

PERIOD - 1 July 2008 to 30 June 2009			IRRIGATION LICENSEES		
			Gascoyne Water Cooperative		Preston Valley Irrigation
CATEGORY	INDICATOR	UNIT	Gravity Irrigation	Gravity Non-Irrigation	Gravity Irrigation
SERVICES	Rural water services provided (Yes / No)	Yes/No	Yes	Yes	Yes
ASSETS	Length of unlined channels	km	0	0	0
	Length of lined channels	km	0	0	0
	Length of natural waterways	km	0	0	40
	Length of pipes in the supply network	km	36	6	0
	Total carrier length	km	36	6	40
	Number of customer service points fitted with an agency approved measurement device	No.	187	86	53
	Number of customer service points fitted with an agency approved indirect measurement device	No.	0	0	0
	Number of customer service points with no supply measurement	No.	0	0	33
CUSTOMERS	Number of customer accounts	No	2088	1032	77
	Number of customer service points with water on demand	No.	187	86	0
	Number of customer service points with water on order	No.	0	0	0
	Number of customer service points - irrigation supply	No.	187	0	86
	Number of customer service points - non-potable water supply	No.	0	86	0
	Number of remotely controlled customer service points	No.	0	0	0
	Number of locally controlled customer service points	No.	0	0	0
	Minimum notice for water delivery orders (days)	Days	n/a	n/a	n/a
	Total number of planned service interruptions	No.	7	0	0
	Total number of planned service interruptions with 5 business days notice of the interruption provided to affected customers	No.	7	0	0
	Percentage of planned service interruption with 5 business days notice of the interruption provided to affected customers.	%	100	-	-
	Percentage of customer complaints resolved within 15 business days	%	100		n/a
	Percentage of customers who, within 1 hour of reporting an emergency, were advised of the nature and timing of the action to be undertaken by the licensee	%	100		n/a
	NETWORK SUPPLY	Volume of water sourced from surface water	ML	0	0
Volume of water sourced from groundwater		ML	5678	0	0
Volume of water sourced from treated wastewater		ML	0	0	0
Volume of water sourced from other sources		ML	0	0	0
Total supply network intake volume		ML	5678	0	856
Total volume of water supplied at customer service points - irrigation		ML	5557	0	929
Total volume of water supplied at customer service points - non-potable		ML	0	121	0
Capacity of the supply network (irrigation and non-potable)		ML/day	22	0	50
Total number of customers provided with non-potable water		No.	174	86	0
Total number of customers provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking		No.	174	86	0
Percentage of customers provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking		%	100	100	-
Quality of water provided (mg/L of dissolved solids)		mg/L	<1000	<1000	530

PERIOD - 1 July 2008 to 30 June 2009			WATER LICENSEES		
CATEGORY	INDICATOR	UNIT	Shire of Denmark (non-potable)	Hamersley Iron (potable)	Rottnest Island Authority (potable)
WATER RESOURCES	Vol of water sourced from surface water	ML	20	0	0
	Vol of water sourced from groundwater	ML	0	2558	37
	Vol of water sourced from desalination	ML	0	0	110
	Vol of water sourced from recycling	ML	0	0	0
	Vol of water sourced from bulk supplier	ML	0	714	0
	Vol of bulk recycled water purchased	ML	0	0	0
	Total sourced water	ML	20	3272	146
	Total urban water supplied	ML	20	3272	146
	Average annual residential water supplied (kL/property)	kL	100	1362	n/a
ASSET DATA	Length of water mains	km	2.2	106	20
	Properties served per km of water main	#	92	22.7	21.1
	Water main breaks (per 100km of water main)	#	45.5	21.7	10
CUSTOMERS	Total connected properties - water supply	#	203	2402	421
	Average duration of an unplanned interruption - water (minutes)	Minutes	120	316	46.4
	Average frequency of unplanned interruptions - water (per 1000 properties)	#		3.3	14.3
	Number of connected properties that did not experience an interruption to water supply exceeding 1 hour in duration (12 month data)	#		440	421
	Percentage of connected properties that did not experience an interruption to water supply exceeding 1 hour in duration (12 month data)	#		18.32	100
	Number of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence (12 month data)	#		2400	415
	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)	#		99.92	98.57
	Percentage of customer complaints resolved within 15 business days	%	100	n/a	100
	Percentage of customers who, within 1 hour of reporting an emergency, were advised of the nature and timing of the action to be undertaken by the licensee	%	100	100*	92.3*
WATER QUALITY	Water quality guidelines	-		Australian drinking water guidelines 2004 (from October 2004)	Australian drinking water guidelines 2004
	Number of zones where microbiological compliance was achieved (eg. 23/24)	#		3/3	0/2
	Percentage of population where microbiological compliance was achieved	#		100	0
	Number of zones where chemical compliance was achieved (eg. 23/24)	#		3/3	0/2
	Risk based drinking water management plan assessed externally	(yes/no)		Yes	Yes
	Risk based drinking water management plan (yes/no) (please specify plan in place i.e. ISO9001, HACCP)	(yes/no)		Based on Framework for Management of	Australian drinking water guidelines 2004
	Public disclosure of drinking water performance	(yes/no)		Yes	Yes