



Economic Regulation Authority

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Promoting fair prices, quality services & choice

NOTICE

2008-09 National Performance Reports for Urban and Rural Water Service Providers

NATIONAL WATER COMMISSION

Western Australia is a signatory to the National Water Initiative Agreement (**NWIA**). Under the NWIA, signatory governments have agreed to independently and publicly report pricing and service quality of water delivery agencies every year. The Authority, along with the Department of Water, represents Western Australia on the committee that oversees the production of the National Performance Reports (**NPRs**).

Due to the differences in the nature of urban and rural water industries, different performance reporting models apply to urban and rural water delivery agencies, which results in the production of two NPRs: urban water utilities (**urban report**) and rural water service providers (**rural report**).

The National Water Commission published the 2008-09 urban and rural reports on 28 April 2010. The reports are available on the Commission's website: www.nwc.gov.au.

The urban report presents comparative performance data for water and sewerage supply schemes that service more than 10,000 connected properties. In Western Australia this includes supply schemes operated by Aqwest, Busselton Water, City of Kalgoorlie-Boulder and Water Corporation. The 2008-09 report includes analysis of three key themes: residential water supplied, operating expenditures and pricing.

The rural report presents performance data for 12 rural water service providers, including Harvey Water and Ord Irrigation Cooperative from Western Australia. The 12 service providers covered by the report account for approximately 90% of rural water supply across Australia. The report covers performance indicators spanning service characteristics, levels of service, environment and finance.

For further information contact:

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