

Corrigenda - Water Compliance Reporting Manual

May 2011

Economic Regulation Authority

 WESTERN AUSTRALIA

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Scope and Purpose of the Corrigenda

The Economic Regulation Authority (**Authority**) published the Water Compliance Reporting Manual (**Manual**) on 26 August 2008, and a revised version on 6 March 2009.

The Authority published the Manual in order to provide:

- a consolidated list of the compliance obligations relevant to licensees, depending on their licence type;
- classification of compliance obligations 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
- details on the reports that licensees must provide to the Authority and the timing of these reports.

It has been over two years since the most recent version of the Manual was published, and therefore an internal review of the Manual was conducted. The review has resulted in the Manual being updated to clarify and streamline the procedures for annual performance and compliance reporting. In addition, all references to incident reporting have been removed, as this requirement was removed from all water licences in July 2009. There have also been miscellaneous amendments and restructuring of the document to improve legibility.

The changes made to the Manual are predominantly administrative in nature. The only change to the reporting obligations for licensees (aside from the removal of the requirement to report incidents) is as follows:

- The compliance type classifications for two compliance obligations have been upgraded from NR (not reportable) to Type 2. These are:
 - Item 47: The licensee must provide any information the Authority may require in connection with its functions under the Act; and
 - Item 48: The licensee must comply with the information reporting requirements as set out in Schedule 5.

The effect of this change is that licensees will have to include in their annual compliance report any non-compliance with item 47 or 48.

The remainder of this Corrigenda provides details of the amendments that have been made to the updated Manual with reference to the Manual that was published in March 2009.

Amendments to the Manual

Section 1 – Introduction

Minor amendments to the text, including the removal of the reference to incident reporting, as the requirement to report incidents was removed from water licences in May 2009.

Section 2 – Amending the Manual

No change.

Section 3 – Performance Reporting

Sub-headings have been included and additional text has been included to clarify the requirements for performance reporting.

Section 4 – Incident Reporting

This section has been deleted. The requirement to report incidents was removed from water licences in May 2009.

Section 5 – Compliance Reporting

The section on Compliance Reporting has been renumbered to section 4. The heading has changed to 'Classification of Compliance Obligations' and the subheading of 'Classification of Conditions' has been removed.

The sub-section on 'Immediate Notification' has been extracted and replaced as sub-section 5.1 of the amended Manual.

Sub-section 5.3 (Compliance Reports) has been extracted and replaced as sub-section 5.2 of the amended Manual.

Sub-section 5.4 (Lodging Immediate Notifications and Compliance Reports) has been extracted and incorporated into sections 5.1 and 5.2 of the amended Manual.

Section 6 – Compliance Report Template

Minor rewording made to template.

Section 7 – Format for Reporting Non-Compliances

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).

Section 8 – Type 1 Reporting Obligations for all Licence Types

No change.

Section 9 – Licence Compliance Requirements: Water Services Licensing Act 1995

No change.

Section 10 – Licence Compliance Requirements: Water Coordination Regulations 1996

No change.

Section 11 – Licence Compliance Requirements: Licence Conditions

Summary description of Schedule 3, Clause 2.5 has been expanded.

Summary description of Clause 9.1 has been updated.

Summary description of Clause 15.1 has been expanded.

The compliance type classifications for items 47 and 48 have been changed from NR (not reportable) to Type 2.

Section 12 – Licence Compliance Requirements: Licence Conditions

A licence reference has been included for indicator LPW 3.

Frequency of reporting for indicator LPW 6 has been clarified as being on an annual basis.

Section 13 – Reporting Requirements – Large Potable Water Service Providers

No change.

Section 14 – Reporting Requirements – Large Sewerage Service Providers

No change.

Section 15 – Reporting Requirements – Potable Water Service Providers Not Subject to NWI Reporting

Basis for NWI 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.

Section 16 – Reporting Requirements – Non-Potable Water Service Providers Not Subject to NWI Reporting

Basis for NWI 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.

Section 17 – Reporting Requirements – Sewerage Service Providers Not Subject to NWI Reporting

Basis for NWI 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.

Updated the indicator number for sewer main breaks and chokes from A12 to A14 (A14 is the indicator that replaces A12).

Updated the indicator definition of indicator E13 (sewer overflows).

Section 18 – Reporting Requirements – Rural Water Service Providers Not Subject to NWI Reporting

Basis for NWI 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.

Reordering of indicators so they appear in numerical order of NWI Indicator Number.

Updated the indicator description for E.1 (changed the word 'agency' to 'provider').

Section 19 – Customer Service Reporting Requirements - All Licences

Section 19.1 – Telephone Service

Basis for NWI 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.

A column titled 'Applicable Licensee' has been added to show to which licensee(s) a particular indicator is applicable.

Section 19.2 – Complaints Handling

Basis for NWI 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.

The NWI indicator reference for CH 7 changed from S.2 to S.6.

A column titled 'Applicable Licensee' has been added to show to which licensee(s) a particular indicator is applicable.

Appendix 1 – Licence Specific Reporting Requirements

Moama Lifestyle Villages Pty Ltd added to the list of sewerage licensees not subject to NWI reporting.