
2019-20 RESIDENTIAL WATER & WASTEWATER PRICE BENCHMARKING REPORT

LARGE QUEENSLAND SERVICE PROVIDERS



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OUTCOMES SUMMARY

AEC is an industry leader in the water and wastewater sector, having provided hundreds of financial and pricing consultancies for service providers and councils over the past two decades.

If you require assistance regarding cost recovery and/or charging structures, please don't hesitate to contact:

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WATER PRICING

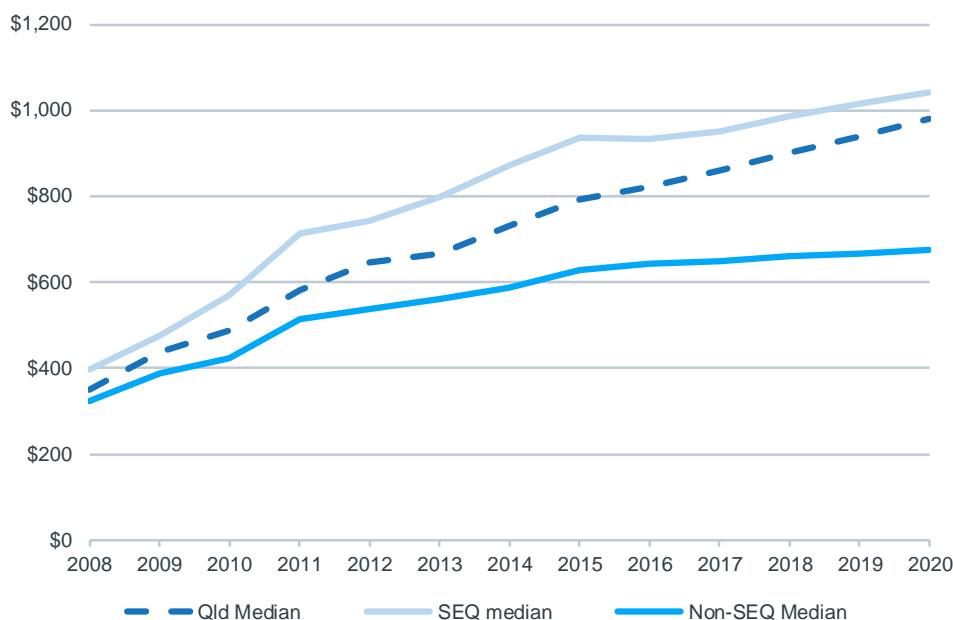
The Queensland industry median water charge for residential customers serviced by large local government utilities in 2019-20 was calculated as \$986.07 for a household consuming 200kL per annum (an increase of 4.1% on the prior year median of \$947.05) and \$1,776.51 for a household consuming 400kL per annum (an increase of 4.3% on the prior year median of \$1,704.05).

The South-East Queensland (SEQ) median charge increased by 3.6% at 200kL consumption and 2.8% at 400kL consumption, while the non-SEQ median charge increased by 1.1% at 200kL consumption and by 2.0% at 400kL consumption.

The following graph shows that the SEQ median charge at 200kL consumption has historically increased at a greater rate than the non-SEQ median charge, to the extent that the gap between the two is now \$370. This gap – primarily created by the establishment of the SEQ Water Grid infrastructure – is not expected to widen much further with most SEQ Councils having arrived at the destination price for bulk water.

Looking forward, water price increases should continue to moderate in SEQ and water price increases outside of SEQ should increase at a greater rate than in SEQ due to a range of factors including substantial renewal works and continued progress towards appropriate cost recovery.

Median Residential Water Bill over Time for a Property Consuming 200kL, 2007-08 to 2019-20



Source: AEC.



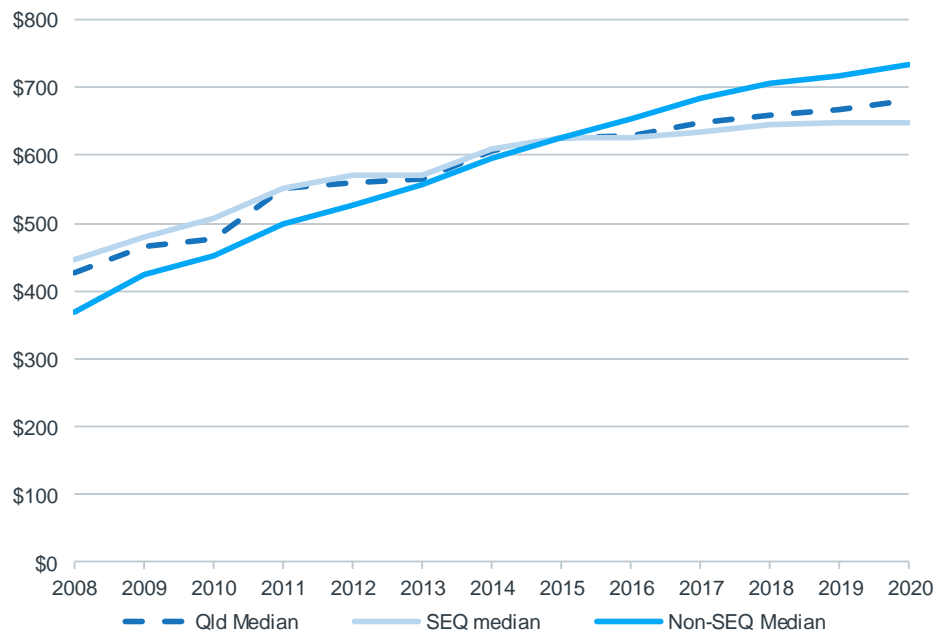
WASTEWATER PRICING

The Queensland median wastewater charge for residential customers serviced by large local government utilities in 2019-20 was calculated as \$675.00, an increase of 2.0% on the prior year median of \$661.50. The SEQ median charge increased by 0.1%, while the non-SEQ median charge increased by 2.3%.

The following graph shows that annual increases in charges outside of SEQ have generally been greater than those in SEQ, resulting in the non-SEQ median overtaking the SEQ median in 2014-15 and being presently \$87 higher than the SEQ median. This trend is expected to continue.

Looking forward, wastewater price increases are anticipated to continue to be relatively higher in non-SEQ regions due to a range of factors including substantial renewal works and continued progress towards appropriate cost recovery.

Median Residential Wastewater Bill over Time, 2007-08 to 2019-20



Source: AEC.

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1. WATER PRICING LEVELS

The following table provides detailed information on the prices charged for a water service by selected large service providers in Queensland on a residential property.

Water Price Benchmarking for Large Service Providers in Queensland, 2019-20

Provider & Location	Base	Consumption	Discount	Notes
South-East Queensland Water Grid				
QLD Urban Utilities				
Brisbane	\$224.52	State Bulk = \$3.017/kL <300kL = \$0.793/kL >=300kL = \$1.569/kL	0%	<ul style="list-style-type: none"> In each region, the consumption tiers are annual equivalents, with the actual consumption tier applied each quarter calculated on a litres per day equivalent (i.e. dividing the relevant tier threshold by 365 days and then multiplying by the actual number of days between meter reads)
Ipswich, Scenic Rim	\$322.44	State Bulk = \$3.017/kL <300kL = \$0.933/kL >=300kL = \$1.589/kL	0%	
Lockyer Valley	\$322.44	State Bulk = \$3.017/kL <300kL = \$0.642/kL >=300kL = \$1.589/kL	0%	
Somerset	\$322.44	State Bulk = \$3.017/kL <300kL = \$0.642/kL >=300kL = \$1.346/kL	0%	
Unitywater				
Moreton Bay	\$320.84	State Bulk = \$3.017/kL 0-300kL = \$0.667/kL >300kL = \$1.333/kL	0%	<ul style="list-style-type: none"> The first-tier threshold is an annual equivalent, with the actual consumption charge levied quarterly on a first-tier threshold of 822 litres per day times the number of days between meter reads
Sunshine Coast, Noosa	\$262.07	State Bulk = \$2.953/kL 0-300kL = \$0.667/kL >300kL = \$1.333/kL	0%	
Gold Coast	\$212.08	State Bulk = \$3.017/kL >0kL = \$1.090/kL	0%	<ul style="list-style-type: none"> Class A+ recycled water is available in the Pimpama Coomera Dual Reticulation Area at \$1.99/kL
Logan	\$299.20	State Bulk = \$3.017/kL >0kL = \$1.0224/kL	0%	
Redland	\$268.64	State Bulk = \$2.935/kL >0kL = \$0.601/kL	0%	
Other Queensland				
Bundaberg				
Potable	\$416.00	0-300kL = \$1.16/kL >300kL = \$1.90/kL	0%	<ul style="list-style-type: none"> The tier thresholds are annual equivalents, with the actual consumption charge levied six-monthly on a first-tier threshold of 150kL per six months
Non-potable	\$333.00	0-300kL = \$0.93/kL >300kL = \$1.52/kL	0%	
Cairns	\$268.96	\$1.21/kL	0%	<ul style="list-style-type: none"> Where recycled water is available, an access charge of \$65.18 is applicable in addition to a consumption charge of \$0.60/kL
Fraser Coast	\$470.40	\$1.86/kL	0%	<ul style="list-style-type: none"> The water consumption charge applies from 1 November through to 31 October the following year
Gladstone				
Lake Awoonga Scheme	\$490.00	\$1.83/kL	10% (base)	<ul style="list-style-type: none"> Bulk water from the Lake Awoonga Scheme is supplied by the Gladstone Area Water Board (GAWB), which is subject to formal pricing reviews by the Queensland Competition Authority
Miriam Vale/Bororen	\$538.00	\$3.73/kL	10% (base)	
Agnes Water/1770	\$538.00	\$3.81/kL	10% (base)	
Gympie	\$376.20	0-250kL = \$1.17/kL >250kL = \$2.09/kL	0%	
Livingstone				
Capricorn Coast Caves/Marlborough Nerimbera Ogmore	\$666.00 \$459.00 \$438.00 \$385.00	0-300kL = \$0.89/kL 301-600kL = \$1.37/kL >600kL = \$2.77/kL	10% (base)	<ul style="list-style-type: none"> The thresholds are annual equivalents, with the actual consumption charge levied quarterly on first and second tier thresholds of 25% of these annual equivalents per quarter
Mackay	\$371.50	0-300kL = \$1.83/kL >300kL = \$2.72/kL	10% (base)	<ul style="list-style-type: none"> The first-tier threshold is an annual equivalent, with the actual consumption charge levied six-monthly on a first-tier threshold of 150kL per six months

Provider & Location	Base	Consumption	Discount	Notes
Rockhampton				
Rockhampton	\$394.00	0-300kL = \$0.80/kL	10% (base)	<ul style="list-style-type: none"> The thresholds are annual equivalents, with the actual consumption charge levied quarterly on first and second tier thresholds of 25% of these annual equivalents per quarter
Gracemere	\$420.00	301-600kL = \$1.25/kL		
Mount Morgan	\$432.00	>600kL = \$2.47/kL		
Toowoomba				
District Connections to Non-Toowoomba Bulk Water Supply	\$473.86	0-250kL = \$1.25/kL >250kL = \$2.24/kL	10%	<ul style="list-style-type: none"> Charges for Wyreema are being phased from the non-Toowoomba scheme prices to the Toowoomba scheme prices Excludes low flow and non-potable schemes The thresholds are annual equivalents, with the actual consumption charge levied six-monthly on the first tier threshold of 50% of these annual equivalents per six months The consumption tier thresholds applied to a property increase with the size of the water connection
District Connections to Toowoomba Bulk Water Supply (exc. Hodgson Vale)	\$650.20	0-200kL = \$2.54/kL >200kL = \$4.11/kL	10%	
Townsville				
Standard Plan	\$784.00	772kL allocation >772kL = \$3.00/kL	0%	
Water Watchers Plan	\$358.00	\$1.43/kL	0%	

Source: AEC, assorted service providers.

2. WATER CONSUMPTION CHARGE TRENDS

Consumption Charge Trends for Selected Water Service Areas in Queensland, 2012-13 to 2019-20

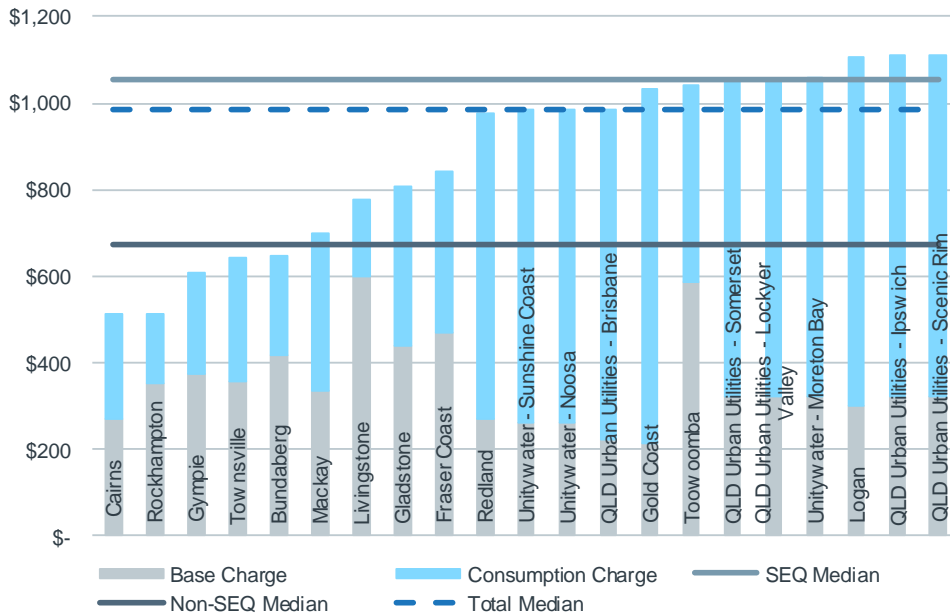
Location	2019-20	2018-19	2017-18	2016-17	2015-16	2015-16	2013-14	2012-13
Brisbane (QLD Urban Utilities)	<300kL = \$3.810/kL >=300kL = \$4.586/kL	<300kL = \$3.683/kL >=300kL = \$4.404/kL	<300kL = \$3.585/kL >=300kL = \$4.270/kL	<300kL = \$3.516184/kL >=300kL = \$4.201640/kL	0-252kL = \$3.40526/kL 252-304kL = \$3.45125/kL >304kL = \$4.07205/kL	0-252kL = \$3.27109/kL 252-304kL = \$3.31565/kL >304kL = \$3.91720/kL	0-252kL=\$2.99491/kL 252-304kL=\$3.0376/kL >304kL=\$3.61320/kL	0-255kL = \$2.72/kL 256-310kL = \$2.76/kL >310kL = \$3.32/kL
Ipswich (QLD Urban Utilities)	<300kL = \$3.950/kL >=300kL = \$4.606/kL	<300kL = \$3.848/kL >=300kL = \$4.404/kL	<300kL = \$3.750/kL >=300kL = \$4.306/kL	<300kL = \$3.639640/kL >=300kL = \$4.195096/kL	0-316kL = \$3.350221/kL 317-472kL = \$4.04254/kL >472kL = \$4.43341/kL	0-316kL = \$3.36305/kL 317-472kL = \$3.88662/kL >472kL = \$4.26538/kL	0-316kL=\$3.08015/kL 317-472kL=\$3.58118/kL >472kL=\$3.94362/kL	0-320kL = \$2.80/kL 321-480kL = \$3.29/kL >480kL = \$3.63/kL
Lockyer Valley (QLD Urban Utilities)	<300kL = \$3.659/kL >=300kL = \$4.606/kL	<300kL = \$3.477/kL >=300kL = \$4.404/kL	<300kL = \$3.299/kL >=300kL = \$4.306/kL	<300kL = \$3.008001/kL >=300kL = \$4.000731/kL	0-296kL = \$2.93392/kL >296kL = \$3.89961/kL	0-296kL = \$2.98508/kL >296kL = \$3.92082/kL	0-296kL = \$2.72952/kL >296kL = \$3.62498/kL	0-300kL = \$2.47572/kL >300kL = \$3.33756/kL
Scenic Rim (QLD Urban Utilities)	<300kL = \$3.950/kL >=300kL = \$4.606/kL	<300kL = \$3.848/kL >=300kL = \$4.404/kL	<300kL = \$3.750/kL >=300kL = \$4.306/kL	<300kL = \$3.681640/kL >=300kL = \$4.237096/kL	\$3.612201/kL	\$3.749327/kL	\$3.465471/kL	\$3.18906/kL
Moreton Bay (Unitywater)	0-300kL = \$3.684/kL >300kL = \$4.350/kL	0-300kL = \$3.582/kL >300kL = \$4.248/kL	0-300kL = \$3.484/kL >300kL = \$4.150/kL	0-300kL = \$3.415/kL >300kL = \$4.081/kL	0-300kL = \$3.348/kL >300kL = \$4.014/kL	0-300kL = \$3.349/kL >300kL = \$4.015/kL	0-300kL = \$3.081/kL >300kL = \$3.725/kL	0-280kL = \$2.37/kL 281-360kL = \$3.04/kL >360kL = \$3.50/kL
Sunshine Coast/Noosa (Unitywater)	0-300kL = \$3.620/kL >300kL = \$4.286/kL	0-300kL = \$3.452/kL >300kL = \$4.118/kL	0-300kL = \$3.283/kL >300kL = \$3.949/kL	0-300kL = \$3.111/kL >300kL = \$3.777/kL	0-300kL = \$2.939/kL >300kL = \$3.605/kL	0-300kL = \$2.767/kL >300kL = \$3.433/kL	0-300kL = \$2.499/kL >300kL = \$3.143/kL	0-219kL = \$2.15/kL >219kL = \$2.65/kL
Gold Coast	\$4.100/kL	\$3.998/kL	\$3.90/kL	\$3.83/kL	\$3.77/kL	\$3.80/kL	\$3.53/kL	\$3.26/kL
Logan	\$4.039/kL	\$3.9374/kL	\$3.8394/kL	\$3.7704/kL	\$3.6863/kL	\$3.8644/kL	\$3.5813/kL	\$3.28/kL
Redland	\$3.536/kL	\$3.338/kL	\$3.151/kL	\$2.951/kL	\$2.751/kL	\$2.80/kL	0-146kL = \$2.557/kL 146-292kL = \$3.067/kL >292kL = \$3.577/kL	0-146kL = \$2.16/kL 147-292kL = \$2.59/kL >292kL = \$3.02/kL
Bundaberg	0-300kL = \$1.16/kL >300kL = \$1.90/kL	0-300kL = \$1.16/kL >300kL = \$1.90/kL	0-300kL = \$1.16/kL >300kL = \$1.90/kL	0-300kL = \$1.15/kL >300kL = \$1.88/kL	0-300kL = \$1.12/kL >300kL = \$1.84/kL	0-366kL = \$1.10/kL >366kL = \$1.80/kL	0-366kL = \$1.05/kL >366kL = \$1.70/kL	0-366kL = \$1.00/kL >366kL = \$1.65/kL
Cairns	\$1.21/kL	\$1.19/kL	\$1.17/kL	\$1.13/kL	\$1.13/kL	\$1.11/kL	\$1.09/kL	\$1.12/kL
Fraser Coast	\$1.86/kL	\$1.76/kL	\$1.76/kL	\$1.73/kL	\$1.71/kL	\$1.64/kL	\$1.57/kL	\$1.50/kL
Gladstone	\$1.83/kL	\$1.80/kL	\$1.70/kL	\$1.65/kL	\$1.65/kL	\$1.65/kL	\$1.59/kL	\$1.55/kL
Gympie	0-250kL = \$1.17/kL >250kL = \$2.09/kL	0-250kL = \$1.15/kL >250kL = \$2.05/kL	0-250kL = \$1.12/kL >250kL = \$1.99/kL	0-250kL = \$1.09/kL >250kL = \$1.95/kL	0-250kL = \$1.06/kL >250kL = \$1.90/kL	0-250kL = \$1.03/kL >250kL = \$1.85/kL	0-250kL = \$1.00/kL >250kL = \$1.80/kL	0-250kL = \$0.95/kL >250kL = \$1.64/kL
Yeppoon (Livingstone)	0-300kL = \$0.89/kL 301-600kL = \$1.37/kL >600kL = \$2.77/kL	0-300kL = \$0.87/kL 301-600kL = \$1.34/kL >600kL = \$2.71/kL	0-300kL = \$0.84/kL 301-600kL = \$1.29/kL >600kL = \$2.61/kL	0-300kL = \$0.81/kL 301-600kL = \$1.24/kL >600kL = \$2.51/kL	0-300kL = \$0.77/kL 301-600kL = \$1.18/kL >600kL = \$2.38/kL	0-300kL = \$0.73/kL 301-600kL = \$1.12/kL >600kL = \$2.26/kL	0-300kL = \$0.66/kL 301-600kL = \$1.01/kL >600kL = \$2.04/kL	0-300kL = \$0.62/kL 301-600kL = \$0.96/kL >600kL = \$1.93/kL
Mackay	0-300kL = \$1.83/kL >300kL = \$2.72/kL	0-300kL = \$1.79/kL >300kL = \$2.67/kL	0-300kL = \$1.75/kL >300kL = \$2.62/kL	0-300kL = \$1.70/kL >300kL = \$2.55/kL	0-300kL = \$1.70/kL >300kL = \$2.55/kL	0-300kL = \$1.70/kL >300kL = \$2.55/kL	0-300kL = \$1.60/kL >300kL = \$2.40/kL	0-300kL = \$1.49/kL >300kL = \$2.25/kL
Rockhampton	0-300kL = \$0.80/kL 301-600kL = \$1.25/kL >600kL = \$2.47/kL	0-300kL = \$0.78/kL 301-600kL = \$1.22/kL >600kL = \$2.42/kL	0-300kL = \$0.77/kL 301-600kL = \$1.20/kL >600kL = \$2.38/kL	0-300kL = \$0.74/kL 301-600kL = \$1.15/kL >600kL = \$2.28/kL	0-300kL = \$0.71/kL 301-600kL = \$1.11/kL >600kL = \$2.21/kL	0-300kL = \$0.69/kL 301-600kL = \$1.08/kL >600kL = \$2.16/kL	0-300kL = \$0.67/kL 301-600kL = \$1.04/kL >600kL = \$2.09/kL	0-300kL = \$0.62/kL 301-600kL = \$0.96/kL >600kL = \$1.93/kL
Toowoomba	0-200kL = \$2.54/kL >200kL = \$4.11/kL	0-200kL = \$2.44/kL >200kL = \$3.95/kL	0-200kL = \$2.34/kL >200kL = \$3.79/kL	0-200kL = \$2.27/kL >200kL = \$3.61/kL	0-200kL = \$2.20/kL >200kL = \$3.47/kL	0-200kL = \$2.20/kL >200kL = \$3.47/kL	0-200kL = \$2.20/kL >200kL = \$3.47/kL	0-200kL = \$2.10/kL >200kL = \$3.30/kL
Townsville	772kL allocation* >772kL = \$3.00/kL* \$1.43/kL**	772kL allocation* >772kL = \$2.94/kL* \$1.41/kL**	772kL allocation* >772kL = \$2.89/kL* \$1.38/kL**	772kL allocation* >772kL = \$2.83/kL* \$1.35/kL**	772kL allocation* >772kL = \$2.83/kL* OR \$1.35/kL**	772kL allocation* >772kL = \$2.79/kL* OR \$1.33/kL**	772kL allocation* >772kL = \$2.74/kL* OR \$1.30/kL**	772kL allocation* >772kL = \$2.61/kL* OR \$1.24/kL**

Source: AEC, assorted service providers. Notes: *Standard Plan, **Water Watchers Plan.

3. COMPARISON OF WATER CHARGES

The graph below compares a residential water bill at 200kL consumption (net of discount), selecting the main area/s of supply within each region. The median charge is \$986.07, 4.1% higher than the prior year (\$947.05). The SEQ median charge is \$1,054.10 (3.6% higher than the prior year of \$1,017.84), which is 56% higher than the non-SEQ median charge of \$674.18 (1.1% higher than the prior year of \$666.89).

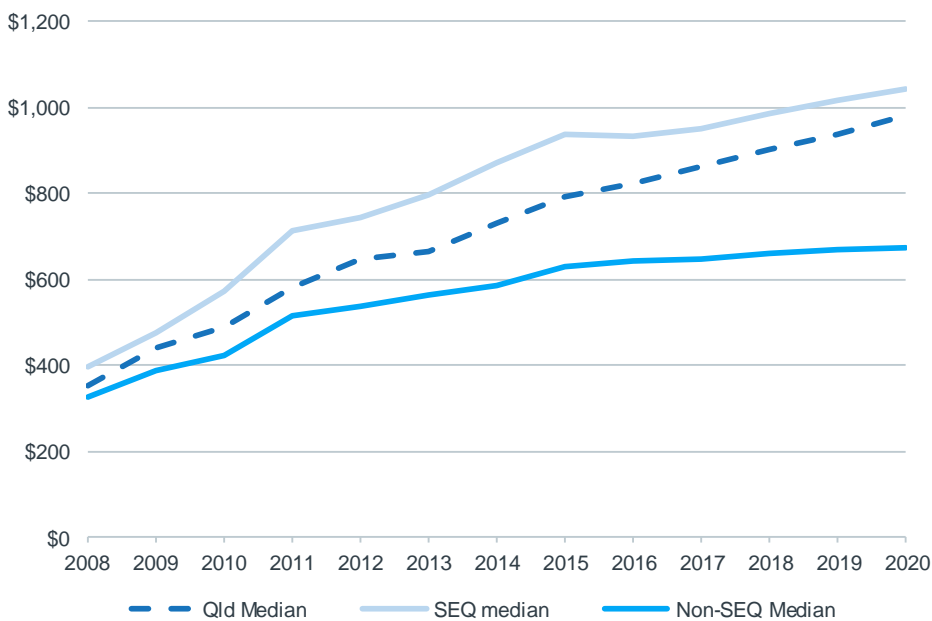
Residential Water Bill for a Property Consuming 200kL, 2019-20



Source: AEC. Notes: Water Watchers Plan used for Townsville residential bill calculation.

The graph below maps SEQ and non-SEQ median charges for a residential property consuming 200kL per annum over time. The SEQ median charge has historically increased at a greater rate than the non-SEQ median charge, with the gap between the two – primarily created by the establishment of the SEQ Water Grid infrastructure – now being \$370 (up from \$74 in 2007-08). This gap is not expected to widen much further with most SEQ Councils having arrived at the destination price for bulk water.

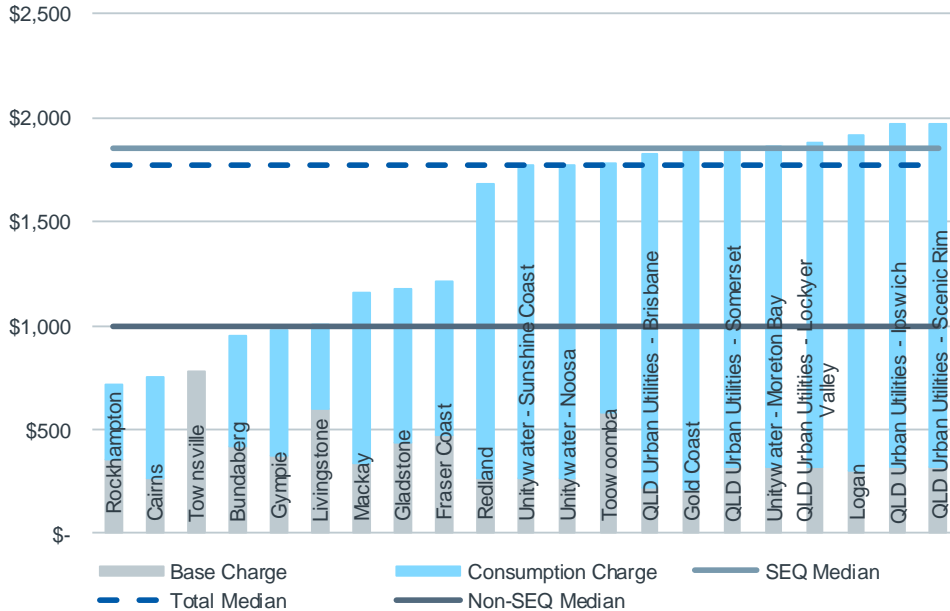
Median Residential Water Bill over Time for a Property Consuming 200kL, 2007-08 to 2019-20



Source: AEC.

The graph below compares a residential water bill at consumption of 400kL (net of discount), selecting the main area/s of supply within each region. The median charge is \$1,729.78, 4.3% higher than the prior year (\$1,704.05). The SEQ median charge is \$1,856.48 (2.8% higher than the prior year of \$1,805.94), which is 87% higher than the non-SEQ median charge of \$992.80 (2.0% higher than the prior year of \$973.15).

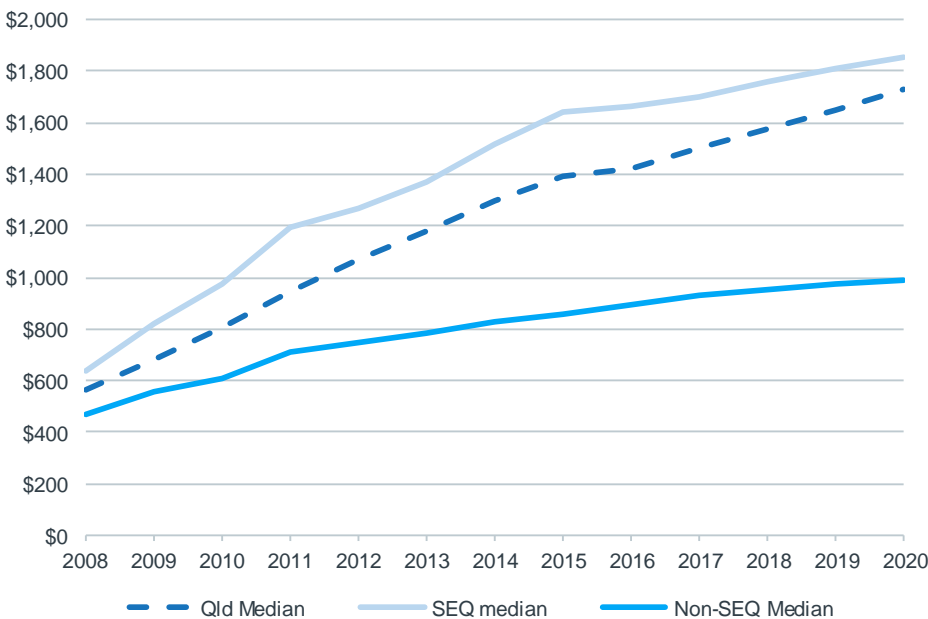
Residential Water Bill for a Property Consuming 400kL, 2019-20



Source: AEC. Notes: Standard Plan used for Townsville residential bill calculation.

The graph below maps SEQ and non-SEQ median residential charges for a property consuming 400kL per annum over time. The SEQ median charge has historically increased at a greater rate than the non-SEQ median charge, to the extent that the gap between the two – primarily created by the establishment of the SEQ Water Grid infrastructure – is now \$865, up from just \$169 in 2007-08. This gap is not expected to widen much further with most SEQ Councils having arrived at the destination price for bulk water.

Median Residential Water Bill over Time for a Property Consuming 400kL, 2007-08 to 2019-20



Source: AEC.

4. WASTEWATER PRICING LEVELS

The following table provides information on the prices charged for a wastewater (or sewerage) service by selected large service providers in Queensland on a residential property.

Wastewater Price Benchmarking for Large Service Providers in Queensland, 2019-20

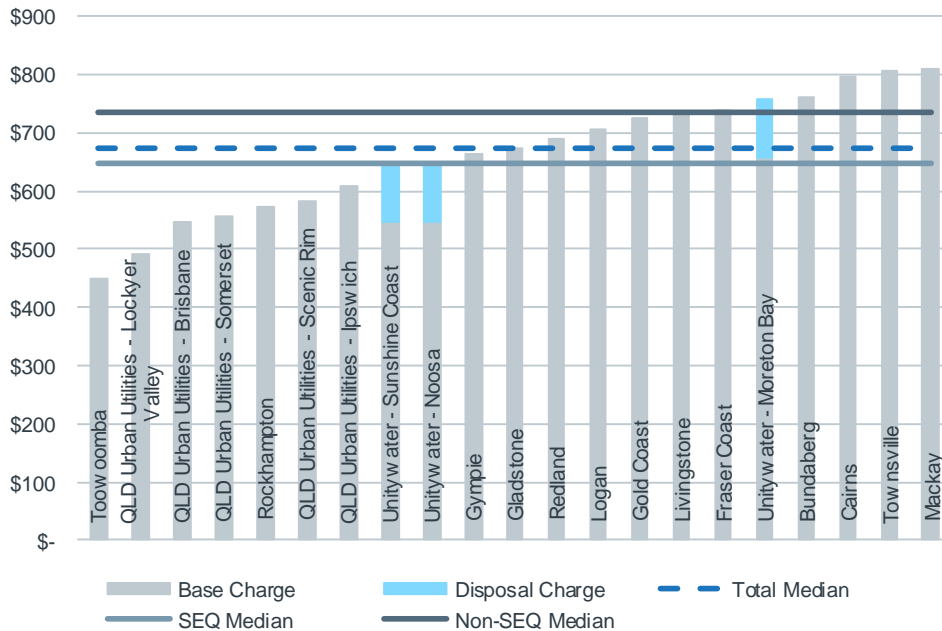
Provider & Location	Charge	Discount	Comments
South-East Queensland^(a)			
QLD Urban Utilities			
Brisbane	\$547.80	0%	<ul style="list-style-type: none"> In the Lockyer Valley region, additional pedestal charges apply to residential premises at \$368.65 per pedestal
Ipswich	\$608.16	0%	
Lockyer Valley	\$490.93	0%	
Scenic Rim	\$582.12	0%	
Somerset – Lowood, Fernvale, Esk, Toogoolawah	\$555.90	0%	
Somerset – Kilcoy	\$478.52	0%	
Unitywater			
Moreton Bay Region	\$658.10 + 0-270kL = \$0.667/kL	0%	<ul style="list-style-type: none"> Sewage discharges are determined by applying a discharge factor of 90% to measured water consumption, and are capped at 270kL per residence
Sunshine Coast and Noosa	\$548.23 + 0-270kL = \$0.667/kL	0%	
Gold Coast	\$724.12	0%	<ul style="list-style-type: none"> Common Effluent Disposal scheme levied a charge of \$565.12
Logan	\$706.40	0%	
Redland	\$689.00	0%	
Other Queensland			
Bundaberg	\$763.00	0%	
Cairns	\$795.92	0%	
Fraser Coast	\$738.00	0%	
Gladstone			
Gladstone	\$750.00	10%	
Boyne Island, Tannum Sands, Calliope	\$773.00	10%	
Agnes Water/1770	\$919.00	10%	
Gympie	\$662.40	0%	
Livingstone	\$813.00	10%	
Mackay	\$898.40	10%	<ul style="list-style-type: none"> Properties connected to the North Eton Biocycle system are levied a charge of \$764.60
Rockhampton			
Rockhampton	\$637.00	10%	
Gracemere	\$832.00	10%	
Mount Morgan	\$769.00	10%	
Toowoomba	\$499.24	10%	<ul style="list-style-type: none"> Additional charges are levied on properties with greater than four pedestals at a rate of \$249.62 per additional pedestal Residential properties connected to a common effluent drainage sewerage system are levied a charge of \$249.62, plus \$124.80 for each pedestal more than four
Townsville	\$806.00	0%	

Source: AEC, assorted service providers. Notes: (a) The same classifications as that adopted for water (i.e. SEQ Water Grid versus Other Queensland) are retained for wastewater charging for consistency.

5. COMPARISON OF WASTEWATER CHARGES

The graph below compares a residential wastewater bill (net of discount), selecting the main area/s of supply within each region. The median charge is \$675.00, 2.0% higher than the prior year (\$661.50). The SEQ median charge is \$648.28 (0.1% higher than the prior year of \$647.35), which is 11.8% lower than the non-SEQ median charge of \$734.85 (2.3% higher than the prior year of \$718.20).

Residential Wastewater Bill, 2019-20

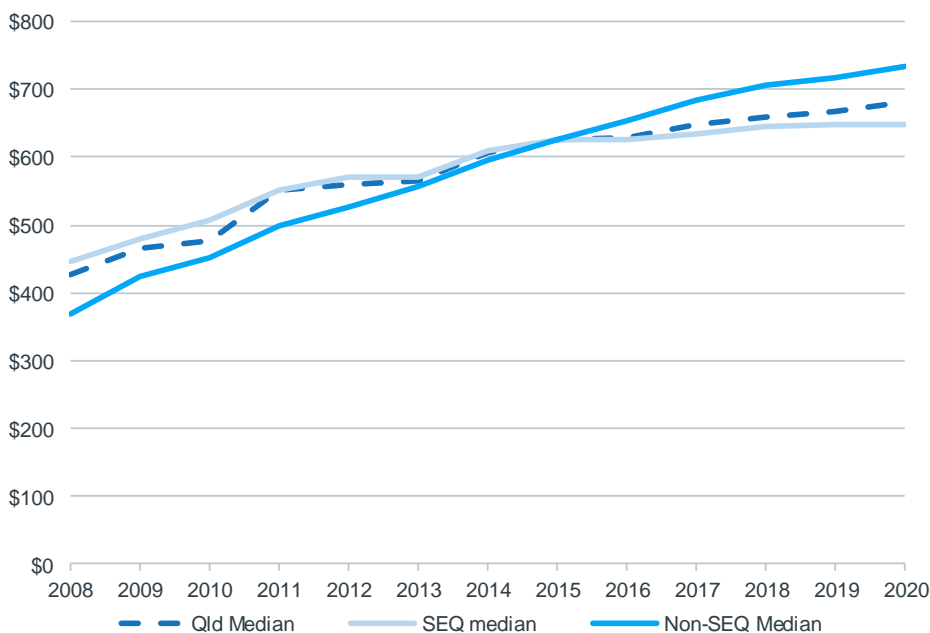


Source: AEC

Notes: * Average residential discharge levels of around 150KL are assumed for Moreton Bay and Sunshine Coast/Noosa.

The graph below maps SEQ and non-SEQ median charges for a residential property over time. The non-SEQ median charge has been increasing at a greater rate than the SEQ median charge, resulting in the non-SEQ median overtaking the SEQ median in 2014-15 and being presently \$87 higher than the SEQ median. This trend is expected to continue.

Median Residential Wastewater Bill over Time, 2007-08 to 2019-20



Source: AEC.

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OUTCOME DRIVEN

