

Water Services Licensing Act 1995

# Water, Wastewater and Irrigation Licence Performance Reporting Handbook

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Economic Regulation Authority



WESTERN AUSTRALIA

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## 1 Background

The Economic Regulation Authority (**Authority**) is responsible for administering the water licensing scheme under Part 3 of the *Water Services Licensing Act 1995 (Act)*. An entity licensed by the Authority is required to comply with a range of obligations prescribed by the Act and its associated regulations.

Under Section 24/Schedule 1 of the Act, the Authority may determine licence terms and conditions, including requiring a licensee to provide to the Authority specified information in relation to the licence. In accordance with these powers, the Authority requires the holders of water services licences to report against the performance indicators identified in sections 12 to 19 of the Water Compliance Reporting Manual (**Compliance Manual**), published by the Authority in July 2012.

## 2 Purpose of this Handbook

This document has been developed to assist licensees in completing the Performance Report datasheets released in June 2013.

Water licensees are required to prepare and submit annual performance reports in accordance with the framework set out in sections 12 to 19 of the Compliance Manual:

- Section 12 – Potable Water Service Providers Subject to NWI Reporting.
- Section 13 – Sewerage Service Providers Subject to NWI Reporting.
- Section 14 – Rural Water Service Providers Subject to NWI Reporting.
- Section 15 – Potable Water Service Providers Not Subject to NWI Reporting.
- Section 16 – Non-potable Water Service Providers Not Subject to NWI Reporting.
- Section 17 – Sewerage Service Providers Not Subject to NWI Reporting.
- Section 18 – Rural Water Service Providers Not Subject to NWI Reporting.
- Section 19 – Customer Service Reporting Requirements – All Licences.

It is important that there is a shared understanding amongst all stakeholders of the information that is to be reported by water licensees, including the definitions applied to the performance indicators and the Authority's expectations as to the manner in which the information should be presented. Consistent with this objective, the Authority has issued this guide to inform water licensees about:

- the definitions to be applied to the performance indicators in the performance reports; and
- how to calculate the performance data (where applicable).

Where reference is made to other documents within this guide, the Authority recommends that licensees familiarise themselves with these other documents in order to obtain a better understanding of the reporting context. Of particular relevance are the Urban Framework<sup>1</sup> and the Rural Framework.<sup>2</sup> The performance reporting obligations in the

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<sup>1</sup> 2011-12 National Performance Framework: Urban Performance Reporting Indicators and Definitions Handbook, which is available on the National Water Commission website: <http://archive.nwc.gov.au/library/topic/npr/handbook-2011-12>. Note, this document is due to be updated by July 2013.

<sup>2</sup> 2011-12 National Performance Framework: Rural Performance Reporting Indicators and Definitions Handbook, which is available on the National Water Commission website: <http://archive.nwc.gov.au/library/topic/npr/handbook-2011-12-rural>. Note, this document is due to be updated by July 2013.

Compliance Manual and in this Handbook draw extensively on the urban and rural performance reporting framework definitions.

### 3 Water Performance Standards

Water services licences include a schedule that sets out the service and performance standards applicable to the licence. There is also a clause requiring licensees to provide data in accordance with the performance reporting obligations set out in the Compliance Manual.

The performance reporting obligations for a licence will depend on the services that are being provided under the licence, and whether the licensee is required to report under the National Water Initiative (NWI) Agreement. Appendix 1 of the Compliance Manual identifies which licences are captured by the NWI and those that are not.

The majority of the service and performance standards applicable to all licences are based on the applicable performance indicators defined in the NWI Urban Performance Reporting Framework (**Urban Framework**) and the NWI Rural Performance Reporting Framework (**Rural Framework**).<sup>3</sup> However, there are some service and performance standards that are specific to Western Australia water licences, particularly those relating to customer service.

#### 3.1 NWI Performance Reporting

The licensees that are required to report under the NWI provide data on all of the applicable indicators in the Urban or Rural Framework plus any applicable WA licence specific performance data.

The licensees that report under the NWI are required to report to the Authority in accordance with the time frames notified by the Authority.<sup>4</sup> The WA licence specific data is to be provided to the Authority no later than the due date for the NWI data.

#### 3.2 Non-NWI Performance Reporting

The licensees who are not required to report under the NWI instead report on a sub-set of the indicators in the Urban or Rural Framework plus any applicable WA licence specific indicators.

The annual performance report prepared by a licensee will consist of a separate set of performance data for each of the water services provided (water supply, sewerage, irrigation) and the applicable customer service indicators (see section 19 of the Compliance Manual).

For example, a licensee that is providing a sewerage and non-potable water service, and is not required to report under the NWI will report on the indicators set out in:

- section 16 of the Compliance Manual (licensee to complete the corresponding 'Small Non-Potable datasheet);
- section 17 of the Compliance Manual (licensee to complete the corresponding 'Small Sewerage' datasheet); and
- section 19 of the Compliance Manual (licensee to complete the corresponding 'Complaints' and 'Call Centre' datasheet).

<sup>3</sup> Further information on the Urban Framework and the Rural Framework is available on the National Water Commission website: <http://archive.nwc.gov.au/library/topic/npr>

<sup>4</sup> The date by which the report is due to be provided to the Authority may vary each year, but this will not be later than 31 October.

Licenses that are not reporting under the NWI are required to provide the annual performance report for the year ending 30 June to the Authority by 31 July.

## 4 Performance Reporting Tools

The performance report template is an Excel spreadsheet (Performance Report), which the Authority will publish on its [website](#).<sup>5</sup> The datasheets are published prior to the end of each financial year and licensees will be given instructions on how to complete them.

It is mandatory for licensees, who do not report under the NWI, to provide completed datasheets to the Authority by 31 July each year. Water service providers who are required to report under the NWI will be notified by the Authority of the due date to provide completed datasheets, as it may vary from year to year.

The Performance Report template comprises nine datasheets, one for each of the performance reporting categories set out in section 2. Please note that Section 19 of the Compliance Manual (Customer Service Reporting Requirements) covers both the 'Complaints' and 'Call Centre' datasheets. All licensees are required to complete the relevant indicators applicable to their business operations in the 'Complaints' and 'Call Centre' datasheets.

## 5 Completing the Performance Report

The Performance Report comprises a number of datasheets containing tables in the format shown in Table 1 below.

**Table 1: Example datasheet format**

Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Percentage	
LPW 1	Licence Sch 4, Cl.9.1	Percentage of new services provided by agreement that meet the notification requirements specified in the licence			No new services provided during the reporting period.
CH 8	Licence Sch. 4, Cl 1.2/2.1	Percentage of customer complaints resolved within 15 business days		91.0%	

Data should be entered into the unshaded cells for each indicator. If it is not necessary, or not possible, to provide the required data for an indicator then the cell should be left blank and a comment added in the "Comments" cell to explain why the data cannot be provided.

The explanation may be that the indicator is not applicable to the licence, or it may be the case that there have been no instances to report for a particular indicator (please see the example for indicator LPW 1 in Table 1). Alternatively, the licensee may wish to use the "Comments" cell to add explanatory notes where there has been a significant change in data values from previous reporting periods, or where the licensee feels that additional context is necessary.

When completing the datasheets, it is important that the structure of the cells is not modified by inserting, deleting or re-ordering rows/columns. Additionally, a number of the

<sup>5</sup> <http://www.erawa.com.au/licensing/water-licensing/regulatory-guidelines/>

cells contain values that are calculated from data that has been entered into other cells. These cells (shaded in yellow) have been locked to protect the calculation formula.

The Indicator and Reference columns contain the unique reference for the indicator. Please refrain from amending or deleting this information. The Description column provides a short form explanation of what the indicator is intended to measure.

Licensees are required to report either:

- a number – this is used to enter any numerical value other than a percentage; or
- a percentage.

The indicator description and the shading of the cells will indicate whether a number or a percentage is required for a particular indicator (data should not be entered into cells shaded grey or yellow).

The data entry cells have been formatted to the required degree of accuracy (i.e., number of decimal places) appropriate for each indicator. Please do not adjust the number formatting of the data entry cells.

## 6 Submission of the Performance Report to the Authority

Licensees are required to provide the Performance Report (a completed copy of the Excel spreadsheet) to the Authority in electronic format. The completed Performance Report may be provided on a USB memory stick, CD-ROM or emailed to the Authority at: [records@erawa.com.au](mailto:records@erawa.com.au). Compliance with the licence in respect of providing performance reports will not be achieved until an electronic copy of the workbook has been received. The Authority will not accept scanned, faxed or hard copies of Performance Reports.

## 7 Water Services (Potable and Non-potable)

### 7.1 Definitions

**Connected property** has the same meaning as that applying to indicator C4 in the Urban Handbook.

**Farmlands Area connected property** means a property that is connected to the water supply scheme that is supplied at the standard that is defined in Schedule 4, Clause 6 of the Water Corporation operating licence.

**Farmlands Area Water Services** has the same meaning as that in Schedule 4, Clause 6 of the Water Corporation operating licence.

**Interruption to water supply** has the same meaning as that applying to indicator C15 in the Urban Handbook.

**Services provided by agreement** has the same meaning as that in Schedule 4, Clause 9 of the Water Corporation operating licence.

**(12 month data)** means that a single value should be calculated for a complete reporting year (1 July to 30 June).

### 7.2 Large Service Providers

No.	Indicator Description
LPW 1	Percentage of new services provided by agreement that meet the notification requirements specified in the licence
LPW 2	Percentage of new Farmlands Area Water services provided by agreement that meet the notification requirements specified in the licence
LPW 3	Percentage of connected properties that did not experience an interruption to water supply exceeding 1 hour in duration (12 month data)
LPW 4	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence (12 month data)
LPW 5	Percentage of Farmlands Area connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence (12 month data)
LPW 6	Details of any restrictions that have been applied to water supply in accordance with the applicable By-laws

To calculate indicators LPW 1-6, enter the correct source data into the appropriate field(s) in the Performance Report. The resulting indicator value is then automatically calculated.

Note:

Indicator LPW 3 only applies to metropolitan and urban areas.

Indicator LPW 4 excludes Farmlands Area properties, which are covered by LPW 5.

### 7.3 Small Service Providers

No.	Indicator
W1 - W7	Refer to the Urban Handbook
W11 - W12	Refer to the Urban Handbook
A2 - A3	Refer to the Urban Handbook
A8	Refer to the Urban Handbook
C4	Refer to the Urban Handbook
C15	Refer to the Urban Handbook
C17	Refer to the Urban Handbook
Customer Interruptions	See below for calculation
Pressure and Flow	See below for calculation
H1 - H7	Refer to the Urban Handbook

The calculation of all performance indicators, other than Connected Properties, Customer Interruptions and Pressure & Flow, should be in accordance with the Urban Handbook.

The calculation of Customer Interruptions and Pressure & Flow requires the user to enter the correct source data into the appropriate field(s) in the Performance Report. The resulting indicator value is then automatically calculated, see below.

#### Calculations

Customer Interruptions = 100 x (Cell D32/Cell D28)

Pressure and Flow = 100 x (Cell D34/Cell D28)

## 8 Sewerage Services

### 8.1 Definitions

**Connected property** has the same meaning as that applying to indicator C8 in the Urban Handbook.

**Sewer overflows** are when untreated sewage spills or discharges and escapes from the sewerage system (i.e., pumping stations, pipes, maintenance holes or designed overflow structures) to the external environment.

**12 month data** means that a single value should be calculated for a complete reporting year (1 July to 30 June).

### 8.2 Large Service Providers

No.	Indicator
LSS 1	Percentage of connected properties that have not experienced a wastewater overflow (12 month data). See below for calculation.

The calculation of indicator LSS 1 requires the user to enter the correct source data into the appropriate fields in the Performance Report. The resulting indicator value is then automatically calculated (see below).

### 8.3 Small Service Providers

No.	Indicator
W18 - W19	Refer to the Urban Handbook
W26 - W27	Refer to the Urban Handbook
A5 - A6	Refer to the Urban Handbook
A14	Refer to the Urban Handbook
C8	Refer to the Urban Handbook
E1 - E3	Refer to the Urban Handbook
E8	Refer to the Urban Handbook
E13	Refer to the Urban Handbook
Sewer Overflows	See below for calculation

The calculation of all performance indicators, other than Sewer Overflows, should be in accordance with the Urban Handbook.

The calculation of Sewer Overflows requires the user to enter the correct source data into the appropriate field in the Performance Report. The resulting indicator value is then automatically calculated, see below.

### Calculations

$$\text{LSS 1} = 100 \times (\text{Cell D7/D6})$$

$$\text{Sewer Overflows} = 100 \times ((\text{Cell D20} - \text{D31})/\text{Cell D20})$$

## 9 Irrigation Services

### 9.1 Definitions

**Customer account** has the same meaning as that applying to indicator C3 in the Rural Handbook.

**Planned service interruption** means an event where the rural water service provider takes measures to interrupt the supply of water to customers and provides advance notice of the interruption to the affected customers.

### 9.2 Large Service Providers

No.	Indicator
LRWDA 1	Percentage of customer accounts provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking. See below for calculation.
LRWDA 2	Percentage of planned service interruption with 5 business days notice of the interruption provided to affected customers. See below for calculation.
LRWDA 3	Quality of water provided (mg/L of dissolved solids)

The calculation of indicators LRWDA 1 and LRWDA 2 require the user to enter the correct source data into the appropriate fields in the Performance Report. The resulting indicator values are then automatically calculated (see below).

### 9.3 Small Service Providers

No.	Indicator
C1	Refer to the Rural Handbook
C2	Refer to the Rural Handbook
C3	Refer to the Rural Handbook
C5	Refer to the Rural Handbook
C11	Refer to the Rural Handbook
C12	Refer to the Rural Handbook
E1	Refer to the Rural Handbook
Planned Service Interruptions	See below for calculation
S1	Refer to the Rural Handbook

The calculation of all performance indicators, other than Planned Service Interruptions and Water Delivery, should be in accordance with the Rural Handbook.

The calculation of Planned Service Interruptions and Water Delivery requires the user to enter the correct source data into the appropriate fields in the Performance Report. The resulting indicator values are then automatically calculated (see below).

### Calculations

$$\text{LRWDA 1} = 100 \times (\text{Cell D7}/\text{Cell D6})$$

$$\text{LRWDA 2} = 100 \times (\text{Cell D10}/\text{Cell D9})$$

$$\text{Planned Service Interruptions} = 100 \times (\text{Cell D/E/F24} / \text{Cell D/E/F23})$$

## 10 Call Centre Performance

### 10.1 Definitions

**Abandoned call** means where the customer has terminated the call before it was answered by a call centre operator after an initial waiting period of 5 seconds has passed (calls to an IVR<sup>6</sup> system that are terminated by the customer prior to selecting an option indicating they wish to speak with a call centre operator are not included).

### Reported Indicators

No.	Indicator
TSS1	Refer to the Urban Handbook definition for indicator C14
Abandoned Calls	The number of abandoned calls divided by the total number of calls to an operator, expressed as a percentage. See below for calculation.
Emergency Response	Number of customer calls requiring a response within 1 hour that were responded to within 1 hour divided by the total number of calls requiring a response within 1 hour. See below for calculation.

### Calculations

Abandoned Calls =  $100 \times (\text{abandoned calls} / \text{total calls to an operator})$

Emergency Response =  $100 \times (\text{calls responded to within 1 hour} / \text{total calls requiring 1 hour response})$

<sup>6</sup> Interactive Voice Response – equipment that allows a call centre telephone system to detect voice and keypad tone signals and then respond with pre-recorded or dynamically generated audio to further direct callers to the service they require.

## 11 Complaints

### 11.1 Definitions

**Complaint resolved** means the service provider has completed the relevant procedures for dealing with the complaint.<sup>7</sup>

### 11.2 Reported Indicators

No.	Indicator
CH 1	Refer to the Urban Handbook (indicator C9)
CH 2	Refer to the Urban Handbook (indicator C10)
CH 3	Refer to the Urban Handbook (indicator C11)
CH 4	Refer to the Urban Handbook (indicator C12)
CH 5	The total number of complaints that were resolved within 15 business days expressed as a percentage. See below for calculation

### Calculations

Where a complaint indicator is defined as per 1,000 connected properties, the indicator should be calculated by taking the total number of complaints for each complaint category and then dividing this value by the number of connected properties expressed in thousands.

For example, if there were 20 complaints and the water supply scheme supplies 3,500 properties, then the calculated value for the number of complaints per 1,000 properties is 5.7 (20/3.5).

Customer Complaints Resolved = 100 x (complaints resolved in 15 days/total complaints)

<sup>7</sup> This does not imply that the customer is necessarily satisfied with the outcome of the complaint, but that the service provider has completed the administrative processes detailed in their complaint handling procedures that are relevant to the complaint.