



Economic Regulation Authority

# Performance indicators and definitions handbook – water service providers

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## Acknowledgement of Country

At the ERA we value our cultural diversity and respect the traditional custodians of the land and waters on which we live and work.

We acknowledge their continuing connection to culture and community, their traditions, and stories. We commit to listening, continuously improving our performance, and building a brighter future together.

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# 1. Introduction

## 1.1 Purpose of the handbook

This handbook explains performance indicators that Western Australian water service licence holders must report against annually to the Economic Regulation Authority as a condition of their licence. Its intended audience is water service providers. The 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 the data must be provided to the ERA.

Where this document refers to other documents, licensees should familiarise themselves with those documents, in particular the National Performance Framework: urban performance reporting indicators and definitions handbook 2018 (NPR framework).<sup>1</sup> The performance reporting obligations in this handbook draw extensively on the definitions in the NPR framework.

The handbook is amended from time to time to assist licensees to understand reporting obligations. Changes over time can be tracked in the version history (section 6) included for the first time in 2024. Further information for licensees about their reporting obligations is in the [Water Compliance Reporting Manual](#).

## 1.2 Reporting obligations

The ERA administers the licensing scheme under Part 2 of the *Water Services Act 2012*. Water service licences issued under the scheme impose certain obligations on licence holders, including the type and format of information that must be provided to the ERA as the regulator.

Licensees must report performance data using a spreadsheet on the ERA website: [Water, Sewerage, and Irrigation Licence Performance Reporting Datasheet](#) (datasheet). This handbook is a reference for licensees when completing the datasheet.

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 NPR framework.

Most of the service and performance standards applicable to water licences are based on the NPR framework. However, there are some standards that are specific to Western Australian water licences, particularly those for rural water services (irrigation) and customer service.

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<sup>1</sup> A copy of the 2018 Handbook is available on request from the ERA.

## 2. Completing and submitting the datasheet

The datasheet has been amended in 2024 to simplify annual performance reporting.

### Main points

Yellow cells on the datasheet are for derived indicators and are not editable.

Do not enter data into cells that are greyed.

**If data is available:** enter the data into the cell for either number **or** %

**Where an indicator is applicable but there are no instances to report:** enter '0'.

**Leaving blank cells:** If the activity is not applicable, such as where a licensee does not supply to a certain category of customer, leave the cell blank. It is no longer necessary to insert 'N/A' when the indicator is not relevant to the licensee.

**If the data is unavailable:** leave the input cell blank and add a comment to explain.

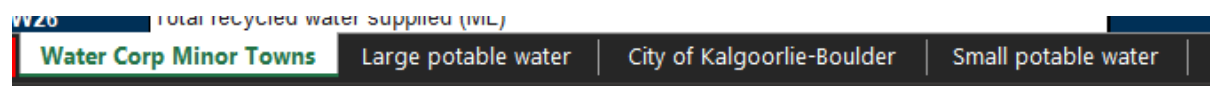
**Comment field:** Use these cells to clarify any data. For example, where data has changed significantly between reporting periods or to advise that cells have been left blank deliberately. Licensees must add an explanation when the data shows a **variance of more than 10% from the previous year**.

### Step 1 – Navigating the datasheet

The datasheet has dedicated forms for each licensee category:

- Water Corporation minor towns<sup>2</sup>
- Large potable water
- City of Kalgoorlie-Boulder
- Small potable water
- Small non-potable water
- Small sewerage
- Large & small irrigation.

Navigate to different parts of the datasheet using the buttons at the bottom.



<sup>2</sup> The Water Corporation minor towns are the towns and supply schemes that supply between 1,000 and 9,999 connected properties.

## **Step 2 – Enter information about the reporting year into the datasheet**

The reporting datasheets contain tables using this format:

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

- The 'number' and 'percentage' columns contain data entry cells.
- 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 'indicator number' column contains the unique reference number for the indicator.<sup>3</sup>
- The 'reference' column shows the basis for the indicator.<sup>4</sup>
- 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.

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

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

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

Some indicators require reporting to be on a per customer basis whereas others are on a 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 NPR 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.

<sup>3</sup> In this example the indicator is in the 'Large potable water' table.

<sup>4</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 NPR Framework Handbook.

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).

### ***Where more than one service provided 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.

### **Step 3 – Submit datasheet to the ERA**

All completed datasheets for the reporting year must be submitted by email to: [licensing@erawa.com.au](mailto:licensing@erawa.com.au).

After the ERA has reviewed a licensee's datasheet and the licensee has addressed any comments, the ERA will instruct the licensee to publish the datasheet on the licensee's website by a specific date.

## **2.1 NPR reporting**

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

The ERA will notify licensees reporting under the NPR framework of the date by which they must submit their performance data to the ERA.<sup>5</sup> Licence-specific data must be submitted to the ERA by the same date as the NPR framework data.

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

## **2.2 Non-NPR reporting**

Licensees that are not required to report under the NPR 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>5</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. NPR indicators

Many of the indicators in the reporting datasheets are taken from the NPR framework (water supply and sewerage services) produced by the Bureau of Meteorology. Licensees should refer to the NPR framework for information on indicator definitions and, where applicable, how to calculate an indicator.<sup>6</sup>

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

Urban NPR handbook	
Indicator reference	Indicator
Water Resources	W1
	W2
	W3.1
	W5.3
	W6
	W7
	W8
	W8.3
	W9.3
	W10.1
	W11
	W11.3
	W12
	W14
	W14.3
	W16
	W17
	W18
	W18.4
	W18.5
W19	
W21	
W23	
W26	

<sup>6</sup> A copy of the 2018 Handbook is available on request from the ERA.



Urban NPR handbook	
	W27
Asset	A1
	A2
	A3
	A4
	A5
	A6
	IA8/A8
	A14
Customers	C2
	C3
	C4
	C6
	C7
	C8
	IC9/C9
	IC10/C10
	IC11/C11
	IC12/C12
	IC13/C13
	C15
	IC17/C17
IC18/C18	
Environment	IE1/E1
	IE2/E2
	IE3/E3
	E8
Health	H1
	H3

## 4. 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 NPR indicators.

**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.

### 4.1 Water Corporation

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

### 4.2 All licensees

Indicator no.	Indicator description
LPW 2/ SPW 18	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence
LPW 3/ SPW 10	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

## 5. Licence specific indicators – irrigation services

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

### 5.1 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	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** 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	Number of customer service points fitted with a provider approved measurement device
RWSP 7	Number of customer service points with a provider-approved indirect supply measurement method
RWSP 8	Number of customer service points with no supply measurement
RWSP 9	Total number of customer service points

### 5.2 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

### 5.3 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>7</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 wastewater (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	Quality of irrigation water provided (mg/L of dissolved solids)

<sup>7</sup> The standards only apply to orders that comply with the service provider's ordering procedures.

## 6. 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 NPR indicators.

**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>8</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>9</sup>

Indicator no.	Indicator
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>8</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 ([online](#)).

<sup>9</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.

## 7. Version history

Version date	Changes
May 2024	<ul style="list-style-type: none"><li>• Version history section added.</li><li>• Introduction section updated to communicate the purpose and intended audience of the handbook more clearly.</li><li>• Colour coding replaced with text-based reported bases to make the handbook and datasheet more accessible.</li><li>• Cover page and proforma information updated to reflect changes in the ERA style guide.</li><li>• References to 'urban framework' changed to 'NPR framework'.</li><li>• References to NWI changed to NPR.</li></ul>