



# CONSULTATION

## Water Corporation

### AMENDMENT TO WATER SERVICES OPERATING LICENCE 32

The Economic Regulation Authority (**Authority**) is seeking public comment on a proposal by the Water Corporation to amend Water Services Operating Licence 32 (**the Licence**) to change minimum flow and service standard measures for farmland services and rural water supply schemes.

The Water Corporation's 2009 Operational Audit Report found that the Water Corporation had difficulties measuring pressure and flow standards for farmlands' water supply systems specified in the Licence. On 14 June 2011, the Water Corporation initiated the above amendment proposal to establish more practical measures for pressure and flow as recommended by the audit. The Authority sought public comment on the Water Corporation's proposal on [22 June 2011](#).

Following a large number of public submissions, the Authority chose to refer these to the Water Corporation, who engaged a consultant (Deloitte Touche Tohmatsu) to undertake an independent assessment of the proposed licence amendment. The Water Corporation and its consultant also engaged with a range of stakeholders to explain how the proposed amendment would impact its customers. The consultation process included the Western Australian Farmers Federation, the Western Australian Local Government Association (**WALGA**) and presentations to the Rural Water Council and WALGA Country Zone meetings.

On 27 June 2013, the Authority received the Water Corporation's response to the submissions including the consultant's report. The Water Corporation's letter and the consultant's report can be found on the Authority's [website](#). The consultant's report includes an explanation of the current standards, a summary of submissions and comparison of the existing and proposed methodologies for minimum flow measures and service standard measures for farmland services and rural water supply schemes.

In summary, the additional information provided advises that the proposed amendment would establish a workable measure for minimum flow measures and service standard measures for farmland services and rural water supply schemes; and not adversely impact customers. As a result of the above process and consistent with the original proposed licence amendment in 2011, the Water Corporation proposes to amend the Licence in accordance with the following tables:

Area	Minimum Static Pressure (metres of water)	Maximum Static Pressure (metres of water)	Minimum Flow
Farmland services supplied from the Goldfields and the Agricultural Water Supply, the Great Southern Town Water Supply Scheme and Mid-West Region	Not applicable	200	<del>Over a 24 hour period 11.2 L/ha/day and 3kL/day per occupied house.</del> 3kL/day per service
Rural Water Supply Schemes	Not applicable	200	<del>Over a 24 hour period 5.6 L/ha/day and 1.8 kL/day per occupied house.</del> 1.8kL/day per service

With the following targets:

Service Standard	How it is measured	Performance Indicator/Target
Farmlands area water systems - Pressure and flows are kept within the acceptable range	<del>Number of connected properties with confirmed water pressure/flow faults divided by total number of potable water connected properties expressed as a % and then subtracted from 100.</del>  From complaints received, the number of services with confirmed water pressure/flow faults divided by total number of water service connections expressed as a % and then subtracted from 100. The flow rate and dynamic pressure is measured at the meter over a period, so as to confirm the available flow meets the minimum standard.  Does not include poor pressure due to bursts or planned activities.	In the preceding 12 month period 99.8% of farmlands water systems customers have, at the outlet of the water meter to their property, a water pressure and flow as listed above.

Interested parties are invited to make submissions on the proposed amendment by **4:00 pm (WST) on Wednesday, 24 July 2013.**

Submissions should be marked to the attention of Assistant Director Licensing.

Email address: [publicsubmissions@erawa.com.au](mailto:publicsubmissions@erawa.com.au)

Postal address: PO Box 8469, PERTH BC WA 6849

Office address: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000

## CONFIDENTIALITY

In general, all submissions from interested parties will be treated as being in the public domain and placed on the Authority's website. Where an interested party wishes to make a submission in confidence, it should clearly indicate the parts of the submission for which confidentiality is claimed, and specify in reasonable detail the basis for the claim. Any claim of confidentiality will be considered in accordance with the provisions of the *Economic Regulation Authority Act 2003*. The publication of a submission on the Authority's website shall not be taken as indicating that the Authority has knowledge either actual or constructive of the contents of a particular submission and, in particular, whether the submission in whole or part contains information of a confidential nature and no duty of confidence will arise for the Authority.

For further information contact:

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LYNDON ROWE  
**CHAIRMAN**

4 July 2013