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| SWIM Indicator Definitions 2024-25 |
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**STATEWIDE WATER INFORMATION MANAGEMENT SYSTEM**

[www.qldwater.com.au/SWIM](http://www.qldwater.com.au/SWIM)



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[SWIM Code: ST1 321](#_Toc204260913)

[SWIM Code: ST2 321](#_Toc204260914)

[SWIM Code: ST3 322](#_Toc204260915)

[SWIM Code: ST4 322](#_Toc204260916)

[SWIM Code: ST4.1 322](#_Toc204260917)

[SWIM Code: ST5 323](#_Toc204260918)

[SWIM Code: SW1 323](#_Toc204260919)

[SWIM Code: SW2 323](#_Toc204260920)

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[SWIM Code: WQ8 326](#_Toc204260928)

[SWIM Code: WQ9 326](#_Toc204260929)

# Annual Water and Sewerage Indicators

## SWIM Code: AS1

**Indicator short title:** Number water treatment plants: providing full treatment

**Units:** Count

**Title:** Number of water treatment plants providing full treatment.

**Definition:** Generally, the water treatment plant is a substantial structure involving multiple treatment methods to achieve high quality water. The treatment plant would generally include processes that remove colour and/or turbidity as well as providing filtration and disinfection. In addition to the above, it may include processes for taste and/or odour reduction, softening, pH correction and the targeted removal of elements and compounds such as iron, manganese, nitrates and pesticides.

*Includes:*

- BOOT (Built, Owned, Operated, and Transferred) schemes

*Excludes:*

- disinfection only schemes

- secondary disinfection plants even when there is pH correction as well

- treatment by cooling down bore water through heat exchange processes

*Notes:*

- typical full treatment processes include coagulation, flocculation, sedimentation, filtration, disinfection, membrane filtration and reverse osmosis

- if your response to this indicator is 0, i.e. you have no WTPs providing full treatment, then AS47 (Capacity of WTPs - QG1.4b) should be reported as “NR” (Not Relevant)

- information on estimates should be included as a comment

**SWIM Category:** Water Treatment and Supply Assets

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** QG1.4a

**NPR Code:** A1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: AS10

**Indicator short title:** Real water losses: service connections

**Units:** L/service connection/day

**Title:** Real water losses per service connection.

**Definition:** Real losses are leakage and overflows from mains, service reservoirs and service connections prior to customer meters. They represent a wasted resource, reduce the effective capacity of a water supply system, and may result in unnecessary operating costs. Real losses per service connection per day is an indicator of effective management that is influenced by pressure, condition or age of the infrastructure, or a combination of all of these factors.

*Includes:*

- drinking water only

*Calculation***:**

Real water losses (L/service connection/day) = ((CARL (AS52: Current Annual Real Losses) x 1000000) / number of service connections (CS64.1)) / 365

*Example:*

So, if a service provider has a CARL of 13,047 ML and 200,000 service connections then:

Real water losses = ((13,047 x 1000000) / 200,000) / 365 = 65,235 / 365 = 178.73 L/service connection/day

*Notes:*

- the number of service connections is not the same as the number of metered accounts or connected properties. The number of service connections can be taken as being the number of metered accounts, minus the total of any sub-meters (after master meters, e.g. to shops and flats), plus the estimated number of unmetered service connections (e.g. fire service connections). It is not acceptable to use the total connected properties value for calculating 'Real Losses' performance indicators

- for comparison purposes water service providers with more than 20 service connections/km report this Real water losses per service connection (L/service connection/day) indicator (not Real water losses per km water main (L/km water main/day))

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS10=((AS52\*1000000)/CS64.1)/365

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** A10

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: AS11

**Indicator short title:** Real water losses: water mains

**Units:** kL/km water main/day

**Title:** Real water losses per km of water main.

**Definition:** Real losses are leakage and overflows from mains, service reservoirs and service connections prior to customer meters. They represent a wasted resource, reduce the effective capacity of a water supply system, and may result in unnecessary operating costs. Real losses per km of water main per day is an indicator of effective management that is influenced by pressure, condition or age of the infrastructure, or a combination of all of these factors.

*Includes:*

- drinking water only

*Calculation***:**

Real water losses (kL/km water mains/day) = ((CARL (AS52: Current Annual Real Losses) x 1000) / km of water mains (AS54)) / 365

*Example:*

So, if a service provider has a CARL of 13,047 ML and 1500 km of water mains then:

Real water losses = ((13,047 x 1000) / 1500) / 365 = 8,698 / 365 = 23.83 kL/km water mains/day.

*Notes:*

- for comparison purposes water service providers with less than 20 service connections/km report this Real water losses per km water main (L/km water main/day) indicator (not Real water losses per service connection (L/service connection/day))

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS11=((AS52\*1000)/AS54)/365

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** A11

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS14.1

**Indicator short title:** Number of water main breaks, bursts and leaks

**Units:** Count

**Title:** Number of water main breaks, bursts and leaks (total).

**Definition:** The total number of main breaks, bursts and leaks in all diameter water distribution and reticulation mains.

*Includes:*

- all breaks, burst and leaks even if it doesn't result in an interruption

*Excludes:*

- breaks caused by physical damage (e.g. digging/excavation) and third parties

- those in the property service (i.e. mains to meter connection)

- weeps or seepages associated with above ground mains that can be fixed without shutting down the main

*Notes:*

- the 'property service' includes any water infrastructure between the water main and the internal plumbing of the connection. It may be owned by the water service provider, and is often referred to as the 'mains to meter' service or connection. All water plumbing downstream of the meter is usually the connection owner's asset

- underground hydrants are not considered to be part of the water main and as such leaks in hydrants are excluded from this measure

- information on estimates should be included as a comment

**SWIM Category:** Asset Performance - Water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** QG4.18

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: AS2

**Indicator short title:** Length water mains: all

**Units:** km

**Title:** Length of all drinking water, non-drinking water and recycled water mains (km) (except recycled water mains for non-urban uses such as agriculture, or when not direct to customers)

**Definition:** The total length of water mains including; all transfer, distribution, reticulation mains and recycled water distribution and reticulation mains delivering water for urban areas.

*Includes:*

- transfer, distribution and reticulation mains

- recycled water distribution and reticulation mains (except for non-urban uses such as agriculture, or when not direct to customers)

*Excludes:*

- mains associated with connection water service (mains to meter) connections

- mains delivering recycled water for non-urban uses, e.g. agriculture re-use

- disused pipe lengths should not be counted, even if they are maintained by the water service provider for possible future use

- privately owned mains

- mains associated with source works, e.g. bore field mains

- mains and channels associated with sources which transfer water to treatment facilities or from scheme to scheme

- mains associated with facilities, e.g. mains within pump stations, storage facilities or treatment plants

- non-urban recycled water distribution and reticulation main uses, such as agriculture, or when not direct to customers

*Notes:*

- service providers that provide water services to a number of urban centres either within a region, local government, or state-wide and are reporting the performance of these urban centres as part of the national performance framework either separately or aggregated must also report length of water mains used in providing the services to those urban centres. If the assets are used for multiple urban centres which are reported separately then they must be apportioned in a manner which is consistent with their use. Apportionment in line with the volume of water supplied to the urban centre reported is an acceptable way to apportion the length of these mains

- the definition for length of water mains refers to delivery of drinking water and non-drinking water to customers

- ferrule is part of the service connection

- information on estimates should be included as a comment

**SWIM Category:** Water Treatment and Supply Assets

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** QG1.1

**SA OTR Code:** IOTR01

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS2.1

**Indicator short title:** Length water mains: drinking+non-drinking water

**Units:** km

**Title:** Length of drinking and non-drinking water mains (km) only

**Definition:** The total length of drinking and non-drinking water mains. This indicator value is taken directly from AS2 and is need for the calculation of other derived indicators.

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from AS2

- it is used for the calculation of other indicator values only

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS2.1=AS2

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**NPR Code:** A2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS3

**Indicator short title:** Connections served per km drinking+non-drinking water mains

**Units:** Connections/km mains

**Title:** Connections served per km of water main (excluding recycled water).

**Definition:** Connections served per km of water main is calculated from the total drinking and non-drinking water connected properties divided by the total length of drinking and non-drinking water mains.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Treatment and Supply Assets

**Source of data:** Derived

**Calculation:** AS3=CS4.1/AS2.1

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**NPR Code:** A3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS32

**Indicator short title:** Current Annual Real Losses (CARL): drinking+non-drinking water

**Units:** ML

**Title:** Current Annual Real Losses (CARL).

**Definition:** Refers to the volume of drinking and non-drinking water lost from the water supply system, up to the point of measurement of consumption, due to all types of leaks, bursts and overflows. The total volume depends on frequencies, flow rates and average duration of individual leaks, bursts and overflows.

*Excludes:*

- any consumption (authorised or not, even if unbilled) (i.e. fire-fighting, water treatment process water and mains flushing)

*Calculation***:**

Current Annual Real Losses = Total water supplied - Total water consumed - Total authorised unbilled/unmetered consumption - Total apparent losses

Total water supplied = Total water produced by the service provider + any water imported from another service provider - any water exported to another service provider

Total water consumed = total amount of metered (billed) consumption + any billed but unmetered water consumption

Total apparent losses (AS44) = all unauthorised consumption + any under-registration/errors of retail meters

For authorised unbilled/unmetered consumption, water service providers may elect to use the default values prescribed below (as per National Performance Report (NPR) guidelines), or service providers may determine the actual values for their own operations:

- Authorised unbilled/unmetered consumption = 0.5% of total water supplied

*Example:*

Current Annual Real Losses = Total water supplied - Total water consumed - Total authorised unbilled/unmetered consumption (= Total water supplied x 0.5%) - Total apparent losses

So, if a service provider supplies 100 ML of water for which 90 ML is consumed (billed) then:

Current Annual Real Losses = 100 - 90 - (100 x 0.005) - 1.9 = 100 - 90 - 0.5 - 1.9 = 7.6 ML

*Notes:*

- Current Annual Real Losses (CARL) can also be referred to as Total real losses; Volumetric leakage level; or Current water leakage

- the water service provider should be consistent across reporting years in calculating its 'Real losses' and, where appropriate, have supporting documentation to verify assumptions for the purpose of auditing.

- if a water service provider uses values greater than the above defaults for 'authorised unbilled/unmetered consumption', sufficient data must be provided to satisfy an auditor about the accuracy of those values used.

- Total apparent losses = Unauthorised consumption (= Total water supplied x 0.1%) + Under-registration of retail meters (= Total water consumed x 2.0%) as per indicator AS44

- information on estimates should be included as a comment

**SWIM Category:** Asset Performance - Water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q22 (b)

**BoM Cat 7 Code:** U12.2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS38.1

**Indicator short title:** Number sewerage mains breaks/chokes

**Units:** Count

**Title:** Number of sewerage mains breaks, leaks and chokes.

**Definition:** Total number of sewerage main breaks, leaks and chokes. Chokes are a confirmed partial or total blockage that may or may not result in a spill to the external environment from the sewer system. Breaks or leaks are a failure of the sewer which results in an interruption to the sewerage service.

*Includes:*

- all gravity sewer mains

- all pressure mains (including common effluent pipelines, rising mains, etc.)

- all vacuum system mains of any diameter

- all breaks, leaks and chokes that result in an interruption or not (e.g., a confirmed partial choke that slows but not stops a service)

*Excludes:*

- breaks caused by physical damage (e.g. digging/excavation) and third parties

- chokes and blockages in pumps

- property connections sewers

- pipelines carrying treated effluent (e.g. discharge pipes)

- recycled water distribution and reticulation mains delivering water

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Asset Performance - Sewerage

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG4.19

**NPR Code:** IA14

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS39.1

**Indicator short title:** Sewerage mains breaks/chokes per 100 km sewer main

**Units:** per 100 km sewer mains

**Title:** Number of sewerage mains breaks and chokes per 100 km sewer main.

**Definition:** The number of sewerage main breaks and chokes per 100 km of sewer main is calculated as the total number of sewerage mains breaks and chokes divided by the total length of sewer main multiplied by 100.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Asset Performance - Sewerage

**Source of data:** Derived

**Calculation:** AS39.1=(AS38.1/AS5)\*100

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG4.6

**NPR Code:** A14

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS4

**Indicator short title:** Number Sewage Treatment Plants

**Units:** Count

**Title:** Number of Wastewater Treatment Plants.

**Definition:** The total number of Wastewater Treatment Plants providing sewage services to customers.

*Includes:*

- all primary, secondary and tertiary level treatment plants

*Notes:*

- BOOT (Built, Owned, Operated, and Transferred) schemes should be included

- information on estimates should be included as a comment

**SWIM Category:** Sewerage Assets

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG1.3

**NPR Code:** A4

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS40

**Indicator short title:** Number property connections sewer breaks/chokes

**Units:** Count

**Title:** Number of property connections sewer breaks and chokes.

**Definition:** Total number of property connection sewer breaks, leaks and chokes. A choke is a confirmed partial or total blockage that may or may not result in a spill to the external environment from the sewer system. Breaks or leaks are a failure of the sewer which results in an interruption to the sewerage service. The property connection is a short sewer owned and operated by the service provider, which connects the sewer main and the customer sanitary drain. It includes a junction on the sewer main, a property connections fitting, a vertical riser (where used) and sufficient pipes to ensure the property connections fitting is within the lot being serviced (refer to the WSAA 02 Sewerage Code of Australia).

*Excludes:*

- breaks, leaks and chokes due to third-party damage (e.g., accidental damage from excavation).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Asset Performance - Sewerage

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** IA15

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: AS41

**Indicator short title:** Property connections sewer breaks/chokes per 1000 connections

**Units:** per 1000 connections

**Title:** Number of property connections sewer breaks, leaks and chokes per 1000 connections.

**Definition:** Number of property connections sewer breaks, leaks and chokes per 1000 connections is calculated as the total number property connections breaks, leaks and chokes divided by the total number of sewerage connections (times 1000).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS41=(AS40/CS8.1)\*1000

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** A15

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS44

**Indicator short title:** Total apparent losses: drinking+non-drinking water

**Units:** ML

**Title:** Total apparent losses.

**Definition:** Refers to the sum of all unbilled drinking and non-drinking water due to unauthorised consumption or meter errors. This will include but not limited to water theft, illegal water connections, illegal water use (e.g. illegal use of fire connections), under registration of customer meters and errors in system meters. Unauthorised consumption generally refers to illegal use.

*Excludes:*

- any authorised but unbilled water use (i.e. fire-fighting, water treatment process water and mains flushing)

*Calculation***:**

Total apparent losses = all unauthorised consumption + any under-registration/errors of retail meters

For unauthorised consumption and customer metering errors, water service providers may elect to use the default values prescribed below (as per National Performance Report (NPR) guidelines), or service providers may determine the actual values for their own operations:

- Unauthorised consumption = 0.1% of total water supplied

- Under-registration of retail meters = 2.0% of total water consumption

Total water supplied = Total water produced by the service provider + any water imported from another service provider - any water exported to another service provider

Total water consumed = total amount of metered (billed) consumption + any billed but unmetered water consumption

*Example:*

Total apparent losses = Unauthorised consumption (= Total water supplied x 0.1%) + Under-registration of retail meters (= Total water consumed x 2.0%)

So, if a service provider supplies 100 ML of water for which 90 ML is consumed (85 ML is consumed (billed/metered) and 5 ML is consumed (authorised unbilled/unmetered)) then:

Apparent losses = (100 x 0.001) + (90 x 0.02) = 0.1 + 1.8 = 1.9 ML

*Notes:*

- the water service provider should be consistent across reporting years in calculating its 'Apparent losses' and, where appropriate, have supporting documentation to verify assumptions for the purpose of auditing

- if a water service provider uses values greater than the above defaults, sufficient data must be provided to satisfy an auditor about the accuracy of those values used. As a minimum, for under-registration of retail meters, the following must be provided: a profile of the meter fleet, including age and type

- the sampling regime used to determine accuracy

- information on estimates should be included as a comment

**SWIM Category:** Asset Performance - Water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q22 (a)

**BoM Cat 7 Code:** U12.4

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS46

**Indicator short title:** Volume water lost: drinking+non-drinking water

**Units:** ML

**Title:** Total volume of water lost.

**Definition:** This the sum of all apparent, real and other water losses in the supply system.

*Notes:*

- supply system includes water delivery infrastructure but excludes water storages

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS46=AS44+AS32

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q22 (d)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS47

**Indicator short title:** Capacity of water treatment plants

**Units:** ML/day

**Title:** Capacity of water treatment plants.

**Definition:** Daily reliable production capacity of water treatment plants providing full water treatment and providing drinking water.

*Excludes:*

- disinfection only plants

- secondary disinfection plants even when there is pH correction

*Notes:*

- if AS1 (Number of water treatment plants: providing full treatment - QG1.4a) is reported as 0 then this indicator should be reported as “NR” (Not Relevant)

- where applicable capacity is to be expressed based on designed capacity and a 20 hour operational timeframe

- for schemes operating 24/7 or less than 20 hours per day, capacity should be the best estimate of the reliable daily production capacity

- information on estimates should be included as a comment

**SWIM Category:** Water Treatment and Supply Assets

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** QG1.4b

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: AS48

**Indicator short title:** Total drinking water storage volume

**Units:** ML

**Title:** Total drinking water storage volume.

**Definition:** Total available (full capacity) storage of drinking water (treated/drinking) water (assuming no further production).

*Notes:*

- the total treated/drinking water stored is to represent the volume of treated water that could be provided to the water supply network in the scheme if no further production/treatment were available

- if drinking water production stopped for any reason, what storage capacity is available to supply to customers (use full capacity of storage infrastructure, not current storage volumes)

- if there is no treated/drinking water storage then report 0 (zero)

- does not include pipe capacity

- information on estimates should be included as a comment

**SWIM Category:** Water Treatment and Supply Assets

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** QG1.7

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: AS49

**Indicator short title:** Service connections per km water main

**Units:** Service connections/km mains

**Title:** Service connections per km of water main.

**Definition:** Service connections per km of water main is calculated from the total water service connections divided by the total length of water mains.

*Includes:*

- drinking water only

*Calculation***:**

- Service connections per km of water main = Number service connections (CS64.1) / km of water main

*Example:*

- So, if a service provider has 234,000 service connections and 1500 km of water mains then: Service connections per km of water main = 234,000 / 1500 = 156

*Notes:*

- the number of service connections is not the same as the number of metered accounts or connected properties. The number of service connections can be taken as being the number of metered accounts, minus the total of any sub-meters (after master meters, e.g. to shops and flats), plus the estimated number of unmetered service connections (e.g. fire service connections). It is not acceptable to use the total connected properties value for calculating 'Real Losses' performance indicators

- for comparison purposes water service providers with more than 20 service connections/km report the Real water losses (L/service connection/day) indicator (not Real water losses (L/km water main/day))

- information on estimates should be included as a comment

**SWIM Category:** Water Treatment and Supply Assets

**Source of data:** Derived

**Calculation:** AS49=CS64.1/AS54

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** IA10; IA11

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: AS5

**Indicator short title:** Length sewerage mains and channels

**Units:** km

**Title:** Length of sewerage mains and channels.

**Definition:** The total length of mains and channels, including all trunk, pressure and reticulation mains. It does not include lengths associated with property connections sewers or conduits carrying treated effluent.

*Includes:*

- combined sewerage and stormwater mains

*Excludes:*

- lengths associated with property connections sewers or conduits carrying treated effluent

- conduits and pipelines, (e.g. feeding paddocks for grass and land filtration), downstream from the treatment plant

- information on estimates should be included as a comment

**SWIM Category:** Sewerage Assets

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG1.2

**NPR Code:** A5

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS52

**Indicator short title:** Current Annual Real Losses (CARL): drinking water

**Units:** ML

**Title:** Current Annual Real Losses (CARL): drinking water only.

**Definition:** Refers to the volume of drinking water lost from the water supply system, up to the point of measurement of consumption, due to all types of leaks, bursts and overflows. The total volume depends on frequencies, flow rates and average duration of individual leaks, bursts and overflows. drinking water is intended for use as drinking water and should materially meet the Australian drinking water Guidelines 2004, or equivalent.

*Excludes:*

- any Current Annual Real Losses (CARL) relating to non-drinking water/non-drinking water

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from AS32

- it is used for the calculation of other indicator values only

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS52=AS32

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG1.23

**NPR Code:** IA10; IA11

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: AS54

**Indicator short title:** Length water mains: drinking water

**Units:** km

**Title:** Length of drinking water mains (km) only

**Definition:** The total length of drinking water mains. This indicator value is taken directly from AS2 and is need for the calculation of other derived indicators.

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from AS2

- it is used for the calculation of other indicator values only

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS54=AS2

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** IA11

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: AS55

**Indicator short title:** Total apparent losses: drinking water

**Units:** ML

**Title:** Total apparent losses: drinking water

**Definition:** Refers to the sum of all unbilled drinking and non-drinking water due to unauthorised consumption or meter errors. This will include but not limited to water theft, illegal water connections, illegal water use (e.g. illegal use of fire connections), under registration of customer meters and errors in system meters. Unauthorised consumption generally refers to illegal use. drinking water is intended for use as drinking water and should materially meet the Australian drinking water Guidelines 2004, or equivalent.

*Excludes:*

- any water losses relating to non-drinking water/non-drinking water

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from AS44

- it is used for the calculation of other indicator values only

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS55=AS44

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG1.23

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: AS56

**Indicator short title:** Volume water lost: drinking water

**Units:** ML

**Title:** Total volume of real and apparent drinking water losses.

**Definition:** This the sum of all apparent, real and other water losses in the drinking water supply system.

Mandatory comment required for every response. Please provide information on the method of measurement/estimation used to determine water losses, and if the volume of losses if above 20% of total water supplied please list what the main causes for losses are.

*Includes:*

- leakages, bursts and overflows from mains, service reservoirs and service connections prior to customer meters

- unauthorised drinking water consumption (e.g. illegal theft, illegal water connections and illegal water use)

- Customer metering errors

*Excludes:*

- authorised water consumption even if unbilled (e.g. fire-fighting, water treatment process water, mains flushing)

- any water losses relating to non-drinking water/non-drinking water

*Notes:*

- supply system includes water delivery infrastructure

- information on estimates should be included as comments

- please add a brief comment to describe how the losses where estimated or determined

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS56=AS55+AS52

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** QG1.23

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: AS57

**Indicator short title:** Length water mains: recycled

**Units:** km

**Title:** Length of recycled water mains (km) only

**Definition:** The total length of recycled water mains. This indicator value is taken directly from AS2.

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from AS2

- it is used for the calculation of other indicator values only

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS57=AS2

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**SA OTR Code:** OTR01

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS58

**Indicator short title:** Connections served per km recycled water main

**Units:** Connections/km

**Title:** connections served per km of recycled water main.

**Definition:** connections served per km of recycled water main is calculated from the total recycled water connected properties divided by the total length of recycled water mains. This indicator value is taken directly from AS3.

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from AS3

- it is used for the calculation of other indicator values and reporting

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS58=CS77/AS57

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**SA OTR Code:** OTR02

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS59

**Indicator short title:** Number of drinking+non-drinking water main breaks, bursts and leaks

**Units:** Count

**Title:** Number of drinking and non-drinking water main breaks, bursts and leaks (total).

**Definition:** The total number of drinking and non-drinking water main breaks, bursts and leaks in all diameter drinking and non-drinking water distribution and reticulation mains.

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from AS14.1

- it is used for the calculation of other indicator values and reporting

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS59=AS14.1

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**NPR Code:** IA8

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS6

**Indicator short title:** Connections served per km sewer main

**Units:** Connections/km mains

**Title:** connections served per km of sewer main.

**Definition:** connections served per km of sewer main is calculated from the total number of sewerage connected properties divided by the total length of sewer mains and channels.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Sewerage Assets

**Source of data:** Derived

**Calculation:** AS6=CS8.1/AS5

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** A6

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS60

**Indicator short title:** Drinking+non-drinking water main breaks per 100 km mains

**Units:** per 100 km water main

**Title:** Number of drinking and non-drinking water main breaks per 100 km water main.

**Definition:** Number of drinking and non-drinking water main breaks per 100 km mains is calculated as the total number drinking and non-drinking water main breaks divided by the total length drinking and non-drinking water mains multiplied by 100.

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from AS59 and AS2.1

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS60=(AS59/AS2.1)\*100

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**NPR Code:** A8

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS62

**Indicator short title:** Number of recycled water main breaks, bursts and leaks

**Units:** Count

**Title:** Number of recycled water main breaks, bursts and leaks (total).

**Definition:** The total number of recycled main breaks, bursts and leaks in all diameter recycled water distribution and reticulation mains.

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from AS14.1

- it is used for the calculation of other indicator values and reporting

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS62=AS14.1

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**SA OTR Code:** OTR03

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS63

**Indicator short title:** Recycled water main breaks per 100 km mains

**Units:** per 100 km water main

**Title:** Number of recycled water main breaks per 100 km recycled water main.

**Definition:** Number of recycled water main breaks per 100 km recycled water mains is calculated as the total number recycled water main breaks divided by the total length recycled water mains multiplied by 100.

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from AS8.1

- it is used for the calculation of other indicator values and reporting

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS63=AS8.1

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**SA OTR Code:** OTR04

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: AS8.1

**Indicator short title:** Water main breaks per 100 km main

**Units:** per 100 km water main

**Title:** Number of water main breaks per 100 km water main.

**Definition:** Number of water main breaks per 100 km water mains is calculated as the total number water main breaks divided by the total length water mains multiplied by 100.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** AS8.1=(AS14.1/AS2)\*100

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** QG4.5

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: AS9

**Indicator short title:** Infrastructure Leakage Index (ILI) drinking water supply

**Units:** Index

**Title:** Infrastructure Leakage Index (ILI).

**Definition:** The Infrastructure Leakage Index (ILI) is the ratio of the Current Annual Real Losses to the Unavoidable Annual Real Losses (UARL).

*Calculation***:**

Infrastructure Leakage Index = CARL (AS52: Current Annual Real Losses (ML)) / UARL (AS9.2: Unavoidable Annual Real Losses (ML))

*Example:*

So, if a service provider has a CARL of 2581.6 and a UARL of 1771.71 then; Infrastructure Leakage Index = CARL / UARL = 2581.6 / 1771.71 = 1.46

*Notes:*

- an Infrastructure Leakage Index of less than 1 is likely to be an error and should be rechecked

- under some circumstances an ILI of less than 1 may occur, e.g. low service connection densities and small lengths of water mains

- information on estimates should be included as a comment

**SWIM Category:** Asset Performance - Water

**Source of data:** Derived

**Calculation:** AS9=AS52/AS9.2

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** A9

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: AS9.1

**Indicator short title:** Average drinking water pressure across the scheme

**Units:** m

**Title:** Average drinking water pressure across the scheme.

**Definition:** Average drinking water pressure (m) across the scheme. The UARL should be based on the average system pressure measurements in the pressurised drinking water distribution system up to the point of customer metering.

This pressure value is used to calculate AS9 (Infrastructure Leakage Index (ILI)).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Asset Performance - Water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** IA9

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: AS9.2

**Indicator short title:** Unavoidable Annual Real Losses (UARL): drinking water

**Units:** ML

**Title:** Unavoidable Annual Real Losses (UARL).

**Definition:** Real losses cannot be totally eliminated from pressurised distribution systems. The lowest technically achievable annual volume of 'real losses' for well-maintained and well-managed systems is known as the Unavoidable Annual Real Losses (UARL). System-specific values of UARL can be calculated using the component-based methodology developed by the first Water Losses Task Force (Lambert A., Brown T.G., Takizawa M. and Weimer D. (1999). A Review of Performance Indicators for Real Losses from Water Supply Systems. AQUA, Vol. 48 No 6.). The Infrastructure Leakage Index (ILI) is an indicator of how effectively real losses in the distribution system are being managed at the current operating pressures.

*Calculation***:**

The equation for calculating UARL (ML), for systems where the customer meters are located close to the connection line, is:

UARL = ((((18 x km of drinking water mains (AS54)) + (0.8 x number of service connections (CS64.1))) x the average water pressure (m)) / 1000000) x 365

*Example:*

So, if a service provider has 100 km of water mains, 200,000 service connections and an average 30 m of pressure then:

UARL = ((((18 x 100) + (0.8 x 200000)) x 30) / 1000000) x 365 = (((1800 + 160000) x 30) / 1000000) x 365 = ((161800 x 30) / 1000000) x 365 = (4854000 / 1000000) x 365 = 4.854 x 365 = 1771.71 ML

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Asset Performance - Water

**Source of data:** Derived

**Calculation:** AS9.2=((((18\*AS54)+(0.8\*CS64.1))\*AS9.1)/1000000)\*365

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** IA9

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS1.1

**Indicator short title:** Population receiving water services

**Units:** People

**Title:** Population receiving water supply services.

**Definition:** The total population receiving water services from the water business. The figure may be premised on census data obtained from the Australian Bureau of Statistics.

Mandatory comment required for every response. Please provide information on the measurement/estimation method used to determine population size.

*Example:*

This indicator is reported as a whole number, so if you have a population of 3,675 people you would report that as 3675.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Connections

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** QG1.24

**NPR Code:** C1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS10

**Indicator short title:** Water service complaints per 1000 connections

**Units:** per 1000 connections

**Title:** Number drinking, non-drinking and recycled water service complaints per 1000 connections.

**Definition:** The number of drinking, non-drinking and recycled water service complaints per 1000 connections is calculated as the total number of drinking, non-drinking and recycled water service complaints divided by the total number of drinking, non-drinking and recycled water connected properties (times 1000).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS10=(CS22/CS4.1)\*1000

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** QG4.12

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: CS10.1

**Indicator short title:** Drinking water service complaints per 1000 connections

**Units:** per 1000 connections

**Title:** Number drinking water service complaints per 1000 connections.

**Definition:** The number of drinking water service complaints per 1000 connections is calculated as the total number of drinking water service complaints divided by the total number of drinking water connected properties (times 1000).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS10.1=(CS22.1/CS4.1)\*1000

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** C10

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS11

**Indicator short title:** Sewerage service complaints per 1000 connections

**Units:** per 1000 connections

**Title:** Sewerage service quality and reliability complaints per 1000 connections.

**Definition:** Sewerage service quality and reliability complaints per 1000 connections is calculated as the number of sewerage service complaints (sewerage service quality and reliability) divided by the total number of sewage connected properties (times 1000).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS11=(CS21/CS8.1)\*1000

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG4.13

**NPR Code:** C11

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS12

**Indicator short title:** Water and sewerage account complaints per 1000 connections

**Units:** per 1000 connections

**Title:** Number of billing and account complaints - drinking, non-drinking and recycled water and sewerage complaints per 1000 connections.

**Definition:** The number of billing and accounts complaints (drinking, non-drinking and recycled water and sewerage) per 1000 connections is calculated as the total number of billing and account (drinking, non-drinking and recycled water and sewerage) complaints divided by the total number of connected drinking, non-drinking and recycled water connections (times 1000).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS12:sewage=(CS23/CS8.1)\*1000; CS12:wsp+potable+raw+recycled=(CS23/CS4.1)\*1000

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water, Recycled (Reuse) water and Sewerage schemes

**QG KPI Code:** QG4.14

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: CS12.1

**Indicator short title:** Drinking water and sewerage account complaints per 1000 connections

**Units:** per 1000 connections

**Title:** Number of billing and account complaints - drinking water and sewerage per 1000 connections.

**Definition:** The number of billing and accounts complaints (drinking water and sewerage) per 1000 connections is calculated as the total number of billing and account (drinking water and sewerage) complaints divided by the total number of drinking water connections (times 1000).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS12.1:sewage=(CS23.1/CS8.1)\*1000; CS12.1:wsp+potable=(CS23.1/CS4.1)\*1000

**Data type:** Numeric

**Scheme type(s):** Potable/Sewage

**NPR Code:** C12

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS13

**Indicator short title:** Water and sewerage complaints (all) per 1000 connections

**Units:** per 1000 connections

**Title:** Total drinking, non-drinking and recycled water and sewerage complaints per 1000 connections.

**Definition:** The total number of drinking, non-drinking and recycled water and sewerage complaints per 1000 connections is calculated as the total number of drinking, non-drinking and recycled water and sewerage complaints divided by the total number of drinking, non-drinking and recycled water connected properties (times 1000).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS13:sewage=(CS62/CS8.1)\*1000; CS13:wsp+potable+raw+recycled=(CS62/CS4.1)\*1000

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water, Recycled (Reuse) water and Sewerage schemes

**QG KPI Code:** QG4.11

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: CS15

**Indicator short title:** Average duration unplanned interruptions: drinking water

**Units:** mins

**Title:** Average duration of an unplanned drinking water supply interruption (weighted by number of customers affected).

**Definition:** The average duration for which a residential or non-residential customer is without water supply due to an unplanned interruption. A water supply interruption is any event causing a total loss of water supply due to any cause. Interruptions do not include those caused by bursts or leaks in the property service (mains to meter connection), unless the property connections are owned or maintained by the water service provider or the burst or leak requires the mains to be shut down for repair. An unplanned water supply interruption is when the customer has not received at least 24 hours notification (or as otherwise prescribed by regulatory requirements) of the interruption. It also includes situations where the duration of a planned interruption exceeds that which was originally notified. In this circumstance the length of the entire interruption is counted. All un-notified interruptions caused by third parties should be included.

The duration of an unplanned water supply interruption commences when the water service provider is aware that water supply is no longer available at the customers first cold water tap and ceases when normal service is restored (OFWAT Return Reporting Requirements) i.e. when the last valve has been opened. Where the service provider is aware of a water supply interruption via internal systems alarms, the duration commences when the alarm is raised. If a customer notifies the water service provider they are without water, the duration commences at the time of notification. If the water service provider is responding to a notification of a broken main, unless this notification also indicates a loss of supply, the duration commences once the break is isolated (if repairs are not being done under pressure).

*Excludes:*

- interruptions to non-drinking and recycled water supply

- interruptions caused by bursts or leaks in the property service (mains to meter connection), unless the property connections are owned or maintained by the water utility, or the burst or leak requires the mains to be shut down for repair

*Calculation***:**

The average duration of an unplanned water supply interruption = total minutes 'off' supply / total number of customers affected. Where 'total minutes 'off' supply' = the SUM of the (total unplanned water supply interruption time (minutes) x number of customers affected) for each unplanned water supply interruption that occurred. For example, if unplanned interruption one lasted 64 mins and affected 200 connections, unplanned interruption two lasted 113 mins and affected 134 connections, then the average duration would be = (64x200 + 113x134) / (200 + 134) = 83.7 minutes.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** C15

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS17

**Indicator short title:** Average number unplanned interruptions: drinking water

**Units:** per 1000 connections

**Title:** Average number of unplanned drinking water supply interruptions per 1000 connections.

**Definition:** Average number of unplanned drinking water supply interruptions per 1000 connections is calculated as the total number of connections affected by unplanned drinking water supply interruptions divided by the total number of drinking water connected properties (times 1000).

*Notes:*

- where a component of the interruptions has been caused by third-parties, this may be detailed as a comment against the data (e.g. '55% of the reported unplanned interruptions were caused by third parties')

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS17=(CS61/CS67.1)\*100

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** QG4.7

**NPR Code:** C17

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS18

**Indicator short title:** Restrictions applied for non-payment of water bill per 1000 connections

**Units:** per 1000 connections

**Title:** Number of restrictions applied for non-payment of water bill per 1000 connections.

**Definition:** The number of customers to which restrictions have been applied for non-payment of water bill per 1000 connections is calculated as the total number of customers to which restrictions have been applied for non-payment of water bill divided by the total number of water connected properties (times 1000).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS18=(CS48/CS4.1)\*1000

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** C18

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS2.1

**Indicator short title:** Connected residential properties: water

**Units:** Connections

**Title:** Connected residential properties - water supply.

**Definition:** A connected residential water property is:

- connected to the licensed water system

- the subject of billing for water supply collection - fixed and/or consumption

- any property which, at the end of the reporting period, is connected to the water system and is separately billed for the water services

*Includes:*

- a connected rateable residential property

- a connected non-rateable residential property

- a connected but unmetered residential property

*Excludes:*

- a body corporate

- a rated but unconnected property

- a non-real property or strata garages, i.e. a master meter for a block of separately metered strata title flats

Note that the total reported for the WSP-wide calculation of this indicator does not include recycled water connections. If you only have Recycled (Reuse) water schemes(s), i.e., no drinking or non-drinking water schemes, then you must manually enter the appropriate recycled water value in the WSP-wide scheme total.

*Example:*

This indicator is reported as a whole number, so if you have 3,675 connected properties you would report that as 3675.

Non-strata title flats or **Units:** Where a service provider has 10% or less of its properties as non-strata title flats or units, it is acceptable to report each such block of flats or units as one connection. Where this is the case the service provider should report this as a comment.

*Notes:*

- connections are classified according to their main purpose

- the owner and tenant of a rented property are not counted as separate connections

- information on estimates should be included as a comment

**SWIM Category:** Connections

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** QG1.13

**NPR Code:** C2

**ABS Code:** Q19 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS20

**Indicator short title:** Number water complaints: water quality

**Units:** Count

**Title:** Number of drinking, non-drinking and recycled water quality complaints.

**Definition:** The total number of complaints received by the service provider that relate to drinking, non-drinking and recycled water quality, including drinking, non-drinking and recycled water quality complaints resulting from operational practices. Australian Standards define a complaint as an expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected. (AS ISO 10002-2006). A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water service provider, its employees or contractors.

Includes any water complaint regarding:

- drinking, non-drinking and recycled water supplied

- water quality complaints resulting from operational practices

- discolouration

- taste

- odour

- stained washing

- illness

- cloudy drinking water (e.g. caused by oxygenation), etc.

- complaints about water quality received by the service provider in person, by mail, fax, phone, email, website, social media or text messaging

Excludes any water complaints regarding:

- service interruptions

- adequacy of service

- restrictions

- pressure, etc.

- customer queries or notifications that are informing the service provider of an issue that needs attention but is not an 'expression of dissatisfaction'

It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category

*Example:*

Complaint: If a customer rings to complain about the government's or service provider's media comments on water quality because they have suffered poor water quality, this is counted as a complaint.

Not a complaint: If a customer rings to ask about the health standards that apply for water quality, this is counted as a query, not a complaint.

*Notes:*

- whilst complaints about third parties over which the service provider has no control should not be counted as complaints, complaints about third parties where the water service provider does have control (i.e. contractors) should be included

- complaints from separate customers arising from the same cause count as separate complaints

- a water service provider must be able to differentiate a query versus a complaint in order to be materially compliant for this indicator. An enquiry can be defined as 'a request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction'

- Australian Standards define a complaint as an ‘expression of dissatisfaction made to an organisation, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied’ (AS ISO 100002-2006)

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - complaints

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** IQG4.10

**NPR Code:** IIC9

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS20.1

**Indicator short title:** Number drinking water complaints: water quality

**Units:** Count

**Title:** Number of drinking water quality complaints.

**Definition:** The total number of complaints received by the service provider that relate to drinking water quality, including drinking water quality complaints resulting from operational practices. Australian Standards define a complaint as an expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected. (AS ISO 10002-2006). A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water service provider, its employees or contractors.

Includes any drinking water complaint regarding:

- drinking water quality complaints resulting from operational practices

- discolouration

- taste

- odour

- stained washing

- illness

- cloudy drinking water (e.g. caused by oxygenation), etc.

- complaints about drinking water quality received by the service provider in person, by mail, fax, phone, email, website, social media or text messaging

Excludes any complaints regarding:

- non-drinking or recycled water

- service interruption

- adequacy of service

- restrictions

- pressure, etc.

- customer queries or notifications that are informing the service provider of an issue that needs attention but is not an 'expression of dissatisfaction'

It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category

*Example:*

Complaint: If a customer rings to complain about the government's or service provider's media comments on drinking water quality because they have suffered poor drinking water quality, this is counted as a complaint.

Not a complaint: If a customer rings to ask about the health standards that apply for drinking water quality, this is counted as a query, not a complaint.

*Notes:*

- whilst complaints about third parties over which the service provider has no control should not be counted as complaints, complaints about third parties where the water service provider does have control (i.e. contractors) should be included

- complaints from separate customers arising from the same cause count as separate complaints

- a water service provider must be able to differentiate a query versus a complaint in order to be materially compliant for this indicator. An enquiry can be defined as 'a request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction'

- Australian Standards define a complaint as an ‘expression of dissatisfaction made to an organisation, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied’ (AS ISO 100002-2006)

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS20.1=CS20

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** QG4.24

**NPR Code:** IC9

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS21

**Indicator short title:** Number sewerage complaints: service

**Units:** Count

**Title:** Sewerage service quality and reliability complaints.

**Definition:** This includes all complaints received by the sewerage service provider that relate to sewerage service quality and reliability, except in the instance that the service provider can prove beyond reasonable doubt that the cause of the issue was attributable to an external source. Australian Standards define a complaint as an expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected (AS ISO 10002-2006). A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water service provider, its employees or contractors.

Includes any complaints concerning:

- sewer blockages and spills

- trade waste services

- sewerage system reliability and quality

- sewage odours

- all other sewerage service issues

- complaints received by the service provider in person, by mail, fax, phone, email, website, social media or text messaging

Excludes any complaints concerning:

- septic tanks

- accounts (such as account payment, financial loss or overcharging, billing errors or affordability)

- customer queries or notifications that are informing the service provider of an issue that needs attention but is not an 'expression of dissatisfaction'

*Notes:*

- whilst complaints about third parties over which the service provider has no control should not be counted as complaints, complaints about third parties where the water service provider does have control (i.e. contractors) should be included

- complaints from separate customers arising from the same cause count as separate complaints

- a water service provider must be able to differentiate a query versus a complaint in order to be materially compliant for this indicator. An enquiry can be defined as 'a request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction'

- Australian Standards define a complaint as an ‘expression of dissatisfaction made to an organisation, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied’ (AS ISO 100002-2006)

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - complaints

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG4.22

**NPR Code:** IC11

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS22

**Indicator short title:** Number water complaints: service

**Units:** Count

**Title:** Number drinking, non-drinking and recycled water service complaints.

**Definition:** This includes all complaints received by the service provider that relate to the reliability of the drinking, non-drinking and recycled water service, except in the instance that the service provider can prove beyond reasonable doubt that the cause of the issue was attributable to an external source. Australian Standards define a complaint as an expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected (AS ISO 10002-2006). A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water service provider, its employees or contractors.

Includes any water complaint concerning:

- drinking, non-drinking and recycled water service

- bursts

- leaks

- service interruptions (this is not counted as a complaint unless the customer expresses dissatisfaction about the interruption)

- adequacy of service

- water pressure

- water reliability

- complaints received by the service provider in person, by mail, fax, phone, email, website, social media or text messaging

Excludes any water complaint concerning:

- accounts

- government pricing policy

- tariff structures

- customer queries or notifications that are informing the service provider of an issue that needs attention but is not an 'expression of dissatisfaction'

*Notes:*

- whilst complaints about third parties over which the service provider has no control should not be counted as complaints, complaints about third parties where the service provider does have control (i.e. contractors) should be included

- complaints from separate customers arising from the same cause count as separate complaints

- a service provider must be able to differentiate a query versus a complaint in order to be materially compliant for this indicator. An enquiry can be defined as 'a request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction'

- Australian Standards define a complaint as an ‘expression of dissatisfaction made to an organisation, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied’ (AS ISO 100002-2006)

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - complaints

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** IQG4.12

**NPR Code:** IIC10

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS22.1

**Indicator short title:** Number drinking water complaints: service

**Units:** Count

**Title:** Number drinking water service complaints.

**Definition:** This includes all complaints received by the service provider that relate to the reliability of the drinking water service, except in the instance that the service provider can prove beyond reasonable doubt that the cause of the issue was attributable to an external source. Australian Standards define a complaint as an expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected (AS ISO 10002-2006). A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water service provider, its employees or contractors.

Includes any drinking water complaint concerning:

- drinking water

- bursts

- leaks

- service interruptions (this is not counted as a complaint unless the customer expresses dissatisfaction about the interruption)

- adequacy of service

- water pressure

- water reliability

- complaints received by the service provider in person, by mail, fax, phone, email, website, social media or text messaging

Excludes any drinking water complaint concerning:

- non-drinking or recycled water

- water quality

- accounts

- government pricing policy

- tariff structures

- customer queries or notifications that are informing the service provider of an issue that needs attention but is not an 'expression of dissatisfaction'

*Notes:*

- whilst complaints about third parties over which the service provider has no control should not be counted as complaints, complaints about third parties where the service provider does have control (i.e. contractors) should be included

- complaints from separate customers arising from the same cause count as separate complaints

- a service provider must be able to differentiate a query versus a complaint in order to be materially compliant for this indicator. An enquiry can be defined as 'a request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction'

- Australian Standards define a complaint as an ‘expression of dissatisfaction made to an organisation, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied’ (AS ISO 100002-2006)

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS22.1=CS22

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** QG4.21

**NPR Code:** IC10

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS23

**Indicator short title:** Number water and sewerage complaints: accounts

**Units:** Count

**Title:** Number of account complaints - drinking, non-drinking and recycled water and sewerage.

**Definition:** This includes all complaints received by the service provider that relate to drinking, non-drinking, recycled water and sewerage accounts. Australian Standards define a complaint as an expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected (AS ISO 10002-2006). A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water service provider, its employees or contractors.

Where a customer rings to query an account (e.g. could you explain how my bill is calculated) this is not to be recorded as a complaint unless the customer identifies that they have rung to make a complaint. If the customer rings to make an enquiry but remains dissatisfied or the enquiry identifies an error in the bill this should be recorded as a complaint. If a customer makes repeated contact on the same billing issue this should be recorded as a complaint. If an operator is doubtful whether the customer is making an enquiry or a complaint, they should ask the customer if they want a complaint to be recorded.

Includes any water or sewerage complaint concerning:

- drinking, non-drinking and recycled water

- account payment

- financial loss or overcharging

- billing errors

- affordability

- complaints received by the service provider in person, by mail, fax, phone, email, website, social media or text messaging

Excludes any water or sewerage complaint concerning:

- other drinking, non-drinking and recycled water or sewerage services, quality or issues (e.g. drinking water supply or sewerage services such as bursts, leaks, blockages, drinking water quality, odour, etc.)

- government pricing policy

- tariff structures

- a correctly calculated bill that is questioned as incorrect or 'too high'

It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

*Notes:*

- whilst complaints about third parties over which the service provider has no control should not be counted as complaints, complaints about third parties where the service provider does have control (i.e. contractors) should be included

- complaints from separate customers arising from the same cause count as separate complaints

- a service provider must be able to differentiate a query versus a complaint in order to be materially compliant for this indicator. An enquiry can be defined as 'a request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction'

- Australian Standards define a complaint as an ‘expression of dissatisfaction made to an organisation, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied’ (AS ISO 100002-2006)

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - complaints

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water, Recycled (Reuse) water and Sewerage schemes

**QG KPI Code:** IQG4.14

**NPR Code:** IIC12

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS23.1

**Indicator short title:** Number drinking water and sewerage complaints: accounts

**Units:** Count

**Title:** Number of billing and account complaints - drinking water and sewerage.

**Definition:** This includes all complaints received by the service provider that relate to drinking water and sewerage billing and accounts. Australian Standards define a complaint as an expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected (AS ISO 10002-2006). A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the service provider, its employees or contractors.

Where a customer rings to query an account (e.g. could you explain how my bill is calculated) this is not to be recorded as a complaint unless the customer identifies that they have rung to make a complaint. If the customer rings to make an enquiry but remains dissatisfied or the enquiry identifies an error in the bill this should be recorded as a complaint. If a customer makes repeated contact on the same billing issue this should be recorded as a complaint. If an operator is doubtful whether the customer is making an enquiry or a complaint, they should ask the customer if they want a complaint to be recorded.

Includes any drinking water or sewerage complaint concerning:

- account payment

- financial loss or overcharging

- billing errors

- affordability

- complaints received by the service provider in person, by mail, fax, phone, email, website, social media or text messaging

Excludes any drinking water or sewerage complaint concerning:

- non-drinking or recycled water

- other drinking water or sewerage services or quality issues (e.g. such as bursts, leaks, blockages, drinking water quality, pressure, odour, etc.)

- government pricing policy

- tariff structures

- a correctly calculated bill that is questioned as incorrect or 'too high'

It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

*Notes:*

- whilst complaints about third parties over which the service provider has no control should not be counted as complaints, complaints about third parties where the service provider does have control (i.e. contractors) should be included

- complaints from separate customers arising from the same cause count as separate complaints

- a service provider must be able to differentiate a query versus a complaint in order to be materially compliant for this indicator. An enquiry can be defined as 'a request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction'

- Australian Standards define a complaint as an ‘expression of dissatisfaction made to an organisation, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied’ (AS ISO 100002-2006)

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS23.1=CS23

**Data type:** Numeric

**Scheme type(s):** Potable/Sewage

**QG KPI Code:** QG4.23

**NPR Code:** IC12

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS24

**Indicator short title:** Number water and sewerage complaints: all other

**Units:** Count

**Title:** Other drinking, non-drinking and recycled water and sewerage complaints not reported elsewhere.

**Definition:** These are all other drinking, non-drinking and recycled water and sewerage complaints that have not been reported elsewhere. Australian Standards define a complaint as an expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected (AS ISO 10002-2006). A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the service provider, its employees or contractors. If an operator is doubtful whether the customer is making an enquiry or a complaint, they should ask the customer if they want a complaint to be recorded.

Includes any water or sewerage complaints regarding:

- drinking, non-drinking and recycled water or sewerage complaints not reported elsewhere

- behaviour of staff or agents

- any other water or sewerage issues

- complaints received by the service provider in person, by mail, fax, phone, email, website, social media or text messaging

Excludes any water or sewerage complaints regarding:

- complaints on septic tanks

- complaints previously reported about drinking, non-drinking and recycled water service, quality or billing and accounts

- complaints previously reported about sewerage service or billing and accounts

- complaints about tariff structures

- complaints about government policy

- customer queries or notifications that are informing the service provider of an issue that needs attention but is not an 'expression of dissatisfaction'

*Notes:*

- whilst complaints about third parties over which the service provider has no control should not be counted as complaints, complaints about third parties where the service provider does have control (i.e. contractors) should be included

- complaints from separate customers arising from the same cause count as separate complaints

- a service provider must be able to differentiate a query versus a complaint in order to be materially compliant for this indicator. An enquiry can be defined as 'a request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction'

- Australian Standards define a complaint as an ‘expression of dissatisfaction made to an organisation, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied’ (AS ISO 100002-2006)

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - complaints

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water, Recycled (Reuse) water and Sewerage schemes

**QG KPI Code:** IIQG4.11

**NPR Code:** IIC13

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS3.1

**Indicator short title:** Connected non-residential properties: water

**Units:** Connections

**Title:** Connected non-residential properties - water supply.

**Definition:** A connected non-residential water property is:

- connected to the licensed water system

- the subject of billing for water supply collection - fixed and /or consumption

- any property which, at the end of the reporting period, is connected to the water system and is separately billed for the water services

*Includes:*

- a connected non-rateable non-residential property

- a connected but unmetered non-residential property

- commercial customers; including offices, wholesale and retail trade, and accommodation

- industrial customer; including manufacturing, construction, transport, warehouses

- institutional customer; including public administration, education and training, health care and social assistance, corrections, and emergency service buildings (e.g., fire stations)

- parks and gardens; including sports fields, golf courses and racecourses, except where these facilities are supplied as part of the service provider's own use (i.e., water is supplied without a billing arrangement)

- agricultural; including market gardens, turf farms, nurseries

- forestry

- aquaculture or fishing

- mining

- standpipe

*Excludes:*

- a body corporate

- a rated but unconnected property

- a non-real property or strata garages, i.e. a master meter for a block of separately metered strata title flats

Note that the total reported for the WSP-wide calculation of this indicator does not include recycled water connections. If you only have Recycled (Reuse) water schemes(s), i.e., no drinking or non-drinking water schemes, then you must manually enter the appropriate recycled water value in the WSP-wide scheme total.

*Example:*

This indicator is reported as a whole number, so if you have 3,675 connected properties you would report that as 3675.

Non-strata title flats or **Units:** where a service provider has 10% or less of its properties as non-strata title flats or units, it is acceptable to report each such block of flats or units as one connection. Where this is the case the service provider should report this as a comment.

*Notes:*

- connections are classified according to their main purpose

- the owner and tenant of a rented property are not counted as separate connections

- information on estimates should be included as a comment

**SWIM Category:** Connections

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** QG1.14

**NPR Code:** C3

**ABS Code:** Q19 (b)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS4.1

**Indicator short title:** Total connected properties: water

**Units:** Connections

**Title:** Total connected properties - water supply.

**Definition:** The total number residential and non-residential property connected to a water supply.

*Example:*

This indicator is reported as a whole number, so if you have 3,675 connected properties you would report that as 3675.

Note that the total reported for the WSP-wide calculation of this indicator does not include recycled water connections. If you only have Recycled (Reuse) water schemes(s), i.e., no drinking or non-drinking water schemes, then you must manually enter the appropriate recycled water value in the WSP-wide scheme total.

*Notes:*

- AVOID DOUBLE COUNTING in WSP-wide value. The WSP-wide calculation for this indicator adds all drinking+non-drinking scheme values (it excludes Recycled (Reuse) water schemes values as in almost all cases a property receiving recycled water also receives drinking and/or non-drinking water as well). So, if a connection shares both a drinking water and non-drinking connection (i.e. dual reticulation) then make sure that the WSP-wide value only includes this connection once and not twice. You will need to overwrite the formula with the correct value

- information on estimates should be included as a comment

**SWIM Category:** Connections

**Source of data:** Derived

**Calculation:** CS4.1=CS2.1+CS3.1

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**NPR Code:** C4

**ABS Code:** Q19 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS48

**Indicator short title:** Number restrictions applied for non-payment of water bill

**Units:** Count

**Title:** Number of restrictions applied for non-payment of water bill.

**Definition:** The total number of restrictions (or disconnections) applied for non-payment of water bills in the reporting period.

*Includes:*

- all cases where restriction devices are fitted to reduce water flows to a customer due to non-payment of accounts

- all disconnection due to non-payment of accounts

- both residential and non-residential customers

*Excludes:*

- any disconnections or restrictions caused by reasons other than non-payment of water bills

- disconnections carried out due to unsafe infrastructure connected to the service provider's system

- customers who choose to disconnect from the service provider's water supply system

- where a business threatens to restrict a supply, but does not undertake the fitting of a restrictor

- disconnections carried out due to unsafe infrastructure connected to the water service provider's system

- customers who choose to disconnect from the water service providers supply (e.g. a due to preference for a tank water supply)

*Notes:*

- Multiple restrictions or disconnections for one customer should be counted as separate instances.

- Where a formal policy (State, Territory or organisation), legislation or regulation prohibits a service provider from restricting customer supply they should report this indicator as “NR” (Not Relevant) and comment on why supply restrictions are not used. For example, “State policy enacted through licence conditions does not allow for customer restrictions”. Where no such policy, legislation or regulation exists and a service provider elects to, or does not, apply restrictions in a given year they should report a value of 0.

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** IC18

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS6.1

**Indicator short title:** Connected residential properties: sewerage

**Units:** Connections

**Title:** Connected residential properties - sewerage.

**Definition:** A connected residential sewerage property is:

- connected to the licensed sewerage system

- the subject of billing for sewerage collection - fixed and/or consumption

- any property which, at the end of the reporting period, is connected to the sewerage system and is separately billed for the sewerage services

*Includes:*

- a connected rateable residential property

- a connected non-rateable residential property

- a connected but unmetered residential property

*Excludes:*

- a body corporate

- a rated but unconnected property

- a non-real property or strata garages, i.e. a master meter for a block of separately metered strata title flats

*Example:*

This indicator is reported as a whole number, so if you have 3,675 connected properties you would report that as 3675.

Non-strata title flats or **Units:** where a service provider has no more than 10% of its connections as non-strata title flats or units, it is acceptable to report each such block of flats or units as one connection.

*Notes:*

- connections are classified according to their main purpose

- the owner and tenant of a rented property are not counted as separate connections

- information on estimates should be included as a comment

**SWIM Category:** Connections

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG1.15

**NPR Code:** C6

**SA Health Code:** ISAH01

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS61

**Indicator short title:** Number connections affected by unplanned interruptions

**Units:** Count

**Title:** Number of drinking water customers affected by unplanned water interruptions.

**Definition:** Customers affected is the count of individual connections who experience loss of drinking water supply due to an unplanned drinking water supply interruption. A water supply interruption is any event causing a total loss of water supply due to any cause. Interruptions do not include those caused by bursts or leaks in the property service (mains to meter connection), unless the property connections are owned or maintained by the water service provider or the burst or leak requires the mains to be shut down for repair. An unplanned water supply interruption is when the customer has not received at least 24 hours notification (or as otherwise prescribed by regulatory requirements) of the interruption. It also includes situations where the duration of a planned interruption exceeds that which was originally notified. In this circumstance the length of the entire interruption is counted. All un-notified interruptions caused by third parties should be included. It is calculated as the sum of their number of affected customers/connections for each unplanned water supply interruption. For example, a water supply interruption which causes loss of supply to 100 customers is 100 customers affected. For two interruptions, where say 1000 connections were affected by the first, and 500 affected by the second, this would give a total of 1500 affected customers/connections.

*Includes:*

- planned water supply interruptions which exceed the times that which was originally notified

- all un-notified interruptions caused by third parties (include a comment on the proportion of third-party caused interruptions if possible)

*Excludes:*

- property service connection interruptions (unless the burst or leak requires the water main to be shut down for repair and therefore affects multiple customers)

- interruptions that cause some reduction to the level of service but where normal activities (shower, washing machine, toilet flushing, etc.) are still possible

- breaks in house connection branches

- planned water supply interruptions (i.e. an interruption for which the service provider has provided at least 24 hours advanced notification (or as otherwise prescribed by regulatory requirements))

- interruptions to non-drinking and recycled water supply

*Notes:*

- where a component of the interruptions has been caused by third-parties, this may be detailed as a comment against the data (e.g. '55 of the reported customers affected by unplanned interruptions were caused by third parties')

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** QG4.20

**NPR Code:** IC17

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS62

**Indicator short title:** Number water and sewerage complaints: all

**Units:** Count

**Title:** Total drinking, non-drinking, recycled water and sewerage complaints.

**Definition:** This is the total number of complaints received by the service provider that relate to drinking, non-drinking, recycled water or sewerage. Australian Standards define a complaint as an expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected (AS ISO 10002-2006). A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the service provider, its employees or contractors. If an operator is doubtful whether the customer is making an enquiry or a complaint, they should ask the customer if they want a complaint to be recorded.

Includes any water and sewerage complaints regarding:

- bursts, leaks, blockages, chokes

- service interruptions (where the customer expresses dissatisfaction about the interruption, i.e. not just reporting the incident)

- adequacy of service

- water pressure

- water quality or reliability

- sewerage service complaints

- sewage odours

- affordability

- billings and accounts

- behaviour of staff or agents

- any other water or sewerage issues

- complaints received by the service provider in person, by mail, fax, phone, email, website, social media or text messaging

Excludes any water and sewerage complaints regarding:

- complaints regarding government pricing policy

- complaints regarding tariff structures

- customer queries or notifications that are informing the service provider of an issue that needs attention but is not an 'expression of dissatisfaction'

*Example:*

Complaint: If a customer rings to complain about the government's or service provider's media comments on drinking water quality because they have suffered poor drinking water quality, this is counted as a complaint.

Not a complaint: If a customer rings to ask about the health standards that apply for drinking water quality, this is counted as a query, not a complaint.

*Notes:*

- whilst complaints about third parties over which the service provider has no control should not be counted as complaints, complaints about third parties where the service provider does have control (i.e. contractors) should be included

- complaints from separate customers arising from the same cause count as separate complaints

- a service provider must be able to differentiate a query versus a complaint in order to be materially compliant for this indicator. An enquiry can be defined as 'a request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction'

- Australian Standards define a complaint as an ‘expression of dissatisfaction made to an organisation, related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied’ (AS ISO 100002-2006)

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS62:potable+raw+recycled=CS20+CS22+CS23+CS24; CS62:sewage=CS21+CS23+CS24

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water, Recycled (Reuse) water and Sewerage schemes

**QG KPI Code:** IQG4.11

**NPR Code:** IC13

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS64.1

**Indicator short title:** Total service connections: drinking water

**Units:** Connections

**Title:** Total drinking water service connections.

**Definition:** The total number of drinking water service connections. The number of service connections is not the same as the number of metered accounts or connected properties (CS4.1). The number of drinking water service connections can be taken as being the number of metered accounts, minus the total of any sub-meters (after master meters, e.g. to shops and flats), plus the estimated number of unmetered service connections (e.g. fire service connections). For the purposes of water loss/leakage index calculations, to avoid the over-estimation of service connection estimations in systems with multiple residential and commercial connections on common service connections (main to property line), the number of service connections should be calculated as the sum of the following:

The number of service connections to single connections + the number of service connections to multiple connections (1 service connection to 20 apartments = 1 not 20 service connections) + number of service connections to commercial and industrial connections + any other service connections not previously counted.

The following assumptions should be used in the estimation of the number of service connections:

- each master meter account = one service connection

- slave meter and factored accounts = zero service connection

- individual metered accounts outside of metered networks = one service connection each

- account with multiple lots (installs) = one service connection

- one or more units that have not been strata-titled = one service connection

- one or more units that have been strata-titled and share a master meter = one service connection

- where units have been strata-titled and are not in a network = one service connection per unit

- house on one lot/install = one service connection

- house on two lots/installs = one service connection

- units on single or multiple Lots with a single master meter = one service connection

- units on single or multiple Lots with two master meters (billed to a single account) = one service connection

- a duplex with two metered accounts (no master meter) = two service connections (one service connection per account)

- a duplex with one master meter and between 0 and 2 slave meters = one service connection

- one service connection to 20 apartments = one service connection

- vacant land with a meter or pricing class that indicates water is available = one service connection (i.e., a duplex in a network = one service connection)

*Includes:*

- current customers and installations (properties), where a drinking water service is available at the property, including vacant land/lots

*Excludes:*

- finalised or non-current customers or installations

- slave and factored installations (properties) with no water meter

- properties that only have a sewerage service

Total drinking water service connections are reported as a whole number.

*Notes:*

- it is not acceptable to use the total drinking water connected properties value (CS4.1) for calculating real losses performance indicators

- information on estimates should be included as a comment

**SWIM Category:** Connections

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** IA10

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS65

**Indicator short title:** % CSS response target met: sewerage incidents

**Units:** %

**Title:** Percentage of sewerage incidents (including main breaks and chokes) that were responded to that met the times detailed within your Customer Service Standard Targets.

**Definition:** This is The percentage of time that you respond to a sewerage service incident, regardless of whether the incident causes an interruption to customers, within the agreed time frames stated in your Customer Service Standard (CSS) Targets.

*Calculation*:

- if the WSP did achieve or exceed all their Customer Service Standard targets for sewerage incidents, their performance is reported as 100%.

- if the WSP did NOT achieve all their Customer Service Standard targets for sewerage incidents, then their performance is calculated as: % of sewerage incidents that met the customer service target / customer service target (%) x 100.

*Example:*

- did complied with Customer Service Standard - WSP U has a customer service target of 90% of sewerage incidents responded to within 12 hours. For the financial year, WSP U had 70 sewerage incidents and they responded to 65 sewerage incidents within their customer service standard target of 12 hours, therefore their performance is calculated as (65/70 x 100) = 93%. As WSP U achieve greater than their Customer Service Standard target of 90%, then WSP U reports “100”.

- did NOT comply with Customer Service Standard - WSP V has a customer service target of 80% of sewerage incidents responded to within 3 hours. For the financial year, WSP V had 320 sewerage incidents and they responded to 208 within their customer service target of 3 hours, therefore, their performance is calculated as (208/320 x 100) = 65%. As WSP V did NOT achieve their Customer Service Standard target of 80%, their performance is calculated as 65%/80% x 100 = 81.3%. WSP V reports “81.3”

- did NOT comply with priority-based Customer Service Standard - WSP X has a priority-based customer service target of 80% of sewerage incidents responded to Priority 1: Response within 2 hours; Priority 2: Response within 5 hours; Priority 3: Response within 2 days. For the financial year, WSP X had the following sewerage incidents, and responded as follows: Priority 1: Had 20 incidents and responded to 12 within 2 hours; Priority 2: Had 100 incidents and responded to 85 within 5 hours; Priority 3: Had 450 incidents and responded to 320 within 2 days. WSP X had a total of 570 sewerage incidents (20 + 100 + 450) and responded to 417 sewerage incidents (12 + 85 + 320) within response target times, therefore their performance is calculated as (417/570 x 100) = 73%. As WSP X did NOT achieve their Customer Service Standard target of 80%, their performance is calculated as 73%/80% x 100 = 91.3%. WSP X reports “91.3”

*Notes:*

- a break or choke is a failure of the sewer which may or may not result in an interruption to the sewerage service

- where service provider only have timeframe (within 2 hours etc.) as a target for this indicator, it indicates that service provider has agreed with their customers to meet the target timeframe for all sewerage incidents (i.e. 100% of the time)

- customer service standards or service performance standards must set targets for response time for sewerage incidents. This indicator aims to demonstrate how well the provider meets those targets

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - Service Standards

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG4.9a

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: CS66

**Indicator short title:** % CSS response target met: water incidents

**Units:** %

**Title:** Percentage of water service incidents (including bursts and leaks) that were responded to that met the times detailed within your Customer Service Standard Targets.

**Definition:** This is The percentage of time that you respond to a water service incidents, regardless of whether the incident causes an interruption to customers, within the agreed time frames stated in your Customer Service Standard (CSS) Targets.

*Calculation*:

- if the WSP did achieve or exceed all their Customer Service Standard targets for water incidents, their performance is reported as 100%.

- if the WSP did NOT achieve all their Customer Service Standard targets for water incidents, then their performance is calculated as: % of water incidents that met the customer service target / customer service target (%) x 100.

*Example:*

- did complied with Customer Service Standard - WSP U has a customer service target of 90% of water incidents responded to within 12 hours. For the financial year, WSP U had 70 water incidents and they responded to 65 water incidents within their customer service standard target of 12 hours, therefore their performance is calculated as (65/70 x 100) = 93%. As WSP U achieve greater than their Customer Service Standard target of 90%, then WSP U reports “100”.

- did NOT comply with Customer Service Standard - WSP V has a customer service target of 80% of water incidents responded to within 3 hours. For the financial year, WSP V had 320 water incidents and they responded to 208 within their customer service target of 3 hours, therefore, their performance is calculated as (208/320 x 100) = 65%. As WSP V did NOT achieve their Customer Service Standard target of 80%, their performance is calculated as 65%/80% x 100 = 81.3%. WSP V reports “81.3”

- did NOT comply with priority-based Customer Service Standard - WSP X has a priority-based customer service target of 80% of water incidents responded to Priority 1: Response within 2 hours; Priority 2: Response within 5 hours; Priority 3: Response within 2 days. For the financial year, WSP X had the following water incidents, and responded as follows: Priority 1: Had 20 incidents and responded to 12 within 2 hours; Priority 2: Had 100 incidents and responded to 85 within 5 hours; Priority 3: Had 450 incidents and responded to 320 within 2 days. WSP X had a total of 570 water incidents (20 + 100 + 450) and responded to 417 water incidents (12 + 85 + 320) within response target times, therefore their performance is calculated as (417/570 x 100) = 73%. As WSP X did NOT achieve their Customer Service Standard target of 80%, their performance is calculated as 73%/80% x 100 = 91.3%. WSP X reports “91.3”

*Notes:*

- a burst or leak is a failure of the network which may or may not result in an interruption to the water service

- where service provider only have timeframe (within 2 hours etc.) as a target for this indicator, it indicates that service provider has agreed with their customers to meet the target timeframe for all water incidents (i.e. 100% of the time)

- customer service standards or service performance standards must set targets for response time for water incidents. This indicator aims to demonstrate how well the provider meets those targets

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - Service Standards

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG4.8a

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: CS67.1

**Indicator short title:** Total connected properties: drinking water only

**Units:** Connections

**Title:** Total connected properties - drinking water only water supply.

**Definition:** The total number residential and non-residential connections connected to a drinking water supply.

Reported as a whole number.

*Notes:*

- this indicator is purely used to calculate other indicators

- you don't need to enter any data for this indicator as it automatically takes values from the drinking water component of CS4.1

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS67.1=CS4.1

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IIQG4.7

**NPR Code:** IIC17

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS68

**Indicator short title:** % restrictions for non-payment of water accounts removed within 3 business days

**Units:** %

**Title:** Percentage of restriction applied for non-payment of water accounts removed within 3 business days.

**Definition:** The number of restrictions applied to residential and non-residential customer's water supply services, for non-payment of water accounts, which were removed within 3 business days (%).

Calculated as:

CS68.1 (The total number of restrictions for non-payment of water accounts removed within 3 business days) / CS48 (The total number of restrictions for non-payment of water accounts applied) x 100

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS68=(CS68.1/CS48)\*100

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** CC\_N1

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS68.1

**Indicator short title:** Number restrictions applied for non-payment of water accounts removed within 3 business days

**Units:** Count

**Title:** Number of restriction applied for non-payment of water accounts removed within 3 business days.

**Definition:** The number of restrictions applied to residential and non-residential customer's water supply services, for non-payment of water accounts, which were removed within 3 business days.

See definition for CS48 (Number of restrictions applied for non-payment of water bill).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** ICC\_N1

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS69

**Indicator short title:** % restrictions for non-payment of water accounts resulting in legal action

**Units:** %

**Title:** Percentage of restriction applied for non-payment of water accounts resulting in legal action.

**Definition:** The percentage of restrictions applied to residential and non-residential customer's water supply services that resulted in legal action (%).

Calculated as:

CS69.1 (The total number of restrictions for non-payment of water accounts resulting in legal action) / CS48 (The total number of restrictions for non-payment of water accounts applied) x 100

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS69=(CS69.1/CS48)\*100

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** CC\_N2

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS69.1

**Indicator short title:** Number restrictions for non-payment of water accounts resulting in legal action

**Units:** Count

**Title:** Number of restriction applied for non-payment of water accounts resulting in legal action.

**Definition:** The number of restrictions applied to residential and non-residential customer's water supply services that resulted in legal action.

See definition for CS48 (Number of restrictions applied for non-payment of water bill).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** ICC\_N2

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS7.1

**Indicator short title:** Connected non-residential properties: sewerage

**Units:** Connections

**Title:** Connected non-residential properties - sewerage.

**Definition:** A connected non-residential sewerage property is:

- connected to the licensed sewerage system

- the subject of billing for sewerage collection - fixed and/or consumption

- any property which, at the end of the reporting period, is connected to the sewerage system and is separately billed for the sewerage services

*Includes:*

- a connected non-rateable non-residential property

- a connected but unmetered non-residential property

- commercial customers; including offices, wholesale and retail trade, and accommodation

- industrial customer; including manufacturing, construction, transport, warehouses

- institutional customer; including public administration, education and training, health care and social assistance, corrections, and emergency service buildings (e.g., fire stations)

- parks and gardens; including sports fields, golf courses and racecourses, except where these facilities are supplied as part of the service provider's own use (i.e., water is supplied without a billing arrangement)

- agricultural; including market gardens, turf farms, nurseries

- forestry

- aquaculture or fishing

- mining

*Excludes:*

- a body corporate

- a rated but unconnected property

- a non-real connection or strata garages, i.e., a master meter for a block of separately metered strata title flats

*Example:*

This indicator is reported as a whole number, so if you have 3,675 connected properties you would report that as 3675.

Non-strata title flats or **Units:** where a service provider has no more than 10% of its properties as non-strata title flats or units, it is acceptable to report each such block of flats or units as one connection.

*Notes:*

- connections are classified according to their main purpose

- the owner and tenant of a rented property are not counted as separate connections

- a sewerage connection that is also a trade waste sewerage connection counts as one non-residential connection

- information on estimates should be included as a comment

**SWIM Category:** Connections

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG1.16

**NPR Code:** C7

**SA Health Code:** ISAH01

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS70

**Indicator short title:** Number residential customers on a hardship program (1 July)

**Units:** Count

**Title:** Number of residential customers on a hardship program as of 1 July of the reporting year (i.e., start of the reporting period).

**Definition:** The number of residential customers on a hardship program, offered by the service provider, as of 1 July of the reporting year (number at the start of the reporting period).

*Notes:*

- a residential customer is one who principally utilises supplied water for personal, household, and domestic use.

- a hardship program is a program, operated by the service provider, to support customers who are willing to pay their bills but do not have the capacity to do so due to financial difficulties or other forms of hardship.

- a hardship customer means a residential customer of a retailer who is identified as a customer experiencing financial payment difficulties due to hardship in accordance with the service provider's hardship policy.

- where a service provider does not have a hardship program, they should report this indicator as “NR” (Not Relevant).

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - Hardship

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** CC\_N3

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS71

**Indicator short title:** Number residential customers entering hardship program during year

**Units:** Count

**Title:** Number of residential customers entering a hardship program.

**Definition:** The total number of residential customers entering a hardship program offered by the service provider, (customers).

*Notes:*

- a residential customer is one who principally utilises supplied water for personal, household, and domestic use.

- a hardship program is a program, operated by the service provider, to support customers who are willing to pay their bills but do not have the capacity to do so due to financial difficulties or other forms of hardship.

- a hardship customer means a residential customer of a retailer who is identified as a customer experiencing financial payment difficulties due to hardship in accordance with the service provider's hardship policy.

- customers who enter a hardship program multiple times within a year should be counted as separate instances.

- where a service provider does not have a hardship program, they should report this indicator as “NR” (Not Relevant).

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - Hardship

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** CC\_N4

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS72

**Indicator short title:** Number residential customers exiting a hardship program during year

**Units:** Count

**Title:** Number of residential customers exiting a hardship program.

**Definition:** The total number of residential customers exiting a hardship program, offered by the service provider, (customers).

*Notes:*

- a residential customer is one who principally utilises supplied water for personal, household, and domestic use.

- a hardship program is a program, operated by the service provider, to support customers who are willing to pay their bills but do not have the capacity to do so due to financial difficulties or other forms of hardship.

- a hardship customer means a residential customer of a retailer who is identified as a customer experiencing financial payment difficulties due to hardship in accordance with the service provider's hardship policy.

- customers who exit a hardship program multiple times within a year should be counted as separate instances.

- where a service provider does not have a hardship program, they should report this indicator as “NR” (Not Relevant).

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - Hardship

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** CC\_N5

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS73

**Indicator short title:** % residential customers in hardship program who met their instalment plan

**Units:** %

**Title:** Percentage of residential customers in hardship program who met their instalment plan.

**Definition:** The percentage of residential customers in a hardship program, offered by the service provider, who met their instalment plan (%).

*Notes:*

- a residential customer is one who principally utilises supplied water for personal, household, and domestic use.

- a hardship program is a program, operated by the service provider, to support customers who are willing to pay their bills but do not have the capacity to do so due to financial difficulties or other forms of hardship.

- a hardship customer means a residential customer of a retailer who is identified as a customer experiencing financial payment difficulties due to hardship in accordance with the service provider's hardship policy.

- where a service provider does not have a hardship program, they should report this indicator as “NR” (Not Relevant).

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - Hardship

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** CC\_N6

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS74

**Indicator short title:** % residential customers successfully exiting a hardship program during year

**Units:** %

**Title:** Percentage of residential customers successfully exiting a hardship program.

**Definition:** The percentage of residential customers in a hardship program, offered by the service provider, who successfully exited the program (%).

Calculated as:

CS74 = (1-((CS70 (Number in hardship program at July 1) + CS71 (Number entering) -CS72 (Number exiting)) / (CS70 (Number in hardship program at July 1) + CS71(Number entering)))) x 100

*Notes:*

- a residential customer is one who principally utilises supplied water for personal, household, and domestic use.

- a hardship program is a program, operated by the service provider, to support customers who are willing to pay their bills but do not have the capacity to do so due to financial difficulties or other forms of hardship.

- a hardship customer means a residential customer of a retailer who is identified as a customer experiencing financial payment difficulties due to hardship in accordance with the service provider's hardship policy.

- customers who exit a hardship program multiple times within a year should be counted as separate instances.

- where a service provider does not have a hardship program, they should report this indicator as “NR” (Not Relevant).

- information on estimates should be included as a comment

**SWIM Category:** Customer Service - Hardship

**Source of data:** Derived

**Calculation:** CS74=(1-((CS70+CS71-CS72)/(CS70+CS71)))\*100

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** CC\_N7

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: CS75

**Indicator short title:** Connected residential properties: recycled water

**Units:** Connections

**Title:** Connected residential properties - recycled water supply.

**Definition:** Connected residential properties - recycled water supply. This indicator value is taken directly from CS2.1.

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from CS2.1

- it is used for the calculation of other indicator values and reporting

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS75=CS2.1

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** QG1.33

**NPR Code:** CI\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS76

**Indicator short title:** Connected non-residential properties: recycled water

**Units:** Connections

**Title:** Connected non-residential properties - recycled water supply.

**Definition:** Connected non-residential properties - recycled water supply. This indicator value is taken directly from CS3.1.

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from CS3.1

- it is used for the calculation of other indicator values and reporting

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS76=CS3.1

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** QG1.34

**NPR Code:** CI\_N2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS77

**Indicator short title:** Total connected properties: recycled water

**Units:** Connections

**Title:** Total connected properties - recycled water supply.

**Definition:** The total number residential and non-residential connections connected to a recycled water supply. This indicator value is taken directly from CS4.1.

*Notes:*

- you don't need to enter any data for this indicator as it automatically takes values from CS4.1

- it is used for the calculation of other indicator values and reporting

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS77=CS75+CS76

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**NPR Code:** CI\_N3

**SA OTR Code:** IOTR02

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS8.1

**Indicator short title:** Total connected properties: sewerage

**Units:** Connections

**Title:** Total connected properties - sewerage.

**Definition:** The total number residential and non-residential properties connected to sewerage services.

*Example:*

This indicator is reported as a whole number, so if you have 3,675 connected properties you would report that as 3675.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Connections

**Source of data:** Derived

**Calculation:** CS8.1=CS6.1+CS7.1

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** C8

**SA Health Code:** SAH01

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: CS9

**Indicator short title:** Water quality complaints per 1000 connections

**Units:** per 1000 connections

**Title:** Number of drinking, non-drinking and recycled water quality complaints per 1000 connections.

**Definition:** Number of drinking, non-drinking and recycled water quality complaints per 1000 connections is calculated as the total number of drinking, non-drinking and recycled water quality complaints divided by the total number of drinking water connected properties (times 1000).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS9=(CS20/CS4.1)\*1000

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** QG4.10

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: CS9.1

**Indicator short title:** Drinking water quality complaints per 1000 connections

**Units:** per 1000 connections

**Title:** Number of drinking water quality complaints per 1000 connections.

**Definition:** Number of drinking water quality complaints per 1000 connections is calculated as the total number of drinking water quality complaints divided by the total number of drinking water connected properties (times 1000).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** CS9.1=(CS20.1/CS4.1)\*1000

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** C9

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: EN1

**Indicator short title:** % sewage treated: maximum primary level only

**Units:** %

**Title:** Percentage of sewage treated to a maximum primary level only.

**Definition:** The percentage of sewage treated to a primary level only is calculated as the total volume of sewage treated receiving only primary treatment divided by the total volume of sewage treated multiplied by 100.

*Notes:*

- primary treatment is the first major treatment process in a sewage treatment facility, principally designed to remove a substantial amount of suspended matter, but little or no colloidal or dissolved matter. Typical primary sewage treatment processes may include clarification (with or without chemical treatment, to accomplish solid-liquid separation), grease removal and screens

- the sum of the indicators reporting Percentage of sewage treated to a 'primary level only' plus 'secondary level only' plus 'tertiary level' should equal 100% (i.e. not more than 100%)

- information on estimates should be included as a comment

**SWIM Category:** Compliance

treatment - sewerage

**Source of data:** Derived

**Calculation:** EN1=(EN18/WA31)\*100

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** E1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: EN18

**Indicator short title:** Volume sewage treated: maximum primary level only

**Units:** ML

**Title:** Volume of sewage treated to a maximum primary level only.

**Definition:** This is the volume of sewage that is treated to a maximum of primary level only (i.e. no further treatment). Primary treatment is the first major treatment process in a sewage treatment facility, principally designed to remove a substantial amount of suspended matter, but little or no colloidal or dissolved matter. Typical primary sewage treatment processes may include clarification (with or without chemical treatment, to accomplish solid-liquid separation), grease removal and screens.

This is the amount (volume) of primary treated sewage that 'leaves' the treatment plant (total treated discharge).

Primary sewage treatment by a physical and/or chemical process involving settlement of suspended solids, or other process in which the Biochemical Oxygen Demand (BOD5) of the incoming wastewater is reduced by at least 20% before discharge and the total suspended solids of the incoming wastewater are reduced by at least 50%.

*Excludes:*

- sewage receiving primary treatment that then goes on to receive secondary or tertiary treatment

- water treated multiple times due to onsite reuse

*Notes:*

- the reported volume should be based on the metered outflows at the outlet of the STP

- additional information should be provided about the number of partial treatment days due to infrequent wet weather events

- where bypasses were known to have occurred during treatment the service provider should provide their best estimate of the volume receiving this level of treatment

- information on estimates should be included as a comment

**SWIM Category:** Compliance

treatment - sewerage

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG1.25

**NPR Code:** IE1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: EN19

**Indicator short title:** Volume sewage treated: maximum secondary level only

**Units:** ML

**Title:** Volume of sewage treated to a maximum secondary level only.

**Definition:** This is the volume of sewage that is treated to a maximum of secondary level only (i.e. it received primary and secondary treatment, but not tertiary treatment). Secondary treatment is the first major treatment process in a sewage treatment facility, typically, a biological treatment process that is designed to remove approximately 85 Percentage of the Biological Oxygen Demand (BOD) and influent suspended solids. Some nutrients may incidentally be removed, and ammonia may be converted to nitrate. Typical secondary sewage treatment processes may include sand filtration, disinfection, a polishing step (to lower suspended solids and bacterial levels), activated-sludge processes, anaerobic plus aerobic processes, biological filters and lagoons (aerated, facultative, maturation or polishing).

This is the amount (volume) of secondary treated sewage that 'leaves' the treatment plant (total treated discharge).

Secondary sewage treatment is the post-primary treatment of sewage by a process generally involving biological treatment with a secondary settlement or other process, resulting in a Biochemical Oxygen Demand (BOD) removal of at least 70% and a Chemical Oxygen Demand (COD) removal of at least 75%. Natural biological treatment processes are also considered under secondary treatment if the constituents of the effluents from this type of treatment are similar to the conventional secondary treatment.

*Excludes:*

- sewage receiving secondary treatment that then goes on to receive tertiary treatment

- water treated multiple times due to onsite reuse

*Notes:*

- the reported volume should be based on the metered outflows at the outlet of the STP

- additional information should be provided about the number of partial treatment days due to infrequent wet weather events

- where bypasses were known to have occurred during treatment the service provider should provide their best estimate of the volume receiving this level of treatment

- information on estimates should be included as a comment

**SWIM Category:** Compliance

treatment - sewerage

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG1.26

**NPR Code:** IE2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: EN2

**Indicator short title:** % sewage treated: maximum secondary level only

**Units:** %

**Title:** Percentage of sewage treated to a maximum secondary (and primary) level only.

**Definition:** The percentage of sewage treated to a secondary level only is calculated as the total volume of sewage collected receiving a maximum of secondary treatment divided by the total volume of sewage treated multiplied by 100.

*Notes:*

- secondary treatment is the second major treatment process in a sewage treatment facility, typically, a biological treatment process that is designed to remove approximately 85 Percentage of the Biological Oxygen Demand (BOD) and influent suspended solids. Some nutrients may incidentally be removed, and ammonia may be converted to nitrate. Typical secondary sewage treatment processes may include sand filtration, disinfection, a polishing step (to lower suspended solids and bacterial levels), activated-sludge processes, anaerobic plus aerobic processes, biological filters and lagoons (aerated, facultative, maturation or polishing)

- the sum of the indicators reporting Percentage of sewage treated to a 'primary level only' plus 'secondary level only' plus 'tertiary level' should equal 100% (i.e. not more than 100%)

- information on estimates should be included as a comment

**SWIM Category:** Compliance

treatment - sewerage

**Source of data:** Derived

**Calculation:** EN2=(EN19/WA31)\*100

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** E2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: EN20

**Indicator short title:** Volume sewage treated: tertiary level

**Units:** ML

**Title:** Volume of sewage treated to a tertiary level.

**Definition:** This is the volume of sewage that is treated to a tertiary level (i.e. it also received primary and secondary treatment). Tertiary or advanced treatment is principally designed to remove nutrients, such as phosphorus (typically <2 mg/L) and/or nitrogen (typically <15 mg/L). A high percentage of effluent suspended solids (typically >95 Percentage) are also removed. Tertiary treatment may additionally target other contaminants of concern, e.g. toxicants and salt for discharges into sensitive waterways or reuse applications where high quality recycled water is required. Typical tertiary sewage treatment processes may include biological nutrient removal plants, chemical dosing of secondary plants for nutrient removal (including lagoons), enhanced pond treatment systems for nutrient removal, reverse osmosis and advanced filtration systems, membrane bioreactors and secondary treatment plus grass plots or wetlands for nutrient removal.

This is the amount (volume) of tertiary treated sewage that 'leaves' the treatment plant (total treated discharge).

Tertiary sewage treatment is the treatment (additional to secondary treatment) of nitrogen and/or phosphorous and/or any other pollutant affecting the quality or specific use of water: microbiological pollution, colour etc. The different possible treatment efficiencies ('organic pollution removal' of at least 95% for the five-day biochemical oxygen demand (BOD5), 85% for chemical oxygen demand (COD), 'nitrogen removal' of at least 70%, 'phosphorous removal' of at least 80% and 'microbiological removal') cannot be added and are exclusive.

*Excludes:*

- water treated multiple times due to onsite reuse

*Notes:*

- the reported volume should be based on the metered outflows at the outlet of the STP

- additional information should be provided about the number of partial treatment days due to infrequent wet weather events

- where bypasses were known to have occurred during treatment the service provider should provide their best estimate of the volume receiving this level of treatment

- information on estimates should be included as a comment

**SWIM Category:** Compliance

treatment - sewerage

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG1.27

**NPR Code:** IE3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: EN23

**Indicator short title:** Total greenhouse gas emissions reported under the NGER scheme

**Units:** t CO2eq

**Title:** Total greenhouse gas emissions reported under the NGER scheme.

**Definition:** The total Scope 1 and 2 greenhouse gas emissions reported by the service provider for the reporting year under the National Greenhouse and Energy Reporting (NGER) scheme (t CO2 equivalents).

The National Greenhouse and Energy Reporting (NGER) scheme, established by the National Greenhouse and Energy Reporting Act 2007 (NGER Act), is a national framework for reporting information about greenhouse gas emissions, energy production, and energy consumption.

Entities are required to report under the NGER scheme where they:

i. Operate an individual facility that emits more than 25 kt greenhouse gases (CO2-e) scope 1 and scope 2 emissions per annum

ii. Have corporate group emissions that are greater than 50 kt greenhouse gases (CO2-e) scope 1 and scope 2 emissions per annum

Scope 1 greenhouse gas emissions are the emissions released to the atmosphere as a direct result of an activity or series of activities at a facility level. Scope 1 emissions are sometimes referred to as direct emissions. Scope 2 greenhouse gas emissions are the emissions released to the atmosphere from the indirect consumption of an energy commodity. For example, 'indirect emissions' come from the use of electricity produced by the burning of coal.

Only service providers who are required to report their greenhouse gas emissions (GGE) under the National Greenhouse and Energy Reporting (NGER) scheme are required to report this indicator.

The National Greenhouse and Energy Reporting (Measurement) Determination 2008 (Measurement Determination) provides methods, criteria and measurement standards for calculating greenhouse gas emissions. It covers scope 1 and scope 2 emissions and energy

production and consumption. The Measurement Determination is updated annually. Reporting service providers should make sure that they use the correct version of the Measurement Determination, corresponding to the year in which they are reporting.

The NGER scheme website (http://www.cleanenergyregulator.gov.au/NGER/Legislation/Measurement-Determination) provides further information on estimating scope 1 and 2 emissions.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Greenhouse Gas Emissions

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** HE\_N1

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: EN24

**Indicator short title:** Greenhouse gas emissions reduction target/s

**Units:** Text

**Title:** Greenhouse gas emissions reduction target/s.

**Definition:** The adopted GHG emissions target for the service provider.

The reported text should specify the service providers adopted emissions target/s including the timeframes for their achievement. For example, “Our reduction target is to halve our emissions by 2025 and achieve net-zero by 2030.”

Where a target relates to the broader operations of a service provider this should be included in the information provided. For example, a council whose target applies across all its operations, not just water and wastewater, should identify the scope of their target.

*Notes:*

- service providers who do not have an emissions reduction target should report “NR” (Not Relevant) for this indicator.

- information on estimates should be included as a comment

**SWIM Category:** Greenhouse Gas Emissions

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**NPR Code:** HE\_N2

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: EN3

**Indicator short title:** % sewage treated: tertiary level

**Units:** %

**Title:** Percentage of sewage treated to a tertiary level.

**Definition:** The percentage of sewage treated to a tertiary level is calculated as the total volume of sewage collected receiving tertiary treatment divided by the total volume of sewage treated multiplied by 100.

*Notes:*

- tertiary or advanced treatment is principally designed to remove nutrients, such as phosphorus (typically <2 mg/L) and/or nitrogen (typically <15 mg/L). A high percentage of effluent suspended solids (typically >95 Percentage) are also removed. Tertiary treatment may additionally target other contaminants of concern, e.g. toxicants and salt for discharges into sensitive waterways or reuse applications where high quality recycled water is required. Typical tertiary sewage treatment processes may include biological nutrient removal plants, chemical dosing of secondary plants for nutrient removal (including lagoons), enhanced pond treatment systems for nutrient removal, reverse osmosis and advanced filtration systems, membrane bioreactors and secondary treatment plus grass plots or wetlands for nutrient removal

- the sum of the indicators reporting Percentage of sewage treated to a 'primary level only' plus 'secondary level only' plus 'tertiary level' should equal 100% (i.e. not more than 100%)

- information on estimates should be included as a comment

**SWIM Category:** Compliance

treatment - sewerage

**Source of data:** Derived

**Calculation:** EN3=(EN20/WA31)\*100

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** E3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: EN8

**Indicator short title:** % biosolids reused

**Units:** %

**Title:** Percentage of biosolids reused.

**Definition:** What Percentage of your biosolids produced are reused? Biosolids are the stabilised organic solids derived from sewage treatment processes. Biosolids reuse involves managing biosolids safely and sustainably to beneficially utilise their nutrient, energy, or other values. This may include biosolids beneficially used for agriculture (e.g. fertiliser), soil conditioning, mine rehabilitation, and other applications recognised as reuse. The dry weight of biosolids reused may be greater than the dry weight of biosolids produced if the business is also reusing existing stockpiles.

Total dry weight tonnes of biosolids produced: for mechanical or other sewage treatment processes where the biosolids are available for reuse within a short time frame (e.g. less than one month) the volumes produced for the financial year should be included. For sewage treatment processes where the biosolids are not available for reuse within a short time frame (e.g. lagoon processes of 10-30 years) the service provider should account for the accumulation of solids over a financial year. It is suggested that the volume accumulated be calculated using one of the following methodologies: a) Using appropriate sampling techniques, determine the volume of solids entering the lagoon process (or equivalent) per annum. After accounting for those solids consumed due to biological activity, determine the total accumulation of solids for the financial year; or, b) Assess the existing depth of accumulated solids in all lagoons to determine an average annual rate of accumulation. This average figure should then be used.

*Calculation***:**

Percentage of biosolids reused = (Total dry weight tonnes of biosolids reused / Total dry weight tonnes of biosolids produced) x 100.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Biosolids

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** E8

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN1

**Indicator short title:** Revenue: all (NPR) water

**Units:** $,000

**Title:** Total revenue - water.

**Definition:** The service provider should report total water revenue. Water revenue will include, but may not be limited to, the following:

- revenue from pay for use and base rate charges for provision of water supply (including recycled water) to residential and non-residential customers

- special levies related to water supply services

- all contributed cash and water supply assets (otherwise known as gifted assets, developer charges or headworks contributions)

- receipts from governments for specific agreed water supply services (e.g. Community Service Obligations)

- other revenue from water supply operations which would otherwise be included

- revenue from bulk water sales (including recycled water)

*Excludes:*

- funds received for specific capital works from governments or other parties

- equity contributions from governments

- investment activities

- non-core service provider activities (e.g. consulting, agriculture, connection leases)

- income from net asset sales

*Notes:*

- exclusions include possible and material revenues (in assessing materiality, refer to AASB1031)

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.9

**NPR Code:** F1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN10

**Indicator short title:** Nominal written down replacement cost: fixed sewerage assets

**Units:** $,000

**Title:** Nominal written down replacement cost of fixed sewerage assets.

**Definition:** This indicator provides information on the value of the service provider's sewerage assets. The written down replacement cost represents the value of the fixed sewerage assets of the service provider to deliver services, and hence derive income. Written down replacement cost of fixed sewerage assets is the current cost of replacing the service potential of fixed sewerage business assets based on current technology. The written down replacement cost may not be the same value as reported in the service provider's annual financial statements.

The current cost of replacing fixed sewerage assets with modern equivalent assets that would deliver the same service potential (capacity), written down by the accumulated depreciation since the asset was installed plus any residual value.

*Notes:*

- nominal written-down replacement costs of fixed sewerage assets should be estimated for 30 June, i.e. the last day of the year for the annual financial reporting period

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.6

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN100

**Indicator short title:** Costs: operating sewerage (excl. bulk wastewater payment) $,000 per connection

**Units:** $,000/connection

**Title:** Operating costs (excluding any bulk wastewater payments) for the sewerage service component of the service provider per connection.

**Definition:** The operating cost (operation, maintenance, administration) for the sewerage service component of the service provider (excluding any bulk wastewater payments) per connection is calculated as the total operating cost (sewerage services) divided by the total number of sewerage connected properties.

*Includes:*

- salaries and wages including proportion of salaries and wages for FTEs shared across local government

- overheads on salaries and wages including proportion of overheads on salaries and wages for FTEs shared across local government

- materials, chemicals and energy used

- contracts

- accommodation

- all other operating costs that would normally be reported

- items expensed from work in progress (capitalised expense items) and pensioner remission expenses (CSOs). (CSOs are likely to have an equivalent inclusion in revenue)

- competitive neutrality adjustments, which include but are not limited to land tax, debits tax, stamp duties and council rates

- indirect costs should be apportioned to water and sewerage services

*Excludes:*

- charges for bulk treatment/transfer of sewerage (bulk wastewater payments)

- depreciation

- any write-downs of assets to recoverable amounts

- write-offs, retired or scrapped assets

- the written-down value of assets sold

- interest

*Notes:*

- possible or material operating costs are to be included. Materiality as per accounting standards

- the write-offs could be equated to accelerated depreciation and therefore should be included within current cost depreciation

- costs associated with BOOT (Built, Owned, Operated, and Transferred) schemes should be reported according to accounting standards. All infrastructure should be treated as if owned and operated by the service provider

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN100=FN99/CS8.1

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** FP\_N10

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN101

**Indicator short title:** Annual capital renewal expenditure: water supply

**Units:** $,000

**Title:** Annual capital renewal expenditure on fixed water supply assets.

**Definition:** The annual capital expenditure of the service provider on existing drinking, non-drinking and recycled water assets, where the expenditure returns the service capability of the assets to their original capacity ($ 000s).

Capital renewal expenditure includes activities that restore, rehabilitate, or replace an existing asset to its original capacity. It is periodically required expenditure, relatively large (material) in value compared with the value of the components or sub-components of the asset being renewed.

*Notes:*

- capital expenditure is recognised in the year that it is incurred

- annual capital renewal expenditure on fixed water supply assets should be estimated for 30 June, i.e. the last day of the year for the annual report

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.23

**NPR Code:** FP\_N11

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN102

**Indicator short title:** Annual capital renewal expenditure: sewerage

**Units:** $,000

**Title:** Annual capital renewal expenditure on fixed sewerage assets.

**Definition:** The annual capital expenditure of the service provider on wastewater assets, where the expenditure returns the service capability of the assets to their original capacity ($ 000s).

Capital renewal expenditure includes activities that restore, rehabilitate, or replace an existing asset to its original capacity. It is periodically required expenditure, relatively large (material) in value compared with the value of the components or sub-components of the asset being renewed.

*Notes:*

- capital expenditure is recognised in the year that it is incurred

- annual capital renewal expenditure on fixed sewerage assets should be estimated for 30 June, i.e. the last day of the year for the annual report

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.24

**NPR Code:** FP\_N12

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN103

**Indicator short title:** Earnings before interest, taxes, depreciation, and amortization (EBITDA)

**Units:** $,000

**Title:** Earnings before interest, taxes, depreciation, and amortization (EBITDA).

**Definition:** The earnings before interest, taxes, depreciation and amortisation (EBITDA) disclosed in, or calculated from, the service provider's annual financial statements, for the reporting year ($ 000s).

Data reported for this indicator should represent all the services provider’s drinking, non-drinking, recycled and wastewater operations and schemes (service areas). Earnings before interest, taxes, depreciation and amortisation (EBITDA) provides a comparison of the financial performance (earnings) of a service provider before the influence of accounting and financial deductions. It is typically disclosed in the service provider's annual financial statements.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** FP\_N13

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN104

**Indicator short title:** Debt to assets ratio

**Units:** Ratio

**Title:** Debt to assets ratio.

**Definition:** The ratio of the service provider's total debt for its drinking and non-drinking water, recycled water and wastewater services to its regulated asset base value (RAB), or total assets, for the reporting year.

The debt to asset ratio, also referred to as the debt ratio, is a leverage ratio that indicates The percentage of assets that are being financed with debt. Leverage is the amount of debt a service provider has in its mix of debt and equity. Equity is a measure of a service provider’s total assets minus total debt (liabilities).

Debt includes:

- interest bearing repayable borrowings

- non-interest b earing repayable borrowings

- interest bearing non-repayable borrowings

- redeemable preference shares

- finance leases

- pre-payment of debts

Debt excludes:

- creditors and provisions, but offsetting assets, such as contributions to sinking funds, should not be deducted

*Notes:*

- economically regulated service providers should calculate this indicator as debt / regulated asset base (RAB)

- service providers who are not economically regulated should calculate this indicator as debt / total assets

- the RAB value is the current regulated asset base value for water and wastewater assets. An allocation of the corporate RAB should not be included

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** FP\_N14

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN105

**Indicator short title:** Return on assets (ROA)

**Units:** Ratio

**Title:** Return on assets (ROA).

**Definition:** The ratio of the service provider's earnings before interest, taxes, depreciation and amortisation (EBITDA) for its drinking and non-drinking water, recycled water and wastewater services to its regulated asset base value (RAB), or total assets, for the reporting year.

Return on assets (ROA) is a profitability ratio that measures the profits a service provider is generating from its total assets. Economically regulated service providers should calculate this indicator as earnings before interest, taxes, depreciation, and amortisation (EBITDA) / regulated asset base (RAB).

Service providers who are not economically regulated should calculate this indicator as EBITDA / total assets.

EBITDA provides a comparison of financial performance (earnings) before the influence of accounting and financial deductions. It is usually disclosed in the service provider's annual financial statements.

The RAB value is the current regulated asset base value for drinking and non-drinking water, recycled water and wastewater assets.

Calculated as:

Economically regulated service providers = FN103 (Earnings before interest, taxes, depreciation and amortisation) / regulated asset base (RAB)

Non-economically regulated service providers = FN103 (Earnings before interest, taxes, depreciation and amortisation) / total assets

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** FP\_N15

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN106

**Indicator short title:** Return on equity (ROE)

**Units:** Ratio

**Title:** Return on equity (ROE).

**Definition:** The ratio of the service provider's earnings before interest, taxes, depreciation and amortisation (EBITDA) for its drinking and non-drinking water, recycled water and wastewater services to its total equity for the reporting year.

The return on equity ratio (ROE) is a profitability ratio that measures the profits a service provider is generating from its investments.

ROE is calculated as earnings before interest, taxes, depreciation and amortisation (EBITDA) divided by total equity.

EBITDA provides a comparison of financial performance (earnings) before the influence of accounting and financial deductions. It is usually disclosed in the service provider's annual financial statements.

Total equity is calculated as the service provider's total assets less debt.

Economically regulated service providers should calculate total equity as its regulated asset base (RAB) less its debt.

Service providers who are not economically regulated should calculate total equity as its total assets less its debt.

The RAB value is the current regulated asset base value for drinking and non-drinking water, recycled water and wastewater assets. An allocation of the corporate RAB should not be included.

Debt includes:

- interest bearing repayable borrowings

- non-interest bearing repayable borrowings

- interest bearing non-repayable borrowings

- redeemable preference shares

- finance leases

Debt excludes:

- creditors and provisions, but offsetting assets, such as contributions to sinking funds, should not be deducted

Calculated as:

Economically regulated service providers = FN103 (Earnings before interest, taxes, depreciation and amortisation) / (RAB – Debt)

Non-economically regulated service providers = FN103 (Earnings before interest, taxes, depreciation and amortisation) / (Total assets – Debt)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** FP\_N16

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN107

**Indicator short title:** Funds from operations (FFO) to net debt

**Units:** Ratio

**Title:** Funds from operations (FFO) to net debt.

**Definition:** The ratio of the service provider's funds from operations (FFO) for its drinking and non-drinking water, recycled water and wastewater services to its net debt, for the reporting year.

The funds from operations (FFO) to total debt ratio is a measure of the ability of a service provider to pay off its debt using net operating income alone.

The FFO to total interest ratio measures the ability of a service provider to pay off its net interest expenses using net operating income alone.

FFO is calculated by adding depreciation, amortisation, and losses on sales of assets to earnings and then subtracting any gains on sales of assets and any interest income.

Debt includes:

- interest bearing repayable borrowings

- non-interest bearing repayable borrowings

- interest bearing non-repayable borrowings

- redeemable preference shares

- finance leases

Debt excludes:

- creditors and provisions, but offsetting assets, such as contributions to sinking funds, should not be deducted.

Net debt is equal to the sum of the service provider’s long- and short-term borrowings less the sum of its cash and investments.

Pre-payment of debts is included in the investment component of the debt calculation.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** FP\_N17

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN108

**Indicator short title:** Funds from operations (FFO) to net interest expenses

**Units:** Ratio

**Title:** Funds from operations (FFO) to net interest expenses.

**Definition:** The ratio of the service provider's funds from operations (FFO) for its drinking and non-drinking water, recycled water and wastewater services to its net interest expense, for the reporting year.

The funds from operations (FFO) to total debt ratio is a measure of the ability of a service provider to pay off its debt using net operating income alone.

The FFO to total interest ratio measures the ability of a service provider to pay off its net interest expenses using net operating income alone.

FFO is calculated by adding depreciation, amortisation, and losses on sales of assets to earnings and then subtracting any gains on sales of assets and any interest income.

Debt includes:

- interest bearing repayable borrowings

- non-interest bearing repayable borrowings

- interest bearing non-repayable borrowings

- redeemable preference shares

- finance leases

Debt excludes:

- creditors and provisions, but offsetting assets, such as contributions to sinking funds, should not be deducted.

Net debt is equal to the sum of the service provider’s long- and short-term borrowings less the sum of its cash and investments.

Pre-payment of debts is included in the investment component of the debt calculation.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** FP\_N18

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN109

**Indicator short title:** Developer services charges levied as cash payment

**Units:** $,000

**Title:** Developer services charges levied as cash payments.

**Definition:** The revenue from the developer services charges, levied as cash payments, by the service provider on developers ($ 000s).

Developer services charges are cash and non-cash fees and contributions levied by the service provider on developers to:

- recover a component of the infrastructure costs associated with servicing new developments or extending or changing the network within existing developments

- provide signals regarding the cost of development and thus encourage efficient development practices

Revenue from developer services charges, levied as cash payments, includes all cash fees and contributions levied by the service provider on developers for:

- drinking and non-drinking water supply services, including recycled water

- wastewater services

*Excludes:*

- all non-cash contributions, i.e., developer contributed assets

*Notes:*

- developer services charges are also referred to as “developer contributions” and “headworks contributions”

- developer contributed assets are also referred to as “gifted assets”.

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** FP\_N4

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN110

**Indicator short title:** Developer services charges levied as non-cash contributions

**Units:** $,000

**Title:** Developer services charges levied as non-cash contributions.

**Definition:** The revenue from the developer services charges, levied as non-cash contributions, by the service provider on developers ($ 000s).

Developer services charges are cash and non-cash fees and contributions levied by the service provider on developers to:

- recover a component of the infrastructure costs associated with servicing new developments or extending or changing the network within existing developments

- provide signals regarding the cost of development and thus encourage efficient development practices

Revenue from developer services charges, levied as non-cash contributions, includes all developer contributed assets:

- drinking and non-drinking water supply service assets, including recycled water assets

- wastewater services assets

*Excludes:*

- all cash fees and contributions levied by the service provider on developers

*Notes:*

- the value of non-cash contribution such as revenue from developer contributed assets should be reported for the year when revenue is recorded. Revenue is recognised at the point in time when the asset has met the required performance obligations. Developer contributed assets are recognised at their fair value when the service provider obtains ownership and control over them

- developer services charges are also referred to as “developer contributions” and “headworks contributions”

- developer contributed assets are also referred to as “gifted assets”.

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** FP\_N5

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN111

**Indicator short title:** Costs: water staff wages and salaries

**Units:** $,000

**Title:** Total salaries and wages expenses for the water services component of the service provider.

**Definition:** Refers to all salary and wage costs for the water services incurred by the service provider or entity.

*Includes:*

- payments to employees and self-employed persons (e.g., wages and salaries, and overheads on wages and salaries)

Exclude:

- sewerage services staff

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** IQ8 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN112

**Indicator short title:** Costs: sewerage staff wages and salaries

**Units:** $,000

**Title:** Total salaries and wages expenses for the sewerage services component of the service provider.

**Definition:** Refers to all salary and wage costs for the sewerage services incurred by the service provider or entity.

*Includes:*

- payments to employees and self-employed persons (e.g., wages and salaries, and overheads on wages and salaries)

Exclude:

- water services staff

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** IQ8 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN113

**Indicator short title:** Costs: any other water+sewerage (incl. salaries)

**Units:** $,000

**Title:** Total other expenses for the water and sewerage services component of the service provider.

**Definition:** Refers to all other water and sewerage services expenses incurred by this service provider or entity not reported elsewhere.

Calculated as: FN49 (costs any other water)+FN50 (costs any other sewerage)+FN111 (water and sewerage staff wages and salaries)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN113=FN49+FN50+FN111+FN112

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q8 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN114

**Indicator short title:** Costs: operating water (excl. purchase water and salaries)

**Units:** $,000

**Title:** Operating costs for the water (drinking, non-drinking and recycled) supply component of the service provider (excluding the costs to purchase water) (ABS).

**Definition:** Refers to the total water (drinking, non-drinking and recycled) supply operation, maintenance and administration (OMA) costs (excluding staff wages and salaries and the cost of purchasing drinking water, non-drinking water, and/or recycled water).

*Includes:*

- engineering and supervision costs (i.e. salaries and wages of engineering, technical and supervision staff including employment overheads)

- operation and maintenance of mains, dams and weirs, reservoirs, pumping stations and treatment facilities

- materials, chemicals and energy used

- contracts

- other water supply operating costs that would normally be reported

*Excludes:*

- purchase of drinking, non-drinking and recycled water

- water resource access charge or resource rent tax related to water bulk imports

- all non-core water supply business operating costs

- depreciation and amortisation of water supply assets

- any write-downs of assets to recoverable amounts

- interest expenses

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN114=FN47-FN111

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q8 (b) (i)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN115

**Indicator short title:** Costs: operating sewerage (incl. bulk wastewater payment, excl. salaries)

**Units:** $,000

**Title:** Operating costs for the sewerage service component of the service provider (ABS).

**Definition:** Operating costs (sewerage services) include costs related to the operation, maintenance and administration (OMA) of the sewerage services component of the service provider, excluding staff wages and salaries.

*Includes:*

- charges for bulk treatment/transfer of sewerage

- materials/chemicals/energy

- contracts

- accommodation

- all other operating costs that would normally be reported

- items expensed from work in progress (capitalized expense items) and pensioner remission expenses (Community Service Obligations (CSOs)). (CSOs are likely to have an equivalent inclusion in revenue)

- competitive neutrality (CN) adjustments, they may include but not be limited to, land tax, debits tax, stamp duties and council rates

*Excludes:*

- engineering and supervision costs (i.e. salaries and wages of engineering, technical and supervision staff including employment overheads)

- all non-core business operating costs

- depreciation

- any write-downs of assets to recoverable amounts

- write-offs retired or scrapped assets

- the written down value of assets sold

*Notes:*

- these write-offs could be equated to accelerated depreciation, and therefore should be included within current cost depreciation. This will then be included as part of the calculation of total costs for the relevant period

- when assets are sold, their book value should be included in current cost depreciation (as it may be accelerated depreciation) and selling expenses, whilst expected to be immaterial, should be included in operating costs

- in apportioning indirect costs, the business should apply a consistent methodology for all reporting years

- interest should be excluded from operating costs as it is reported separately

- indirect costs should be apportioned to water and sewerage services

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN115=FN98+FN99-FN112

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q8 (b) (ii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN14

**Indicator short title:** Capital expenditure: water supply

**Units:** $,000

**Title:** Total water supply capital expenditure (including recycled water assets capital expenditure).

**Definition:** The actual capital expenditure on water supply infrastructure for the reporting year.

*Includes:*

- drinking and non-drinking water recycled water assets capital expenditure

- new works

- renewals or replacements

- other water supply expenditure that would otherwise be referred to as capital

- plant and equipment

- sewer mining assets

*Excludes:*

- gifted/development assets

- urban stormwater and drainage assets unless the water is used for recycled water supply

- contributed assets, i.e., non-cash developer services contributions (reported elsewhere)

- corporate capital expenditure allocations (reported elsewhere)

*Notes:*

- capital expenditure is recognised in the year that it is incurred

- information on estimates should be included as a comment

**SWIM Category:** Capital Expenditure

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.1

**NPR Code:** F14

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN15

**Indicator short title:** Capital expenditure: sewerage

**Units:** $,000

**Title:** Total sewerage services capital expenditure (excluding recycled water assets capital expenditure).

**Definition:** The actual capital expenditure on sewerage infrastructure for the reporting year. This indicator excludes recycled water assets capital expenditure.

*Includes:*

- new works

- renewals or replacements

- other sewerage services expenditure that would otherwise be referred to as capital

- plant and equipment

*Excludes:*

- recycled water assets capital expenditure (this should be included in values reported in FN14 (Capital expenditure: water supply))

- gifted/development assets

- urban stormwater and drainage assets

- contributed assets, i.e., non-cash developer services contributions (reported elsewhere)

- corporate capital expenditure allocations (reported elsewhere)

*Notes:*

- capital expenditure is recognised in the year that it is incurred

- information on estimates should be included as a comment

**SWIM Category:** Capital Expenditure

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.2

**NPR Code:** F15

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN16

**Indicator short title:** Capital expenditure: water+sewerage

**Units:** $,000

**Title:** Total water supply and sewerage services capital expenditure.

**Definition:** The actual capital expenditure on water supply and sewerage infrastructure for the reporting year. This indicator is calculated as the capital expenditure on water supply plus the capital expenditure on sewage services.

*Includes:*

- new works

- renewals or replacements

- other expenditure that would otherwise be referred to as capital

- recycling water assets

*Excludes:*

- gifted/development assets

*Notes:*

- capital expenditure is recognised in the year that it is incurred

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN16=FN14+FN15

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** F16

**ABS Code:** IQ9 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN2

**Indicator short title:** Revenue: all (NPR) sewerage

**Units:** $,000

**Title:** Total revenue - sewerage.

**Definition:** The service provider should report total sewerage revenue. Revenue will include, but may not be limited to, the following:

- revenue from pay-for-use and base-rate charges for provision of sewerage services to residential and non-residential customers

- special levies related to sewerage services

- all contributed cash and sewerage assets (otherwise known as gifted assets, developer charges or headworks contributions)

- receipts from governments for specific agreed sewerage services (e.g. Community Service Obligations)

- other revenue from sewerage operations which would otherwise be included

- sewerage service charges (including trade waste)

*Excludes:*

- funds received for specific capital works from governments or other parties

- equity contributions from governments

- investment activities

- non-core service provider activities (e.g. consulting, agriculture, connection leases)

- income from net asset sales

*Notes:*

- exclusions include possible and material revenues (in assessing materiality, refer to AASB1031)

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.10

**NPR Code:** F2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN20

**Indicator short title:** Dividend

**Units:** $,000

**Title:** Dividend.

**Definition:** This amount relates to dividends paid, payable or proposed to be paid in relation to current year profit for the water and sewerage business for the whole service provider. This refers to the interim dividend paid during the financial year and the final dividend for the current financial year which is proposed to be paid in relation to the current year profit. Where appropriate, this will include non-metropolitan businesses.

A dividend is a sum of money paid regularly, typically annually by the service provider to its shareholder/s. In the case of local government-owned service providers, this will typically be the council or councils that own the service provider. In the case of state-owned corporations, this will be the state or territory government.

*Includes:*

- interim dividends paid during the financial year

- final dividend declared and proposed to be paid in relation to the current financial year profits

- where appropriate, this will include non-metropolitan businesses

*Example:*

The year being reported on is the year ending 30 June 2025.

A business has a net profit after tax for the year ended 30 June 2025 of $50,000,000.

The business paid a final dividend for the year ended 30 June 2024 in October 2024 of $15,000,000.

The business paid an interim dividend for the year ended 30 June 2025 in April 2025 of $20,500,000.

The business paid a final dividend for the year ended 30 June 2025 in October 2025 of $12,000,000. This dividend was “proposed” only in the financial statements for the year ended 30 June 2025 as all relevant parties had not agreed as to the amount of the dividend.

This is represented by the following timeline:

The dividend paid for the 2025 financial year would be $15M + $20.5M = $35.5M.

The dividend paid/payable/proposed for the 2025 financial year would be $20.5M + $12M = $32.5M.

*Notes:*

- historical data for Australian service providers will be reported in real terms using the 8-state average CPI for the reporting year. Only nominal figures are to be entered here. Calculations of real figures are completed automatically in the NPR database

- data for this indicator should reflect the figures for the water and sewerage business for the whole service provider. This is done in recognition of the inappropriateness of apportioning dividend payments across the business products. Accordingly, net profit after tax used in determining the dividend payout ratio should also be that for the whole service provider

- declared dividend refers to the interim dividend paid during the financial year and the final dividend for the current financial year which is proposed to be paid in relation to the current year profit

- dividend payable refers to monies paid in the year

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** F20

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN22

**Indicator short title:** Net debt to equity

**Units:** %

**Title:** Net debt to equity ratio.

**Definition:** The ratio of the service provider's net debt for its drinking, non-drinking and recycled water and wastewater services to its equity for the reporting year. Net debt equals the long and short term borrowings minus any cash and investments. Equity is the total assets less total liabilities for the whole service provider.

Debt includes:

- interest bearing repayable borrowings

- non-interest bearing repayable borrowings

- interest bearing non-repayable borrowings

- redeemable preference shares

- finance leases

Debt excludes:

- creditors and provisions, but off-setting assets, such as contributions to sinking funds, are not deducted

*Calculation***:**

Net debt to equity = Net debt x 100 / (Total assets - Total liabilities).

*Notes:*

- the data for this indicator should reflect the figures for the whole service provider. This is done in recognition of the inappropriateness of apportioning debt across the business products

- pre-payment of debts are included in the investment component of the debt calculation

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** F22

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN24

**Indicator short title:** Net profit after tax (NPAT)

**Units:** $,000

**Title:** Net profit after tax (NPAT).

**Definition:** Report the net profit after tax disclosed in the service provider's annual financial statements.

*Notes:*

- historical data for Australian service providers will be reported in real terms using the 8-state average CPI for the reporting year. Only nominal figures are to be entered here. Calculations of real figures are completed automatically in the NPR database

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** F24

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN25

**Indicator short title:** Community service obligations

**Units:** $,000

**Title:** Community Service Obligations.

**Definition:** A community service obligation (CSO) payment is a subsidy provided by government to allow for the provision of a good and/or service at less than total cost, e.g. small regional community provided with water at less than total cost.

A CSO must be:

1. A non-commercial product or service. It should be clearly established that a CSO relates to the provision of non-commercial products or services, that is, products and services whose provision is not in the commercial interests of a commercial business entity. That is, to qualify as CSOs, activities must be ones that would otherwise not be undertaken, or would be priced differently, by commercial entities (based on the entity earning normal commercial profit levels and the products or services being delivered on a cost-effective basis). In some instances, the delivery of products and services may be commercially viable at levels below those desired by the Government. Therefore, such services will contain both commercial and non-commercial elements. Clearly, CSOs should only relate to the non-commercial element of the product or service.

2. Purchased by the Government on behalf of the Community. To qualify as a CSO, a product or service needs to be clearly purchased by the Government for delivery to the community on its behalf to achieve a specific social or economic objective that has been established by the Government.

3. Purchased from a commercial business entity. To qualify as a CSO, a product or service must be purchased by the government from an appropriate commercial business entity.

On the basis of the criteria outlined above, the following four categories of activities would qualify as CSO payments:

- payment by government for delivery of services to final consumers or industry at uniform prices, regardless of variations in the cost of supply (e.g. uniform water tariff)

- payment by government for delivery, at no charge or below cost, of services or service levels which would not be provided on purely commercial grounds (e.g. remote community water services)

- payment by government towards the cost of price concessions to particular groups of customers (e.g. various pensioner/senior concessions), and

- payment by government towards the cost of purchase of inputs at levels or types that differ from purely commercial levels in order to achieve other objectives (e.g. employing additional apprentices).

*Example:*

1. Legislation requires a water service provider to provide a $100 reduction to the water supply bills for pensioners. The government meets the cost of $60 of this reduction, with the remaining $40 to be met by the water service provider —The CSO value is $60 as this is the amount paid by the government.

2. Legislation states that certain properties (e.g., schools and churches) may be provided with a reduction in water supply and wastewater charges, but the government does not make any payments—as there are no payments by the government, such reductions in charges are not a CSO.

3. Reductions in charges for services to any consumers, including pensioners and seniors, which are provided without the government paying for the reduction are a cross-subsidy and not a CSO.

*Notes:*

- Service providers who do not receive CSO payments should report “NR” (Not Relevant). Service providers who typically receive CSO payments but did not receive one within a given year should report a value of $0

- the data for this indicator should reflect the figures for the water and sewerage businesses of the WHOLE water service provider. This is done in recognition of the inappropriateness of apportioning CSO payments across the business products. Consistent with other references in the Handbook WHOLE water service provider is defined as the particular scheme or geographic area being reported. State-wide water service providers should also report the CSO for their state-wide operations in a comment.

- reductions in charges for services to any consumers, including pensioners and seniors which are provided without payment for the reduction by government would be a cross subsidy and not a CSO

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** F25

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN26

**Indicator short title:** Capital works grants: water

**Units:** $,000

**Title:** Capital works grants - water.

**Definition:** Capital works grants are funds received within the reported financial year from governments for specific and non-specific capital works.

*Includes:*

- grants for drinking, non-drinking and recycled water

*Example:*

A grant of $1M for a backlog water supply scheme for a town without a reticulated water supply is a capital works grant.

A grant for construction of a new weir, which will not be owned by the water service provider is not a capital works grant.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Capital Expenditure

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.3

**NPR Code:** F26

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN27

**Indicator short title:** Capital works grants: sewerage

**Units:** $,000

**Title:** Capital works grants - sewerage.

**Definition:** Capital works grants are funds received within the reported financial year from governments for specific and non-specific capital works.

*Excludes:*

- grants for water recycling (this should be included in values reported in FN26 (Capital works grants: water))

*Example:*

A grant of $1M for a backlog sewerage scheme for a town without sewerage services supply is a capital works grant.

A grant for construction of a new holding pond for recycled sewage water is not a sewerage capital works grant.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Capital Expenditure

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.4

**NPR Code:** F27

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN3

**Indicator short title:** Revenue: whole of service provider

**Units:** $,000

**Title:** Total income for whole of service provider.

**Definition:** The service provider should report total drinking, non-drinking, and recycled water and sewerage revenue. Revenue will include, but may not be limited to, the following:

- any item that would be classified as income in the ‘Income statement’.

- revenue from pay for use and base rate charges for provision of water (including recycled water) and sewerage services to residential and non-residential customers

- special levies

- all contributed cash and assets (otherwise known as gifted assets, developer charges or headworks contributions)

- receipts from governments for specific agreed services (e.g. Community Service Obligations)

- other revenue from operations which would otherwise be included

- revenue from bulk water sales

- sewerage service charges (including trade waste)

- insurance recoveries

- private works

- water supply (including bulk water and recycling)

- administration fees and charges (e.g., information statements, property plans)

- net profit or loss from the disposal of assets

*Excludes:*

- funds received for specific capital works from governments or other parties

- equity contributions from governments

- investment activities

- non-core service provider activities (e.g. consulting, agriculture, connection leases)

- non-regulated income (for economically regulated entities)

- drainage activities, with the exception of stormwater or drainage water harvesting for supply as recycled water

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** F3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN32

**Indicator short title:** Costs: operating water (incl. purchase water)

**Units:** $,000

**Title:** Operating costs for the water (drinking, non-drinking and recycled) supply component of the service provider (including the cost to purchase water).

**Definition:** Refers to the total water (drinking, non-drinking and recycled) supply operation, maintenance and administration (OMA) costs of the water supply component of the service provider (including the cost to purchase water).

*Includes:*

- water resource access charge or resource rent tax

- purchases of drinking, non-drinking or recycled water

- salaries and wages

- overheads on salaries and wages

- materials/chemicals/energy

- contracts

- accommodation

- all other operating costs that would normally be reported

- items expensed from work in progress (capitalized expense items) and pensioner remission expenses (Community Service Obligations (CSOs)). (CSOs are likely to have an equivalent inclusion in revenue)

- competitive neutrality (CN) adjustments, they may include but not be limited to, land tax, debits tax, stamp duties and council rates

*Excludes:*

- all non-core business operating costs

- depreciation

- any write-downs of assets to recoverable amounts

- write-offs retired or scrapped assets

- the written down value of assets sold

*Notes:*

- these write-offs could be equated to accelerated depreciation, and therefore should be included within current cost depreciation. This will then be included as part of the calculation of total costs for the relevant period

- when assets are sold, their book value should be included in current cost depreciation (as it may be accelerated depreciation) and selling expenses, whilst expected to be immaterial, should be included in operating costs

- in apportioning indirect costs, the business should apply a consistent methodology for all reporting years

- interest should be excluded from operating costs as it is reported separately

- indirect costs should be apportioned to water and sewerage services

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN32=FN46+FN47

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.11a

**NPR Code:** IF11

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN33

**Indicator short title:** Costs: operating sewerage (incl. bulk wastewater payment)

**Units:** $,000

**Title:** Operating costs for the sewerage service component of the service provider.

**Definition:** Operating costs (sewerage services) include costs related to the operation, maintenance and administration (OMA) of the sewerage services component of the service provider.

*Includes:*

- charges for bulk treatment/transfer of sewerage

- engineering and supervision costs (i.e. salaries and wages of engineering, technical and supervision staff including employment overheads)

- materials/chemicals/energy

- contracts

- accommodation

- all other operating costs that would normally be reported

- items expensed from work in progress (capitalized expense items) and pensioner remission expenses (Community Service Obligations (CSOs)). (CSOs are likely to have an equivalent inclusion in revenue)

- competitive neutrality (CN) adjustments, they may include but not be limited to, land tax, debits tax, stamp duties and council rates

*Excludes:*

- all non-core business operating costs

- depreciation

- any write-downs of assets to recoverable amounts

- write-offs retired or scrapped assets

- the written down value of assets sold

*Notes:*

- these write-offs could be equated to accelerated depreciation, and therefore should be included within current cost depreciation. This will then be included as part of the calculation of total costs for the relevant period

- when assets are sold, their book value should be included in current cost depreciation (as it may be accelerated depreciation) and selling expenses, whilst expected to be immaterial, should be included in operating costs

- in apportioning indirect costs, the business should apply a consistent methodology for all reporting years

- interest should be excluded from operating costs as it is reported separately

- indirect costs should be apportioned to water and sewerage services

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN33=FN98+FN99

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.12a

**NPR Code:** IF12

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN34.2

**Indicator short title:** Capital expenditure: water ($,000 per connection)

**Units:** $,000/connection

**Title:** Water supply capital expenditure per connection.

**Definition:** This indicator is calculated as the total water capital expenditure divided by the total number of water connected properties.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN34.2=FN14/CS4.1

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** F28

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN35.1

**Indicator short title:** Capital expenditure: sewerage ($,000 per connection)

**Units:** $,000/connection

**Title:** Sewerage capital expenditure per connection.

**Definition:** This indicator is calculated as the total sewerage capital expenditure divided by the total number of sewerage connected properties.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN35.1=FN15/CS8.1

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** F29

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN37

**Indicator short title:** Revenue: sale bulk drinking+non-drinking water

**Units:** $,000

**Title:** Total revenue from the sale of drinking water and/or non-drinking bulk water to another infrastructure operator, water supplier or service provider (excluding recycled water).

**Definition:** Revenue generated by this service provider or entity from pay for use and base rate charges for provision of bulk drinking water, raw or partially treated water to other infrastructure operator, water supplier or service provider outside your geographic area of jurisdiction.

*Excludes:*

- revenue from bulk recycled sewage or stormwater sales

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (a) (i)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN38

**Indicator short title:** Revenue: sale bulk recycled water

**Units:** $,000

**Title:** Total revenue from the sale of bulk recycled water to another infrastructure operator, water supplier or service provider.

**Definition:** Revenue generated by this service provider or entity from pay for use and base rate charges for provision of bulk recycled water to another infrastructure operator, water supplier or service provider outside your geographic area of jurisdiction.

*Includes:*

- recycled water sourced from sewage or stormwater

*Excludes:*

- revenue from bulk drinking water and/or raw or partially-treated water sales

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (a) (ii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN39

**Indicator short title:** Revenue: sale drinking+non-drinking water (retail supply): total (res+non-res)

**Units:** $,000

**Title:** Total revenue from retail sale of drinking and/or non-drinking water to residential and non-residential connections (excludes recycled water and any bulk water).

**Definition:** Revenue generated by this service provider or entity from pay for use and/or base rate charges for provision of drinking water, raw or partially-treated water to residential and non-residential connections during the reporting period. This will include revenue from access/infrastructure charges, volumetric or user charges.

Calculated as: FN39.1 (residential) + FN39.2 (non-residential).

*Excludes:*

- revenue from the sale of recycled water to residential and non-residential connections during the reporting period

- sale of bulk water to other water suppliers

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN39=FN39.1+FN39.2

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (b) (i) (3)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN39.1

**Indicator short title:** Revenue: sale drinking+non-drinking water (retail supply): residential

**Units:** $,000

**Title:** Total revenue from retail sale of drinking and/or non-drinking water to residential (only) connections (excludes recycled water and any bulk water).

**Definition:** Revenue generated by this service provider or entity from pay for use and/or base rate charges for provision of drinking water, raw or partially-treated water to residential (only) connections during the reporting period. This will include revenue from access/infrastructure charges, volumetric or user charges.

*Excludes:*

- revenue from supply to non-residential connections

- revenue from the sale of recycled water to residential and non-residential connections during the reporting period

- sale of bulk water to other water suppliers

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (b) (i) (1)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN39.2

**Indicator short title:** Revenue: sale drinking+non-drinking water (retail supply): non-residential

**Units:** $,000

**Title:** Total revenue from retail sale of drinking and/or non-drinking water to non-residential (only) connections (excludes recycled water and any bulk water).

**Definition:** Revenue generated by this service provider or entity from pay for use and/or base rate charges for provision of drinking water, raw or partially-treated water to non-residential (only) connections during the reporting period. This will include revenue from access/infrastructure charges, volumetric or user charges.

*Excludes:*

- revenue from supply to residential connections

- revenue from the sale of recycled water to residential and non-residential connections during the reporting period

- sale of bulk water to other water suppliers

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (b) (i) (2)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN40

**Indicator short title:** Revenue: sale recycled water (retail supply): total (res+non-res)

**Units:** $,000

**Title:** Total revenue from the retail sale of recycled water to residential and non-residential connections (excludes any bulk water).

**Definition:** Revenue generated by this service provider or entity from pay for use and/or base rate charges for provision of recycled water to residential and non-residential connections during the reporting period. This will include revenue from access/infrastructure charges, volumetric or user charges.

Calculated as: FN40.1 (residential) + FN40.2 (non-residential).

*Includes:*

- recycled water sourced from sewage, stormwater or drainage water

*Excludes:*

- revenue from the retail sale of drinking and/or non-drinking water which is not sourced from recycled (reuse) water

- sale of bulk water to other water suppliers

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN40=FN40.1+FN40.2

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (b) (ii) (3)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN40.1

**Indicator short title:** Revenue: sale recycled water (retail supply): residential

**Units:** $,000

**Title:** Total revenue from the retail sale of recycled water to residential (only) connections (excludes any bulk water).

**Definition:** Revenue generated by this service provider or entity from pay for use and/or base rate charges for provision of recycled water to residential (only) connections during the reporting period. This will include revenue from access/infrastructure charges, volumetric or user charges.

*Includes:*

- recycled water sourced from sewage, stormwater or drainage water

*Excludes:*

- revenue from supply to non-residential connections

- revenue from the retail sale of drinking and/or non-drinking water which is not sourced from recycled (reuse) water

- sale of bulk water to other water suppliers

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (b) (ii) (1)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN40.2

**Indicator short title:** Revenue: sale recycled water (retail supply): non-residential

**Units:** $,000

**Title:** Total revenue from the retail sale of recycled water to non-residential (only) connections (excludes any bulk water).

**Definition:** Revenue generated by this service provider or entity from pay for use and/or base rate charges for provision of recycled water to non-residential (only) connections during the reporting period. This will include revenue from access/infrastructure charges, volumetric or user charges.

*Includes:*

- recycled water sourced from sewage, stormwater or drainage water

*Excludes:*

- revenue from supply to residential connections

- revenue from the retail sale of drinking and/or non-drinking water which is not sourced from recycled (reuse) water

- sale of bulk water to other water suppliers

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (b) (ii) (2)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN42

**Indicator short title:** Revenue: all (ABS) water

**Units:** $,000

**Title:** Total revenue from the water business.

**Definition:** This is the sum of revenue generated from all bulk water sales, all retail water supply sales to residential and non-residential customers, government grants for non-capital purposes and other revenue that would otherwise be included.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN42=FN58+FN59+FN60+FN61

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (e)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN44

**Indicator short title:** Costs: purchase bulk drinking+non-drinking water

**Units:** $,000

**Title:** Total expense for the purchase of drinking water, raw or partially-treated (PT) water from an external supplier (excluding recycled water).

**Definition:** Refers to cost incurred in purchasing drinking and/or non-drinking water from another infrastructure operator, service provider or supplier either for your own use or distribution purposes.

*Excludes:*

- cost incurred in the extraction, treatment or processing of the purchased drinking and/or non-drinking bulk water

- costs incurred in purchase of recycled water (including that from sewage, drainage water or stormwater) from another water supplier for your own use or distribution purposes

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.25

**NPR Code:** FP\_N6

**ABS Code:** Q8 (a) (i)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN45

**Indicator short title:** Costs: purchase bulk recycled water

**Units:** $,000

**Title:** Total expense for the purchase of recycled water from an external supplier.

**Definition:** Refers to cost incurred in purchasing recycled water (including recycled water from sewage, drainage water and/or stormwater sources) from another infrastructure operator, service provider or supplier either for your own use or distribution purposes.

*Excludes:*

- cost incurred in the treatment or transfer of bulk recycled water

- costs incurred in purchase of drinking and/or non-drinking bulk water from another water supplier for your own use or distribution purposes

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.26

**NPR Code:** FP\_N7

**ABS Code:** Q8 (a) (ii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN46

**Indicator short title:** Costs: purchase of all bulk water

**Units:** $,000

**Title:** Total expense for the purchases of all bulk water from an external supplier.

**Definition:** This comprises the sum of costs incurred in purchasing drinking water, raw or partially-treated and recycled water (including recycled water from sewage and/or stormwater sources) from another infrastructure operator, service provider or supplier either for your own use or distribution purposes. Includes water resource access charge or resource rent tax for bulk water not delivered through reticulated supply. It is calculated as the sum of the total expense purchase of drinking water and raw or partially-treated (PT) water and the total expense purchase of recycled water.

*Excludes:*

- cost incurred in the extraction, treatment or processing of bulk water (i.e. drinking and non-drinking water, recycled water)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN46=FN44+FN45

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q8 (a) (iii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN47

**Indicator short title:** Costs: operating water (excl. purchase water)

**Units:** $,000

**Title:** Operating costs for the water (drinking, non-drinking and recycled) supply component of the service provider (excluding the costs to purchase water).

**Definition:** Refers to the total water (drinking, non-drinking and recycled) supply operation, maintenance and administration (OMA) costs (excluding the cost of purchasing drinking water, non-drinking water, and/or recycled water).

*Includes:*

- engineering and supervision costs (i.e. salaries and wages of engineering, technical and supervision staff including employment overheads)

- operation and maintenance of mains, dams and weirs, reservoirs, pumping stations and treatment facilities

- materials, chemicals and energy used

- contracts

- other water supply operating costs that would normally be reported

*Excludes:*

- purchase of drinking, non-drinking and recycled water

- water resource access charge or resource rent tax related to water bulk imports

- all non-core water supply business operating costs

- depreciation and amortisation of water supply assets

- any write-downs of assets to recoverable amounts

- interest expenses

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** IFP\_N8

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN48

**Indicator short title:** Costs: operating drainage+stormwater (excl. salaries)

**Units:** $,000

**Title:** Operating costs for the drainage and stormwater services component of the service provider.

**Definition:** Refers to the drainage and stormwater services operation, maintenance and administration (OMA) costs (excluding salaries and wages, and the cost of purchasing drinking water, non-drinking and/or recycled water).

*Includes:*

- operation and maintenance of drainage and stormwater infrastructures including pumping stations and treatment facilities

- materials, chemicals and energy used

- contracts

- other drainage and stormwater services operating costs that would normally be reported by a drainage and stormwater service provider

*Excludes:*

- engineering and supervision costs (i.e. salaries and wages of engineering, technical and supervision staff including employment overheads)

- purchase of recycled water including drainage and stormwater

- charges for bulk treatment/transfer of sewerage

- all non-core drainage and stormwater business operating costs

- depreciation and amortisation of drainage and stormwater assets

- any write-downs of assets to recoverable amounts

- interest expenses

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q8 (b) (iii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN49

**Indicator short title:** Costs: any other water

**Units:** $,000

**Title:** Total other expenses for the water supply component of the service provider.

**Definition:** Refers to all other water (drinking, non-drinking and recycled water) supply expenses incurred by this service provider or entity not reported elsewhere.

*Includes:*

- all non-core water supply business operating costs not reported elsewhere

- depreciation and amortisation of water supply assets

- any write-downs of water supply assets to recoverable amounts

- interest expenses

*Excludes:*

- all expenses incurred on provision of sewerage services

- all water supply expenses reported elsewhere

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.21

**ABS Code:** IQ8 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN50

**Indicator short title:** Costs: any other sewerage

**Units:** $,000

**Title:** Total other expenses for the sewerage services component of the service provider.

**Definition:** Refers to all other sewerage services expenses incurred by this service provider or entity not reported elsewhere.

*Includes:*

- all non-core sewerage business operating costs not reported elsewhere

- depreciation and amortisation of sewerage assets

- any write-downs of sewerage assets to recoverable amounts

- interest expenses

*Excludes:*

- all expenses incurred on provision of water (drinking, non-drinking, recycled water) supply services

- all sewerage service expenses reported elsewhere

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.22

**ABS Code:** IQ8 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN51

**Indicator short title:** Capital expenditure: drainage+stormwater

**Units:** $,000

**Title:** Total drainage and stormwater capital expenditure.

**Definition:** The actual capital expenditure on drainage and stormwater infrastructure for the reporting year.

*Includes:*

- new works

- renewals or replacements

- other expenditure that would otherwise be referred to as capital

*Excludes:*

- gifted/development assets

- contributed assets, i.e., non-cash developer services contributions (reported elsewhere)

- corporate capital expenditure allocations (reported elsewhere)

*Notes:*

- capital expenditure is recognised in the year that it is incurred

- information on estimates should be included as a comment

**SWIM Category:** Capital Expenditure

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** IQ9 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN52

**Indicator short title:** Capital expenditure: any other

**Units:** $,000

**Title:** Total other capital expenditure.

**Definition:** Includes all other actual capital expenditure (related to the water, sewage and stormwater business) incurred by your organisation not reported elsewhere.

*Includes:*

- non-network (corporate) capital expenditure

*Excludes:*

- capital expenditure on drinking, non-drinking and recycled water supply and sewerage that is reported elsewhere

- gifted/development assets

*Notes:*

- capital expenditure is recognised in the year that it is incurred

- information on estimates should be included as a comment

**SWIM Category:** Capital Expenditure

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** IQ9 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN53

**Indicator short title:** Capital expenditure: total

**Units:** $,000

**Title:** Total capital expenditure.

**Definition:** This comprises the sum of all capital expenditure incurred by this service provider or entity. This indicator is calculated as the capital expenditure on water supply plus the capital expenditure on sewerage plus the capital expenditure on stormwater plus the capital expenditure on other services.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN53=FN16+FN51+FN52

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q9 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN58

**Indicator short title:** Revenue: sale all bulk water

**Units:** $,000

**Title:** Total revenue from the sale of all bulk water to another infrastructure operator, water supplier or service provider.

**Definition:** This is the sum of all revenue generated by this service provider or entity from the sale of bulk drinking water, raw or partially-treated, and recycled water to another infrastructure operator, water supplier or service provider outside your geographic area of jurisdiction.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN58=FN37+FN38

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (a) (iii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN59

**Indicator short title:** Revenue: sale drinking +non-drinking+recycled water (retail supply)

**Units:** $,000

**Title:** Total revenue from the retail sale of all water supplied to residential and non-residential connections.

**Definition:** This is the sum of revenue generated by this service provider or entity from retail sale of drinking water, raw or partially-treated, and/or recycled water to residential and non-residential connections during the reporting period.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN59=FN39+FN40

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (b) (iii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN60

**Indicator short title:** Government grants/subsidies (non-capital purposes): water

**Units:** $,000

**Title:** Total revenue received from government grants for non-capital purposes related to water supply.

**Definition:** This refers to funds, receipts or payments received by this service provider from the government for this service provider's provision or delivery of non-commercial or community services for water supply on behalf of the government.

*Includes:*

- government payments towards the cost of price concessions to particular groups of water supply service customers (e.g. Community Service Obligations, various pensioner/senior rebates and concessions, remote community water services and Rural Water payment)

- government payments towards the delivery of water supply services to final consumers at uniform prices

- government payments towards the delivery of any other water supply services which would not be provided on purely commercial grounds (e.g. flood operations, environmental flows, stock and domestic supply, salinity program and water savings program)

*Excludes:*

- government grants for acquisition of water supply assets

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN61

**Indicator short title:** Revenue: any other water supply

**Units:** $,000

**Title:** Total revenue received from other sources related to your water supply business not reported elsewhere (i.e. interest income, developer contributions, grants for acquisition of assets).

**Definition:** This refers to all other revenue from the service provider's water supply operations that would otherwise be included as revenue/income.

*Includes:*

- equity contributions from government

- investment revenue (e.g. interest income, capital gains, dividends, sale of securities)

- revenue from non-core service provider water supply activities (e.g. consulting, agriculture, connection leases)

- net water supply assets sales (revenue from sale or disposal of assets)

- all contributed cash and water supply assets (e.g. gifted assets, developer charges, head works contribution)

*Excludes:*

- revenue from any bulk water sales to another infrastructure operator, water supplier or service provider outside your geographic area of jurisdiction

- revenue from any retail sales of water to residential and non-residential connections

- revenue received from government grants for non-capital purposes related to water supply (e.g. Community Service Obligations, rebates, concessions)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q3 (d)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN62

**Indicator short title:** Revenue: residential and non-residential sewerage

**Units:** $,000

**Title:** Total revenue from sewerage service charges to residential and non-residential connections (excluding trade waste).

**Definition:** Revenue generated by this service provider or entity from any charges (i.e. access, infrastructure, volumetric or user charges) levied to residential and non-residential connections for the provision of sewerage services during the reporting period.

*Excludes:*

- revenue from provision of stormwater services to residential and non-residential connections during the reporting period

- trade waste

- revenue from governments for specific agreed sewerage services (e.g. Community Service Obligations, rebates, concessions)

- other revenue from sewerage services operations (i.e. not service charges to residential and non-residential connections) such as capital work grants, equity contributions from government, investment revenues, revenues from non-core service provider activities and from net sewerage asset sales, and all contributed cash and sewerage assets

- revenue from the retail or bulk sale of recycled water

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q5 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN63

**Indicator short title:** Revenue: trade waste

**Units:** $,000

**Title:** Total revenue from charges for trade waste conveyance and disposal.

**Definition:** Revenue generated by this service provider or entity from charges imposed on commercial or industrial connections for the reception, conveyance or disposal of trade waste. These charges will include trade waste volume charges, quality charges, annual fees, re-inspection fees.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q5 (b)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN64

**Indicator short title:** Government grants/subsidies (non-capital purposes): sewerage

**Units:** $,000

**Title:** Total revenue from governments grants for non-capital purposes related to sewerage services.

**Definition:** This refers to funds, receipts or payments received by this service provider from the government for this service provider's provision or delivery of non-commercial or community services for sewerage services on behalf of the government.

*Includes:*

- government payments towards the cost of price concessions to particular groups of sewerage services customers (e.g. Community Service Obligations, various pensioner/senior rebates, concessions)

- government payments towards the delivery of sewerage services to final consumers at uniform prices

- government payments towards the delivery of any other sewerage services which would not be provided on purely commercial grounds

*Excludes:*

- government grants for acquisition of sewerage assets

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q5 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN65

**Indicator short title:** Revenue: any other sewerage

**Units:** $,000

**Title:** Total revenue received from other sources related to your sewerage service business not reported elsewhere (i.e. interest income, developer contributions, grants for acquisition of assets).

**Definition:** This refers to all other revenue from the service provider's sewerage services operations that would otherwise be included as revenue/income.

*Includes:*

- equity contributions from government

- investment revenue (e.g. interest income, capital gains, dividends, sale of securities)

- revenue from non-core service provider sewerage activities (e.g. consulting, agriculture, connection leases)

- net sewerage assets sales (revenue from sale or disposal of assets)

- all contributed cash and sewerage assets (e.g. gifted assets, developer charges, head works contribution)

*Excludes:*

- revenue from bulk and retail recycled water and/or wastewater sales

- revenue from stormwater services

- revenue received from government grants for non-capital purposes related to sewerage services (e.g. Community Service Obligations, rebates, concessions)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q5 (d)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN66

**Indicator short title:** Revenue: all (ABS) sewerage

**Units:** $,000

**Title:** Total revenue from the sewerage business.

**Definition:** This is the sum of revenues generated from sewerage charge, trade waste charges, government grants for non-capital purposes and other revenue that would otherwise be generated from provision of Sewerage services.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN66=FN62+FN63+FN64+FN65

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q5 (e)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN67

**Indicator short title:** Revenue: drainage+stormwater charges

**Units:** $,000

**Title:** Total revenue from drainage and stormwater charges to residential and non-residential connections.

**Definition:** Revenue generated by this service provider or entity from any charges (i.e. access, infrastructure, volumetric or user charges) levied to residential and non-residential connections for the provision of drainage and stormwater services.

*Excludes:*

- revenue from provision sewerage services to residential and non-residential connections

- revenue from governments for specific agreed drainage and stormwater services (e.g. Community Service Obligations, rebates, concessions)

- other revenue from drainage and stormwater services operations (i.e. not charges to residential and non-residential connections) such as capital work grants, equity contributions from government, investment revenues, revenues from non-core service provider activities and from net drainage and stormwater asset sales, and all contributed cash for drainage and stormwater assets

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q7 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN68

**Indicator short title:** Government grants/subsidies (non-capital purposes): drainage+stormwater

**Units:** $,000

**Title:** Total revenue from governments grants for non-capital purposes related to drainage and stormwater services.

**Definition:** This refers to funds, receipts or payments received by this service provider from the government for this service provider's provision or delivery of non-commercial or community services on drainage and stormwater services on behalf of the government.

*Includes:*

- government payments towards the cost of price concessions to particular groups of customers (e.g. Community Service Obligations, various pensioner/senior rebates, concessions)

- government payments towards the delivery of services to final consumers at uniform prices

- government payments towards the delivery of any other drainage and stormwater services which would not be provided on purely commercial grounds

*Excludes:*

- government grants for acquisition of drainage and stormwater assets

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q7 (b)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN69

**Indicator short title:** Revenue: other drainage+stormwater

**Units:** $,000

**Title:** Total revenue received from other sources related to your drainage and stormwater service business not reported elsewhere (i.e. interest income, developer contributions, grants for acquisition of assets).

**Definition:** This refers to all other revenue from the service provider's drainage and stormwater services operations that would otherwise be included as revenue/income.

*Includes:*

- equity contributions from government

- investment revenue (e.g., interest income, capital gains, dividends, sale of securities)

- revenue from non-core service provider sewerage activities (e.g., consulting, agriculture, connection leases)

- net drainage and stormwater assets sales (revenue from sale or disposal of assets)

- all contributed cash and drainage and stormwater assets (e.g., gifted assets, developer charges, head works contribution)

*Excludes:*

- funds received for specific drainage and stormwater capital works from governments or other parties

- revenue from bulk and retail recycled water and/or wastewater sales

- revenue from sewerage services

- revenue received from government grants for non-capital purposes related to drainage and stormwater services (e.g. Community Service Obligations, rebates, concessions)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q7 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN70

**Indicator short title:** Revenue: all drainage+stormwater

**Units:** $,000

**Title:** Total revenue from the drainage and stormwater business.

**Definition:** This is the sum of revenues generated from drainage and stormwater charges, government grants for non-capital purposes and other revenue that would otherwise be generated from provision of drainage and stormwater services.

*Excludes:*

- funds received for specific drainage and stormwater related capital works from governments or other parties

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN70=FN67+FN68+FN69

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q7 (d)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN74

**Indicator short title:** Current replacement costs: fixed water assets

**Units:** $,000

**Title:** Current replacement costs of fixed water supply assets.

**Definition:** Current replacement costs of fixed water supply assets is the lowest it would cost to replace the existing water assets with new (i.e. not second hand), modern equivalent assets.

*Notes:*

- current replacement costs of fixed water supply assets should be estimated for 30 June, i.e. the last day of the year for the annual report

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.7

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN75

**Indicator short title:** Current replacement costs: fixed sewerage assets

**Units:** $,000

**Title:** Current replacement costs of fixed sewerage assets.

**Definition:** Current replacement costs of fixed sewerage assets is the lowest it would cost to replace the existing water assets with new (i.e. not second hand), modern equivalent assets.

*Notes:*

- current replacement costs of fixed sewerage assets should be estimated for 30 June, i.e. the last day of the year for the annual report

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.8

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN76

**Indicator short title:** Costs: maintenance water

**Units:** $,000

**Title:** Annual maintenance costs for the water supply component of the service provider.

**Definition:** Is a component of the 'operating costs for the water supply component of the service provider' reported elsewhere, report here on the routine, operational and preventative maintenance costs only.

Includes all costs for the following that relate to routine, operational and preventative maintenance ONLY costs:

- water resource access charge or resource rent tax

- purchases of raw, treated or recycled water

- salaries and wages including proportion of salaries and wages for FTEs shared across local governments

- overheads on salaries and wages including proportion of overheads on salaries and wages for FTEs shared across local governments

- materials, chemicals and energy used

- contracts

- accommodation

- all other operating costs that would normally be reported

- items expensed from work in progress (capitalised expense items) and pensioner remission expenses (CSOs). (CSOs are likely to have an equivalent inclusion in revenue)

- competitive neutrality adjustments, which include but are not limited to land tax, debits tax, stamp duties and council rates

- indirect costs should be apportioned to water and sewerage services

*Excludes:*

- depreciation

- any write-downs of assets to recoverable amounts

- write-offs, retired or scrapped assets

- the written-down value of assets sold

- interest

*Notes:*

- possible or material operating costs are to be included. Materiality as per accounting standards

- the write-offs could be equated to accelerated depreciation and therefore should be included within current cost depreciation

- costs associated with BOOT (Built, Owned, Operated, and Transferred) schemes should be reported according to accounting standards. All infrastructure should be treated as if owned and operated by the water service provider

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.13

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN77

**Indicator short title:** Costs: maintenance sewerage

**Units:** $,000

**Title:** Annual maintenance costs for the sewerage service component of the service provider.

**Definition:** Is a component of the 'operating cost for the sewerage service component of the service provider' reported elsewhere, here report on the routine, operational and preventative maintenance costs only.

Includes all costs for the following that relate to routine, operational and preventative maintenance ONLY costs:

- charges for bulk treatment/transfer of sewage

- salaries and wages including proportion of salaries and wages for FTEs shared across local government

- overheads on salaries and wages including proportion of overheads on salaries and wages for FTEs shared across local government

- materials, chemicals and energy used

- contracts

- accommodation

- all other operating costs that would normally be reported

- items expensed from work in progress (capitalised expense items) and pensioner remission expenses (CSOs). (CSOs are likely to have an equivalent inclusion in revenue)

- competitive neutrality adjustments, which include but are not limited to land tax, debits tax, stamp duties and council rates

- indirect costs should be apportioned to water and sewerage services

*Excludes:*

- depreciation

- any write-downs of assets to recoverable amounts

- write-offs, retired or scrapped assets

- the written-down value of assets sold

- interest

*Notes:*

- possible or material operating costs are to be included. Materiality as per accounting standards

- the write-offs could be equated to accelerated depreciation and therefore should be included within current cost depreciation

- costs associated with BOOT (Built, Owned, Operated, and Transferred) schemes should be reported according to accounting standards. All infrastructure should be treated as if owned and operated by the service provider

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.14

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN78

**Indicator short title:** Current cost depreciation: water

**Units:** $,000

**Title:** Current cost depreciation - water supply.

**Definition:** Expenses incurred relating to change in value of the fixed water supply assets, plant and equipment during the reporting period. Current cost depreciation relates to the current value (as opposed to original purchase price) of the fixed assets, plant and equipment during the reporting period.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.15

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN79

**Indicator short title:** Current cost depreciation: sewerage

**Units:** $,000

**Title:** Current cost depreciation - sewerage services

**Definition:** Expenses incurred relating to change in value of the fixed sewerage services assets, plant and equipment during the reporting period. Current cost depreciation relates to the current value (as opposed to original purchase price) of the fixed assets, plant and equipment during the reporting period.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.16

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN82

**Indicator short title:** Forecast 5 year average annual renewals expenditure: water

**Units:** $,000

**Title:** Forecast 5 year average annual renewals expenditure - water supply.

**Definition:** The average annual renewals expenditures planned for 5 years after the reporting year for water services. Renewals expenditure is defined as expenditure on asset replacement, refurbishment or rehabilitation works which returns the asset to its original size, capacity or condition. It does not increase the size or capacity of the asset. The expenditure is at current year dollars.

*Example:*

A service provider's planned water supply renewals expenditure for the next 5 years (in current year dollars) is $140,000, $160,000, $380,000, $60,000 and $90,000. The forecast 5 year average annual water supply renewals expenditure is then ($140,000 + $160,000 + $380,000 + $60,000 + $90,000) / 5 = $166,000.

*Notes:*

- renewals expenditure should be reported irrespective of the source of the funding

- where renewals expenditure is irregular, detail in a comment against the data

- expenditure that increases the size or capacity of the asset should be reported as FN14 (QG3.1) 'Capital expenditure: water supply'

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.19

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN83

**Indicator short title:** Forecast 5 year average annual renewals expenditure: sewerage

**Units:** $,000

**Title:** Forecast 5 year average annual renewals expenditure - sewerage services.

**Definition:** The average annual renewals expenditures planned for 5 years after the reporting year for sewerage services. Renewals expenditure is defined as expenditure on asset replacement, refurbishment or rehabilitation works which returns the asset to its original size, capacity or condition. It does not increase the size or capacity of the asset. The expenditure is at current year dollars.

*Example:*

A service provider's planned sewerage services renewals expenditure for the next 5 years (in current year dollars) is $140,000, $160,000, $380,000, $60,000 and $90,000. The forecast 5 year average annual sewerage services renewals expenditure is then ($140,000 + $160,000 + $380,000 + $60,000 + $90,000) / 5 = $166,000.

*Notes:*

- renewals expenditure should be reported irrespective of the source of the funding

- where renewals expenditure is irregular, detail in a comment against the data

- expenditure that increases the size or capacity of the asset should be reported as FN15 (QG3.2) 'Capital expenditure: sewerage'

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.20

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN84

**Indicator short title:** Operating ratio

**Units:** %

**Title:** Operating ratio.

**Definition:** Operating ratio is calculated as the net operating result before tax divided by the total operating revenue. It indicates the extent to which operational revenues raised cover operational expenses.

*Calculation***:**

Operating ratio = (Net operating result (profit before tax) / Total operating revenue) x 100.

*Notes:*

- a smaller result (percentage) indicates an operating loss. The lower The percentage the worse the result. Operating losses cannot be sustained in the long term. A larger percentage indicates that surplus revenue may be available to support the funding of capital expenditure, or to be held in reserve to offset past or expected future operating losses

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG5.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN85

**Indicator short title:** Capital replenishment ratio

**Units:** Count

**Title:** Capital replenishment ratio.

**Definition:** Capital replenishment ratio is calculated as the purchases of non-current assets divided by depreciation expense. It provides a comparison of the rate of net spending on assets with depreciation.

*Calculation***:**

Capital replenishment ratio = Purchases of non-current assets / Depreciation expense.

*Notes:*

- a ratio greater than one means that an entity is replacing and/or growing its connection, plant and equipment and intangible asset base at a rate faster than it is being depreciated and amortised

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG5.2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN86

**Indicator short title:** Debt to revenue ratio

**Units:** %

**Title:** Debt to revenue ratio.

**Definition:** The debt to revenue ratio is calculated as the total loans and borrowings divided by total operating revenue. It indicates the extent to which your operating revenues (including grants and subsidies) can cover your loans and other borrowings.

*Calculation***:**

Debt to revenue ratio = (Total loans and borrowings / Total operating revenue) x 100.

*Notes:*

- entities with a high debt to revenue ratio (percentage) are generally most at risk of not being able to pay the principal and interest on borrowings as and when they fall due. For entities with a shareholder guarantee, a high debt to revenue ratio can impact an entity's ability to pay other operational expenses

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG5.3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN87

**Indicator short title:** Community service obligations ratio

**Units:** ratio

**Title:** Community Service Obligations ratio.

**Definition:** The purpose is to report the proportion of the service provider's revenue that is obtained from Community Service Obligations (CSOs). The ratio of revenue from CSOs is calculated as the total CSO revenue received divided by the total income for the service provider (including CSOs).

Calculated as:

FN87 = FN25 (Community service obligations) / FN3 (Total income for the service provider)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Revenue

**Source of data:** Derived

**Calculation:** FN87=FN25/FN3

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** F8

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN89

**Indicator short title:** Net profit after tax (NPAT) ratio

**Units:** Ratio

**Title:** Net profit after tax (NPAT) ratio.

**Definition:** This indicator is calculated as the net profit after tax divided by the total income for whole service provider.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Financial

**Source of data:** Derived

**Calculation:** FN89=FN24/FN3

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** F30

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN9

**Indicator short title:** Nominal written down replacement cost: fixed water assets

**Units:** $,000

**Title:** Nominal written down replacement cost of fixed water supply assets.

**Definition:** This indicator provides information on the value of the service provider's water assets. The written down replacement cost represents the value of the fixed water assets of the service provider to deliver services, and hence derive income. Written down replacement cost of fixed water assets is the current cost of replacing the service potential of fixed water supply assets based on current technology.

The current cost of replacing fixed water supply assets with modern equivalent assets that would deliver the same service potential (capacity), written down by the accumulated depreciation since the asset was installed plus any residual value.

*Notes:*

- nominal written-down replacement costs of fixed water supply assets should be estimated for 30 June, i.e. the last day of the year for the annual financial reporting period

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG3.5

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: FN90

**Indicator short title:** Costs: operating any other (all services) (excl. salaries)

**Units:** $,000

**Title:** Total of all 'other' operational and maintenance expenses for the services component of the service provider not reported elsewhere.

**Definition:** Refers to all 'other' (drainage and stormwater, water supply and sewerage services) expenses incurred by this service provider or entity not reported elsewhere.

*Includes:*

- all operational and maintenance costs that cannot be (have not been) separately itemised between drainage and stormwater, water supply and sewerage services, e.g. computing systems

*Excludes:*

- engineering and supervision costs (i.e. salaries and wages of engineering, technical and supervision staff including employment overheads)

- purchase of drinking water, non-drinking and recycled water

- water resource access charge or resource rent tax related to water bulk imports

- all non-core drainage and stormwater, sewerage, water supply business operating costs

- any write-downs of drainage and stormwater, sewerage, water supply assets to recoverable amounts

- depreciation and amortisation of drainage and stormwater, sewerage, water supply assets

- interest expenses

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q8 (b) (iv)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN91

**Indicator short title:** Costs: operating (all services)

**Units:** $,000

**Title:** Total operating costs for the water supply, sewerage and stormwater service components of the service provider (excluding the costs to purchase water).

**Definition:** Refers to the total water supply, sewerage and stormwater operation, maintenance and administration (OMA) costs (excluding the cost of purchasing drinking water, raw or partially-treated (PT), and/or recycled water).

*Includes:*

- engineering and supervision costs (i.e. salaries and wages of engineering, technical and supervision staff including employment overheads)

- operation and maintenance of mains, dams and weirs, reservoirs, pumping stations and treatment facilities

- materials, chemicals and energy used

- contracts

- other water supply, sewerage and stormwater services operating costs that would normally be reported

- operation and maintenance of stormwater infrastructures including pumping stations and treatment facilities

- charges for bulk treatment/transfer of sewerage

- salaries and wages

- overheads on salaries and wages

- accommodation

- all other operating costs that would normally be reported

- items expensed from work in progress (capitalized expense items) and pensioner remission expenses (Community Service Obligations (CSOs)). (CSOs are likely to have an equivalent inclusion in revenue)

- competitive neutrality (CN) adjustments, they may include but not be limited to, land tax, debits tax, stamp duties and council rates

*Excludes:*

- purchase of drinking water, non-drinking and recycled water

- water resource access charge or resource rent tax related to water bulk imports

- all non-core water supply, sewerage and stormwater business operating costs

- depreciation and amortisation of water supply, sewerage and stormwater assets

- any write-downs of assets to recoverable amounts

- interest expenses

- charges for bulk treatment/transfer of sewerage

- any write-downs of assets to recoverable amounts

- write-offs retired or scrapped assets

- the written down value of assets sold

*Notes:*

- these write-offs could be equated to accelerated depreciation, and therefore should be included within current cost depreciation. This will then be included as part of the calculation of total costs for the relevant period

- when assets are sold, their book value should be included in current cost depreciation (as it may be accelerated depreciation) and selling expenses, whilst expected to be immaterial, should be included in operating costs

- in apportioning indirect costs, the business should apply a consistent methodology for all reporting years

- interest should be excluded from operating costs as it is reported separately

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN91=FN48+FN90+FN114+FN115

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q8 (b) (v)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN92

**Indicator short title:** Expenditure: all services

**Units:** $,000

**Title:** Total expenditure for the water supply, sewerage and stormwater service components of the service provider.

**Definition:** Refers to the total expenditure for the water supply, sewerage and stormwater operation, maintenance and administration (OMA) costs and the cost of purchasing drinking water, raw or partially-treated (PT), and/or recycled water.

Calculated as:

Costs: operating (all services) + Costs: purchase of all bulk water

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN92=FN46+FN91+FN113

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q8 (d)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN93

**Indicator short title:** Capital expenditure: what was the largest item

**Units:** Text

**Title:** Specify the nature of the largest item included in water, sewerage or stormwater capital expenditure.

**Definition:** Please detail the largest item of capital expenditure spent on either water, sewerage or stormwater assets by this service provider.

*Excludes:*

- gifted/development assets

*Notes:*

- capital expenditure is recognised in the year that it is incurred

- information on estimates should be included as a comment

**SWIM Category:** Capital Expenditure

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** Q9 (b) (i)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN94

**Indicator short title:** Capital expenditure: amount spent on largest item

**Units:** $,000

**Title:** Specify the amount ($) spent on the largest item of water, sewerage or stormwater capital expenditure.

**Definition:** Please detail the amount ($) spent on the largest item of capital expenditure of either water, sewerage or stormwater assets by this service provider.

*Excludes:*

- gifted/development assets

*Notes:*

- capital expenditure is recognised in the year that it is incurred

- information on estimates should be included as a comment

**SWIM Category:** Capital Expenditure

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q9 (b) (ii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN95

**Indicator short title:** Capital expenditure: what was the 2nd largest item

**Units:** Text

**Title:** Specify the nature of the second largest item included in water, sewerage or stormwater capital expenditure.

**Definition:** Please detail the second largest item of capital expenditure spent on either water, sewerage or stormwater assets by this service provider.

*Excludes:*

- gifted/development assets

*Notes:*

- capital expenditure is recognised in the year that it is incurred

- information on estimates should be included as a comment

**SWIM Category:** Capital Expenditure

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** Q9 (b) (iii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN96

**Indicator short title:** Capital expenditure: amount spent on 2nd largest item

**Units:** $,000

**Title:** Specify the amount ($) spent on the second largest item of water, sewerage or stormwater capital expenditure.

**Definition:** Please detail the amount ($) spent on the second largest item of capital expenditure of either water, sewerage or stormwater assets by this service provider.

*Excludes:*

- gifted/development assets

*Notes:*

- capital expenditure is recognised in the year that it is incurred

- information on estimates should be included as a comment

**SWIM Category:** Capital Expenditure

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q9 (b) (iv)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: FN97

**Indicator short title:** Costs: operating water (excl. purchase water) $,000 per connection

**Units:** $,000/connection

**Title:** Operating costs for the water supply component of the service provider (excluding the costs to purchase water) .

**Definition:** Refers to the total water supply operation, maintenance and administration (OMA) costs (excluding the cost of purchasing drinking water, raw or partially-treated (PT), and/or recycled water).

*Includes:*

- engineering and supervision costs (i.e. salaries and wages of engineering, technical and supervision staff including employment overheads)

- operation and maintenance of mains, dams and weirs, reservoirs, pumping stations and treatment facilities

- materials, chemicals and energy used

- contracts

- other water supply operating costs that would normally be reported

*Excludes:*

- purchase of drinking water, non-drinking and recycled water

- water resource access charge or resource rent tax related to water bulk imports

- all non-core water supply business operating costs

- depreciation and amortisation of water supply assets

- any write-downs of assets to recoverable amounts

- interest expenses

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** FN97=FN47/CS4.1

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** FP\_N8

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN98

**Indicator short title:** Costs: bulk wastewater service payment

**Units:** $,000

**Title:** Total expense for the purchase of bulk wastewater services from an external supplier.

**Definition:** Refers to cost incurred in purchasing bulk wastewater treatment services from another infrastructure operator, service provider or supplier.

*Excludes:*

- cost incurred in the treatment or transfer of bulk wastewater

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** FP\_N9

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: FN99

**Indicator short title:** Costs: operating sewerage (excl. bulk wastewater payment)

**Units:** $,000

**Title:** Operating costs for the sewerage service component of the service provider (excluding any bulk wastewater payments).

**Definition:** Operating costs (sewerage services) include costs related to the operation, maintenance and administration (OMA) of the sewerage services component of the service provider, excluding any bulk wastewater payments.

*Includes:*

- salaries and wages

- overheads on salaries and wages

- materials/chemicals/energy

- contracts

- accommodation

- all other operating costs that would normally be reported

- items expensed from work in progress (capitalized expense items) and pensioner remission expenses (Community Service Obligations (CSOs)). (CSOs are likely to have an equivalent inclusion in revenue)

- competitive neutrality (CN) adjustments, they may include but not be limited to, land tax, debits tax, stamp duties and council rates

*Excludes:*

- charges for bulk treatment/transfer of sewerage (bulk wastewater payments)

- all non-core business operating costs

- depreciation

- any write-downs of assets to recoverable amounts

- write-offs retired or scrapped assets

- the written down value of assets sold

*Notes:*

- these write-offs could be equated to accelerated depreciation, and therefore should be included within current cost depreciation. This will then be included as part of the calculation of total costs for the relevant period

- when assets are sold, their book value should be included in current cost depreciation (as it may be accelerated depreciation) and selling expenses, whilst expected to be immaterial, should be included in operating costs

- in apportioning indirect costs, the business should apply a consistent methodology for all reporting years

- interest should be excluded from operating costs as it is reported separately

- indirect costs should be apportioned to water and sewerage services

- information on estimates should be included as a comment

**SWIM Category:** Costs

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** IFP\_N10

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: HL1

**Indicator short title:** Water quality risk management guidelines used

**Units:** Text

**Title:** Water quality risk management guidelines used/required.

**Definition:** The water quality guidelines (standard) specified in the service provider's licence (or franchise agreement) or required by the health regulatory agency or government against which the service provider measures verification of water quality. In the absence of a formal requirement on the water service provider, the requirements of the Australian Drinking Water Guidelines (ADWG) should be used.

Water quality guidelines include:

- Australian Drinking Water Guidelines 2011

- WHO Guidelines for drinking-water quality 4th ed - 2011

- other relevant state-based acts or regulations

*Notes:*

- service providers should include the relevant version of the guidelines, for example, ADWG 2011, Version 3.4 Updated October 2017

- information on estimates should be included as a comment

**SWIM Category:** Compliance - drinking water

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**NPR Code:** H1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: HL10

**Indicator short title:** Date of last drinking water quality systems audit

**Units:** dd/mm/yyyy

**Title:** Date of last drinking water quality systems audit.

**Definition:** The date of the last independent/external/statutory audit of the service provider’s water quality systems (dd/mm/yyyy).

*Notes:*

- report as a date in the format: dd/mm/yyyy

- information on estimates should be included as a comment

**SWIM Category:** Compliance - drinking water

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**NPR Code:** HE\_N3

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: HL11

**Indicator short title:** Number of boil water alerts issued

**Units:** Count

**Title:** Number of boil water alerts issued.

**Definition:** The total number of boil water alerts issued by the service provider (alerts).

Boil water alerts are typically issued due to concerns about microbial contamination of supplies and are advisory messages to customers to tell them boil their water before use.

Alerts are issued in accordance with jurisdictional guidelines and policies.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Compliance - drinking water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** HE\_N4

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: HL12

**Indicator short title:** Number of 'do not drink' notices issued

**Units:** Count

**Title:** Number of 'do not drink' notices issued.

**Definition:** The number of 'do not drink' notices issued by the service provider (notices).

'Do not drink' notices are typically issued due to a failure to meet chemical compliance of supplies.

Notices are issued in accordance with jurisdictional guidelines and policies.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Compliance - drinking water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** HE\_N5

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: HL13

**Indicator short title:** % population where chemical compliance achieved

**Units:** %

**Title:** Percentage of the total population where chemical compliance was achieved.

**Definition:** The percentage of total population where chemical compliance was achieved is calculated as the population living with those zones where compliance with the chemical requirements of the drinking water quality guidelines was achieved in each zone of the drinking water supply scheme divided by the total population living within the drinking water supply scheme (i.e. The percentage of the total population served being within the complying chemical zones).

Generally, the methodology for calculating chemical and radiological criteria used for determining compliance is specified by the health regulator in each jurisdiction and if so, this should be used and noted in the associated comment.

In the absence of such specification, the guidance in the Australian Drinking Water Guidelines (ADWG) should be used as interpreted below.

Health-related physical or chemical compliance:

It is neither physically nor economically feasible to test on an ongoing basis for all substances in a water supply system. Each water supply system will have its own key characteristics, and based on carrying out a risk assessment of those characteristics, a routine monitoring program for these characteristics will be determined. It is therefore common for water businesses to monitor regularly for contaminants such as disinfection by-products, whereas a wide range of other non-key characteristics will be monitored only irregularly or when changes in the supply system (e.g., seasonal changes) warrant increased routine monitoring frequency. Some chemical parameters are likely to be monitored in each zone, while others may be monitored in source or treated waters supplying a number of zones.

Chemical contaminants in a water supply system are generally a chronic issue: ingestion must be above a guideline value for a long time before harm is caused. The ADWG therefore suggest that for health-related parameters ‘each excursion beyond a guideline value should be a trigger for further action, and this generally means more extensive sampling to confirm contaminant levels above the guideline level.

While the ADWG are not definitive, they also state that ‘for all health-related characteristics, a reasonable objective is to be confident that the 95th percentile of results over the preceding 12 months should be less than the guideline value’. This means that the upper bound of the 95th confidence interval for the percentile should be less than the guideline value. For very regularly monitored data (minimum 30 data points), the upper bound of the 95th percentile approximates the 95th percentile value and takes into account an occasional exceedance of the guideline value (which could be due to sampling error, laboratory error).

For contaminants where 30 data points are available, WSAA is therefore adopting the 95th percentile value of a series of monitoring assessments for assessment of verification against the level recommended in the ADWG.

The less the parameter is monitored, the greater the statistical uncertainty of the upper-bound number. For irregularly monitored data points (e.g., fewer than 30 per year), the upper bound of the 95th percentile may be considerably higher than the maximum reading detected. If this system is used, this may result in water businesses publicly reporting exceedances of guideline levels when no monitored sample value exceeds the guideline limit. This would be very difficult to explain to the public.

There are further uncertainties in using this mechanism for assessment as some of the assumptions about the underlying statistical principles (e.g., as normally distributed data) may not hold and the mechanisms for deriving most guideline values use assumptions that also have significant error in their estimation. For these reasons stated, for irregularly monitored data points, the maximum value of the data should be used for assessment against the guideline value.

In summary, for health-related chemical and radiological parameters:

- for contaminants sampled 30 or more times during the year, the 95th percentile reading of each health related monitored physical-chemical parameter should be used for assessments against ADWG guideline levels

- for contaminants sampled fewer than 30 times during the year, the maximum reading should be used for assessment of each health related monitored physical-chemical parameter against ADWG guideline levels

In some jurisdictions, health regulatory agencies will specify to the service provider the performance requirements necessary. If this is the case, this should be used rather than the ADWG guidance (the performance requirements must be commented on in the report).

Chemical compliance should be assessed across each water supply zone in a system and reported as a percentage of the total population receiving chemically compliant drinking water.

Water supply zone are defined by service providers using criteria such as:

- a discrete area of similar water quality, e.g. served by one water treatment plant

- an area able to be described by its boundaries

- the nature and design of the water supply system (including the location of service reservoirs, pump stations, tanks, and trunk systems)

- the source and nature of the source of the drinking supply

- the treatment components of the supply system

- ADWG Framework for Management of Drinking Water Quality

- issues identified in risk-based drinking water quality management plan

Chemical compliance examples:

1. Evaluation of disinfection by-product data (12 THM readings in 12 months in ug/L) (295, 250, 209, 222, 214, 211, 138, 143, 87, 93, 90, 200). As there are fewer than 30 readings, the maximum value is taken which is 295 ug/L(micrograms per litre). As 295ug/L exceeds the ADWG limit of 250ug/L. This sample set would be assessed as non-compliant.

2. Evaluation of disinfection by-product data (32 THM readings in 12 months in ug/L) (295, 250, 209, 222, 214, 211, 138, 143, 87, 93, 90, 200, 209, 222, 214, 211, 138, 143, 87, 93, 90, 200, 209, 222, 214, 211, 138, 143, 87, 93, 90, 200).As there are more than 30 readings in the 12 months, the 95th percentile is taken, which is 234ug/L. As this 234ug/L does not exceed the ADWG limit of 250ug/L, this sample set would be assessed as compliant.

3. Evaluation of a system with 30 zones shows that there is a failure of THMs in two zones and a failure of selenium in a source water supplying six zones (one of which overlaps with the zone failing THM’s), making a total of seven zones failing (five zone with THM’s only), one zone with selenium only, and one zone failing both THM’s and Selenium.

Percentage of the population example:

Three zones have populations of 50,000, 75,000 and 100,000 respectively. The zone with a population of 100,000 did not achieve chemical compliance, however, the other two zones did. The percentage of the population where chemical compliance was achieved = (50,000 + 75,000) / (50,000 + 75,000 + 100,000) = 55.56%.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Compliance - drinking water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** H4

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: HL3

**Indicator short title:** % population where microbiological compliance achieved

**Units:** %

**Title:** Percentage of the total population where microbiological compliance was achieved.

**Definition:** The percentage of the total population where microbiological compliance was achieved is calculated as the population living with those zones where compliance with the microbiological requirements of the drinking water quality guidelines was achieved in each zone of the drinking water supply scheme divided by the total population living within the drinking water supply scheme (i.e. The percentage of the total population served being within the complying microbial zones).

Generally, the methodology for calculating microbiological criteria used for determining compliance is specified by the health regulator in each jurisdiction and if so, this should be used and noted in the associated comment.

In the absence of a specification, the guidance in the Australian Drinking Water Guidelines (ADWG) should be used as interpreted below.

Microbiological compliance:

For each water supply zone, at least 98 Percentage of routinely monitored samples contain no E. coli per 100mL of water during the 12-month period. Note: The ADWG uses E. coli as the indicator of faecal contamination. For service providers using these guidelines for verification of performance, E. coli is the required assessment indicator.

Total coliforms were removed as an indicator of faecal contamination in the 2004 guidelines; however, some water businesses may still have requirements for verification of water quality using the combination of total coliforms and E. coli. If this is the case, compliance against total coliforms and E. coli should be reported and noted in the associated comment.

Water supply zones are defined by service providers using criteria such as:

- a discrete area of similar water quality, e.g. served by one water treatment plant

- an area able to be described by its boundaries

- the nature and design of the water supply system (including the location of service reservoirs, pump stations, tanks, and trunk systems)

- the source and nature of the source of the drinking supply

- the treatment components of the supply system

- ADWG Framework for Management of Drinking Water Quality

- issues identified in risk-based drinking water quality management plan

*Example:*

Three zones have populations of 50,000, 75,000 and 100,000 respectively. The zone with a population of 100,000 did not achieve microbiological compliance, however, the other two zones did. The percentage of the population where microbiological compliance was achieved = (50,000 + 75,000) / (50,000 + 75,000 + 100,000) = 55.56%.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Compliance - drinking water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** H3

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: HL5

**Indicator short title:** Risk based drinking water management plan assessed externally

**Units:** yes/no

**Title:** External assessment of risk-based drinking water management plan completed?

**Definition:** Your risk-based drinking water management plan was externally assessed (yes/no)?

Drinking water is water intended primarily for human consumption.

Risk-based management plans are documented systems that require the following types of issues in relation to water quality to be addressed:

- corporate commitment to water quality

- risk management plans including assessment of the drinking water supply system

- preventative measures (including evaluation of multiple barriers and critical control points)

- operational procedures

- water quality results verification and assessment

- management of incidents and emergencies

- community and stakeholder liaison and education

- system documentation

- staff training in water quality

- investigative studies and validation of processes

- external audit of water quality systems

- review and continual improvement of the system

For robustness, these systems should be externally assessed.

A service provider may answer ‘yes’ to this indicator when its drinking water management plan has been:

- audited by an externally accredited assessor and received certification for ISO 9001, hazard analysis critical control point (HACCP) or assessed against the requirements of the Australian Drinking Water Guidelines (ADWG)

- quality assessed by an Exemplar Global certified auditor

- assessed by an external assessor against the requirements of the ADWG Framework for Management of Drinking Water Quality

Additionally, in order to answer yes, the third-party accredited assessment must have taken place within the past 12 months, or as specified by the requirements of the risk management system in place, or as specified by the relevant health regulator. The date of this assessment should be provided in the footnote to this indicator. The scope of the quality system detailed in the drinking water management plan must cover the service provider's entire drinking water business. If the quality system covers a more limited scope, the service provider must note this in an associated comment and provide a description of the area/s covered.

An accredited assessment is one carried out by a person(s) external to the organisation and accredited by a certification body such as Exemplar Global or approved by a health regulator. National Association of Testing Authorities (NATA) certification of laboratory analyses is not an approved water quality personnel management system. NATA accreditation applies to laboratory analytical work, which comprises a small area of the total water quality management system.

*Notes:*

- report as one of: yes, no

- information on estimates should be included as a comment

**SWIM Category:** Compliance - drinking water

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**NPR Code:** H5

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: IT1

**Indicator short title:** Cyber security: governance structure implemented

**Units:** yes/no

**Title:** Has your cyber security governance structure been implemented?

**Definition:** Does your organisation implement cyber security governance practices aligned with recognised standards that:

- clearly defines internal roles and responsibilities for cyber security?

- places cyber security responsibility with the appropriate component owner and cyber security risk accountability with the head of the executive team (CEO or equivalent level)?

- considers appropriate security controls and compensating controls where applicable?

Mandatory comment required if response/value entered is 'no'. Please explain why not.

*Notes:*

- the implementation of the ISO/IEC 27000 standard family or other equivalent international standards (e.g. ISA/IEC 62443 series) is a strategic decision for an organisation. This decision and implementation should be influenced by the organisation’s needs and objectives, security requirements, the organisational processes used and the size and structure of the organisation

- the consistent use of a robust governance and risk structure increases the protection of an organisation’s confidentiality, integrity and availability, and can also give confidence to external stakeholders and interested parties. An ideal equivalent internal standard aligned to the ISO/IEC 27000 series for example, should provide assurance to the accountable executive, that controls and processes are used to address business risks in line with the organisation’s risk appetite and tolerance. It should also clearly define policies and procedures, internal roles and responsibilities for cyber security and place appropriate responsibility with the individual component owner

- report as one of: yes, no

**SWIM Category:** Cyber security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG6.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: IT2

**Indicator short title:** Cyber security: vulnerability/risk assessment implemented

**Units:** yes/no

**Title:** Has your cyber security vulnerability/risk assessment of water/sewerage assets been implemented?

**Definition:** In the past 12 months, has your organisation undertaken an assessment of the vulnerability of water and sewerage services to cyber security risk which has also:

- identified critical assets?

- identified vulnerabilities in critical assets?

- evaluated the risk of vulnerabilities being exploited in terms of likelihood and impact?

Mandatory comment required if response/value entered is 'no'. Please explain why not.

*Notes:*

A suitable vulnerability assessment would ideally include consideration of whether:

- a critical asset register exists, identifies data and applications across both information technology and operational technology systems, and is consistently reviewed and updated

- the organisation can identify the design of its information and operational environments

- a validated network diagram exists

- the organisation considered the requirements and implications of third party access to its information technology and operational technology assets and whether this access is securely managed

- the vulnerability assessment should further identify whether exercises are undertaken to actively attempt to compromise the organisation’s assets so weaknesses can be identified and addressed. Also, assessments should identify whether the organisation has visibility of the threats most likely to compromise its critical assets

- recommendations should be made to remediate any identified vulnerabilities and manage the risks they introduce

- report as one of: yes, no

**SWIM Category:** Cyber security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG6.2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: IT3

**Indicator short title:** Cyber security: safeguards implemented

**Units:** yes/no

**Title:** Has your cyber security safeguards been implemented?

**Definition:** Do risks identified as part of your vulnerability/risk assessment process for water and sewerage control and associated systems:

- have clear actions identified to mitigate risks?

- have clearly defined responsibilities?

Mandatory comment required if response/value entered is 'no'. Please explain why not.

*Notes:*

Actions could include implementing the Australian Signals Directorate Essential Eight mitigation strategies and following advice for ‘Secure Administration’ from the Australian Cyber Security Centre (ACSC). These strategies include, but are not limited to:

- ensuring relevant access control systems and policies are in place

- performing periodic reviews of applications, devices and/or networks in the control environment for their relevance in the field (decommission unused assets)

- assessing software for potential vulnerabilities and applying necessary patch management programs to remediate risks emerging from these vulnerabilities

- maintaining and enforcing an application ‘whitelist’ to disallow unintentional or intentional execution of non-whitelisted applications which may introduce malware to the control environment

- restricting administrative rights on the principle of least privilege’ and data access on ‘need to know’ basis

- enforcing the use of secure passwords that are sufficiently complex and ideally used in tandem with multi-factor authentication

- report as one of: yes, no

**SWIM Category:** Cyber security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG6.3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: IT4

**Indicator short title:** Cyber security: detection process implemented

**Units:** yes/no

**Title:** Has your cyber security detection process been implemented?

**Definition:** Does your organisation monitor its assets to detect cyber security incidents/occurrences in water and sewerage control and associated systems?

Mandatory comment required if response/value entered is 'no'. Please explain why not.

Note:

- monitoring could include the implementation of automated or manual processes that identify abnormal, unusual or suspicious cyber security events, such as timed administration resets and numbered log in attempts before accounts are disabled

- report as one of: yes, no

**SWIM Category:** Cyber security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG6.4

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: IT5

**Indicator short title:** Cyber security: response/recovery plan implemented

**Units:** yes/no

**Title:** Has your cyber security response and recovery plan been implemented?

**Definition:** In the event of cyber security incident in water and sewerage control and associated systems, does your organisation have a recovery plan with responses practiced at least annually?

Mandatory comment required if response/value entered is 'no'. Please explain why not.

*Notes:*

- a recovery plan should include the process of daily backups of critical data and procedures to restore backups, and plans and procedures to operate water and sewerage infrastructure manually that are regularly exercised

- an internal Incident Response simulation exercise should be performed at least annually, and should include the involvement of members of the Incident Response leadership and their subordinates in an exercise that would test the Incident Response team’s ability to identify, respond to and remediate an internal incident

- report as one of: yes, no

**SWIM Category:** Cyber security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG6.5

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: PR1

**Indicator short title:** Residential drinking water pricing tariff structure

**Units:** Text

**Title:** Residential drinking water pricing tariff structure description.

**Definition:** Please provide a text description of the drinking water pricing tariff structure. Where pricing tariff structures differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR10

**Indicator short title:** Residential drinking water usage charge 3rd Step: value

**Units:** $/kL

**Title:** Residential drinking water usage charge 3rd step: value of charge.

**Definition:** The actual dollar ($) charge per kL for usage in this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- if there are no usage charges at this step then 'NR' should be entered

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR12

**Indicator short title:** Residential drinking water usage charge 4th Step: value

**Units:** $/kL

**Title:** Residential drinking water usage charge 4th step: value of charge.

**Definition:** The actual dollar ($) charge per kL for usage in this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- if there are no usage charges at this step then 'NR' should be entered

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR14

**Indicator short title:** Residential drinking water usage charge 5th Step: value

**Units:** $/kL

**Title:** Residential drinking water usage charge 5th step: value of charge.

**Definition:** The actual dollar ($) charge per kL for usage in this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- if there are no usage charges at this step then 'NR' should be entered

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR16

**Indicator short title:** Residential drinking water usage charge 6th Step: value

**Units:** $/kL

**Title:** Residential drinking water usage charge 6th step: value of charge.

**Definition:** The actual dollar ($) charge per kL for usage in this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- if there are no usage charges at this step then 'NR' should be entered

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR23

**Indicator short title:** Residential drinking water special levies: value

**Units:** $/kL

**Title:** Residential special levies - drinking water: value.

**Definition:** The actual dollar value ($) of any special levies that may apply to residential customers of the drinking water supply portion of the business. Special levies are any charges that are directly levied upon connections, and are neither a fixed nor pay for use charge for water (e.g. environmental improvement levy). Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR25

**Indicator short title:** Revenue from residential drinking water special levies retained by service provider

**Units:** yes/no

**Title:** Income from residential special drinking water levies retained by the service provider?

**Definition:** Is the income from any drinking water supply special levies retained by the service provider? Provide a 'yes' or 'no' response. If only some of the levy is retained, please answer 'yes' and note how much is retained in a comment against the data.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- information on estimates should be included as a comment

- report as one of: yes, no

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR3

**Indicator short title:** Residential drinking water fixed charge: value

**Units:** $/annum

**Title:** Value of the residential fixed drinking water charge per annum.

**Definition:** The fixed amount the business levies on a residential connection per year for drinking water supply charges. This is the component of each residential connection's bill that does not vary with the amount of water used. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR31

**Indicator short title:** Residential sewerage fixed charge: value

**Units:** $/annum

**Title:** Value of the fixed residential sewerage charge per annum.

**Definition:** The fixed amount the business levies on a residential connection per year for sewerage services charges. This is the component of each residential connection's bill that does not vary with the amount of sewerage produced. Where fixed sewerage charges differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most sewerage connections.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Sewerage Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** IQG4.16

**NPR Code:** IFP\_N2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR32

**Indicator short title:** Residential sewerage usage charge: value

**Units:** $/kL

**Title:** Residential sewerage usage charge - value.

**Definition:** The actual dollar ($) charge levied upon a residential customer for their sewerage per kL sewage production ('usage'). Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most sewerage connections.

*Notes:*

- if there are no usage charges then 'NR' should be entered

**SWIM Category:** Sewerage Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** IQG4.16

**NPR Code:** IFP\_N2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR33

**Indicator short title:** Residential sewerage special levies: value

**Units:** $

**Title:** Residential special levies - sewerage: value

**Definition:** The actual dollar value ($) of any special levies that may apply to residential customers of the sewerage services portion of the business. Special levies are any charges that are directly levied upon connections, and are neither a fixed nor pay for use charge for sewerage services (e.g. environmental improvement levy). Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most sewerage connections.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Sewerage Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** IQG4.16

**NPR Code:** IFP\_N2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR34

**Indicator short title:** Revenue from residential sewerage special levies retained by service provider

**Units:** yes/no

**Title:** Income from residential special sewerage levies retained by the service provider?

**Definition:** Is the income from any sewerage services special levies retained by the service provider? Provide a 'yes' or 'no' response. If only some of the levy is retained, please answer 'yes' and note how much is retained in a comment against the data.

*Notes:*

- report as one of: yes, no

- information on estimates should be included as a comment

**SWIM Category:** Sewerage Pricing

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** IQG4.16

**NPR Code:** IFP\_N2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR4

**Indicator short title:** Residential sewerage pricing tariff structure

**Units:** Text

**Title:** Residential sewerage pricing tariff structure description.

**Definition:** Please provide a text description of the sewerage pricing tariff structure. Where pricing tariff structures differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most sewerage connections.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Sewerage Pricing

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** IQG4.16

**NPR Code:** IFP\_N2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR40

**Indicator short title:** Residential sewerage fixed charge: description

**Units:** Text

**Title:** Description of the basis of residential fixed sewerage charge.

**Definition:** Please provide a text description of the basis of the fixed sewerage charge. Where the basis of fixed sewerage charges differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most sewerage connections.

*Example:*

Percentage of connection value, number of pedestals, etc.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Sewerage Pricing

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** IQG4.16

**NPR Code:** IFP\_N2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR43

**Indicator short title:** Annual residential bill based on 200kL/a: drinking water

**Units:** $

**Title:** Average annual residential bill based on the supply of 200kL of drinking water.

**Definition:** The typical residential customer's bill based on an annual consumption of 200kL of drinking water. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Includes:*

- relevant fixed and/or usage charges for drinking water

- any relevant special levy charges for drinking water

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Calculation***:**

Average annual residential bill based on the supply of 200kL of drinking water = Annual residential drinking water fixed charge + Residential drinking water usage charge for 200kL consumption + Special drinking water levies.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.3

**NPR Code:** P2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR44

**Indicator short title:** Typical residential bill: drinking water

**Units:** $

**Title:** Typical residential drinking water bill per annum.

**Definition:** The dollar ($) amount of the typical residential drinking water bill for the reporting year. This information is premised on the average annual residential consumption for a full-paying customer. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Includes:*

- relevant fixed and/or usage charges for drinking water

- any relevant special levy charges for drinking water

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Calculation***:**

Typical residential drinking water bill per annum = Annual residential drinking water fixed charge + Residential drinking water usage charge for the average residential consumption + Special drinking water levies.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.4

**NPR Code:** P3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR45

**Indicator short title:** Annual residential bill based on 200kL/a: sewerage

**Units:** $

**Title:** Average annual residential bill based on the production of 200kL of sewage.

**Definition:** The typical residential customer's bill based on an annual production of 200kL of sewage. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most sewerage connections.

*Includes:*

- relevant fixed and/or usage charges for sewerage

- any relevant special levy charges for sewerage

*Calculation***:**

Average annual residential bill based on the production of 200kL of sewage = Annual residential sewerage fixed charge + Residential sewerage usage charge for 200kL production + Special sewerage levies.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Sewerage Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** IQG4.3

**NPR Code:** P5

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR46

**Indicator short title:** Typical residential bill: sewerage

**Units:** $

**Title:** Typical residential sewerage bill per annum.

**Definition:** The dollar ($) amount of the typical residential sewerage bill for the reporting year. This information is premised on the average annual residential production for a full-paying customer. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most sewerage connections.

*Includes:*

- relevant fixed and/or usage charges for sewerage

- any relevant special levy charges for sewerage

*Calculation***:**

Typical residential sewerage bill per annum = Annual residential sewerage fixed charge + Residential sewerage usage charge for the average residential sewage production + Special sewerage levies.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Sewerage Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** IQG4.4

**NPR Code:** P6

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR47

**Indicator short title:** Annual residential bill based on 200kL/a: drinking water+sewerage

**Units:** $

**Title:** Average annual drinking water and sewerage bill based on 200kL drinking water consumption and 200kL sewage production.

**Definition:** This is the typical residential customer's bill based on an annual consumption of 200kL of drinking water and production of 200kL of sewage. It is equal to the sum of the average annual drinking water bill based on 200kL consumption plus the average annual sewerage bill based on 200kL production.

*Includes:*

- relevant fixed and/or usage charges for drinking water and sewerage

- any relevant special levy charges for drinking water and sewerage

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Example:*

Annual average residential bill drinking water and sewerage based on 200 kL consumption, where: Sewerage fixed charge = $100/year (no usage charge); Drinking water fixed charge = $50/year; Drinking water special levy = $30/year; Drinking water pay-for-use charge = $1/kL = $1 x 200 kL = $200. Therefore, the annual residential bill for 200 kL drinking water and sewerage = $100 + $50 + $200 + $30 = $380.

*Notes:*

- where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

- information on estimates should be included as a comment

**SWIM Category:** Pricing

**Source of data:** Derived

**Calculation:** PR47=PR43+PR45

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG4.3

**NPR Code:** P7

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR48

**Indicator short title:** Typical residential bill: drinking water+sewerage

**Units:** $

**Title:** Typical residential drinking water and sewerage bill per annum.

**Definition:** The dollar ($) amount of the typical residential drinking water and sewerage bill for the reporting year. It is equal to the sum of the typical residential drinking water bill per annum plus the typical residential sewerage bill per annum. This information is premised on the average annual residential consumption for a full-paying customer.

*Includes:*

- relevant fixed and/or usage charges for drinking water and sewerage

- any relevant special levy charges for drinking water and sewerage

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Example:*

Typical residential bill drinking water and sewerage, where: Sewerage fixed charge = $100/year (no usage charge); Drinking water fixed charge = $50/year; Drinking water special levy = $30/year; Average residential drinking water consumption per connection = 300 kL (calculated from 'Average annual residential drinking water supplied per connection'); Drinking water pay-for-use charge = $1/kL = $1 x 300 kL = $300. Therefore, the typical residential bill drinking water and sewerage = $100 + $50 + $300 + $30 = $480.

*Notes:*

- where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

- information on estimates should be included as a comment

**SWIM Category:** Pricing

**Source of data:** Derived

**Calculation:** PR48=PR44+PR46

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG4.4

**NPR Code:** P8

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR49

**Indicator short title:** Residential drinking water usage upper bound of 1st Step: kL

**Units:** kL

**Title:** Residential drinking water upper bound of 1st step: kL.

**Definition:** The upper bound of drinking water usage (volume in kL) range that defines this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- enter the value for the end volume (upper bound) of the usage step in kL

- if this is the first and last step then the kL value should be entered as 'NR' - as there is no upper bound it is not relevant

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR5

**Indicator short title:** Residential drinking water fixed charge: description

**Units:** Text

**Title:** Description of the basis of residential fixed drinking water charge.

**Definition:** Please provide a text description of the basis of the fixed drinking water charge. Where the basis of the fixed drinking water charge differs between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Example:*

Percentage of connection value, meter size, pipe size, etc.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR50

**Indicator short title:** Residential drinking water usage upper bound of 2nd Step: kL

**Units:** kL

**Title:** Residential drinking water upper bound of 2nd step: kL.

**Definition:** The upper bound of drinking water usage (volume in kL) range that defines this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- enter the value for the end volume (upper bound) of the usage step in kL

- if this is the last step then the kL value should be entered as 'NR' - as there is no upper bound it is not relevant

- if there are no usage charges at this step then 'NR' should be entered

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR51

**Indicator short title:** Residential drinking water usage upper bound of 3rd Step: kL

**Units:** kL

**Title:** Residential drinking water upper bound of 3rd step: kL.

**Definition:** The upper bound of drinking water usage (volume in kL) range that defines this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- enter the value for the end volume (upper bound) of the usage step in kL

- if this is the last step then the kL value should be entered as 'NR' - as there is no upper bound it is not relevant

- if there are no usage charges at this step then 'NR' should be entered

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR52

**Indicator short title:** Residential drinking water usage upper bound of 4th Step: kL

**Units:** kL

**Title:** Residential drinking water upper bound of 4th step: kL.

**Definition:** The upper bound of drinking water usage (volume in kL) range that defines this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- enter the value for the end volume (upper bound) of the usage step in kL

- if this is the last step then the kL value should be entered as 'NR' - as there is no upper bound it is not relevant

- if there are no usage charges at this step then 'NR' should be entered

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR53

**Indicator short title:** Residential drinking water usage upper bound of 5th Step: kL

**Units:** kL

**Title:** Residential drinking water upper bound of 5th step: kL.

**Definition:** The upper bound of drinking water usage (volume in kL) range that defines this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- enter the value for the end volume (upper bound) of the usage step in kL

- if this is the last step then the kL value should be entered as 'NR' - as there is no upper bound it is not relevant

- if there are no usage charges at this step then 'NR' should be entered

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR54

**Indicator short title:** Residential drinking water usage upper bound of 6th Step: kL

**Units:** kL

**Title:** Residential drinking water upper bound of 6th step: kL.

**Definition:** The upper bound of water usage (volume in kL) range that defines this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- enter the value for the end volume (upper bound) of the usage step in kL

- if this is the last step then the kL value should be entered as 'NR' - as there is no upper bound it is not relevant

- if there are no usage charges at this step then 'NR' should be entered

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR55

**Indicator short title:** Residential drinking water supply tariff data

**Units:** Text

**Title:** Residential drinking water supply tariff data

**Definition:** Pricing and contextual data defining the service provider’s residential drinking water supply tariffs.

*Notes:*

- report as text using data provided in 'Drinking Water Pricing' data above

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** Derived

**Calculation:** PR55=str("('Tariff Type', ${PR1}, ${PR5}): ('Fixed Charge', ${PR3}): ('Step 1 Charge', ${PR6}): ('Step 1 Boundary', ${PR49}): ('Step 2 Charge', ${PR8}): ('Step 2 Boundary', ${PR50}): ('Step 3 Charge', ${PR10}): ('Step 3 Boundary', ${PR51}): ('Step 4 Charge', ${PR12}): ('Step 4 Boundary', ${PR52}): ('Step 5 Charge', ${PR14}): ('Step 5 Boundary', ${PR53}): ('Step 6 Charge', ${PR16}): ('Step 6 Boundary', ${PR54}): ('Special Levy Charge', ${PR23}): ('Special Levy Retained', ${PR25})")

**Data type:** Text

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG4.15

**NPR Code:** FP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR56

**Indicator short title:** Residential recycled water pricing tariff structure

**Units:** Text

**Title:** Residential recycled water pricing tariff structure description.

**Definition:** Please provide a text description of the recycled water pricing tariff structure. Where pricing tariff structures differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most recycled water connections.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** IQG4.17

**NPR Code:** IFP\_N3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR57

**Indicator short title:** Residential recycled water fixed charge: recycled water value

**Units:** $/annum

**Title:** Value of the residential fixed recycled water charge per annum.

**Definition:** The fixed amount the business levies on a residential connection per year for recycled water supply charges. This is the component of each residential connection's bill that does not vary with the amount of recycled water used. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most recycled water connections.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** IQG4.17

**NPR Code:** IFP\_N3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR58

**Indicator short title:** Residential recycled water fixed charge: description

**Units:** Text

**Title:** Description of the basis of residential fixed recycled water charge.

**Definition:** Please provide a text description of the basis of the fixed recycled water charge. Where the basis of the fixed recycled water charge differs between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most recycled water connections.

*Example:*

Percentage of connection value, meter size, pipe size, per kL, etc.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** IQG4.17

**NPR Code:** IFP\_N3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR59

**Indicator short title:** Residential recycled water usage charge 1st Step: value

**Units:** $/kL

**Title:** Residential recycled water usage charge 1st step: value of charge.

**Definition:** The actual dollar ($) charge per kL for usage in this step. If you have a ‘Free water allowance’ it should be captured as the first step of the tariff structure and associated with a $0 price for ‘X’ kL (“Usage upper bound of 1st step”). So for example, if you have a two tier charge for recycled water (a ‘free’ component (no charge for first 250 kL) and then an excess usage charge ($1.09 per kL for every kL >250)) then you would report thus: PR6 (Usage charge 1st step: value ($)) = “0”, PR49 (Usage upper bound 1st step: kL) = “250”, and PR8 (Usage charge 2nd step: value ($)) = “1.09”, PR9 (Usage upper bound 2nd step: kL) = “>250”. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most recycled water connections.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** IQG4.17

**NPR Code:** IFP\_N3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR6

**Indicator short title:** Residential drinking water usage charge 1st Step: value

**Units:** $/kL

**Title:** Residential drinking water usage charge 1st step: value of charge.

**Definition:** The actual dollar ($) charge per kL for usage in this step. If you have a ‘Free water allowance’ it should be captured as the first step of the tariff structure and associated with a $0 price for ‘X’ kL (“Usage upper bound of 1st step”). So for example, if you have a two tier charge for water (a ‘free’ component (no charge for first 250 kL) and then an excess usage charge ($1.09 per kL for every kL >250)) then you would report thus: PR6 (Usage charge 1st step: value ($)) = “0”, PR49 (Usage upper bound 1st step: kL) = “250”, and PR8 (Usage charge 2nd step: value ($)) = “1.09”, PR9 (Usage upper bound 2nd step: kL) = “>250”. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR60

**Indicator short title:** Residential recycled water usage upper bound of 1st Step: kL

**Units:** kL

**Title:** Residential recycled water upper bound of 1st step: kL.

**Definition:** The upper bound of recycled water usage (volume in kL) range that defines this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most recycled water connections.

*Notes:*

- enter the value for the end volume (upper bound) of the usage step in kL

- if this is the first and last step then the kL value should be entered as 'NR' - as there is no upper bound it is not relevant

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** IQG4.17

**NPR Code:** IFP\_N3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR61

**Indicator short title:** Residential recycled water usage charge 2nd Step: value

**Units:** $/kL

**Title:** Residential recycled water usage charge 2nd step: value of charge.

**Definition:** The actual dollar ($) charge per kL for usage in this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most recycled water connections.

*Notes:*

- if there are no usage charges at this step then 'NR' should be entered

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** IQG4.17

**NPR Code:** IFP\_N3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR62

**Indicator short title:** Residential recycled water usage upper bound of 2nd Step: kL

**Units:** kL

**Title:** Residential recycled water upper bound of 2nd step: kL.

**Definition:** The upper bound of recycled water usage (volume in kL) range that defines this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most recycled water connections.

*Notes:*

- enter the value for the end volume (upper bound) of the usage step in kL

- if this is the last step then the kL value should be entered as 'NR' - as there is no upper bound it is not relevant

- if there are no usage charges at this step then 'NR' should be entered

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** IQG4.17

**NPR Code:** IFP\_N3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR63

**Indicator short title:** Residential recycled water special levies: value

**Units:** $/kL

**Title:** Residential special levies - recycled water: value.

**Definition:** The actual dollar value ($) of any special levies that may apply to residential customers of the recycled water supply portion of the business. Special levies are any charges that are directly levied upon connections, and are neither a fixed nor pay for use charge for recycled water (e.g. environmental improvement levy). Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most recycled water connections.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** IQG4.17

**NPR Code:** IFP\_N3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR64

**Indicator short title:** Revenue from residential recycled water special levies retained by service provider

**Units:** yes/no

**Title:** Income from residential special recycled water levies retained by the service provider?

**Definition:** Is the income from any recycled water supply special levies retained by the service provider? Provide a 'yes' or 'no' response. If only some of the levy is retained, please answer 'yes' and note how much is retained in a comment against the data.

*Notes:*

- information on estimates should be included as a comment

- report as one of: yes, no

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** IQG4.17

**NPR Code:** IFP\_N3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR65

**Indicator short title:** Residential recycled water supply tariff data

**Units:** Text

**Title:** Residential recycled water supply tariff data.

**Definition:** Pricing and contextual data defining the service provider’s residential recycled water supply tariffs.

*Notes:*

- report as text using data provided in 'Recycled Water Pricing' data above

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** Derived

**Calculation:** PR65=str("('Tariff Type', ${PR56}): ('Fixed Charge', ${PR57}, ${PR58}): ('Step 1 Charge', ${PR59}): ('Step 1 Boundary', ${PR60}): ('Step 2 Charge', ${PR61}): ('Step 2 Boundary', ${PR62}): ('Special Levy Charge', ${PR63}): ('Special Levy Retained', ${PR64})")

**Data type:** Text

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG4.17

**NPR Code:** FP\_N3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR66

**Indicator short title:** Residential sewerage services tariff data

**Units:** Text

**Title:** Residential wastewater services tariff data.

**Definition:** Pricing and contextual data defining the service provider’s residential wastewater tariffs.

*Notes:*

- report as text using data provided in 'Sewerage Pricing' data above

- information on estimates should be included as a comment

**SWIM Category:** Sewerage Pricing

**Source of data:** Derived

**Calculation:** PR66=str("('Tariff Type', ${PR4}): ('Fixed Charge', ${PR31}, ${PR40}): ('Step 1 Charge', ${PR32}): ('Special Levy Charge', ${PR33}): ('Special Levy Retained', ${PR34})")

**Data type:** Text

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG4.16

**NPR Code:** FP\_N2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: PR8

**Indicator short title:** Residential drinking water usage charge 2nd Step: value

**Units:** $/kL

**Title:** Residential drinking water usage charge 2nd step: value of charge.

**Definition:** The actual dollar ($) charge per kL for usage in this step. Where values differ between schemes/areas then the WSP-wide value reported is to be that of the scheme/area with the most water connections.

*Excludes:*

- non-drinking (non-potable) water

- recycled water

*Notes:*

- if there are no usage charges at this step then 'NR' should be entered

- information on estimates should be included as a comment

**SWIM Category:** Water Pricing

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** IQG4.15

**NPR Code:** IFP\_N1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: QA1

**Indicator short title:** Vol water sourced is => vol water produced/supplied

**Units:** %

**Title:** Test to see if your reported water extracted is equal to or more than your report total drinking water produced/supplied.

**Definition:** The total amount of water extracted (e.g. from surface waters/groundwater) cannot be less than the total amount of water that you 'produced/supplied' to customers.

*Calculation***:**

drinking water schemes: the total volume of water sourced (WA7) must be equal to or greater than the Volume drinking water produced/supplied into water supply system (WA74) = ((WA7-WA74)/WA7)\*100.

Non-drinking schemes: the total volume of water sourced (WA7) must be equal to or greater than the Volume non-drinking water supplied into water supply system (WA91+WA92) = ((WA7-(WA91+WA92))/WA7)\*100.

The calculated result is the percent difference between the amount sourced and the amount produced/supplied and should be between -5 and 20%.

What to do if invalid (yellow):

- check all your source/imported water values

- check your water production/supply values

- if all values are correct then you need to work out what meters/values are giving incorrect readings - either adjust the values to what you believe is correct or add a comment to explain the values (comments need to be added to the raw data values and not to this indicator as this indicator is not sent to anyone).

If happy with values then 'accept as true'.

**SWIM Category:** QA/QC Checks

**Source of data:** Derived

**Calculation:** QA1=((WA7-WA74)/(WA7-0.00001))\*100; QA1:raw=((WA7-(WA91+WA92))/(WA7-0.00001))\*100

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

Required by: QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: QA2

**Indicator short title:** OPEX > Maintenance: Water

**Units:** WERTZZ

**Title:** Test to see if your water maintenance costs are less than your water operation costs.

**Definition:** The total of water maintenance costs must be less than your water operations costs as maintenance is a subset of operations.

*Calculation***:**

Costs: operating water - Costs: maintenance water is > 0. FN32-FN76 > 0

What to do if invalid (yellow):

- check your water operations (FN32) and maintenance (FN76) cost raw values and correct where needed

*Notes:*

- if the cell is yellow then this is incorrect and must be fixed

**SWIM Category:** QA/QC Checks

**Source of data:** Derived

**Calculation:** QA2=FN32-FN76

**Data type:** Numeric

**Scheme type(s):** WSP-wide

Required by: QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: QA3

**Indicator short title:** OPEX > Maintenance: Sewerage

**Units:** WERTZZ

**Title:** Test to see if your sewage maintenance costs are less than your sewerage operation costs.

**Definition:** The total of sewage maintenance costs must be less than your sewerage operations costs as maintenance is a subset of operations.

*Calculation***:**

Costs: operating sewerage - Costs: maintenance sewerage is > 0. FN33-FN77 > 0

What to do if invalid (yellow):

- check your sewerage operations (FN33) and maintenance (FN77) cost raw values and correct where needed

*Notes:*

- if the cell is yellow then this is incorrect and must be fixed

**SWIM Category:** QA/QC Checks

**Source of data:** Derived

**Calculation:** QA3=FN33-FN77

**Data type:** Numeric

**Scheme type(s):** WSP-wide

Required by: QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: QA4

**Indicator short title:** Asset Replacement Costs > Depreciation: Water

**Units:** WERTZZ

**Title:** Test to see if your water depreciation costs are less than your water asset replacement costs.

**Definition:** The total of water depreciation costs must be less than your water asset replacement costs.

*Calculation***:**

Nominal written down replacement cost: fixed water assets - Current cost depreciation: water is > 0. FN9-FN78 > 0

What to do if invalid (yellow):

- check your water replacement (FN9) and depreciation (FN78) cost raw values and correct where needed

*Notes:*

- if the cell is yellow then this is incorrect and must be fixed

**SWIM Category:** QA/QC Checks

**Source of data:** Derived

**Calculation:** QA4=FN9-FN78

**Data type:** Numeric

**Scheme type(s):** WSP-wide

Required by: QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: QA5

**Indicator short title:** Asset Replacement Costs > Depreciation: Sewerage

**Units:** WERTZZ

**Title:** Test to see if your sewerage depreciation costs are less than your sewerage asset replacement costs.

**Definition:** The total of sewerage depreciation costs must be less than your sewerage asset replacement costs.

*Calculation***:**

Nominal written down replacement cost: fixed sewerage assets - Current cost depreciation: sewerage is > 0. FN10-FN79 > 0

What to do if invalid (yellow):

- check your sewerage replacement (FN10) and depreciation (FN79) cost raw values and correct where needed

*Notes:*

- if the cell is yellow then this is incorrect and must be fixed

**SWIM Category:** QA/QC Checks

**Source of data:** Derived

**Calculation:** QA5=FN10-FN79

**Data type:** Numeric

**Scheme type(s):** WSP-wide

Required by: QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: QA6

**Indicator short title:** Drinking water non-revenue water > drinking water losses

**Units:** WERTZZ

**Title:** Test to see if your drinking water losses are less than your drinking water non-revenue water volume.

**Definition:** The total volume of drinking water lost must be less than your reported volume of non-revenue drinking water as water loss is a subset of non-revenue water. Non-revenue drinking water = all drinking water losses (Real and Apparent) + all authorised but unbilled consumption.

*Calculation***:**

Volume drinking water supplied: non-revenue - Volume water lost: drinking water is > 0. WA36-AS56 > 0

What to do if invalid (yellow):

- check your raw values for your volumes of drinking water supplied to residential (WA32), non-residential (WA34) and non-revenue (WA36) and your raw values for your volumes of water lost (AS56) and correct where needed.

*Notes:*

- if the cell is yellow then this is incorrect and must be fixed

**SWIM Category:** QA/QC Checks

**Source of data:** Derived

**Calculation:** QA6=WA36-AS56

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

Required by: QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: QA7

**Indicator short title:** Total water restriction days = 365 for the year

**Units:** WERTZZ

**Title:** Test to see if your all your water restriction data adds up to 365/366 (leap year) days in total for the year .

**Definition:** The total number of days of water restriction levels (none, PWCM, 1, 2, 3, 4, and 5) should equal 365/366 (leap year) days for the year.

What to do if invalid (yellow):

- check your raw values for your 'duration of water restriction levels' (WS11-WS16, WS26). They should all add up to 365/366 (leap year).

*Notes:*

- if the cell is yellow then this is incorrect and must be fixed

**SWIM Category:** QA/QC Checks

**Source of data:** Derived

**Calculation:** QA7=WS26+WS11+WS12+WS13+WS14+WS15+WS16

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

Required by: QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: QA8

**Indicator short title:** Sum of % sewage treatment levels = 100%

**Units:** WERTZZ

**Title:** Test to see if your % primary, secondary and tertiary treated sewage add up to 100%.

**Definition:** The % of sewage treated to a primary (max) + secondary (max) + tertiary (max) treatment level must add up to 100%.

*Calculation***:**

% sewage treated = 100% = % primary max treatment only + % secondary max treatment only + tertiary max treatment only: EN1 + EN2 + EN3

What to do if invalid (yellow):

- check your raw values for your volumes of sewage treated to a certain level (EN18: primary), (EN19: secondary) and (EN20: tertiary) are correct so that the % values calculated for EN1, EN2, and EN3 are correct and add to 100%.

*Notes:*

- if the cell is yellow then this is incorrect and must be fixed

**SWIM Category:** QA/QC Checks

**Source of data:** Derived

**Calculation:** QA8=EN1+EN2+EN3

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

Required by: QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA1

**Indicator short title:** SRMTMP responsible (primary) person contact: name

**Units:** text

**Title:** SRMTMP primary contact name?

**Definition:** What is the name of your primary contact for your Safety, Reliability, Maintenance and Technical Management Plan (SRMTMP)?

**SWIM Category:** SRMTMP Annual Report

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR05

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA10

**Indicator short title:** Has there been any changes to the SRMTMP introduction?

**Units:** yes/no

**Title:** Has there been any changes to the SRMTMP 'introduction'?

**Definition:** Has there been any changes to the SRMTMP 'introduction' in relation to:

- the responsible person

- the organisational chart

- approvals and licencing

Mandatory comment required if response/value entered is 'yes'. Please provide a short description of the changes.

Note:

- If yes, provide a short description of the changes as a comment

**SWIM Category:** SRMTMP Annual Report

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR08

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA11

**Indicator short title:** Does the SRMTMP description of the operation reflect current infrastructure?

**Units:** yes/no

**Title:** Does the SRMTMP description of the operation reflect current infrastructure?

**Definition:** Do the assets summary and the high level descriptions including system/scheme list in your SRMTMP reflect your current infrastructure?

Mandatory comment required if response/value entered is 'no'. Please explain why not.

Note:

- If no, provide a short description of the changes as a comment

**SWIM Category:** SRMTMP Annual Report

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR09

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA12

**Indicator short title:** Has there been any changes to the SRMTMP operational safety and reliability?

**Units:** yes/no

**Title:** Has there been any changes to the SRMTMP operational safety and reliability?

**Definition:** Has there been any changes to the SRMTMP operational safety and reliability in relation to:

- the person who is responsible for water and/or sewerage infrastructure safety

- design management approach

- procurement systems and processes

- safe operating procedures

- emergency response management

- incident reporting requirements

- auditing processes

Mandatory comment required if response/value entered is 'yes'. Please provide a short description of the changes.

Note:

- If yes, provide a short description of the changes as a comment

**SWIM Category:** SRMTMP Annual Report

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR10

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA13

**Indicator short title:** Has there been any changes to the SRMTMP formal safety and reliability assessment?

**Units:** yes/no

**Title:** Has there been any changes to the SRMTMP formal safety and reliability assessment?

**Definition:** Has there been any changes to the SRMTMP formal safety and reliability assessment in relation to:

- the hazards identification and rating system

- risk response mitigation and controls

- risk assessment principles and guidelines

Mandatory comment required if response/value entered is 'yes'. Please provide a short description of the changes.

Note:

- If yes, provide a short description of the changes as a comment

**SWIM Category:** SRMTMP Annual Report

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR11

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA14

**Indicator short title:** Has there been any changes to SRMTMP asset management?

**Units:** yes/no

**Title:** Has there been any changes to SRMTMP asset management?

**Definition:** Has there been any changes to SRMTMP asset management in relation to:

- the asset management system or asset management plan

- operations and maintenance strategies

- the maintenance program

Mandatory comment required if response/value entered is 'yes'. Please provide a short description of the changes.

Note:

- If yes, provide a short description of the changes as a comment

**SWIM Category:** SRMTMP Annual Report

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR12

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA15

**Indicator short title:** Has there been any changes to SRMTMP contractor management?

**Units:** yes/no

**Title:** Has there been any changes to SRMTMP contractor management?

**Definition:** Has there been any changes to SRMTMP contractor management?

Mandatory comment required if response/value entered is 'yes'. Please provide a short description of the changes.

Note:

- If yes, provide a short description of the changes as a comment

**SWIM Category:** SRMTMP Annual Report

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR13

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA16

**Indicator short title:** Has there been any changes to SRMTMP compliance monitoring?

**Units:** yes/no

**Title:** Has there been any changes to SRMTMP compliance monitoring?

**Definition:** Has there been any changes to SRMTMP compliance monitoring in relation to:

- stakeholder and public communication protocols

- recycled water education and notices to customers

- supply agreements

Mandatory comment required if response/value entered is 'yes'. Please provide a short description of the changes.

Note:

- If yes, provide a short description of the changes as a comment

**SWIM Category:** SRMTMP Annual Report

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR14

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA17

**Indicator short title:** Number of SRMTMP emergency response and incident reported

**Units:** count

**Title:** Number of SRMTMP emergency response and incident reported.

**Definition:** Report the number of emergencies or incidents in the reporting year that meet the OTR Water and Sewerage Incident Notification Protocol.

Mandatory comment required if response/value entered is not 'NR' or '0'. Please provide further information on those incidents caused by a recurring issue and what corrective actions were undertaken?

Note:

- If they did occur, please include further information on whether any were caused by a recurring issue and if so, what corrective action was undertaken?

**SWIM Category:** SRMTMP Annual Report

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR15

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA18

**Indicator short title:** If no recycled water was produced, why?

**Units:** text

**Title:** If no recycled water has been produced, why?

**Definition:** Explain why no recycled water was produced, option include (but not limited to):

- not approved for recycled water use

- evaporation

- inadequate flows

- treatment plant approved but not yet commissioned/producing recycled water

- water quality issues

- treatment plant offline for repairs

- environmental discharge

**SWIM Category:** SA Health

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Recycled (Reuse) water schemes

**SA Health Code:** SAH05

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA19

**Indicator short title:** Who is responsible for the operation of the sewerage treatment plant?

**Units:** WIE/third party

**Title:** Who is responsible for the operation of the sewerage treatment plant?

**Definition:** Some wastewater treatment plants are operated on behalf of the WIE by a third party. Please nominate who is responsible for the daily operation of the treatment plant.

*Notes:*

- Options are WIE or Third-Party

**SWIM Category:** SA Health

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** Sewerage schemes

**SA Health Code:** SAH07

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA2

**Indicator short title:** SRMTMP responsible (primary) person contact: title

**Units:** text

**Title:** SRMTMP primary contact title?

**Definition:** What is the title of the primary contact for your Safety, Reliability, Maintenance and Technical Management Plan (SRMTMP)?

**SWIM Category:** SRMTMP Annual Report

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR05.1

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA20

**Indicator short title:** If treatment plant operated by third party, provide their details

**Units:** text

**Title:** If the Wastewater Treatment Plant is operated by a third party, provide their details.

**Definition:** Provide the details of the third party who is operating the Wastewater Treatment Plant.

*Notes:*

- Details to include: name of organisation, name of person responsible, emergency contact details, address, phone, email

**SWIM Category:** SA Health

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** Sewerage schemes

**SA Health Code:** SAH08

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA21

**Indicator short title:** Have there been any alterations or upgrades to the sewage treatment plant?

**Units:** yes/no

**Title:** Have there been any alterations or upgrades to the Wastewater Treatment Plant within the reporting period?

**Definition:** Have there been any alterations or upgrades to the Wastewater Treatment Plant within the reporting period?

Mandatory comment required if response/value entered is 'yes'. Please provide a short description of the alterations or upgrades.

*Notes:*

- If yes, provide a short description of the changes as a comment

**SWIM Category:** SA Health

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Sewerage schemes

**SA Health Code:** SAH09

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA22

**Indicator short title:** Are there any plan alterations or upgrades to the STP for the next reporting period?

**Units:** yes/no

**Title:** Are there any alterations or upgrades to the Wastewater Treatment Plant planned within the next reporting period?

**Definition:** Are there any alterations or upgrades to the Wastewater Treatment Plant planned within the next reporting period?

Mandatory comment required if response/value entered is 'yes'. Please provide a short description of the alterations or upgrades.

*Notes:*

- If yes, provide a short description of the changes as a comment

**SWIM Category:** SA Health

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Sewerage schemes

**SA Health Code:** SAH10

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA3

**Indicator short title:** SRMTMP responsible (primary) person contact: phone number

**Units:** text

**Title:** SRMTMP primary contact phone number?

**Definition:** What is the phone number of the primary contact for your Safety, Reliability, Maintenance and Technical Management Plan (SRMTMP)?

**SWIM Category:** SRMTMP Annual Report

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR05.2

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA4

**Indicator short title:** SRMTMP responsible (primary) person contact: email

**Units:** text

**Title:** SRMTMP primary contact email?

**Definition:** What is the email of the primary contact for your Safety, Reliability, Maintenance and Technical Management Plan (SRMTMP)?

**SWIM Category:** SRMTMP Annual Report

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR05.3

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA5

**Indicator short title:** SRMTMP responsible (secondary) person contact: name

**Units:** text

**Title:** SRMTMP secondary contact name?

**Definition:** What is the name of your secondary contact for your Safety, Reliability, Maintenance and Technical Management Plan (SRMTMP)?

**SWIM Category:** SRMTMP Annual Report

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR06

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA6

**Indicator short title:** SRMTMP responsible (secondary) person contact: title

**Units:** text

**Title:** SRMTMP secondary contact title?

**Definition:** What is the title of the secondary contact for your Safety, Reliability, Maintenance and Technical Management Plan (SRMTMP)?

**SWIM Category:** SRMTMP Annual Report

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR06.1

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA7

**Indicator short title:** SRMTMP responsible (secondary) person contact: phone

**Units:** text

**Title:** SRMTMP secondary contact phone number?

**Definition:** What is the phone number of the secondary contact for your Safety, Reliability, Maintenance and Technical Management Plan (SRMTMP)?

**SWIM Category:** SRMTMP Annual Report

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR06.2

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA8

**Indicator short title:** SRMTMP responsible (secondary) person contact: email

**Units:** text

**Title:** SRMTMP secondary contact email?

**Definition:** What is the email of the secondary contact for your Safety, Reliability, Maintenance and Technical Management Plan (SRMTMP)?

**SWIM Category:** SRMTMP Annual Report

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR06.3

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SA9

**Indicator short title:** SRMTMP approval letter/audit report requirements/recommendations fully completed

**Units:** yes/no

**Title:** SRMTMP approval letter or audit report requirements and recommendations fully complete.

**Definition:** Have you completed all requirements and considered all recommendations included in your most recent SRMTMP approval letter or audit report?

Mandatory comment required if response/value entered is 'no'. Please provide details on the progress of the items.

*Notes:*

- If you answered 'no' you MUST add a comment which details the progress of the requirement and/or recommendation items

**SWIM Category:** SRMTMP Annual Report

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**SA OTR Code:** OTR07

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SP1

**Indicator short title:** Service Provider's ABN

**Units:** WERTZZ

**Title:** Service Provider / Utility / Entity's Australian Business Number (ABN).

**Definition:** The water and/or sewerage Service Provider / Utility / Entity's Australian Business Number (ABN).

**SWIM Category:** Service Provider information

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** G (i)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SP2

**Indicator short title:** SWIM annual data co-ordinator's contact: name

**Units:** WERTZZ

**Title:** SWIM annual data co-ordinator's contact name.

**Definition:** The name of the person who is co-ordinating this annual data entry, the person to contact in the first case of any queries.

**SWIM Category:** Service Provider information

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** G (ii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SP3

**Indicator short title:** SWIM annual data co-ordinator's contact: email

**Units:** WERTZZ

**Title:** SWIM annual data co-ordinator's contact email.

**Definition:** The email address of the person who is co-ordinating this annual data entry, the person to contact in the first case of any queries.

*Notes:*

- a general email of the organisation might be useful in case of staff movements

**SWIM Category:** Service Provider information

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** G (iii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: SP4

**Indicator short title:** SWIM annual data co-ordinator's contact: phone number

**Units:** WERTZZ

**Title:** SWIM annual data co-ordinator's contact phone number.

**Definition:** The phone number of the person who is co-ordinating this annual data entry, the person to contact in the first case of any queries.

*Notes:*

- a general phone number of the organisation might be useful in case of staff movements

**SWIM Category:** Service Provider information

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** G (iv)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA1

**Indicator short title:** Volume water self-sourced: surface water

**Units:** ML

**Title:** Volume of water taken from surface water sources.

**Definition:** The total volume of water abstracted (self-sourced) by the service provider from climate-dependant surface water sources such as dams, weirs, rivers or irrigation channels during the reporting period.

*Includes:*

- surface water desalination (except from estuarine or marine systems)

- dams, weirs, rivers or irrigation channels

- for any drinking and non-drinking water use

- any water returned to surface water

- water taken by other service providers operating on behalf of the service provider

*Excludes:*

- any sourced from estuarine or marine desalination

- any urban stormwater or drainage water sources

- any purchased/imported surface water from another service provider such as a bulk water supplier (reported separately)

*Example:*

- 'Imported' versus 'sourced' water when a third party is involved. Water Service Provider A (WSP A) has multiple drinking water schemes from which they source/import raw water (an allocation) and then treat it themselves and supply to their customers. The question is whether they report the amount of water they ‘get’ into a ‘sourced’ or ‘imported’ indicator as per the examples below.

1. Drinking water Scheme X. They have an allocation from SunWater. SunWater releases water from an upstream dam into a river/weir further downstream from which WSP A itself extracts the water and treats. In this case, WSP A would class this as ‘Volume water taken: surface water’ and add the volume to WA1.

2. Drinking water Scheme Y. Again, the raw water is from an allocation from SunWater. In this case SunWater provide the water to WSP A directly via a pipeline which WSP A pays both an access fee and pumping charge to SunWater (in addition to the normal volume charge for the allocation). The raw water originates in a dam but is piped by SunWater directly to the Water Treatment Plant of Drinking water Scheme Y. In this case WSP A report this raw water as ‘Volume drinking and non-drinking water imported’ and add the volume to WA238. With regard to this example, the organisations requesting the data would classify this as 'imported water' (i.e. bulk raw water supplied by another supplier), because SunWater provides the infrastructure for the service (and additionally WSP A pays the access fee and pumping charges).

*Notes:*

- there may be a requirement in some cases for service providers to aggregate volumes from various surface water sources

- information on estimates should be included as a comment

- the reported volume should be based on the metered inflow of raw water to WTPs or metered extraction of raw water where it is supplied directly into the urban system without treatment

- if a WTP inflow measurement is not available an outflow measurement can be used. In such cases this should be documented in the associated comment

- where possible, avoid reporting volumes based on meters that are a long way upstream of a WTP. Distribution system losses and gains can influence the measured volume significantly

- information on estimates should be included as a comment

**SWIM Category:** Sources of Water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG1.8

**NPR Code:** W1

**ABS Code:** Q13 (a)

**BoM Cat 7 Code:** U1.1+U1.2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA101

**Indicator short title:** Volume recycled water imported: external

**Units:** ML

**Title:** Total volume of recycled water imported (received from other bulk supplier/service providers).

**Definition:** The total volume of recycled water received/imported from other third-party service providers or bulk suppliers.

Recycled water is water generated from sewage, greywater, drainage water or stormwater systems and treated to a standard that is appropriate for its intended use.

*Includes:*

- bulk recycled water purchases

- any water that is subsequently exported to another service provider

- recycled water received from independent operators

- transfers not associated with a financial transaction

- recycled (reuse) water source from sewage, stormwater or drainage water

*Excludes:*

- any recycled water imported 'internally' (from within your organisation) from one recycled scheme to another

- volumes from others/utilities/entities operating infrastructure on behalf of the service provider (you)

*Notes:*

- provide only the total volume of water actually received from other water suppliers and not the amount of water that this service provider (you) might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Sources of Water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** QG1.32

**NPR Code:** W6

**ABS Code:** Q26

**BoM Cat 7 Code:** U41.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA11

**Indicator short title:** Volume urban water supplied: all

**Units:** ML

**Title:** Total volume of drinking and non-drinking urban water supplied (excluding agricultural irrigation and aquifer recharge).

**Definition:** The total volume of water (drinking and non-drinking water, including recycled water) supplied to residential and non-residential customers by the service provider over the reporting period. This comprises the sum of residential and non-residential water supplied.

*Includes:*

- Non-revenue water

- recycled sewage, stormwater or drainage water

*Excludes:*

- water supplied to non-urban agriculture

- water supplied to aquifer recharge

- water supplied to environment

- water exported

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA11:potable+raw=WA206+WA121; WA11:recycled=WA20+WA21

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**NPR Code:** W11

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA11.1

**Indicator short title:** Volume urban water supplied: all (bulk)

**Units:** ML

**Title:** Total volume of drinking and non-drinking urban water supplied (excluding agricultural irrigation and aquifer recharge).

**Definition:** The total volume of water (drinking and non-drinking water, including recycled water) supplied to residential and non-residential customers by the service provider over the reporting period. This comprises the sum of residential and non-residential water supplied.

*Includes:*

- Non-revenue water

- recycled sewage, stormwater or drainage water

*Excludes:*

- water supplied to non-urban agriculture

- water supplied to aquifer recharge

- water supplied to environment

- water exported

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA11.1:potable+raw=WA206+WA121+WA233; WA11.1:recycled=WA20+WA21+WA15

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**NPR Code:** W11

**Required by:** Seqwater, GAWB and MIWB

## SWIM Code: WA111

**Indicator short title:** Volume drinking+non-drinking water supplied: parks and gardens (excl. your own)

**Units:** ML

**Title:** Volume of water supplied to parks and gardens (including sports fields, golf courses and race courses) (excluding those managed by you, recycled water).

**Definition:** The total volume of billed drinking and non-drinking water (raw-Partially Treated) water supplied to non-residential connections or businesses mainly engaged in operating parks and gardens, sports fields, golf courses and race courses etc.

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- supply of water to parks, gardens and sporting grounds operated and maintained by this service provider or entity

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q18 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA112

**Indicator short title:** Volume drinking+non-drinking water supplied: agriculture

**Units:** ML

**Title:** Volume of water supplied to agriculture (excluding those managed by you, recycled water).

**Definition:** The total volume of billed drinking and non-drinking water (raw-Partially Treated) water supplied to non-residential connections or businesses mainly engaged in agriculture including plant nurseries, turf farms, floriculture.

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- supply of water to agricultural activities operated and maintained by this service provider or entity

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q18 (b)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA113

**Indicator short title:** Volume drinking+non-drinking water supplied: forestry

**Units:** ML

**Title:** Volume of water supplied to forestry (excluding those managed by you, recycled water).

**Definition:** The total volume of billed drinking or non-drinking water (raw-Partially Treated) water supplied to non-residential connections or businesses mainly engaged in growing and logging of standing timber in native or plantation forests or timber tracts for commercial benefits.

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any volumes used by you own organisation

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q18 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA114

**Indicator short title:** Volume drinking+non-drinking water supplied: aquaculture or fishing

**Units:** ML

**Title:** Volume of water supplied to aquaculture or fishing (excluding those managed by you, recycled water).

**Definition:** The total volume of billed drinking or non-drinking water (raw-Partially Treated) water supplied to non-residential connections or businesses mainly engaged in off-shore or on-shore farming of finfish, crustaceans or molluscs. Also includes fishing such a prawn and line fishing.

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any volumes used by you own organisation

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q18 (d)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA115

**Indicator short title:** Volume drinking+non-drinking water supplied: mining

**Units:** ML

**Title:** Volume of water supplied to mining (excluding those managed by you, recycled water).

**Definition:** The total volume of billed drinking or non-drinking water (raw-Partially Treated) water supplied to non-residential connections or businesses mainly engaged in mining operations and mining support activities.

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any volumes used by you own organisation

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q18 (e)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA116

**Indicator short title:** Volume drinking+non-drinking water supplied: electricity generation

**Units:** ML

**Title:** Volume of water supplied to electricity generation (excluding those managed by you, recycled water).

**Definition:** The total volume of billed drinking or non-drinking water (raw-Partially Treated) water supplied to non-residential connections or businesses mainly engaged in the generation, transmission and distribution of electricity.

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any volumes used by you own organisation

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q18 (f)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA117

**Indicator short title:** Volume drinking+non-drinking water supplied: commercial

**Units:** ML

**Title:** Volume of water supplied to commercial (excluding those managed by you, recycled water).

**Definition:** The total volume of billed drinking or non-drinking water (raw-Partially Treated) water supplied to non-residential connections or businesses mainly in goods/products wholesaling or retailing activities and in the provision of accommodation (e.g. hotel, motel, resort, youth hostel operation) and food services (e.g. cafes, restaurants and takeaway food services).

*Includes:*

- offices, shops and accommodation

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any volumes used by you own organisation

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q18 (g)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA118

**Indicator short title:** Volume drinking+non-drinking water supplied: industrial

**Units:** ML

**Title:** Volume of water supplied to industrial (excluding those managed by you, recycled water).

**Definition:** The total volume of billed drinking or non-drinking water (raw-Partially Treated) water supplied to non-residential connections or businesses often described as plants, factories or mills. These are businesses or units mainly engaged in the physical or chemical transformation of materials, substances or components into new products.

*Includes:*

- food product manufacturing

- beverage and tobacco product manufacturing

- textile, leather, clothing and footwear manufacturing

- wood product manufacturing

- pulp, paper and converted paper product manufacturing

- petroleum and coal product manufacturing

- metallic and non-metallic product manufacturing

- machinery and equipment manufacturing

- other manufacturing

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any volumes used by you own organisation

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q18 (h)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA119

**Indicator short title:** Volume drinking+non-drinking water supplied: institutional

**Units:** ML

**Title:** Volume of water supplied to institutional and municipal (excluding those managed by you, recycled water).

**Definition:** The total volume of billed drinking or non-drinking water (raw-Partially Treated) water supplied to non-residential connections or businesses mainly engaged in the provision and support of education and training (i.e. schools), health care and social assistance (i.e. hospitals, medical and dental services, diagnostic imaging services, etc.) and public order and safety services (i.e. correctional and detentions centres).

*Includes:*

- hospitals, jails and schools

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any volumes used by you own organisation

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q18 (i)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA12.1

**Indicator short title:** Annual residential water supplied (ML per connection)

**Units:** ML/connection/year

**Title:** Average annual volume of residential water supplied per connection.

**Definition:** Average annual residential water supplied (ML) is the total residential water supplied divided by the number of residential water connected properties.

*Includes:*

- drinking and non-drinking water supplies

- recycled water (any source) supplies

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA12.1:potable+raw=WA206/CS2.1; WA12.1:recycled=WA20/CS2.1; WA12.1:wsp=(WA206+WA20)/CS2.1

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**NPR Code:** W12

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA120

**Indicator short title:** Volume drinking+non-drinking water supplied: any other

**Units:** ML

**Title:** Volume of drinking and non-drinking water non-residential water supplied to any other customer not reported elsewhere (excluding those managed by you, excluding recycled water).

**Definition:** The total volume of billed drinking and non-drinking water (raw-Partially Treated) water supplied to any other non-residential customer, connections or businesses not specified or reported elsewhere.

*Includes:*

- any other uses/customers not captured by the other 'non-residential' water supplied indicators. Not previously reported in 'commercial, industrial, institutional, municipal, agricultural/individual irrigation, irrigation water systems/schemes, parks and gardens (not managed by you), forestry, aquaculture/fishing, mining, electricity generation, environmental flows, or own use'

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- environmental releases made outside of the water supply system

- any volumes used by your own organisation

*Notes:*

- the reported volume should be based on customer metering data

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q18 (j)

**BoM Cat 7 Code:** U10.5

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA120.1

**Indicator short title:** Nature of largest item you supplied non-residential 'other' water to

**Units:** Text

**Title:** Nature of largest item you supplied non-residential 'other' water to.

**Definition:** Please provide a text description of the nature of the largest item included in the indicator WA120 'Volume of water supplied to others not reported elsewhere'.

*Notes:*

- if you supplied non-residential 'other' water to more than 1 customers, please add a comment to included the second largest nature and volume as a comment. E.g., “Second largest was 'X' ML to 'Nature'.”

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** Q18 (j) (i)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA120.2

**Indicator short title:** Volume of largest item you supplied non-residential 'other' water to

**Units:** ML

**Title:** Volume of largest item who you supplied non-residential 'other' water to.

**Definition:** Please provide the amount of 'other' non-residential water (ML) supplied to the largest items included in the indicator WA120 'Volume of water supplied to others not reported elsewhere'.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q18 (j) (ii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA121

**Indicator short title:** Volume drinking+non-drinking water supplied: non-residential

**Units:** ML

**Title:** Total volume of non-residential water supplied (excluding those managed by you, excluding recycled water).

**Definition:** The total volume of billed drinking and non-drinking water (raw-Partially Treated) water supplied to non-residential connections or businesses. These connections will include, but may not be limited, to those engaged in parks and gardens (not your own), agriculture, forestry, aquaculture and fishing, mining, electricity generation, commercial, industrial and institutional customers.

*Includes:*

- all billed, metered and unmetered non-residential consumption

*Excludes:*

- all residential consumption

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any volumes used by you own organisation

- any non-revenue water (unbilled authorised consumption, unauthorised consumption and, real and apparent losses).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA121=WA111+WA112+WA113+WA114+WA115+WA116+WA117+WA118+WA119+WA120

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**NPR Code:** W9.3

**ABS Code:** Q17 (b) and Q18 (k)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA122

**Indicator short title:** Volume drinking+non-drinking water supplied: all

**Units:** ML

**Title:** Total volume of drinking and non-drinking water residential and non-residential water supplied (excluding those managed by you, recycled water).

**Definition:** The total volume of drinking and non-drinking water (raw-Partially Treated) water supplied to residential and non-residential customers.

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any volumes used by you own organisation

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA122=WA206+WA121

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q17 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA123

**Indicator short title:** Volume drinking+non-drinking water used by your organisation: any other uses

**Units:** ML

**Title:** Volume of drinking and non-drinking water used by your organisation for all other uses (excluding recycled water).

**Definition:** The total volume of unbilled but authorised water use by your organisation for purposes other than watering your own 'parks and gardens'.

Includes (but not limited to):

- office use

- drinking water facilities and other amenities

- unbilled operational use (e.g. mains flushing or back washing)

- fire-fighting

- any other unbilled but authorised consumption

- municipal operations (e.g., dust suppression, street cleaning)

*Excludes:*

- supplied to your own parks and gardens

- unauthorised water consumption, metering errors and water losses

- volume of recycled (reuse) water used

- water supplied to billed customers

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Consumption

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q20 (b)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA124

**Indicator short title:** Volume drinking+non-drinking water used by your organisation

**Units:** ML

**Title:** Total volume of drinking and non-drinking water used by your organisation (own use) (excluding recycled water).

**Definition:** The total volume of authorised but unbilled drinking and non-drinking water (raw-Partially Treated) water used by this service provider/entity (own use).

Includes (but not limited to):

- watering local parks, gardens and sports fields owned/managed by you

- managing aquifer recharge

- estimate of water used for fire-fighting

- all your own water use, e.g. onsite use at a WTP (including the irrigation of grounds, process water at treatment plant, hydrants for mains flushing, etc.)

- unbilled or unmetered authorised use

*Excludes:*

- water supplied by this entity to billed customers

- volume of recycled (reuse) water (i.e. sourced from sewage or stormwater) used

- unauthorised water consumption, metering errors and water losses

- environmental releases made outside of the water supply system

*Notes:*

- the reported volume should be based on customer metering data

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA124=WA166+WA123

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG1.35

**NPR Code:** WR\_N2

**ABS Code:** Q20 (c)

**BoM Cat 7 Code:** U10.7

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA13

**Indicator short title:** Volume raw (untreated) water supplied: environmental flows

**Units:** ML

**Title:** Volume of raw (untreated) water supplied for environmental flows from outside the urban water supply system (excludes recycled water and aquifer recharge).

**Definition:** The total volume of raw (untreated) water supplied by the service provider to the environment. Environmental flows are wholesale flow allocations to the environment, generally upstream of the master meter, as specified in the environmental flow management regime generally required by the relevant natural resource management agency. Accidental or unintentional releases should not be included unless they can be incorporated into the environmental flow management regime - clarification should be sought from the State or Territory regulator on any component of unintended releases to be included in environmental flows.

*Includes:*

- environmental releases made from outside of the urban water supply system, i.e. before treatment

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any volumes of drinking water

- water that has been subjected to treatment for use and subsequently returned to surface water. Water returned to surface water from the urban water system are reported under another indicator

- water supplied for aquifer recharge

- accidental or unintentional releases (see definition above)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Env Flows

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q24 (a)

**BoM Cat 7 Code:** U14.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA137

**Indicator short title:** Volume sewage+stormwater+drainage collected

**Units:** ML

**Title:** Total volume of wastewater (including sewage), drainage water and stormwater collected (excluding any recycled water imports).

**Definition:** The total volume of all wastewater (including sewage and stormwater) collected/captured by this water service provider for use, export or discharge back to the environment.

*Excludes:*

- any recycled water (sewage, stormwater, or drainage water) imports

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA137:recycled=WA98+WA240; WA137:sewage=WA167

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water and Sewerage schemes

**ABS Code:** Q28 (d)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA141

**Indicator short title:** Volume recycled water supplied: parks and gardens (excl. your own)

**Units:** ML

**Title:** Volume of recycled water supplied to parks and gardens (including sports fields, golf courses and race courses) (excluding those managed/owned by you).

**Definition:** The total volume of billed recycled water supplied to non-residential connections or businesses mainly engaged in operating parks and gardens, sports fields, golf courses and race courses etc.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Excludes:*

- supply of recycled (reuse) water to parks and gardens and sporting grounds operated and maintained by this service provider or entity (considered as own use by this service provider or entity)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q33 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA143

**Indicator short title:** Volume recycled water supplied: forestry

**Units:** ML

**Title:** Volume of recycled water supplied to forestry.

**Definition:** The total volume of billed recycled water supplied to non-residential connections or businesses mainly engaged in growing and logging of standing timber in native or plantation forests or timber tracts for commercial benefits.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q33 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA144

**Indicator short title:** Volume recycled water supplied: aquaculture or fishing

**Units:** ML

**Title:** Volume of recycled water supplied to aquaculture or fishing.

**Definition:** The total volume of billed recycled water supplied to non-residential connections or businesses mainly engaged in off-shore or on-shore farming finfish, crustaceans or molluscs. Also includes fishing such a prawn and line fishing.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q33 (d)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA145

**Indicator short title:** Volume recycled water supplied: mining

**Units:** ML

**Title:** Volume of recycled water supplied to mining.

**Definition:** The total volume of billed recycled water supplied to non-residential connections or businesses mainly engaged in mining operations and mining support activities.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q33 (e)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA146

**Indicator short title:** Volume recycled water supplied: electricity generation

**Units:** ML

**Title:** Volume of recycled water supplied to electricity generation.

**Definition:** The total volume of billed recycled water supplied to non-residential connections or businesses mainly engaged in the generation, transmission and distribution of electricity.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q33 (f)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA147

**Indicator short title:** Volume recycled water supplied: commercial

**Units:** ML

**Title:** Volume of recycled water supplied to commercial.

**Definition:** The total volume of billed recycled water supplied to non-residential connections or businesses mainly in goods/products wholesaling or retailing activities and in the provision of accommodation (e.g. hotel, motel, resort, youth hostel operation) and food services (e.g. cafes, restaurants and takeaway food services).

*Includes:*

- recycled water supplied to, e.g., offices, shops, food services and accommodation

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q33 (g)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA148

**Indicator short title:** Volume recycled water supplied: industrial

**Units:** ML

**Title:** Volume of recycled sewage water supplied to industrial.

**Definition:** The total volume of billed recycled sewage water supplied to non-residential connections or businesses often described as plants, factories or mills. These are businesses or units mainly engaged in the physical or chemical transformation of materials, substances or components into new products.

*Includes:*

- recycled water supplied to, e.g., food product manufacturing, beverage and tobacco product manufacturing, textile, leather, clothing and footwear manufacturing, wood product manufacturing, pulp, paper and converted paper product manufacturing, petroleum and coal product manufacturing, metallic and non-metallic product manufacturing, machinery and equipment manufacturing, other manufacturing

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q33 (h)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA149

**Indicator short title:** Volume recycled water supplied: institutional

**Units:** ML

**Title:** Volume of recycled water supplied to institutional.

**Definition:** The total volume of billed recycled water supplied to non-residential connections or businesses mainly engaged in the provision and support of education and training (i.e. schools), health care and social assistance (i.e. hospitals, medical and dental services, diagnostic imaging services, etc.) and public order and safety services (i.e. correctional and detentions centres).

*Includes:*

- recycled water supplied to, e.g., hospitals, jails and schools

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q33 (i)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA15

**Indicator short title:** Volume recycled water exported: external

**Units:** ML

**Title:** Total volume of recycled water exported (supplied to other service providers).

**Definition:** The total volume of recycled water, exported or sold to another service provider, entity or infrastructure operator outside this service provider's geographic area of responsibility.

*Includes:*

- volumes of water originating from another source. For example, water imported by this service provider and then exported

- bulk recycled water sales

- transfers not associated with a financial transaction

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Excludes:*

- volume of water exported/provided to water carriers or tankers that supply water

- any recycled water exported 'internally' (from within your organisation) from one recycled scheme to another

- volumes from service providers operating infrastructure on behalf of the service provider

*Notes:*

- provide only the total volume of water actually received by the other service provider and not the amount of water that this service provider or entity might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** QG1.30

**NPR Code:** W15

**ABS Code:** Q32 (a)

**BoM Cat 7 Code:** U42.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA152

**Indicator short title:** Volume recycled water exported and supplied: all

**Units:** ML

**Title:** Total volume of recycled (reuse) water supplied to other water suppliers, residential and non-residential.

**Definition:** The total volume of billed recycled (reuse) water supplied to other water suppliers, residential and non-residential businesses or connections.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA152=WA15+WA20+WA21

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q32 (d)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA158

**Indicator short title:** Volume drinking+non-drinking water imported: external (Supplier 1)

**Units:** ML

**Title:** Total volume of drinking and non-drinking water imported from bulk water supplier 1 (excluding any recycled water).

**Definition:** The total volume of drinking and non-drinking water received/imported from bulk water supplier 1.

*Includes:*

- water received from other bulk supplier, other third-party service providers or service providers

- bulk water purchases

- any water that is subsequently exported to another service provider

- transfers not associated with a financial transaction

*Excludes:*

- any recycled water

- any drinking and non-drinking water imported 'internally' (from within your organisation) from one drinking water or non-drinking scheme to another

- volumes from service providers operating infrastructure on behalf of the service provider

*Notes:*

- provide only the total volume of water actually received from other water suppliers and not the amount of water that this service provider (you) might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Sources of Water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q11 (ii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA158.1

**Indicator short title:** Name of bulk water supplier 1

**Units:** Text

**Title:** Name of the first of bulk supplier, other service providers that supplied you with drinking and/or non-drinking water (excluding recycled water).

**Definition:** Provide the name of the bulk water supplier 1 that supplied you with drinking and/or non-drinking water (excluding recycled water).

*Includes:*

- water received from other bulk supplier, other third-party service providers or service providers

- bulk water purchases

- any water that is subsequently exported to another service provider

- transfers not associated with a financial transaction

*Excludes:*

- any recycled water

*Notes:*

- provide only the total volume of water actually received from other water suppliers and not the amount of water that this service provider (you) might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Sources of Water

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** Q11 (i)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA16

**Indicator short title:** Volume sewage collected: residential+non-trade

**Units:** ML

**Title:** Volume of residential and non-trade waste sewage collected.

**Definition:** The total volume of sewage received from residential, non-residential and non-trade waste sources. This also includes any volumes collected in the sewage system due to stormwater, illegal connection inflow and infiltration to the sewerage system. Residential (domestic) sewage is the water borne waste derived from human origin comprising of faecal matter, urine and liquid household waste from water closet pans, sinks, baths, basins and similar fixtures designed for use in private dwellings.

*Includes:*

- wastewater collected by the service provider or service providers operating infrastructure on behalf of the service provider

- domestic sewage

- infiltration of groundwater in the sewage system

- inflow of stormwater into the sewage system

- illegal connections inflows

*Excludes:*

- any trade waste

- imports (external) from other service providers or third-party service providers (reported elsewhere)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** IQG1.28

**NPR Code:** W16

**BoM Cat 7 Code:** U22.3

**SA Health Code:** ISAH02

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA166

**Indicator short title:** Volume drinking+non-drinking water used by your organisation: own parks and gardens

**Units:** ML

**Title:** Volume of drinking and non-drinking water used by your organisation for your own parks and gardens (excluding recycled water).

**Definition:** The total volume of unbilled but authorised water used by your organisation specifically for watering your local parks, gardens and sports grounds or fields, race courses and golf courses.

Includes (but not limited to):

- local/public parks and gardens owned by you

- sports grounds or fields owned by you

- race courses owned by you

- golf courses owned by you

*Excludes:*

- volume of recycled (reuse) water used

- volumes of water supplied to 'parks and gardens' owned by other organisations

- water supplied to customers

*Notes:*

- drinking and non-drinking water used by your organisation for your own parks and gardens is almost always included as “non-revenue” water.

- information on estimates should be included as a comment

**SWIM Category:** Consumption

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q20 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA167

**Indicator short title:** Volume sewage collected: all

**Units:** ML

**Title:** Total volume sewage collected including via sewer mining.

**Definition:** The total volume of sewage collected by the service provider, measured as treatment plant inflow, plus sewage treated by another business on behalf of the water service provider e.g. wholesaler. Where only treatment plant outflow is measured, record this value and comment appropriately. This measure should equal the sum of volumes reported for residential, non-residential and non-trade waste collected, trade waste collected, sewerage imported from other service providers, and any sewer mining.

*Includes:*

- volume of sewage taken from sewer mining

- volume of sewerage imported (i.e. taken from other service providers or service providers)

*Notes:*

- residential and non-residential sewage and trade waste are defined as per either The National Water Management Strategy Guidelines for Sewerage Systems 1994 or State-based legislation

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** Derived

**Calculation:** WA167=WA18+WA68+WA67

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**ABS Code:** Q28 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA17

**Indicator short title:** Volume sewage collected: trade waste

**Units:** ML

**Title:** Volume trade waste collected.

**Definition:** The total volume of trade waste collected and treated by the service provider, or on behalf of the service provider. This includes any volumes of stormwater collected in the trade waste system. Trade waste (industrial waste) is the liquid waste generated from any industry, business, trade, or manufacturing process.

*Includes:*

- any leachate from any commercial or municipal landfill

*Excludes:*

- any domestic (residential/non-trade) sewage

- imported trade waste transfers(external) from other service providers or third-party service providers (reported elsewhere)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** IQG1.28

**NPR Code:** W17

**BoM Cat 7 Code:** U22.2

**SA Health Code:** ISAH02

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA175

**Indicator short title:** Volume treated sewage discharge: inland surface waters

**Units:** ML

**Title:** Total volume of treated sewage discharged (disposed of) to inland surface waters.

**Definition:** The total volume of treated sewage discharged (disposed of) by the service provider to inland surface waters. For example, dams, rivers, creeks or lakes.

*Includes:*

- disposed of to rivers, creeks and streams

- disposed of to surface water storages

- disposed of to irrigation channels

- sewage treated to a primary, secondary or tertiary level

*Excludes:*

- any treated sewage discharged to groundwater, land or sea/estuary

- any recycled sewage (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- sewage is waste from residential and non-residential/trade connections collected and/or treated via sewerage infrastructure. It includes any volumes collected in the sewerage system due to stormwater, illegal connection overflow and infiltration to the system

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** IW29

**ABS Code:** IQ36 (a)

**BoM Cat 7 Code:** U25.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA175.1

**Indicator short title:** Volume treated drainage+stormwater discharge: inland surface waters

**Units:** ML

**Title:** Total volume of treated drainage and stormwater discharged (disposed of) to inland surface waters.

**Definition:** The total volume of treated drainage and stormwater discharged (disposed of) by the service provider to inland surface waters. For example, dams, rivers, creeks or lakes.

*Includes:*

- disposed of to rivers, creeks and streams

- disposed of to surface water storages

- disposed of to irrigation channels

- drainage and stormwater treated to a primary, secondary or tertiary level

*Excludes:*

- any treated drainage and stormwater discharged to groundwater, land or sea/estuary

- any recycled drainage and stormwater (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- drainage water is urban wastewater collected through a network of surface and/or subsurface drains for beneficial reuse reasons

- stormwater is rainfall that is collected after it has run off urban surfaces for beneficial reuse reasons

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** IQ36 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA175.2

**Indicator short title:** Volume treated sewage+drainage+stormwater discharge: inland surface waters

**Units:** ML

**Title:** Total volume of treated sewage, drainage and stormwater discharged (disposed of) to inland surface waters.

**Definition:** The total volume of treated sewage, drainage and stormwater discharged (disposed of) by the service provider to inland surface waters. For example, dams, rivers, creeks or lakes.

*Includes:*

- disposed of to rivers, creeks and streams

- disposed of to surface water storages

- disposed of to irrigation channels

- sewage, drainage and stormwater treated to a primary, secondary or tertiary level

*Excludes:*

- any treated sewage, drainage and stormwater discharged to groundwater, land or sea/estuary

- any recycled sewage, drainage and stormwater (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- sewage is waste from residential and non-residential/trade connections collected and/or treated via sewerage infrastructure. It includes any volumes collected in the sewerage system due to stormwater, illegal connection overflow and infiltration to the system

- drainage water is urban wastewater collected through a network of surface and/or subsurface drains for beneficial reuse reasons

- stormwater is rainfall that is collected after it has run off urban surfaces for beneficial reuse reasons

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA175.2:recycled=WA175.1; WA175.2:sewage=WA175

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water and Sewerage schemes

**ABS Code:** Q36 (a)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA176

**Indicator short title:** Volume treated sewage discharge: land

**Units:** ML

**Title:** Total volume of treated sewage discharged (disposed of) to land.

**Definition:** The total volume of treated sewage discharged (disposed of) by the service provider to land. For example, discharge as irrigation activities.

*Includes:*

- storage ponds where water will evaporate or seep to groundwater

- sewage treated to a primary, secondary or tertiary level

*Excludes:*

- any treated sewage discharged to groundwater, inland surface waters or sea/estuary

- any recycled sewage (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- sewage is waste from residential and non-residential/trade connections collected and/or treated via sewerage infrastructure. It includes any volumes collected in the sewerage system due to stormwater, illegal connection overflow and infiltration to the system

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** IW29

**ABS Code:** IQ36 (d)

**BoM Cat 7 Code:** U25.2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA176.1

**Indicator short title:** Volume treated drainage+stormwater discharge: land

**Units:** ML

**Title:** Total volume of treated drainage and stormwater discharged (disposed of) to land.

**Definition:** The total volume of treated drainage and stormwater discharged (disposed of) by the service provider to land. For example, discharge as irrigation activities.

*Includes:*

- storage ponds where water will evaporate or seep to groundwater

- drainage and stormwater treated to a primary, secondary or tertiary level

*Excludes:*

- any treated drainage and stormwater discharged to groundwater, inland surface waters or sea/estuary

- any recycled drainage and stormwater (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- drainage water is urban wastewater collected through a network of surface and/or subsurface drains for beneficial reuse reasons

- stormwater is rainfall that is collected after it has run off urban surfaces for beneficial reuse reasons

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** IQ36 (d)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA176.2

**Indicator short title:** Volume treated sewage+drainage+stormwater discharge: land

**Units:** ML

**Title:** Total volume of treated sewage, drainage and stormwater discharged (disposed of) to land.

**Definition:** The total volume of treated sewage, drainage and stormwater discharged (disposed of) by the service provider to land. For example, discharge as irrigation activities.

*Includes:*

- storage ponds where water will evaporate or seep to groundwater

- sewage, drainage and stormwater treated to a primary, secondary or tertiary level

*Excludes:*

- any treated sewage, drainage and stormwater discharged to groundwater, inland surface waters or sea/estuary

- any recycled sewage, drainage and stormwater (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- sewage is waste from residential and non-residential/trade connections collected and/or treated via sewerage infrastructure. It includes any volumes collected in the sewerage system due to stormwater, illegal connection overflow and infiltration to the system

- drainage water is urban wastewater collected through a network of surface and/or subsurface drains for beneficial reuse reasons

- stormwater is rainfall that is collected after it has run off urban surfaces for beneficial reuse reasons

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA176.2:recycled=WA176.1; WA176.2:sewage=WA176

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water and Sewerage schemes

**ABS Code:** Q36 (d)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA177

**Indicator short title:** Volume treated sewage discharge: groundwater

**Units:** ML

**Title:** Total volume of treated sewage discharged (disposed of) to groundwater.

**Definition:** The total volume of treated sewage discharged (disposed of) by the service provider directly and deliberately to groundwater. For example, basins or aquifers.

*Includes:*

- sewage treated to a primary, secondary or tertiary level

*Excludes:*

- any recycled sewage (reuse) water supplied to managed aquifer recharge

- any treated sewage discharged to inland surface waters, land or sea/estuary

- any recycled sewage (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- sewage is waste from residential and non-residential/trade connections collected and/or treated via sewerage infrastructure. It includes any volumes collected in the sewerage system due to stormwater, illegal connection overflow and infiltration to the system

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** IW29

**ABS Code:** IQ36 (b)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA177.1

**Indicator short title:** Volume treated drainage+stormwater discharge: groundwater

**Units:** ML

**Title:** Total volume of treated drainage and stormwater discharged (disposed of) to groundwater.

**Definition:** The total volume of treated drainage and stormwater discharged (disposed of) by the service provider directly and deliberately to groundwater. For example, basins or aquifers.

*Includes:*

- drainage and stormwater treated to a primary, secondary or tertiary level

*Excludes:*

- any recycled drainage and stormwater (reuse) water supplied to managed aquifer recharge

- any treated drainage and stormwater discharged to inland surface waters, land or sea/estuary

- any recycled drainage and stormwater (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- drainage water is urban wastewater collected through a network of surface and/or subsurface drains for beneficial reuse reasons

- stormwater is rainfall that is collected after it has run off urban surfaces for beneficial reuse reasons

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** IQ36 (b)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA177.2

**Indicator short title:** Volume treated sewage+drainage+stormwater discharge: groundwater

**Units:** ML

**Title:** Total volume of treated sewage, drainage and stormwater discharged (disposed of) to groundwater.

**Definition:** The total volume of treated sewage, drainage and stormwater discharged (disposed of) by the service provider directly and deliberately to groundwater. For example, basins or aquifers.

*Includes:*

- sewage, drainage and stormwater treated to a primary, secondary or tertiary level

*Excludes:*

- any recycled sewage, drainage and stormwater (reuse) water supplied to managed aquifer recharge

- any treated sewage , drainage and stormwater discharged to inland surface waters, land or sea/estuary

- any recycled sewage, drainage and stormwater (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- sewage is waste from residential and non-residential/trade connections collected and/or treated via sewerage infrastructure. It includes any volumes collected in the sewerage system due to stormwater, illegal connection overflow and infiltration to the system

- drainage water is urban wastewater collected through a network of surface and/or subsurface drains for beneficial reuse reasons

- stormwater is rainfall that is collected after it has run off urban surfaces for beneficial reuse reasons

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA177.2:recycled=WA177.1; WA177.2:sewage=WA177

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water and Sewerage schemes

**ABS Code:** Q36 (b)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA178

**Indicator short title:** Volume treated sewage discharge: sea/estuary

**Units:** ML

**Title:** Total volume of treated sewage discharged (disposed of) to the sea/estuary.

**Definition:** The total volume of treated sewage discharged (disposed of) by the service provider to the sea (estuary or ocean).

*Includes:*

- marine water bodies (e.g. seas, oceans, estuaries)

- coastal water bodies discharging to the ocean, either naturally or through flow control structures or systems

- sewage treated to a primary, secondary or tertiary level

*Excludes:*

- any treated sewage discharged to groundwater, inland surface waters or land

- any recycled sewage (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- sewage is waste from residential and non-residential/trade connections collected and/or treated via sewerage infrastructure. It includes any volumes collected in the sewerage system due to stormwater, illegal connection overflow and infiltration to the system

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** IW29

**ABS Code:** IQ36 (c)

**BoM Cat 7 Code:** U25.3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA178.1

**Indicator short title:** Volume treated drainage+stormwater discharge: sea/estuary

**Units:** ML

**Title:** Total volume of treated drainage and stormwater discharged (disposed of) to the sea/estuary.

**Definition:** The total volume of treated drainage and stormwater discharged (disposed of) by the service provider to the sea (estuary or ocean).

*Includes:*

- marine water bodies (e.g. seas, oceans, estuaries)

- coastal water bodies discharging to the ocean, either naturally or through flow control structures or systems

- drainage and stormwater treated to a primary, secondary or tertiary level

*Excludes:*

- any treated drainage and stormwater discharged to groundwater, inland surface waters or land

- any recycled drainage and stormwater (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- drainage water is urban wastewater collected through a network of surface and/or subsurface drains for beneficial reuse reasons

- stormwater is rainfall that is collected after it has run off urban surfaces for beneficial reuse reasons

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** IQ36 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA178.2

**Indicator short title:** Volume treated sewage+drainage+stormwater discharge: sea/estuary

**Units:** ML

**Title:** Total volume of treated sewage, drainage and stormwater discharged (disposed of) to the sea/estuary.

**Definition:** The total volume of treated sewage, drainage and stormwater discharged (disposed of) by the service provider to the sea (estuary or ocean).

*Includes:*

- marine water bodies (e.g. seas, oceans, estuaries)

- coastal water bodies discharging to the ocean, either naturally or through flow control structures or systems

- sewage, drainage and stormwater treated to a primary, secondary or tertiary level

*Excludes:*

- any treated sewage, drainage and stormwater discharged to groundwater, inland surface waters or land

- any recycled sewage, drainage and stormwater (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- sewage is waste from residential and non-residential/trade connections collected and/or treated via sewerage infrastructure. It includes any volumes collected in the sewerage system due to stormwater, illegal connection overflow and infiltration to the system

- drainage water is urban wastewater collected through a network of surface and/or subsurface drains for beneficial reuse reasons

- stormwater is rainfall that is collected after it has run off urban surfaces for beneficial reuse reasons

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA178.2:recycled=WA178.1; WA178.2:sewage=WA178

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water and Sewerage schemes

**ABS Code:** Q36 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA179

**Indicator short title:** Sewage losses: during collection process

**Units:** ML

**Title:** Losses during sewage collection process.

**Definition:** The total volume of sewage lost during the collection process from evaporative, overflow, spills, egress (e.g. from emergency relief structures) or any other losses.

*Includes:*

- any spills/overflows from collection systems (including detention/storages and storages structures) that occur before primary treatment (i.e. screening)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**BoM Cat 7 Code:** U28.4

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA18

**Indicator short title:** Volume sewage collected: residential+trade

**Units:** ML

**Title:** Total volume of residential sewage and trade waste collected.

**Definition:** The total volume of sewage collected by the service provider, measured as treatment plant inflow, plus sewage treated by another business on behalf of the water service provider e.g. wholesaler. Where only treatment plant outflow is measured, record this value and comment appropriately. This measure should equal the sum of volumes reported for residential, non-residential and non-trade waste collected and trade waste collected.

*Notes:*

- residential and non-residential sewage and trade waste are defined as per either The National Water Management Strategy Guidelines for Sewerage Systems 1994 or State-based legislation

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** Derived

**Calculation:** WA18=WA16+WA17

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**QG KPI Code:** QG1.28

**NPR Code:** W18

**SA Health Code:** SAH02

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA180

**Indicator short title:** Sewage losses: during treatment process

**Units:** ML

**Title:** Losses during sewage treatment process.

**Definition:** The total volume of sewage lost during the treatment process from evaporative, overflow, spills or any other losses.

*Includes:*

- wet weather bypass that have received treatment

- evaporation, from treatment ponds

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**BoM Cat 7 Code:** U28.9

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA181

**Indicator short title:** Sewage losses: after treatment process

**Units:** ML

**Title:** Losses after sewage treatment process.

**Definition:** The total volume of sewage lost after the treatment process from evaporative, overflow, spills or any other losses before being discharged to the environment.

*Includes:*

- pipe bursts and leaks in the discharge system

- meter inaccuracy

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**BoM Cat 7 Code:** U28.13

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA182

**Indicator short title:** Volume treated sewage returned to sewer for further treatment

**Units:** ML

**Title:** Volume of treated sewage discharge back to sewer for further treatment.

**Definition:** The total volume of treated wastewater returned from the service provider’s STP to sewer for transportation and further treatment.

*Notes:*

- the volumes of wastewater captured here provides additional information about the movement of wastewater described by other indicators

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**BoM Cat 7 Code:** U29.1

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA184

**Indicator short title:** Volume sewage inflow measured: bulk WWTP inlet

**Units:** ML

**Title:** Volume of sewage measured at inlet to bulk wastewater treatment plant.

**Definition:** The total volume of sewage measured at inlet to bulk wastewater treatment plant. Includes sewage taken (imported) from other service providers. Excludes sewage supplied (exported) to other service providers and that taken from sewer mining).

*Includes:*

- any imported sewage to bulk wastewater treatment plant

*Excludes:*

- any exported sewage

- any volumes taken from sewer mining

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**BoM Cat 7 Code:** U23.2

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA185

**Indicator short title:** Volume recycled water supplied: agricultural/individual irrigation

**Units:** ML

**Title:** Volume of recycled water supplied for agricultural/individual irrigation purposes (excluding supply to Irrigation Water Systems/Schemes).

**Definition:** The total volume of recycled water supplied for agricultural/individual irrigation purposes. Excluding any supply to Irrigation Water Systems/Schemes. Includes drinking and non-drinking water. For example, irrigation of crops, recycled water supplied to forestry, agricultural products including livestock. This would generally occur via a third pipe system.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Excludes:*

- any volumes supplied to Irrigation Water Systems/Schemes

- any recycled water supplied as environmental flows (reported elsewhere)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**BoM Cat 7 Code:** U44.3

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA186

**Indicator short title:** Volume recycled water supplied: irrigation water system/scheme

**Units:** ML

**Title:** Volume of recycled water supplied to Irrigation Water Systems/Schemes (excluding supply to agriculture/individual irrigation).

**Definition:** The total volume of recycled water supplied to any Irrigation Water Systems/Schemes. Excluding any supply to agriculture/individual irrigation. For example, large scale agricultural use via infrastructure managed by an irrigation entity. This would generally occur via a third pipe system.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Excludes:*

- any volumes supplied to agriculture/individual irrigation

- any recycled water supplied as environmental flows (reported elsewhere)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**BoM Cat 7 Code:** U44.4

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA187

**Indicator short title:** Volume recycled water supplied: any other

**Units:** ML

**Title:** Volume of recycled water supplied for other uses not reported elsewhere.

**Definition:** The total volume of recycled water supplied to other uses not reported elsewhere.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Excludes:*

- any imported/exported

- any used on-site or for own use

- any supplied to: residential, commercial, industrial and municipal, agricultural/individual irrigation, Irrigation Water Systems/schemes, managed groundwater/aquifer recharge, environment flows/purposes

- any losses

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q33 (j)

**BoM Cat 7 Code:** U44.10

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA187.1

**Indicator short title:** Nature of largest item you supplied recycled 'other' water to

**Units:** Text

**Title:** Nature of largest item you supplied recycled 'other' water to.

**Definition:** Please provide a text description of the nature of the largest item included in the indicator WA187 'Volume of recycled water supplied for other uses not reported elsewhere'.

*Notes:*

- if you supplied recycled 'other' water to more than 1 customers, please add a comment to included the second largest nature and volume as a comment. E.g., “Second largest was 'X' ML to 'Nature'.”

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** Q33 (j) (i)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA187.2

**Indicator short title:** Volume of largest item you supplied recycled 'other' water to

**Units:** ML

**Title:** Volume of largest item who you supplied recycled 'other' water to.

**Definition:** Please provide the amount of 'other' recycled water (ML) supplied to the largest items included in the indicator WA187 'Volume of recycled water supplied for other uses not reported elsewhere'.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**ABS Code:** Q33 (j) (ii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA19.1

**Indicator short title:** Volume sewage collected (ML per connection)

**Units:** ML/connection/year

**Title:** Average volume sewage collected per connection.

**Definition:** This indicator provides the average volume (ML) of sewage collected per residential and non-residential connections.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA19.1=WA18/CS8.1

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** W19

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA197

**Indicator short title:** Volume drinking+non-drinking water returned to surface water

**Units:** ML

**Title:** Volume of drinking and non-drinking water returned to surface water from urban water supply system.

**Definition:** The total volume of drinking and non-drinking water returned by the service provider to surface water from the urban supply system.

*Includes:*

- water that has been subjected to treatment for use and subsequently returned to surface water

- raw water

- water received from other service providers

- environmental releases made from the drinking water supply system, i.e. after treatment - releases from the drinking water supply system should be noted in the associated comment

*Excludes:*

- water supplied to managed aquifer recharge

- any volumes of recycled water (i.e. sourced from sewage, stormwater or drainage water)

- any untreated environmental flow releases (outside the urban water supply system)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Potable water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG1.37

**NPR Code:** W31

**BoM Cat 7 Code:** U6.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WA2

**Indicator short title:** Volume water self-sourced: groundwater

**Units:** ML

**Title:** Volume of water taken from a groundwater source.

**Definition:** The total volume of water abstracted (self-sourced) by the service provider from groundwater during the reporting period.

*Includes:*

- groundwater desalination

- aquifers, including those subject to aquifer replenishment

- for any drinking and non-drinking water use

- water taken by other service providers operating on behalf of the service provider

*Excludes:*

- any purchased/imported groundwater from another service provider such as a bulk water supplier (reported separately)

*Notes:*

- there may be a requirement in some cases for service providers to aggregate volumes from various groundwater sources

- the reported volume should be based on the metered inflow of raw water to WTPs or metered extraction of raw water where it is supplied directly into the urban system without treatment

- if a WTP inflow measurement is not available an outflow measurement can be used. In such cases this should be documented in the associated comment

- where possible, avoid reporting volumes based on meters that are a long way upstream of a WTP. Distribution system losses and gains can influence the measured volume significantly

- information on estimates should be included as a comment

**SWIM Category:** Sources of Water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG1.9a

**NPR Code:** W2

**ABS Code:** Q13 (b)

**BoM Cat 7 Code:** U2.1+U2.2

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA20

**Indicator short title:** Volume recycled water supplied: residential

**Units:** ML

**Title:** Volume of recycled water supplied to residential customers.

**Definition:** The total volume of recycled water supplied to residential customers. This would generally occur via a third pipe system.

Recycled water is water generated from sewage, greywater, drainage water or stormwater systems and treated to a standard that is appropriate for its intended use.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard (fit for purpose reuse)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**NPR Code:** W20

**ABS Code:** Q32 (b)

**BoM Cat 7 Code:** U44.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA201

**Indicator short title:** Maximum daily demand

**Units:** ML/day

**Title:** Maximum daily water supply demand.

**Definition:** The greatest daily demand for drinking and non-drinking water supply recorded in the reporting year.

*Notes:*

- maximum daily demand is to represent the maximum volume provided to the network

- small service providers should consider excluding days on which main bursts, fire-fighting or flushing occurred. Service providers may consider using the 90th percentile maximum daily demand

- may be estimated by using a single average daily demand multiplied by the peaking factor as determined by the service provider or using mean day maximum month values, noting that this is likely to be less than the peaking factor

- information on estimates should be included as a comment

**SWIM Category:** Consumption

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG1.5

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA206

**Indicator short title:** Volume drinking+non-drinking water supplied: residential

**Units:** ML

**Title:** Volume of drinking and non-drinking water residential water supplied (excluding recycled water).

**Definition:** The total volume of drinking and non-drinking water (raw-Partially Treated) water supplied to residential connections.

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage water or stormwater)

*Notes:*

- the reported volume should be based on customer metering data

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA206:potable=WA32; WA206:raw=WA91

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**NPR Code:** W8.3

**ABS Code:** Q17 (a)

**BoM Cat 7 Code:** U10.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA208

**Indicator short title:** Volume drinking+non-drinking water supplied: commercial+industrial+institutional

**Units:** ML

**Title:** Volume of drinking and non-drinking water non-residential water supplied to commercial, industrial, institutional and municipal customers (excluding those managed by you, recycled water).

**Definition:** The total volume of drinking and non-drinking water (raw-Partially Treated) water supplied to commercial, industrial and municipal customers.

*Excludes:*

- any volumes supplied for your own use

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- environmental releases made outside of the water supply system

*Notes:*

- the reported volume should be based on customer metering data

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

"**Calculation:** WA208=WA117+WA118+WA119

"

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**BoM Cat 7 Code:** U10.2

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA209

**Indicator short title:** Volume drinking+non-drinking water supplied: agricultural/individual irrigation

**Units:** ML

**Title:** Volume drinking and non-drinking water non-residential water supplied to agricultural and individual irrigation customers (excluding those managed by you, recycled water).

**Definition:** The total volume of drinking and non-drinking water (raw-Partially Treated) water supplied to agricultural and individual irrigation customers.

*Includes:*

- the irrigation of crops, market gardens, forestry operations and pasture

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- environmental releases made outside of the water supply system

- any volumes used by you own organisation

*Notes:*

- the reported volume should be based on customer metering data

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**BoM Cat 7 Code:** U10.3

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA21

**Indicator short title:** Volume recycled water supplied: non-residential

**Units:** ML

**Title:** Volume of recycled water supplied to non-residential customers (excluding own use).

**Definition:** The total volume of recycled water supplied to non-residential customers. For example, recycled water supplied to golf courses, heavy industry and commercial areas. This would generally occur via a third pipe system.

Recycled water is water generated from sewage, greywater, drainage water or stormwater systems and treated to a standard that is appropriate for its intended use.

*Includes:*

- recycled water supplied to, e.g., commercial, industrial, municipal, agricultural customers

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Excludes:*

- any recycled water supplied as environmental flows (reported elsewhere)

- any recycled water supplied as aquifer recharge (reported elsewhere)

- own use

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA21=WA22+WA141+WA143+WA144+WA145+WA146+WA147+WA148+WA149+WA187

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**NPR Code:** W21

**ABS Code:** Q32 (c) and Q33 (k)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA210

**Indicator short title:** Volume drinking+non-drinking water supplied: irrigation water systems/schemes

**Units:** ML

**Title:** Volume of drinking and non-drinking water non-residential water supplied to irrigation water schemes (excluding those managed by you, recycled water).

**Definition:** The total volume of drinking and non-drinking water (raw-Partially Treated) water supplied to irrigation water schemes. Irrigation water schemes are a large-scale agricultural use supplied via infrastructure managed by an irrigation entity

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- environmental releases made outside of the water supply system

- any volumes used by you own organisation

*Notes:*

- the reported volume should be based on customer metering data

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**BoM Cat 7 Code:** U10.4

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA211

**Indicator short title:** Volume drinking+non-drinking water supplied: environmental flows

**Units:** ML

**Title:** Volume of drinking and non-drinking water non-residential water supplied as environmental flows from the urban water system (excluding recycled water).

**Definition:** The total volume of drinking and non-drinking water (raw-Partially Treated) water supplied as environmental flows from the urban water system. Environmental flows are released under a specific environmental management plan prepared in conjunction with and/or approved by the appropriate environmental resource regulator.

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- environmental releases made outside of the water supply system

*Notes:*

- the reported volume should be based on customer metering data

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**BoM Cat 7 Code:** U10.6

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA214

**Indicator short title:** Volume sewage imported: internal

**Units:** ML

**Title:** Volume of sewage received (imported) from another scheme operated by your own organisation.

**Definition:** The total volume of sewage received (imported) from other sewerage treatment plants owned/run/managed by, or on behalf of, the service provider.

*Includes:*

- residential and trade waste

- transfers not associated with a financial transaction

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any sewage imported 'externally' from other service providers or operational areas

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**BoM Cat 7 Code:** U20.4

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA215

**Indicator short title:** Volume treated sewage discharge: all

**Units:** ML

**Title:** Volume of treated sewage discharged (disposed of).

**Definition:** The total volume of treated sewage discharged (disposed of) by the service provider.

*Includes:*

- sewage treated to a primary, secondary or tertiary level

*Excludes:*

- recycled water for aquifer replenishment/groundwater

- recycled water

- onsite use

- environmental releases

- losses that occur between leaving the STP and the discharge site

- any recycled sewage (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** Derived

**Calculation:** WA215=WA175+WA176+WA177+WA178

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** W29

**ABS Code:** IQ36 (e)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA215.1

**Indicator short title:** Volume treated drainage+stormwater discharge: all

**Units:** ML

**Title:** Volume of treated drainage and stormwater discharged (disposed of).

**Definition:** The total volume of treated drainage and stormwater discharged (disposed of) by the service provider.

*Includes:*

- drainage and stormwater treated to a primary, secondary or tertiary level

*Excludes:*

- recycled water for aquifer replenishment/groundwater

- recycled water

- onsite use

- environmental releases

- losses that occur between leaving the treatment site and the discharge site

- any recycled drainage and stormwater (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- drainage water is urban wastewater collected through a network of surface and/or subsurface drains for beneficial reuse reasons

- stormwater is rainfall that is collected after it has run off urban surfaces for beneficial reuse reasons

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** Derived

**Calculation:** WA215.1=WA175.1+WA176.1+WA177.1+WA178.1

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** IQ36 (e)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA215.2

**Indicator short title:** Volume treated sewage+drainage+stormwater discharge: all

**Units:** ML

**Title:** Volume of treated sewage, drainage and stormwater discharged (disposed of).

**Definition:** The total volume of treated sewage, drainage and stormwater discharged (disposed of) by the service provider.

*Includes:*

- sewage, drainage and stormwater treated to a primary, secondary or tertiary level

*Excludes:*

- recycled water for aquifer replenishment/groundwater

- recycled water

- onsite use

- environmental releases

- losses that occur between leaving the treatment and the discharge site

- any recycled sewage, drainage and stormwater (reuse) water supplied to customers or for beneficial reuse

*Notes:*

- the reported volume should be based on the metering at the discharge site

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA215.2:recycled+sewage=WA175.2+WA176.2+WA177.2+WA178.2

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water and Sewerage schemes

**ABS Code:** Q36 (e)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA217

**Indicator short title:** Sewage losses: all

**Units:** ML

**Title:** Volume of wastewater losses.

**Definition:** The total volume of wastewater losses during the treatment process from collection to discharge and including evaporative, overflow, spills or any other losses.

*Includes:*

- system overflows up stream of STP

- STP plant bypasses (e.g. wet weather flows)

- evaporation and infiltration losses

- sludge removal

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** Derived

**Calculation:** WA217=WA179+WA180+WA181

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** W30

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WA218

**Indicator short title:** Volume recycled water supplied: commercial+industrial+institutional

**Units:** ML

**Title:** Volume of recycled water supplied to commercial, industrial and institutional customers.

**Definition:** The total volume of recycled water supplied to commercial, industrial and municipal customers. For example, recycled water supplied to golf courses, heavy industry, institutions and commercial areas. This would generally occur via a third pipe system.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Excludes:*

- any recycled water supplied as environmental flows (reported elsewhere)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA218=WA147+WA148+WA149

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**BoM Cat 7 Code:** U44.2

**Required by:** Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA219

**Indicator short title:** Volume recycled water supplied: own use

**Units:** ML

**Title:** Volume of recycled water supplied for your own use.

**Definition:** The total volume of recycled water used by your own organisation external to the treatment process.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

- treatment process water

- on-site use at treatment plants and other offices

- supply to your own parks, gardens recreational facilities

- municipal operations (e.g., dust suppression street cleaning)

- all unbilled billed, metered and unmetered own use consumption

*Excludes:*

- any recycled water supplied as environmental flows (reported elsewhere)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** QG1.36

**NPR Code:** WR\_N3

**ABS Code:** Q34

**BoM Cat 7 Code:** U43.5

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA22

**Indicator short title:** Volume recycled water supplied: agricultural (all)

**Units:** ML

**Title:** Volume of recycled water supplied for agricultural purposes.

**Definition:** The total volume of recycled sewage water supplied for agricultural purposes. For example, irrigation of crops recycled sewage water supplied to forestry, agricultural products including livestock.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q33 (b)

**BoM Cat 7 Code:** U44.3+U44.4

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA223

**Indicator short title:** Volume all water imported: internal and external

**Units:** ML

**Title:** Volume of all water imported either internally (from other schemes operated by you) or externally (from other service providers).

**Definition:** The total volume of all water (drinking, non-drinking, recycled) received by a scheme that was either, 1. produced by another scheme operated by you (internal import), or 2. produced by another water supplier, infrastructure operator or service provider outside your geographical area of responsibility (external import).

*Includes:*

- internal and external imports

- recycled (reuse) water (wastewater including sewage, stormwater and drainage sources) that could be readily used again without first being discharged to the environment

- drinking or non-drinking water

- water imported from another scheme/infrastructure operator/service provider that is subsequently exported

- water imported that was not associated with a financial transaction

Provide comments to describe:

- the type and volume of water, i.e. raw, treated (drinking or non-drinking water), recycled (sewage, stormwater or drainage)

- the scheme/infrastructure operator/service provider that the water was imported from

*Example:*

- WSP K produces 60ML of drinking water a year at their water treatment plant within Scheme L. Of this water 50ML is used within Scheme L but 10ML is piped (exported) to Scheme J to augment their supplies. WSP K would report “10” imported for Scheme J and add a comment to say: “drinking water imported from Scheme L”. Note that there would be a corresponding “10” value reported by WSP K for WA242 (water exported: internal) for Scheme L.

- WSP X does not produce their own drinking water but instead imports it all (75ML) from a bulk supplier. WSP X reports “75” and adds a comment to say: “drinking water imported from Bulk Supplier Y”

*Notes:*

- the aggregate volume is reported if importing from multiple schemes/service providers

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA223=WA45+WA241

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** QG1.21

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA224

**Indicator short title:** Volume all water exported: internal and external

**Units:** ML

**Title:** Volume of all water exported either internally (to other schemes operated by you) or externally (supplied to other service providers).

**Definition:** The total volume of all water (drinking, non-drinking, recycled) produced/sourced by you in one scheme that is then exported to either, 1. another scheme operated by you (internal export), or 2. another water supplier, infrastructure operator or service provider outside your geographical area of responsibility (external export).

Mandatory comment required if response/value entered is not 'NR' or '0'. Please provide information on the type of water exported and the name(s) of the external service/bulk provider or internal scheme exported from.

*Includes:*

- internal and external exports

- recycled (reuse) water (sewage, drainage and stormwater) that could be readily used again without first being discharged to the environment

- drinking or non-drinking water

- water imported from another scheme/infrastructure operator/service provider that is subsequently exported

- water exported that was not associated with a financial transaction

*Excludes:*

- volumes supplied to water carriers or tankers

Provide comments to describe:

- the type and volume of water, i.e. raw, treated (drinking or non-drinking water), recycled (sewage or stormwater)

- the scheme/infrastructure operator/service provider that the water was exported to

*Example:*

- WSP K produces 60ML of drinking water a year at their water treatment plant within Scheme L. Of this water 50ML is used within Scheme L but 10ML is piped (exported) to Scheme J to augment their supplies. WSP K would report “10” exported for Scheme L and add a comment to say: “drinking water exported to Scheme J”. Note that there would be a corresponding “10” value reported by WSP K for WS223 (water imported) for Scheme J

- WSP X produces 25ML of drinking water a year for a township in a neighbouring WSP's area. WSP X reports “25” and adds a comment to say: “drinking water exported to WSP Z”

*Notes:*

- the aggregate volume is reported if exporting to multiple schemes/service providers

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA224:potable+raw=WA233+WA242; WA224:recycled=WA15+WA242

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** QG1.22

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA225

**Indicator short title:** Volume drinking water produced at a water treatment plant

**Units:** ML

**Title:** Volume of drinking water produced at a water treatment plant.

**Definition:** The total volume of drinking water produced at a Water Treatment Plant. drinking water is intended for use as drinking water and should materially meet the Australian drinking water Guidelines 2004, or equivalent.

*Includes:*

- the volume of drinking water produced at the water treatment plant

- any drinking water produced that is subsequently exported

- any drinking water produced that is subsequently used for non-drinking water applications

*Excludes:*

- any drinking water that doesn't go through a water treatment plant providing full treatment (as defined in AS1)

- any volumes extracted directly from the source as drinking water (with no/minimal treatment)

- any imported drinking water volumes

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

*Notes:*

- if AS1 (QG1.4a): Number of water treatment plants providing full treatment, is reported as 0 or NR then this indicator should be reported as 'NR' (not relevant)

- this indicator measures the volume of water produced at the treatment plant and should be measured at the outflow of treatment plant

- the volume reported under this KPI includes all drinking water that is produced, including volumes that might be subsequently reported as real or apparent losses in the system and is NOT the volume of water supplied to end users

- refer to the latest version of the DNRME 'Key Performance Indicators - Definitions Guide' section on 'Estimating Data' for further information on estimating volumes

- information on estimates should be included as a comment

**SWIM Category:** Potable water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** QG1.6a

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA226

**Indicator short title:** Volume sewage+stormwater+drainage treated

**Units:** ML

**Title:** Volume of wastewater (including sewage), stormwater and/or drainage water treated by the service provider.

**Definition:** The total volume of wastewater (including sewage), stormwater and/or drainage water treated by the service provider, regardless of whether any of the effluent is reused.

*Includes:*

- treated wastewater that is subsequently disposed of

- treated wastewater returned to the sewage system

- treated wastewater that is recycled, either directly or with further treatment

*Notes:*

- the reported volume should be based on the metered outflows at the outlet of the STP or stormwater/drainage water treatment plant

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** Derived

**Calculation:** WA226:recycled=WA98+WA240; WA226:sewage=WA31

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water and Sewerage schemes

**ABS Code:** Q30

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA228

**Indicator short title:** Volume drinking+non-drinking water exported: supplied to external 1

**Units:** ML

**Title:** Volume of drinking and/or non-drinking water exported to organisation 1 (supplied to other external service providers) (excluding recycled water).

**Definition:** The total volume of drinking and/or non-drinking water (raw-Partially Treated) water exported or sold to another service provider, entity or infrastructure operator outside this service provider's geographic area of responsibility.

*Includes:*

- volumes of water originating from another source. For example, water imported by this service provider and then exported

- raw water

- bulk water sales

- transfers not associated with a financial transaction

*Excludes:*

- volume of water exported/provided to water carriers or tankers that supply water

- any non-drinking water or drinking water recycled sewage water or stormwater

- any drinking and non-drinking water exported 'internally' (from within your organisation) from one drinking water or non-drinking scheme to another

- volumes from service providers operating infrastructure on behalf of the service provider

*Notes:*

- provide only the total volume of water actually received by the other service provider and not the amount of water that this service provider or entity might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Exports

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** IQG1.29

**NPR Code:** IW14.3

**ABS Code:** Q15 (ii)

**BoM Cat 7 Code:** IU8.1 (part)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA228.1

**Indicator short title:** Name 1 of who you exported drinking+non-drinking water to

**Units:** Text

**Title:** Name of organisation 1 who you exported drinking and/or non-drinking water to (excluding recycled water).

**Definition:** Please provide the name of the water service provider, entity or infrastructure operator supplied in indicator WA228 'Volume drinking+non-drinking water exported: supplied to external 1'.

**SWIM Category:** Exports

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** Q15 (i)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA229

**Indicator short title:** Volume drinking+non-drinking water exported: supplied to external 2

**Units:** ML

**Title:** Volume of drinking and/or non-drinking water exported to organisation 2 (supplied to other external service providers) (excluding recycled water).

**Definition:** The total volume of drinking and/or non-drinking water (raw-Partially Treated) water exported or sold to another service provider, entity or infrastructure operator outside this service provider's geographic area of responsibility.

*Includes:*

- volumes of water originating from another source. For example, water imported by this service provider and then exported

- raw water

- bulk water sales

- transfers not associated with a financial transaction

*Excludes:*

- volume of water exported/provided to water carriers or tankers that supply water

- any non-drinking water or drinking water recycled sewage water or stormwater

- any drinking and non-drinking water exported 'internally' (from within your organisation) from one drinking water or non-drinking scheme to another

- volumes from service providers operating infrastructure on behalf of the service provider

*Notes:*

- provide only the total volume of water actually received by the other service provider and not the amount of water that this service provider or entity might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Exports

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** IQG1.29

**NPR Code:** IW14.3

**ABS Code:** Q15 (iv)

**BoM Cat 7 Code:** IU8.1 (part)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA229.1

**Indicator short title:** Name 2 of who you exported drinking+non-drinking water to

**Units:** Text

**Title:** Name of organisation 2 who you exported drinking and/or non-drinking water to (excluding recycled water).

**Definition:** Please provide the name of the water service provider, entity or infrastructure operator supplied in indicator WA229 'Volume drinking+non-drinking water exported: supplied to external 2'.

**SWIM Category:** Exports

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** Q15 (iii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA23

**Indicator short title:** Volume recycled water supplied: environmental flows

**Units:** ML

**Title:** Volume of recycled water supplied for environmental flows/purposes (excluding groundwater/aquifer recharge).

**Definition:** The total volume of recycled water discharged to a waterway for environmental purposes as prescribed by the environmental regulator. There must be a quality characteristic that is a net benefit to the environment as determined by the relevant regulator. For example, water discharged to rivers, the sea, natural wetlands for environmental purposes as prescribed by the environmental regulator. This will exclude non-harvestable forests and bushland if the regulator determines there is discharge rather than beneficial use.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Excludes:*

- beneficial reuse (reported elsewhere)

- accidental or unintentional releases, unless they are incorporated into the environmental flow management regime - clarification should be sought from the State or Territory regulator on any component of unintended releases to be included in environmental flows

- any recycled water supplied for groundwater/aquifer recharge (reported elsewhere)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**NPR Code:** W23

**ABS Code:** Q24 (b)

**BoM Cat 7 Code:** U44.6

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA230

**Indicator short title:** Volume drinking+non-drinking water exported: supplied to external 3

**Units:** ML

**Title:** Volume of drinking and/or non-drinking water exported to organisation 3 (supplied to other external service providers) (excluding recycled water).

**Definition:** The total volume of drinking and/or non-drinking water (raw-Partially Treated) water exported or sold to another service provider, entity or infrastructure operator outside this service provider's geographic area of responsibility.

*Includes:*

- volumes of water originating from another source. For example, water imported by this service provider and then exported

- raw water

- bulk water sales

- transfers not associated with a financial transaction

*Excludes:*

- volume of water exported/provided to water carriers or tankers that supply water

- any non-drinking water or drinking water recycled sewage water or stormwater

- any drinking and non-drinking water exported 'internally' (from within your organisation) from one drinking water or non-drinking scheme to another

- volumes from service providers operating infrastructure on behalf of the service provider

*Notes:*

- provide only the total volume of water actually received by the other service provider and not the amount of water that this service provider or entity might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Exports

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** IQG1.29

**NPR Code:** IW14.3

**ABS Code:** Q15 (vi)

**BoM Cat 7 Code:** IU8.1 (part)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA230.1

**Indicator short title:** Name 3 of who you exported drinking+non-drinking water to

**Units:** Text

**Title:** Name of organisation 3 who you exported drinking and/or non-drinking water to (excluding recycled water).

**Definition:** Please provide the name of the water service provider, entity or infrastructure operator supplied in indicator WA230 'Volume drinking+non-drinking water exported: supplied to external 3'.

**SWIM Category:** Exports

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** Q15 (v)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA231

**Indicator short title:** Volume drinking+non-drinking water exported: supplied to external 4

**Units:** ML

**Title:** Volume of drinking and/or non-drinking water exported to organisation 4 (supplied to other external service providers) (excluding recycled water).

**Definition:** The total volume of drinking and/or non-drinking water (raw-Partially Treated) water exported or sold to another service provider, entity or infrastructure operator outside this service provider's geographic area of responsibility.

*Includes:*

- volumes of water originating from another source. For example, water imported by this service provider and then exported

- raw water

- bulk water sales

- transfers not associated with a financial transaction

*Excludes:*

- volume of water exported/provided to water carriers or tankers that supply water

- any non-drinking water or drinking water recycled sewage water or stormwater

- any drinking and non-drinking water exported 'internally' (from within your organisation) from one drinking water or non-drinking scheme to another

- volumes from service providers operating infrastructure on behalf of the service provider

*Notes:*

- provide only the total volume of water actually received by the other service provider and not the amount of water that this service provider or entity might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Exports

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** IQG1.29

**NPR Code:** IW14.3

**ABS Code:** Q15 (viii)

**BoM Cat 7 Code:** IU8.1 (part)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA231.1

**Indicator short title:** Name 4 of who you exported drinking+non-drinking water to

**Units:** Text

**Title:** Name of organisation 4 who you exported drinking and/or non-drinking water to (excluding recycled water).

**Definition:** Please provide the name of the water service provider, entity or infrastructure operator supplied in indicator WA231 'Volume drinking+non-drinking water exported: supplied to external 4'.

**SWIM Category:** Exports

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** Q15 (vii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA232

**Indicator short title:** Volume drinking+non-drinking water exported: supplied to external 5

**Units:** ML

**Title:** Volume of drinking and/or non-drinking water exported to organisation 5 (supplied to other external service providers) (excluding recycled water).

**Definition:** The total volume of drinking and/or non-drinking water (raw-Partially Treated) water exported or sold to another service provider, entity or infrastructure operator outside this service provider's geographic area of responsibility.

*Includes:*

- volumes of water originating from another source. For example, water imported by this service provider and then exported

- raw water

- bulk water sales

- transfers not associated with a financial transaction

*Excludes:*

- volume of water exported/provided to water carriers or tankers that supply water

- any non-drinking water or drinking water recycled sewage water or stormwater

- any drinking and non-drinking water exported 'internally' (from within your organisation) from one drinking water or non-drinking scheme to another

- volumes from service providers operating infrastructure on behalf of the service provider

*Notes:*

- provide only the total volume of water actually received by the other service provider and not the amount of water that this service provider or entity might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Exports

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** IQG1.29

**NPR Code:** IW14.3

**ABS Code:** Q15 (x)

**BoM Cat 7 Code:** IU8.1 (part)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA232.1

**Indicator short title:** Name 5 of who you exported drinking+non-drinking water to

**Units:** Text

**Title:** Name of organisation 5 who you exported drinking and/or non-drinking water to (excluding recycled water).

**Definition:** Please provide the name of the water service provider, entity or infrastructure operator supplied in indicator WA231 'Volume drinking+non-drinking water exported: supplied to external 5'.

**SWIM Category:** Exports

**Source of data:** Default (i.e., copied from previous year)

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** Q15 (ix)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA233

**Indicator short title:** Total volume drinking+non-drinking water exported: external

**Units:** ML

**Title:** Total volume of drinking and/or non-drinking water exported (supplied to all other external service providers) (excluding recycled water).

**Definition:** The total volume of drinking and/or non-drinking water (raw-Partially Treated) water exported or sold to all other service provider(s), entity(s) or infrastructure operator(s) outside this service provider's geographic area of responsibility.

Calculated as the sum of all water exported to all external service providers.

Mandatory comment required if response/value entered is not 'NR' or '0'. Please provide information on the type of water exported and the name(s) of the external service/bulk provider or internal scheme exported from.

*Includes:*

- volumes of water originating from another source. For example, water imported by this service provider and then exported

- raw water

- bulk water sales

- transfers not associated with a financial transaction

*Excludes:*

- volume of water exported/provided to water carriers or tankers that supply water

- any non-drinking water or drinking water recycled sewage water or stormwater

- any drinking and non-drinking water exported 'internally' (from within your organisation) from one drinking water or non-drinking scheme to another

- volumes from service providers operating infrastructure on behalf of the service provider

*Notes:*

- provide only the total volume of water actually received by the other service provider and not the amount of water that this service provider or entity might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Exports

**Source of data:** Derived

**Calculation:** WA233=WA228+WA229+WA230+WA231+WA232

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG1.29

**NPR Code:** W14.3

**ABS Code:** Q15 (xxi)

**BoM Cat 7 Code:** U8.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA235

**Indicator short title:** Volume unbilled recycled water supplied: beneficial reuse

**Units:** ML

**Title:** Volume of unbilled recycled (reuse) water supplied for beneficial reuse.

**Definition:** The volume of unbilled/non-revenue recycled (reuse) water supplied for beneficial reuse.

Beneficial reuse is reuse that although not prescribed by a regulator has an agreed mutual benefit for both the party providing the recycled water and the recipient.

*Includes:*

- reuse that delivers social and recreation benefits—E.g., supplies to parks, gardens and waterways not owned by the service provider (you)

- reuse to supply irrigated woodlots, pasture etc. that are not owned by the service provider (you) but are harvested

- metered and unmetered volumes

*Excludes:*

- recycled water used to irrigate woodlots, pasture etc. that are not harvested, i.e., nonbeneficial reuse (reported elsewhere as a disposal).

- recycled water supplied to customers (reported elsewhere under residential and/or non-residential supply)

- recycled water supplied to meet a prescribed environmental flow (reported elsewhere under environmental flows)

- recycled water supplied for aquifer recharge (reported elsewhere under aquifer recharge)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Total water supply

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**NPR Code:** WR\_N4

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WA236

**Indicator short title:** Average daily inflow of sewage

**Units:** ML/day

**Title:** Average daily inflow of sewage into the Wastewater Treatment Plant.

**Definition:** Average volume of sewage received by the Wastewater Treatment Plant in the reporting period (ML).

*Calculation***:**

Total volume of sewage received divided by 365.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** Derived

**Calculation:** WA236=WA18/365

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**SA Health Code:** SAH03

**Required by:** SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA237

**Indicator short title:** Volume drinking+non-drinking water imported: external (Supplier 2)

**Units:** ML

**Title:** Total volume of drinking and non-drinking water imported from bulk water supplier 2 (excluding any recycled water).

**Definition:** The total volume of drinking and non-drinking water received/imported from bulk water supplier 2.

*Includes:*

- water received from other bulk supplier, other third-party service providers or service providers

- bulk water purchases

- any water that is subsequently exported to another service provider

- transfers not associated with a financial transaction

*Excludes:*

- any recycled water

- any drinking and non-drinking water imported 'internally' (from within your organisation) from one drinking water or non-drinking scheme to another

- volumes from service providers operating infrastructure on behalf of the service provider

*Notes:*

- provide only the total volume of water actually received from other water suppliers and not the amount of water that this service provider (you) might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Sources of Water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q11 (iv)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA237.1

**Indicator short title:** Name of bulk water supplier 2

**Units:** Text

**Title:** Name of the second of bulk supplier, other service providers that supplied you with drinking and/or non-drinking water (excluding recycled water).

**Definition:** Provide the name of the bulk water supplier 2 that supplied you with drinking and/or non-drinking water (excluding recycled water).

*Includes:*

- water received from other bulk supplier, other third-party service providers or service providers

- bulk water purchases

- any water that is subsequently exported to another service provider

- transfers not associated with a financial transaction

*Excludes:*

- any recycled water

*Notes:*

- provide only the total volume of water actually received from other water suppliers and not the amount of water that this service provider (you) might have been entitled to receive

- information on estimates should be included as a comment

**SWIM Category:** Sources of Water

**Source of data:** User

**Data type:** Text

**Scheme type(s):** WSP-wide

**ABS Code:** Q11 (iii)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA238

**Indicator short title:** Volume drinking+non-drinking water imported: external (all Suppliers)

**Units:** ML

**Title:** Total volume of drinking and non-drinking water imported (received from other bulk supplier/service providers) (excluding any recycled water).

**Definition:** The total volume of drinking and non-drinking water received/imported from other third-party service providers or bulk suppliers.

Calculated as: WA158 + WA237

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Sources of Water

**Source of data:** Derived

**Calculation:** WA238=WA158+WA237

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG1.31

**NPR Code:** W5.3

**ABS Code:** Q11 (xxi)

**BoM Cat 7 Code:** U4.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA240

**Indicator short title:** Volume recycled drainage water supplied: all

**Units:** ML

**Title:** Total volume of urban drainage water captured/produced by the service provider (excludes any imports).

**Definition:** The total volume of water captured from urban drainage water for direct reuse purposes.

*Includes:*

- any volumes that may be subsequently exported

*Excludes:*

- any recycled drainage water imports

- drainage water harvested across a catchment and stored in water storages (e.g., dams) for supply as drinking and non-drinking water

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Stormwater Reuse

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**ABS Code:** Q28 (c)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA241

**Indicator short title:** Volume all water imported: internal

**Units:** ML

**Title:** Volume of all water imported internally (from other schemes operated by you).

**Definition:** The total volume of all water (drinking, non-drinking, recycled) received by a scheme that was produced by another scheme operated by you (internal import).

*Includes:*

- internal imports

- recycled (reuse) water (including sewage, stormwater and drainage sources) that could be readily used again without first being discharged to the environment

- drinking or non-drinking water

- water imported from another scheme that is subsequently exported

- water imported that was not associated with a financial transaction

*Excludes:*

- imported water produced by another water supplier, infrastructure operator or service provider outside your geographical area of responsibility (external import)

Provide comments to describe:

- the type and volume of water, i.e. raw, treated (drinking or non-drinking water), recycled (sewage, stormwater or drainage)

- the scheme/infrastructure operator/service provider that the water was imported from

*Example:*

- WSP K produces 60ML of drinking water a year at their water treatment plant within Scheme L. Of this water 50ML is used within Scheme L but 10ML is piped (exported) to Scheme J to augment their supplies. WSP K would report “10” imported for Scheme J. Note that there would be a corresponding “10” value reported by WSP K for WA242 (water exported: internal) for Scheme L.

*Notes:*

- the aggregate volume is reported if importing from multiple schemes/service providers

- information on estimates should be included as a comment

**SWIM Category:** Sources of Water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** IQG1.21

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA242

**Indicator short title:** Volume all water exported: internal

**Units:** ML

**Title:** Volume of all water exported internally (to other schemes operated by you).

**Definition:** The total volume of all water (drinking, non-drinking, recycled) produced/sourced by you in one scheme that is then exported to another scheme operated by you (internal export).

*Includes:*

- internal exports

- recycled (reuse) water (sewage, drainage and stormwater) that could be readily used again without first being discharged to the environment

- drinking or non-drinking water

- water imported from another scheme that is subsequently exported

- water exported that was not associated with a financial transaction

*Excludes:*

- water exported to another water supplier, infrastructure operator or service provider outside your geographical area of responsibility (external export)

- volumes supplied to water carriers or tankers

*Example:*

- WSP K produces 60ML of drinking water a year at their water treatment plant within Scheme L. Of this water 50ML is used within Scheme L but 10ML is piped (exported) to Scheme J to augment their supplies. WSP K would report “10” exported for Scheme L. Note that there would be a corresponding “10” value reported by WSP K for WS241 (water imported: internal) for Scheme J.

*Notes:*

- the aggregate volume is reported if exporting to multiple schemes/service providers

- information on estimates should be included as a comment

**SWIM Category:** Exports

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** IQG1.22

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA26

**Indicator short title:** Volume recycled water supplied: all

**Units:** ML

**Title:** Total volume of recycled water supplied.

**Definition:** The total volume of recycled water supplied. This indicator is the sum of recycled water supplied to all customers, i.e. residential, commercial, municipal and industrial, agriculture, environmental purposes, on-site use, supplied through a third-pipe system for urban reuse, and other users.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) water sourced from sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

- used for own, environmental, beneficial use, or aquifer recharge

*Excludes:*

- evaporation, loses

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** Derived

**Calculation:** WA26=WA20+WA21+WA15+WA23+WA73+WA235+WA219

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**QG KPI Code:** QG1.11

**NPR Code:** W26

**SA Health Code:** SAH06

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA27

**Indicator short title:** % treated sewage supplied as recycled water

**Units:** %

**Title:** Percentage of sewage collected that was recycled.

**Definition:** The percentage of all treated effluent that is used by either the water service provider itself, a business supplied by the water service provider, or supplied through a third pipe system for urban re-use. The total volume of treated effluent should exclude the volume of bulk recycled water purchased from another service provider or business and treatment plant evaporation.

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** Derived

**Calculation:** WA27=((WA20+WA21+WA15+WA23+WA73+WA235+WA219-WA101)/WA31)\*100

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**NPR Code:** W27

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WA31

**Indicator short title:** Volume sewage treated

**Units:** ML

**Title:** Volume of treated effluent discharged from the service provider's sewage treatment plants.

**Definition:** The total volume of effluent produced by the sewage treatment plants within each sewerage scheme, regardless of whether any of the effluent is reused.

This is the amount (volume) of treated sewage that 'leaves' the treatment plant (total treated discharge).

*Includes:*

- treated effluent that is subsequently disposed of or reused (supplied to customers or for beneficial reuse)

*Excludes:*

- onsite usage (reported elsewhere)

*Notes:*

- the reported volume should be based on the metered outflows at the outlet of the sewage treatment plant

- where measurement of the volume of effluent leaving the treatment plant is not made but the volume of influent is measured, then the volume of sewage effluent can be calculated as follows: volume sewage measured at inlet to treatment works minus net evaporation. Net evaporation can be calculated either by using outlet meters (where present) or through meteorological data. Meteorological data should be taken from the Bureau of Meteorology weather station closest to the location of the pond or alternatively by weather stations on site operated by the water service provider. Where a service provider's weather stations are used, these need to be subjected to appropriate quality control processes

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** W18.5

**BoM Cat 7 Code:** U24.1

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WA32

**Indicator short title:** Volume drinking water supplied: residential

**Units:** ML

**Title:** Volume of drinking water residential water supplied (excluding recycled water).

**Definition:** The total volume of drinking water supplied to residential connections. drinking water is intended for use as drinking water and should materially meet the Australian drinking water Guidelines 2004, or equivalent.

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- real and apparent losses

*Notes:*

- the reported volume should be based on customer metering data

- information on estimates should be included as a comment

**SWIM Category:** Potable water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** QG1.17a

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA34

**Indicator short title:** Volume drinking water supplied: non-residential

**Units:** ML

**Title:** Volume of drinking water non-residential water supplied (excluding recycled water).

**Definition:** The total volume of drinking water supplied to non-residential connections/customers. drinking water is intended for use as drinking water and should materially meet the Australian drinking water Guidelines 2004, or equivalent.

*Includes:*

- environmental releases made from the urban water supply system, i.e. after treatment

- any water that is exported (externally) to another service provider

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- environmental releases made outside of the water supply system

- real and apparent losses

*Notes:*

- the reported volume should be based on customer metering data

- information on estimates should be included as a comment

**SWIM Category:** Potable water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**QG KPI Code:** QG1.18a

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA36

**Indicator short title:** Volume drinking water supplied: non-revenue

**Units:** ML

**Title:** Volume of drinking water produced that is not paid for (excluding recycled water; including losses).

**Definition:** The total volume of drinking water produced that is not paid for. Often referred to as 'non-revenue' water. This would include, but may not be limited to, an estimate of water used for fire-fighting, mains flushing, burst mains, unauthorised use, losses due to customer meter errors, leakage or contractors and any other consumption due to operations. drinking water is intended for use as drinking water and should materially meet the Australian drinking water Guidelines 2004, or equivalent.

*Includes:*

- losses

- unbilled authorised drinking water supplied

- unauthorised drinking water consumption

- customer metering errors

- leakage and overflow of drinking water from mains, service reservoirs and service connections prior to customer meters

- non-revenue water (i.e. water not sold to/paid for by customers, or water used for your own parks/gardens)

*Excludes:*

- drinking water volumes supplied to non-urban agriculture

- drinking water volumes supplied to aquifer recharge

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- volume of residential drinking water supplied and billed

- volume of non-residential drinking water supplied and billed

*Calculation***:**

In general, this can be calculated as the total volume of drinking water produced/supplied to the water supply system minus the total volume of drinking water billed (i.e. paid for) to customers (e.g. residential and non-residential).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Potable water uses

**Source of data:** Derived

**Calculation:** WA36=WA74-WA32-WA34

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** IW10.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA36.1

**Indicator short title:** Volume non-drinking water supplied: non-revenue

**Units:** ML

**Title:** Volume of non-drinking water produced that is not paid for (excluding recycled water; including losses).

**Definition:** The total volume of non-drinking water produced that is not paid for. Often referred to as 'non-revenue' water. This would include, but may not be limited to, an estimate of water used for things like watering sporting fields, burst mains, unauthorised use, losses due to customer meter errors, leakage or contractors and any other consumption due to operations.

*Includes:*

- losses

- unbilled authorised non-drinking water supplied

- unauthorised non-drinking water consumption

- customer metering errors

- leakage and overflow of non-drinking water from mains, service reservoirs and service connections prior to customer meters

- non-revenue water (i.e. water not sold to/paid for by customers, or water used for your own parks/gardens)

*Excludes:*

- non-drinking water volumes supplied to non-urban agriculture

- non-drinking water volumes supplied to aquifer recharge

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- volume of residential non-drinking water supplied and billed

- volume of non-residential non-drinking water supplied and billed

*Calculation***:**

In general, this can be calculated as the total volume of non-drinking water sourced/produced/supplied to the non-drinking water supply system minus the total volume of non-drinking water billed (i.e. paid for) to customers (e.g. residential and non-residential).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Raw-Partially Treated water uses

**Source of data:** Derived

**Calculation:** WA36.1=WA7-WA91-WA92

**Data type:** Numeric

**Scheme type(s):** Raw-Partially treated water scheme

**NPR Code:** IW10.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA36.2

**Indicator short title:** Volume drinking+non-drinking water supplied: non-revenue

**Units:** ML

**Title:** Volume of drinking and non-drinking water produced that is not paid for (excluding recycled water; including losses).

**Definition:** The total volume of drinking and non-drinking water produced that is not paid for. Often referred to as 'non-revenue' water. This would include, but may not be limited to, an estimate of drinking and non-drinking water used for fire-fighting, parks and gardens, sporting fields, mains flushing, burst mains, unauthorised use, losses due to customer meter errors, leakage or contractors and any other consumption due to operations.

This indicator is calculated as WA36 (non-revenue drinking water) + WA36.1 (non-revenue non-drinking water).

*Includes:*

- losses

- unbilled authorised drinking and non-drinking water supplied

- unauthorised drinking and non-drinking water consumption

- customer metering errors

- leakage and overflow of drinking and non-drinking water from mains, service reservoirs and service connections prior to customer meters

- non-revenue water (i.e. drinking and non-drinking water not sold to/paid for by customers, or used for your own parks/gardens)

*Excludes:*

- drinking and non-drinking water volumes supplied to non-urban agriculture

- drinking and non-drinking water volumes supplied to aquifer recharge

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- volume of residential drinking and non-drinking water supplied and billed

- volume of non-residential drinking and non-drinking water supplied and billed

*Calculation***:**

In general, this can be calculated as the total volume of drinking and non-drinking water produced/supplied to the water supply system minus the total volume of drinking and non-drinking water billed (i.e. paid for) to customers (e.g. residential and non-residential).

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA36.2:potable=WA36; WA36.2:raw=WA36.1

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**NPR Code:** W10.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA45

**Indicator short title:** Volume all water imported: external

**Units:** ML

**Title:** The total volume of water imported (received from bulk supplier or other service providers), including recycled water.

**Definition:** The total volume of water (drinking and non-drinking water) imported (purchased or provided from another service provider or bulk supplier outside this service provider's service area). This includes recycled water. The volume of water may include water which is subsequently exported to another service provider.

*Includes:*

- recycled (reuse) water from sewage, stormwater or drainage sources

- water that is subsequently exported to another service provider

*Excludes:*

- any water imported 'internally' (from within your organisation) from one scheme to another

*Example:*

- 'imported' versus 'sourced' water when a third party is involved. Water Service Provider A (WSP A) has multiple drinking water schemes from which they source/import raw water (an allocation) and then treat it themselves and supply to their customers. The question is whether they report the amount of water they ‘get’ into a ‘sourced’ or ‘imported’ indicator as per the examples below.

1. Drinking water Scheme X. They have an allocation from SunWater. SunWater releases water from an upstream dam into a river/weir further downstream from which WSP A itself extracts the water and treats. In this case, WSP A would class this as ‘Volume water taken: surface water’ and add the volume to WA1.

2. Drinking water Scheme Y. Again, the raw water is from an allocation from SunWater. In this case SunWater provide the water to WSP A directly via a pipeline which WSP A pays both an access fee and pumping charge to SunWater (in addition to the normal volume charge for the allocation). The raw water originates in a dam but is piped by SunWater directly to the Water Treatment Plant of Drinking water Scheme Y. In this case WSP A report this raw water as ‘Volume drinking and non-drinking water imported’ and add the volume to WA238. With regard to this example, the organisations requesting the data would classify this as 'imported water' (i.e. bulk raw water supplied by another supplier), because SunWater provides the infrastructure for the service (and additionally WSP A pays the access fee and pumping charges).

*Notes:*

- include the scheme's purchases only if the water was provided by another organisation

- there may be a requirement in some cases for water service providers to aggregate volumes from various bulk suppliers

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA45:potable+raw=WA238; WA45:recycled=WA101

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** IQG1.21

**NPR Code:** W5

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA61

**Indicator short title:** Volume water self-sourced: desalination marine water

**Units:** ML

**Title:** Volume of water taken from desalination of marine water.

**Definition:** The volume of water produced by the service provider from the desalination of marine or estuarine water.

*Includes:*

- marine and estuarine water sources

- for any drinking and non-drinking water use

- water taken by other service providers operating on behalf of the service provider

*Excludes:*

- groundwater sources

- surface water sources which are not estuarine or marine

- any purchased/imported marine desalination water from another service provider such as a bulk water supplier (reported separately)

*Notes:*

- there may be a requirement in some cases for service providers to aggregate volumes from various marine desalination sources

- the reported volume should be based on the metered outflow of treated water from marine desalination plant

- information on estimates should be included as a comment

**SWIM Category:** Sources of Water

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG1.10

**NPR Code:** W3.1

**ABS Code:** Q13 (c)

**BoM Cat 7 Code:** U3.1

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA66

**Indicator short title:** Volume sewage exported

**Units:** ML

**Title:** Volume of sewage exported to other service providers.

**Definition:** The total volume of sewage exported by you to other service providers.

*Includes:*

- residential and trade waste

- transfers not associated with a financial transaction

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any sewage exported 'internally' (within your organisation) from one sewage scheme to another

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** W18.1

**BoM Cat 7 Code:** U21.1

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WA67

**Indicator short title:** Volume sewage imported: external

**Units:** ML

**Title:** Volume of sewage imported from other service providers.

**Definition:** The total volume of sewage imported (received) from other service providers.

*Includes:*

- residential and trade waste

- transfers not associated with a financial transaction

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

- any sewage imported 'internally' (within your organisation) from one sewage scheme to another

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** W18.2

**BoM Cat 7 Code:** U20.1

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WA68

**Indicator short title:** Volume sewage collected: sewer mining

**Units:** ML

**Title:** Volume of sewage taken from sewer mining.

**Definition:** The total volume of sewage extracted through sewer mining from the service provider’s sewer system.

*Includes:*

- extractions by you or an organisation operating infrastructure on behalf of you

- extractions by independent operators

- extractions not associated with a financial transaction

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** W18.3

**BoM Cat 7 Code:** U83.1

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WA69

**Indicator short title:** Volume sewage inflow measured: STP inlet

**Units:** ML

**Title:** Volume of sewage measured at inlet to treatment works (includes imported sewerage, excludes export sewerage and that taken from sewer mining).

**Definition:** The total volume of sewage measured at inlet to treatment works. Includes sewage taken (imported) from other service providers. Excludes sewage supplied (exported) to other service providers and that taken from sewer mining).

*Includes:*

- any imported sewage

*Excludes:*

- any exported sewage

- any volumes taken from sewer mining

*Notes:*

- the reported volume should be based on the metered inflow to STP

- information on estimates should be included as a comment

**SWIM Category:** Wastewater

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Sewerage schemes

**NPR Code:** W18.4

**BoM Cat 7 Code:** U23.1

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WA7

**Indicator short title:** Volume water sourced: all

**Units:** ML

**Title:** The total volume of water sourced (for drinking, non-drinking, recycled water supply).

**Definition:** The total volume of water sourced reported elsewhere as supplied from surface waters, groundwater, desalination, recycling (sewage, stormwater or drainage) and imported (from bulk supplier).

*Includes:*

- surface water

- groundwater

- marine desalination

- recycled (reuse) sewage, stormwater and drainage water

- water imported from other service provider or bulk supplier

- any other sources

- for any drinking, non-drinking or recycled water use

*Excludes:*

- water sourced for aquifer recharge

- water returned to surface waters

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Sources of Water

**Source of data:** Derived

**Calculation:** WA7:potable+raw=WA1+WA2+WA61+WA238-WA197; WA7:recycled=WA20+WA21+WA101

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water, Non-drinking (Raw-Partially Treated/Non-potable) water and Recycled (Reuse) water schemes

**QG KPI Code:** QG1.12

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA7.1

**Indicator short title:** Volume water sourced (excl. recycled): all

**Units:** ML

**Title:** The total volume of water sourced (excluding recycled water).

**Definition:** The total volume of water sourced for drinking and non-drinking water supply from surface waters, groundwater, desalination, and imported (from bulk supplier).

*Includes:*

- surface water

- groundwater

- marine desalination

- water imported from other service provider or bulk supplier (excluding recycled water)

- any other sources

- for any drinking, non-drinking or recycled water use

*Excludes:*

- recycled (reuse) water from sewage, stormwater and drainage water sources or imported

- water sourced for aquifer recharge

- water returned to surface waters

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA7.1=WA1+WA2+WA61+WA238-WA197

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**NPR Code:** W7

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WA7.2

**Indicator short title:** Volume water self-sourced: all

**Units:** ML

**Title:** The total volume of self-sourced water (for drinking and non-drinking water supply).

**Definition:** The total volume of water self-sourced from surface waters, groundwater or desalination.

*Includes:*

- surface water

- groundwater

- marine or estuarine desalination

- for any drinking and non-drinking water use

*Excludes:*

- recycled (reuse) water

- water sourced for aquifer recharge

- water returned to surface waters

- water imported from other service provider or bulk supplier

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Calculations

**Source of data:** Derived

**Calculation:** WA7.2=WA1+WA2+WA61-WA197

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**ABS Code:** Q13 (e)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA73

**Indicator short title:** Volume recycled water supplied: aquifer recharge

**Units:** ML

**Title:** Volume of recycled water supplied to managed groundwater/aquifer recharge.

**Definition:** The total volume of recycled water supplied for managed groundwater/aquifer recharge, excluding other environmental water. For example, aquifer replenishment schemes.

*Includes:*

- drinking and non-drinking water used to top-up the recycled water system

- volumes taken from sewer mining

- recycled (reuse) sewage, stormwater, or drainage water

- recycled water treated to a drinking or non-drinking water standard

*Excludes:*

- any recycled water supplied as environmental flows (reported elsewhere)

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Recycled Water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**NPR Code:** W25.1

**BoM Cat 7 Code:** U44.5

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WA74

**Indicator short title:** Volume drinking water produced/supplied into water supply system

**Units:** ML

**Title:** Volume of drinking water produced and supplied into the water supply system (excluding recycled water).

**Definition:** The total volume of drinking water produced by the service provider (by all water treatment plants/that extracted for supply as drinking water) or otherwise supplied by other organisations that was put into the service providers water supply system. drinking water is intended for use as drinking water and should materially meet the Australian drinking water Guidelines 2004, or equivalent.

*Includes:*

- the volume of water produced at the water treatment plant or extracted directly from the source (with no/minimal treatment) as drinking water

- residential drinking water supplied

- commercial, municipal and industrial drinking water supplied

- unbilled authorised water supplied

- unauthorised consumption

- customer metering errors

- leakage and overflow from mains, service reservoirs and service connections prior to customer meters

*Excludes:*

- any volumes of recycled water (i.e. sourced from sewage, drainage or stormwater)

*Notes:*

- this indicator measures the volume of water produced at the treatment plant or extracted from the source NOT the volume of water supplied, meter errors or other consumption. Refer to the latest version of the DNRME 'Key Performance Indicators - Definitions Guide' section on 'Estimating Data' for further information on estimating volumes

- this indicator is used to determine non-revenue water WA36 (Volume drinking water supplied: non-revenue - QG1.19)

- the reported volume is measured at the outflow of treatment plants (e.g. water treatment plants, desalination plants, disinfection plants) or at the beginning of the urban water supply system. Distribution system losses and gains can influence the measured volume significantly and should be excluded

- information on estimates should be included as a comment

**SWIM Category:** Potable water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water schemes

**NPR Code:** W11.3

**BoM Cat 7 Code:** U9

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WA91

**Indicator short title:** Volume non-drinking water supplied: residential

**Units:** ML

**Title:** Volume of non-drinking water residential water supplied (excluding recycled water).

**Definition:** The total volume of non-drinking water (raw-Partially Treated) water supplied to residential connections. non-drinking water is not intended for use as drinking water.

*Excludes:*

- any volumes of non-drinking water recycled water (i.e. sourced from sewage, drainage or stormwater)

- real and apparent losses

*Notes:*

- the reported volume should be based on customer metering data

- information on estimates should be included as a comment

**SWIM Category:** Raw-Partially Treated water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Raw-Partially treated water scheme

**QG KPI Code:** QG1.17b

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA92

**Indicator short title:** Volume non-drinking water supplied: non-residential

**Units:** ML

**Title:** Volume of non-drinking water non-residential water supplied (excluding recycled water).

**Definition:** The total volume of non-drinking water (raw-Partially Treated) water supplied to non-residential connections/customers. non-drinking water is not intended for use as drinking water.

*Includes:*

- environmental releases made from the urban water supply system

*Excludes:*

- any volumes of non-drinking water recycled water (i.e. sourced from sewage, drainage or stormwater)

- environmental releases made outside of the water supply system

- real and apparent losses

*Notes:*

- the reported volume should be based on customer metering data

- information on estimates should be included as a comment

**SWIM Category:** Raw-Partially Treated water uses

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Raw-Partially treated water scheme

**QG KPI Code:** QG1.18b

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WA98

**Indicator short title:** Volume recycled stormwater supplied: all

**Units:** ML

**Title:** Total volume of urban stormwater captured/produced by the service provider (excludes any imports).

**Definition:** The total volume of water captured from urban stormwater for direct reuse purposes.

*Includes:*

- any volumes that may be subsequently exported

*Excludes:*

- any recycled stormwater imports

- any drainage water

- stormwater harvested across a catchment and stored in water storages (e.g., dams) for supply as drinking and/or non-drinking water

*Notes:*

- information on estimates should be included as a comment

**SWIM Category:** Stormwater Reuse

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Recycled (Reuse) water schemes

**NPR Code:** WR\_N1

**ABS Code:** Q28 (b)

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with <10,000 connections; SA SPs with >10,000 connections

## SWIM Code: WF1

**Indicator short title:** Total full-time equivalent water+sewerage employees

**Units:** FTEs

**Title:** Total full-time equivalent water and sewerage service employees.

**Definition:** The total number of personnel involved in delivering water and sewerage services at the end of the reporting period, including administrative and maintenance services, whether direct employees or indirect employees e.g. contractor staff.

*Includes:*

- operational employees

- administrative employees

- maintenance employees

- laboratory employees

- contractors employed in these areas

*Excludes:*

- contractors employed in constructing or upgrading a plant or network as a once-off

*Example:*

A small service provider has 4 FTEs employed in operations and maintenance for its water and sewerage systems and 2 administrative FTEs employed across the local government who spend about a quarter of their time dealing with water and sewerage business. The total number of FTE water and sewerage services employees is 4 + (0.25 x 2) = 4.5.

*Notes:*

- if a service provider has a discrete business unit which provides commercial water and/or sewerage services to other providers and customers. Then proportion of staff undertaking work for the provider should be included, but not those working for other customers. This would be calculated on the proportion of external and internal effort

- local government finance and other staff who partially support water and/or sewerage service activities should also be included based on an estimate of the proportion of their time spent supporting the water and sewerage businesses.

- information on estimates should be included as a comment

**SWIM Category:** Workforce

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG1.20

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WF2

**Indicator short title:** Total full-time equivalent water+sewerage operators

**Units:** FTEs

**Title:** Total full-time equivalent water and sewerage service operators.

**Definition:** The total number of personnel involved in the operation of infrastructure or equipment that captures, treats, stores and/or distributes water for human consumption or sewage and/or effluent for reuse or discharge.

*Includes:*

- water treatment plant operators

- wastewater treatment plant operators

- network operators

- water sampling field staff

Excludes (unless also performing operational activities):

- maintenance employees

- laboratory employees

- administrative employees

- management employees

*Example:*

A small service provider has one FTE employed as a water treatment plant operator and one FTE sewerage treatment plant operator that spends 80% of their time operating the sewerage treatment plant and the other 20% on animal control. The provider also has a one FTE manager who provides operational support at the water and sewerage treatment plants for 10% of their time. Total number of FTE water and sewerage operators is: 1 + 0.8 + 0.1 = 1.9. The service provider reports 1.9 FTEs.

- information on estimates should be included as a comment

**SWIM Category:** Workforce

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** WSP-wide

**QG KPI Code:** QG1.20a

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS11

**Indicator short title:** Water restriction duration: PWCM

**Units:** days

**Title:** Water restrictions - duration of Permanent Water Conservation Measures (PWCM).

**Definition:** The number of days in the reporting year where Permanent Water Conservation Measures (PWCM) were applied. PWCM are permanent on-going measures in place to ensure best practice for the efficient use of outdoor water use.

*Excludes:*

- any other level of water restrictions

*Example:*

- WSP C has five levels of water restrictions, including Permanent Water Conservation Measures (which are Level 1) and levels 2 to 5 are increasing in severity. Level 2 water restrictions were in place from February for three months and Level 3 were in place from May. WSP C reports: WS11 (QG2.10a) - PWCM = 215, WS12 (QG2.10b) - Level 1 = NR, WS13 (QG2.10c) - Level 2 = 89, WS14 (QG2.10d) - Level 3 = 61, WS15 (QG2.10e) - Level 4 = 0, WS16 (QG2.10f) - Level 5 = 0. WSP C provides comments against WS12 ‘PWCM is termed Level 1.

- WSP D has four levels of water restrictions and currently no PWCMs. Level 2 restrictions were in place for 4 months and level 3 restrictions were in place for 2 months during the previous financial year. WSP D reports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 122, WS14 - Level 3 = 61, WS15 - Level 4 = 0, WS16 - Level 5 = NR.

- WSP E has no PWCMs and 3 levels of water restriction available BUT had no restriction regime in place during the reporting period. WSP E exports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 0, WS14 - Level 3 = 0, WS15 - Level 4 = NR, WS16 - Level 5 = NR.

*Notes:*

- for your 'WSP-Wide' scheme please report scheme with the highest number of connections

- PWCM are permanent on-going water restriction measures in place to ensure best practice for the efficient use of outdoor water use

- if you do not have a level of water restriction available please report as 'NR' (Not Relevant), if you do have a level of water restriction available but do not use it please report '0'

- information on estimates should be included as a comment

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.10a

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS12

**Indicator short title:** Water restriction duration: Level 1

**Units:** days

**Title:** Water restrictions - duration of Level 1 water restrictions.

**Definition:** The number of days in the reporting year where Level 1 water restrictions were applied.

*Excludes:*

- Permanent Water Conservation Measures or any other level of water restrictions

*Example:*

- WSP C has five levels of water restrictions, including Permanent Water Conservation Measures (which are Level 1) and levels 2 to 5 are increasing in severity. Level 2 water restrictions were in place from February for three months and Level 3 were in place from May. WSP C reports: WS11 (QG2.10a) - PWCM = 215, WS12 (QG2.10b) - Level 1 = NR, WS13 (QG2.10c) - Level 2 = 89, WS14 (QG2.10d) - Level 3 = 61, WS15 (QG2.10e) - Level 4 = 0, WS16 (QG2.10f) - Level 5 = 0. WSP C provides comments against WS12 ‘PWCM is termed Level 1.

- WSP D has four levels of water restrictions and currently no PWCMs. Level 2 restrictions were in place for 4 months and level 3 restrictions were in place for 2 months during the previous financial year. WSP D reports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 122, WS14 - Level 3 = 61, WS15 - Level 4 = 0, WS16 - Level 5 = NR.

- WSP E has no PWCMs and 3 levels of water restriction available BUT had no restriction regime in place during the reporting period. WSP E exports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 0, WS14 - Level 3 = 0, WS15 - Level 4 = NR, WS16 - Level 5 = NR.

*Notes:*

- for your 'WSP-Wide' scheme please report scheme with the highest number of connections

- if you do not have a level of water restriction available please report as 'NR' (Not Relevant), if you do have a level of water restriction available but do not use it please report '0'

- PWCM are permanent on-going measures in place to ensure best practice for the efficient use of outdoor water use

- information on estimates should be included as a comment

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.10b

**NPR Code:** WR\_N5

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WS13

**Indicator short title:** Water restriction duration: Level 2

**Units:** days

**Title:** Water restrictions - duration of Level 2 water restrictions.

**Definition:** The number of days in the reporting year where Level 2 water restrictions were applied.

*Excludes:*

- Permanent Water Conservation Measures or any other level of water restrictions

*Example:*

- WSP C has five levels of water restrictions, including Permanent Water Conservation Measures (which are Level 1) and levels 2 to 5 are increasing in severity. Level 2 water restrictions were in place from February for three months and Level 3 were in place from May. WSP C reports: WS11 (QG2.10a) - PWCM = 215, WS12 (QG2.10b) - Level 1 = NR, WS13 (QG2.10c) - Level 2 = 89, WS14 (QG2.10d) - Level 3 = 61, WS15 (QG2.10e) - Level 4 = 0, WS16 (QG2.10f) - Level 5 = 0. WSP C provides comments against WS12 ‘PWCM is termed Level 1.

- WSP D has four levels of water restrictions and currently no PWCMs. Level 2 restrictions were in place for 4 months and level 3 restrictions were in place for 2 months during the previous financial year. WSP D reports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 122, WS14 - Level 3 = 61, WS15 - Level 4 = 0, WS16 - Level 5 = NR.

- WSP E has no PWCMs and 3 levels of water restriction available BUT had no restriction regime in place during the reporting period. WSP E exports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 0, WS14 - Level 3 = 0, WS15 - Level 4 = NR, WS16 - Level 5 = NR.

*Notes:*

- for your 'WSP-Wide' scheme please report scheme with the highest number of connections

- if you do not have a level of water restriction available please report as 'NR' (Not Relevant), if you do have a level of water restriction available but do not use it please report '0'

- PWCM are permanent on-going measures in place to ensure best practice for the efficient use of outdoor water use

- information on estimates should be included as a comment

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.10c

**NPR Code:** WR\_N6

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WS14

**Indicator short title:** Water restriction duration: Level 3

**Units:** days

**Title:** Water restrictions - duration of Level 3 water restrictions.

**Definition:** The number of days in the reporting year where Level 3 water restrictions were applied.

*Excludes:*

- Permanent Water Conservation Measures or any other level of water restrictions

*Example:*

- WSP C has five levels of water restrictions, including Permanent Water Conservation Measures (which are Level 1) and levels 2 to 5 are increasing in severity. Level 2 water restrictions were in place from February for three months and Level 3 were in place from May. WSP C reports: WS11 (QG2.10a) - PWCM = 215, WS12 (QG2.10b) - Level 1 = NR, WS13 (QG2.10c) - Level 2 = 89, WS14 (QG2.10d) - Level 3 = 61, WS15 (QG2.10e) - Level 4 = 0, WS16 (QG2.10f) - Level 5 = 0. WSP C provides comments against WS12 ‘PWCM is termed Level 1.

- WSP D has four levels of water restrictions and currently no PWCMs. Level 2 restrictions were in place for 4 months and level 3 restrictions were in place for 2 months during the previous financial year. WSP D reports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 122, WS14 - Level 3 = 61, WS15 - Level 4 = 0, WS16 - Level 5 = NR.

- WSP E has no PWCMs and 3 levels of water restriction available BUT had no restriction regime in place during the reporting period. WSP E exports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 0, WS14 - Level 3 = 0, WS15 - Level 4 = NR, WS16 - Level 5 = NR.

*Notes:*

- for your 'WSP-Wide' scheme please report scheme with the highest number of connections

- if you do not have a level of water restriction available please report as 'NR' (Not Relevant), if you do have a level of water restriction available but do not use it please report '0'

- PWCM are permanent on-going measures in place to ensure best practice for the efficient use of outdoor water use

- information on estimates should be included as a comment

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.10d

**NPR Code:** IWR\_N7

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WS15

**Indicator short title:** Water restriction duration: Level 4

**Units:** days

**Title:** Water restrictions - duration of Level 4 water restrictions.

**Definition:** The number of days in the reporting year where Level 4 water restrictions were applied.

*Excludes:*

- Permanent Water Conservation Measures or any other level of water restrictions

*Example:*

- WSP C has five levels of water restrictions, including Permanent Water Conservation Measures (which are Level 1) and levels 2 to 5 are increasing in severity. Level 2 water restrictions were in place from February for three months and Level 3 were in place from May. WSP C reports: WS11 (QG2.10a) - PWCM = 215, WS12 (QG2.10b) - Level 1 = NR, WS13 (QG2.10c) - Level 2 = 89, WS14 (QG2.10d) - Level 3 = 61, WS15 (QG2.10e) - Level 4 = 0, WS16 (QG2.10f) - Level 5 = 0. WSP C provides comments against WS12 ‘PWCM is termed Level 1.

- WSP D has four levels of water restrictions and currently no PWCMs. Level 2 restrictions were in place for 4 months and level 3 restrictions were in place for 2 months during the previous financial year. WSP D reports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 122, WS14 - Level 3 = 61, WS15 - Level 4 = 0, WS16 - Level 5 = NR.

- WSP E has no PWCMs and 3 levels of water restriction available BUT had no restriction regime in place during the reporting period. WSP E exports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 0, WS14 - Level 3 = 0, WS15 - Level 4 = NR, WS16 - Level 5 = NR.

*Notes:*

- for your 'WSP-Wide' scheme please report scheme with the highest number of connections

- if you do not have a level of water restriction available please report as 'NR' (Not Relevant), if you do have a level of water restriction available but do not use it please report '0'

- PWCM are permanent on-going measures in place to ensure best practice for the efficient use of outdoor water use

- information on estimates should be included as a comment

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.10e

**NPR Code:** IWR\_N7

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WS16

**Indicator short title:** Water restriction duration: Level 5 (or greater)

**Units:** days

**Title:** Water restrictions - duration of Level 5 (or greater) water restrictions.

**Definition:** The number of days in the reporting year where Level 5 water restrictions were applied.

*Excludes:*

- Permanent Water Conservation Measures or any other level (1-4) of water restrictions

*Example:*

- WSP C has five levels of water restrictions, including Permanent Water Conservation Measures (which are Level 1) and levels 2 to 5 are increasing in severity. Level 2 water restrictions were in place from February for three months and Level 3 were in place from May. WSP C reports: WS11 (QG2.10a) - PWCM = 215, WS12 (QG2.10b) - Level 1 = NR, WS13 (QG2.10c) - Level 2 = 89, WS14 (QG2.10d) - Level 3 = 61, WS15 (QG2.10e) - Level 4 = 0, WS16 (QG2.10f) - Level 5 = 0. WSP C provides comments against WS12 ‘PWCM is termed Level 1.

- WSP D has four levels of water restrictions and currently no PWCMs. Level 2 restrictions were in place for 4 months and level 3 restrictions were in place for 2 months during the previous financial year. WSP D reports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 122, WS14 - Level 3 = 61, WS15 - Level 4 = 0, WS16 - Level 5 = NR.

- WSP E has no PWCMs and 3 levels of water restriction available BUT had no restriction regime in place during the reporting period. WSP E exports: WS11 - PWCM = NR, WS12 - Level 1 = 0, WS13 - Level 2 = 0, WS14 - Level 3 = 0, WS15 - Level 4 = NR, WS16 - Level 5 = NR.

*Notes:*

- for your 'WSP-Wide' scheme please report scheme with the highest number of connections

- if you do not have a level of water restriction available please report as 'NR' (Not Relevant), if you do have a level of water restriction available but do not use it please report '0'

- PWCM are permanent on-going measures in place to ensure best practice for the efficient use of outdoor water use

- information on estimates should be included as a comment

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.10f

**NPR Code:** IWR\_N7

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WS17

**Indicator short title:** Has asset management planning been undertaken in the last 10 yrs?

**Units:** yes/no

**Title:** Water supply planning: has asset management planning been undertaken in the last 10 years?

**Definition:** Indicators WS17 (QG 2.11a) to WS21 (QG 2.11e) are used by the department to provide an overview of the status of water supply planning for the scheme. Responses to these indicators outline the extent of water supply planning undertaken by the

service provider for a scheme. Each indicator should be reported as yes/no. If reporting ‘no’, a comment is required (and is mandatory) explaining why this is justified or when it is intended to complete the planning.

Mandatory comment required if response/value entered is 'no'. Please explain why not.

*Example:*

- WSP B has a simple asset management plan that was developed 4 years ago. WSP B reports “yes”

- WSP C has asset management plans that are reviewed every 5 years. WSP C reports “yes”

*Notes:*

- asset management planning describes the approach to monitoring asset condition and maintaining the capability of assets to provide water services to the agreed customer service standards

- all planning activities are expected to include some form of documentation

- report as one of: yes, no

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.11a

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS18

**Indicator short title:** Has drought management planning been undertaken in the last 10 yrs?

**Units:** yes/no

**Title:** Water supply planning: has drought management planning been undertaken in the last 10 years?

**Definition:** Indicators WS17 (QG 2.11a) to WS21 (QG 2.11e) are used by the department to provide an overview of the status of water supply planning for the scheme. Responses to these indicators outline the extent of water supply planning undertaken by the

service provider for a scheme. Each indicator should be reported as yes/no. If reporting ‘no’, a comment is required (and is mandatory) explaining why this is justified or when it is intended to complete the planning.

Mandatory comment required if response/value entered is 'no'. Please explain why not.

*Example:*

- WSP B has a simple drought management plan that was developed 4 years ago. At the time of development a simple demand projection was made based on the average water use and the Queensland Government Statistician Office population projections. The drought management plan identifies possible contingency options when water levels drop to critical levels in the main storage. WSP B reports “yes”

- WSP C has a drought management plan that was prepared 12 years ago, which included a restrictions framework. Recent demand management has not been as successful as anticipated and so WSP C is currently reviewing the restriction framework and the drought management plan. WSP C reports “no” (as it was reviewed more than 10 years ago) and adds a comment to say: “We are currently updating the drought response plan”

*Notes:*

- drought management planning identifies supply and/or demand options to respond to drought in order to reduce the risk of a water supply shortfall. It includes, but is not limited to, consideration of demand management measures (e.g. a restrictions schedule),

contingency and/or emergency water supply options and triggers for initiating these. Drought management planning may involve the development of new, or review of existing, documentation

- all planning activities are expected to include some form of documentation

- report as one of: yes, no

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.11b

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS19

**Indicator short title:** Has water demand forecasts been developed or reviewed in the last 5 yrs?

**Units:** yes/no

**Title:** Water supply planning: has water demand forecasts for the scheme been developed or reviewed in the last five (5) years?

**Definition:** Indicators WS17 (QG 2.11a) to WS21 (QG 2.11e) are used by the department to provide an overview of the status of water supply planning for the scheme. Responses to these indicators outline the extent of water supply planning undertaken by the

service provider for a scheme. Each indicator should be reported as yes/no. If reporting ‘no’, a comment is required (and is mandatory) explaining why this is justified or when it is intended to complete the planning.

Mandatory comment required if response/value entered is 'no'. Please explain why not.

*Example:*

- WSP B has a simple asset management plan and a drought management plan that were both developed 4 years ago. At the time of development a simple demand projection was made based on the average water use and the Queensland Government Statistician Office population projections. WSP B reports “yes”

- WSP C has performed no supply planning activities in the last 10 years (a drought management plan was prepared 12 years ago, which included a restrictions framework). Recent demand management has not been as successful as anticipated. The community that WSP C provides water to has had little to no population growth (<1% p.a.) over the last 10 years; this population trend is expected to continue in the future. WSP C reports “no” and adds a comment to say: “Population relatively stable, so little change in water demand expected”

*Notes:*

- water demand forecasting includes, but is not limited to, consideration of population growth, historical water consumption on a per capita basis and potential changes to non-residential water demand. The forecast period should be for a minimum of 10 years.

- all planning activities are expected to include some form of documentation

- report as one of: yes, no

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.11c

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS20

**Indicator short title:** Has assessment of key capacity constraints of water infrastructure been undertaken in last 10 yrs?

**Units:** yes/no

**Title:** Water supply planning: has an assessment of key capacity constraints of the water infrastructure (e.g. in the source, treatment and/or distribution) been undertaken in last 10 years?

**Definition:** Indicators WS17 (QG 2.11a) to WS21 (QG 2.11e) are used by the department to provide an overview of the status of water supply planning for the scheme. Responses to these indicators outline the extent of water supply planning undertaken by the

service provider for a scheme. Each indicator should be reported as yes/no. If reporting ‘no’, a comment is required (and is mandatory) explaining why this is justified or when it is intended to complete the planning.

Mandatory comment required if response/value entered is 'no'. Please explain why not.

*Example:*

- WSP B has a simple drought management plan that identifies possible contingency options when water levels drop to critical levels in the main storage. However, WSP B has not fully investigated the contingency supplies. WSP B is about to commence a test drilling program to verify and assess additional groundwater sources as contingency supplies. It is also investigating alternative water supply options for both ‘usual’ and contingency use. WSP B is currently conducting a ‘pinch point’ assessment to find the bottlenecks in its infrastructure. WSP B reports “no” and adds a comment to say: “Process underway. Expected completion in 6 months”

- WSP C currently has adequate water supplies to provide water to a community that has had little to no population growth (<1% p.a.) over the last 10 years; this population trend is expected to continue in the future. WSP C reports “no” and adds a comment to say: “Current asset capability is being maintained, and is adequate to meet demand, there is no need to understand bottlenecks in detail”

*Notes:*

- key capacity constraints in water infrastructure are the identified limitations or 'bottlenecks' in the source, treatment and transport (distribution) infrastructure. These will physically limit the ability to deliver increased volumes of water in the future without

additional expenditure or changes in operating practice

- all planning activities are expected to include some form of documentation

- report as one of: yes, no

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.11d

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS21

**Indicator short title:** Has the timing for potential future supply augmentation been assessed in the last 10 yrs?

**Units:** yes/no

**Title:** Water supply planning: has the timing for potential future supply augmentation been assessed in the last 10 years?

**Definition:** Indicators WS17 (QG 2.11a) to WS21 (QG 2.11e) are used by the department to provide an overview of the status of water supply planning for the scheme. Responses to these indicators outline the extent of water supply planning undertaken by the

service provider for a scheme. Each indicator should be reported as yes/no. If reporting ‘no’, a comment is required (and is mandatory) explaining why this is justified or when it is intended to complete the planning.

Mandatory comment required if response/value entered is 'no'. Please explain why not.

*Example:*

- WSP B has not fully investigated the contingency supplies and is about to commence a test drilling program to verify and assess additional groundwater sources as contingency supplies. It is also investigating alternative water supply options for both ‘usual’ and contingency use. WSP B is currently conducting a ‘pinch point’ assessment to find the bottlenecks in its infrastructure. WSP B reports “no” and adds a comment to say: “Will be undertaken following completion of pinch point assessments”

- WSP C currently has adequate water supplies to provide water to a community that has had little to no population growth (<1% p.a.) over the last 10 years; this population trend is expected to continue in the future. WSP C reports “no” and adds a comment to say: “This will be revisited when population starts to grow”

*Notes:*

- assessment of likely timing for supply augmentations includes, but is not limited to, consideration of the water supply and demand balance. A water supply and demand balance compares reliable water supply source availability and critical infrastructure capacity constraints with projected water demands

- all planning activities are expected to include some form of documentation

- report as one of: yes, no

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.11e

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS22

**Indicator short title:** Months water supply remaining as at 30 June (KPI level): with contingency

**Units:** 1,2,3,4,5,6

**Title:** Months of available water supply as at 30 June (reported as KPI level) with using contingency supplies.

**Definition:** An estimation of the number of months of accessible drinking and non-drinking water supply remaining based on the volume that is available to be supplied and the total anticipated water demand as at 30 June for the reporting period. Response to this indicator should include consideration of:

- the volume of water that is available from all sources

- available contingency supply

- anticipated demands, including planned demand management measures, such as water restrictions that are likely to be implemented

- historical behaviour of the supply

- assumed inflow/streamflow/recharge based on Bureau of Meteorology (BOM) climate projections

- any relevant operational constraints (limitations of any infrastructure that is needed to access, treat and deliver the water)

- other water users of the resource

This indicator is reported as one of six different Levels (ranges):

1. 0-3 months of available supply

2. 4-6 months of available supply

3. 7-12 months of available supply

4. 13-18 months of available supply

5. 19-59 months of available supply

6. 60 months or greater of available supply

*Example:*

- WSP A holds a water allocation of 5,000 ML/annum of ‘High Priority’ (HP) water in a dam, and services a current demand of around 4,000 ML/annum. WSP A also has a bore for use as a contingency, it supplies adequate flows but is harder and more costly to treat so not used. Based on the current useable volume in storage, projected inflows based on climate projections, the historical performance of the dam, assumed storage losses, the current announced allocation and projected urban water demand (including water restrictions assumed to be implemented as storage levels further decline), WSP A estimate there is around 18 months (level “4”) of available supply as at 30 June. However, the bore contingency supply would take the estimate to >60 months so WSP A reports “6” (60 months or more of supply available).

- WSP B relies on bores that have met town water supply requirements under most conditions. However, in the past few years falling bore levels due to poor recharge events have been recorded. Based on the current bore level, the historical performance of the supply, the Bureau of Meteorology climate projections and estimated restricted demands, WSP B estimates 10 months to supply shortfall. WSP B reports “3” (7-12 months of available supply).

- WSP C has access to 8,600 kL of water stored in an in-stream storage/pumping pool. Anticipated demand is 1,750 kL per month. Based on this rate of demand, current volume of water in the storage, the historical performance of the supply, assumed storage losses and the Bureau of Meteorology climate projections, WSP C estimates there is around 18 weeks of available supply. WSP C reports “2” (4-6 months of available supply).

- WSP D sources water from a small bore and desalinated marine water. The water sourced from the bore is estimated to meet the community’s current unrestricted demand for 3 months. The marine desalination plant is sized sufficiently to meet the community’s projected restricted water demands over the next 5 years. When reporting, WSP D considers both sources of water and reports “6” (60 months or greater of supply available).

- WSP E sources water from run of river flows (i.e. no storage), has inline treatment, to then provide water supplies to its community. Based on the current water levels at the intake, the historical performance of the supply, the Bureau of Meteorology climate projections and continued low water use, WSP E consider they will be able to meet demand over the next few years. WSP E reports “5” (19-59 months available supply).

*Notes:*

- available contingency supply is contingency supply that will be accessible when required

- where water is solely supplied from the Great Artesian Basin, then “6”, i.e. 60 months or greater, should be reported unless there are other known constraints

- where water is solely supplied from groundwater then the best estimate of months of available supply should be reported based on the bore level and consideration of the safe yield

- where seawater or brackish water is sourced from a marine environment, then “6”, i.e. 60 months or greater, should be reported unless there are infrastructure constraints that may limit the meeting of water demand

- service providers may be requested to submit further information on supply available to meet demand by the Water Supply Regulation

- report as one of: 1, 2, 3, 4, 5, 6

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.12

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS23

**Indicator short title:** Confidence water demand will be met: next 18 mths

**Units:** high,fair,unsure,low,very low

**Title:** Confidence that water demands will be met over the next 18 months.

**Definition:** this indicator reports the service provider’s level of confidence that the water demand for the scheme can be reliably met over the next 18 months. It is reported as one of five different Levels: high, fair, unsure, low, very low. Response to this indicator should include consideration of:

- assumed inflow/streamflow/recharge based on Bureau of Meteorology (BOM) climate projections

- anticipated demand, including planned demand management measures such as water restrictions

- available contingency response measures

Mandatory comment required if response/value entered is either 'low' or 'very low'. Please describe actions being taken or to be taken.

- high: there is a high level of confidence that the community’s water demands can be reliably met over the next 18 months. There is a good understanding of the reliability of the water supply (including historical performance and confidence in the volume of assumed inflows/recharge/stream flow) and of the community’s likely future water demands. There is considered to be adequate water supply available, including reliable contingency supply, to meet the community’s water demands

- fair: there is a fair level of confidence that the community’s water demands can be reliably met over the next 18 months. There is a sound understanding of the reliability of the water supply (including historical performance and confidence in the volume of assumed inflows/recharge/stream flow) and of the community’s likely future water demands. There is considered to be adequate water supply available, including identified contingency supply, to meet the community’s water demands

- unsure: there is uncertainty that the community’s water demand can be reliably met for the next 18 months. There is uncertainty in either the future water demand projection or supply reliability (including the reliability and/or availability of the contingency supply). This may be due to a lack of reliable data, a lack of analyses and planning or other reasons

- low: there is a low level of confidence that the community’s water demand can be reliably met over the next 18 months. There may be a supply shortfall over the next 18 months, based on demand management options and contingency supply options i.e. there is a low level of confidence in the supply reliability. OR Supply augmentation has commenced, but construction may not be completed in time. OR There is a lack of reliable data on historical performance or high degree of uncertainty in the volume of inflows/recharge/stream flow.

- very low: there is a very low level of confidence that the community’s water demand can be reliably met over the next 18 months. Planning shows that a supply shortfall is likely over the next 18 months, considering demand management options and contingency supply options, i.e. very low confidence in supply reliability or there is insufficient supply to meet projected demands. OR No/limited planning is in place and/or adequate funds or resources have not been secured to augment the water supply as needed over the next 18 months.

*Example:*

- WSP A has undertaken an indicative water balance and considers a worst case scenario of around 30 months supply remaining, based on no inflows (as BOM has predicted the dry spell to continue for at least the next season) and planned demand management measures including restrictions and continued use of recycled water. WSP A reports “high” and adds a comment to say: “Good understanding of supply”.

- WSP B relies on bores that have historically met town water supply requirements. However, in the past few years falling bore levels due to poor recharge events have been recorded. Also, the Bureau of Meteorology is predicting that dry climate conditions will continue for at least the next season. WSP B has not fully investigated contingency supplies. WSP B reports “low” and adds a comment to say: “Poor recharge events have led to low groundwater levels. Contingency not yet determined”

- WSP C has access to an in-stream pumping pool. Climate projections indicate that there is only a 30% chance of exceeding median rainfall in the next season. Recent demand management has not been as successful as anticipated. If demand does not come down to target levels current supplies may last less than 18 months. A pipeline to provide a contingency supply is currently being constructed and is planned to be completed within 12 months. WSP C reports “unsure” and adds a comment to say: ‘‘Dry conditions projected. Uncertain of effectiveness of future restrictions. Pipeline currently being constructed as contingency measure”

- WSP E relies on run of river flows (i.e. no storage). Historically this system has been able to meet demands and when it hasn’t, water has been carted from a neighbouring provider as prearranged. Bureau of Meteorology climate projections indicate average inflows are likely to occur in the next season. WSP E reports “fair” and adds a comment to say: “Assuming average river flows”.

*Notes:*

- where there is uncertainty or a low or very low level of confidence, comments must be provided summarising actions being/to be taken

- report as one of: high, fair, unsure, low, very low

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.13

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS24

**Indicator short title:** Confidence water demand will be met: next 5 yrs

**Units:** high,fair,unsure,low,very low

**Title:** Confidence that water demands will be met over the next 5 years.

**Definition:** this indicator reports the service provider’s level of confidence that the water demand for the scheme can be reliably met over the next 5 years. It is reported as one of five different Levels: high, fair, unsure, low, very low. Response to this indicator should include consideration of:

- assumed inflow/streamflow/recharge based on history and with regard to the Bureau of Meteorology (BOM) climate projections

- projected population estimated by the Queensland Government Statistician’s Office (QGSO)

- anticipated demand, including planned demand management measures such as water restrictions

- planned contingency response likely to be accessible when needed

- any relevant future water infrastructure planned to be constructed

Mandatory comment required if response/value entered is either 'low' or 'very low'. Please describe actions being taken or to be taken.

- high: there is a high level of confidence that the community’s water demands can be reliably met over the next 5 years. There is a good understanding of the reliability of the water supply (including historical performance and confidence in the volume of assumed inflows/recharge/stream flow) and of the community’s likely future water demands. There is considered to be adequate water supply available, including reliable contingency supply, to meet the community’s water demands

- fair: there is a fair level of confidence that the community’s water demands can be reliably met over the next 5 years. There is a sound understanding of the reliability of the water supply (including historical performance and confidence in the volume of assumed inflows/recharge/stream flow) and of the community’s likely future water demands. There is considered to be adequate water supply available, including identified contingency supply, to meet the community’s water demands

- unsure: there is uncertainty that the community’s water demand can be reliably met for the next 5 years. There is uncertainty in either the future water demand projection or supply reliability (including the reliability and/or availability of the contingency supply). This may be due to a lack of reliable data, a lack of analyses and planning or other reasons

- low: there is a low level of confidence that the community’s water demand can be reliably met over the next 5 years. There may be a supply shortfall over the next 5 years, based on demand management options and contingency supply options i.e. there is a low level of confidence in the supply reliability. OR Planning for supply augmentation has commenced, but construction may not be completed in time. OR There is a lack of reliable data on historical performance or high degree of uncertainty in the volume of inflows/recharge/stream flow.

- very low: there is a very low level of confidence that the community’s water demand can be reliably met over the next 5 years. Planning shows that a supply shortfall is likely over the next 5 years, considering demand management options and contingency supply options, i.e. very low confidence in supply reliability or there is insufficient supply to meet projected demands. OR No/limited planning is in place and/or adequate funds or resources have not been secured to augment the water supply as needed over the next 5 years.

*Example:*

- WSP A holds a water allocation of 5,000 ML/annum of High Priority water from a dam, and services a current demand of around 4,000 ML/annum. The demand is expected to increase about 1% per year. The dam historically has a high performance, with few occurrences of falling to low storage levels. WSP A also has a bore for use as a contingency, but the associated infrastructure requires repairs. The bore will be repaired within the next 2-3 years. WSP A reports “high” and add a comment to say: “Good understanding of supply, some uncertainty regarding contingency bore”

- WSP B relies on bores that have met town water supply requirements historically. However, in the past few years falling bore levels due to poor recharge events have been recorded (not seeming to be correlated to weather patterns). WSP B has not fully investigated the contingency supplies. WSP B reports “low” and adds a comment to say: “Poor recharge events have led to low groundwater levels. Contingency not yet determined”

- WSP C has access to an in-stream pumping pool. Recent demand management has not been as successful as anticipated. A pipeline from a reliable source is currently being constructed to enable supply of restricted demand (for the next 10-15 years). The pipeline is expected to be completed within 12 months. A review of demand management is to be undertaken in consultation with the community over the next 1-2 years. WSP C reports “fair” and adds a comment to say: “Assuming pipeline able to supply restricted demand. Review of demand management to be done”

- WSP E relies on run of river flows. Historically this system has been able to meet demands. The water demands of the community are expected to only slightly increase over the coming 5 years. WSP E has an arrangement to cart water from a neighbouring provider (with an independent supply). The long-term reliability of this neighbouring supply is unclear. WSP E reports “unsure” and adds a comment to say: “Climate dependent supply”

*Notes:*

- where there is uncertainty or a low or very low level of confidence in being able to meet the demands over the next 5 years, comments must be provided to detail actions being taken or planned to be taken

- report as one of: high, fair, unsure, low, very low

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.14

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS25

**Indicator short title:** Water restriction current level

**Units:** none,PWCM,1,2,3,4,5

**Title:** Water restrictions - currently active level as at 30 June.

**Definition:** What is your currently active water restriction level as at 30 June?

*Notes:*

- report as one of: none, PWCM, 1, 2, 3, 4, 5

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** IQG2.10

**BoM Cat 7 Code:** IBoM

**Required by:** WWWW

## SWIM Code: WS26

**Indicator short title:** Water restriction duration: none

**Units:** days

**Title:** Water restrictions - duration of 'no water restrictions applied' days.

**Definition:** The number of days in the reporting year where no level of water restrictions were applied.

*Excludes:*

- any days under PWCM (Permanent Water Conservation Measures) or any level of actual water restriction

*Notes:*

- for your 'WSP-Wide' scheme please report scheme with the highest number of connections

- information on estimates should be included as a comment

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** IQG1.10a-f

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS27

**Indicator short title:** Water restriction duration: Level 3 (or greater)

**Units:** days

**Title:** Water restrictions - duration of Level 3 (or greater) water restrictions.

**Definition:** The number of days in the reporting year where Level 3 or greater water restrictions were applied.

*Notes:*

- calculated from data provided above for water restriction duration of level 3 + level4 + level 5(or greater)

- information on estimates should be included as a comment

**SWIM Category:** Water Security

**Source of data:** Derived

**Calculation:** WS27=WS14+WS15+WS16

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**NPR Code:** WR\_N7

**Required by:** QLD SPs with >10,000 connections (outside SEQ); Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils; SA SPs with >10,000 connections

## SWIM Code: WS28

**Indicator short title:** Months water supply remaining as at 30 June (KPI level): without contingency

**Units:** 1,2,3,4,5,6

**Title:** Months of available water supply as at 30 June (reported as KPI level) without using contingency supplies.

**Definition:** An estimation of the number of months of accessible drinking and non-drinking water supply remaining based on the volume that is available to be supplied and the total anticipated water demand as at 30 June for the reporting period without the use on any contingency supplies. Response to this indicator should include consideration of:

- the volume of water that is available from all sources except contingency supplies

- anticipated demands, including planned demand management measures, such as water restrictions that are likely to be implemented

- historical behaviour of the supply

- assumed inflow/streamflow/recharge based on Bureau of Meteorology (BOM) climate projections

- any relevant operational constraints (limitations of any infrastructure that is needed to access, treat and deliver the water)

- other water users of the resource

Exclude:

- available contingency supply

This indicator is reported as one of six different Levels (ranges):

1. 0-3 months of available supply

2. 4-6 months of available supply

3. 7-12 months of available supply

4. 13-18 months of available supply

5. 19-59 months of available supply

6. 60 months or greater of available supply

*Example:*

- WSP A holds a water allocation of 5,000 ML/annum of ‘High Priority’ (HP) water in a dam, and services a current demand of around 4,000 ML/annum. WSP A also has a bore for use as a contingency, it supplies adequate flows but is harder and more costly to treat so not used. As the bore is a contingency supply its supply is not used to estimate the months of available supply. Based on the current useable volume in storage, projected inflows based on climate projections, the historical performance of the dam, assumed storage losses, the current announced allocation and projected urban water demand (including water restrictions assumed to be implemented as storage levels further decline), WSP A estimate there is around 18 months of available supply as at 30 June. WSP A reports “4” (13-18 months of supply available).

- WSP B relies on bores that have met town water supply requirements under most conditions. However, in the past few years falling bore levels due to poor recharge events have been recorded. Based on the current bore level, the historical performance of the supply, the Bureau of Meteorology climate projections and estimated restricted demands, WSP B estimates 10 months to supply shortfall. WSP B reports “3” (7-12 months of available supply).

- WSP C has access to 8,600 kL of water stored in an in-stream storage/pumping pool. Anticipated demand is 1,750 kL per month. Based on this rate of demand, current volume of water in the storage, the historical performance of the supply, assumed storage losses and the Bureau of Meteorology climate projections, WSP C estimates there is around 18 weeks of available supply. WSP C reports “2” (4-6 months of available supply).

- WSP D sources water from a small bore and desalinated marine water. The water sourced from the bore is estimated to meet the community’s current unrestricted demand for 3 months. The marine desalination plant is sized sufficiently to meet the community’s projected restricted water demands over the next 5 years. When reporting WSP D considers both sources of water and reports “6” (60 months or greater of supply available).

- WSP E sources water from run of river flows (i.e. no storage), has inline treatment, to then provide water supplies to its community. Based on the current water levels at the intake, the historical performance of the supply, the Bureau of Meteorology climate projections and continued low water use, WSP E consider they will be able to meet demand over the next few years. WSP E reports “5” (19-59 months available supply).

- WSP F sources water from a small weir to supply a community of about 2,000 people. During extended drought conditions the weir often drops to low levels but has never failed. WSP F has an agreement with a nearby town (with a highly reliable supply) to cart water (i.e., an available contingency supply). When reporting, WSP F considers only its ‘normal’ supply and reports ‘6’ (60 months or greater of available supply).

*Notes:*

- available contingency supply is contingency supply that will be accessible when required

- where water is solely supplied from the Great Artesian Basin, then “6”, i.e. 60 months or greater, should be reported unless there are other known constraints

- where water is solely supplied from groundwater then the best estimate of months of available supply should be reported based on the bore level and consideration of the safe yield

- where seawater or brackish water is sourced from a marine environment, then “6”, i.e. 60 months or greater, should be reported unless there are infrastructure constraints that may limit the meeting of water demand

- service providers may be requested to submit further information on supply available to meet demand by the Water Supply Regulation

- report as one of: 1, 2, 3, 4, 5, 6

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Numeric

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.12a

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

## SWIM Code: WS3

**Indicator short title:** Available contingency supplies

**Units:** yes/no

**Title:** Available contingency supplies.

**Definition:** Please provide a 'yes' or 'no' statement on the availability of contingency supplies. You MUST add a comment to the data cell describing the contingency supplies that are available ('yes' response) or why you have no contingency supplies ('no' response). Contingency supply – a planned response to increase the likelihood that the expected demands of the town will be met when ‘usual’ supplies are compromised (for example during drought or during infrastructure breakdown). The contingency supply augments the towns’ water supply, either temporarily or permanently.

Examples include new bore, temporary desalination plant, accessing local waterhole, short-haul/low volume water carting. Control and associated systems – any collection of data, information, devices or equipment, which support a service provider to perform its water and sewerage functions. Emergency supply – planned response that is temporary and is required to provide sufficient supply to meet highly restricted demand. It is implemented when there is a low likelihood that ‘usual’ supplies will be able to meet expected demands or when there are inadequate supplies to meet demands.

Examples include long distance/high volume carting water, low quality feed water sources (e.g. local waterhole) with high treatment costs, temporary desalination plant that has capacity to supply only highly restricted demand. Typically requires significant expenditure of resources.

Mandatory comment required for every response (either 'yes' or 'no'). If 'yes' please describe what the contingency plan is; if 'no' please explain why no contingency plan is needed.

Comment to include:

- the nature of the contingency supply source/s

- the absolute capacity (ML/a) of the contingency supply source/s

- the expected time taken to implement the contingency supply

- any other information that you think relevant

*Example:*

- WSP B has not identified suitable contingency supplies. WSP B reports ‘no’ and comments ‘none identified’.

- WSP C’s supply occasionally drops below 6 months prior to the wet season and this has already prompted the Council to commence construction of a 50kL/day pipeline to a nearby town with a more secure supply source. WSP C reports ‘yes’ and comments ‘Pipeline project to be completed in next 12 months, with sufficient capacity (50kL/day) for contingency supplies. Have purchased additional water allocation’.

- WSP E has not identified any viable local alternative supply sources, so WSP E has an arrangement to cart water from a neighbouring provider in the event of a water supply threat. WSP E reports ‘yes’ and comments ‘Cart water every 3 days from Town X to supply restricted demand. Carting can be commenced within 2 days’.

*Notes:*

- a comment MUST be added whether you report 'yes' or 'no' for this indicator

- the expected time taken to implement the contingency supply should be reported in the comments

- if a contingency supply has not been identified ‘no’ should be reported

- report as one of: yes, no

**SWIM Category:** Water Security

**Source of data:** User

**Data type:** Text

**Scheme type(s):** Drinking (Potable) water and Non-drinking (Raw-Partially Treated/Non-potable) water schemes

**QG KPI Code:** QG2.3

**Required by:** QLD SPs with <10,000 connections; QLD SPs with >10,000 connections (outside SEQ); Seqwater, GAWB and MIWB; Urban Utilities and Unitywater; Redland, Gold Coast and Logan Councils

# BoM ‘daily’ reported indicators

## SWIM Code: GW1

**Indicator short title:** Ground water level

**Units:** m

**Title:** Ground water level, expressed in metres.

**Definition:** Groundwater level of a bore, expressed in metres relative to specified datum, and the time of the observation.

**Sampling/collection frequency:** as available

**SWIM category:** Groundwater

**Site Type(s):** Groundwater bore

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg200806.s3.2a

## SWIM Code: GW2

**Indicator short title:** Ground water pressure

**Units:** kPa

**Title:** Ground water pressure, expressed in kilopascal.

**Definition:** Groundwater pressure of a bore, expressed in kilopascals, the aquifer layer and depth at which the pressure is measured, and the time of the observation.

**Sampling/collection frequency:** as available

**SWIM category:** Groundwater

**Site Type(s):** Groundwater bore

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg200806.s3.2b

## SWIM Code: GW3

**Indicator short title:** Volume water supplied for aquifer recharge

**Units:** ML

**Title:** Volume of water supplied for aquifer recharge, expressed in megalitres.

**Definition:** Volume of water supplied for aquifer recharge, expressed in megalitres, and the time of the observation.

**Sampling/collection frequency:** as available

**SWIM category:** Groundwater

**Site Type(s):** Groundwater bore

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg200806.s3.2c

## SWIM Code: MT1

**Indicator short title:** Accumulated precipitation depth, including the water-equivalent precipitation depth

**Units:** mm

**Title:** Accumulated precipitation depth, including the water-equivalent precipitation depth, expressed in millimetres.

**Definition:** Accumulated precipitation depth for a specified time interval, expressed in millimetres, and the time of the observation.

**Sampling/collection frequency:** daily

**SWIM category:** Meteorology

**Site Type(s):** Meteorology

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg200806.s3.4a

## SWIM Code: MT2

**Indicator short title:** Evaporation

**Units:** mm/day

**Title:** Evaporation, expressed in mm per day.

**Definition:** Total daily evaporation from a Class A evaporation pan, expressed in mm per day, the start and finish times of the observation, and date of the observation.

**Sampling/collection frequency:** daily

**SWIM category:** Meteorology

**Site Type(s):** Meteorology

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg200806.s3.4c

## SWIM Code: ST1

**Indicator short title:** Level of water in a major storage

**Units:** m

**Title:** Level of water in a major storage, expressed in metres.

**Definition:** Level of water held in a major storage (>100 ML), expressed in metres relative to specified datum, and the time of the observation.

**Sampling/collection frequency:** daily

**SWIM category:** Storages

**Site Type(s):** Major storage

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg201205.s3.3a

## SWIM Code: ST2

**Indicator short title:** Volume water in each major storage

**Units:** ML

**Title:** Volume of water in each major storage, expressed in megalitres.

**Definition:** Volume of water held in each major storage (>100 ML), expressed in megalitres, and the time of the observation.

**Sampling/collection frequency:** daily

**SWIM category:** Storages

**Site Type(s):** Major storage

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg201205.s3.3b

## SWIM Code: ST3

**Indicator short title:** Volume water released from a major storage

**Units:** ML

**Title:** Volume of water released from a major storage, expressed in megalitres.

**Definition:** Total daily volume of water released from a major storage (>100 ML) to a watercourse, expressed in ML per day, start and finish times and date of the observation.

**Sampling/collection frequency:** daily

**SWIM category:** Storages

**Site Type(s):** Major storage

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg201205.s3.3c

## SWIM Code: ST4

**Indicator short title:** Total Volume water delivered to a major storage

**Units:** ML

**Title:** Total volume of water delivered to a major storages, expressed in megalitres.

**Definition:** Total daily volume of water transferred between major storages (>100ML), expressed in megalitres per day, the start and finish and finish times of the observation, and the date of the observation.

**Sampling/collection frequency:** daily

**SWIM category:** Storages

**Site Type(s):** Major storage

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg201205.s3.3d

## SWIM Code: ST4.1

**Indicator short title:** Volume water delivered to a major storage from each water source

**Units:** ML

**Title:** Volume of water delivered to a major storages from each water source, expressed in megalitres.

**Definition:** Total daily volume of water delivered to a major storages (>100ML), expressed in megalitres per day, the start and finish and finish times of the observation, and the date of the observation.

**Sampling/collection frequency:** daily

**SWIM category:** Storages

**Site Type(s):** Major storage

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg201205.s3.3da

## SWIM Code: ST5

**Indicator short title:** Volume water in a minor storage

**Units:** ML

**Title:** Volume of water in a minor storage, expressed in megalitres.

**Definition:** Volume of water held in a minor storage (<100 ML), expressed in megalitres, and the time of the observation.

**Sampling/collection frequency:** daily

**SWIM category:** Storages

**Site Type(s):** Minor storage

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg201205.s3.3e

## SWIM Code: SW1

**Indicator short title:** Level of a watercourse (other than a water storage)

**Units:** m

**Title:** Level of a watercourse (other than a water storage), expressed in metres.

**Definition:** Instantaneous watercourse level, expressed in metres relative to specified datum, and the time of the observation.

**Sampling/collection frequency:** as available

**SWIM category:** Surfacewater

**Site Type(s):** Stream gauge

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg200806.s3.1a

## SWIM Code: SW2

**Indicator short title:** Discharge of a watercourse (other than a water storage)

**Units:** m3/s

**Title:** Discharge of a watercourse (other than a water storage), expressed in cumecs.

**Definition:** Instantaneous watercourse discharge, expressed in cumecs, and the time of the observation.

**Sampling/collection frequency:** as available

**SWIM category:** Surfacewater

**Site Type(s):** Stream gauge

**Data Source:** USER

**Data type:** NUMERIC

**BoM Regulation:** Reg200806.s3.1b

## SWIM Code: WQ1

**Indicator short title:** Electrical conductivity of surface water above the tidal limit of the watercourse

**Units:** uS/cm

**Title:** Electrical conductivity of surface water above the tidal limit of the watercourse, expressed in microsiemens per centimetre at 25 degrees Celsius.

**Definition:** The instantaneous electrical conductivity of a surface water sample collected above the tidal limit of the watercourse, expressed in microsiemens per centimetre at 25 degrees Celsius, and the time of the observation.

**Sampling/collection frequency:** daily

**SWIM category:** Water quality

**Scheme/site type(s):** Water quality

**Data type:** NUMERIC

**Source of data:** USER

**Temporal type:** INSTANT

**BoM Regulation:** Reg201205.s3.9a

## SWIM Code: WQ2

**Indicator short title:** Electrical conductivity of ground water

**Units:** uS/cm

**Title:** Electrical conductivity of ground water, expressed in microsiemens per centimetre at 25 degrees Celsius.

**Definition:** The instantaneous electrical conductivity of a ground water sample, expressed in microsiemens per centimetre at 25 degrees Celsius, and the time of the observation.

**Sampling/collection frequency:** as available

**SWIM category:** Water quality

**Scheme/site type(s):** Water quality

**Data type:** NUMERIC

**Source of data:** USER

**Temporal type:** INSTANT

**BoM Regulation:** Reg201205.s3.9b

## SWIM Code: WQ3

**Indicator short title:** Total suspended solids concentration of surface water collected above the tidal limit of a watercourse

**Units:** mg/L

**Title:** Total suspended solids concentration of surface water collected above the tidal limit of a watercourse, expressed in milligrams per litre.

**Definition:** The instantaneous total suspended solids concentration of a surface water sample collected above the tidal limit of a watercourse, expressed in milligrams per litre, and the time of the observation.

**Sampling/collection frequency:** as available

**SWIM category:** Water quality

**Scheme/site type(s):** Water quality

**Data type:** NUMERIC

**Source of data:** USER

**Temporal type:** INSTANT

**BoM Regulation:** Reg201205.s3.9c

## SWIM Code: WQ4

**Indicator short title:** Turbidity of surface water above the tidal limit of a watercourse

**Units:** NTU

**Title:** Turbidity of surface water above the tidal limit of a watercourse, expressed in nephelometric turbidity units.

**Definition:** Instantaneous turbidity of a surface water sample collected above the tidal limit of a watercourse, in nephelometric turbidity units, and time of observation.

**Sampling/collection frequency:** as available

**SWIM category:** Water quality

**Scheme/site type(s):** Water quality

**Data type:** NUMERIC

**Source of data:** USER

**Temporal type:** INSTANT

**BoM Regulation:** Reg201205.s3.9d

## SWIM Code: WQ5

**Indicator short title:** Total phosphorus concentration of a surface water sample collected above the tidal limit of a watercourse

**Units:** mg/L

**Title:** Total phosphorus concentration of a surface water sample collected above the tidal limit of a watercourse, expressed in mg/L.

**Definition:** The instantaneous total Phosphorus concentration of a surface water sample collected above the tidal limit of a watercourse, expressed in mg/L, and the time of observation.

**Sampling/collection frequency:** as available

**SWIM category:** Water quality

**Scheme/site type(s):** Water quality

**Data type:** NUMERIC

**Source of data:** USER

**Temporal type:** INSTANT

**BoM Regulation:** Reg201205.s3.9e

## SWIM Code: WQ6

**Indicator short title:** Total nitrogen concentration of a surface water sample collected above the tidal limit of a watercourse

**Units:** mg/L

**Title:** Total nitrogen concentration of a surface water sample collected above the tidal limit of a watercourse, expressed in mg/L.

**Definition:** The instantaneous total Nitrogen concentration of a surface water sample collected above the tidal limit of a watercourse, expressed in mg/L, and the time of observation.

**Sampling/collection frequency:** as available

**SWIM category:** Water quality

**Scheme/site type(s):** Water quality

**Data type:** NUMERIC

**Source of data:** USER

**Temporal type:** INSTANT

**BoM Regulation:** Reg201205.s3.9f

## SWIM Code: WQ7

**Indicator short title:** pH of surface water collected above the tidal limit of a watercourse

**Units:** [pH]

**Title:** pH of surface water collected above the tidal limit of a watercourse.

**Definition:** The instantaneous pH of a surface water sample collected above the tidal limit of a watercourse, and the time of the observation.

**Sampling/collection frequency:** as available

**SWIM category:** Water quality

**Scheme/site type(s):** Water quality

**Data type:** NUMERIC

**Source of data:** USER

**Temporal type:** INSTANT

**BoM Regulation:** Reg201205.s3.9g

## SWIM Code: WQ8

**Indicator short title:** Temperature of surface water collected above the tidal limit of a watercourse

**Units:** degrees Celsius

**Title:** Temperature of surface water collected above the tidal limit of a watercourse, expressed in degrees Celsius.

**Definition:** Instantaneous temperature of a surface water sample collected above the tidal limit of a watercourse, expressed in degrees Celsius, and the time of observation.

**Sampling/collection frequency:** as available

**SWIM category:** Water quality

**Scheme/site type(s):** Water quality

**Data type:** NUMERIC

**Source of data:** USER

**Temporal type:** INSTANT

**BoM Regulation:** Reg201205.s3.9h

## SWIM Code: WQ9

**Indicator short title:** pH of ground water

**Units:** [pH]

**Title:** pH of ground water.

**Definition:** The instantaneous pH of a ground water sample, and the time of the observation.

**Sampling/collection frequency:** as available

**SWIM category:** Water quality

**Scheme/site type(s):** Water quality

**Data type:** NUMERIC

**Source of data:** USER

**Temporal type:** INSTANT

**BoM Regulation:** Reg201205.s3.9ga