

PERIOD - 1 July 2006 to 30 June 2007			WATER LICENSEES			
CATEGORY	INDICATOR	UNIT	Shire of Denmark (non-potable)	Shire of Northampton (non-potable)	Pilbara Iron (potable)	Rottneest Island Authority (potable)
WATER RESOURCES	Vol water supplied	kL	45,000	47,430	3,617,077	144,553
ASSET DATA	Length of water supply main	kM	1.8	18	106	20
ASSET DATA	No of leaks or bursts	#	1	8	51	2
ASSET DATA	No of confirmed water pressure/flow fault reports	#	0	not supplied	0	0
ASSET DATA	No of confirmed interruptions to drinking water services reports	#	n/a	n/a	2,406	2
ASSET DATA	No of planned interruptions	#	0	not supplied	2,406	n/a
CUSTOMERS	No of water service connections	#	203	52	2,402	420
CUSTOMERS	No of non residential connections	#	0	3	41	n/a
CUSTOMERS	Total no emergency calls requiring a response	#	0	8	0	0
CUSTOMERS	No emergency calls receiving a response within 1 hour	#	0	7	0	0
CUSTOMERS	Written customer complaints	#	0	0	0	0
CUSTOMERS	Written customer complaints resolved within 21 days	#	0	0	0	0
ENVIRONMENT	Energy cost to supply water	\$	1,837	3,867	not provided	85,957
ENVIRONMENT	Energy cost to supply water	kWh	not provided	21,315	not provided	450,744

PERIOD - 1 July 2006 to 30 June 2007			IRRIGATOR LICENSEES			
CATEGORY	INDICATOR	UNIT	Gascoyne Water Cooperative	Ord Irrigation Cooperative	Preston Valley Irrigation	SWIMCO Harvey Water
CHARACTERISTIC - ACCOUNTS	Total no of accounts	#	2,976	1,356	n/a	n/a
CHARACTERISTIC - ACCOUNTS	No of accounts issued within 5 business days of end of month	#	2,976	1,356	n/a	n/a
CHARACTERISTIC - SERVICES	No of Irrigation Connections	#	175	166	68	1,697
CHARACTERISTIC - SERVICES	No non-potable water supply connections	#	73	0	68	282
CHARACTERISTIC - VOLUME	Non-potable water	ML	79.8	0	28	3,880
CHARACTERISTIC - VOLUME	Quality of water (Mg/L TDS)	Mg/L TDS	<1000	5	440	Wellington >1100 Harvey <200 Waroona <200
CHARACTERISTIC - VOLUME	Irrigation water	ML	5,299.6	175,792	991	65,010
CUSTOMER SERVICE - AVAILABILITY	Total no planned service interruptions	#	0	8	0	0
CUSTOMER SERVICE- AVAILABILITY	No of notices issued providing 14 days notice of interruptions	#	0	8	0	0
CUSTOMER SERVICE- AVAILABILITY	Total no of emergency service interruptions	#	6	0	0	3
CUSTOMER SERVICE- AVAILABILITY	No of times customers notified within 6 hours of the emergency interruption	#	6	0	0	3
CUSTOMER SERVICE - COMPLAINTS	No of faults reported	#	1	3	1	4
CUSTOMER SERVICE - COMPLAINTS	No of faults repaired within 2 business days	#	1	3	1	3
CUSTOMER SERVICE - COMPLAINTS	No of faulty customer meters replaced before the commencement of next watering period	#	8	0	n/a	n/a
CUSTOMER SERVICE - COMPLAINTS	Total no of faulty customer meters replaced	#	8	0	n/a	n/a
CUSTOMER SERVICE - COMPLAINTS	Written customer complaints	#	0	0	0	14
CUSTOMER SERVICE - COMPLAINTS	Written customer complaints resolved within 21 days	#	0	0	0	10
CUSTOMER SERVICE - COMPLAINTS	No of urgent complaint calls	#	0	2	0	20
CUSTOMER SERVICE - COMPLAINTS	No of urgent complaint calls receiving a response within 2 hours	#	0	2	0	15
CUSTOMER SERVICE - DELIVERY	Requests for water met 2 days before or 3 days after request	#	n/a	2,043	0	663
CUSTOMER SERVICE - DELIVERY	Total no of requests	#	n/a	2,043	0	8,547