

# Water Compliance Reporting Manual

*Water Services Licensing Act 1995*

*May 2011*

Economic Regulation Authority

 WESTERN AUSTRALIA

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# 1 Introduction

The licensing of water services in Western Australia is provided for under the *Water Services Licensing Act 1995 (Act)*. The Act creates four licence classifications:

- Water supply services (potable and non-potable water)
- Sewerage services
- Irrigation services
- Drainage services

The Authority is responsible for administering the licensing scheme under the Act, including determining the terms and conditions, and granting, of licences. An entity licensed by the Authority is required to comply with a range of obligations prescribed by the Act and its associated regulations.

It is the Authority's responsibility under the Act to monitor and report to the Minister for Water on the operation of the licensing scheme and to inform the Minister of any failure by a licensee to comply with its licence conditions including compliance with the relevant regulations.

It is important that there is a shared understanding amongst all stakeholders with respect to the licence terms and conditions that are applicable to a licensee and the way in which the Authority will fulfil its responsibilities under the Act, including monitoring and reporting on licence compliance. In support of this objective the Authority has issued this Water Compliance Reporting Manual (**Reporting Manual**) in order to provide:

- a consolidated list of the compliance obligations relevant to licensees, depending on their licence type;
- categorisation of licence conditions to assist with reporting obligations;
- a self-assessment framework for licensees to facilitate compliance with licence conditions and report non-compliance to the Authority on a self-reporting basis; and
- the format of the reports that licensees must provide to the Authority and the timing of these reports.

The Reporting Manual aims to identify all the compliance requirements for water supply, sewerage, drainage and irrigation licensees. The Authority notes that the compliance requirements will vary for some types of operating licence. Licensees are encouraged to make note of the compliance requirements that apply to them based on their licence type and circumstances.

The performance reporting obligations applying to potable water supply and sewerage licensees differ depending on whether the supply system operated by the licensee is captured by the Urban Performance Framework (**Urban Framework**) under the National Water Initiative Agreement (**NWI Agreement**).<sup>1</sup>

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<sup>1</sup> The urban performance reporting framework is available on the National Water Commission website: <http://www.nwc.gov.au/www/html/262-urban-performance-introduction.asp?intSiteID=1>

The performance reporting obligations applying to irrigation licensees differ depending on whether the irrigation scheme operated by the licensee is captured by the Rural Performance Framework (**Rural Framework**)<sup>2</sup> under the NWI Agreement.<sup>3</sup>

While the Authority has taken care to compile the compliance and reporting requirements for water supply, sewerage, drainage and irrigation licensees, the omission of a compliance requirement in this Reporting Manual does not imply a licensee is exempt from fulfilling that requirement. Notwithstanding the information presented in this Reporting Manual, licensees are required to ensure they are aware of the statutory obligations relevant to their licence and take measures to comply with these obligations.

This Reporting Manual is structured as follows:

- Section 3 details the nature of licensees' performance reporting requirements, including the timing of reporting and lodging requirements.
- Section 4 details the classification criteria for compliance obligations.
- Section 5 details the nature of licensees' compliance reporting requirements, including the timing of reporting and lodging requirements.
- Section 6 details the format of the compliance report template.
- Section 7 details the format for reporting a non-compliance.
- Section 8 details the Type 1 reporting obligations for all licence types (i.e. where immediate notification to the Authority is required).
- Sections 9 to 11 detail the licence compliance obligations applicable to each licence under the Act, and other regulations.
- Sections 12 to 19 detail the performance reporting obligations for large and small water supply, sewerage, drainage and irrigation licensees.

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<sup>2</sup> The rural performance framework uses the term rural water service provider to refer to irrigators.

<sup>3</sup> The rural performance reporting framework is available on the National Water Commission website: <http://www.nwc.gov.au/www/html/267-rural-performance-introduction.asp?intSiteID=1>

## 2 Amending this Reporting Manual

The Authority may amend this Reporting Manual from time to time to:

- reflect amendments to the Act;
- include references to new licence obligations;
- delete references to licence obligations that are no longer relevant or that have been replaced with a new obligation;
- amend the performance information that must be provided to the Authority;
- improve the compliance and reporting process; or
- to correct any errors.

The Authority will undertake consultation with licensees, and other stakeholders as appropriate, prior to making any significant revisions to this Reporting Manual.

## 3 Performance Reporting

### 3.1 Format and Timing of Performance Reports

Licensees who are captured by the Urban Framework or the Rural Framework, are required to provide to the Authority performance information in accordance with the reporting schedule published by the National Water Commission, but in any case no later than 31 October for the reporting year ending 30 June.

Those licensees who are subject to the Urban Framework or the Rural Framework are required to provide any additional performance information specified in sections 12, 13, 14 and 19 of this Reporting Manual at the same time as they provide the performance report in accordance with the Urban Framework or Rural Framework. The performance report template (referred to below) must be used for reporting this data.

Those licensees who are not subject to the Urban Framework or the Rural Framework are required to provide their annual performance reports to the Authority no later than 31 July for the reporting year ending 30 June. The performance report template (referred to below) must be used for reporting this data.

The performance report template is an Excel spreadsheet (hereafter referred to as 'datasheets'), which the Authority will publish on its [website](#)<sup>4</sup> prior to the end of each financial year. The Authority will also publish on its website the *Water, Wastewater and Irrigation Licence Performance Reporting Handbook*, which provides instructions on how to complete the datasheets.

### 3.2 Lodgement of Performance Reports

A licensee must lodge its datasheets electronically by emailing it to the following email address:

[wlicensing@erawa.com.au](mailto:wlicensing@erawa.com.au)

The datasheets should be filled out electronically in Excel and the spreadsheet sent as an email attachment to the above email address. The Authority will not accept scanned, faxed or hard copies of the datasheets.

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<sup>4</sup> [http://www.erawa.com.au/2/470/51/water\\_licensing\\_\\_regulatory\\_guidelines.pm](http://www.erawa.com.au/2/470/51/water_licensing__regulatory_guidelines.pm)



## 4 Classification of Compliance Obligations

Table 1 sets out a suite of criteria which seek to balance:

- The cost to licensees of monitoring and reporting against their compliance obligations – for example, through recognition and appropriate classification of obligations which are inherently immeasurable or which have minimal impact. This objective has been realised through the introduction of a more high-level and ‘exception-based’ reporting framework for Type 2 breaches.
- The provision of appropriate incentives to licensees to ensure that regulatory obligations are adhered to and that non-compliances do not become systemic – for example, through a weighting towards the classification of obligations as Type 2 and the ability to reclassify non-compliances in circumstances where, although the impact may not be significant, the incidence of non-compliance has become systemic.

**Table 1: Criteria for Classification of Compliance Obligations**

Rating (Type)	Classification of Non-compliance	Criteria for Classification
1	Major	Classified on the basis that: <ul style="list-style-type: none"> <li>• the consequences of non-compliance would cause major damage, loss or disruption to customers; or</li> <li>• the consequences of non-compliance would endanger or threaten to endanger the safety or health of a person.</li> </ul>
2	Moderate	Classified on the basis that: <ul style="list-style-type: none"> <li>• the consequences of non-compliance would impact the efficiency and effectiveness of the licensee’s operations or service provision but do not cause major damage, loss or disruption to customers; or</li> <li>• the regulatory obligation is not otherwise classified as Type 1 or Type NR non-compliance.</li> </ul> Reclassification of Type 2 to Type 1 may occur in circumstances of systemic non-compliance.
NR (not reportable) <sup>5</sup>	Minor	Classified on the basis that: <ul style="list-style-type: none"> <li>• the consequences of non-compliance are relatively minor – i.e. non-compliance will have minimal impact on the licensee’s operations or service provision and do not cause damage, loss or disruption to customers;</li> <li>• compliance with the obligation is immeasurable;</li> <li>• the non-compliance is required to be reported to the Regulator under another instrument, guideline or code;</li> <li>• the non-compliance is identified by a party other than the licensee; or</li> <li>• the licensee only needs to use its reasonable endeavours or best endeavours to achieve compliance or where the obligation does not otherwise impose a firm obligation on the licensee.</li> </ul> Reclassification of Type NR to Type 2 may occur in circumstances of: <ul style="list-style-type: none"> <li>• systemic non-compliance; or</li> <li>• a failure to resolve non-compliance promptly.</li> </ul>

<sup>5</sup> Compliance obligations classified as Type ‘NR’ are not reportable for purposes of the annual compliance report, but will be assessed during the independent operational audit.

## 5 Compliance Reporting

Compliance reporting covers both immediate notification of Type 1 non-compliances and annual compliance reports.

### 5.1 Notification of Type 1 Non-compliances

A licensee must immediately notify the Authority when it becomes aware of a breach of a Type 1 licence obligation. Type 1 obligations are listed in section 8. This notification must include:

- a telephone call to the Executive Director, Licensing, Monitoring & Customer Protection, or the Assistant Director, Monitoring, on (08) 9213 1900 to explain the nature and impact of the breach; and
- a letter from the licensee's CEO or senior executive officer to the Authority's Chairman within 5 business days of the breach, which details:
  - the licence obligation that has been breached;
  - the nature and extent of the breach;
  - the impact of the breach including the number of customers and other licensees affected;
  - the reasons for the breach;
  - the actions that the licensee has taken/will take to rectify the breach;
  - the actions that the licensee has taken/will take to prevent recurrence of the breach; and
  - the date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

A licensee must lodge the letter at the following address:

Chairman  
Economic Regulation Authority  
PO Box 8469  
Perth Business Centre  
Western Australia 6849

### 5.2 Annual Compliance Reports

#### 5.2.1 *Format and Timing of Compliance Reports*

The licensee is required to submit an annual compliance report to the Authority by 31 August for the year ending 30 June. The template for the compliance report is provided in section 6. Section 7 provides a template (referred to as Schedule A) for reporting non-compliances. The compliance report requires a licensee to:

- confirm that it has complied with all applicable Type 1 and Type 2 licence obligations during the period, other than those specifically referred to in Schedule A of the report;

- identify in Schedule A any Type 1 or Type 2 licence obligations that have been breached during the period and provide details of:
  - the licence obligation that has been breached;
  - the nature and extent of the breach;
  - the impact of the breach including the number of customers and other licensees affected;
  - the reasons for the breach;
  - the actions that the licensee has taken to rectify the breach;
  - the actions taken to prevent recurrence of the breach; and
  - the date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

The compliance report must be approved by the licensee's CEO or senior executive officer and an original, signed copy provided to the Authority by 31 August. Please note that the compliance report is a statutory declaration of compliance with the licence during the stated reporting period. Licensees should note that the compliance report is required in addition to the datasheets referred to in section 3.

### **5.2.2 Lodgement of Compliance Reports**

A licensee must lodge an original signed copy of the compliance report to the following address:

Chairman  
Economic Regulation Authority  
PO Box 8469  
Perth Business Centre  
Western Australia 6849

Compliance Reports may also be delivered by hand to the Authority's offices. Please refer to the Authority's website <http://www.erawa.com.au> to find the Authority's current address.

## 6 Compliance Report Template

Licensees must use the following format for the annual compliance report.

Compliance Report

Time period: 1 July 20\_\_ to 30 June 20\_\_

Submitted by: [*Licensee name*]

ACN: [*Number*]

To: Chairman  
Economic Regulation Authority  
PO Box 8469  
Perth Business Centre  
WA 6849

[*Name of signing officer*] reports as follows:

- (1) This report documents compliance during [*Time period*] with all obligations classified as Type 1 and Type 2 obligations in the Authority's current Water Compliance Reporting Manual.
- (2) This report has been prepared by [*Licensee name*] with all due care and skill in full knowledge of the obligations to which it is subject under the Regulations and Codes made pursuant to the *Water Services Licensing Act 1995* and in compliance with the current Water Services Operating Licence.
- (3) Schedule A to this report provides information on all obligations with which [*Licensee name*] did not comply during [*Time period*] as required by the current Water Services Operating Licence.
- (4) Other than the information provided in Schedule A, [*Licensee name*] has complied with all Type 1 and Type 2 obligations to which it is subject.
- (5) This compliance report has been approved and signed by [*Licensee*]'s [*CEO/senior executive officer*].

Date: .....

Signed .....

Name .....

Position .....

The format of Schedule A (referred to in points 3 and 4 of the above template), is provided in section 7 of this Reporting Manual. **Note:** If there are no non-compliances to report, a positive statement to that effect should be made in Schedule A (i.e. "No non-compliances to report").

## 7 Format for Reporting Non-Compliances

Licensees must use the following format for Schedule A when reporting non-compliances to the Authority. The information prescribed in Schedule A should be provided for each non-compliance that is being reported. The Compliance Report template in Section 6 should be completed and Schedule A provided as an attachment. *Note:* If there are no non-compliances to report, a positive statement to that effect should be made in Schedule A (i.e. “No non-compliances to report”).

Schedule A		
Water Compliance Reporting Manual Reference No. (refer to Sections 9 – 11 of this Reporting Manual)	Brief description of licence obligation that has been breached	Describe the: <ol style="list-style-type: none"> <li>1. nature and extent of the breach;</li> <li>2. impact of the breach including the number of customers and other licensees affected;</li> <li>3. reasons for the breach;</li> <li>4. actions that the licensee has taken to rectify the breach;</li> <li>5. actions taken to prevent recurrence of the breach; and</li> <li>6. date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.</li> </ol>

## 8 Type 1 Reporting Obligations for all Licence Types

No.	Obligations Under	Licence Condition	Description	Licensee	Type
1.	Water Services Licensing Act Section 32 (1) (a)	n/a	The licensee must provide the water service.	All	1

## 9 Licence Compliance Requirements - Water Services Licensing Act 1995

**NOTE:** This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

No.	Obligations Under	Licence Condition	Summary Description	Licensee	Type
1.	Water Services Licensing Act Section 32 (1) (a)	n/a	The licensee must provide the water service.	All	1
2.	Water Services Licensing Act Section 33	Clause 19	The Licensee must achieve prescribed standards as defined in the regulations.	All	2
3.	Water Services Licensing Act Section 36 (1) (a)	Clause 17.1	The Licensee must have an Asset Management System in respect to the licensed activity.	All	2
4.	Water Services Licensing Act Section 36 (1) (b)	Clause 17.2	The Licensee must notify the Authority of any changes to the Asset Management System.	All	2
5.	Water Services Licensing Act Section 36 (1) (c)	Clause 17.3	The Licensee must not less than once in every period of 24 months (or such other period determined by the Authority) provide the Authority with an independent expert report, acceptable to the Authority, on the effectiveness of the Asset Management System.	All	2
6.	Water Services Licensing Act Section 37 (1)	Clause 16.1	The Licensee must not less than once in every period of 24 months (or such other period determined by the Authority) provide the Authority with an operational audit conducted by an independent expert, acceptable to the Authority.	All	2
7.	Water Services Licensing Act Section 38 (2)	Clause 20.1	The Licensee must comply with the service and performance standards as set out in Schedule 4.	All	2

## 10 Licence Compliance Requirements - Water Coordination Regulations 1996

**NOTE:** This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

No.	Obligations Under	Licence Condition	Summary Description	Licensee	Type
8.	Water Services Coordination Regulations Section 2	Clause 4.1	The licensee must pay the applicable fees in accordance with the regulations.	All	NR



## 11 Licence Compliance Requirements - Licence Conditions

**NOTE:** This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.

No.	Obligations Under	Licence Condition	Summary Description	Licensee	Type
9.	N/A	Clause 6.1	The licensee must establish a customer complaints process as set out in Schedule 3.	All	NR
10.	N/A	Schedule 3 Clause 3.1	The licensee must resolve customer complaints within 15 business days of the receipt of complaint.	All except LGAs	NR
11.	N/A	Schedule 3 Clause 3.8	The licensee must resolve customer complaints within 15 business days of the receipt of complaint or for matters to be considered by a Local Government Council within 5 business days after the first ordinary Council meeting following the 15 business day period.	LGA licensees only	NR
12.	N/A	Schedule 3 Clause 3.2 (b)	The licensee must provide appropriately trained staff to respond to complaints.	All except LGAs	NR
13.	N/A	Schedule 3 Clause 3.9 (b)	The licensee must provide one trained staff member who is authorised or has access to another officer who is authorised to make necessary decisions to respond to complaints.	LGA licensees only	NR
14.	N/A	Schedule 3 Clause 3.2 (d)	The licensee must provide an appropriate system to monitor and record the number, nature of and outcomes to complaints.	All	NR
15.	N/A	Schedule 3 Clause 3.4	The licensee must inform the customer of the option to refer a disputed complaint to the Department of Water.	All except LGAs	NR
16.	N/A	Schedule 3 Clause 3.10	The licensee must inform the customer of the option to refer a disputed complaint to the Department of Water unless the complaint is a matter that relates to section 3.22 of the <i>Local Government Act 1995</i> .	LGA licensees only	NR
17.	N/A	Schedule 3 Clause 3.6	The licensee must co-operate with the Department of Water's request for information concerning a disputed complaint.	All	NR
18.	N/A	Schedule 3 Clause 3.7	The licensee must, on request, provide complaints details to the Department of Water.	All	NR

No.	Obligations Under	Licence Condition	Summary Description	Licensee	Type
19.	N/A	Clause 7.1	The licensee must establish a Customer Service Charter as set out in Schedule 3.	All	2
20.	N/A	Schedule 3 Clause 2.5	The licensee must make the Customer Service Charter available to its customers in the three ways detailed in their licence.	All	2
21.	N/A	Schedule 3 Clause 2.6 or 2.7	The licensee must review its Customer Service Charter at least once in every three year period.	All	2
22.	N/A	Schedule 3 Clause 2.7 or 2.8 <sup>6</sup>	The licensee must provide its services consistent with its Customer Service Charter.	All	2
23.	N/A	Clause 8	The licensee must establish customer consultation processes as set out in Schedule 3.	All	NR
24.	N/A	Schedule 3 Clause 4.1	The licensee may either establish a Customer Council or institute at least 2 of the following: establish a regular meeting; publish a newsletter or run other public forums, concerning the licensed activities.	All	NR
25.	N/A	Schedule 3 Clause 4.2	The licence must consult the Authority on the type and extent of consultation to be adopted by the licensee.	All	NR
26.	N/A	Schedule 3 Clause 4.3	The licensee must, if at the request of the Authority, establish other forums for consultations, to enable community involvement in issues relevant to licence obligations.	All	NR
27.	N/A	Schedule 3 Clause 4.4	The licensee must hold season opening and closing public meetings, and the agenda must cover at least season opening and closing conditions, tariffs and scheme operation.	Irrigation	NR
28.	N/A	Schedule 3 Clause 4.5	The licensee must prior to making a major change to the operation of a water service hold a public meeting and seek written submissions.	Sewerage	NR
29.	N/A	Schedule 3 Clause 4.6	The licensee must allow customers to raise matters of concern regarding Council public question time in accordance with the <i>Local Government Act 1995</i> .	LGA sewerage providers	NR

<sup>6</sup> For all licences (except the Water Corporation) the clause number is 2.7.

No.	Obligations Under	Licence Condition	Summary Description	Licensee	Type
30.	N/A	Schedule 3 Clause 5.1	The licensee may enter into an agreement with a customer to provide water services that may exclude, modify or restrict the terms of the licence.	All	NR
31.	N/A	Schedule 3, Clause 5.4	The licensee must publish a report annually that includes the specified information.	All	2
32.	N/A	Schedule 3 Clause 6	The licensee must conduct a customer survey if directed to by the Authority.	All	NR
33.	N/A	Clause 9.1	The licensee must enter into a memorandum of understanding (MoU) with the Department of Health (DoH) as soon as practicable after the commencement date.	Potable Water Supply	2
34.	N/A	Clause 9.2(c)	The licensee and DoH must review and renew the MoU every 3 years.	Potable Water Supply	2
35.	N/A	Clause 9.2(d)	The licensee must provide the Authority with a complete copy of the MoU within one month of entering into the MoU.	Potable Water Supply	2
36.	N/A	Clause 9.2(e)	The licensee must provide the Authority with any amendments to the MoU within one month of entering into any amendments to the MoU.	Potable Water Supply	2
37.	N/A	Clause 9.4	The licensee must comply with the terms of the MoU.	Potable Water Supply	2
38.	N/A	Clause 9.5	The licensee must publish the MoU and any amendments to the MoU within one month of signing (subject to the confidentiality clause 22.3 in the licence).	Potable Water Supply	2
39.	N/A	Clause 9.6	The licensee must publish the audit report on compliance with its obligations under the MoU on the licensee's web site within one month of the completion of the audit.	Potable Water Supply	2
40.	N/A	Clause 9.7	The licensee must publish its Potable Water Quality Reports quarterly or at a reporting frequency agreed with the Department of Health.	Potable Water Supply	2
41.	N/A	Clause 15.1	The licensee must maintain accounting records that comply with the Australian Accounting Standards Board Standards or equivalent International Accounting Standards.	All	NR

No.	Obligations Under	Licence Condition	Summary Description	Licensee	Type
42.	Water Services Licensing Act Section 37	Clause 16.2	The licensee must comply and require the licensee's auditor to comply with the Authority's Standard Audit Guidelines, minimum requirements regarding appointment of the auditor, scope of audit, conduct of the audit and reporting of the audit.	All	NR
43.	Water Services Licensing Act Section 36	Clause 17.1	The licensee must provide for and notify the Authority of its asset management system within 2 business days from the licence commencement date unless notified in writing by the Authority.	All	2
44.	Water Services Licensing Act Section 36	Clause 17.2	The licensee must notify the Authority of any changes to its asset management system within 10 business days from the date of change.	All	2
45.	Water Services Licensing Act Section 36	Clause 17.4	The licensee must comply and require the licensee's expert to comply with the Authority's Standard Guidelines dealing with the asset management system review including, minimum requirements, regarding appointment of the expert reviewer, scope of review conduct of the review and reporting of the outcomes of the review.	All	NR
46.	N/A	Clause 18.1	The licensee must report to the Authority if it is under external administration within 2 business days or significant change in its financial or technical circumstances within 10 business days.	All	2
47.	N/A	Clause 21.1	The licensee must provide any information the Authority may require in connection with its functions under the Act.	All	2
48.	N/A	Clause 21.2	The licensee must comply with the information reporting requirements as set out in Schedule 5.	All	2
49.	N/A	Clause 22.2 and 22.4	The licensee must publish relevant information directed to do so by the Authority within the specified timeframe.	All	NR

## 12 Reporting Requirements - Potable Water Service Providers Subject to NWI Reporting

### 12.1 NWI Urban Framework

**Deed** means National Framework for Reporting on Performance of Urban Water Utilities Deed dated 24 November 2006.

**National Performance Framework** means the *National Framework for Reporting the Performance of Urban Water Utilities* dated May 2007 as amended from time to time.

The licensee will provide the Authority with data required for performance monitoring purposes as set out in the *National Performance Framework*. The data will cover the previous financial year to June 30 and be provided by 31 October each year.

The data supplied to the Authority referred to the above must be audited in accordance with clause 6 and schedule 3 of the Deed by 31 October 2007 and then at least once every 36 months (or other such period as determined by the Authority).

### 12.2 Licence Specific Reporting Requirements

<i>Indicator Number</i>	<i>Reported Indicator</i>	<i>Licence condition Number</i>	<i>Frequency of reporting</i>
LPW 1	Percentage of new services provided by agreement that meet the notification requirements specified in the licence.	Licence, Schedule 4, Clause 9.1 <sup>7</sup>	Annual
LPW 2	Percentage of Farmlands Area Water services provided by agreement that meet the notification requirements specified in the licence.	Licence, Schedule 4, Clause 6.1 <sup>8</sup>	Annual
LPW 3	Percentage of customers not experiencing an interruption of water supply exceeding 1 hour in duration (monthly data and 12 month data).	Licence, Schedule 4, Clause 2.2/3.1 <sup>9</sup>	Annual

<sup>7</sup> The quoted reference relates to the Water Corporation Operating Licence, which is the only licence containing this performance standard.

<sup>8</sup> Same as footnote 7.

<i>Indicator Number</i>	<i>Reported Indicator</i>	<i>Licence condition Number</i>	<i>Frequency of reporting</i>
LPW 4	Percentage of customers in the Perth metropolitan and country urban areas that have been supplied at a pressure and flow that meets the standards set out in the licence (monthly data and 12 month data).	Licence, Schedule 4, Clause 2.1/3.1 <sup>10</sup>	Annual
LPW 5	Percentage of Farmlands Area Water customers that have been supplied at a pressure and flow that meets the standards set out in the licence (monthly data and 12 month data).	Licence, Schedule 4, Clause 6.2 <sup>11</sup>	Annual
LPW 6	Details of any restrictions that have been applied to water supply in accordance with the applicable By-laws.	Licence, Schedule 4, Clause 5.1 <sup>12</sup>	Annual

<sup>9</sup> Clause 2.2 of the Aqwest and Busselton Water Board Operating Licences and clause 3.1 of the Water Corporation Operating Licence.

<sup>10</sup> Clause 2.1 of the Aqwest and Busselton Water Board Operating Licences and clause 3.1 of the Water Corporation Operating Licence.

<sup>11</sup> The quoted reference relates to the Water Corporation Operating Licence, which is the only licence containing this performance standard.

<sup>12</sup> Same as footnote 11.

## 13 Reporting Requirements - Sewerage Service Providers Subject to NWI Reporting

### 13.1 NWI Urban Framework

The licensee will provide the Authority with data required for performance monitoring purposes as set out in the National Framework for Reporting the Performance of Urban Water Utilities dated May 2007, as amended from time to time. The data must be provided to the Authority in accordance with the time scales published by the National Water Commission, or by 31 October each year.

### 13.2 Licence Specific Reporting Requirements

<i>Indicator Number</i>	<i>Reported Indicator</i>	<i>Licence Condition Number</i>	<i>Frequency of reporting</i>
LSS 1	Percentage of connected properties not experiencing a wastewater overflow (monthly data and 12 month data).	Licence, Schedule 4, Clause 2.1/7.1 <sup>13</sup>	Annual

<sup>13</sup> Clause 2.1 of the City of Kalgoorlie-Boulder Operating Licence and clause 7.1 of the Water Corporation Operating Licence.

## 14 Reporting Requirements - Rural Water Service Providers Subject to NWI Reporting

### 14.1 NWI Rural Framework

The licensee will provide the Authority with data required for performance monitoring purposes as set out in the National Framework for Reporting the Performance of Rural Water Delivery Agencies dated August 2007, as amended from time to time. The data must be provided to the Authority in accordance with the time scales published by the National Water Commission, or by 31 October each year.

### 14.2 Licence Specific Reporting Requirements

Indicator Number	<i>Reported Indicator</i>	Licence Condition Number	Frequency of reporting
LRWDA 1	Percentage of customers provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking.	Licence Schedule 4	Annual
LRWDA 2	Percentage of planned service interruptions with 5 business days notice of the interruption provided to affected customers.	Licence Schedule 4	Annual
LRWDA 3	Quality of water provided (mg/L of dissolved solids).	Licence Schedule 4	Annual



## 15 Reporting Requirements - Potable Water Service Providers Not Subject to NWI Reporting

**Note:** the NWI indicator numbers are based on the 2009-10 version of the National Framework for Reporting the Performance of Urban Water Utilities, which may be subject to change in future years.

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>WATER RESOURCES</b>			
Sources of water	Volume of water sourced from surface water (ML)	W1	Annual
Sources of water	Volume of water sourced from groundwater (ML)	W2	Annual
Sources of water	Volume of water sourced from desalination (ML)	W3	Annual
Sources of water	Volume of water sourced from recycling (ML)	W4	Annual
Sources of water	Volume of water received from bulk supplier (ML)	W5	Annual
Sources of water	Volume of bulk recycled water purchased (ML)	W6	Annual
Sources of water	Total sourced water (ML)	W7	Annual
Uses of water supplied	Total urban water supplied (ML)	W11	Annual
Uses of water supplied	Average annual residential water supplied (kL/property)	W12	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>ASSET DATA</b>			
Water treatment plants	Number of water treatment plants providing full treatment	A1	Annual
Other water assets	Length of water mains (km)	A2	Annual
Other water assets	Properties served per km of water main	A3	Annual
Water Main Breaks	Water main breaks (per 100 km of water main)	A8	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>THE CUSTOMERS</b>			
Connected properties and population	Total connected properties – water supply	C4	Annual
Unplanned water supply interruptions	Average duration of an unplanned interruption - water (minutes)	C15	Annual
Customer interruption frequency	Average frequency of unplanned interruptions – water (per 1,000 properties)	C17	Annual
Customer interruptions	Percentage of customers not experiencing an interruption of water supply exceeding 1 hour in duration	Licence Schedule 4, Clause 2.2 Schedule 5, Clause 3.1 <sup>14</sup>	Annual
Water pressure and flow	Percentage of customers that have been supplied at a pressure and flow that meets the standards set out in the licence	Licence Schedule 4, Clause 2.1/3.1 <sup>15</sup>	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>ENVIRONMENT</b>			
Net greenhouse gas emissions	Greenhouse gas emissions (tonnes CO <sub>2</sub> equivalents) – water (per 1,000 properties)	E9	Annual

<sup>14</sup> Clause 2.2 of the Hamersley Iron and Rottneest Island Authority Operating Licences and clause 3.1 of the Water Corporation Operating Licence. Water Corporation will continue to report interruptions on a regional and whole of licence basis.

<sup>15</sup> Clause 2.1 of the Hamersley Iron and Rottneest Island Authority Operating Licences and clause 3.1 of the Water Corporation Operating Licence. Water Corporation will continue to report pressure and flow on a regional and whole of licence basis.

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>PUBLIC HEALTH</b>			
Water quality compliance	Water quality guidelines	H1	Annual
Water quality compliance	Number of zones where microbiological compliance was achieved (e.g. 23/24)	H2	Annual
Water quality compliance	% of population where microbiological compliance was achieved	H3	Annual
Water quality compliance	Number of zones where chemical compliance was achieved (e.g. 23/24)	H4	Annual
Water quality compliance	Risk-based drinking water management plan assessed externally (yes/no)	H5	Annual
Water quality compliance	Risk-based drinking water management plan (please specify plan in place, i.e. ISO9001, HACCP) (yes/no)	H6	Annual
Water quality compliance	Public disclosure of drinking water performance (yes/no)	H7	Annual

## 16 Reporting Requirements - Non-potable Water Service Providers Not Subject to NWI Reporting

**Note:** the NWI indicator numbers are based on the 2009-10 version of the National Framework for Reporting the Performance of Urban Water Utilities, which may be subject to change in future years.

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>WATER RESOURCES</b>			
Sources of water	Volume of water sourced from surface water (ML)	W1	Annual
Sources of water	Volume of water sourced from groundwater (ML)	W2	Annual
Sources of water	Volume of water sourced from desalination (ML)	W3	Annual
Sources of water	Volume of water sourced from recycling (ML)	W4	Annual
Sources of water	Volume of water received from bulk supplier (ML)	W5	Annual
Sources of water	Volume of bulk recycled water purchased (ML)	W6	Annual
Sources of water	Total sourced water (ML)	W7	Annual
Uses of water supplied	Total urban water supplied (ML)	W11	Annual
Uses of water supplied	Average annual residential water supplied (kL/property)	W12	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>ASSET DATA</b>			
Other water assets	Length of water mains (km)	A2	Annual
Other water assets	Properties served per km of water main	A3	Annual
Water Main Breaks	Water main breaks (per 100 km of water main)	A8	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>THE CUSTOMERS</b>			
Connected properties and population	Total connected properties – water supply	C4	Annual
Unplanned water supply interruptions	Average duration of an unplanned interruption - water (minutes)	C15	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>ENVIRONMENT</b>			
Net greenhouse gas emissions	Greenhouse gas emissions (tonnes CO <sub>2</sub> equivalents) – water (per 1,000 properties)	E9	Annual

## 17 Reporting Requirements - Sewerage Service Providers Not Subject to NWI Reporting

**Note:** the NWI indicator numbers are based on the 2009-10 version of the National Framework for Reporting the Performance of Urban Water Utilities, which may be subject to change in future years.

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>WATER RESOURCES</b>			
Sewage collected	Total sewerage collected (ML)	W18	Annual
Sewage collected	Sewage collected per property (kL/property)	W19	Annual
Uses of recycled water	Total recycled water supplied (ML)	W26	Annual
Uses of recycled water	Recycled water (percent of effluent recycled)	W27	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>ASSET DATA</b>			
Sewerage assets	Length of sewerage mains and channels (km)	A5	Annual
Sewerage assets	Properties served per km of sewer main	A6	Annual
Sewer main breaks and chokes	Sewer main breaks and chokes (per 100 km)	A14	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>THE CUSTOMERS</b>			
Connected properties and population	Total connected properties – sewerage	C8	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number or Licence Condition Number</i>	<i>Frequency of reporting</i>
<b>ENVIRONMENT</b>			
Sewage treatment levels	Percent of sewage treated to a primary level	E1	Annual
Sewage treatment levels	Percent of sewage treated to a secondary level	E2	Annual
Sewage treatment levels	Percent of sewage treated to a tertiary or advanced level	E3	Annual
Biosolids reuse	Percent of biosolids reused	E8	Annual
Net greenhouse gas emissions	Greenhouse gas emissions (tonnes CO <sub>2</sub> equivalents) – sewerage (per 1,000 properties)	E10	Annual
Sewer overflows	Sewer overflows reported to the environmental regulator (per 100km of sewer main)	E13	Annual
Wastewater overflows	Percentage of connected properties not experiencing a wastewater overflow	Licence, Schedule 4, Clause 3.1/7.1 <sup>16</sup>	Annual

<sup>16</sup> Clause 3.1 of all relevant Operating Licences except the Water Corporation, and clause 7.1 of the Water Corporation Operating Licence. Water Corporation will continue to report connected properties not experiencing an overflow on a regional and whole of licence basis.

## 18 Reporting Requirements - Rural Water Service Providers Not Subject to NWI Reporting

**Note:** the NWI indicator numbers are based on the 2009-10 version of the National Framework for Reporting the Performance of Rural Water Delivery Agencies, which may be subject to change in future years.

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>RURAL WATER SERVICES PROVIDED</b>			
Services provided	Rural water services provided – gravity irrigation, pressurized irrigation, drainage, gravity non-irrigation, pressurized non-irrigation.	C.1	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>ASSET DATA</b>			
Asset types and carrier length	Length of unlined channels (km)	C.2	Annual
Asset types and carrier length	Length of lined channels (km)	C.2	Annual
Asset types and carrier length	Length of natural waterways (km)	C.2	Annual
Asset types and carrier length	Length of pipes in the supply network (km)	C.2	Annual
Asset types and carrier length	Total carrier length (km) <sup>17</sup>	C.2	Annual

<sup>17</sup> This is the sum total of pipes, channels and waterways.



<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
<b>ASSET DATA</b>			
Measurement devices	Number of customer service points fitted with a provider approved measurement device	E.1	Annual
Measurement devices	Number of customer service points fitted with a provider approved indirect measurement device	E.1	Annual
Measurement devices	Number of customer service points with no supply measurement	E.1	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number or Licence Condition Number</i>	<i>Frequency of reporting</i>
<b>THE CUSTOMERS</b>			
Customers	Number of customer accounts	C.3	Annual
Customer service points	Number of customer service points with water on demand	C.4	Annual
Customer service points	Number of customer service points with water on order	C.4	Annual
Customer service points	Number of customer service points – irrigation supply	C.4	Annual
Customer service points	Number of customer service points – non-potable water supply	C.4	Annual
Water on order	Minimum notice for water delivery orders (days)	C.5	Annual
Customer service points	Number of remotely controlled customer service points	C.6	Annual
Customer service points	Number of locally controlled customer service points	C.6	Annual
Service interruptions	Percentage of planned service interruptions with 5 business days notice of the interruption provided to affected customers	Licence, Schedule 4, Clause 1	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number or Licence Condition Number</i>	<i>Frequency of reporting</i>
Supply network capacity	Capacity of the supply network (irrigation and non-potable) (ML/day)	C.9	Annual
Supply network intake	Volume of water sourced from surface water (ML)	C.11	Annual
Supply network intake	Volume of water sourced from groundwater (ML)	C.11	Annual
Supply network intake	Volume of water sourced from treated wastewater (ML)	C.11	Annual
Supply network intake	Volume of water sourced from other sources (ML)	C.11	Annual
Water supplied	Total volume supplied at customer service points – irrigation (ML)	C.12	Annual
Water supplied	Total volume supplied at customer service points – non-potable (ML)	C.12	Annual
Water delivery	Percentage of water deliveries in accordance with the service standards	S.1	Annual
Water quality	Quality of water provided (mg/L of dissolved solids)	Licence, Schedule 4, Clause 1	Annual
Water quality	Percentage of customers provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking	Licence, Schedule 4, Clause 1	Annual

## 19 Customer Service Reporting Requirements - All Licences

### 19.1 Telephone Service

Reporting against telephone service indicators is mandatory for water service providers who operate a contact centre that is capable of automatically recording some or all of the telephone service indicators.

**Note:** the NWI indicator numbers are based on the 2009-10 version of the National Framework for Reporting the Performance of Urban Water Utilities, which may be subject to change in future years.

<i>Indicator Number</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number or Licence Condition Number</i>	<i>Frequency of reporting</i>	<i>Applicable Licensee</i>
TS 1	Percent of calls answered by an operator within 30 seconds.	C14 <sup>18</sup>	Annual	Water Corporation only
TS 2	Percentage of calls that were abandoned after 5 seconds.	Licence, Schedule 4, Clause 2.1 <sup>19</sup>	Annual	Water Corporation only
TS 3	Percentage of customers who, within one hour of reporting an emergency, were advised of the nature and timing of the action to be undertaken by the <i>licensee</i> .	Licence, Schedule 4	Annual	All licensees

<sup>18</sup> Reporting is on a whole of licence basis.

<sup>19</sup> Same as footnote 18.

## 19.2 Complaints Handling

**Note:** the NWI indicator numbers are based on the 2009-10 version of the National Framework for Reporting the Performance of Urban Water Utilities and the 2009-10 National Framework for Reporting the Performance of Rural Water Delivery Agencies, both of which may be subject to change in future years.

<i>Indicator Number</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number or Licence Condition Number</i>	<i>Frequency of reporting</i>	<i>Applicable Licensee</i>
CH 1	Water quality complaints (per 1,000 properties)	C9	Annual	Water Corporation only
CH 2	Water service complaints (per 1,000 properties)	C10	Annual	Water Corporation only
CH 4	Sewerage service complaints (per 1,000 properties)	C11	Annual	Water Corporation only
CH 5	Billing and account complaints – water and sewerage (per 1,000 properties)	C12	Annual	Water Corporation only
CH 6	Not used	-	-	-
CH 7	Irrigation customer service delivery complaints (per 100 customers)	S.6	Annual	Water Corporation only
CH 8	Percentage of customer complaints resolved within 15 business days	Licence, Schedule 4	Annual	All licensees

## Appendix 1 - Licence Specific Reporting Requirements

<b>Licensees Subject to NWI Reporting</b>	
<b>Potable Water Licensees</b>	Aqwest (Bunbury Water Board) Busselton Water Water Corporation <sup>20</sup>
<b>Sewerage Licensees</b>	City of Kalgoorlie-Boulder Water Corporation <sup>21</sup>
<b>Irrigation Licensees</b>	Harvey Water (South West Irrigation Management Cooperative) Ord Irrigation Cooperative
<b>Licensees Not Subject to NWI Reporting</b>	
<b>Potable Water Licensees</b>	Hamersley Iron Rottnest Island Authority Water Corporation <sup>22</sup>
<b>Non-Potable Water Licensees</b>	Shire of Denmark
<b>Sewerage Licensees<sup>23</sup></b>	Hamersley Iron Pty Ltd Moama Lifestyle Villages Pty Ltd Rottnest Island Authority Shire of Brookton Shire of Coolgardie Shire of Dalwallinu Shire of Dowerin Shire of Dumbleyung Shire of East Pilbara Shire of Gnowangerup Shire of Goomalling Shire of Jerramungup Shire of Kent Shire of Koorda Shire of Lake Grace Shire of Moora Shire of Morawa Shire of Ravensthorpe Shire of Victoria Plains Shire of Wickepin Shire of Yilgarn Water Corporation <sup>24</sup>
<b>Irrigation Licensees</b>	Gascoyne Water Cooperative Preston Valley Irrigation Cooperative

<sup>20</sup> Water Corporation is required to report on 5 potable water schemes.

<sup>21</sup> Water Corporation is required to report on 4 sewerage schemes.

<sup>22</sup> Water Corporation reports on 25 schemes that supply between 1,000 and 9,999 connected properties.

<sup>23</sup> These licensees are also licensed to supply non-potable water sourced from recycled effluent.

<sup>24</sup> Water Corporation reports on 17 schemes that service between 1,000 and 9,999 connected properties.

**Amendment Record Sheet:**

Amendment Date	Description of amendment
May 2011	<p>Amendments to this Manual include:</p> <p>The removal of any references to incident reporting.</p> <p>Basis for NWI urban indicator references changed from the 2007-08 version of the National Framework for Reporting the Performance of Urban Water Utilities to the 2009-10 version.</p> <p>Basis for NWI rural indicator references changed from the 2006-07 version of the National Framework for Reporting the Performance of Rural Water Delivery Agencies to the 2009-10 version.</p> <p>Section 6 - Minor re-wording to the Compliance Report Template.</p> <p>Section 7 - This section has been reworded to specify that Schedule A has been provided as the format for reporting non-compliances on an annual basis (i.e. as an attachment to the annual compliance report).</p> <p>Section 11 - Summary description of Schedule 3, Clause 2.5 has been expanded.</p> <p>Section 11 - Summary description of Clause 9.1 has been updated.</p> <p>Section 11 - Summary description of Clause 15.1 has been expanded.</p> <p>Section 11 - The compliance type classifications for items 47 and 48 have been changed from NR (not reportable) to Type 2.</p> <p>Section 12 - Inclusion of a licence reference for indicator LPW 3.</p> <p>Section 12 - Frequency of reporting for indicator LPW 6 has been clarified as being on an annual basis.</p> <p>Section 17 - Updated the indicator number for sewer main breaks and chokes from A12 to A14 (A14 is the indicator that replaces A12).</p> <p>Section 17 - Updated the indicator definition of indicator E13 (sewer overflows).</p> <p>Section 18 - Re-ordering of indicators so they appear in numerical order of NWI Indicator Number.</p> <p>Section 18 - Updated the indicator description for E.1 (changed the word 'agency' to 'provider').</p> <p>Section 19.1 - A column titled 'Applicable Licensee' has been added to show to which licensee(s) a particular indicator is applicable.</p> <p>Section 19.2 - A column titled 'Applicable Licensee' has been added to show to which licensee(s) a particular indicator is applicable.</p> <p>Section 19.2 - The NWI indicator reference for CH 7 changed from S.2 to S.6.</p> <p>Appendix 1 - Moama Lifestyle Villages Pty Ltd added to the list of sewerage licensees not subject to NWI reporting.</p>