



Notice

10 March 2021

Urban water utilities

National performance report 2019/20

The Bureau of Meteorology has published the *National performance report 2019-20: Urban water utilities*. The [performance report](#) is available on the Bureau's website.

Through the National Water Initiative Agreement, state governments publicly and independently report on pricing and service quality of water service providers each year.

The Economic Regulation Authority, along with the Department of Water and Environmental Regulation, represents Western Australia on the inter-jurisdictional committee that oversees the production of the performance report.¹

The performance report covers several topics, including water resources, finance, pricing, assets, health, environment and customer service.

It compares the performance of 80 water utilities, providing urban water services to more than 23 million people across Australia.

Four Western Australian utilities are included in the report: The Water Corporation, Bunbury Water Corporation (trading as Aqwest), Busselton Water Corporation and the City of Kalgoorlie-Boulder.

Further information

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¹ The committee comprises the Bureau, the Water Services Association of Australia and state and territory government agencies and regulators.