

Water Services Licensing Act 1995

Water, Wastewater and Irrigation
Licence Performance Reporting
Handbook

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Economic Regulation Authority



WESTERN AUSTRALIA

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1 Background

The Economic Regulation Authority (**Authority**) is responsible for administering the water licensing scheme under Part 3 of the *Water Services Licensing Act 1995 (Act)*. A business licensed by the Authority is required to comply with a range of obligations prescribed by the Act and its associated regulations.

Section 24/Schedule 1 of the Act gives the Authority the power to determine licence terms and conditions. The Authority undertook a review of water licensing in 2008, which resulted in the development of a new standard form water licence template. The existing water licences were replaced with new standard form licences in August 2008. The Authority also developed a Water Compliance Reporting Manual (**Reporting Manual**) to accompany the new licences. The Reporting Manual consolidates all of the compliance reporting and performance reporting obligations for water licences into a single document.

Water licences now include a schedule setting out the service and performance standards applicable to the licence and a clause requiring licensees to provide data in accordance with the performance reporting obligations set out in the Reporting Manual. The current version of the Reporting Manual was released in March 2009.

The Authority requires water licensees to prepare annual performance reports in accordance with the applicable performance reporting indicators identified in sections 12 to 19 of the Water Compliance Reporting Manual. For water service providers, other than those required to report under the National Water Initiative (NWI), annual performance reports for the year ending 30 June are to be provided to the Authority by 31 July. Water service providers who are required to report under the National Water Initiative¹ are required to report to the Authority in accordance with the time frames published by the relevant Roundtable Group².

2 Purpose of this Handbook

This is the first edition of the handbook, which has been developed to accompany the Reporting Manual released in March 2009.

Water licensees are required to prepare and submit annual performance reports in accordance with the framework set out in sections 12 to 19 of the Reporting Manual:

- Section 12 – Potable Water Service Providers Subject to NWI Reporting;
- Section 13 – Sewerage Service Providers Subject to NWI Reporting;
- Section 14 – Rural Water Service Providers Subject to NWI Reporting;
- Section 15 – Potable Water Service Providers Not Subject to NWI Reporting;
- Section 16 – Non-potable Water Service Providers Not Subject to NWI Reporting;
- Section 17 – Sewerage Service Providers Not Subject to NWI Reporting;
- Section 18 – Rural Water Service Providers Not Subject to NWI Reporting;
- Section 19 – Customer Service Reporting Requirements – All Licences.

¹ Further information on the National Water Initiative is available on the National Water Commission web site:
<http://www.nwc.gov.au/www/html/117-national-water-initiative.asp>

² There are two Roundtable Groups that manage urban (water supply and sewerage services) and rural (irrigation and drainage) performance reporting respectively. Each Roundtable Group comprises representatives from the National Water Commission, the States and Territories and, for urban only, the Water Services Association of Australia.

It is important that there is a shared understanding amongst all stakeholders in respect of the information that is to be reported by water licensees, including the definitions to be applied to the performance indicators and the Authority's expectations as to the manner in which the information should be presented. Consistent with this objective, the Authority has issued this guide to inform water licensees of the:

- definitions to be applied to the performance indicators in the performance reports; and
- basis upon which inputs to the performance reports should be calculated (where appropriate).

Where reference is made to other documents within this guide, the Authority recommends that licensees familiarise themselves with these other documents in order to obtain a better understanding of the reporting context. Of particular relevance are the National Performance Framework documents for urban and rural service providers³:

- 2008-09 Urban Water Performance Report Indicators and Definitions Handbook (**Urban Handbook**); and
- 2007-08 Rural Water Performance Reporting Indicators and Definitions (**Rural Handbook**).

The performance reporting obligations in the Reporting Manual draw extensively on the urban and rural performance reporting framework definitions.

3 Performance Reporting Tools

The Authority has issued an Excel workbook called Water Licence Performance Reporting Datasheets (**Performance Report**). It is mandatory for licensees to provide their annual performance reports to the Authority by completing relevant parts of the Performance Report. The latest version of the Performance Report can be found on the Authority's web site⁴.

The Performance Report comprises 9 worksheets, one for each of the performance reporting categories set out in section 2.

4 Completing the Performance Report

The Performance Report comprises a number of worksheets containing tables in the format shown in Table 1 below.

Table 1: Example datasheet format

No.	Reference	Description	Basis of Reporting	
			Number	Percentage
LPW 1	Licence Sch 4, Cl.9.1	Percentage of new services provided by agreement that meet the notification requirements specified in the licence		

When completing the worksheets in the Performance Report, it is important that the structure of the data entry cells are not modified by inserting, deleting or re-ordering

³ Both documents are available on the National Water Commission web site: www.nwc.gov.au

⁴ The latest version of the Performance Report can be found on the Economic Regulation Authority web site at: http://www.era.wa.gov.au/2/470/51/regulatory_guid.pm

rows/columns. Additionally, a number of the cells contain values that are calculated from data that has been entered into other cells. These cells have been locked to protect the calculation formula.

The cells that require the user to enter data are not shaded. Only enter data into these cells.

If it is necessary to add a comment in relation to an indicator, use the Excel “Insert Comment” function to add the comment in the unshaded cell.

The No./Report Group and Reference columns contain the unique reference information for the indicator. Please refrain from amending or deleting this information.

The description provides a short form explanation of what the indicator is intended to measure.

The basis of reporting offers 2 options:

- Number – this is used to enter any numerical value other than a percentage or a dollar value
- Percentage

The data entry cells have been formatted to align with the required degree of accuracy appropriate for each indicator. Please do not adjust the number formatting of the data entry cells.

If it is not possible to provide the required data for an indicator then the cell should be left blank and a comment added to explain why the data cannot be provided using the Excel “Insert Comment” function.

5 Water Services (Potable and Non-potable)

5.1 Definitions

Connected property has the same meaning as that applying to indicator C4 in the Urban Handbook.

Farmlands Area connected property⁵ means a property that is connected to the water supply scheme that is supplied at the standard that is defined in Schedule 4, Clause 6 of the Water Corporation operating licence.

Farmlands Area Water Services has the same meaning as that in Schedule 4, Clause 6 of the Water Corporation operating licence.

Interruption to water supply has the same meaning as that applying to indicator C15 in the Urban Handbook.

Services provided by agreement has the same meaning as that in Schedule 4, Clause 9 of the Water Corporation operating licence.

(12 month data) means that the indicator should be calculated for a complete reporting year (1 July to 30 June).

5.2 Large Service Providers

No.	Indicator Description
LPW 1	Percentage of new services provided by agreement that meet the notification requirements specified in the licence
LPW 2	Percentage of new Farmlands Area Water services provided by agreement that meet the notification requirements specified in the licence
LPW 3	Percentage of connected properties that did not experience an interruption to water supply exceeding 1 hour in duration (12 month data)
LPW 4	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence (12 month data)
LPW 5	Percentage of Farmlands Area connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence (12 month data)
LPW 6	Details of any restrictions that have been applied to water supply in accordance with the applicable By-laws

To calculate indicators LPW 1-6 enter the correct source data into the appropriate field(s) in the Performance Report. The resulting indicator value is then automatically calculated.

⁵ Note that Farmlands Area properties should be excluded from the calculation of indicator LPW4.

5.3 Small Service Providers

No.	Indicator
W1 – W7	Refer to the Urban Handbook (pages 8/9)
W11/12	Refer to the Urban Handbook (pages 10/11)
A2/3	Refer to the Urban Handbook (pages 21/22)
A8	Refer to the Urban Handbook (page 25)
C4	Refer to the Urban Handbook (pages 32-34)
C15	Refer to the Urban Handbook (pages 47/48)
C17	Refer to the Urban Handbook (page 50)
Customer Interruptions	Calculated from the value entered in cell D30 divided by indicator C4 expressed as a percentage
Pressure and Flow	Calculated as $100 \times$ (the value entered in cell D32 divided by C4)
E9	Refer to the Urban Handbook (pages 62/63)
H1 – H7	Refer to the Urban Handbook (pages 92 – 97)

The calculation of all performance indicators, other than Customer Interruptions and Pressure & Flow, should be in accordance with the Urban Handbook.

The calculation of Customer Interruptions and Pressure & Flow requires the user to enter the correct source data into the appropriate field(s) in the Performance Report. The resulting indicator value is then automatically calculated.

6 Sewerage Services

6.1 Definitions

Connected property has the same meaning as that applying to indicator C8 in the Urban Handbook.

Wastewater overflow has the same meaning as that applying to indicator E13 in the Urban Handbook with the exception that all overflows, whether or not they are reported to an environmental regulator, are to be included.

12 month data means that the indicator should be calculated for a complete reporting year (1 July to 30 June).

6.2 Large Service Providers

No.	Indicator
LSS 1	Percentage of connected properties that have not experienced a wastewater overflow (12 month data)

The calculation of indicator LSS 1 requires the user to enter the correct source data into the appropriate fields in the Performance Report. The resulting indicator value is then automatically calculated.

6.3 Small Service Providers

No.	Indicator
W18/W19	Refer to the Urban Handbook (pages 12/13)
W26/27	Refer to the Urban Handbook (pages 14-18)
A5/6	Refer to the Urban Handbook (page 23)
A12	Refer to the Urban Handbook (pages 29/30)
C8	Refer to the Urban Handbook (pages 32-34)
E1-3	Refer to the Urban Handbook (pages 53/54)
E8	Refer to the Urban Handbook (page 61)
E9	Refer to the Urban Handbook (page 62/63)
E13	Refer to the Urban Handbook (pages 64/65)
Wastewater Overflow	Calculated from the value entered in cell D33 divided by indicator C8 expressed as a percentage

The calculation of all performance indicators, other than Wastewater Overflow, should be in accordance with the Urban Handbook.

The calculation of Wastewater Overflow requires the user to enter the correct source data into the appropriate field in the Performance Report. The resulting indicator value is then automatically calculated.

7 Irrigation Services

7.1 Definitions

Customer account has the same meaning as that applying to indicator C.3 in the Rural Handbook.

Planned service interruption means an event where the rural water service provider takes measures to interrupt the supply water to customers.

7.2 Large Service Providers

No.	Indicator
LRWDA 1	Percentage of customer accounts provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking
LRWDA 2	Percentage of planned service interruption with 5 business days notice of the interruption provided to affected customers
LRWDA 3	Quality of water provided (mg/L of dissolved solids)

The calculation of indicators LRWDA 1 and LRWDA 2 require the user to enter the correct source data into the appropriate fields in the Performance Report. The resulting indicator values are then automatically calculated.

7.3 Small Service Providers

No.	Indicator
C.1	Refer to the Rural Handbook (pages 18-21)
C.2	Refer to the Rural Handbook (pages 22-24)
C.3	Refer to the Rural Handbook (pages 25/26)
C.4	Refer to the Rural Handbook (pages 27/28)
C.5	Refer to the Rural Handbook (pages 29/30)
C.6	Refer to the Rural Handbook (page 31)
C.9	Refer to the Rural Handbook (pages 34/35)
C.11	Refer to the Rural Handbook (pages 37/38)
C.12	Refer to the Rural Handbook (page 39)
E.1	Refer to the Rural Handbook (pages 59-61)
Planned Service Interruptions	Calculated from the value entered in cells D/E/F 32 divided by the value entered in cells D/E/F 31, expressed as a percentage.
Timely Water Delivery	Calculated from the value entered in cells D/E/F 47 divided by the value entered in cells D/E/F 46, expressed as a percentage.

The calculation of all performance indicators, other than Planned Service Interruptions and Timely Water Delivery, should be in accordance with the Rural Handbook.

The calculation of Planned Service Interruptions and Timely Water Delivery requires the user to enter the correct source data into the appropriate fields in the Performance Report. The resulting indicator values are then automatically calculated.

8 Complaints

8.1 Definitions

Other complaint means a complaint made to the service provider about any matter that does not fall into the quality, service and billing & account complaint categories, or about the complaints handling procedures of the service provider.

Complaint resolved means the service provider has completed the appropriate procedures for dealing with the complaint⁶.

8.2 Reported Indicators

No.	Indicator
C9	Refer to the Urban Handbook (pages 35/36)
C10	Refer to the Urban Handbook (pages 37/38)
C11	Refer to the Urban Handbook (pages 39/40)
C12	Refer to the Urban Handbook (pages 41/42)
Other Complaints	Calculated from the total number of Other complaints divided by either the number of connected properties/1000 or the number of irrigation customer accounts
S.8	Refer to the Rural Handbook (pages 57/58)
Customer Complaints Resolved	Calculated from the total number of complaints ⁷ that were resolved within 15 business days divided by the total number of complaints received, expressed as a percentage.

⁶ This does not imply that the customer is necessarily satisfied with the outcome of the complaint, but that the service provider has completed the administrative processes detailed in their complaint handling procedures that are relevant to the complaint.

⁷ For urban service providers the complaints measure is based on the sum of complaint categories C9-12 plus Other Complaints.

9 Contact Centre Performance

9.1 Definitions

Abandoned call means a call received by the service provider that was routed to an operator (or where the customer has selected an operator option on an Interactive Voice Response system) that was abandoned after an initial waiting period of 5 seconds has passed.

Reported Indicators

No.	Indicator
C14	Refer to the Urban Handbook (pages 45/46)
Abandoned Calls	The number of abandoned calls divided by the total number of calls to an operator, expressed as a percentage
Emergency Response	Number of customer calls requiring a response within 1 hour that were responded to within 1 hour divided by the total number of calls requiring a response within 1 hour