

IPART PROVIDES INDEPENDENT REGULATORY ADVICE AND DECISIONS TO PROTECT AND PROMOTE THE ONGOING INTERESTS OF THE CONSUMERS, TAXPAYERS AND CITIZENS OF NSW

## PRICE REGULATION

Determining maximum regulated prices for water, energy, public transport and taxi fares, and local government rates and development contributions



**5.5m**

water customers across NSW



**3.3m**

energy customers prices monitored



**550m+**

NSW public transport journeys



**3m+**

ratepayers across 128 councils

## LICENSING AND COMPLIANCE

Issuing licences and monitoring compliance for water and energy services to encourage competition, efficient use of resources and appropriate access to public infrastructure



**34**

water licences covering 5.5m water users



**7.8m**

consumers receiving electricity via networks IPART regulates for safety and reliability



**2.1m MWh**

energy saved under the Energy Savings Scheme in 2016

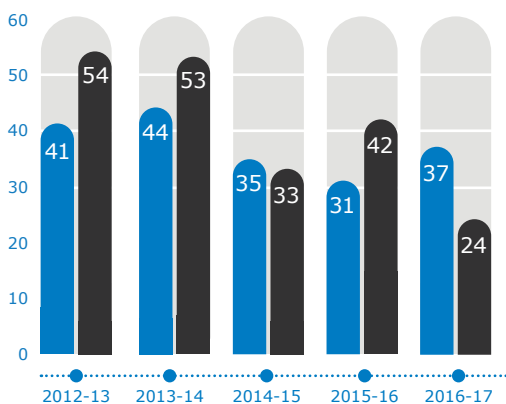
## SPECIAL REVIEWS

Recommending improved pricing, efficiency, industry structure and competition reform to support economic growth through:

**Health** **Infrastructure** **TAXIS** **RURAL ISSUES** **Regulation** **EDUCATION**

## REVIEWS AND LICENCES

Historical snapshot of reviews undertaken and licence determinations by year over the past five years



■ Pricing reviews/recommendations (incl. Local Govt SV's and CP's)  
■ Licence determinations or recommendations

## 2016-17 HIGHLIGHTS

### ENHANCING NSW ECONOMY THROUGH HIGH-QUALITY DECISIONS



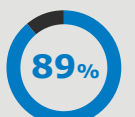
**74**

reports including 14 determinations and 21 final reports



**2**

special reviews undertaken at Government request



stakeholders who agree Tribunal demonstrates leadership



**10**

submissions made by IPART to external reviews

**0** legal challenges to IPART decisions

### KEEPING REGULATED BUSINESS ACCOUNTABLE



**142**

audits conducted



**7**

guidelines published to facilitate compliance



**9**

compliance reports

**5** reporting manuals completed or updated

### MEETING STAKEHOLDER EXPECTATIONS

**1978**

submissions received



**128**

consultation papers released (104 fact sheets, 7 issues papers, 17 draft reports)

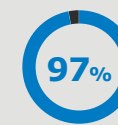
**21**

final reports published



**15**

consultations held (hearings and workshops)

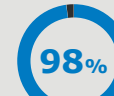


stakeholders who agree or mostly agree IPART's reports are of high quality

### PROMOTING A THRIVING ORGANISATIONAL CULTURE

**124**

full-time equivalent employees

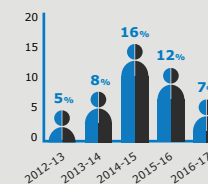


of stakeholders agree or mostly agree IPART staff demonstrate a high level of professionalism



**55%**

of senior executives are female



Staff turnover trend over the past five years