

PERIOD - 1 July 2009 to 30 June 2010			WATER LICENSEES		
CATEGORY	INDICATOR	UNIT	Shire of Denmark (non-potable)	Hamersley Iron (potable)	Rottneest Island Authority (potable)
WATER RESOURCES	Vol of water sourced from surface water	ML	0.2	0	0
	Vol of water sourced from groundwater	ML	0.0	3029	37
	Vol of water sourced from desalination	ML	0.0	0	110
	Vol of water sourced from recycling	ML	0.0	0	0
	Vol of water sourced from bulk supplier	ML	0.0	720	0
	Vol of bulk recycled water purchased	ML	0.0	0	0
	Total sourced water	ML	0.2	3749	146
	Total urban water supplied	ML	0.2		146
	Average annual residential water supplied (kL/property)	kL	1.0	0	n/a
ASSET DATA	Length of water mains	km	2.2	106	20
	Properties served per km of water main	#	92.3	22.7	21.1
	Water main breaks (per 100km of water main)	#	45.5	15.1	10
CUSTOMERS	Total connected properties - water supply	#	203.0	2402	421
	Average duration of an unplanned interruption - water (minutes)	Minutes	720.0	175	46.4
	Average frequency of unplanned interruptions - water (per 1000 properties)	#	N/A	119.1	14.3
	Number of connected properties that did not experience an interruption to water supply exceeding 1 hour in duration (12 month data)	#	N/A	1569	421
	Percentage of connected properties that did not experience an interruption to water supply exceeding 1 hour in duration (12 month data)	#	N/A	65.3	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)	#	N/A	2401	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)	#	N/A	100	98.57
	Percentage of customer complaints resolved within 15 business days	%	100.0	59	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	%	50.0	100	92.3*
WATER QUALITY	Water quality guidelines	-	N/A		Australian drinking water guidelines 2004
	Number of zones where microbiological compliance was achieved (eg. 23/24)	#	N/A	3/3	0/2
	Percentage of population where microbiological compliance was achieved	#	N/A	100	0
	Number of zones where chemical compliance was achieved (eg. 23/24)	#	N/A	3/3	0/2
	Risk based drinking water management plan assessed externally	(yes/no)	N/A	Yes	Yes
	Risk based drinking water management plan (yes/no) (please specify plan in place i.e. ISO9001, HACCP)	(yes/no)	N/A	Water Quality Management manual - based on framework of 2004 ADWG	Australian drinking water guidelines 2004
	Public disclosure of drinking water performance	(yes/no)	N/A	Yes	Yes

* Please note this figure was provided in relation to both sewerage and potable water services