



Unitywater
Serving you today, investing in tomorrow.

Annual Report

2020-2021

Welcome

ABOUT THIS REPORT

Unitywater is pleased to present our Annual Report 2020-21. This report is published on our website at unitywater.com/annualreport. A limited number of copies of this report have also been printed. If you wish to access a printed copy, please call or email Unitywater to arrange delivery or collection. Please use these contacts if you need further information or assistance with this Annual Report:

Phone: 1300 086 489 Email: communications@unitywater.com



INTERPRETER SERVICE

We are committed to providing accessible services to Queensland residents from all cultural and linguistic backgrounds. If you have difficulty understanding this Annual Report and require an interpreter, please contact the Translating and Interpreting Services (TIS National) by phoning 131 450.

ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

Unitywater respectfully acknowledges the Kabi Kabi, the Jinibara and Turrbal peoples, the Traditional Owners of the lands on which we operate. We recognise their continuing connection to land, water and community. We pay our respects to their Elders past, present and emerging.

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2020-21 Highlights



\$136_M

Investment in water supply and sewerage infrastructure

10,000

smart water meter installations began

0%

2020/21 prices frozen to support customers during COVID-19

100%

of biosolids reused

128

community groups supported through financial grants, volunteer time and in-kind donations

59%

customers received their bills electronically

562

sporting and community groups supported through discounted bills

41%

female participation in leadership roles

2050

sustainability targets set

ZERO net carbon emissions
ZERO net nutrients to waterways
ZERO waste from STPs to landfill
ZERO recycled water waste >100% reuse

Message from the Chairman

I am proud to deliver Unitywater's eleventh Annual Report, my first as Chairman of this exceptional organisation.

The past 12 months have undoubtedly been extraordinary, presenting those of us working to supply essential public services with unique and difficult challenges.

Fortunately, our people, our customers and our community proved themselves to be as extraordinary as the challenges posed by the COVID-19 pandemic, displaying true courage and determination to rise to those challenges and lean into the recovery efforts to shape our new normal.

I would like to make special mention of the people of Unitywater who have demonstrated impressive resilience this year. They continued to innovate, collaborate and go the extra mile for our customers to maintain the delivery of Unitywater's core water and sewerage services.

Our customers have always been our reason for being, but this past year, the pandemic caused us to lift our level of care beyond simply offering great customer service and a positive customer experience.

To support residents and businesses during the COVID-19 pandemic and recovery, we froze all of our prices for the 2020-21 financial year. This was the sixth consecutive freeze on our water and sewerage usage charges, part of our ongoing commitment to keep costs as low as possible.

Our commitment to sustainably planning and building new or upgraded infrastructure to support emerging communities continued as a focus for us this year.

We have strengthened collaborations with local and state governments to secure funding for essential infrastructure for major housing developments in South East Queensland, such as the significant growth site at Caboolture West as part of the Neighbourhood Development Plan 1 (NDP1).

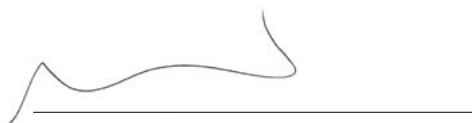
This year, we have invested \$136 million in infrastructure, including progressing with works on our Redcliffe Sewage Treatment Plant and Kawana Sewage Treatment Plant. To meet growing demands for utility services, we have made substantial progress with planning for projects in Caloundra South and Palmview. These Aura and Harmony projects total more than \$152 million.

We have set ourselves aspirational "net zero by 2050" targets this year. These aim to deliver enhanced sustainability outcomes such as reducing our carbon footprint and energy consumption, and increasing the production of green energy and use of recycled water.

This year we delivered a total profit of \$138.6 million. After excluding developer contributions of cash and gifted assets, our profit was \$25.2 million.

We continue to deliver valuable returns to our participating councils of Moreton Bay, Sunshine Coast and Noosa.

I would like to sincerely thank each council for their ongoing support of our Board and the Unitywater team. I am honoured to chair an organisation with a strong reputation as a leading water utility committed to operational excellence and built on a foundation of care. I extend my thanks to the Board members and Executive Leadership Team for their dedicated leadership and support.



Michael Arnett
Chairman
06 September 2021

Foreword from the CEO

I am proud to deliver the 2020-21 Annual Report which describes our performance over the year and measures our success in accordance with our strategic direction.

As I reflect on the year, resilience, persistence, the courage to make a difference in difficult times and recovery are key themes that come to mind when I think about the character of the people and our partners who work for Unitywater and the customers we serve.

We have worked through change as one team and supported each other and our customers through days that invariably challenged, inspired and altered us forever.

This past year, we were called upon to keep our communities safe and supported while delivering reliable water and sewerage services. Despite the changes that COVID-19 has brought to our community, our business continuity planning allowed us to maintain those essential services and ensure the health and safety of the people so crucial in making sure those services are delivered, despite changes to the way we worked.

Our COVID Safe planning kept our people safe, healthy and virus-free even when the pandemic was at its worst. During the year we introduced technology to help our people stay safe, including a desk booking app to maintain physical distancing and a Safe When Working Alone app to ensure the safety of our people when working remotely and alone. This is a great result for our people and their families.

This care for our people extended out to our customer community. Our Customer Care Package supported customers facing uncertainty and difficulty paying their bills. The Package gave customers 60 days to pay their bills, interest-free "pay what you can" plans and no charged interest on overdue accounts. For the first time ever, we also waived fixed access fees for six months for eligible, local sporting and community groups and trade waste customers.

One of the pleasing outcomes of the pandemic was the closer bonds forged by communities large and small. Here at Unitywater, it was no different, and we were able to strengthen our community connections by supporting organisations doing essential work in the

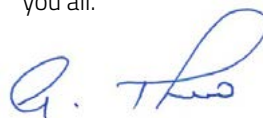
areas of homelessness, children and youth, mental health, environment and the prevention of domestic and family violence through grants, partnerships, volunteering and artwork programs.

Customers are poised for future benefits, such as real-time SMS alerts about unplanned water outages and incidents with new digital technology. Since April we have been installing 10,000 smart water meters as part of our Digital Neighbourhood trial. These smart meters will help customers to manage their water usage, detect leaks faster and save money on their bills. We are also developing an Intelligent Data Platform to enable us to make smarter decisions about managing and maintaining our networks to improve the customer experience.


As a water and sewerage services provider, we recognise the role we play in caring for the environment. This year, we developed and will shortly launch Water Matters, our collaborative 30-year plan to deliver sustainable water for a healthier, more liveable future. We are also challenging ourselves to deliver on long-term sustainability outcomes that reduces our carbon emissions and nutrients into waterways, while also reducing costs.

With combined SEQ Water Grid storages falling below 60% last year and our off-grid communities in Dayboro and Kenilworth experiencing restricted water supply, we moved into the "Drought Response" phase of our drought preparations. We continue to work with Seqwater and water service providers to take a regional approach to managing drought and encouraging residents to conserve water.

I want to thank our Board and the Executive team for their ongoing support and efforts to deliver on our purpose and corporate strategy. To all our people at Unitywater, I am grateful for your dedication, passion and commitment. Finally, we cannot do what we do without the support of our families, a huge thank you to you all.



George Theo
Chief Executive Officer
06 September 2021

The image features a large, white, stylized number '1' on the left side. The background is a gradient of blue, with a large, light blue circle on the left and a darker blue circle on the right. The number '1' is positioned within the light blue circle.

1

WHO
WE ARE

About us

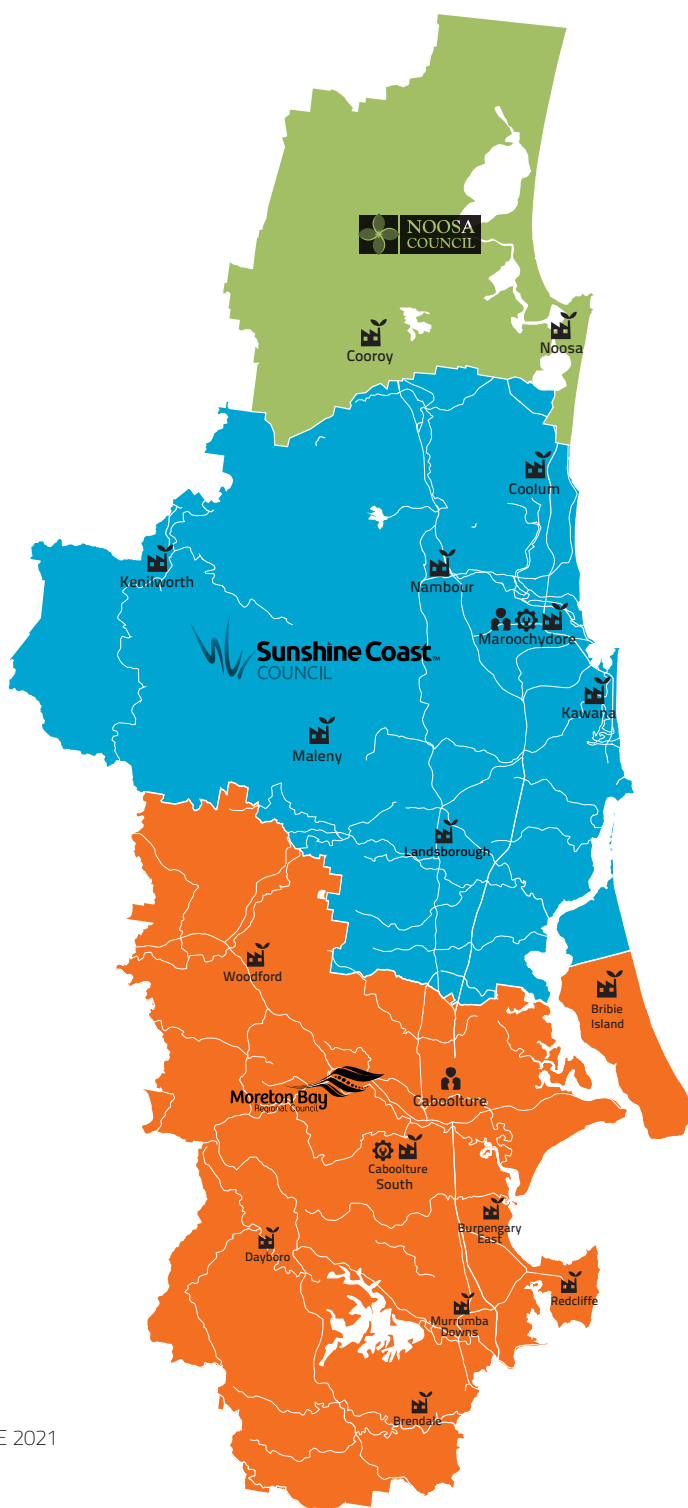
Unitywater is a resilient and innovative customer-focused organisation that provides safe, high-quality and reliable water and sewerage services to the communities of Moreton Bay, Sunshine Coast and Noosa. Our service is essential, economically and environmentally sustainable and vital to keeping our communities healthy.

We are committed to caring for our customers, our communities, our people and our environment. We work around the clock 365 days of the year, knowing our services are important to liveability and the quality of life in our region.

Unitywater is a statutory authority, formed under the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*. Governed by an independent Board, we have a Participation Agreement with our shareholders – Moreton Bay Regional Council, Noosa Council and Sunshine Coast Regional Council. We align with the State Government’s objectives for the community through keeping Queenslanders healthy, improving water quality and creating jobs.

UNITYWATER'S SERVICE AREA

-  Corporate Offices
-  Service Centres
-  Sewage Treatment Plants



Our purpose, vision and values

Unitywater has a clear purpose, vision and set of shared values that underpins how we do business. These guide our people to make a meaningful contribution in their day-to-day work to our business operations, our goals and our aspirations.

OUR PURPOSE

Our purpose is keeping our communities healthy. We do this by providing essential water and sewerage services that enrich the lives of all our customers.

OUR VISION

To be a sustainable water and sewerage service provider that creates value for its customers and returns value to its stakeholders.

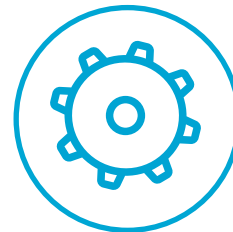
OUR VALUES



RELIABILITY



ONE TEAM



EFFICIENCY



**HONESTY
& INTEGRITY**



SAFETY



INNOVATION

About our strategy

OUR STRATEGY

Unitywater’s strategy centres around our core purpose of providing safe and reliable water and sewerage services 24/7 as well as the concept of care – for our customers, our communities and our people. We understand the importance of keeping prices as low as possible, whilst still being easy to interact with. We believe in looking after the people who work for us, making them feel safe and connected daily. We are committed to giving back to our communities because we take our social and environmental responsibilities seriously.

We have a strategy that contains our goals, aspirations and targets over the next five years. To achieve this strategy, we align our individual, team, branch and business unit plans to achieve our goals as an organisation.

Our strategy provides direction and a razor sharp focus for us to achieve our vision and deliver on our purpose.

