



Economic Regulation Authority

Performance indicators and definitions handbook – water service providers

May 2025

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 licence condition. 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 and when the data must be provided to the ERA.

This 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 5). 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 requirement to provide performance data to the ERA.

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

The performance reporting obligations for each licensee depend on the services that are being provided under the licence, and whether the licensee is required to report under the National Performance Reporting Framework (**NPR Framework**).

Licensees that operate water supply or sewerage service schemes with more than 10,000 connections in urban areas are required to report under the NPR Framework, which is coordinated by the Bureau of Meteorology. In Western Australia, those providers are the Water Corporation, Bunbury Water Corporation (Aqwest), Busselton Water Corporation, and the City of Kalgoorlie-Boulder. The extensive reporting required under the NPR Framework means these four licensees are only required to report on a small number of additional indicators via the ERA datasheet.

Most of the indicators on the ERA datasheet have been adopted from the NPR Framework's 2018 Indicators and Definitions Handbook (**2018 NPR Handbook**).¹ Other indicators are based on clauses from the *Water Services Code of Conduct (Customer Service Standards) 2024 (Code of Conduct)* and performance standards in specific licences. A list of the indicators on the ERA datasheet is in section 4.

¹ The 2018 NPR Handbook is no longer available publicly. Please contact the ERA for a copy.

2. Definitions and terms used

This section sets out the definitions and terms used in the performance 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.² 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.³

Customer account means a single account for a single billable entity that receives one or more rural water services from the irrigation service provider.

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.

Customers receiving Farmlands Area water services means customers that are receiving their water supply from the supply schemes specified in Schedule 2, Section 6 of the Water Corporation operating licence.

Groundwater means water abstracted from aquifers and other 'below ground' water sources.

Lined channel means an earthen channel lined with a low permeability material.

Member of a licensee means a member of a co-operative that is a licensee.

Natural waterway means a stream or other naturally formed watercourse.

Other means water sourced that has not been supplied from groundwater, surface water or treated wastewater.

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.

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.

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.

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.

² 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](#)).

³ 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.

Provider approved measurement device means a measurement device that is accepted by reporting providers until such time as a national metering standard is introduced.

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

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.

Unlined channel means an earthen open channel without internal lining.

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.

3. Completing and submitting the datasheet

The datasheet has been amended in 2025 to simplify annual performance reporting.


Main points for completing the datasheet

- Grey cells on the datasheet are for derived indicators and are not editable.
- Pay attention to the reporting unit column when entering data.
- **If data is available:** enter the data.
- **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 **change of more than 10% from the previous year**.
- **If the input required is a comment instead of data:** leave the data input cell blank and enter the response in the comment field.

Step 1 – Enter preliminary information

On the first sheet (titled “User input form”) in the ERA datasheet, use the dropdown boxes to enter the reporting year and the relevant licence holder. Add the details of who the ERA may contact to clarify any information.



Water Sewerage and Irrigation Performance Reporting Form

Reporting year	FY2024/25	To select Licence holder, either select in the dropdown or start typing to display options. 
Licence holder	Peel Water Pty Ltd	
Contact person name	BHP Nickel West Pty Ltd	Once the Licence holder is selected, the names of the Excel sheets to complete will automatically appear in pink text.
Position	Busselton Water Corporation	
Email address	Bwater Pty Ltd	
Phone number	City of Kalgoorlie-Boulder	
Excel sheets to complete:	Country Heights Water Pty Ltd	
	Gascoyne Water Cooperative Limited	
	Hamersley Iron Pty Ltd	
	Harvey Water (SWIMCO)	
	Lancelin South Pty Ltd	
	Moore River Water Services Pty Ltd	
	Ord Irrigation Cooperative Limited	
	Peel Water Pty Ltd	

< > 0. User input form 1. Large potable water 2. City of Kalgoorlie-Boulder 3. Small potable water 4. Small non-potable water 5. Small sewerage

Once you have selected the licence holder, a list of excel sheets will automatically update. This list corresponds with the tabs at the bottom of the page, numbered by order of appearance.

Water Sewerage and Irrigation Performance Reporting Form

Reporting year	FY2024/25	To select Licence holder, either select in the dropdown or start typing to display options. 
Licence holder	Peel Water Pty Ltd	
Contact person name		Once the Licence holder is selected, the names of the Excel sheets to complete will automatically appear in pink text. 
Position		
Email address		
Phone number		
Excel sheets to complete:	3. Small potable water	
	4. Small non-potable water	
	5. Small sewerage	

The datasheet has dedicated sheets for each licensee category:

- 1. Large potable water
- 2. City of Kalgoorlie-Boulder
- 3. Small potable water
- 4. Small non-potable water
- 5. Small sewerage
- 6. Irrigation.

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

0. User input form | 1. Large potable water | 2. City of Kalgoorlie-Boulder | 3. Small potable water | 4. Small non-potable water | 5. Small sewerage | 6. Irrigation

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

Enter data into the 'Data input' column for each of the indicators.

Large Potable Water						
Licensees required to report:		Aqwest - Bunbury Water Corporation Busselton Water Corporation Water Corporation				
Reporting Category	Description	Indicator	Reference	Unit	Data Input	Comments
Potable Water	Total number of connected properties (water supply) as of June 30	LPW 1	C4	Number of		
	Number of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence	LPW 2	Licence Sch 2 CI 1.1	Number of		
	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence	LPW 2	Licence Sch 2 CI 1.1	Percentage	Automatically calculated	
	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	LPW 3	Licence Sch 2 CI 1.3	Comment		
Complaints	Number of water quality complaints per 1,000 properties: water supply (complaints/1,000 properties)	LPW 4	C9	Number per 1,000		
	Number of water service complaints per 1,000 properties (complaints/1,000 properties)	LPW 5	C10	Number per 1,000		
	Number of billing and account complaints per 1,000 properties: water supply and sewerage (complaints/1,000 properties)	LPW 6	C12	Number per 1,000		
	Total number of customer complaints received *	LPW 7	Code of Conduct clause 49(3)	Number of		
	Number of complaints responded to by addressing the matters in the complaint within 20 business days *	LPW 8	Code of Conduct clause 49(3)	Number of		
	Percentage of customer complaints responded to by addressing the matters in the complaint within 20 business days resolved within 15 business days.	LPW 9	Code of Conduct clause 49(3)	Percentage	Automatically calculated	
Farmlands Area Water Supply (NOTE: Water Corporation Only)						
	Total number of customers receiving Farmlands Area water services by agreement as of June 30	WC 1	Licence Sch 2, CI 6	Number of		
	Number of customers receiving Farmland Water services provided by agreement that were notified of the conditions under which water was supplied	WC 2	Licence Sch 2, CI 6.1.1	Number of		
	Percentage of customers receiving Farmland Water services provided by agreement that were notified of the conditions under which water was supplied	WC 2	Licence Sch 2, CI 6.1.1	Percentage	Automatically calculated	
	Number of customers receiving Farmlands Water services whose service met the water pressure and flow standards specified in the licence	WC 3	Licence Sch 2, CI 6.1.2	Number of		
	Percentage of customers receiving Farmlands Water services whose service met the water pressure and flow standards specified in the licence	WC 3	Licence Sch 2, CI 6.1.2	Percentage	Automatically calculated	

* - This indicator and its reference have been updated to align with the Water Services Code of Conduct (Customer Service Standards) 2024.

Each column of the datasheet is defined below:

Reporting category is the category the indicator belongs to, such as assets or complaints.

Description explains what the indicator is.

Indicator is the code allocated by the ERA for the indicator. Each reference corresponds to a sheet, with the letter component representing an acronym. For example, LPW 1 is the first indicator of the large potable water (LPW) worksheet. Only providers supplying large potable water are required to report on this indicator. The ERA reference acronyms are:

- LPW - Large potable water
- WC - Water corporation
- CKB - City of Kalgoorlie-Boulder
- SPW - Small potable water
- SNPW - Small non-potable water

- SS - Small sewerage
- RWSP – Rural water service provider (irrigation)

Reference shows the source of the indicator, which is either the 2018 NPR Handbook, the water licence or the Code of Conduct. A letter followed by a number (e.g. W1) corresponds to an NPR indicator. More information on NPR indicators can be found in the 2018 NPR Handbook. Indicators based on the licence will list a licence clause, and indicators based on the Code of Conduct will list a Code clause.

Unit is the unit of measurement of the reported data.

Data input is the data to be reported.

Comments is a place to enter comments. If there has been a change greater than 10% from the previous year, an explanation must be added.

Reporting basis: point in time vs whole reporting year

Some indicators are based on a moment in time (i.e., the last day of the reporting period: 30 June 2025) whereas others cover the whole reporting year (1 July 2024 to 30 June 2025). If it is not specified in the description field of the indicator, assume it covers the whole reporting year.

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.

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 is 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

Completed datasheets for the reporting year must be submitted to: licensing@erawa.com.au.

Licensees that are not required to report under the NPR framework must submit their datasheet to the ERA no later than 31 August.

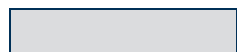
The ERA will notify licensees reporting under the NPR framework of the date by which they must submit their datasheet to the ERA.

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.

4. Full indicator list

This section includes the full set of collected and derived indicators. The purpose is to provide those completing the dataset with a single point of reference for all indicators, including how derived indicators will be calculated using the information provided on the datasheet.

If clarification is needed for key terms in indicator descriptions, refer to definitions and terms used (section 2).



Rows this colour are for derived indicators, calculated by the ERA.

Table 1: Complete set of collected and derived indicators – Large potable water

Reporting category	Description	Indicator	Reference	Unit
1 Potable Water				
Potable Water	Total number of connected properties (water supply) as of June 30.	LPW 1	C4	Number of
Potable Water	Number of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence.	LPW 2	Licence Sch 2, CI 1.1	Number of
Potable Water	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence.	LPW 2 = (LPW 2 / LPW 1)	Licence Sch 2, CI 1.1	Percentage
Potable Water	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.	LPW 3	Licence Sch 2, CI 1.3	Comment
2 Complaints				
Complaints	Number of water quality complaints per 1,000 properties: water supply (complaints/1,000 properties).	LPW 4	C9	Number per 1,000
Complaints	Number of water service complaints per 1,000 properties (complaints/1,000 properties).	LPW 5	C10	Number per 1,000
Complaints	Number of billing and account complaints per 1,000 properties: water supply and sewerage (complaints/1,000 properties).	LPW 6	C12	Number per 1,000

Reporting category	Description	Indicator	Reference	Unit
Complaints	Total number of customer complaints received. Note: Water Corporation is required to report a whole of business figure for LPW7.	LPW 7	Code of Conduct clause 49(3)(c)	Number of
Complaints	Number of complaints responded to by addressing the matters in the complaint within 20 business days. ⁴	LPW 8	Code of Conduct clause 49(3)(c)	Number of
Complaints	Percentage of customer complaints responded to by addressing the matters in the complaint within 20 business days.	LPW 9 = (LPW 8 / LPW 7)	Code of Conduct clause 49(3)(c)	Percentage
3 Farmlands Area Water Supply (Water Corporation only)				
Farmlands Area	Total number of customers receiving Farmlands Area water services by agreement as of June 30.	WC 1	Licence Sch 2, CI 6	Number of
Farmlands Area	Number of customers receiving Farmland Water services provided by agreement that were notified of the conditions under which water was supplied.	WC 2	Licence Sch 2, CI 6.1.1	Number of
Farmlands Area	Percentage of customers receiving Farmland Water services provided by agreement that were notified of the conditions under which water was supplied.	WC 2 = (WC 2 / WC 1)	Licence Sch 2, CI 6.1.1	Percentage
Farmlands Area	Number of customers receiving Farmlands Water services whose service met the water pressure and flow standards specified in the licence.	WC 3	Licence Sch 2, CI 6.1.2	Number of
Farmlands Area	Percentage of customers receiving Farmlands Water services whose service met the water pressure and flow standards specified in the licence.	WC 3 = (WC 3 / WC 1)	Licence Sch 2, CI 6.1.2	Percentage

Table 2: Complete set of collected and derived indicators – City of Kalgoorlie-Boulder

Reporting category	Description	Indicator	Reference	Unit
1 Complaints				
Complaints	Number of sewerage service complaints per 1,000 properties (complaints/1,000 properties).	CKB 1	C11	Number per 1,000

⁴ This does not relate to the timeframe for acknowledging a complaint; that timeframe is 10 business days (under Code of Conduct clause 49(3)(b)).

Reporting category	Description	Indicator	Reference	Unit
Complaints	Number of billing and account complaints per 1,000 properties: water supply and sewerage.	CKB 2	C12	Number per 1,000
Complaints	Total number of customer complaints received.	CKB 3	Code of Conduct clause 49(3)(c)	Number of
Complaints	Number of complaints responded to by addressing the matters in the complaint within 20 business days. ⁵	CKB 4	Code of Conduct clause 49(3)(c)	Number of
Complaints	Percentage of customer complaints responded to by addressing the matters in the complaint within 20 business days.	CKB 5 = (CKB 4 / CKB 3)	Code of Conduct clause 49(3)(c)	Percentage

Table 3: Complete set of collected and derived indicators – Small potable water

Reporting category	Description	Indicator	Reference	Unit
1 Water Resources				
Water Resources	Volume of water sourced from surface water (ML).	SPW 1	W1	ML
Water Resources	Volume of water sourced from groundwater (ML).	SPW 2	W2	ML
Water Resources	Volume of water sourced from desalination marine waters (ML).	SPW 3	W3.1	ML
Water Resources	Total volume of water received from other service providers or operational areas within the urban water system (ML).	SPW 5 = (SPW 5A + SPW 6)	W5	ML
Water Resources	Volume of water, excluding recycled water, received from other service providers or operational areas within the urban water supply system (ML).	SPW 5A	W5.3	ML
Water Resources	Volume of recycled water received from other service providers or operational areas within the urban water supply system (ML).	SPW 6	W6	ML
Water Resources	Total volume of water sourced (ML).	SPW 7 = (SPW 1 + SPW 2 + SPW 3 + SPW 5A + SPW 6)	W7	ML

⁵ This does not relate to the timeframe for acknowledging a complaint; that timeframe is 10 business days (under Code of Conduct clause 49(3)(b)).

Reporting category	Description	Indicator	Reference	Unit
Water Resources	Total volume of water supplied to residential customers (ML).	SPW 7A	W8	ML
Water Resources	Total volume urban water supplied (ML).	SPW 8	W11	ML
Water Resources	Volume of potable water produced for supply into the urban water supply system (ML).	SPW 8A	W11.3	ML
Water Resources	Average volume of residential water supplied per property (kL/property).	$SPW 9 = (1,000 \times SPW 7A / SPW 14A)$	W12	kL/property
Water Resources	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.	SPW 10	Licence Sch 2 Cl 1.3	Comment
2 Asset Data				
Asset Data	Number of water treatment plants providing full treatment (plants) as of June 30.	SPW 11	A1	Number of
Asset Data	Length of water mains (km) as of June 30.	SPW 12	A2	KM
Asset Data	Properties served per km of water main (properties/km) as of June 30.	$SPW 13 = (SPW 15 / SPW 12)$	A3	Properties/km
Asset Data	Number of water main breaks, bursts and leaks (mains breaks).	SPW 14	IA8	Number of
Asset Data	Number of water main breaks, bursts and leaks per 100km of water main (main breaks/100km).	$SPW 14 = (100 \times SPW 14 / SPW 12)$	A8	Number per 100km
3 The Customers				
The Customers	Total number of connected residential properties: water supply as of June 30.	SPW 14A	C2	Number of
The Customers	Total number of connected properties: water supply as of June 30.	SPW 15	C4	Number of
The Customers	Average duration of an unplanned interruption: water supply (minutes).	SPW 16	C15	Mins
The Customers	Number of unplanned interruptions: water supply.	SPW 17	IC17	Number of
The Customers	Number of unplanned interruptions per 1,000 properties.	$SPW 17 = (1,000 \times SPW 17 / SPW 15)$	C17	Number per 1,000

Reporting category	Description	Indicator	Reference	Unit
The Customers	Number of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence (12 month data).	SPW 18	Licence Sch 2 Cl 1.1	Number of
The Customers	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence (12 month data).	SPW 18 = (SPW 18 / SPW 15)	Licence Sch 2 Cl 1.1	Percentage
4 Complaints				
Complaints	Total number of customer complaints received.	SPW 19	Code of Conduct clause 49(3)(c)	Number of
Complaints	Number of complaints responded to by addressing the matters in the complaint within 20 business days. ⁶	SPW 19A	Code of Conduct clause 49(3)(c)	Number of
Complaints	Percentage of customer complaints responded to by addressing the matters in the complaint within 20 business days.	SPW 19B = (SPW 19A / SPW19)	Code of Conduct clause 49(3)(c)	Percentage
5 Health				
Health	Percentage of population where microbiological compliance was achieved.	SPW 20A	H3	Percentage

Table 4: Complete set of collected and derived indicators – Small non-potable water

Reporting category	Description	Indicator	Reference	Unit
1 Water Resources				
Water Resources	Volume of water sourced from surface water (ML).	SNPW 1	W1	ML
Water Resources	Volume of water sourced from groundwater (ML).	SNPW 2	W2	ML
Water Resources	Volume of water sourced from desalination marine waters (ML).	SNPW 3	W3.1	ML
Water Resources	Total volume of water received from other service providers or operational areas within the urban water system (ML).	SNPW 5 = (SNPW 5A + SNPW 6)	W5	ML

⁶ This does not relate to the timeframe for acknowledging a complaint; that timeframe is 10 business days (under Code of Conduct clause 49(3)(b)).

Reporting category	Description	Indicator	Reference	Unit
Water Resources	Volume of water, excluding recycled water, received from other service providers or operational areas within the urban water supply system (ML).	SNPW 5A	W5.3	ML
Water Resources	Volume of recycled water received from other service providers or operational areas within the urban water supply system (ML).	SNPW 6	W6	ML
Water Resources	Total volume of water sourced (ML).	SNPW 7 = (SNPW 1 + SNPW 2 + SNPW 3 + SNPW 5A + SNPW 6)	W7	ML
Water Resources	Total volume of water supplied to residential customers (ML).	SNPW 7A	W8	ML
Water Resources	Total volume urban water supplied (ML).	SNPW 8	W11	ML
Water Resources	Average volume of residential water supplied per property (kL/property).	SNPW 9 = (1,000 x SNPW 7A / SNPW 12A)	W12	ML
2 Asset Data				
Asset Data	Length of water mains (km) as of June 30.	SNPW 10	A2	KM
Asset Data	Properties served per km of water main (properties/km) as of June 30.	SNPW 11 = (SNPW 13 / SNPW 10)	A3	Properties/km
Asset Data	Number of water main breaks, bursts and leaks (mains breaks).	SNPW 12	IA8	Number of
Asset Data	Number of water main breaks, bursts and leaks per 100km of water main (mains breaks/100km).	SNPW 12 = (100 x SNPW 12 / SNPW 10)	A8	Number per 100km
3 The Customers				
The Customers	Total number of connected residential properties: water supply as of June 30.	SNPW 12A	C2	Number of
The Customers	Total number of connected properties: water supply as of June 30.	SNPW 13	C4	Number of
4 Complaints				
Complaints	Total number of customer complaints received.	SNPW 15	Code of Conduct clause 49(3)(c)	Number of

Reporting category	Description	Indicator	Reference	Unit
Complaints	Number of complaints responded to by addressing the matters in the complaint within 20 business days. ⁷	SNPW 16	Code of Conduct clause 49(3)(c)	Number of
Complaints	Percentage of customer complaints responded to by addressing the matters in the complaint within 20 business days.	SNPW 17 = (SNPW 16 / SNPW 15)	Code of Conduct clause 49(3)(c)	Percentage

Table 5: Complete set of collected and derived indicators – Small sewerage

Reporting category	Description	Indicator	Reference	Unit
1 Water Resources				
Water Resources	Total volume wastewater collected (ML).	SS 1	W18	ML
Water Resources	Average volume of wastewater collected per property (kL/property).	SS 2 = (1000 x SS 1 / SS 8)	W19	kL/property
Water Resources	Total recycled water supplied (ML).	SS 3	W26	ML
Water Resources	Recycled water as a percentage of total wastewater collected (%).	SS 4 = (SS 3 / SS 1)	W27	Percentage
2 Asset Data				
Asset Data	Length of sewer mains and channels (km) as of June 30.	SS 5	A5	KM
Asset Data	Number of properties served per km of sewer pain (properties/km) as of June 30.	SS 6 = (SS 8 / SS 5)	A6	Properties/km
Asset Data	Number of sewer mains breaks and chokes per 100km (breaks and chokes/100km).	SS 7	A14	Number per 100km
Asset Data	Number of property connection sewer breaks and chokes per 1,000 properties (breaks and chokes/1,000 properties).	SS 7	A15	Number per 1,000
3 The Customers				

⁷ This does not relate to the timeframe for acknowledging a complaint; that timeframe is 10 business days (under Code of Conduct clause 49(3)(b)).

Reporting category	Description	Indicator	Reference	Unit
The Customers	Total number of connected properties: wastewater as of June 30.	SS 8	C8	Number of
4 Complaints				
Complaints	Total number of customer complaints received.	SS 9	Code of Conduct clause 49(3)(c)	Number of
Complaints	Number of complaints responded to by addressing the matters in the complaint within 20 business days. ⁸	SS 9A	Code of Conduct clause 49(3)(c)	Number of
Complaints	Percentage of customer complaints responded to by addressing the matters in the complaint within 20 business days.	SS 9B = (SS 9A / SS 9)	Code of Conduct clause 49(3)(c)	Percentage
5 Environment				
Environment	Percentage of wastewater only treated to a primary level (%).	SS 10	E1	Percentage
Environment	Percentage of wastewater only treated to a secondary level (%).	SS 11	E2	Percentage
Environment	Percentage of wastewater treated to a tertiary level (%).	SS 12	E3	Percentage
Environment	Percentage of biosolids reused (%).	SS 13	E8	Percentage

Table 6: Complete set of collected and derived indicators – Irrigation

Reporting category	Description	Indicator	Reference	Unit
1 Asset Data				
Asset Data	Length of unlined channels (km) as of June 30.	RWSP 1		KM
Asset Data	Length of lined channels (km) as of June 30.	RWSP 2		KM
Asset Data	Length of natural waterways (km) as of June 30.	RWSP 3		KM
Asset Data	Length of pipes in the supply network (km) as of June 30.	RWSP 4		KM

⁸ This does not relate to the timeframe for acknowledging a complaint; that timeframe is 10 business days (under Code of Conduct clause 49(3)(b)).

Reporting category	Description	Indicator	Reference	Unit
Asset Data	Total carrier length (km) as of June 30.	RWSP 5 = (RWSP 1 + RWSP 2 + RWSP 3 + RWSP 4)		KM
Asset Data	Number of customer service points fitted with a provider approved measurement device as of June 30.	RWSP 6		Number of
Asset Data	Number of customer service points with a provider-approved indirect supply measurement method as of June 30.	RWSP 7		Number of
Asset Data	Number of customer service points with no supply measurement as of June 30.	RWSP 8		Number of
Asset Data	Total number of customer service points as of June 30.	RWSP 9 = (RWSP 6 + RWSP 7 + RWSP 8)		Number of
2 The Customers				
The Customers	Number of customer accounts as of June 30.	RWSP 10		Number of
The Customers	Total number of planned service interruptions.	RWSP 11	Licence Sch 2, CI 5.1.2	Number of
The Customers	Total number of planned service interruptions with 5 business days' notice of the interruption provided to affected customers.	RWSP 11A	Licence Sch 2, CI 5.1.2	Number of
The Customers	Percentage of planned service interruptions with 5 business days' notice of the interruption provided to affected customers.	RWSP 11B = (RWSP 11A / RWSP 11)	Licence Sch 2, CI 5.1.2	Percentage
3 Complaints				
Complaints	Total number of customer complaints received.	RWSP 12		Number of
Complaints	Number of customer complaints resolved within 15 business days.	RWSP 12A		Number of
Complaints	Percentage of customer complaints resolved within 15 business days.	RWSP 12B = (RWSP 12A / RWSP 12)		Percentage
4 Network Supply				
Network Supply	Volume of water sourced from surface water (ML).	RWSP 13		ML

Reporting category	Description	Indicator	Reference	Unit
Network Supply	Volume of water sourced from groundwater (ML).	RWSP 14		ML
Network Supply	Volume of water sourced from treated wastewater (ML).	RWSP 15		ML
Network Supply	Volume of water sourced from other sources (ML).	RWSP 16		ML
Network Supply	Total supply network intake volume (ML).	RWSP 17 = (RWSP 13 + RWSP 14 + RWSP 15 + RWSP 16)		ML
Network Supply	Total volume of irrigation water supplied at customer service points (ML).	RWSP 18		ML
Network Supply	Quality of water provided (mg/L of dissolved solids).	RWSP 19	Licence Sch 2, CI 5.1.3	mg/L

5. Version history

Version date	Changes
May 2024	<ul style="list-style-type: none"> • Version history section added. • Introduction section updated to communicate the purpose and intended audience of the handbook more clearly. • Colour coding replaced with text-based reported bases to make the handbook and datasheet more accessible. • Cover page and proforma information updated to reflect changes in the ERA style guide. • References to 'urban framework' changed to 'NPR framework'. • References to NWI changed to NPR.
May 2025	<ul style="list-style-type: none"> • Indicators LPW8, CKB4, SPW19A, SNPW16, SS9A changed from "Number of complaints resolved within 15 business days" (which was based on clause 46(3)(d) of the 2018 version of the Code of Conduct) to "Number of complaints responded to by addressing the matters in the complaint within 20 business days" (which is based on clause 49(3)(c) of the 2024 version of the Code of Conduct). • Indicator definitions consolidated in section 2 "Definitions and terms used" rather than being spread across multiple sections. • Instructions for completing and submitting the datasheet have been updated to improve clarity. • Section 3, 4, 5 and 6 from the 2024 handbook have been replaced with an updated section 4 that lists all performance indicators. The full list includes the descriptions of indicators that are based on the NPR Framework; these were previously only listed by the NPR indicator reference. • The full indicator list in section 4 specifies the unit of reporting (e.g., number, percentage, number per 1,000 etc.). • Deletion of definitions that belong to indicators removed in prior years.