



ANNUAL PERFORMANCE REPORT 2024/25



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ABOUT THIS REPORT

Under section 142A of the *Water Supply (Safety & Reliability) Act 2008*, Water Supply Regulation (the Regulator), operating for the Department of Local Government, Water and Volunteers requires Queensland drinking water service providers to undertake annual performance reporting. This report is completed based on the definitions and reporting information for the Queensland Government Key Performance Indicators (QG KPIs) for urban water service providers.

The goal of sharing this data is to provide open access to information for customers across Queensland and encourage voluntary performance improvement of service providers.

REPORT CONTENT

The information provided in this document applies to the 2024-25 reporting period.

This report outlines Mount Isa Water Board's (MIWB) performance against the National Performance Reporting (NPR) indicators.

PERFORMING AGAINST NATIONAL PERFORMANCE REPORTING INDICATORS

INTERPRETING OUR PERFORMANCE

Where the measure relates to MIWB and data is available, the result is shown. This includes '0', which means the activity or function applied to MIWB and our result for the period was 0. In all other cases, the following applies:

- NR (Not relevant) – An activity or function we do not undertake.

CONTEXTUAL INFORMATION

NPR Code	Indicator (Key Performance Indicator code)	Unit of Measure	2024/25
A1	Number water treatment plants: providing full treatment	Count	1
A2	Length water mains: drinking+non-drinking water	km	NR
A4	Number Sewage Treatment Plants	Count	NR
A5	Length sewerage mains and channels	km	NR
C2	Connected residential properties: water	Connections	2
C3	Connected non-residential properties: water	Connections	3
C4	Total connected properties: water	Connections	5
CI_N2	Connected non-residential properties: recycled water	Connections	NR

ASSETS & OPERATIONS

NPR Code	Indicator (Key Performance Indicator code)	Unit of Measure	2024/25
A14	Sewerage mains breaks/chokes per 100 km sewer main	per 100 km sewer mains	NR
A8	Drinking+non-drinking water main breaks per 100 km mains	per 100 km water main	0
IA14	Number sewerage mains breaks/chokes	Count	NR
IA8	Number of drinking+non-drinking water main breaks, bursts and leaks	Count	NR

FINANCE & PRICING

NPR Code	Indicator (Key Performance Indicator code)	Unit of Measure	2024/25
F1	Revenue: all (NPR) water	\$,000	31386.54
F14	Capital expenditure: water supply	\$,000	3569.06
F15	Capital expenditure: sewerage	\$,000	NR
F16	Capital expenditure: water+sewerage	\$,000	3569.06
F2	Revenue: all (NPR) sewerage	\$,000	NR
F20	Dividend	\$,000	4679.15
F22	Net debt to equity	%	0
F24	Net profit after tax (NPAT)	\$,000	5848.94
F25	Community service obligations	\$,000	0
F26	Capital works grants: water	\$,000	0
F27	Capital works grants: sewerage	\$,000	NR
F3	Revenue: whole of service provider	\$,000	34100
F30	Net profit after tax (NPAT) ratio	Ratio	0.172
F8	Community service obligations ratio	ratio	0
FP_N11	Annual capital renewal expenditure: water supply	\$,000	3569.06
FP_N12	Annual capital renewal expenditure: sewerage	\$,000	NR
FP_N13	Earnings before interest, taxes, depreciation, and amortization (EBITDA)	\$,000	14542.1
FP_N14	Debt to assets ratio	Ratio	0
FP_N15	Return on assets (ROA)	Ratio	0.052
FP_N16	Return on equity (ROE)	Ratio	0.047
FP_N17	Funds from operations (FFO) to net debt	Ratio	0
FP_N18	Funds from operations (FFO) to net interest expenses	Ratio	0
FP_N4	Developer services charges levied as cash payment	\$,000	NR
FP_N5	Developer services charges levied as non-cash contributions	\$,000	NR

FINANCE & PRICING (CONT.)

NPR Code	Indicator (Key Performance Indicator code)	Unit of Measure	2024/25
FP_N6	Costs: purchase bulk drinking+non-drinking water	\$,000	0
FP_N7	Costs: purchase bulk recycled water	\$,000	0
FP_N9	Costs: bulk wastewater service payment	\$,000	NR
IF11	Costs: operating water (incl. purchase water)	\$,000	12189.58
IF12	Costs: operating sewerage (incl. bulk wastewater payment)	\$,000	NR
IFP_N10	Costs: operating sewerage (excl. bulk wastewater payment)	\$,000	NR
IFP_N8	Costs: operating water (excl. purchase water)	\$,000	12189.58

PUBLIC HEALTH & ENVIRONMENT

NPR Code	Indicator (Key Performance Indicator code)	Unit of Measure	2024/25
E1	% sewage treated: maximum primary level only	%	NR
E2	% sewage treated: maximum secondary level only	%	NR
E3	% sewage treated: tertiary level	%	NR
E8	% biosolids reused	%	NR
H1	Water quality risk management guidelines used	Text	ADWG
H5	Risk based drinking water management plan assessed externally	yes/no	yes
HE_N1	Total greenhouse gas emissions reported under the NGER scheme	t CO2eq	10820
HE_N2	Greenhouse gas emissions reduction target/s	Text	NR
HE_N3	Date of last drinking water quality systems audit	dd/mm/yyyy	25/06/2024
IE1	Volume sewage treated: maximum primary level only	ML	NR
IE2	Volume sewage treated: maximum secondary level only	ML	NR
IE3	Volume sewage treated: tertiary level	ML	NR

WATER RESOURCES

NPR Code	Indicator (Key Performance Indicator code)	Unit of Measure	2024/25
IW10.1	Volume drinking water supplied: non-revenue	ML	NR
IW10.1	Volume non-drinking water supplied: non-revenue	ML	7.8
IW14.3	Volume drinking+non-drinking water exported: supplied to external 3	ML	1803.9
IW14.3	Volume drinking+non-drinking water exported: supplied to external 4	ML	NR
IW14.3	Volume drinking+non-drinking water exported: supplied to external 5	ML	NR
IW14.3	Volume drinking+non-drinking water exported: supplied to external 1	ML	7359.3
IW14.3	Volume drinking+non-drinking water exported: supplied to external 2	ML	7893.2
IW29	Volume treated sewage discharge: inland surface waters	ML	NR
IW29	Volume treated sewage discharge: land	ML	NR
IW29	Volume treated sewage discharge: groundwater	ML	NR
IW29	Volume treated sewage discharge: sea/estuary	ML	NR
W1	Volume water self-sourced: surface water	ML	17853.7
W10.1	Volume drinking+non-drinking water supplied: non-revenue	ML	7.8
W11	Volume urban water supplied: all (bulk)	ML	34658.7
W11.3	Volume drinking water produced/supplied into water supply system	ML	7359.3
W14.3	Total volume drinking+non-drinking water exported: external	ML	17056.3
W15	Volume recycled water exported: external	ML	NR
W16	Volume sewage collected: residential+non-trade	ML	NR
W17	Volume sewage collected: trade waste	ML	NR
W18	Volume sewage collected: residential+trade	ML	NR
W18.1	Volume sewage exported	ML	NR
W18.2	Volume sewage imported: external	ML	NR
W18.3	Volume sewage collected: sewer mining	ML	NR
W18.4	Volume sewage inflow measured: STP inlet	ML	NR

WATER RESOURCES (CONT.)

NPR Code	Indicator (Key Performance Indicator code)	Unit of Measure	2024/25
W18.5	Volume sewage treated	ML	NR
W2	Volume water self-sourced: groundwater	ML	NR
W20	Volume recycled water supplied: residential	ML	NR
W21	Volume recycled water supplied: non-residential	ML	NR
W23	Volume recycled water supplied: environmental flows	ML	NR
W25.1	Volume recycled water supplied: aquifer recharge	ML	NR
W26	Volume recycled water supplied: all	ML	NR
W29	Volume treated sewage discharge: all	ML	NR
W3.1	Volume water self-sourced: desalination marine water	ML	NR
W30	Sewage losses: all	ML	NR
W31	Volume drinking+non-drinking water returned to surface water	ML	NR
W5	Volume all water imported: external	ML	NR
W5.3	Volume drinking+non-drinking water imported: external (all Suppliers)	ML	NR
W6	Volume recycled water imported: external	ML	NR
W7	Volume water sourced (excl. recycled): all	ML	17853.7
W8.3	Volume drinking+non-drinking water supplied: residential	ML	0.9
W9.3	Volume drinking+non-drinking water supplied: non-residential	ML	17601.5
WR_N1	Volume recycled stormwater supplied: all	ML	NR
WR_N2	Volume drinking+non-drinking water used by your organisation	ML	607.6
WR_N3	Volume recycled water supplied: own use	ML	NR
WR_N4	Volume unbilled recycled water supplied: beneficial reuse	ML	NR



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