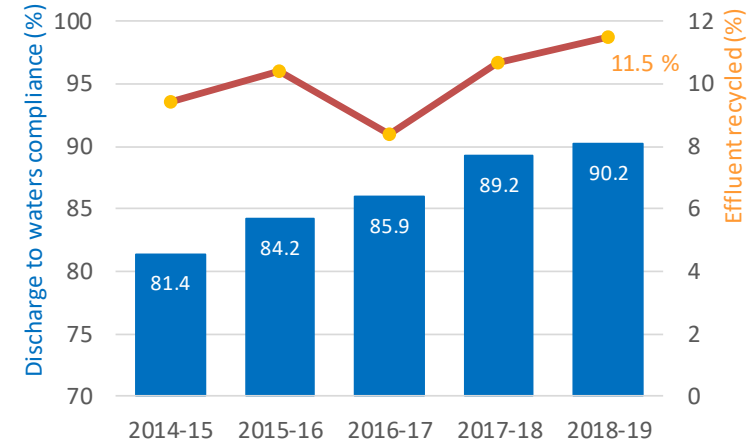
- 209 571 water customers
- Typical household bill \$1 204
- Prices increased by 4.1 %
- Average household water use 191kL
- 4 060 customers repaying a debt
- Average debt amount \$1 203
- Water losses 313L/connection/day

DRINKING WATER QUALITY

- Microbiological compliance 100% (served population)
- No water supplies on a permanent boil water or public health alert
- 2 water supplies were subject to a temporary boil water alert
- 2 water supplies had chemical contaminants above safe levels



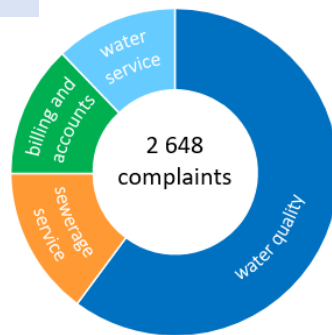
ENVIRONMENTAL INDICATORS



- 25 plants achieved a high level of compliance with discharge to waters limits
- 13 of 79 Level 2 sewage treatment plants were substantially non-compliant
- Effluent recycling increased due to warm and dry conditions

SERVICE DELIVERY

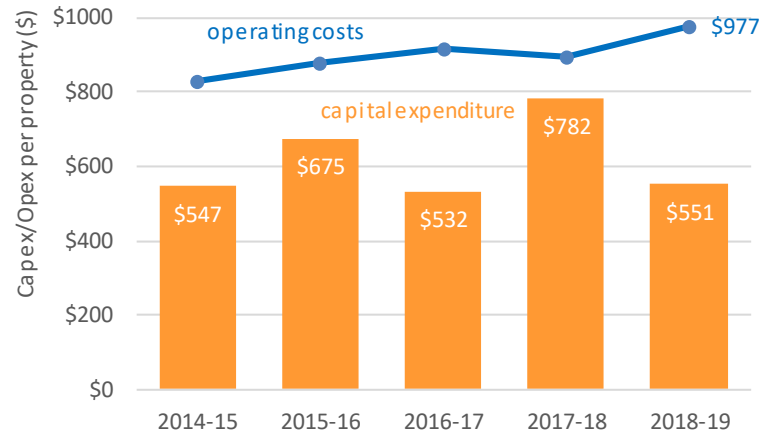
- 87% of customer calls answered within 30 seconds
- An average of 171 minutes off supply
- 41 water main breaks per 100 km
- 37 sewer main breaks per 100 km



DAM SAFETY

- In terms of the consequence of dam failure, 38 dams were categorised as 'Significant' or higher, including two dams which were categorised as 'Extreme'

REVENUE AND EXPENDITURE



- \$359 million in revenue
- \$41.3 million net profit after tax
- \$204.8 million in total operating costs
- \$129 million in total capital expenditure, including \$110 million on water and sewerage infrastructure
- \$10.5 million dividends to council owners (payout ratio 25%)