

NOTICE

National Performance Report for Urban Water Utilities

Western Australia became a signatory of the National Water Initiative Agreement (Agreement), joining the Commonwealth and the other States and Territories, in April 2006.

Under the Agreement, the signatories agreed to report independently, publicly, and on an annual basis, benchmarking data on the pricing and service quality of urban water utilities. The National Water Commission (NWC) has released the first National Performance Report for urban water utilities for the 2005-06 reporting year.

The National Performance Report consolidates a number of reports previously produced by each State and Territory and the report is now the central source of information relating to the performance of urban water utilities including in relation to water consumption, asset management, customer service, environment and health compliance, finance and pricing.

The report:

- outlines water consumption trends and up to 155 indicators relating to the performance of the urban water industry
- provides nationally consistent definitions and approaches which enables comparisons to be made between utilities and jurisdictions
- informs customers about the level of service they are receiving
- builds community confidence and improves the water literacy of the community
- informs the decision making processes of government, regulatory agencies and water businesses, and
- encourages greater transparency in the way water is managed.

The National Performance Report is available on the NWC [web site](#).

For further information contact:

General Enquiries

Mr Paul Kelly
Executive Director
Licensing, Monitoring & Customer
Protection
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

Mr Paul Byrne
Byrne & Byrne Corporate Communications
Ph: 61 8 9385 9941
Mb: 0417 922 452

LYNDON ROWE
CHAIRMAN

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