

NOTICE

National Performance Reports for Urban Water Utilities and Rural Water Service Providers

The National Water Commission (NWC) has released the National Performance Report: Urban Water Utilities and the National Performance Report: Rural Water Service Providers, for the 2006-07 reporting year.

It is the second report on the performance of urban utilities and the first on rural water service providers. Copies of both reports can be obtained from the NWC's [web site](#).

The reports are the result of an agreement by all States and Territories, as part of the National Water Initiative Agreement, to report independently and publicly each year benchmarking data on the pricing and service quality of urban water utilities and rural water service providers. Because of the significant differences between the urban and rural sectors, different performance reporting models apply and their performance has been reflected in separate reports.

The reports were prepared jointly by the NWC, all State and Territory Governments, and the Water Services Association of Australia.

URBAN WATER UTILITIES

The National Performance Report: Urban Water Utilities is now the central source of information relating to the performance of Urban Water Utilities and provides information on 82 utilities, reporting up to 150 key performance indicators in relation to water consumption, asset management, customer service, environment, health, finance and pricing.

Some key findings for urban utilities with greater than 100,000 properties include:

- The average volume of residential water supplied in 2006-07 was 196 kL per property, a drop of 5.6 per cent on 2005-06. Over the five year period from 2001-02, water supplied fell by 19.4 per cent per property. In 2006-07, the lowest volume was 153 kL per property (Brisbane Water) and the highest was 281 kL per property (Water Corporation – Perth);
- The average typical annual residential bill for combined water supply and sewerage services was \$633. The water supply component of the bill ranged from \$185 (South East Water - Melbourne) to \$332 (ACTEW - Canberra). The sewerage component ranged from \$210 (City West Water - Melbourne) to \$475 (Water Corporation – Perth);
- The average duration for unplanned water supply interruptions was 124 minutes, ranging from 69 minutes (ACTEW) to 181 minutes (Brisbane Water);
- An average total operating cost for combined water and sewerage of \$439 per property, ranging from \$352 per property (SA Water – Adelaide) to \$576 per property (ACTEW).

RURAL WATER SERVICE PROVIDERS

The National Performance Report: Rural Water Service Providers contains data on the 13 largest rural water service providers who together manage approximately 92% of the rural water network supply. The data is collated in 4 sets: characteristics, service indicators, environmental indicators and financial indicators.

The report demonstrates there is an considerable diversity amongst rural water service providers with size, location, type of delivery network and climatic conditions.

Some key findings include:

- Rural water utilities diverted 4,454,668 ML of water into their supply networks in 2006-07. The largest diverter was Goulburn-Murray Water with 1,550,601 ML;
- The supply network delivery efficiency indicator measures the percentage of volume that is accounted for as a planned delivery to customers. There is considerable variability across and within the providers, with overall results varying from 59 to 100 per cent efficiency. These results largely reflect the type of delivery network in place;
- Capital expenditure totalled approximately \$242 million in 2006-07. Grampians Wimmera Mallee Water had by far the largest, \$121 million, which reflected the Wimmera Mallee Pipeline project currently underway.

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