



Economic Regulation Authority

# Water, sewerage and irrigation licence performance reporting handbook

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# 1. Purpose of this Handbook

The Economic Regulation Authority is responsible for administering the water licensing scheme under Part 2 of the *Water Services Act 2012*.

Water licences contain terms and conditions, including a requirement for licensees to provide to the ERA specified information on matters relevant to the licence.

Clause 4.8.1 of water services licences states:

The licensee must provide to the *ERA* in the manner and form specified by the *ERA*, specified information on any matter relevant to the operation or enforcement of the licence, the operation of the licensing scheme provided for in Part 2 of the Act, or the performance of the *ERA*'s function under that Part.

Clause 4.8.2 of water services licence states:

Without limiting clause 4.8.1, the licensee must provide the *ERA* with the data required for performance reporting purposes that is specified in:

(a) the Water, Sewerage and Irrigation Licence Performance Reporting Handbook.

This handbook sets out the non-financial performance data licensees must provide to the ERA, including the date by which it must be submitted.

To be able to interpret and compare the data, there must be a shared understanding amongst all stakeholders of the information that must be reported, including the definitions that apply to the performance indicators and how the information should be presented. Accordingly, this Handbook informs water licensees about:

- the performance indicators that licensees are required to provide data for
- the definitions that apply to the performance indicators
- how to calculate the performance data (where applicable)
- how and when the data must be provided to the ERA.

Where reference is made to other documents within this handbook, licensees should familiarise themselves with these documents to fully understand the reporting context, in particular 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> A copy of the Handbook is available on request.

## 2. Water licence performance reporting obligations

This handbook specifies the information reporting obligations applicable to each licence. The performance reporting obligations will depend on the services that are being provided under the licence, and whether the licensee is required to report under the urban framework.

Most of the service and performance standards applicable to water licences are based on the urban framework. However, there are some 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, should familiarise themselves with the latest version of the urban framework.

### 2.1 NWI performance reporting

Licensees that are required to report under the urban framework must provide data for all the applicable indicators in the urban framework, plus any licence specific performance data.

The ERA will notify Licensees reporting under the urban framework of the date by which they must submit their performance data to the ERA.<sup>2</sup> Licence specific data must be submitted to the ERA by the same date as the urban framework data.

An urban water or sewerage service provider that serves more than 10,000 properties is required to report under the urban framework. In Western Australia these providers are the Water Corporation, Bunbury Water Corporation (Aqwest), Busselton Water Corporation and the City of Kalgoorlie-Boulder.

### 2.2 Non-NWI performance reporting

Licensees that are not required to report under the urban framework only need to provide data for a sub-set of the indicators, plus any licence specific performance data.

The performance data for the year ending 30 June must be submitted to the ERA no later than 31 August.

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<sup>2</sup> The date by which the report is due to be provided to the ERA may vary each year, but will not be later than 31 October.

### 3. Reporting Datasheets

The ERA has issued a Microsoft Excel workbook called the [Water, sewerage and irrigation licence performance reporting datasheets](#) (reporting datasheets). The reporting datasheets contain dedicated worksheets for nine different categories of licensee:

- Water corporation
- Water corporation minor towns<sup>3</sup>
- Large potable water
- City of Kalgoorlie-Boulder
- Small potable water
- Small non-potable water
- Small sewerage
- Large & small irrigation.

#### 3.1 Completing the Reporting Datasheets

The reporting datasheets contain tables in the format shown in the table below.

Indicator	Reference	Description	Number	%	Comments
LPW 7		Total number of customer complaints received			
LPW 8	Code of Conduct clause 46(3)	Number of complaints resolved within 15 business days			
LPW 9		Percentage of customer complaints resolved within 15 business days			

When completing the tables in the reporting datasheets, the structure of the data entry cells should not be modified by inserting, deleting or re-ordering rows/columns. Some cells contain values that are calculated from data that has been entered into other cells. These cells are shaded yellow to identify them and are often referred to as 'derived indicators', as they are calculated from other data.

Only enter data into the cells that are not shaded.

Referring to the example in above table:

- The 'indicator number' column contains the unique reference number for the indicator.<sup>4</sup>
- The 'reference' column shows the basis for the indicator.<sup>5</sup>

<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> In this example the indicator is in the 'Large potable water' table.

<sup>5</sup> In this example, the indicator is derived from clause 46(3) of the *Water Services Code of Conduct (Customer Service Standards) 2018*. In most cases, the 'reference' is the indicator number included in the Urban Framework Handbook.

- The 'description' column provides a short explanation of what the indicator is intended to measure.
- The 'number' and 'percentage' columns contain data entry cells.<sup>6, 7</sup>
- The data entry cells have been formatted to align with the required degree of accuracy (that is, the number of decimal places) for each indicator.
- The 'comments' column allows licensees 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.

## 3.2 Submission of completed reporting datasheets to the ERA

The completed reporting datasheets for the year ending 30 June must be submitted to the ERA by the relevant due date in section 2. They must be sent by email to: [licensing@erawa.com.au](mailto:licensing@erawa.com.au).

Compliance with clause 4.8.2 of the licence is only achieved when an electronic copy of the completed reporting datasheets has been received by the ERA by the relevant due date. Submitting the reporting datasheets to the ERA after the due date is a non-compliance with the licence and the licensee must include it in its annual compliance report that it submits the following year.<sup>8</sup>

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<sup>6</sup> Section 4 provides more information on how to complete the 'number' column.

<sup>7</sup> In some cases the percentage is automatically calculated from data entered into other cells.

<sup>8</sup> Information on submitting annual compliance reports is in the ERA's [Water Compliance Reporting Manual](#).

## 4. Performance reporting indicators

Licensees should complete the 'number' column in each worksheet as follows:

- **If data is available:** enter the data.
- **If the activity is applicable to the licensee but did not occur in the year:** enter '0'.
  - For example, if the licensee did not receive any customer complaints, indicator SPW 19 should be marked '0'.
- **If the activity is not applicable:** enter 'n/a'.
  - Reporting an indicator as 'n/a' should only be done in circumstances where it is not relevant to a licensee's operations.
- **If the data is unavailable:** leave the data cell blank and add a comment in the 'comments' cell explaining why the data cannot be provided.

If the data shows a change of more than 10% compared to last year's data, the licensee should include in the 'comments' column the likely reason(s) for the change.

### ***Reporting basis: point in time vs whole reporting year***

Some indicators are based on a moment in time (i.e. 30 June) whereas others cover the whole reporting year.

### ***Reporting basis: per property vs per incident***

Indicators are required to be reported on a per property basis or per incident basis. For example, indicator SPW 18 (Number of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence) should be reported on a per property basis. Indicator IC17 (Number of unplanned interruptions: water supply) should be reported on a per incident basis. This means that if a customer's water supply is interrupted more than once during the reporting year, then each interruption should be recorded separately.

### ***Reporting basis: per 1,000 properties indicators***

Some Urban Framework indicators require licensees to report data per 1,000 properties. As most small licensees supply less than 1,000 properties, certain indicators in the small potable water, small non-potable water and small sewerage datasheets have been modified to require the actual number rather than a per 1,000 properties number. For example, for indicators C2 and C4 in the small potable water and small non-potable water datasheets and for indicator C8 in the small sewerage datasheet, a licensee should put the actual number of connected properties (even if it is more than 1,000).

### ***Reporting customer properties and water volumes where licensees provide more than one service to a property***

If a licensee supplies more than one service to a property, such as non-potable water supply and irrigation services, it must only include the property and water volumes supplied to the property on one datasheet (if the licensee is not able to differentiate how much water is supplied to the property under each service).

When deciding what datasheet to record the property and water volumes on, the licensee must decide what the dominant service is, including what most of the water supplied to the property is used for. This is to avoid double counting of properties and water volumes.



## 5. NWI indicators

Many of the indicators in the reporting datasheets are taken from the urban framework (water supply and sewerage services) produced by the Bureau of Meteorology. Licensees should refer to the urban framework for information on indicator definitions and, where applicable, how to calculate an indicator.<sup>9</sup>

The following table lists the NWI indicators for water and sewerage services that are used in the reporting datasheets.

<i>Urban NWI handbook</i>	
<i>Indicator reference</i>	<i>Indicator</i>
<i>Water Resources</i>	<i>W1</i>
	<i>W2</i>
	<i>W3.1</i>
	<i>W5.3</i>
	<i>W6</i>
	<i>W7</i>
	<i>W8</i>
	<i>W8.3</i>
	<i>W9.3</i>
	<i>W10.1</i>
	<i>W11</i>
	<i>W11.3</i>
	<i>W12</i>
	<i>W14</i>
	<i>W14.3</i>
	<i>W16</i>
	<i>W17</i>
	<i>W18</i>
	<i>W18.4</i>
	<i>W18.5</i>
<i>W19</i>	
<i>W21</i>	

<sup>9</sup> Refer to footnote 1.

*Urban NWI handbook*

	W23
	W26
	W27
<i>Asset</i>	A1
	A2
	A3
	A4
	A5
	A6
	IA8/A8
	A14
<i>Customers</i>	C2
	C3
	C4
	C6
	C7
	C8
	IC9/C9
	IC10/C10
	IC11/C11
	IC12/C12
	IC13/C13
	C15
	IC17/C17
	IC18/C18
<i>Environment</i>	IE1/E1
	IE2/E2
	IE3/E3
	E8

*Urban NWI handbook**Health**H1**H3*

## 6. Licence specific indicators – potable water services

This section details the licence specific indicators that potable water service providers must report against. The other indicators in the reporting datasheets are NWI indicators – see section 5.

**Customers receiving Farmlands Area water services** means customers that are receiving their water supply from the supply schemes specified in Schedule 7, Section 4 of the Water Corporation operating licence.

**Services provided by agreement** means the water service specified in the supply agreement between the customer and Water Corporation.

**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.

### 6.1 Water corporation

Indicator no.	Indicator description
WC 1	<i>Total number of customers receiving Farmlands Area water services by agreement</i>
WC 2	<i>Percentage of customers receiving Farmland Water services provided by agreement that were notified of the conditions under which water was supplied</i>
WC 3	<i>Percentage of customers receiving Farmlands Water services whose service met the water pressure and flow standards specified in the licence</i>

### 6.2 All licensees

Indicator no.	Indicator description
LPW 2/ SPW 18	<i>Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence</i>
LPW 3/ SPW 10	<i>Details of any restrictions applied in accordance with the Water Services Regulations 2013 to a potable water supply, detailing restrictions by scheme, type (severity), duration, start date and number of services affected</i>

## **7. Licence specific indicators – non-potable water services**

There are currently no licence specific indicators that non-potable water service providers must report against. The indicators in the reporting datasheets are all NWI indicators – see section 5.

## **8. Licence specific indicators – sewerage services**

There are currently no licence specific indicators that sewerage service providers must report against. The indicators in the reporting datasheets are all NWI indicators – see section 6.

## 9. Licence specific indicators – irrigation services

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

### 9.1 Asset data

The following definitions apply to the carrier types:

- **Lined channel** means an earthen channel lined with a low permeability material.
- **Unlined channel** means an earthen open channel without internal lining.
- **Natural waterway** means a stream or other naturally formed watercourse.
- **Pipe** means 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	<i>Length of unlined channels (km)</i>
RWSP 2	<i>Length of lined channels (km)</i>
RWSP 3	<i>Length of natural waterways (km)</i>
RWSP 4	<i>Length of pipes in the supply network (km)</i>
RWSP 5	<i>Total carrier length (km)</i>

The following definitions apply to supply measurement devices or methods:

- **Provider approved measurement device** means a measurement device that is accepted by reporting providers until such time as a national metering standard is introduced.
- **Provider approved indirect measurement method** means 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	<i>Number of customer service points fitted with a provider approved measurement device</i>
RWSP 7	<i>Number of customer service points with a provider-approved indirect supply measurement method</i>
RWSP 8	<i>Number of customer service points with no supply measurement</i>
RWSP 9	<i>Total number of customer service points</i>

## 9.2 Customers

The following definitions apply to customer related performance indicators:

- **Customer** means a person who is entitled to or provided water services by a licensee, other than a person who is a member of the licensee.
- **Member of a licensee** means a member of a co-operative that is a licensee.
- **Customer account** means a single account for a single billable entity that receives one or more rural water services from the irrigation service provider.
- **Planned service interruption** means an event where the irrigation service provider interrupts the supply of water to customers and provides advance notice of the interruption to the affected customers.

Indicator no.	Indicator
RWSP 10	Number of customer accounts
RWSP 11	Percentage of planned service interruptions with 5 business days' notice of the interruption provided to affected customers

## 9.3 Network supply

The following definitions apply to network supply performance measures:

- **Groundwater** means water abstracted from aquifers and other 'below ground' water sources.
- **Surface water** means water abstracted from surface water sources such as dams, rivers or irrigation channels.
- **Treated wastewater** means treated effluent derived from sewage or trade waste.
- **Other** means water sourced that has not been supplied from groundwater, surface water or treated wastewater.
- **Water supplied at customer service points** means 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** means the ratio of water supplied to water sourced ( $100 \times \text{RWSP18}/\text{RWSP17}$ ).
- **Water delivery in accordance with the service standards** means water supplied to customers in accordance with the published, or agreed, service standards.<sup>10</sup>

Indicator no.	Indicator
RWSP 13	Volume of water sourced from surface water (ML)
RWSP 14	Volume of water sourced from groundwater (ML)

<sup>10</sup> The standards only apply to orders that comply with the service provider's ordering procedures.



<b>Indicator no.</b>	<b>Indicator</b>
<i>RWSP 15</i>	<i>Volume of water sourced from treated wastewater (ML)</i>
<i>RWSP 16</i>	<i>Volume of water sourced from other sources (ML)</i>
<i>RWSP 17</i>	<i>Total supply network intake volume (ML)</i>
<i>RWSP 18</i>	<i>Total volume of irrigation water supplied at customer service points (ML)</i>
<i>RWSP 19</i>	<i>Quality of irrigation water provided (mg/L of dissolved solids)</i>

## 10. 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 5.

**Complaint** means an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.<sup>11</sup>

*Explanatory notes:*

- *Complaints may be received via a variety of media, including telephone, mail, email, social media or a mobile phone app.*
- *For reporting purposes, complaints must include complaints resolved at the first point of contact.*

**Complaint resolved** means the service provider has completed the relevant procedures for dealing with the complaint.<sup>12</sup>

<i>Indicator no.</i>	<i>Indicator</i>
LPW 7, CKB 3, SPW 19, SNPW 15, SS 9, RWSP 12	Total number of complaints received
LPW 8, CKB 4, SPW 19A, SNPW 16, SS 9A, RWSP 12A	Number of complaints resolved within 15 business days
LPW 9, CKB 5, SPW 19B, SNPW 17, SS 9B, RWSP 12B	Percentage of customer complaints resolved within 15 business days

Note: Water Corporation is required to report a whole of business figure for LPW7.

<sup>11</sup> A detailed discussion of complaints, with examples, is in Appendix 1 of the National Energy Retail Performance Indicators, Utility Regulators Forum, Steering Committee on National Regulatory Reporting Requirements – Retail Working Group, May 2007. This document draws on the guidelines for complaints handling in Standard AS ISO 10002-2006 Customer satisfaction – Guidelines for complaints handling in organisations (which has been replaced by Standard ISO 10002:2014 – Quality management – Customer satisfaction – Guidelines for handling complaints in organisations).

<sup>12</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.