



Water, Sewerage and Irrigation Licence Performance Reporting Handbook

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Economic Regulation Authority

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1. Background

The Economic Regulation Authority is responsible for administering the water licensing scheme under Part 2 of the *Water Services Act 2012*.

Water licences contain terms and conditions, including a requirement for licensees to provide to the ERA specified information on matter relevant to the licence. Clause 3.8.1 of water services licences states:

The licensee must provide to the ERA in the manner and form specified by the ERA, specified information on any matter relevant to the operation or enforcement of the licence, the operation of the licensing scheme provided for in Part 2 of the Act, or the performance of the ERA's function under that Part.

2. Purpose of this Handbook

This Handbook sets out the non-financial performance data licensees must provide to the ERA, including the date by which it must be submitted.

To be able to interpret and compare the data, there must be a shared understanding amongst all stakeholders of the information that must be reported, including the definitions that apply to the performance indicators and how the information should be presented. Accordingly, this Handbook informs water licensees about:

- the performance indicators that licensees are required to provide data for
- the definitions that apply to the performance indicators
- how to calculate the performance data (where applicable)
- how and when the data must be provided to the ERA.

Where reference is made to other documents within this Handbook, licensees should familiarise themselves with these documents to fully understand the reporting context. Of particular relevance is the *National Performance Framework: urban performance reporting indicators and definitions handbook* (Urban Framework).¹

The performance reporting obligations in this Handbook draw extensively on the definitions in the Urban Framework.

3. Water licence performance reporting obligations

Clause 3.8.3 of each water services licence specifies the information reporting obligations applicable to that licence. The performance reporting obligations will depend on the services that are being provided under the licence, and whether the licensee is required to report under the Urban Framework.

The majority of service and performance standards applicable to water licences are based on the Urban Framework. However, there are some standards that are specific to Western Australian water licences, particularly those relating to rural water services (irrigation) and customer service.

¹ A copy of the 2018 Urban Framework Handbook was circulated by the ERA to licensees that report under the Framework in January 2018. A copy of the Handbook is available on request.

Licensees, other than irrigation service providers, should familiarise themselves with the latest version of the Urban Framework.

3.1 NWI performance reporting

Licensees that are required to report under the Urban Framework must provide data for all of the applicable indicators in the Urban Framework, plus any applicable licence specific performance data.

Licensees reporting under the Framework will be notified of the date by which they must submit their performance data to the ERA.² Licence specific data must be submitted to the ERA by the same date as the Urban Framework data.

3.2 Non-NWI performance reporting

Licensees that are not required to report under the Urban Framework only need to provide data for a sub-set of the indicators in the Framework plus any applicable licence specific indicators.

The performance data for the year ending 30 June must be submitted to the ERA no later than 31 August.

4. Reporting Datasheets

The ERA has issued a Microsoft Excel workbook which is called the [Water, Sewerage and Irrigation Licence Performance Reporting Datasheets](#) (Reporting Datasheets). The Reporting Datasheets contain dedicated worksheets for nine different categories of licensee:

- Water Corporation
- Water Corporation Minor Towns³
- Large potable water
- City of Kalgoorlie-Boulder
- Small potable water
- Small non-potable water
- Small sewerage
- Large & small irrigation.

4.1 Completing the Reporting Datasheets

The Reporting Datasheets contain tables in the format shown in Table 1 below.

² The date by which the report is due to be provided to the ERA may vary each year, but will not be later than 31 October.

³ The Water Corporation Minor Towns are the towns and supply schemes that supply between 1,000 and 9,999 connected properties.

Table 1: Example datasheet format

Indicator	Reference	Description	Number	%	Comments
LPW7	Code of Conduct clause 35(3)	Total number of customer complaints received			
		Number of complaints resolved within 15 business days			
		Percentage of customer complaints resolved within 15 business days			

When completing the tables in the Reporting Datasheets the structure of the data entry cells should not be modified by inserting, deleting or re-ordering rows/columns. A number of cells contain values that are calculated from data that has been entered into other cells. These cells have been shaded yellow for identification purposes.

Only enter data into the cells that are not shaded.

Referring to the example in Table 1:

- The 'indicator number' column contains the unique reference number for the indicator.⁴
- The 'reference' column shows the basis for the indicator.⁵
- The 'description' column provides a short explanation of what the indicator is intended to measure.
- The 'number'⁶ and 'percentage'⁷ columns contain data entry cells.
The data entry cells have been formatted to align with the required degree of accuracy (that is, the number of decimal places) for each indicator.
- The 'comments' column allows licensees to add explanatory notes, for example where there has been significant change in values from previous reporting periods, or where the licensee feels that additional information will assist the reader to understand the data.

4.2 Submission of completed Reporting Datasheets to the ERA

The completed Reporting Datasheets for the year ending 30 June must be submitted to the ERA by the applicable date in section 3. They must be sent by email to: licensing@erawa.com.au.

Compliance with clause 3.8.1 of the licence is only achieved when an electronic copy of the completed Reporting Datasheets has been received by the ERA.

⁴ In this example the indicator is in the 'Large potable water' table.

⁵ In this example the indicator is derived from clause 35(3) of the *Water Services Code of Conduct (Customer Service Standards) 2018*. In most cases, the 'reference' is the indicator number included in the Urban Framework Handbook.

⁶ Section 4 provides more information on how to complete the 'number' column.

⁷ In some cases this is automatically calculated from numerical data entered into other cells.

5. Performance reporting indicators

Licensees should complete the 'number' column in each worksheet as follows:

- **If data is available:** enter the data.
- **If the activity did not occur:** enter '0'.
- **If the activity is not applicable:** enter 'n/a'.
Explanatory note: For example, if the licensee does not supply non-potable water services, indicator SS3 should be marked 'n/a'.
- **If the data is unavailable:** leave the data cell blank and add a comment in the 'comments' cell explaining why the data cannot be provided.

If the data shows a change of more than 10% compared to last year's data, the licensee should include the likely reason(s) for the change in the 'comments' column.

Reporting basis: point in time vs whole reporting year

Some indicators are based on a moment in time (i.e. 30 June) whereas others cover the whole reporting year.

Reporting basis: per property vs per incident

Some indicators require reporting to be on a per property basis whereas others are on a per incident basis. For example, indicator SPW 18 (Number of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence) should be reported on a per property basis. Indicator IC 17 (Number of unplanned interruptions: water supply) should be reported on a per incident basis. This means that if a customer's water supply is interrupted more than once during the reporting year, then each interruption should be recorded separately.

6. NWI indicators

Many of the indicators in the Reporting Datasheets are taken from the Urban Framework (water supply and sewerage services) produced by the Bureau of Meteorology. Licensees should refer to the Urban Framework for information on indicator definitions and, where applicable, how to calculate an indicator.⁸

The following table lists the NWI indicators for water and sewerage services that are used in the Reporting Datasheets.

Urban NWI handbook	
Indicator reference	Indicator
Water Resources	W1
	W2
	W3.1
	W5.3
	W7
	W8.3
	W9.3
	W10.1
	W11.3
	W12
	W14
	W14.3
	W16
	W17
	W18
	W18.4
	W18.5
	W19
	W21
	W23
W26	

⁸ Refer to footnote 1.

Urban NWI handbook	
	W27
Asset	A1
	A2
	A3
	A4
	A5
	A6
	IA8/A8
	A14
Customers	C2
	C3
	C4
	C6
	C7
	C8
	IC9/C9
	IC10/C10
	IC11/C11
	IC12/C12
	IC13/C13
	C15
IC17/C17	
IC18/C18	
Environment	IE1/E1
	IE2/E2
	IE3/E3
	E8
Health	H1

Urban NWI handbook

H3

7. Licence specific indicators – potable water services

This section details the licence specific indicators that potable water service providers must report against. The other indicators in the Reporting Datasheets are NWI indicators – see section 6.

Customers receiving Farmlands Area water services means customers that are receiving their water supply from the supply schemes specified in Schedule 7, Section 4 of the Water Corporation operating licence.

Services provided by agreement means the water service specified in the supply agreement between the customer and Water Corporation.

Pressure and flow means the supply of water at a pressure between the minimum and maximum values, and at the minimum flow (in L/min) specified in the licence. The point of measurement is the outlet of the water meter supplying the property.

7.1 Water Corporation

Indicator No.	Indicator Description
WC 1	Total number of customers receiving Farmlands Area water services by agreement
WC 2	Percentage of customers receiving Farmland Water services provided by agreement that were notified of the conditions under which water was supplied
WC 3	Percentage of customers receiving Farmlands Water services whose service met the water pressure and flow standards specified in the licence

7.2 All licensees

Indicator No.	Indicator Description
LPW 2/ SPW 18	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence
LPW 3/ SPW 10	Details of any restrictions applied in accordance with the <i>Water Services Regulations 2013</i> to a potable water supply, detailing restrictions by scheme, type (severity), duration, start date and number of services affected

8. Licence specific indicators – non-potable water services

There are currently no licence specific indicators that non-potable water service providers must report against. The indicators in the Reporting Datasheets are all NWI indicators – see section 6.

9. Licence specific indicators – sewerage services

There are currently no licence specific indicators that sewerage service providers must report against. The indicators in the Reporting Datasheets are all NWI indicators – see section 6.

10. Licence specific indicators – irrigation services

This section details the licence specific indicators that irrigation service providers are required to report against.

10.1 Asset data

The following definitions apply to the carrier types:

- **Lined channel** means an earthen channel lined with a low permeability material.
- **Unlined channel** means an earthen open channel without internal lining.
- **Natural waterway** means a stream or other naturally formed watercourse.
- **Pipe** means a closed conveyance or carrier regardless of material, size or shape which conveys water typically for supply service. It is also a buried perforated carrier to collect subsurface drainage water.

Indicator No.	Indicator
RWSP 1	Length of unlined channels (km)
RWSP 2	Length of lined channels (km)
RWSP 3	Length of natural waterways (km)
RWSP 4	Length of pipes in the supply network (km)
RWSP 5	Total carrier length (km)

The following definitions apply to supply measurement devices or methods:

- **Provider approved measurement device** means a measurement device that is accepted by reporting providers until such time as a national metering standard is introduced.
- **Provider approved indirect measurement method** means a method for estimating or deeming the volume made available other than by use of a provider approved supply measurement device.

Indicator No.	Indicator
RWSP 6	Number of customer service points fitted with a provider approved measurement device
RWSP 7	Number of customer service points with a provider-approved indirect supply measurement method
RWSP 8	Number of customer service points with no supply measurement
RWSP 9	Total number of customer service points

10.2 Customers

The following definitions apply to customer related performance indicators:

- **Customer account** means a single account for a single billable entity that receives one or more rural water services from the irrigation service provider.
- **Planned service interruption** means an event where the irrigation service provider takes measures to interrupt the supply of water to customers and provides advance notice of the interruption to the affected customers.

Indicator No.	Indicator
RWSP 10	Number of customer accounts
RWSP 11	Percentage of planned service interruptions with 5 business days' notice of the interruption provided to affected customers

10.3 Network supply

The following definitions apply to network supply performance measures:

- **Groundwater** means water abstracted from aquifers and other 'below ground' water sources.
- **Surface water** means water abstracted from surface water sources such as dams, rivers or irrigation channels.
- **Treated wastewater** means treated effluent derived from sewage or trade waste.
- **Other** means water sourced that has not been supplied from groundwater, surface water or treated wastewater.
- **Water supplied at customer service points** means total volume supplied via customer service points, whether measured directly by a provider approved measurement device, estimated using an indirect measurement method or deemed water made available at supply points with no supply measurement.
- **Supply network delivery efficiency** means the ratio of water supplied to water sourced (100 x RWSP18/RWSP17).
- **Water delivery in accordance with the service standards** means water supplied to customers in accordance with the published, or agreed, service standards.⁹

No.	Indicator
RWSP 13	Volume of water sourced from surface water (ML)
RWSP 14	Volume of water sourced from groundwater (ML)
RWSP 15	Volume of water sourced from treated waste water (ML)
RWSP 16	Volume of water sourced from other sources (ML)
RWSP 17	Total supply network intake volume (ML)

⁹ The standards only apply to orders that comply with the service provider's ordering procedures.

No.	Indicator
RWSP 18	Total volume of irrigation water supplied at customer service points (ML)
RWSP 19	Quality of irrigation water provided (mg/L of dissolved solids)

11. Licence specific indicators – complaints

This section details the licence specific complaints indicators that water service providers are required to report against. The other indicators in the Reporting Datasheets are NWI indicators – see section 6.

Complaint means an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.¹⁰

Explanatory notes:

- *Complaints may be received via a variety of media, including telephone, mail, facsimile, email or in person.*
- *For reporting purposes, complaints must include complaints resolved at the first point of contact. [This reporting requirement is mandatory from the 2019/20 reporting year onwards]*

Complaint resolved means the service provider has completed the relevant procedures for dealing with the complaint.¹¹

No.	Indicator
LPW 7	Percentage of customer complaints resolved within 15 business days
CKB 3	
SPW 19	
SNPW 15	
SS 9	
RWSP 12	

Note: Water Corporation is required to report a whole of business figure for LPW7.

¹⁰ A detailed discussion of complaints, with examples, is in Appendix 1 of the *National Energy Retail Performance Indicators, Utility Regulators Forum, Steering Committee on National Regulatory Reporting Requirements – Retail Working Group, May 2007*. This document draws on the guidelines for complaints handling in Standard AS ISO 10002-2006 *Customer satisfaction – Guidelines for complaints handling in organisations* (which has been replaced by Standard ISO 10002:2014 – *Quality management – Customer satisfaction – Guidelines for handling complaints in organisations*).

¹¹ This does not imply that the customer is necessarily satisfied with the outcome of the complaint, but that the service provider has completed the administrative processes detailed in their complaint handling procedures that are relevant to the complaint.