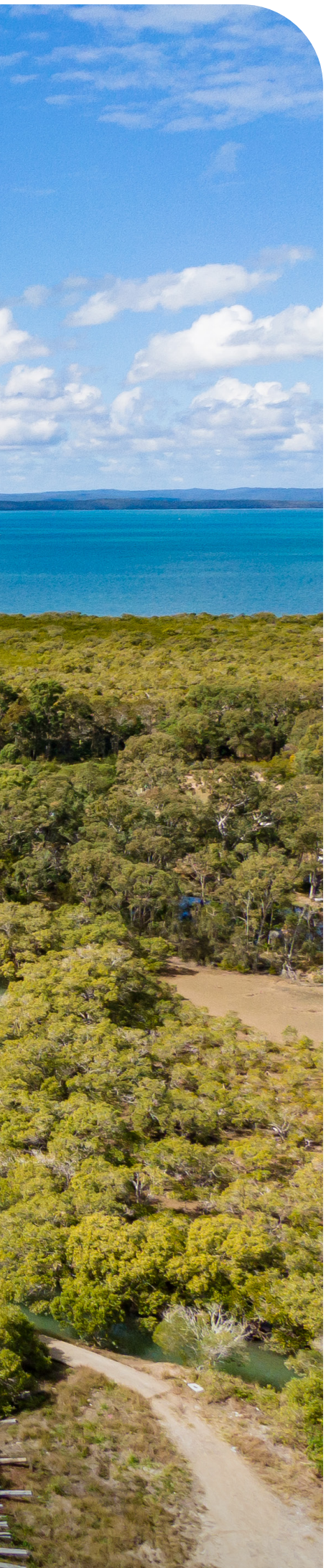
WIDE BAY water

A Business Unit of Fraser Coast Regional Council

2024/25 ANNUAL OPERATIONS REPORT

A LOOK BACK

Pulgul Creek



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OVERVIEW

Wide Bay Water (WBW) is a Commercial Business Unit of the Fraser Coast Regional Council (FCRC) providing water and sewerage services to the Fraser Coast.

This Annual Operations Report has been prepared in accordance with s190 of the Local Government Regulation 2012.

The report provides a summary of WBW's major activities over the 2024/25 reporting year, including an assessment of our performance against the financial and non-financial targets defined in the WBW Annual Performance Plan 2024/25.

Lake Lenthall

About us

Fraser Coast Regional Council is the registered service provider for the provision of water and sewage services in Hervey Bay, Maryborough and surrounding communities.

Services provided include management of water storages including the safe operation of the region's referable dams, management of two bulk water supply schemes and customers, water treatment and distribution, sewage collection and treatment and effluent reuse.

WBW remains a proactive member of the water industry, contributing to research and innovation, improvements in service delivery, and partnership services with other water utilities.

WBW is governed by an Executive Management Team, and Non-Executive Advisory Committee that consists of external members and Councillors and is appointed under s264 of the Local Government Regulation 2012.

The organisation continues to adopt best-practice standards in service and performance delivery that support its operations and their compliance with the broad regulatory environment in which it operates. WBW hold third party accreditations in Quality (ISO 9001) and Food Safety (ISO 22000).

WBW's Scientific Services Laboratory is accredited by the National Association of Testing Authority (NATA) to standard ISO17025. The Laboratory continues to provide an extensive range of testing services for internal and external customers under the business name WaterOne Laboratory Services.

WBW's Engineering unit provides services and support to internal customers in the form of strategic planning, development services, design of pump stations and treatment plants, network modelling, delivery of capital development projects and operational technical support.

Annual Performance Plan

The WBW Annual Performance Plan 2024/25 was resolved by Council at its Special Meeting No. 1 held on Wednesday 19 June 2024.

The Annual Performance Plan (the Plan) was established in accordance with the requirements of section 175 (2) of the Local Government Regulation 2012. The Plan outlines the nature and extent of WBW's operations, its vision and objectives, and the financial and non-financial performance targets that guided its operations in the 2024/25 year.

No changes were made to the Performance Plan during 2024/25.

Local directions

There were no local government directions issued to WBW during 2024/25.

PERFORMANCE SUMMARY

Key Financial Performance

2024/25 Annual Financial Performance Indicators and Targets

Indicator	Frequency	Unit	Target	June 24/25	Explanation	Calculation
Operating Surplus Ratio	Annual	%	20%	29.5%	Indicates the extent to which revenues (utility charges, fees & charges etc.) raised cover operational expenses (employee, materials & services, depreciation & loan interest payments) which is then available for capital funding or other purposes. It represents % of profit each $ of revenue generates.	Net result (excluding capital items) divided by total operating revenue (excluding capital items)
Dividend ratio	Annual	%	>20%	70.2%	The dividend payout ratio is the amount of dividends paid to owners (FCRC) relative to the amount of total net income of the entity. The amount that is not paid out in dividends is held to fund growth. The amount that is kept is called retained earnings.	Dividend/Net Operating Profit After Tax
Debt servicing ratio (I&R / revenue)	Annual	%	<30%	3.1%	The debt service coverage ratio, also known as "debt coverage ratio", is the ratio of cash available to debt servicing for loan interest & principal payments. It is used as a measurement of an entity's ability to produce enough cash to cover its debt repayments. It is the % of revenue used to repay debt.	Interest & Redemption Payments / Revenue
Interest Cover (EBITDA/interest expense)	Annual	Times	>8	42.3	Times interest coverage ratio is a measure of an entities ability to honor its debt payments. It may be calculated as either EBIT or EBITDA divided by the total interest payable.	EBITDA (earnings before interest, tax, depreciation & amortisation) / Interest Expense
Total Distribution to FCRC	Annual	$	30,173,302	29,564,292		
- Dividends			15,277,356	11,768,786	Paid to Owner (FCRC) from after tax profits.	Net Profit after Interest, Depreciation & Tax, less Capital Revenue
- Tax			14,313,878	17,029,302	Paid to Owner (FCRC)	In accordance with Local Government Tax Equivalents Regime legislation
- Competitive Neutrality			582,069	766,204	In accordance with the Competitive Neutrality principles contained in Local Govt. Act 2009 & Local Govt. Regulation 2012	Based on calculated 5 year ave. debt margin on QTC borrowing rate

Key Non-Financial Performance

2024/25 Annual Non-Financial Performance Indicators and Targets

Hervey Bay and Maryborough	Unit	Target	Actual
Water			
Continuity and reliability of water supply			
Time for restoration of service within five hours – percentage of unplanned incidents	%	95%	**88%** #1
Minimum water pressure at the property boundary for 99% of connected properties (on enquiry or complaint)	kPa	200	**>200**
Minimum flow at the property boundary for 90% of connected properties (on enquiry or complaint)	L/min	>20	**>20**
System water loss	ILI	1.5	**0.64**
Water quality			
Water at the point of delivery will meet National Health and Medical Research Council Health Guidelines for Australian Drinking Water	%	100%	**99.36%** #2
Water quality at point of delivery (physical and chemical parameters) will meet National Health and Medical Research Council Aesthetic Drinking Water Guidelines (not including Chlorine, taste or odour)	%	>95%	**100%**
New service connections — water			
Installation of all 20mm and 25mm diameter service connections within maximum 20 working days	%	95%	**93.02%** #3
Service connections greater than 25mm diameter:			
a. Design and notification of construction price (average time from completed application)	Working days	<10	**2.5**
b. Construction time (average time from payment of fees) subject to building and development regulations being met	Working days	<20	**14.75**
Sewerage			
Effective transport of waste effluent			
Total sewage overflows per 100km main	Number	<10	**0**
Sewage overflows on to customer property per 1,000 connections	Number	<5	**0**
Sewer odour complaints per 1,000 connections	Number	<10	**0.47**
Effluent complies to Environmental Licence	%	100%	**100%**
Effluent reuse as percentage of Average Dry weather flow	%	90%	**83.25%** #4
New service connections – sewer			
Completion of new sewer connections:			
a. Design and notification of construction price (average time from completed application)	Working days	<10	5.68
b. Construction time (average time from payment of fees) subject to building and development regulations being met	Working days	<20	11
Queensland Government – Reportable indicators			
QG 4.5 Total water main breaks per 100km of water main	Number	<20	**6.31**
QG 4.6 Total sewerage main breaks and chokes per 100km sewerage main	Number	<60	**3.68**
QG 4.7 Incidence of unplanned interruptions to supply per 1000 connected properties	Number	<100	**21.63**
QG 4.8 Average response time for incidents causing an interruption to supply	Minutes	<60	**33.65**
QG 4.9 Average response time for incidents causing an interruption to sewage collection	Minutes	<60	**47.4**
QG 4.10 Drinking water quality complaints per 1000 connected properties	Number	<5	**2.93**
QG 4.11 Total water and sewerage complaints per 1000 connected properties	Number	<40	**7.62**

#1 Repairs to six large main breaks exceeded the target threshold.

#2 Due to a total of 40 exceedances: Hervey Bay scheme recorded 37 THM exceedances and 2 E.coli exceedances; most probable cause found to be contaminated samples, with reasonable free chlorine residuals and the absence of E.coli on retest. Maryborough scheme recorded 1 THM exceedance.

#3 Resources stretched with higher than average connections in the last quarter and staff shortages.

#4 Due to widespread rainfall and the subsequent reduction in demand for effluent reuse.

OPERATIONAL SUMMARY

Water

1,203 km
total water mains

43,895
connected water

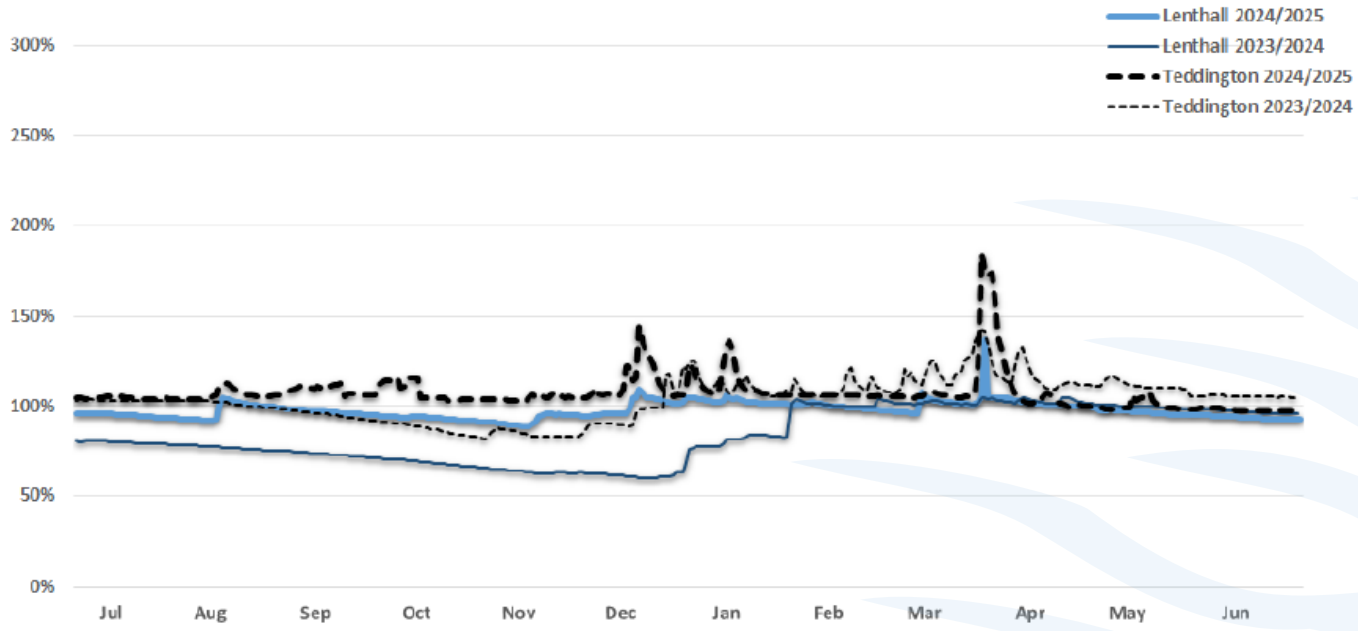
17 km
of new distribution network water mains constructed

1,060
new services

9,787 ML
potable water treated and delivered to customers

2,329
water meters replaced

Reservoir Levels



OPERATIONAL SUMMARY

Sewer

849 km
total sewerage mains

8,344 ML
sewage collected and treated

6.04 km
gravity sewer mains relined

37,091
connected sewage services

13.43 km
new gravity collection sewers constructed by developers

41.97 km
sewer network cleaned and CCTV inspected

Aubinville Sewage Treatment Plant

OPERATIONAL SUMMARY

Engineering

$24M

capital investment into the Fraser Coast's water and sewerage infrastructure

Major renewal projects

- Sewer Relining Program
- Manhole refurbishment program
- Biosolids dewatering equipment replacement at Eli Creek and Pulgul Sewage Treatment Plant
- Howard Water Treatment Plant mechanical dewatering equipment replacement
- Replacement of trunk water main across Granville Bridge (ongoing)

Major growth projects

- Major capacity increase of Pulgul Sewage Treatment Plant (ongoing)
- Amos Road trunk water main

Major improvement projects

- Burgowan Water Treatment Plant Backup Power Supply (generator)
- Water main renewal, upgrade, and relocation at the Robert St/Boundary Rd Intersection

Major projects

- Teddington Water Treatment Plant Mechanical Dewatering
- Burgowan Water Treatment Plant Mechanical Dewatering
- Howard Sewage Scheme Treatment Plant
- Urraween Pumpstation

Urraween Pumpstation

OPERATIONAL SUMMARY

Environment

Wide Bay Water continues to work closely with the environmental regulator at the Department of Environment, Tourism Science and Innovation (DETSI), developing strong working relationships.

During the 2024/25 financial year, DETSI approved Council's application for a Temporary Emissions Licence (TEL) to discharge excess fully treated effluent resulting from Tropical Cyclone Oswald. The TEL reduced significant pressure on Wide Bay Water's effluent reuse scheme during a prolonged period of extreme wet weather. DETSI also conducted post flood inspections at two sewage treatment plants (STP) and three large sewage pumping stations (SPS) as part of its flood recovery program. No compliance actions resulted from these inspections.

Close-out timeframes for all notifiable incidents remained low and resulted in zero statutory enforcement notices.

Resource Operation Licenses

Wide Bay Water continue to operate the Wide Bay and Teddington Weir Water Supply Schemes and had no notifiable incidents during the 2024/25 financial year.

The Department of Local Government, Water and Volunteers have formally granted to Wide Bay Water the 3,080 ML of High Priority water held in the Wide Bay Water Supply Scheme and are currently working with Wide Bay Water to amend the Resource Operations Licence, to achieve the objectives of the Water Plan (Mary Basin) 2024.

2
Statutory Environmental Reports prepared and submitted within statutory time frames to DETSI

5
Statutory Environmental Reports prepared and submitted to the National Pollutant Inventory (NPI) within statutory time frames

12
Statutory Environmental Reports prepared and submitted within statutory timeframes to the Department of Local Government, Water and Volunteers

OPERATIONAL SUMMARY

Reuse

83.25% Achieved
combined reuse percentage on the Fraser Coast of 83.25% of Average Dry Weather Flow received at the regions STPs.

Effluent reuse
4414ML Effluent Reuse treated effluent recycled for use on agriculture, sports fields, golf courses and industry.

8189 tonnes
biosolids were beneficially reused and applied to WBW Plantations and approved Third Party Land.

Third Party Usage
Comprised 31% of overall usage.

Biosolids - Aubenville Sewage Treatment Plant

OPERATIONAL SUMMARY

Quality

ISO 17025

Laboratory Management Certification

ISO 22000

Food Safety Management Certification

ISO 9001

Quality Management Certification

Water Quality Analysis - Water One Lab

WIDE BAY water

water today water tomorrow

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