

Water Compliance Reporting Manual

Water Services Licensing Act 1995

March 2009

Economic Regulation Authority



WESTERN AUSTRALIA

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Contents

List of Tables	3
1 Introduction	4
2 Amending the Manual	5
3 Performance Reporting	5
4 Incident Reporting	6
5 Compliance Reporting	6
5.1 Classification of Conditions	6
5.2 Immediate Notification	7
5.3 Compliance Reports	8
5.4 Lodging Immediate Notifications and Compliance Reports	8
6 Compliance Report Template	10
7 Format for Reporting Non-Compliances	11
8 Type 1 Reporting Obligations for all Licence Types	12
9 Licence Compliance Requirements - Water Services Licensing Act 1995	13
10 Licence Compliance Requirements - Water Coordination Regulations 1996	14
11 Licence Compliance Requirements – Licence Conditions	15
12 Reporting Requirements – Potable Water Service Providers Subject to NWI Reporting	19
12.1 NWI Urban Framework	19
12.2 Licence Specific Reporting Requirements	19
13 Reporting Requirements –Sewerage Service Providers Subject to NWI Reporting	21
13.1 NWI Urban Framework	21
13.2 Licence Specific Reporting Requirements	21
14 Reporting Requirements – Rural Water Service Providers Subject to NWI Reporting	22
14.1 NWI Rural Framework	22
14.2 Licence Specific Reporting Requirements	22
15 Reporting Requirements –Potable Water Service Providers Not Subject to NWI Reporting	23
16 Reporting Requirements – Non-potable Water Service Providers Not Subject to NWI Reporting	27
17 Reporting Requirements – Sewerage Service Providers Not Subject to NWI Reporting	29
18 Reporting Requirements – Rural Water Service Providers Not Subject to NWI Reporting	32
19 Customer Service Reporting Requirements – All Licences	36
19.1 Telephone Service	36
19.2 Complaints Handling	37

Appendix 1 – Licence Specific Reporting Requirements	39
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List of Tables

Table 1: Criteria for Classification of Compliance Ratings	7
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1 Introduction

In October 2006, the Economic Regulation Authority (Authority) published a discussion paper on best practice regulation, which sets out its interpretation of best practice regulation, particularly in relation to utility licensing, and proposed mechanisms for achieving best practice. The discussion paper can be obtained from the Authority's web site. In line with that discussion paper, the Authority places priority on developing a compliance culture among licensees through a framework that encourages licensees to self-assess compliance with licence conditions and to report breaches on a self-reporting basis.

This 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)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)² under the National Water Initiative Agreement (NWI Agreement)³.

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 Manual does not infer a licensee is exempt from fulfilling that requirement. Notwithstanding the information presented in this 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 Manual is structured as follows:

- Section 3 details the nature of licensees' performance reporting requirements, including the timing of reporting.
- Section 4 details the nature of licensees' incident reporting obligations.
- Section 5 details the nature of licensees' compliance reporting requirements, including the timing and format of reporting.
- Section 6 details the format of the compliance report template.
- Section 7 details the format for reporting non-compliances with licence conditions.
- Section 8 details the Type 1 reporting obligations for all licence types.

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

² The Rural Performance Framework uses the term rural water service provider to refer to irrigators.

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

- Sections 9 to 11 detail the licence compliance requirements 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.

The Authority will separately issue Data Sheets (which will be available on the Authority's [web site](#)⁴) for the reporting of operational and performance information to the Authority, including statistics or performance information required under licence conditions, for each financial year. These Data Sheets will be provided to licensees prior to the end of each financial year and licensees will be given instructions on how to complete them and the deadlines for return the completed Data Sheets to the Authority.

2 Amending the 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; and
- improve the compliance and reporting process.

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

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 manual at the same time as they provide the performance report in accordance with the Urban Framework or Rural Framework.

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, commencing from 31 July 2009. As noted in section 1, the Authority will issue data sheets to licensees to facilitate the collection of annual non-financial performance information prior to the end of each reporting year.

⁴ http://www.era.wa.gov.au/2/470/51/regulatory_guid.pm

4 Incident Reporting

Licencees are required to provide to the Authority incident reports relating to specified events (for example, wastewater overflows and interruptions greater than an hour affecting 50 services or more), within five business days of their occurrence. Licencees are also required to provide to the Authority additional explanatory information relating to an incident upon request, within 10 business days of the request being made. The timing of and format for incident reports will be the subject of a separate document that is being prepared by the Authority.

5 Compliance Reporting

Compliance reporting by water licencees is based on the financial year ending 30 June and comprises a combination of annual compliance reports and incident reports.

Licencees are required to submit to the Authority a compliance report in respect of their Type 1 and Type 2 licence obligations, as defined in Table 1, for the year ending 30 June by 31 August immediately following the year that is the subject of the report. The first report, covering the 12 months to 30 June 2009, is to be provided to the Authority on or before 31 August 2009.

5.1 Classification of Conditions

The Authority considers that there is a need to develop and publish transparent criteria for the classification of regulatory obligations in this Reporting Manual. **Error! Reference source not found.** proposes a suite of criteria which seek to balance:

- The cost to licencees of monitoring and reporting against their compliance obligations – for example, through recognition and appropriate classification of obligations which are inherently unmeasurable or which have minimal impact. This objective will also be supported through the introduction of a more high-level and ‘exception-based’ reporting framework for Type 2 breaches.
- The provision of appropriate incentives to licencees 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 Ratings

Rating (Type)	Classification of Non-compliance	Criteria for Classification
1	Major	<p>Classified on the basis that:</p> <ul style="list-style-type: none"> the consequences of non-compliance would cause major damage, loss or disruption to customers; or the consequences of non-compliance would endanger or threaten to endanger the safety or health of a person.
2	Moderate	<p>Classified on the basis that:</p> <ul style="list-style-type: none"> the consequences of non-compliance 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 the regulatory obligation is not otherwise classified as Type 1 or Type NR non-compliance. <p>Reclassification of Type 2 to Type 1 may occur in circumstances of systemic non-compliance.</p>
NR	Minor	<p>Classified on the basis that:</p> <ul style="list-style-type: none"> 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; or compliance with the obligation is unmeasurable; or the non-compliance is required to be reported to the Regulator under another instrument, guideline or code;⁵ or the non-compliance is identified by a party other than the licensee; or 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. <p>Reclassification of Type NR to Type 2 may occur in circumstances of:</p> <ul style="list-style-type: none"> systemic non-compliance; or a failure to resolve non-compliance promptly.

5.2 Immediate Notification

A licensee must immediately notify the Authority when it becomes aware of a breach of a Type 1 licence obligation. 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 Senior Executive Officer to the Authority's Chairman within 5 business days of the breach, which details:

⁵ This is to account for the future development of a jurisdictionally-based incident reporting regime which, consistent with the approach adopted in other jurisdictions, would be supported by a separate reporting regime.

- 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 format of the letter that must be used for reporting breaches of Type 1 obligations is provided in section 6.

5.3 Compliance Reports

The licensee is required to submit compliance reports to the Authority for Type 2 licence obligations that:

- confirm that it has complied with all relevant licence obligations during the period, other than those specifically referred to in the report;
- identify any 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; and
 - the date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

The compliance report, which must be approved by the licensee's Senior Executive Officer, is provided in section 6. Licensees should note that these compliance reports are in addition to the Data Sheets referred to in section 1.

5.4 Lodging Immediate Notifications and Compliance Reports

A licensee must lodge any Type 1 immediate notification and its compliance reports (including Data Sheets) both electronically and in writing to the following addresses:

Electronic lodgement:

wlicensing@era.wa.gov.au

Hard copy lodgement:

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

As noted above, any Type 1 immediate notification must also include a telephone call to the Executive Director, Licensing, Monitoring & Customer Protection Division on (08) 9213 1900.

6 Compliance Report Template

Licensees must use the following format for their compliance reports. The format of “Schedule A” referred to below is detailed in section 7 of this Reporting Manual.

Compliance Report

Period: [Date] 200_ to [Date] 200_

Submitted by: [Licensee]

ACN: [Number]

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

[Name] reports as follows:

- (1) This report documents compliance during [Period] with all obligations classified as Type[s] [Number] obligations in the Authority’s current “[Licence Name]”.
- (2) This report has been prepared by [Licensee] 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 Authority’s current “[Licence Name]”.
- (3) Schedule A to this report provides information on all obligations with which [Licensee] did not comply during [Period] as required by the Authority’s current “[Licence Name]”.
- (4) Other than the information provided in Schedule A, [Licensee] has complied with all Type 2 obligations to which it is subject.
- (5) This compliance report has been approved and signed by [Licensee]’s Senior Executive Officer.

DATE:

Signed

Name

Designation

7 Format for Reporting Non-Compliances

Licensees must use the following format for reporting to the Authority:

- A non-compliance with a Type 1 licence obligation.
- A non-compliance of a licence obligation in “Schedule A” of an annual compliance report referred to in section 5 of this Reporting Manual.

Format for reporting Type 1 and Type 2 non-compliances		
Licence obligation # from sections 8 to 11	Brief description of licence obligation that has been breached	Describe: <ol style="list-style-type: none"> 1. The nature and extent of the breach; 2. The impact of the breach including the number of customers and other licensees affected; 3. The reasons for the breach; 4. The actions that the licensee has taken to rectify the breach; 5. The actions taken to prevent recurrence of the breach; and 6. The date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.

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)		The licensee must provide the water service.	All	1

9 Licence Compliance Requirements - Water Services Licensing Act 1995

No	Obligations Under	Licence Condition	Description	Licensee	Type
1.	Water Services Licensing Act Section 32 (1) (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

No	Obligations Under	Licence Condition	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

No	Obligations Under	Licence Condition	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 with 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 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	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.	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 ⁶	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

⁶ For all licences except the Water Corporation the clause number is 2.7.

No	Obligations Under	Licence Condition	Description	Licensee	Type
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
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 MoU with the Department of Health (DoH).	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

No	Obligations Under	Licence Condition	Description	Licensee	Type
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.	All	NR
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	NR
48.	N/A	Clause 21.2	The licensee must comply with the information reporting requirements as set out in Schedule 5.	All	NR
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 ⁷	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 ⁸	Annual

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

<i>Indicator Number</i>	<i>Reported Indicator</i>	<i>Licence condition Number</i>	<i>Frequency of reporting</i>
LPW 3	Percentage of customers not experiencing an interruption of water supply exceeding 1 hour in duration (monthly data and 12 month data)		Annual
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 ⁹	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 ¹⁰	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 ¹¹	Quarterly – make this annual, requires licence change

⁸ The quoted reference relates to the Water Corporation Operating Licence, which is the only licence containing this performance standard

⁹ Clause 2.1 of the Aqwest and Busselton Water Board Operating Licences and clause 3.1 of the Water Corporation Operating Licence.

¹⁰ The quoted reference relates to the Water Corporation Operating Licence, which is the only licence containing this performance standard

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

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 ¹²	Annual

¹² 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 2007-08 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>
WATER RESOURCES			
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>
ASSET DATA			
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 or Licence Condition Number</i>	<i>Frequency of reporting</i>
THE CUSTOMERS			
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 1000 properties).	C17	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number or Licence Condition Number</i>	<i>Frequency of reporting</i>
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 ¹³	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 Schedule 4 Clause 3.1 ¹⁴	Annual

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

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
PUBLIC HEALTH			
Water quality compliance	Water quality guidelines.	H1	Annual

¹³ 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.

¹⁴ 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>
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 2007-08 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>
WATER RESOURCES			
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>
ASSET DATA			
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>
THE CUSTOMERS			
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>
ENVIRONMENT			
Net greenhouse gas emissions	Greenhouse gas emissions (tonnes CO ₂ 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 2007-08 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>
WATER RESOURCES			
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>
ASSET DATA			
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).	A12	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
THE CUSTOMERS			
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>
ENVIRONMENT			
Sewage treatment levels	Per cent of sewage treated to a primary level.	E1	Annual
Sewage treatment levels	Per cent of sewage treated to a secondary level.	E2	Annual
Sewage treatment levels	Per cent of sewage treated to a tertiary or advanced level.	E3	Annual
Biosolids reuse	Per cent of biosolids reused.	E8	Annual
Net greenhouse gas emissions	Greenhouse gas emissions (tonnes CO ₂ equivalents) – sewerage (per 1,000 properties)	E10	Annual
Sewer overflows	Sewer overflows to the environment (per 100km of sewer main).	E13	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number or Licence Condition Number</i>	<i>Frequency of reporting</i>
Wastewater overflows	Percentage of connected properties not experiencing a wastewater overflow.	Licence Schedule 4 Clause 3.1 Schedule 4 Clause 7.1 ¹⁵	Annual

¹⁵ Clause 3.1 of all 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 2006-07 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>
RURAL WATER SERVICES PROVIDED			
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>
ASSET DATA			
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

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number</i>	<i>Frequency of reporting</i>
Asset types and carrier length	Total carrier length (km) ¹⁶	C.2	Annual
Measurement devices	Number of customer service points fitted with an agency approved measurement device.	E.1	Annual
Measurement devices	Number of customer service points fitted with an agency 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>
THE CUSTOMERS			
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
Customer service	Number of remotely controlled customer service points.	C.6	Annual

¹⁶ This is the sum total of pipes, channels and waterways.

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number or Licence Condition Number</i>	<i>Frequency of reporting</i>
points			
Customer service points	Number of locally controlled customer service points.	C.6	Annual
Water on order	Minimum notice for water delivery orders (days).	C.5	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>
NETWORK SUPPLY			
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 waste water (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
Supply network capacity	Capacity of the supply network (irrigation and non-potable) (ML/day).	C.9	Annual

<i>Indicator Set</i>	<i>Reported Indicator</i>	<i>NWI Indicator Number or Licence Condition Number</i>	<i>Frequency of reporting</i>
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 2007-08 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>
TS 1	Per cent of calls answered by an operator within 30 seconds	C14 ¹⁷	Annual
TS 2	Percentage of calls that were abandoned after 5 seconds	Licence Schedule 4 Clause 2.1 ¹⁸	Annual
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 Clause 1.1 ¹⁹	Annual

¹⁷ The Water Corporation Operating Licence is the only licence containing this performance standard. Reporting is on a whole of licence basis.

¹⁸ The Water Corporation Operating Licence is the only licence containing this performance standard. Reporting is on a whole of licence basis.

¹⁹ The quoted reference relates to all water, non-potable water and sewerage operating licences other than the Water Corporation Operating Licence.

19.2 Complaints Handling

Note: the NWI indicator numbers are based on the 2007-08 version of the National Framework for Reporting the Performance of Urban Water Utilities and the National Framework for Reporting the Performance of Rural Water Delivery Agencies dated August 2007, 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>
CH 1	Water quality complaints (per 1000 properties)	C9	Annual
CH 2	Water service complaints (per 1000 properties)	C10	Annual
CH 4	Sewerage service complaints (per 1000 properties)	C11	Annual
CH 5	Billing and account complaints – water and sewerage (per 1000 properties)	C12	Annual
CH 6	Other complaints ²⁰ (per 1000 properties)		Annual
CH 7	Irrigation customer service delivery complaints (per 100 customers)	S.2	Annual
CH 8	Percentage of customer complaints resolved within 15 business days	Licence Schedule 4 Clause 1.2/2.1 ²¹	Annual

²⁰ Other complaints are complaints that are related to the services covered by the operating licence that do not fit into the categories detailed in indicators CH1 – 5 and CH7

²¹ Clause 1.2 of all small potable water, non-potable water and City of Kalgoorlie-Boulder operating licences, and clause 2.1 of the small sewerage, irrigation and Water Corporation operating licences.

Appendix 1 – Licence Specific Reporting Requirements

Licensees Subject to NWI Reporting	
Potable Water Licensees	Aqwest (Bunbury Water Board) Busselton Water Board Water Corporation ²²
Sewerage Licensees	City of Kalgoorlie-Boulder Water Corporation ²³
Irrigation Licensees	Harvey Water (South West Irrigation Management Cooperative) Ord Irrigation Cooperative
Licensees Not Subject to NWI Reporting	
Potable Water Licensees	Hamersley Iron Rottnest Island Authority Water Corporation ²⁴
Non-Potable Water Licensees	Shire of Denmark
Sewerage Licensees	Hamersley Iron 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

²² Water Corporation is required to report on 5 potable water schemes

²³ Water Corporation is required to report on 4 sewerage schemes

²⁴ Water Corporation reports on 25 schemes that supply between 1,000 and 9,999 connected properties

	Shire of Yilgarn Water Corporation ²⁵
Irrigation Licensees	Gascoyne Water Cooperative Preston Valley Irrigation Cooperative

²⁵ Water Corporation reports on 17 schemes that service between 1,000 and 9,999 connected properties

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