

PERIOD - 1 July 2012 to 30 June 2013			WATER LICENSEES		
CATEGORY	INDICATOR	UNIT	Shire of Denmark (non-potable)	Hamersley Iron (potable)	Rottneest Island Authority (potable)
WATER RESOURCES	Vol of water sourced from surface water	ML	0.2	0	0
	Vol of water sourced from groundwater	ML	0.0	2308	20
	Vol of water sourced from desalination	ML	0.0	0	92
	Vol of water sourced from recycling	ML	0.0	0	0
	Vol of water sourced from bulk supplier	ML	0.0	849	0
	Vol of bulk recycled water purchased	ML	0.0	0	0
	Total sourced water	ML	0.2	3157.0	111.2
	Total urban water supplied	ML	0.2	3157.0	109.3
	Average annual residential water supplied (kL/property)	kL	1.0	1314.3	259.6
ASSET DATA	Length of water mains	km	2.2	106	20
	Properties served per km of water main	#	92.3	22.7	21.1
	Water main breaks (per 100km of water main)	#	0.0	13.2	35
CUSTOMERS	Total connected properties - water supply	#	203.0	2402	421
	Average duration of an unplanned interruption - water (minutes)	Minutes	0	365	45
	Average frequency of unplanned interruptions - water (per 1000 properties)	#	N/A	332.2	7.1
	Number of connected properties that did not experience an interruption to water supply exceeding 1 hour in duration (12 month data)	#	N/A	984	409
	Percentage of connected properties that did not experience an interruption to water supply exceeding 1 hour in duration (12 month data)	#	N/A	41	97.1
	Number of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence (12 month data)	#	N/A	2402	421
	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)	#	N/A	100	100
	Percentage of customer complaints resolved within 15 business days	%	N/A	91.7	100
	Percentage of customers who, within 1 hour of reporting an emergency, were advised of the nature and timing of the action to be undertaken by the licensee	%	N/A	100	N/A
WATER QUALITY	Water quality guidelines	-	N/A	Australian Drinking Water Guidelines 2004	Australian Drinking Water Guidelines 2004
	Number of zones where microbiological compliance was achieved (eg. 23/24)	#	N/A	3 / 3	1 / 1
	Percentage of population where microbiological compliance was achieved	#	N/A	100	100
	Number of zones where chemical compliance was achieved (eg. 23/24)	#	N/A	3 / 3	1 / 1
	Risk based drinking water management plan assessed externally	(yes/no)	N/A	Yes	Yes
	Risk based drinking water management plan (yes/no) (please specify plan in place i.e. ISO9001, HACCP)	(yes/no)	N/A	Water Quality Management Manual - based on framework of 2004 ADWG	Drinking Water Quality Plan 2009 - ADWG 2004, Bore Monitoring Plan 2011.
	Public disclosure of drinking water performance	(yes/no)	N/A	Yes	Yes