

2006/07 Water Statistics for Water Corporation Towns, Bunbury Water Board and Busselton Water Board

WATER - WATER RESOURCES - SOURCES OF WATER																		
All Towns are managed by Water Corporation with the exception of Bunbury and Busselton	Volume of water sourced from surface water					Volume of water sourced from groundwater					Volume of water sourced from desalination							
	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
	ML						ML						ML					
Albany Scheme					945	786					4,259	4,503					0	0
Australind / Eaton					0	0					3,933	4,060					0	0
Bridgetown / Hester					454	389					0	41					0	0
Broome					0	0					4,316	4,450					0	0
Bunbury					0	0					6,595	6,766					Not Provided	0
Busselton					0	0					3,889	4,267					0	0
Carnarvon					0	0					1,521	1,423					0	0
Collie					1,207	1,241					0	0					0	0
Denmark					489	490					0	0					0	0
Derby					0	0					920	889					0	0
Dongara Denison					0	0					767	852					0	0
Dunsborough / Yallingup					0	0					1,369	1,485					0	0
Esperance					0	0					1,837	2,002					0	0
Geraldton					0	0					8,804	9,168					0	0
Harvey / Wokalup					0	0					0	0					0	0
Jurien					0	0					321	348					0	0
Kalgoorlie-Boulder					8,965	9,760					0	0					0	0
Karratha					3,586	3,846					512	260					0	0
Katanning					1,421	1,436					0	0					0	0
Kununurra					0	0					1,255	1,287					0	0
Mandurah Scheme					0	0					1	0					0	0
Manjimup					736	791					0	0					0	0
Margaret River Scheme					1,021	1,125					0	0					0	0
Merredin					400	437					0	0					0	0
Narrogin					801	883					0	0					0	0
Newman					0	0					0	0					0	0
Northam					1,152	1,237					0	0					0	0
Perth					118,458	85,233					121,577	145,533					0	18,120
Pinjarra					0	0					0	0					0	0
Port Hedland					0	0					1,912	1,804					0	0
South Hedland					0	0					7,650	7,216					0	0
York					376	470					0	0					0	0
TOTAL					140,011	108,124					171,438	196,354					0	18,120

WATER - WATER RESOURCES - SOURCES OF WATER																								
All Towns are managed by Water Corporation with the exception of Bunbury and Busselton	Volume of water sourced from recycling						Volume of water sourced from bulk supplier						Total sourced water						Volume of bulk recycled water purchased					
	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
	ML						ML						ML						ML					
Albany Scheme					0	0					0	0					5,204	5,289					0	0
Australind / Eaton					0	0					0	0					3,933	4,060					0	0
Bridgetown / Hester					0	34					0	0					454	464					0	0
Broome					423	415					0	0					4,739	4,865					0	0
Bunbury					Not Provided	0					Not Provided	0					6,595	6,766					Not Provided	0
Busselton					0	0					0	0					3,889	4,267					0	0
Carnarvon					0	194					0	0					1,521	1,617					0	0
Collie					0	0					0	0					1,207	1,241					0	0
Denmark					0	0					0	0					489	490					0	0
Derby					0	154					0	0					920	1,043					0	0
Dongara Denison					0	0					0	0					767	852					0	0
Dunsborough / Yallingup					0	0					0	0					1,369	1,485					0	0
Esperance					122	153					0	0					1,959	2,155					0	0
Geraldton					286	285					0	0					9,090	9,453					0	0
Harvey / Wokalup					0	0					579	761					579	761					0	0
Jurien					0	0					0	0					321	348					0	0
Kalgoorlie-Boulder					0	0					0	0					8,965	9,760					0	0
Karratha					865	985					0	0					4,963	5,091					0	0
Katanning					77	91					0	0					1,498	1,527					0	0
Kununurra					0	0					0	0					1,255	1,287					0	0
Mandurah Scheme					14	12					10,087	11,296					10,102	11,308					0	0
Manjimup					0	5					0	0					736	796					0	0
Margaret River Scheme					0	0					0	0					1,021	1,125					0	0
Merredin					99	103					0	0					499	540					0	0
Narrogin					109	131					0	0					910	1,014					0	0
Newman					0	0					1,484	1,587					1,484	1,587					0	0
Northam					102	130					0	0					1,254	1,367					0	0
Perth					4,065	4,951					0	0					244,100	253,837					0	0
Pinjarra					0	242					593	682					593	924					0	0
Port Hedland					0	209					0	0					1,912	2,013					0	0
South Hedland					438	466					0	0					8,088	7,682					0	0
York					0	16					0	0					376	486					0	0
TOTAL					6,600	8,576					12,743	14,326					330,792	345,500					0	0

WATER - WATER RESOURCES - USES OF WATER SUPPLIED																								
All Towns are managed by Water Corporation with the exception of Bunbury and Busseton	Total urban water supplied						Average annual residential water consumption						Volume of bulk water exports						Volume of bulk recycled water exports					
	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
	ML						kL/property						ML						ML					
Albany Scheme					3,362	3,908					226	256					459	591					0	0
Australind / Eaton					3,108	3,637					398	430					Not Supplied	0						0
Bridgetown / Hester					335	353					215	222					Not Supplied	0						0
Broome					4,372	4,302					570	585					Not Supplied	0						0
Bunbury					Not Provided	6,035					336	314					Not Supplied	0				Not Supplied		0
Busseton					3,290	3,477					296	304					0	0					0	0
Carnarvon					1,262	1,366					428	462					Not Supplied	0						0
Collie					1,175	1,249					307	318					Not Supplied	0						0
Denmark					318	400					157	190					Not Supplied	0						0
Derby					804	789					549	530					Not Supplied	0						0
Dongara Denison					615	684					384	414					Not Supplied	0						0
Dunsborough / Yallingup					1,186	1,315					323	339					Not Supplied	0						0
Esperance					1,660	1,787					282	320					Not Supplied	0						0
Geraldton					7,153	7,988					413	457					0	0					0	0
Harvey / Wokalup					463	513					307	342					Not Supplied	0						0
Jurien					248	313					209	313					Not Supplied	0						0
Kalgoorlie-Boulder					8,310	8,827					366	393					0	0					0	0
Karratha					4,229	3,707					540	595					Not Supplied	0						0
Katanning					940	1,043					291	331					Not Supplied	0						0
Kununurra					1,065	1,152					600	593					Not Supplied	0						0
Mandurah Scheme					9,316	10,477					270	290					0	0					0	0
Manjimup					621	679					239	251					Not Supplied	0						0
Margaret River Scheme					949	1,004					268	270					Not Supplied	0						0
Merredin					574	568					301	350					Not Supplied	0						0
Narrogin					816	829					298	351					Not Supplied	0						0
Newman					1,251	1,379					434	472					Not Supplied	0						0
Northam					1,095	1,151					284	326					Not Supplied	0						0
Perth	213,892	212,244	228,138	225,481	227,375	235,153	289	260	285	277	268	281	8,198	8,578	10,448	11,445	12,660	13,733					0	0
Pinjarra					564	630					294	335					Not Supplied	0						0
Port Hedland					1,655	1,757					629	663					Not Supplied	0						0
South Hedland					7,313	6,015					502	567					Not Supplied	0						0
York					412	490					306	359					Not Supplied	0						0
TOTAL	213,892	212,244	228,138	225,481	295,836	312,977	n/a						8,198	8,578	10,448	11,445	13,119	14,324	0					

WATER - ASSET																								
All Towns are managed by Water Corporation with the exception of Bunbury and Busseton	Number of water treatment plants providing full treatment						Length of water mains						Properties served per kilometer of water main						Water main breaks					
	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
	ML						km						properties/km						per 100km of water main					
Albany Scheme					1	1					423	434					33	32					16.5	12.9
Australind / Eaton					2	2					230	247					36	35					Not Supplied	15.8
Bridgetown / Hester					0	0					68	78					21	19					Not Supplied	47.7
Broome					1	0					160	163					36	37					Not Supplied	20.3
Bunbury					Not Supplied	6					325	339					45	44					8.2	13.0
Busseton					3	3					255	256					37	38					6.7	10.9
Carnarvon					0	0					193	194					13	13					Not Supplied	12.9
Collie					0	0					123	123					28	28					Not Supplied	14.6
Denmark					1	1					76	77					24	25					Not Supplied	11.7
Derby					1	0					52	52					27	28					Not Supplied	23.1
Dongara Denison					0	0					50	53					29	28					Not Supplied	33.9
Dunsborough / Yallingup					1	1					110	114					33	33					Not Supplied	10.5
Esperance					0	0					130	133					38	38					Not Supplied	15.0
Geraldton					0	0					449	505					33	30					51.6	52.4
Harvey / Wokalup					0	0					74	75					18	18					Not Supplied	12.1
Jurien					0	0					31	39					42	35					Not Supplied	5.1
Kalgoorlie-Boulder					0	0					272	275					49	49					25.7	21.1
Karratha					1	1					139	148					45	47					Not Supplied	13.5
Katanning					0	0					89	89					21	21					Not Supplied	19.0
Kununurra					0	0					53	53					30	31					Not Supplied	20.7
Mandurah Scheme					0	0					722	758					47	47					5.0	5.9
Manjimup					0	1					80	81					29	29					Not Supplied	18.5
Margaret River Scheme					0	0					125	133					27	27					Not Supplied	8.3
Merredin					0	0					124	124					13	13					Not Supplied	16.2
Narrogin					0	1					125	126					17	17					Not Supplied	17.5
Newman					n/a	n/a					46	47					56	57					Not Supplied	6.4
Northam					0	0					148	152					21	21					Not Supplied	28.3
Perth	6	6	6	7	7	8	11,622	11,829	11,818	12,045	12,267	12,527	52	52	54	54	54	54					14.7	13.1
Pinjarra					0	0					104	105					15	16					Not Supplied	17.1
Port Hedland					0	0					61	63					31	30					Not Supplied	70.1
South Hedland					0	0					143	143					27	28					Not Supplied	9.1
York					0	0					99	100					14	14					Not Supplied	30.1
TOTAL	6	6	6	7	18	25	11,622	11,829	11,818	12,045	17,346	17,806	n/a						n/a					

WATER - ASSET																		
All Towns are managed by Water Corporation with the exception of Bunbury and Busseton	Infrastructure leakage index						Water losses						Water losses					
	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
	ML						Litres per connection per day						kL per km of water main per day					
Albany Scheme						Not Supplied						Not Supplied						Not Supplied
Australind / Eaton						Not Supplied						Not Supplied						Not Supplied
Bridgetown / Hester						Not Supplied						Not Supplied						Not Supplied
Broome						Not Supplied						Not Supplied						Not Supplied
Bunbury						1.6						82.9						3.5
Busseton						2.0						129.0						4.9
Carnarvon						Not Supplied						Not Supplied						Not Supplied
Collie						Not Supplied						Not Supplied						Not Supplied
Denmark						Not Supplied						Not Supplied						Not Supplied
Derby						Not Supplied						Not Supplied						Not Supplied
Dongara Denison						Not Supplied						Not Supplied						Not Supplied
Dunsborough / Yallingup						Not Supplied						Not Supplied						Not Supplied
Esperance						Not Supplied						Not Supplied						Not Supplied
Geraldton						Not Supplied						Not Supplied						Not Supplied
Harvey / Wokalup						Not Supplied						Not Supplied						Not Supplied
Jurien						Not Supplied						Not Supplied						Not Supplied
Kalgoorlie-Boulder						Not Supplied						Not Supplied						Not Supplied
Karratha						Not Supplied						Not Supplied						Not Supplied
Katanning						Not Supplied						Not Supplied						Not Supplied
Kununurra						Not Supplied						Not Supplied						Not Supplied
Mandurah Scheme						Not Supplied						Not Supplied						Not Supplied
Manjimup						Not Supplied						Not Supplied						Not Supplied
Margaret River Scheme						Not Supplied						Not Supplied						Not Supplied
Merredin						Not Supplied						Not Supplied						Not Supplied
Narrogin						Not Supplied						Not Supplied						Not Supplied
Newman						Not Supplied						Not Supplied						Not Supplied
Northam						Not Supplied						Not Supplied						Not Supplied
Perth	1.3	1.5	Not Supplied	1.6	1.7	1.5	88.0					74.8	4.2					3.5
Pinjarra						Not Supplied						Not Supplied						Not Supplied
Port Hedland						Not Supplied						Not Supplied						Not Supplied
South Hedland						Not Supplied						Not Supplied						Not Supplied
York						Not Supplied						Not Supplied						Not Supplied
TOTAL	n/a						n/a						n/a					

WATER - CUSTOMERS																		
All Towns are managed by Water Corporation with the exception of Bunbury and Busselton	Total connected properties - water supply						Water quality complaints						Water service complaints					
	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
	rounded to nearest 1,000						per 1,000 properties						per 1,000 properties					
Albany Scheme					14	14					19.1	12.8					14.2	13.6
Australind / Eaton					8	9					26.4	29.0						34.9
Bridgetown / Hester					1	2					21.2	4.8						73.4
Broome					6	6					0.5	3.0						21.5
Bunbury					15	15					Not Supplied	6.6				Not Supplied	Not Supplied	
Busselton					9	10					0.5	0.4				1.7	0.7	
Carnarvon					3	3					0.4	2.0						7.8
Collie					3	4					14.3	30.9						25.7
Denmark					2	2					6.5	3.7						14.3
Derby					1	1					2.1	0.0						5.6
Dongara Denison					1	2					18.1	16.3						107.6
Dunsborough / Yallingup					4	4					1.1	1.1						5.9
Esperance					5	5					1.2	0.6						46.4
Geraldton					15	15					9.7	11.6				45.8	33.4	
Harvey / Wokalup					1	1					2.9	5.1						49.7
Jurien					1	1					0.8	0.0						3.7
Kalgoorlie-Boulder					13	14					3.6	2.0				12.9	19.7	
Karratha					6	7					9.9	2.1						11.1
Katanning					2	2					6.4	3.7						10.0
Kununurra					2	2					10.1	3.0						3.6
Mandurah Scheme					34	36					4.2	5.8				7.2	7.8	
Manjimup					2	2					18.2	6.9						23.6
Margaret River Scheme					3	4					0.6	3.6						6.4
Merredin					2	2					2.6	3.8						22.4
Narrogin					2	2					6.1	4.6						17.1
Newman					3	3					0.0	1.1						2.3
Northam					3	3					3.5	5.0						19.0
Perth	607	621	636	649	665	680					11.3	6.8				19.8	21.7	
Pinjarra					2	2					1.3	3.6						32.8
Port Hedland					2	2					4.7	0.5						63.4
South Hedland					4	4					0.5	0.0						24.2
York					1	1					5.1	6.4						27.0
TOTAL	607	621	636	649	836	857	n/a						n/a					

WATER - CUSTOMERS																									
All Towns are managed by Water Corporation with the exception of Bunbury and Busselton	Average duration of an unplanned interruption - water						Customer interruption frequency - water						Customers to which restrictions applied for non-payment of water bill						Customers to which legal action applied for non-payment of water bill						
	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	
	minutes						interruptions per 1,000 properties						per 1,000 properties						per 1,000 properties						
Albany Scheme					101.0	97.0						148.0	138.6					3.9						1.7	
Australind / Eaton						91.8							117.0					Not Provided						Not Provided	
Bridgetown / Hester						227.3							72.1					Not Provided						Not Provided	
Broome						73.1							225.3					Not Provided						Not Provided	
Bunbury					Not Supplied	30.0					Not Supplied	0.2						1.7						1.0	
Busselton					38.4	46.2					138.0	78.0						5.0						Not Provided	
Carnarvon						48.6						62.7						Not Provided						Not Provided	
Collie						123.4						80.5						Not Provided						Not Provided	
Denmark						97.9						112.1						Not Provided						Not Provided	
Derby						59.7						66.3						Not Provided						Not Provided	
Dongara Denison						56.3						793.6						Not Provided						Not Provided	
Dunsborough / Yallingup						95.5						32.4						Not Provided						Not Provided	
Esperance						59.7						693.3						Not Provided						Not Provided	
Geraldton					52.9	56.0					148.5	64.5						3.4						2.4	
Harvey / Wokalup						158.1						123.5						Not Provided						Not Provided	
Jurien						16.0						0.7						Not Provided						Not Provided	
Kalgoorlie-Boulder					112.2	158.0					40.4	62.3						4.5						2.0	
Karratha						61.9						17.1						Not Provided						Not Provided	
Katanning						188.2						135.8						Not Provided						Not Provided	
Kununurra						21.3						27.9						Not Provided						Not Provided	
Mandurah Scheme					82.1	107.0					25.9	82.1						1.2						1.6	
Manjimup						61.0						32.6						Not Provided						Not Provided	
Margaret River Scheme						43.8						17.5						Not Provided						Not Provided	
Merredin						155.6						32.0						Not Provided						Not Provided	
Narrogin						136.4						94.0						Not Provided						Not Provided	
Newman						107.0						7.9						Not Provided						Not Provided	
Northam						128.0						86.1						Not Provided						Not Provided	
Perth					133.1	145.0					75.1	63.5						1.6						1.1	
Pinjarra						54.8						157.2						Not Provided						Not Provided	
Port Hedland						74.6						784.6						Not Provided						Not Provided	
South Hedland						46.3						150.8						Not Provided						Not Provided	
York						125.4						131.9						Not Provided						Not Provided	
TOTAL					n/a						n/a							n/a						n/a	

WATER - HEALTH																								
All Towns are managed by Water Corporation with the exception of Bunbury and Bussetton	Water quality guidelines						Number of zones where microbiological compliance was achieved						Percentage of population where microbiological compliance was achieved						Number of zones where chemical compliance was achieved					
	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
	number of compliant zones/total number of zones						number of compliant zones/total number of zones						%						number of compliant zones/total number of zones					
Albany Scheme					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Australind / Eaton					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Bridgetown / Hester					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Broome					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Bunbury					ADWG 1996	ADWG 1996					Not Provided	7/7						Not Provided	100				Not Provided	7/7
Bussetton					ADWG 1987	ADWG 1987					17/17	17/17						100	100				17/17	17/17
Carnarvon					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Collie					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Denmark					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Derby					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Dongara Denison					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Dunsborough / Yallingup					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Esperance					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Geraldton					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Harvey / Wokalup					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Jurien					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Kalgoorlie-Boulder					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Karratha					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Katanning					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Kununurra					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Mandurah Scheme					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Manjimup					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Margaret River Scheme					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Merredin					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Narrogin					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Newman					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Northam					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Perth					ADWG 1996	*					24/24	24/24						100	100				24/24	24/24
Pinjarra					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
Port Hedland					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
South Hedland					see above	see above					see above	see above						see above	see above				see above	see above
York					ADWG 1996	*					1/1	1/1						100	100				1/1	1/1
TOTAL					n/a						n/a							n/a					n/a	

WATER - HEALTH												
All Towns are managed by Water Corporation with the exception of Bunbury and Busselton	Risk based Drinking Water Management Plan						Public disclosure of drinking water performance					
	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
	Yes/No						Yes/No					
Albany Scheme					Yes	Yes					Yes	Yes
Australind / Eaton					Yes	No					Yes	Yes
Bridgetown / Hester					Yes	Yes					Yes	Yes
Broome					Yes	No					Yes	Yes
Bunbury					Not Provided	AS4360					Not Provided	Yes
Busselton					No	No					Yes	Yes
Carnarvon					Yes	No					Yes	Yes
Collie					Yes	Yes					Yes	Yes
Denmark					Yes	Yes					Yes	Yes
Derby					Yes	No					Yes	Yes
Dongara Denison					Yes	Yes					Yes	Yes
Dunsborough / Yallingup					Yes	No					Yes	Yes
Esperance					Yes	Yes					Yes	Yes
Geraldton					Yes	Yes					Yes	Yes
Harvey / Wokalup					Yes	No					Yes	Yes
Jurien					Yes	No					Yes	Yes
Kalgoorlie-Boulder					Yes	Yes					Yes	Yes
Karratha					Yes	Yes					Yes	Yes
Katanning					Yes	Yes					Yes	Yes
Kununurra					Yes	Yes					Yes	Yes
Mandurah Scheme					Yes	Yes					Yes	Yes
Manjimup					Yes	Yes					Yes	Yes
Margaret River Scheme					Yes	Yes					Yes	Yes
Merredin					Yes	No					Yes	Yes
Narrogin					Yes	Yes					Yes	Yes
Newman					Yes	Yes					Yes	Yes
Northam					Yes	Yes					Yes	Yes
Perth					Yes	Yes					Yes	Yes
Pinjarra					Yes	No					Yes	Yes
Port Hedland					Yes	Yes					Yes	Yes
South Hedland					see above	Yes					see above	see above
York					Yes	Yes					Yes	Yes
TOTAL	n/a						n/a					

WATER AND WASTEWATER - CUSTOMERS																		
All Towns are managed by Water Corporation with the exception of Kalgoorlie/Boulder(S) and Bunbury (W) and Busselton (W)	Billing and account complaints - water and sewerage						Total water and sewerage complaints						Average time to connect to a telephone operator					
	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
	per 1,000 properties						per 1,000 properties						seconds					
Albany (W/S)					0.4	1.3					40.3	36.6						Refer to Perth
Australind / Eaton (W/S)						1.0						68.7						Refer to Perth
Bridgetown/Hester (W)						2.7						80.9						Refer to Perth
Broome (W/S)						1.0						28.6						Refer to Perth
Bunbury (W)						Not Provided						Not Provided						Not Provided
Bunbury / Dalyellup (S)					0.8	0.5					6.3	6.9						Refer to Perth
Busselton (W)					1.3	1.2						2.3						Not Provided
Busselton (S)						0.7						12.8						Refer to Perth
Carnarvon (W)						1.2						11.0						Refer to Perth
Collie (W/S)						1.4						68.7						Refer to Perth
Denmark (W)						1.6						19.6						Refer to Perth
Derby (W)						0.0						5.6						Refer to Perth
Dongara / Denison (W)						1.4						125.3						Refer to Perth
Dunsborough (W/S)						2.9						14.4						Refer to Perth
Esperance (W/S)						1.0						49.9						Refer to Perth
Geraldton (W)					0.5	1.1						46.1*						Refer to Perth
Geraldton (S)						1.1						5.5**						Refer to Perth
Harvey/Wokalup (W)						1.5						56.3						Refer to Perth
Jurien (W/S)						0.7						5.1						Refer to Perth
Kalgoorlie/Boulder (W)						0.6						22.3						Refer to Perth
Kalgoorlie/Boulder (S)					0.0	0.0					25.6	29.9						Not Provided
Karratha (W/S)						0.7						18.4						Refer to Perth
Katanning (W/S)						0.5						19.6						Refer to Perth
Kununurra (W/S)						0.6						12.1						Refer to Perth
Mandurah (W/S)					1.3	1.3					17.0	20.6						Refer to Perth
Manjimup (W/S)						1.7						39.5						Refer to Perth
Margaret River scheme (W)						0.6						10.6						Refer to Perth
Merredin (W/S)						2.6						35.2						Refer to Perth
Narrogin (W/S)						0.0						33.3						Refer to Perth
Newman (W/S)						0.4						12.8						Refer to Perth
Northam (W/S)						0.6						32.1						Refer to Perth
Perth (W/S)					1.1	1.1					37.9	37.3	15.6*	18.4*	19.9*	21.0*	24.1*	23.5*
Pingarra (W)						0.6						37.0						Refer to Perth
Port Hedland (W)						0.0						64.0						Refer to Perth
South Hedland (W/S)						0.8						31.8						Refer to Perth
York (W)						1.4						34.8						Refer to Perth
TOTAL	n/a						n/a						n/a					

(W) = Water only; (S) = Sewerage only; (W/S) = Water & Sewerage

*Water complaints only **Sewerage complaints only

*Information is supplied for Water Corporation as a whole