

SUMMARY OF MAJOR IRRIGATOR STATISTICS SUPPLIED FOR THE PERIOD 1 JULY 2008 TO 30 JUNE 2009					MAJOR IRRIGATORS				
PERFORMANCE INDICATOR CATEGORY	NWI CODE	PERFORMANCE INDICATOR DESCRIPTION	DATA DESCRIPTION	UNIT	Harvey Water			Ord Irrigation	
					PRIME CATEGORIES / SUB CATEGORIES			PRIME CATEGORIES / SUB CATEGORIES	
					Network Supply Service / Gravity Irrigation	Network Supply Service / Gravity Non Irrigation	Aggregated	Network Supply Service / Gravity Irrigation	Aggregated
CHARACTERISTIC	C1	Rural Water Services Provided	Reporting Entities	Name(s)	Collie River, Harvey, Waroona	Collie River, Harvey, Waroona	2	1	1
CHARACTERISTIC	C2	Asset Types and carrier Length in regulated river, supply and drainage networks	Unlined Channel	Kilometres	172	172	172	124	not provided
CHARACTERISTIC	C2	Asset Types and carrier Length in regulated river, supply and drainage networks	Lined Channel	Kilometres	83	83	83	not provided	not provided
CHARACTERISTIC	C2	Asset Types and carrier Length in regulated river, supply and drainage networks	Pipe	Kilometres	430	430	430	not provided	not provided
CHARACTERISTIC	C2	Asset Types and carrier Length in regulated river, supply and drainage networks	Drainage - unlined channel	Kilometres	not provided	not provided	not provided	169.8	not provided
CHARACTERISTIC	C2	Asset Types and carrier Length in regulated river, supply and drainage networks	Total Carrier	Kilometres	705	685	705	293.8	not provided
CHARACTERISTIC	C3	Customer Accounts (No.)	No. of Customer Accounts	No.	696	255	951	114	not provided
CHARACTERISTIC	C4	Customer Services Points and Supply service classifications	Customer service points with water on demand	No.	917	not provided	1069	28	not provided
CHARACTERISTIC	C4	Customer Services Points and Supply service classifications	Customer service points with water on order	No.	420	not provided	473	240	not provided
CHARACTERISTIC	C4	Customer Services Points and Supply service classifications	Customer service points - other supply	No.	55	292	142	not provided	not provided
CHARACTERISTIC	C4	Customer Services Points and Supply service classifications	Total of customer service points	No.	1,392	292	1,684	268	not provided
CHARACTERISTIC	C5	Water on Order Service Characteristics	What sort of ordering access options are provided to customers	Description	Telephone Key pad system	Telephone Key pad system	not provided	Fax, telephone and automated phone ordering service	not provided
CHARACTERISTIC	C5	Water on Order Service Characteristics	Minimum notice for water delivery orders	Days	3	3	n/a	1	not provided
CHARACTERISTIC	C6	Extent of remotely controlled customer service points	Remotely controlled service points	No.	0	not provided	not provided	1	not provided
CHARACTERISTIC	C6	Extent of remotely controlled customer service points	Locally controlled service points	No.	1392	205	1,542	267	not provided
CHARACTERISTIC	C7	Area served by supply networks	Area	Hectares	34,369	34,369	34,369	15,315	not provided
CHARACTERISTIC	C8	Area benefiting from drainage service provision	Area	Hectares	not provided	not provided	not provided	not provided	not provided
CHARACTERISTIC	C9	Capacity of supply network	Capacity	ML/Day	850	850	not provided	1,200	not provided
CHARACTERISTIC	C10	Intended availability of supply network	Availability	Days	Harvey and Waroona - 365; Collie River - 180	Harvey and Waroona - 365; Collie River - 180	not provided	349	not provided
CHARACTERISTIC	C10	Intended availability of supply network	Percentage of intended availability of supply network	%	Harvey and Waroona - 100; Collie River - 49	Harvey and Waroona - 100; Collie River - 49	not provided	96	not provided
CHARACTERISTIC	C11	Supply network intake volume	Surface Water Source	ML	87,977	87,977	87,977	178,740	not provided
CHARACTERISTIC	C11	Supply network intake volume	Total Supply Network intake volume	ML	87,977	87,977	87,977	178,740	not provided
CHARACTERISTIC	C12	Volume supplied at customer service points	Volume	ML	65,608	2,514	68,122	144,649	not provided
CHARACTERISTIC	C12	Volume supplied at customer service points	Long Term annual supply expectation	ML	75,000	2,170	not provided	335,000	not provided
CHARACTERISTIC	C14	Power consumption to provide service	Consumption	kWh	422,585	422,585	not provided	1,679,117	not provided
CUSTOMER SERVICE	S1	Water delivery as ordered	Deliveries in accordance with service standards	No.	6,655	not provided	not provided	1,280	not provided
CUSTOMER SERVICE	S1	Water delivery as ordered	Total Deliveries	No.	6,763	not provided	not provided	1,280	not provided
CUSTOMER SERVICE	S1	Water delivery as ordered	Percentage of deliveries in accordance with service standards	%	98	not provided	not provided	100	not provided
CUSTOMER SERVICE	S2	Timeliness of gravity stock and domestic delivery	S&D deliveries within target period	No.	not provided	not provided	not provided	not provided	not provided
CUSTOMER SERVICE	S2	Timeliness of gravity stock and domestic delivery	Total S&D deliveries	No.	not provided	not provided	not provided	not provided	not provided
CUSTOMER SERVICE	S6	Rural Water Service Delivery Complaints	No. of customer service delivery complaints	No.	4	0	4	5	not provided
CUSTOMER SERVICE	S6	Rural Water Service Delivery Complaints	Customer Service Delivery Complaints per 100 customers	No. per 100 customers	0.6	0	0.4	4.4	not provided
CUSTOMER SERVICE	S7	Customer Billing and Account Complaints	No. of Billing and account complaints	No.	not provided	not provided	0	not provided	0
CUSTOMER SERVICE	S7	Customer Billing and Account Complaints	Customer Billing and account complaints per 100 customers	No.	not provided	not provided	0	not provided	0
CUSTOMER SERVICE	S8	Total Customer Complaints	No of Customer complaints	No.	not provided	not provided	6	not provided	5
CUSTOMER SERVICE	S8	Total Customer Complaints	Customer complaints per 100 customers	No.	not provided	not provided	0.4	not provided	4
ENVIRONMENTAL	E1	Customer Service Point Measurement Devices	Customer service points with a compliant supply measurement device	No.	917	205	not provided	2	not provided
ENVIRONMENTAL	E1	Customer Service Point Measurement Devices	Customer service points with a provider approved supply measurement device	No.	420	0	not provided	238	not provided
ENVIRONMENTAL	E1	Customer Service Point Measurement Devices	Customer service points with a provider approved indirect supply measurement method	No.	35	not provided	not provided	28	not provided
ENVIRONMENTAL	E1	Customer Service Point Measurement Devices	Customer service points with no supply measurement point	No.	20	87	not provided	not provided	not provided
ENVIRONMENTAL	E2	Customer Service Point Supply Volumes	Volume supplied at customer service points with a compliant supply measurement device	ML	34,765	2,514	not provided	427	not provided
ENVIRONMENTAL	E2	Customer Service Point Supply Volumes	Volume supplied at customer service points with a provider approved supply measurement device	ML	30,721	not provided	not provided	140,406	not provided
ENVIRONMENTAL	E2	Customer Service Point Supply Volumes	Volume supplied at customer service points with a provider approved indirect supply measurement device	ML	78	0	not provided	3816	not provided
ENVIRONMENTAL	E3	Extraction above allocation	Extraction	ML	0	0	not provided	0	not provided
ENVIRONMENTAL	E4	Supply network delivery efficiency	Other Planned deliveries from supply network	ML	4,474	67,568	not provided	not provided	not provided
ENVIRONMENTAL	E4	Supply network delivery efficiency	Total planned deliveries from supply network	ML	70,082	70,082	not provided	144,649	not provided
ENVIRONMENTAL	E4	Supply network delivery efficiency	Unaccounted Water	ML	17,895	17,895	not provided	34,091	not provided
ENVIRONMENTAL	E4	Supply network delivery efficiency	Supply network delivery efficiency	%	80	80	not provided	81	not provided
ENVIRONMENTAL	E5	Unaccounted water in supply network per unit carrier length	Unaccounted water in supply network per unit carrier length	ML/km	25.4	26.1	not provided	116	not provided
ENVIRONMENTAL	E6	Greenhouse Gas Emissions	Tonnes of CO2e	t CO2e	not provided	not provided	355	not provided	0 ¹
ENVIRONMENTAL	E7	Environmental Management Plan or System	Environmental Management Plan or System in place for the reporting system?	Yes / No	not provided	not provided	No	not provided	Yes
ENVIRONMENTAL	E7	Environmental Management Plan or System	Is the Environmental Management Plan or System certified ?	Yes / No	not provided	not provided	No	not provided	Yes
ENVIRONMENTAL	E8	Extent to which limits on irrigation application rates apply	Extent to which limits on irrigation application rates apply	Hectares	0	not provided	not provided	0	not provided
ENVIRONMENTAL	E8	Extent to which limits on irrigation application rates apply	Extent to which limits on irrigation application rates apply	%	0	not provided	not provided	0	not provided

¹ Electricity sourced from 100% hydropower