



INFORMATION

2010-2011 National Performance Reports for Urban and Rural Water Service Providers

NATIONAL WATER COMMISSION

Western Australia is a signatory to the National Water Initiative Agreement (**NWIA**). Under the NWIA, signatory governments have agreed to independently and publicly report on pricing and service quality of water service providers every year. The Authority, along with the Department of Water, represents Western Australia on the committee that oversees the production of the National Performance Reports (**NPRs**).

Due to the differences in the nature of urban and rural water industries, different performance reporting models apply to urban and rural water delivery agencies. As a result, two NPRs are produced: urban water utilities (**urban report**) and rural water service providers (**rural report**).

The National Water Commission (**Commission**) published the 2010-2011 urban and rural reports on 3 April 2012. The reports are available on the Commission's website: www.nwc.gov.au

The urban report presents comparative performance data by water service providers across Australia for water supply and sewerage schemes that service more than 10,000 connected properties. In Western Australia this includes City of Kalgoorlie-Boulder's sewerage scheme and supply schemes operated by Water Corporation, Aqwest and Busselton Water. Areas covered in the report include water resources, pricing, financial performance, customer service and environmental performance.

The rural report presents performance data for 13 rural water service providers, including Harvey Water and Ord Irrigation Cooperative from Western Australia. The 13 service providers covered by the report account for approximately 90% of rural water supply across Australia. The report covers performance indicators spanning service characteristics, customer service, environment and finance.

For further information contact:

General Enquiries

Harry Hilton
A/Assistant Director, Monitoring
Licensing, Monitoring and Customer
Protection
Ph: 08 6557 7900
Fax: 08 6557 7999

Media Enquiries

Richard Taylor
Riley Mathewson Public Relations
Ph: 61 8 9381 2144
Fax: 61 8 9381 3877

LYNDON ROWE
CHAIRMAN
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