

Water Services Act 2012

# Water, Sewerage and Irrigation Licence Performance Reporting Handbook

April 2016

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 2 of the *Water Services Act 2012* (**Act**). An entity licensed by the Authority is required to comply with a range of obligations prescribed by the Act and its associated regulations and codes.

Under Section 12 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.

Clause 16.1 of water services licences states:

The licensee must provide to the Authority any information that the Authority may require in connection with its functions under the Act in the time, manner and form specified by the Authority.

Prior to 2014, the specification of the performance data to be provided by water service providers was specified in sections 12 to 19 of the Water Compliance Reporting Manual (**Manual**). The Authority has decided to remove the indicators from the Manual and use this Handbook as the sole source of guidance and information about water licensee's performance reporting obligations.

## 2 Purpose of this Handbook

This document has been developed to inform licensees about the non-financial performance data that is to be provided to the Authority for the year ending 30 June 2016.

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 handbook to inform water licensees about:

- the performance indicators that licensees are required to report against;
- the definitions to be applied to the performance indicators in the performance reports;
- how to calculate the performance data (where applicable); and
- how and when the data is to be provided to the Authority.

Where reference is made to other documents within this handbook, the Authority recommends that licensees familiarise themselves with these documents in order to obtain a better understanding of the reporting context. Of particular relevance are the *National Performance Framework: urban performance reporting indicators and definitions handbook* (**Urban Framework**).<sup>1</sup>

The performance reporting obligations in this handbook draw extensively on the definitions in the Urban Framework.

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<sup>1</sup> The most recent Urban Framework (2012-13) is available at:  
[http://www.nwc.gov.au/\\_\\_data/assets/pdf\\_file/0020/35075/NPR-2012-13-urban-definitions-handbook.pdf](http://www.nwc.gov.au/__data/assets/pdf_file/0020/35075/NPR-2012-13-urban-definitions-handbook.pdf)

## 3 Water Licence Performance Reporting Obligations

Clause 16.3 of each water services licence specifies the information reporting obligations applicable to that licence. 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, now overseen by the Bureau of Meteorology.

The majority of the service and performance standards applicable to water services licences are based on the relevant performance indicators defined in the Urban Framework. However, there are some service and performance standards that are specific to Western Australian water licences, particularly those relating to rural water services (irrigation) and customer service.

Licensees, other than irrigation service providers, are advised to familiarise themselves with the latest version of the Urban Framework.

### 3.1 NWI Performance Reporting

The licensees that are required to report under the NWI Agreement provide data for all of the applicable indicators in the Urban Framework, plus any applicable licence specific performance data.

Licensees reporting under the NWI will be notified of the date by which they are required to lodge their performance data with the Authority.<sup>2</sup> The licence specific data is to be provided to the Authority no later than the NWI data.

### 3.2 Non-NWI Performance Reporting

The water and sewerage licensees who are not required to report under the NWI instead provide data for a sub-set of the indicators in the Urban Framework plus any applicable licence specific indicators.

The annual performance report prepared by a licensee will include data for the performance indicators that are specific to the water services covered by the licence (water supply, sewerage or irrigation), as well as the applicable customer service indicators.

Licensees that are not reporting under the NWI are required to provide their annual performance report for the year ending 30 June to the Authority by the following 31 August.

## 4 Performance Reporting Tools

The Authority has issued a Microsoft Excel workbook which is called the Water, Sewerage and Irrigation Performance Reporting Datasheets (**Reporting Datasheets**). The Reporting Datasheets contain dedicated worksheets for nine different categories of licensee:

- Water Corporation;

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<sup>2</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.

- Water Corporation Minor Towns;<sup>3</sup>
- City of Kalgoorlie-Boulder;
- Large Potable Water;
- Small Potable Water;
- Small Non-Potable Water;
- Small Sewerage; and
- Large & Small Irrigation.

The latest version of the Reporting Datasheets can be found on the Authority's website.<sup>4</sup>

It is mandatory for licensees to provide completed Reporting Datasheets to the Authority for the year ending 30 June 2015 by the date notified by the Authority:

- 31 August 2016 for Small Potable Water; Small Non-Potable Water; Small Sewerage and Large & Small Irrigation licensees.
- A date to be announced, but in any case no later than 31 October 2016, for NWI data for Aqwest, Busselton Water, City of Kalgoorlie-Boulder and Water Corporation.
- The Water Corporation Minor Towns data is to be provided at the same time as the NWI data.

## 5 Completing the Reporting Datasheets

The Reporting Datasheets contain tables in the format shown in Table 1 below.

**Table 1: Example datasheet format**

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
WC3	Total number of customers (connected properties)			Growth in the number of connected properties due to urban development
LPW 6	Percentage of customer complaints resolved within 15 business days		91.0%	A small number of complaints were referred to the Ombudsman

When completing the Reporting Datasheets it is important that the structure of the data entry cells is not modified by inserting, deleting or re-ordering rows/columns. A number of cells contain values that are calculated from data that has been entered into other cells. These cells have been shaded yellow for identification purposes.

Only enter data into the cells that are not shaded grey or yellow.

If it is necessary to add a comment in relation to an indicator, add the comment in the 'Comments' column.

<sup>3</sup> The Water Corporation Minor Towns are the towns and supply schemes that supply between 1,000 and 9,999 connected properties.

<sup>4</sup> <https://www.erawa.com.au/water/water-licensing/regulatory-guidelines>

Referring to the example in Table 1:

- The 'Indicator No.' column contains the unique reference number for the indicator. In this case the indicator is in the Customers table.
- The 'Description' column provides a short form explanation of what the indicator is intended to measure.
- The 'Basis of Reporting' column offers 2 options:
  - Number (this is used to enter any numerical value other than a percentage); or
  - Percentage (in most cases, this is automatically generated from numerical data).
- The data entry cells have been formatted to align with the required degree of accuracy (i.e. the number of decimal places) appropriate for each indicator.

If it is 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 'Comments' cell should also be used to add explanatory notes, for example where there has been significant change in values from previous reporting periods, or where the licensee feels that additional information will assist the reader to understand the data.

## 6 Submission of the Performance Report to the Authority

Licensees are required to provide to the Authority a completed copy of the Reporting Datasheets in electronic format. The completed Datasheets are to be provided to the Authority electronically by email at: [records@erawa.com.au](mailto:records@erawa.com.au)

The Datasheets can also be submitted on a USB memory stick or CD-ROM:

by post at: PO Box 8469, PERTH BC WA 6849; or

by hand at: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000

It is important to note that compliance with clause 16.1 of the licence will not be achieved until an electronic copy of the completed Reporting Datasheets have been received by the Authority.

## 7 NWI Indicators

Many of the indicators in the Datasheets are taken from the Urban Framework (water supply and sewerage services) produced by the Bureau of Meteorology. Licensees are advised to refer to the Urban Framework for information on indicator definitions and, where applicable, how to calculate an indicator.<sup>5</sup>

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<sup>5</sup> Refer to footnote 1.

The following table summarises the NWI indicators for water and sewerage services that are used in the Datasheets.

Urban NWI handbook	
Indicator reference	Indicator
Water Resources	W1 – W7
	W8
	W9
	W10
	W11
	W12
	W14
	W16
	W17
	W18
	W19
	W21
	W22
	W23
	W26
W27	
Asset Data	A1
	A2
	A3
	A4
	A5
	A6
	A8
	A14
Customers	C2
	C3
	C4
	C6
	C7
	C8
	C9
	C10
	C11
	C12
	C13
	C15
	C17
	C18
Environment	E1
	E2
	E3
	E8
	E13
Public Health	H3



## 8 Licence Specific Indicators – Potable Water Services

This section details the licence specific indicators that potable water service providers are required to report against. The other indicators in the Reporting Datasheets are NWI indicators – see section 7.

**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.

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

**Pressure and flow** means the supply of water at a pressure between the minimum and maximum values, and at the minimum flow (in L/min) specified in the licence. The point of measurement is the outlet of the water meter supplying the property.

### 8.1 Water Corporation

Indicator No.	Indicator Description
WC 1	Percentage of new Farmlands Area Water services provided by agreement that meet the notification requirements specified in the licence
WC 2	Percentage of Farmlands Area Water services provided from the Goldfields and Agriculture Water Supply, the Great Southern Water Supply Scheme and Mid West Region that did not meet the pressure and flow standard in the licence
WC 4	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence
WC 5	Details of any restrictions that have been applied to water supply in accordance with the applicable By-laws

### 8.2 Other Licensees

Indicator No.	Indicator Description
LPW 2/ SPW 17	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence

## **9 Licence Specific Indicators – Non-potable Water Services**

There are currently no licence specific indicators that non-potable water service providers are required to report against. The indicators in the Reporting Datasheets are all NWI indicators – see section 7.

## **10 Licence Specific Indicators - Sewerage Services**

There are currently no licence specific indicators that sewerage service providers are required to report against. The indicators in the Reporting Datasheets are all NWI indicators – see section 7.

## 11 Licence specific indicators - Irrigation Services

This section details the licence specific indicators that irrigation service providers are required to report against.

### 11.1 Asset Data

The following definitions apply to the carrier types:

- **lined channel** – an earthen channel lined with a low permeability material.
- **unlined channel** – an earthen open channel without internal lining.
- **natural waterway** – a stream or other naturally formed watercourse.
- **pipe** – a closed conveyance or carrier regardless of material, size or shape which conveys water typically for supply service. It is also a buried perforated carrier to collect subsurface drainage water.

Indicator No.	Indicator
RWSP 1	Length of unlined channels (km)
RWSP 2	Length of lined channels (km)
RWSP 3	Length of natural waterways (km)
RWSP 4	Length of pipes in the supply network (km)
RWSP 5	Total carrier length (km)

The following definitions apply to supply measurement devices or methods:

- **provider approved measurement device** – measurement devices that are accepted by reporting providers until such time as a national metering standard is introduced.
- **provider approved indirect measurement method** - a method for estimating or deeming the volume made available other than by use of a provider approved supply measurement device.

Indicator No.	Indicator
RWSP 6	Number of customer service points fitted with a provider approved measurement device
RWSP 7	Customer service points with a provider-approved indirect supply measurement method
RWSP 8	Number of customer service points with no supply measurement

### 11.2 Customers

The following definitions apply to customer related performance indicators:

- **Customer account** - a single customer account represents data for a single billable entity that receives one or more rural water services from the irrigation service provider.

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

Indicator No.	Indicator
RWSP 9	Number of customer accounts
RWSP 11 WC 6	Percentage of planned service interruption with 5 business days notice of the interruption provided to affected customers
RWSP 12 WC 7	Percentage of customer accounts provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking

### 11.3 Network Supply

The following definitions apply to network supply performance measures:

- **Groundwater** – water abstracted from aquifers and other ‘below ground’ water sources.
- **Surface water** – water abstracted from surface water sources such as dams, rivers or irrigation channels.
- **Treated wastewater** – treated effluent derived from sewage or trade waste.
- **Other** – water sourced that has not been supplied from groundwater, surface water or treated wastewater.
- Water supplied at customer service points – total volume supplied via customer service points, whether measured directly by a provider approved measurement device, estimated using an indirect measurement method or deemed water made available at supply points with no supply measurement.
- **Supply network delivery efficiency** - the ratio of water supplied to water sourced ( $100 \times \text{RWSP18}/\text{RWSP17}$ ).
- Water delivery in accordance with service standards – water supplied to customers in accordance with the published, or agreed, service standards.<sup>6</sup>

Indicator No.	Indicator
RWSP 13	Volume of water sourced from surface water (ML)
RWSP 14	Volume of water sourced from groundwater (ML)
RWSP 15	Volume of water sourced from treated waste water (ML)
RWSP 16	Volume of water sourced from other sources (ML)
RWSP 17	Total supply network intake volume (ML)
RWSP 18	Total volume of irrigation water supplied at customer service points (ML)
RWSP 19	Supply network delivery efficiency (%)
RWSP 20	Percentage of water deliveries in accordance with the service standards

<sup>6</sup> The standards only apply to orders that comply with the service provider's ordering procedures.

## 12 Licence specific indicators - Complaints

This section details the licence specific complaints indicators that water service providers are required to report against. The other indicators in the Reporting Datasheets are NWI indicators – see section 7.

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

### 12.1 Water Corporation

No.	Indicator
WC 13	Percentage of customer complaints resolved within 15 business days

### 12.2 Other licensees

No.	Indicator
LPW 6 CKB 3 SPW 18 SNPW 15 SS 9 RWSP 13	Percentage of customer complaints resolved within 15 business days

<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.

