

PERIOD - 1 July 2007 to 30 June 2008			SMALL IRRIGATION LICENSEES	
CATEGORY	INDICATOR	UNIT	Gascoyne Water Cooperative	Preston Valley Irrigation
CHARACTERISTIC - ACCOUNTS	Total no of accounts	#	3,036	n/a
CHARACTERISTIC - ACCOUNTS	No of accounts issued within 5 business days of end of month	#	3,036	n/a
CHARACTERISTIC - SERVICES	No of Irrigation Connections	#	179	68
CHARACTERISTIC - SERVICES	No non-potable water supply connections	#	82	35
CHARACTERISTIC - VOLUME	Non-potable water	ML	88.5	31
CHARACTERISTIC - VOLUME	Quality of water (Mg/L TDS)	Mg/L TDS	<1,000	410
CHARACTERISTIC - VOLUME	Irrigation water	ML	4,605.8	765
CUSTOMER SERVICE - AVAILABILITY	Total no planned service interruptions	#	13	0
CUSTOMER SERVICE- AVAILABILITY	No of notices issued providing 14 days notice of interruptions	#	13	0
CUSTOMER SERVICE- AVAILABILITY	Total no of emergency service interruptions	#	109	0
CUSTOMER SERVICE- AVAILABILITY	No of times customers notified within 6 hours of the emergency interruption	#	109	0
CUSTOMER SERVICE - COMPLAINTS	No of faults reported	#	3	0
CUSTOMER SERVICE - COMPLAINTS	No of faults repaired within 2 business days	#	3	0
CUSTOMER SERVICE - COMPLAINTS	No of faulty customer meters replaced before the commencement of next watering period	#	5	n/a
CUSTOMER SERVICE - COMPLAINTS	Total no of faulty customer meters replaced	#	5	n/a
CUSTOMER SERVICE - COMPLAINTS	Written customer complaints	#	4	0
CUSTOMER SERVICE - COMPLAINTS	Written customer complaints resolved within 21 days	#	4	0
CUSTOMER SERVICE - COMPLAINTS	No of urgent complaint calls	#	0	0
CUSTOMER SERVICE - COMPLAINTS	No of urgent complaint calls receiving a response within 2 hours	#	0	0
CUSTOMER SERVICE - DELIVERY	Requests for water met 2 days before or 3 days after request	#	n/a	0
CUSTOMER SERVICE - DELIVERY	Total no of requests	#	n/a	0

PERIOD - 1 July 2007 to 30 June 2008			WATER LICENSEES		
CATEGORY	INDICATOR	UNIT	Shire of Denmark (non-potable)	Hamersley Iron (potable)	Rottneest Island Authority (potable)
WATER RESOURCES	Vol water supplied	kL	40,000	3,829,894	118,879
ASSET DATA	Length of water supply main	kM	4.7	106	20
ASSET DATA	No of leaks or bursts	#	1	24	2
ASSET DATA	No of confirmed water pressure/flow fault reports	#	not provided	0	3
ASSET DATA	No of confirmed interruptions to drinking water services reports	#	n/a	1,057	2
ASSET DATA	No of planned interruptions	#	not provided	910	n/a
CUSTOMERS	No of water service connections	#	203	2,402	421
CUSTOMERS	No of non residential connections	#	5	41	n/a
CUSTOMERS	Total no emergency calls requiring a response	#	2	0	1
CUSTOMERS	No emergency calls receiving a response within 1 hour	#	0	0	0
CUSTOMERS	Written customer complaints	#	0	0	0
CUSTOMERS	Written customer complaints resolved within 21 days	#	0	0	0
ENVIRONMENT	Energy cost to supply water	\$	1,366	not provided	69,249
ENVIRONMENT	Energy cost to supply water	kWh	7,781	not provided	301,083