



Notice

14 May 2024

2023/24 performance reporting improvements for electricity, gas, and water licensees

The Economic Regulation Authority has published updated handbooks and datasheets to streamline annual data reporting for electricity, gas, and water licensees.

New versions of the 2023/24 performance indicators and definitions handbook, and 2024 performance reporting datasheet have been published for each class of licensee:

- [Electricity retailers](#)
- [Electricity distributors](#)
- [Gas retailers](#)
- [Gas distributors](#)
- [Water service providers](#).

For 2023/24, the ERA has added new family violence indicators for electricity retailers that supply households (Synergy and Horizon Power).

The handbooks and datasheets have also been updated to make them simpler to use and more accessible for people using aides like screen readers.

Each financial year, electricity, gas, and water licensees must use the ERA's datasheets to report against performance indicators. The ERA produces [reports and factsheets](#) to summarise this data across industries and customer cohorts and uses the data to monitor trends in Western Australia's utility markets.

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