

# Water Compliance Reporting Manual

*Water Services Licensing Act 1995*

*August 2008*

Economic Regulation Authority



WESTERN AUSTRALIA

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# 1 Introduction

In October 2006, the Economic Regulation Authority (Authority) published a discussion paper on best practice regulation, which sets out its interpretation of best practice regulation, particularly in relation to utility licensing, and proposed mechanisms for achieving it. The discussion paper can be obtained from the Authority's web site. In line with that discussion paper, the Authority places priority on developing a compliance culture among licensees through a framework that encourages licensees to self-assess compliance with licence conditions and to report breaches on a self-reporting basis.

The Authority recently reviewed and amended the water supply, sewerage drainage and irrigation licences. A copy of the amended standard form licences can be obtained from the Authority's web site. The standard form licences have been designed to reduce any unnecessary regulatory burden on licensees while promoting the Authority's aim of best practice regulation. The structure of the new licensing framework for water services is consistent with the approach adopted in electricity and gas licensing, where compliance and performance reporting is separated from the licence and placed in a compliance reporting manual.

This Manual aims to identify all the compliance requirements for water supply, sewerage, drainage and irrigation licensees. The Authority notes that the compliance requirements will vary for some types of operating licence. Licensees are encouraged to make note of the compliance requirements that apply to them based on their licence type and circumstances.

While the Authority has taken care to compile the compliance and reporting requirements for water supply, sewerage, drainage and irrigation licensees, the omission of a compliance requirement in this Manual does not infer a licensee is exempt from fulfilling that requirement. Notwithstanding the information presented in this Manual, licensees are required to ensure they are aware of the statutory obligations relevant to their licence and take measures to comply with these obligations.

This Manual is structured as follows:

- Section 3 details new conditions that have been inserted into potable water supply licences in relation to drinking water quality.
- Section 4 details the approach taken by the Authority to develop performance reporting obligations for all types of water supply, sewerage, irrigation and drainage licences.
- Section 5 details the nature of licensees' performance reporting requirements, including the timing of reporting.
- Section 6 details the nature of licensees' compliance reporting requirements, including the timing and format of reporting.
- Section 7 details the format of the compliance report template.
- Section 8 details the format for reporting non-compliances with licence conditions.
- Section 9 details the Type 1 reporting obligations for all licence types.
- Sections 11 to 13 detail the licence compliance requirements applicable to each licence under the Act, and other regulations.

- Sections 14 to 21 detail the performance reporting obligations for large and small water supply, sewerage, drainage and irrigation licensees.

The Authority will separately issue Data Sheets (which will be available on the Authority's [web site](#)<sup>1</sup>) for the reporting of operational and performance information to the Authority, including statistics or performance information required under licence conditions, for each financial year. These Data Sheets will be provided to licensees prior to the end of each financial year and licensees will be given instructions on how to complete them and the deadlines for return the completed Data Sheets to the Authority.

## 2 Amending the Manual

The Authority may amend this Reporting Manual from time to time to:

- reflect amendments to the Act;
- include references to new licence obligations;
- delete references to licence obligations that are no longer relevant or that have been replaced with a new obligation;
- amend the performance information that must be provided to the Authority; and
- improve the compliance and reporting process.

The Authority will undertake consultation with licensees, and other stakeholders as appropriate, prior to making any significant revisions to this Reporting Manual.

## 3 New Licence Conditions – Potable Water Supply Licences

Under section 24 of the Act the Authority may determine licence terms and conditions, including in relation to the matters specified in Schedule 1 of the Act. Schedule 1 (h) of the Act provides that the Authority may establish licence terms and conditions:

requiring the licensee to provide to the Authority, in the manner and form determined by the Authority, specified information on any matter relevant to the operation of the licence, the operation of the licensing scheme provided for in Part 2A, or the performance of the Authority's functions under that Part.

The Authority, in keeping with the recommendations from the Review of Water Licensing approved a change to potable water supply licences in respect of drinking water standards.

Potable water supply services was previously defined under the Operating Licence (Potable Water Supply) as “the collection, treatment, transfer and delivery of treated water of drinking quality”. The definition has now been amended to the “collection, treatment, transfer and delivery of water supplied from water services systems designed and operated to provide potable water”. Potable water means safe drinking water in accordance with a Memorandum of Understanding (MoU) between the licensee and the Department of Health, Western Australia (DoH).

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<sup>1</sup> [http://www.era.wa.gov.au/2/470/51/regulatory\\_guid.pm](http://www.era.wa.gov.au/2/470/51/regulatory_guid.pm)



Prior to the introduction of the new standard form licences, each Operating Licence (Potable Water Supply) detailed compliance obligations with respect to the standards for drinking water supplied by the licensee, including adherence to various Australian Drinking Water Guidelines and the preparation of Annual Drinking Water Quality Plans. The Authority accepted advice on these standards and administered the related compliance reporting requirements, on behalf of the DoH.

The new potable water supply licence includes the following new conditions:

## 9 Memorandum of Understanding

- 9.1 Where the *licensee* is, or intends to, provide *potable water*, the *licensee* must enter into a *MoU* with the *Department of Health* as soon as practicable after the *commencement date*, but not later than 3 months after the *commencement date* without the approval of the *Authority*.
- 9.2 The *MoU* must include provisions:
- (a) specifying that the *MoU* is a legally binding document between *licensee* and *Department of Health*;
  - (b) defining and identifying the following sections in the *MoU*:
    - i. Text;
    - ii. Schedules;
    - iii. Binding Protocols;
    - iv. Water Quality Management Processes and Procedures;
  - (c) requiring the *licensee* and *Department of Health* to review and renew the *MoU* not less than once every three years;
  - (d) requiring the *licensee* to provide a complete copy of the *MoU* to the *Authority* within one month of entering into the *MoU*;
  - (e) requiring the *licensee* to provide any amendments to the *MoU* to the *Authority* within one month of entering into any amendments to the *MoU*;
  - (f) specifying quality criteria for drinking water and specifying how these standards will be achieved;
  - (g) requiring that any variations to the quality criteria for drinking water be approved by the Minister for Health;
  - (h) specifying a water quality monitoring plan to ensure that drinking water quality criteria are met;
  - (i) specifying a notification procedure for the reporting by the *licensee* of information or events which may have risks for public health; and
  - (j) requiring an audit by the *Department of Health* on compliance by the *licensee* of its obligations under the *MoU* at least every three years and the provision of the *audit report* to the *Authority*.

- 9.3 For the avoidance of doubt, clause 9.2 does not limit the provisions that the *MoU* may include.
- 9.4 The *licensee* must comply with the terms of the *MoU*.
- 9.5 The *licensee* must *publish* the Text and Schedules of the *MoU* and any amendments to the Text and Schedules of the *MoU* within one month of entering into the *MoU* or of making amendments to the Text or Schedules of the *MoU*.
- 9.6 The *licensee* must *publish* the *Audit Report* on the *licensee's* web site within 1 month of the completion of the audit.
- 9.7 The *licensee* must *publish* its Drinking Water Quality Reports quarterly or at a reporting frequency specified by the *Department of Health*.

The new conditions have been inserted into the potable water supply licences held by Aqwest – Bunbury Water Board, Busselton Water Board, Hamersley Iron, Rottnest Island Authority and Water Corporation.

## 4 Approach to Performance Reporting

Sections 14 - 21 provide details of the performance reporting obligations for each type of licence - potable water supply, non-potable water supply, sewerage, irrigation and drainage. There are differences in the reporting obligations for potable water supply, sewerage and irrigation licences depending on whether the supply system operated by the licensee is captured by the Urban Performance Framework (Urban Framework) or Rural Performance Framework (Rural Framework) under the National Water Initiative Agreement (NWI Agreement)<sup>2</sup>. The supply schemes that are captured by the NWI Agreement are referred to as “large” supply schemes and those that are not captured by the NWI Agreement are referred to as “small” supply schemes. It is important to note that for all licensees, other than the Water Corporation, there is a direct relationship between a supply scheme and a licence. The Water Corporation operates both large and small potable water supply and sewerage schemes under a single licence.

This section discusses performance reporting for:

- large potable water service providers that are captured by the reporting obligations under the Urban Framework (section 4.1);
- large sewerage service providers that are captured by the reporting obligations under the Urban Framework (section 4.2);
- large rural service providers that are captured by the reporting obligations under the Rural Framework (section 4.3);
- drainage providers (section 4.4); and
- small potable water, non-potable water, sewerage and rural service providers that are not subject to the reporting requirements of the NWI Agreement (section 4.5).

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<sup>2</sup> The urban and rural performance reporting frameworks are available on the National Water Commission web site: [http://www.nwc.gov.au/nwi/national\\_benchmarking\\_framework.cfm](http://www.nwc.gov.au/nwi/national_benchmarking_framework.cfm)

## 4.1 Large Potable Water Service Providers

The NWI Agreement covers all urban water service providers that supply 10,000 or more customer connections. In Western Australia, three potable water licensees are covered by the Urban Framework: Aqwest-Bunbury Water Board, Busselton Water Board and the Water Corporation<sup>3</sup>. The Authority has approved amendments to the licences held by these licensees to incorporate the performance reporting obligations under the Urban Framework, effective from 2 February 2007.

In addition to the performance reporting obligations under the Urban Framework, the licence also requires licensees to provide to the Authority the following annual performance information:

- The percentage of services provided by agreement that meet the notification requirements specified in the licence.
- The percentage of Farmlands Area Water services provided by agreement that meet the notification requirements specified in the licence<sup>4</sup>.

The annual performance information for the 12 month period ending 30 June each year is to be provided to the Authority at the same time as the Urban Framework performance report.

Licensees are also required to provide to the Authority the following quarterly performance information:

- The number of water main leaks and bursts.
- The number of customers experiencing an interruption of water supply exceeding 1 hour in duration.
- Drinking water quality.
- The percentage of water service customers in Perth metropolitan and country urban areas that have been supplied at a pressure and flow that meets the standards set out in the licence.
- The percentage of Farmlands Area Water customers that have been supplied at a pressure and flow that meets the standards set out in the licence<sup>5</sup>.
- Details of any restrictions that have been applied to a water supply in accordance with the applicable By-laws.
- Number of customer complaints received.
- Percentage of customer complaints resolved within 15 business days.
- Percentage of customer enquiry calls that were answered within 30 seconds.
- Percentage of customer enquiry calls that were abandoned after 5 seconds.

The quarterly performance information for the periods ending 31 March, 30 June, 30 September and 31 December are to be provided to the Authority within 1 month of the end of the reporting period.

<sup>3</sup> The NWI Reporting Framework captures 5 potable water supply schemes operated by Water Corporation: Albany, Geraldton, Kalgoorlie-Boulder, Mandurah and Perth.

<sup>4</sup> Only applies to the Water Corporation operating licence.

<sup>5</sup> Only applies to the Water Corporation operating licence.

## 4.2 Large Sewerage Service Providers

As outlined in section 4.1, the NWI Agreement covers all urban water utilities that supply more than 10,000 customer connections. In Western Australia two sewerage service licensees are covered by the NWI Agreement: City of Kalgoorlie-Boulder and the Water Corporation<sup>6</sup>. The Authority has approved amendments to the licences held by these licensees to incorporate the performance reporting obligations under the Urban Framework, effective from 2 February 2007.

Sewerage service licensees are also required to provide to the Authority the following quarterly performance information:

- The number of sewer blockages per 100km of sewer mains.
- The percentage of connected properties experiencing a wastewater overflow.
- The number of customer complaints received.
- Percentage of customer complaints resolved within 15 business days.
- Percentage of customer enquiry calls that were answered within 30 seconds.
- Percentage of customer enquiry calls that were abandoned after 5 seconds.

The quarterly performance information for the periods ending 31 March, 30 June, 30 September and 31 December are to be provided to the Authority within 1 month of the end of the reporting period.

## 4.3 Large Rural Water Service Providers

The NWI Agreement covers all rural water service providers that meet the thresholds set out in Table 1, subject to the recurrent costs of performance reporting are less than 1% of the total revenue of the agency. In Western Australia two irrigation licensees are covered by the NWI Agreement: Harvey Water (SWIMCO) and Ord Irrigation Cooperative (OIC). The Authority has approved amendments to the licences held by these licensees to incorporate the performance reporting obligations under the Rural Framework, effective from 12 September 2007. Large rural water service providers are not subject to any additional performance reporting obligations over and above the Rural Framework.

**Table 1: Rural water service provider thresholds under the NWI Agreement**

Service Category	Sub-Categories	Minimum Threshold for Individual Services to be Included in Reporting
Network Supply	All	4GL/annum water entitlement
Irrigation Drainage	All	1000 ha
Surface Water Diversion Service Management	All	4GL/annum water entitlement
Groundwater Diversion Service Management	n/a	4GL/annum water entitlement

<sup>6</sup> The NWI Reporting Framework captures 4 sewerage schemes managed by Water Corporation: Albany, Bunbury, Mandurah and Perth.

In addition to the performance reporting obligations under the Rural Framework, the licence also requires licensees to provide to the Authority the following annual performance information:

- The percentage of customers provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking.
- The percentage of planned service interruptions with 5 business days notice provided to customers.
- The quality of water provided (mg/L TDS).
- The number of customer complaints received.
- Percentage of customer complaints resolved within 15 business days.

The annual performance information for the 12 month period ending 30 June each year is to be provided to the Authority at the same time as the Urban Framework performance report.

## 4.4 Drainage Providers

The Water Corporation and Rottnest Island Authority are the only licensees with a drainage licence. The new standard form licence includes standards for the design of new urban drainage scheme infrastructure.

## 4.5 Small Water Service Providers and Rural Water Service Providers

This section discusses the performance reporting arrangements for small potable water, non-potable water, sewerage service providers and rural water service providers<sup>7</sup> that were in place prior to the licence review, and outlines the principles that have been applied to developing new performance reporting frameworks for these licensees that are consistent with the Urban Framework and Rural Framework.

Under the previous licensing scheme, each licence included specific clauses or schedules that detailed the performance reporting obligations applicable to that licence and included a list of non-financial performance indicators. In general, the reporting conditions for a given type of licence, i.e. small Local Government sewerage licensees, were consistent but this was not the case for all licence types. The Water Corporation licence required them to provide specified non-financial data for 30 towns with more than 1,000 potable water connected properties and 21 towns with more than 1,000 sewerage connected properties.

The Authority has reviewed the licence reporting requirements that applied to small water service providers under the previous licensing scheme in order to:

- assess their appropriateness in achieving the Government's licensing objectives;

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<sup>7</sup> A small provider or agency is one that is not captured by the Urban Framework or Rural Framework respectively.

- assess their responsiveness to the Authority's views on 'best practice' principles for licensing<sup>8</sup>;
- standardise the performance reporting obligations for each type of licence;
- identify opportunities where reporting requirements can be clarified and streamlined; and
- identify opportunities to align the reporting indicators and definitions that apply to these licensees with the Urban Framework or Rural Framework, as applicable.

With regard to the last point, the Authority has aligned the reporting indicators and definitions in the new standard form licences of small potable water, non-potable water and sewerage service providers with the Urban Framework, where feasible, and aligned the reporting indicators and definitions in the new standard form irrigation licences with the Rural Framework.

## 5 Performance Reporting Requirements

Licensees who are captured by the Urban Framework or the Rural Framework, are required to provide to the Authority performance information, as applicable, in accordance with the reporting schedule published by the National Water Commission, but in any case no later than 31 October for the reporting year ending 30 June.

Those licensees who are subject to the Urban Framework or the Rural Framework are required to provide any additional performance information specified in this manual at the same time as they provide their performance report in respect of the Urban Framework or Rural Framework, as applicable.

Those licensees who are not subject to the Urban Framework or the Rural Framework are required to provide their annual performance reports to the Authority no later than 31 July for the reporting year ending 30 June, commencing from 31 July 2009. As noted in section 1, the Authority will issue data sheets to licensees to facilitate the collection of annual non-financial performance information prior to the end of each reporting year.

Some potable water service and sewerage service licences include obligations to provide certain performance information to the Authority on a quarterly basis. The obligation to submit quarterly performance reports to the Authority remains unchanged from the current licence obligations. Hence, the quarterly reports covering the reporting periods ending 31 March, 30 June, 30 September and 31 December are to be provided to the Authority no later than 1 month immediately following the end of the reporting period.

## 6 Compliance Reporting Requirements

Compliance reporting by water licensees is based on the financial year ending 30 June and comprises a combination of annual and incident reporting.

Licensees are required to submit to the Authority a compliance report in respect of their Type 1 and Type 2 licence obligations for the year ending 30 June by 31 August immediately following the year that is the subject of the report. The first report, covering

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<sup>8</sup> Economic Regulation Authority, *Best Practice Utility Licensing (January 2007)*, found at [http://www.era.wa.gov.au/library/Best\\_Practice\\_Utility\\_Licensing\\_Jan\\_2007.pdf](http://www.era.wa.gov.au/library/Best_Practice_Utility_Licensing_Jan_2007.pdf)

the 12 months to 30 June 2009, is to be provided to the Authority on or before 31 August 2009.

## 6.1 Incident Reporting

Licensees are required to provide to the Authority incident reports relating to specified events (for example, wastewater overflows and interruptions greater than an hour affecting 50 services or more), within five days of their occurrence. Licensees are also required to provide to the Authority additional explanatory information relating to an incident upon request, within 14 days of the request being made. The timing of and format for incident reports will be the subject of a separate document that is being prepared by the Authority.

## 6.2 Classification of Conditions

The Authority considers that there is a need to develop and publish transparent criteria for the classification of regulatory obligations in this Reporting Manual. Table 2 proposes a suite of criteria which seek to balance:

- The cost to licensees of monitoring and reporting against their compliance obligations – for example, through recognition and appropriate classification of obligations which are inherently unmeasurable or which have minimal impact. This objective will also be supported through the introduction of a more high-level and ‘exception-based’ reporting framework for Type 2 breaches.
- The provision of appropriate incentives to licensees to ensure that regulatory obligations are adhered to and that non-compliances do not become systemic – for example, through a weighting towards the classification of obligations as Type 2 and the ability to reclassify non-compliances in circumstances where, although the impact may not be significant, the incidence of non-compliance has become systemic.

**Table 2: Criteria for Classification of Compliance Ratings**

Rating (Type)	Classification of Non-compliance	Criteria for Classification
1	Major	<p>Classified on the basis that:</p> <ul style="list-style-type: none"> <li>the consequences of non-compliance would cause major damage, loss or disruption to customers; or</li> <li>the consequences of non-compliance would endanger or threaten to endanger the safety or health of a person.</li> </ul>
2	Moderate	<p>Classified on the basis that:</p> <ul style="list-style-type: none"> <li>the consequences of non-compliance impact the efficiency and effectiveness of the licensee's operations or service provision but do not cause major damage, loss or disruption to customers; or</li> <li>the regulatory obligation is not otherwise classified as Type 1 or Type NR non-compliance.</li> </ul> <p>Reclassification of Type 2 to Type 1 may occur in circumstances of systemic non-compliance.</p>
NR	Minor	<p>Classified on the basis that:</p> <ul style="list-style-type: none"> <li>the consequences of non-compliance are relatively minor – i.e. non-compliance will have minimal impact on the licensee's operations or service provision and do not cause damage, loss or disruption to customers; or</li> <li>compliance with the obligation is unmeasurable; or</li> <li>the non-compliance is required to be reported to the Regulator under another instrument, guideline or code;<sup>9</sup> or</li> <li>the non-compliance is identified by a party other than the licensee; or</li> <li>the licensee only needs to use its reasonable endeavours or best endeavours to achieve compliance or where the obligation does not otherwise impose a firm obligation on the licensee.</li> </ul> <p>Reclassification of Type NR to Type 2 may occur in circumstances of:</p> <ul style="list-style-type: none"> <li>systemic non-compliance; or</li> <li>a failure to resolve non-compliance promptly.</li> </ul>

### 6.3 Immediate Notification

A licensee must immediately notify the Authority when it becomes aware of a breach of a Type 1 licence obligation. This notification must include:

- a telephone call to the Executive Director, Licensing, Monitoring & Customer Protection or the Assistant Director Monitoring on (08) 9213 1900 to explain the nature and impact of the breach; and
- a letter from the licensee's Senior Executive Officer to the Authority's Chairman within 5 business days of the breach, which details:
  - the licence obligation that has been breached;

<sup>9</sup> This is to account for the future development of a jurisdictionally-based incident reporting regime which, consistent with the approach adopted in other jurisdictions, would be supported by a separate reporting regime.



- the nature and extent of the breach;
- the impact of the breach including the number of customers and other licensees affected;
- the reasons for the breach;
- the actions that the licensee has taken to rectify the breach;
- the actions taken to prevent recurrence of the breach; and
- the date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

The format of the letter that must be used for reporting breaches of Type 1 obligations is provided in section 7.

## 6.4 Compliance Reports

The licensee is required to submit compliance reports to the Authority for Type 2 licence obligations that:

- confirm that it has complied with all relevant licence obligations during the period, other than those specifically referred to in the report;
- identify any licence obligations that have been breached during the period and provide details of:
  - the licence obligation that has been breached;
  - the nature and extent of the breach;
  - the impact of the breach including the number of customers and other licensees affected;
  - the reasons for the breach;
  - the actions that the licensee has taken to rectify the breach; and
  - the date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

The compliance report, which must be approved by the licensee's Senior Executive Officer, is provided in section 7. Licensees should note that these compliance reports are in addition to the Data Sheets referred to in section 1.

## 6.5 Lodging Immediate Notifications and Compliance Reports

A licensee must lodge any Type 1 immediate notification and its compliance reports (including Data Sheets) both electronically and in writing to the following addresses:

Electronic lodgement:

wlicensing@era.wa.gov.au

Hard copy lodgement:

Chairman  
Economic Regulation Authority  
PO Box 8469  
Perth Business Centre  
Western Australia 6849

As noted above, any Type 1 immediate notification must also include a telephone call to the Executive Director, Licensing, Monitoring & Customer Protection Division on (08) 9213 1900.

## 7 Compliance Report Template

Licensees must use the following format for their compliance reports. The format of “Schedule A” referred to below is detailed in section 8 of this Reporting Manual.

Compliance Report

Period: [Date] 200\_ to [Date] 200\_

Submitted by: [Licensee]

ACN: [Number]

To: Chairman  
Economic Regulation Authority  
PO Box 8469  
Perth Business Centre  
Western Australia 6849

[Name] reports as follows:

- (1) This report documents compliance during [Period] with all obligations classified as Type[s] [Number] obligations in the Authority’s current “[Licence Name]”.
- (2) This report has been prepared by [Licensee] with all due care and skill in full knowledge of the obligations to which it is subject under the Regulations and Codes made pursuant to the *Water Services Licensing Act 1995* and in compliance with the Authority’s current “[Licence Name]”.
- (3) Schedule A to this report provides information on all obligations with which [Licensee] did not comply during [Period] as required by the Authority’s current “[Licence Name]”.
- (4) Other than the information provided in Schedule A, [Licensee] has complied with all Type 2 obligations to which it is subject.
- (5) This compliance report has been approved and signed by [Licensee]’s Senior Executive Officer.

DATE:

Signed .....

Name .....

Designation .....

## 8 Format for Reporting Non-Compliances

Licensees must use the following format for reporting to the Authority:

- A non-compliance with a Type 1 licence obligation.
- A non-compliance of a licence obligation in “Schedule A” of an annual compliance report referred to in section 5 of this Reporting Manual.

Format for reporting Type 1 non-compliances		
Licence obligation # from table 7	Brief description of licence obligation that has been breached	Describe: <ol style="list-style-type: none"> <li>1. The nature and extent of the breach;</li> <li>2. The impact of the breach including the number of customers and other licensees affected;</li> <li>3. The reasons for the breach;</li> <li>4. The actions that the licensee has taken to rectify the breach;</li> <li>5. The actions taken to prevent recurrence of the breach; and</li> <li>6. The date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.</li> </ol>

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## 9 Type 1 Reporting Obligations for all Licence Types

No	Obligations Under	Licence Condition	Description	Licensee	Type
1.	Water Services Licensing Act Section 32 (1)		The licensee must provide the water service and undertake, maintain and operate any water services works specified in the licence.	All	1
37.	NA	Clause 9.4	A licensee must comply with the applicable standards of the MoU.	Potable Water Supply	1

## 10 Licence Compliance Requirements - Water Services Licensing Act 1995

No	Obligations Under	Licence Condition	Description	Licensee	Type
1.	Water Services Licensing Act Section 32 (1)		The licensee must provide the water service and undertake, maintain and operate any water services works specified in the licence.	All	1
2.	Water Services Licensing Act Section 33	Clause 19	The Licensee must achieve prescribed standards as defined in the regulations.	All	2
3.	Water Services Licensing Act Section 36 (1) (a)	Clause 17.1	The Licensee must have an Asset Management System in respect to the licensed activity.	All	2
4.	Water Services Licensing Act Section 36 (1) (b)	Clause 17.2	The Licensee must notify the Authority of any changes to the Asset Management System.	All	2
5.	Water Services Licensing Act Section 36 (1) (c)	Clause 17.3	The Licensee must not less than once in every period of 24 months (or such other period determined by the Authority) provide the Authority with an independent expert report, acceptable to the Authority, on the effectiveness of the Asset Management System.	All	2
6.	Water Services Licensing Act Section 37 (1)	Clause 16.1	The Licensee must not less than once in every period of 24 months (or such other period determined by the Authority) provide the Authority with an operational audit conducted by an independent expert, acceptable to the Authority.	All	2
7.	Water Services Licensing Act Section 38 (2)	Clause 20.1	The Licensee must comply with the performance standards set out in Schedule 4.	All	2

## 11 Licence Compliance Requirements - Water Coordination Regulations 1996

No	Obligations Under	Licence Condition	Description	Licensee	Type
8.	Water Services Coordination Regulations Section 2	Clause 4.1	The licensee must pay the applicable fees in accordance with the regulations.	All	NR

## 12 Licence Compliance Requirements – Licence Conditions

No	Obligations Under	Licence Condition	Description	Licensee	Type
9.	N/A	Clause 6.1	The licensee must establish a customer complaints process as set out in Schedule 3.	All	NR
10.	N/A	Schedule 3 Clause 1	The licensee must resolve customer complaints with 15 business days of the receipt of complaint.	All except LGAs	NR
11.	N/A	Schedule 3 Clause 8	The licensee must resolve customer complaints with 15 business days of the receipt of complaint or for matters to be considered by a Local Government Council within 5 business days after the first ordinary Council meeting following the 15 business day period.	LGA licensees only	NR
12.	N/A	Schedule 3 Clause 2 (b)	The licensee must provide appropriately trained staff to respond to complaints.	All except LGAs	NR
13.	N/A	Schedule 3 Clause 9 (b)	The licensee must provide one trained staff who is authorised or has access to another officer who is authorised to make necessary decisions to respond to complaints.	LGA licensees only	NR
14.	N/A	Schedule 3 Clause 2 (d)	The licensee must provide an appropriate system to monitor and record the number, nature of and outcomes to complaints.	All	NR

No	Obligations Under	Licence Condition	Description	Licensee	Type
15.	N/A	Schedule 3 Clause 4	The licensee must inform the customer of the option to refer a disputed complaint to the Department of Water.	All except LGAs	NR
16.	N/A	Schedule 3 Clause 10	The licensee must inform the customer of the option to refer a disputed complaint to the Department of Water unless the complaint is a matter that relates to section 3.22 of the <i>Local Government Act 1995</i> .	LGA licensees only	NR
17.	N/A	Schedule 3 Clause 6	The licensee must co-operate with the Department of Water's request for information concerning a disputed complaint.	All	NR
18.	N/A	Schedule 3 Clause 7	The licensee must, on request, provide complaints details to the Department of Water.	All	NR
19.	N/A	Clause 7.1	The licensee must establish a Customer Service Charter as set out in Schedule 3.	All	2
20.	N/A	Schedule 3 Clause 2.5	The licensee must provide the Authority with a copy of its Customer Service Charter.	All	2
21.	N/A	Schedule 3 Clause 2.6	The licensee must make the Customer Service Charter available to its customers.	All	2
22.	N/A	Schedule 3 Clause 2.6	The licensee must review its Customer Service Charter at least every two years.	All	2
23.	N/A	Schedule 3 Clause 2.8	The licensee must provide its services consistent with its Customer Service Charter.	All	2
24.	N/A	Clause 8	The licensee must establish customer consultation processes as set out in Schedule 3.	All	NR
25.	N/A	Schedule 3 Clause 4.1	The licensee may either establish a Customer Council or institute at least 2 of the following: establish a regular meeting; publish a newsletter or run other public forums, concerning the licensed activities.	All	NR
26.	N/A	Schedule 3 Clause 4.2	The licence must consult the Authority on the type and extent of consultation to be adopted by the licensee.	All	NR



No	Obligations Under	Licence Condition	Description	Licensee	Type
27.	N/A	Schedule 3 Clause 4.3	The licensee if at the request of the Authority, must establish other forums for consultations, to enable community involvement in issues relevant to licence obligations.	All	NR
28.	N/A	Schedule 3 Clause 4.4	The licensee must hold season opening and closing public meetings, and the agenda must cover at least season opening and closing conditions, tariffs and scheme operation.	Irrigation	NR
29.	N/A	Schedule 3 Clause 4.5	The licensee must prior to making a major change to the operation of a water service hold a public meeting and seek written submissions.	Sewerage	NR
30.	N/A	Schedule 3 Clause 4.6	The licensee must allow customers to raise matters of concern regarding Council public question time in accordance with the <i>Local Government Act 1995</i> .	LGA sewerage providers	NR
31.	N/A	Schedule 3 Clause 5.1	Customer contracts	All	NR
32.	N/A	Schedule 3 Clause 6	The licensee must conduct a customer survey if directed to by the Authority.	All	NR
33.	N/A	Clause 9	The licensee must enter into a MoU with the Department of Health (DoH).	Potable Water Supply	2
34.	N/A	Clause 9.2.2	The licensee and DoH must review and renew the MoU every 3 years.	Potable Water Supply	2
35.	N/A	Clause 9.2.3	The licensee must provide the Authority with a copy of the MoU.	Potable Water Supply	2
36.	N/A	Clause 9.2.4	The licensee must provide the Authority with any amendments to the MoU.	Potable Water Supply	2
37.	N/A	Clause 9.4	The licensee must comply with the terms of the MoU.	Potable Water Supply	1
38.	N/A	Clause 9.4	The licensee must publish the MoU and any amendments to the MoU within one month of signing (subject to the confidentiality clause 22.3 in the licence).	Potable Water Supply	2

No	Obligations Under	Licence Condition	Description	Licensee	Type
39.	N/A	Clause 15.1	The licensee must maintain accounting records.	All	NR
40.	Water Services Licensing Act Section 37	Clause 16.2	The licensee must comply and require the licensee's auditor to comply with the Authority's Standard Audit Guidelines, minimum requirements regarding appointment of the auditor, scope of audit, conduct of the audit and reporting of the audit.	All	NR
41.	Water Services Licensing Act Section 36	Clause 17.1	The licensee must provide for and notify the Authority of its asset management system within 2 business days from the licence commencement date unless notified in writing by the Authority.	All	2
42.	Water Services Licensing Act Section 36	Clause 17.2	The licensee must notify the Authority of any changes to its asset management system within 10 business days from the date of change.	All	2
43.	Water Services Licensing Act Section 36	Clause 17.4	The licensee must comply and require the licensee's expert to comply with the Authority's Standard Guidelines dealing with the asset management system review including, minimum requirements, regarding appointment of the expert reviewer, scope of review conduct of the review and reporting of the outcomes of the review.	All	NR
44.	N/A	Clause 18.1	The licensee must report to the Authority if it is under external administration within 2 business days or significant change in its financial or technical circumstances within 10 business days.	All	2
45.	Water Services Licensing Act Section 33 & 38	Clause 20.1	The licensee must comply with Service and Performance Standards as set out in Schedule 4.	All	NR
46.	N/A	Clause 21.1	The licensee must provide any information the Authority may require in connection with its functions under the Act.	All	NR
47.	N/A	Clause 21.1	The licensee must comply with the information reporting requirements as set out in Schedule 5.	All	NR
48.	N/A	Clause 22.2 and 22.4	The licensee must publish relevant information directed to do so by the Authority within the specified timeframe.	All	NR

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## 13 Reporting Requirements – Large Potable Water Service Providers

### 13.1 NWI Urban Framework

**Deed** means National Framework for Reporting on Performance of Urban Water Utilities Deed dated 24 November 2006.

**National Performance Framework** means the *National Framework for Reporting the Performance of Urban Water Utilities* dated May 2007 as amended from time to time.

The licensee will provide the Authority with data required for performance monitoring purposes as set out in the *National Performance Framework*. The data will cover the previous financial year to June 30 and be provided by 31 October each year.

The data supplied to the Authority referred to the above must be audited in accordance with clause 6 and schedule 3 of the *Deed* by 31 October 2007 and then at least once every 36 months (or other such period as determined by the Authority).

### 13.2 Other Reporting Requirements

<i>Indicator Number</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
LPW 1	Percentage of services provided by agreement that meet the notification requirements specified in the licence.		Annual
LPW 2	Percentage of Farmlands Area Water services provided by agreement that meet the notification requirements specified in the licence.		Annual
LPW 3	The number of water main leaks and bursts (monthly data and a rolling 12 month average)		Quarterly
LPW 4	Number of customers experiencing an interruption of water supply exceeding 1 hour in duration (monthly data and a rolling 12 month average)		Quarterly

<i>Indicator Number</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
LPW 5	Compliance with drinking water quality standards prescribed in the MoU with the Department of Health.		Quarterly
LPW 6	Percentage of customers in the Perth metropolitan and country urban areas that have been supplied at a pressure and flow that meets the standards set out in the licence (monthly data and a rolling 12 month average)		Quarterly
LPW 7	Percentage of Farmlands Area Water customers that have been supplied at a pressure and flow that meets the standards set out in the licence (monthly data and a rolling 12 month average)		Quarterly
LPW 8	Details of any restrictions that have been applied to water supply in accordance with the applicable By-laws.		Quarterly

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## 14 Reporting Requirements – Large Sewerage Service Providers

### 14.1 NWI Urban Framework

The licensee will provide the Authority with data required for performance monitoring purposes as set out in the National Framework for Reporting the Performance of Urban Water Utilities dated May 2007, as amended from time to time. The data must be provided to the Authority in accordance with the time scales published by the National Water Commission, or by 31 October each year.

### 14.2 Other Reporting Requirements

<i>Indicator Number</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
LSS 1	The number of sewer blockages per 100km of sewer mains (monthly data and a rolling 12 month average)		Quarterly
LSS 2	Percentage of connected properties experiencing a wastewater overflow (monthly data and a rolling 12 month average)		Quarterly

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## 15 Reporting Requirements – Large Rural Water Service Providers

The licensee will provide the Authority with data required for performance monitoring purposes as set out in the National Framework for Reporting the Performance of Rural Water Delivery Agencies dated August 2007, as amended from time to time. The data must be provided to the Authority in accordance with the time scales published by the National Water Commission, or by 31 October each year.

### 15.1 Other Reporting Requirements

Indicator Number	Reported Indicator	NWI Indicator # or Licence condition #	Frequency of reporting
LRWDA 1	Percentage of customers provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking.	Licence Schedule 5	Annual
LRWDA 2	Percentage of planned service interruptions with 5 business days notice of the interruption provided to affected customers.	Licence Schedule 5	Annual
LRWDA 3	Quality of water provided (mg/L of dissolved solids).	Licence Schedule 5	Annual

## 16 Reporting Requirements – Small Potable Water Service Providers

Note: the NWI indicator numbers are based on the 2007-08 version of the National Framework for Reporting the Performance of Urban Water Utilities, which may be subject to change in future years.

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>WATER RESOURCES</b>			
Sources of water	Volume of water sourced from surface water (ML).	W1	Annual
Sources of water	Volume of water sourced from groundwater (ML).	W2	Annual
Sources of water	Volume of water sourced from desalination (ML).	W3	Annual
Sources of water	Volume of water sourced from recycling (ML).	W4	Annual
Sources of water	Volume of water received from bulk supplier (ML).	W5	Annual
Sources of water	Volume of bulk recycled water purchased (ML).	W6	Annual
Sources of water	Total sourced water (ML).	W7	Annual
Uses of water supplied	Total urban water supplied (ML).	W11	Annual
Uses of water supplied	Average annual residential water supplied (kL/property)	W12	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>ASSET DATA</b>			
Water treatment plants	Number of water treatment plants providing full treatment.	A1	Annual
Other water assets	Length of water mains (km).	A2	Annual
Other water assets	Properties served per km of water main	A3	Annual
Water Main Breaks	Water main breaks (per 100 km of water main).	A8	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>THE CUSTOMERS</b>			
Connected properties and population	Total connected properties – water supply.	C4	Annual
Unplanned water supply interruptions	Average duration of an unplanned interruption - water (minutes).	C15	Annual
Customer interruption frequency	Customer interruption frequency – water (per 1000 properties).	C17	Annual
Customer interruptions	Number of customers experiencing an interruption of water supply exceeding 1 hour in duration.	Licence Schedule 5	Annual



<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
Water pressure and flow	Percentage of customers that have been supplied at a pressure and flow that meets the standards set out in the licence.	Licence Schedule 5	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>ENVIRONMENT</b>			
Net greenhouse gas emissions	Greenhouse gas emissions (tonnes CO <sub>2</sub> equivalents) - water	E9	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>PUBLIC HEALTH</b>			
Water quality compliance	Water quality guidelines.	H1	Annual
Water quality compliance	Number of zones where microbiological compliance was achieved (e.g. 23/24).	H2	Annual
Water quality compliance	% of population where microbiological compliance was achieved.	H3	Annual
Water quality compliance	Number of zones where chemical compliance was achieved (e.g. 23/24).	H4	Annual
Water quality compliance	Risk-based drinking water management plan assessed externally (yes/no).	H5	Annual

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<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
Water quality compliance	Risk-based drinking water management plan (please specify plan in place, i.e. ISO9001, HACCP) (yes/no).	H6	Annual
Water quality compliance	Public disclosure of drinking water performance (yes/no).	H7	Annual

## 17 Reporting Requirements – Small Non-potable Water Service Providers

Note: the NWI indicator numbers are based on the 2007-08 version of the National Framework for Reporting the Performance of Urban Water Utilities, which may be subject to change in future years.

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>WATER RESOURCES</b>			
Sources of water	Volume of water sourced from surface water (ML).	W1	Annual
Sources of water	Volume of water sourced from groundwater (ML).	W2	Annual
Sources of water	Volume of water sourced from desalination (ML).	W3	Annual
Sources of water	Volume of water sourced from recycling (ML).	W4	Annual
Sources of water	Volume of water received from bulk supplier (ML).	W5	Annual
Sources of water	Volume of bulk recycled water purchased (ML).	W6	Annual
Sources of water	Total sourced water (ML).	W7	Annual
Uses of water supplied	Total urban water supplied (ML).	W11	Annual
Uses of water supplied	Average annual residential water supplied (kL/property).	W12	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>ASSET DATA</b>			
Other water assets	Length of water mains (km)	A2	Annual
Other water assets	Properties served per km of water main	A3	Annual
Water Main Breaks	Water main breaks (per 100 km of water main)	A8	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>THE CUSTOMERS</b>			
Connected properties and population	Total connected properties – water supply	C4	Annual
Unplanned water supply interruptions	Average duration of an unplanned interruption - water (minutes).	C15	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>ENVIRONMENT</b>			
Net greenhouse gas emissions	Greenhouse gas emissions (tonnes CO <sub>2</sub> equivalents) - water	E9	Annual

## 18 Reporting Requirements – Small Sewerage Service Providers

Note: the NWI indicator numbers are based on the 2007-08 version of the National Framework for Reporting the Performance of Urban Water Utilities, which may be subject to change in future years.

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>WATER RESOURCES</b>			
Sewage collected	Total sewerage collected (ML).	W18	Annual
Sewage collected	Sewage collected per property (kL/property).	W19	Annual
Uses of recycled water	Total recycled water supplied (ML).	W26	Annual
Uses of recycled water	Recycled water (percent of effluent recycled).	W27	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>ASSET DATA</b>			
Sewerage assets	Length of sewerage mains and channels (km).	A5	Annual
Sewerage assets	Properties served per km of sewer main.	A6	Annual
Sewer main breaks and	Sewer main breaks and chokes (per 100 km).	A12	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
chokes			
Sewer main breaks and chokes	The number of sewer blockages per 100km of sewer mains.	Licence Schedule 5	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>THE CUSTOMERS</b>			
Connected properties and population	Total connected properties – sewerage.	C8	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>ENVIRONMENT</b>			
Sewage treatment levels	Per cent of sewage treated to a primary level.	E1	Annual
Sewage treatment levels	Per cent of sewage treated to a secondary level.	E2	Annual
Sewage treatment levels	Per cent of sewage treated to a tertiary or advanced level.	E3	Annual
Biosolids reuse	Per cent of biosolids reused.	E8	Annual

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<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
Net greenhouse gas emissions	Greenhouse gas emissions (tonnes CO <sub>2</sub> equivalents) - sewerage	E10	Annual
Sewer overflows	Sewer overflows to the environment (per 100km of sewer main).	E13	Annual
Wastewater overflows	Percentage of connected properties experiencing a wastewater overflow.	Licence Schedule 5	Annual

## 19 Reporting Requirements – Small Rural Water Delivery Agencies

Note: the NWI indicator numbers are based on the 2006-07 version of the National Framework for Reporting the Performance of Rural Water Delivery Agencies, which may be subject to change in future years.

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>RURAL WATER SERVICES PROVIDED</b>			
Services provided	Rural water services provided – gravity irrigation, pressurized irrigation, drainage, gravity non-irrigation, pressurized non-irrigation.	C.1	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>ASSET DATA</b>			
Asset types and carrier length	Length of unlined channels (km).	C.2	Annual
Asset types and carrier length	Length of lined channels (km).	C.2	Annual
Asset types and carrier length	Length of natural waterways (km).	C.2	Annual
Asset types and carrier length	Length of pipes in the supply network (km).	C.2	Annual
Measurement	Number of customer service points fitted with an agency approved	E.1	Annual



<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
devices	measurement device.		
Measurement devices	Number of customer service points fitted with an agency approved indirect measurement device.	E.1	Annual
Measurement devices	Number of customer service points with no supply measurement.	E.1	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>THE CUSTOMERS</b>			
Customers	Number of customer accounts.	C.3	Annual
Customer service points	Number of customer service points with water on demand.	C.4	Annual
Customer service points	Number of customer service points with water on order.	C.4	Annual
Customer service points	Number of customer service points – irrigation supply.	C.4	Annual
Customer service points	Number of customer service points – non-potable water supply.	C.4	Annual
Customer service points	Number of remotely controlled customer service points.	C.6	Annual
Customer service points	Number of locally controlled customer service points.	C.6	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
Water on order	Minimum notice for water delivery orders (days).	C.5	Annual
Service interruptions	Percentage of planned service interruptions with 5 business days notice of the interruption provided to affected customers.	Licence Schedule 5	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
<b>NETWORK SUPPLY</b>			
Supply network intake	Volume of water sourced from surface water (ML).	C.11	Annual
Supply network intake	Volume of water sourced from groundwater (ML).	C.11	Annual
Supply network intake	Volume of water sourced from treated waste water (ML).	C.11	Annual
Supply network intake	Volume of water sourced from other sources (ML).	C.11	Annual
Water supplied	Total volume supplied at customer service points – irrigation (ML)	C.12	Annual
Water supplied	Total volume supplied at customer service points – non-potable (ML)	C.12	Annual
Supply network capacity	Capacity of the supply network (irrigation and non-potable) (ML/day).	C.9	Annual
Water delivery	Percentage of water deliveries in accordance with the service standards.	S.1	Annual
Water quality	Quality of water provided (mg/L of dissolved solids).	Licence	Annual

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<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
		Schedule 5	
Water quality	Percentage of customers provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking.	Licence Schedule 5	Annual

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## 20 Customer Service Reporting Requirements – All Licences

### 20.1 Telephone Service

Reporting against telephone service indicators is mandatory for water service providers who operate a contact centre that is capable of automatically recording some or all of the telephone service indicators. Note: the NWI indicator numbers are based on the 2007-08 version of the National Framework for Reporting the Performance of Urban Water Utilities, which may be subject to change in future years.

<i>Indicator Number</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
TS 1	Per cent of calls that were answered by an operator within 30 seconds	C14	Quarterly (large water and sewerage service providers)
TS 2	Percentage of calls that were abandoned after 5 seconds		Quarterly (large water and sewerage service providers)
TS 3	Percentage of customers who, within one hour of reporting an emergency, were advised of the nature and timing of the action to be undertaken by the <i>licensee</i> .		Annual (small water and sewerage service providers)

## 20.2 Complaints Handling

Note: the NWI indicator numbers are based on the 2007-08 version of the National Framework for Reporting the Performance of Urban Water Utilities, which may be subject to change in future years.

<i>Indicator Number</i>	<i>Reported Indicator</i>	<i>NWI Indicator # or Licence condition #</i>	<i>Frequency of reporting</i>
CH 1	Water quality complaints (per 1000 properties)	C9	Quarterly (large service providers) Annual (small service providers)
CH 2	Water service complaints (per 1000 properties)	C10	Quarterly (large service providers) Annual (small service providers)
CH 4	Sewerage service complaints (per 1000 properties)	C11	Quarterly (large service providers) Annual (small service providers)
CH 5	Billing and account complaints – water and sewerage (per 1000 properties)	C12	Quarterly (large service providers) Annual (small service providers)
CH 6	Other complaints (per 1000 properties)		Quarterly (large service providers) Annual (small service providers)
CH 7	Irrigation customer service delivery complaints (per 100 customers)	S.2	Annual
CH 8	Percentage of customer complaints resolved within 15 business days	Licence Schedule 3 Clause 1  Licence Schedule 4 Clause 1	Quarterly (large water and sewerage service providers) Annual (small water and sewerage service providers) Annual (rural water service providers)



