



INFORMATION

2011-2012 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 Economic Regulation 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**) has published the 2011-12 Urban and Rural Reports. 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 supply schemes operated by Aqwest, Busselton Water, City of Kalgoorlie-Boulder and Water Corporation. Areas covered in the report include pricing, financial performance, capital expenditure, operating expenditure and recycling.

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

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