

## Performance against WAMC Output Measures for 2019-20

This report details performance against the WAMC Output Measures for the 2019-20 period.

1. The relevant agency (The Department of Planning, Industry & Environment, the Natural Resources Access Regulator and WaterNSW (ie, the agencies that deliver water management services on behalf of WAMC) must report against these output measures for the 2019-20 period.
2. Provide a self-assessment of whether the agency has met the targets in the Agency column. The following table provides some guidance on how to complete this column.

| Agency comment   | Explanation   |
|--|---|
| <b>Targets have been met.</b>                          | All targets detailed in the column 'Measures and Indicators' for the WAMC activity have been met.   |
| <b>Targets have been partially met.</b>                | One or more of the targets detailed in the column 'Measures and Indicators' for the WAMC activity have been met.<br>Provide an explanation if the output measures and/or performance indicators have not met the target |
| <b>Targets have not yet been met.</b>                  | None of the targets detailed in the column 'Measures and Indicators' for the WAMC activity have yet been met.<br>Provide an explanation if the output measures and/or performance indicators have not met the target    |
| <b>2019-20 data is yet to be reported by WaterNSW.</b> | We do not expect there to be any outstanding data.<br>Provide an explanation if this data is not available.   |
| <b>This WAMC activity does not have a target.</b>      | No target was specified for the WAMC activity.  |

| Activity   | Outputs   | Measures and Indicators <sup>1</sup>  | 2019-20 Reported Data   | Agency / IPART comment   |
|--|---|---|---|--|
| <b>W01-01 Surface water quantity monitoring</b><br>The provision of a surface water quantity monitoring system; including design, station calibration, data collection, processing, encoding, quality assurance and archiving from the networks of water monitoring stations; the delivery of near real time height and/or flow data from all telemetered sites to the corporate database; and the maintenance and operation of surface water monitoring stations. | A maintained monitoring network of hydrometric stations providing the necessary data for surface water management.<br><br>Provision of validated water data from the network of surface water hydrometric stations. | <i>Output measure (OM1)</i><br>Number of stations for water management charges:<br>Target:<br>DoI Water: 430<br>BRC: 29<br><br><i>Performance indicator</i><br>Number of visits per year per station:<br>Target: average 5  | <b>Reported by WaterNSW</b><br>▼ DPE – 346, Dual Funded sites - 80<br>▼ BRC - 30<br><br>▼ DPE - 5.6<br>▼ BRC - 7.6  | <b>Targets have been met.</b>  |
| <b>W01-02 Surface water data management and reporting</b><br>The data management and reporting of surface water quantity, quality and biological information; including compilation, secure storage, management and publishing of data to customers, stakeholders and the general public.  | Surface water quantity and quality information compiled, securely stored, managed and published to stakeholders and the public.   | <i>Output measure (OM2)</i><br>Number of surface water sites subject to data management meeting specific criteria:<br>Target: 1,245<br><br><i>Performance indicators</i><br>Percentage telemetered sites with data available on internet 9am each day:<br>Target: 95%<br><br>Percentage of DoI Water <sup>2</sup> funded sites telemetered<br>Target: 90% | <b>Reported by WaterNSW</b><br>▼ 1009 DPE Surface Water sites<br>▼ 1292 Including dual funded sites<br><br>▼ 93% - 341 days where 90% + sites available<br><br>▼ 100% (some sites do not have telemetry as it is not specified as required) | <b>Targets have been partially met.</b><br><br>WaterNSW comment:<br><br>The target of 1245 sites has not been supported by a confirmed 'Roles and Responsibilities Agreement' (RRA) schedule with DPE. A final list is expected to be confirmed with the signing of the RRA schedules in 2022.<br>WaterNSW comment:<br><br>The W01-02 response is calculated to best represent the data available at 9am i.e. what % of sites had current data available on the RTD at 9am.<br><br>We note that the measure is poorly defined as it fails to properly consider the multiple steps in the telemetry and water data systems process.<br><br>Common issues associated with delayed data include environmental conditions, instrument failures, communications and system level issues it is also worth noting that the % of available data fluctuates throughout the day.<br><br>We note that the 9am W01-02 & W02-03 output measure has been revoked by IPART in its latest 2021 WAMC Determination. |

<sup>1</sup> Where timeframes for achievement of output measures or targets (formerly 'forecasts') have not been listed, the targets relate to the last year of the 2016 Determination, 2019-20 (refer IPART, *Review of prices for the Water Administration Ministerial Corporation – Final Report*, June 2016, p 194).

<sup>2</sup> Department of Industry (DoI) – Water is now the Department of Planning, Industry and Environment (DPIE)

| Activity   | Outputs   | Measures and Indicators <sup>1</sup>  | 2019-20 Reported Data   | Agency / IPART comment   |
|--|---|---|---|--|
| <b>W01-03 Surface water quality monitoring</b><br>The provision of a surface water quality monitoring program; including design, sample collection, laboratory testing and analysis, test result quality assurance to accepted standards, and test result encoding to make it available for data management and reporting. | Provision of validated water quality test information.  | <b>Output measure (OM3)</b><br>Number of tests per year:<br>▼ Target:<br>- DoI Water: 30,120 per year<br>- Murray Darling Basin Authority (MDBA): 5,144 per year<br>- Border Rivers Commission (BRC): 4,800 per year<br><br><b>Performance indicators</b><br>Tests meeting quality standards (percentage acceptable tests/total tests):<br>▼ Target: 90%<br><br>Speed of reporting of results (percentage of tests taken, processed, quality assurance approved and coded for publication within 90 days):<br>▼ Target: 90% | <b>Reported by WaterNSW</b><br>▼ DPE-Water: 35,226<br>▼ Murray Darling Basin Authority (MDBA): 5,587<br>▼ Border Rivers Commission (BRC): 5,209<br><br>▼ 100%<br><br>▼ 100%   | Targets have been met.   |
| <b>W01-04 Surface water algal monitoring</b><br>The provision of a surface water algal monitoring program; including design, sample collection, laboratory analysis, algal identification and enumeration to accepted standards, and result encoding for provision to regional coordinating committees.                    | Provision of algal data on the presence and extent of potentially toxic algal blooms.   | <b>Output measure (OM4)</b><br>Number of sites monitored and tested for blue green algae:<br>▼ Target: average 73 sites per month (DoI Water and MDBA). Increased frequency when conditions require.<br><br><b>Performance indicator</b><br>Percentage of samples collected and analysed according to current standards and within agreed timeframe:<br>▼ Target: 95%   | <b>Reported by WaterNSW</b><br>▼ 83.16 average samples collected per month for RACC<br><br>▼ 100%   | Targets have been met.   |
| <b>W01-05 Surface water ecological condition monitoring</b><br>The provision of a surface water ecological condition monitoring system to assess the health of water sources; including design and application based on the River Condition Index for rivers, flood plains and wetlands.                                   | Provision of the information for the six components of the River Condition Index:<br>▼ Hydrology<br>▼ Geomorphology<br>▼ Riparian<br>▼ Biota<br>▼ Disturbance<br>▼ Water quality. | <b>Output measure (OM5)</b><br>River condition index updated:<br>▼ Target: an updated report completed each year, outlining the attributes updated and the proportion of the state/water sources covered.<br><br><b>Performance indicator</b><br>Percentage of the state for which the River Condition Index (RCI) is completed in current year:<br>▼ Target:<br>- 10% completed each year.<br>- 100% of all RCI completed for the state by the end of 10 years.  | <b>Reported by DPE</b><br><b>Output measure</b><br>▼ Completed RCI incorporating the updated input layers from the previous five years completed and published on DPE website.<br>▼ River Styles mapping products published on DPE website, including River Style, geomorphic condition, recovery potential, and stream fragility.<br><br><b>Performance indicator</b><br>The following updates were undertaken to cover 10% of the RCI:<br>▼ Revision and update of coastal HEVAE commenced and updated hydrology, and catchment disturbance index layers for NSW. | Targets have been met.<br><br><b>Target has been met.</b><br>River Styles mapping product is published on DPE website. RCI was updated 100% in 2016. RCI is undergoing revision at present.<br><br><b>Target has been met.</b><br>Coastal HEVAE developed in alignment with Risk Assessment report timeframes for WSP remakes. |

| Activity  | Outputs  | Measures and Indicators <sup>1</sup>   | 2019-20 Reported Data   | Agency / IPART comment  |
|---|--|--|---|---|
| <b>W02-01 Groundwater quantity monitoring</b><br>The provision of a groundwater level, pressure and flow monitoring system; including design, site calibration, data collection, entry, audit, quality assurance, archiving, and information provision; and the maintenance and operation of groundwater monitoring bores.    | A maintained network of monitoring bores providing the data necessary for groundwater management.<br><br>Provision of validated quantity and other physical resource data from groundwater monitoring bores. | <b>Output measure (OM6)</b><br>The number of pipes from which data are collected (in the last 2 years):<br>▼ Target: 4,800<br><br><b>Performance indicator</b><br>Percentage of pipes monitored according to their scheduled frequency: 90%  | <b>Reported by WaterNSW</b><br>▼ Pipes monitored 4751<br><br>▼ Average frequency 83%  | <b>Targets have not been met.</b><br><br><b>WaterNSW Comment:</b><br><br>The target of 4800 pipes has not been supported by a confirmed 'Roles and Responsibilities Agreement' (RRA) schedule with DPE. A final list is expected to be confirmed with the signing of the RRA schedules in 2022.<br><br>Monitoring frequency reduced due to flood events limiting access to sites. |
| <b>W02-02 Groundwater quality monitoring</b><br>The provision of validated groundwater quality monitoring program including design, sample collection, laboratory testing and analysis, test result quality assurance to accepted standards, and test result encoding to make it available for data management and reporting. | The provision of validated groundwater quality information.  | <b>Output measure (OM7)</b><br>The number of pipes from which water quality data are collected (in the last 2 years):<br>▼ Target: 495<br><br><b>Performance indicator</b><br>Percentage of pipes monitored according to their scheduled frequency:<br>▼ Target: 90%   | <b>Reported by WaterNSW</b><br>▼ Number of pipes visited 649<br><br>▼ Scheduled Frequency 98%   | <b>Targets have been met.</b>   |
| <b>W02-03 Groundwater data management and reporting</b><br>The data management and reporting of groundwater quantity and quality information; including compilation, secure storage, management and publishing of data to customers, stakeholders and the general public.   | Groundwater quantity and quality information compiled, securely stored, managed and published to stakeholders and general public.  | <b>Output measure (OM8)</b><br>Number of active pipes subject to data management:<br>▼ Target: 5,000<br><br><b>Performance indicator</b><br>Percentage of active sites subject to data management:<br>▼ Target: 98%  | <b>Reported by WaterNSW</b><br>▼ Number of active pipes 4376<br><br>▼ 98 %  | <b>Targets have been partially met.</b><br><br><b>WaterNSW Comment:</b><br><br>5000 pipes has not been supported by a confirmed 'Roles and Responsibilities Agreement' (RRA) schedule with DPE. A final list is expected to be confirmed with the signing of the RRA schedules in 2022.   |
| <b>W03-01 Water take data collection</b><br>The electronic and manual collection, transmission and initial recording of water take data from licence holders for unregulated and groundwater sources; and the operation and maintenance of government owned meter and telemetry facilities.                                   | Government owned meters operated and maintained. Volume of water take is collected.  | <b>Output measure (OM9)</b><br>Number of government owned and maintained meters:<br>▼ Target: 1,200<br>- Unregulated river: 600<br>- Groundwater: 600<br><br>Number of sites with agency water take reading/ assessments charged:<br>▼ Target: 3,300<br>- Unregulated river: 200<br>- Groundwater: 3,100<br><br><b>Performance indicator</b> | <b>Reported by WaterNSW</b><br>Number of government owned and maintained meters:<br>▼ Unregulated river: actual 870<br>▼ Groundwater: actual 588<br><br>Number of sites with agency water take reading/ assessments charged:<br>▼ Unregulated river: actual 133<br>▼ Groundwater: actual 2099 | <b>Targets have been partially met.</b><br><br>WaterNSW comment:<br><br>We note that the W03-01 and W03-02 output measure has been superseded by IPART (2021 WAMC Determination) and is no longer relevant in the context of the implementation of the Government's non-urban metering reforms.   |

| Activity  | Outputs   | Measures and Indicators <sup>1</sup>  | 2019-20 Reported Data   | Agency / IPART comment |         |         |         |         |         |         |        |  |  |  |  |  |  |   |
|---|---|---|---|------------------------|---------|---------|---------|---------|---------|---------|--------|--|--|--|--|--|--|---|
|   |   | Percentage government owned meters operational:<br>▼ Target: 95%  | Noting this target and the metering fleet were transferred from DPI to WaterNSW in 2016, no additional assets have been added since that date.<br><br>There are 870 meters on unregulated streams. Of these meters 117 are part of the Southern Catchment and 826 are part of the Hawkesbury/Nepean (incorporating Bega and Bemboka) system (H/N System). The unregulated meters in the Southern catchment would be essentially operational. However, of the remaining 826 meters that form part of the H/N system, 550 have been conditioned assessed. The remaining 276 meters (includes all meters above and below the 100mm threshold) are expected to have their conditions assessed in FY21. Of the 550 meters that have been assessed, 347 have been identified as needing either replacing, requiring some type of maintenance or their condition is unknown. A further inspection of all meters is planned to be completed as part of understanding the work required to ensure all meters are deemed compliant by the agreed compliance dates under the water market reforms.<br><br>There are 588 groundwater meters which are predominantly located in the Southern Catchment (ie Lower Darling, Murray and Murrumbidgee Rivers). These meters are managed by Comdain under a maintenance agreement and accordingly essentially all of these meters would be operational (noting that some would be under rectification and or correction as per the maintenance agreement and any one time). |                        |         |         |         |         |         |         |        |  |  |  |  |  |  |   |
| <b>W03-02 Water take data management and reporting</b><br>The data management and reporting of water take for unregulated and groundwater sources including compilation, secure storage, management and publishing of data to authorised parties. | Water take measurement information quality assured, compiled, managed and made available to stakeholders. | <i>Output measure (OM10)</i><br>Issued entitlement metered:<br>▼ Target: 3,495,000<br>- Unregulated river: 2,017,000 shares<br>- Groundwater: 1,478,000 shares<br><br>The number of licence holders switching from a 1-part to a 2-part tariff each year (and the number of licence holder in total, subject to each tariff type), by water source.<br><br><i>Performance indicator</i><br>Percentage of issued entitlement metered:<br>▼ Target: 70%<br>- Unregulated river: 65%<br>- Groundwater: 78% | <b>Reported by WaterNSW</b><br>Total metered share component based on the 2019/20 water years billing reconciliation reports:<br><br>▼ Unregulated: 2,121,024 MLs<br>▼ Groundwater: 1,238,576 MLs<br><br>Percentage of issued entitlement metered:<br>▼ Unregulated river: 65%<br>▼ Groundwater: 63%<br><br>The above is based on the Meter billing report out of Water Accounting System with all "ACTIVE" meters and their linked licence entitlement. Including both private and government owned meters.<br><br>Tables below are the total number of licenses that received the 2-part tariff for the 2019/20 water year (compared to prior years). This is broken down by valley and based on reported usage in WAS. The performance indicator is based on the total entitlement that was billed under the 2-part tariff; this was lower compared to the same time last year due to a lower number of customers returning their usage data to WaterNSW. This is due to the ongoing dry conditions. <table border="1" data-bbox="1228 1455 2184 1562"> <thead> <tr> <th colspan="2">Unregulated</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>Valley</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>   | Unregulated            |         | 2019-20 | 2018-19 | 2017-18 | 2016-17 | 2015-16 | Valley |  |  |  |  |  |  | <b>Targets have been partially met.</b><br><br>WaterNSW comment:<br><br>We note that the W03-01 and W03-02 output measure has been superseded by IPART (2021 WAMC Determination) and is no longer relevant in the context of the implementation of the Government's non-urban metering reforms. |
| Unregulated   |   | 2019-20   | 2018-19   | 2017-18                | 2016-17 | 2015-16 |         |         |         |         |        |  |  |  |  |  |  |   |
| Valley  |   |   |   |                        |         |         |         |         |         |         |        |  |  |  |  |  |  |   |

| Activity  | Outputs  | Measures and Indicators <sup>1</sup>   | 2019-20 Reported Data  |   |                |                |                | Agency / IPART comment |  |
|---|--|--|--|---|----------------|----------------|----------------|------------------------|--|
|   |  |  | Border   | 47  | 55             | 88             | 10             | 4                      |  |
|   |  |  | Gwydir   | 16  | 25             | 59             | 4              | 3                      |  |
|   |  |  | Namoi  | 45  | 52             | 91             | 17             | 9                      |  |
|   |  |  | Peel   | 15  | 21             | 58             | 4              | 1                      |  |
|   |  |  | Lachlan  | 37  | 45             | 120            | 19             | 6                      |  |
|   |  |  | Macquarie  | 120   | 164            | 337            | 54             | 26                     |  |
|   |  |  | Far West   | 93  | 69             | 110            | 65             | 58                     |  |
|   |  |  | Murray   | 70  | 79             | 110            | 51             | 70                     |  |
|   |  |  | Murrumbidgee   | 99  | 140            | 279            | 64             | 19                     |  |
|   |  |  | North Coast  | 353   | 372            | 622            | 63             | 43                     |  |
|   |  |  | Hunter   | 111   | 158            | 488            | 32             | 25                     |  |
|   |  |  | South Coast  | 790   | 805            | 1065           | 582            | 522                    |  |
|   |  |  | <b>Total</b>   | <b>1796</b>   | <b>1985</b>    | <b>3427</b>    | <b>965</b>     | <b>786</b>             |  |
|   |  |  | <b>Groundwater</b>   |   |                |                |                |                        |  |
|   |  |  | <b>Valley</b>  | <b>2019-20</b>  | <b>2018-19</b> | <b>2017-18</b> | <b>2016-17</b> | <b>2015-16</b>         |  |
|   |  |  | Border/<br>Gwydir/Namoi/ Peel  | 922   | 918            | 977            | 739            | 1049                   |  |
|   |  |  | Lachlan  | 380   | 373            | 353            | 260            | 344                    |  |
|   |  |  | Macquarie  | 347   | 365            | 343            | 271            | 323                    |  |
|   |  |  | Far West   | 11  | 15             | 9              | 9              | 7                      |  |
|   |  |  | Murray   | 497   | 495            | 463            | 341            | 402                    |  |
|   |  |  | Murrumbidgee   | 548   | 502            | 485            | 310            | 349                    |  |
|   |  |  | North Coast  | 35  | 53             | 148            | 8              | 1                      |  |
|   |  |  | Hunter   | 125   | 167            | 237            | 19             | 3                      |  |
|   |  |  | South Coast  | 43  | 96             | 166            | 3              | 0                      |  |
|   |  |  | <b>Total</b>   | <b>2908</b>   | <b>2984</b>    | <b>3181</b>    | <b>1960</b>    | <b>2478</b>            |  |
| <b>W04-01 Surface water modelling</b><br>The development, upgrade and application of surface water resource management models, for use in water planning and to assess performance in terms of statutory requirements, interstate agreements, regional water supply optimisation and third-party impacts on NSW stakeholders. | Models developed for NSW River basins for: <ul style="list-style-type: none"> <li>Reporting on model conceptualisation and structure, processes, calibration, data sources for stakeholder information.</li> <li>Long-term extraction limits.</li> <li>Reliability and sequencing of water take.</li> <li>Reliability and sequencing of water</li> </ul> | <p><i>Output measure (OM11)</i><br/>Number of models/analyses annually:<br/> <ul style="list-style-type: none"> <li>Target: 26/2,800</li> </ul> </p> <p><i>Performance indicators</i><br/>The percentage of surface water share component in NSW covered by models subject to annual assessments:<br/> <ul style="list-style-type: none"> <li>Target: 95%</li> <li>Regulated river: 100%</li> <li>Unregulated river: 50%</li> </ul> </p> | <p><b>Reported by DPE</b><br/><b>Output measure</b><br/>Number of models/analyses annually:<br/> <ul style="list-style-type: none"> <li>26 models available, many of which have been rebuilt using the Source model software. The deployment of stochastic modelling methods meant the number of runs increased significantly. In excess of 10,000 model runs will have been undertaken for strategic planning purposes.</li> </ul> </p> <p><b>Performance indicators</b><br/>The percentage of surface water share component in NSW covered by models subject to annual assessments:<br/> Current:<br/> <ul style="list-style-type: none"> <li>Regulated river: 100%</li> <li>Unregulated river: 80%</li> </ul> Forecast:<br/> <ul style="list-style-type: none"> <li>Regulated river: 100%</li> </ul> </p> | <p><b>Targets have been met.</b><br/><b>Target has been met</b></p> <p><b>Target has been met</b></p> |                |                |                |                        |  |

| Activity   | Outputs  | Measures and Indicators <sup>1</sup>  | 2019-20 Reported Data  | Agency / IPART comment   |
|--|--|---|--|--|
|  | <ul style="list-style-type: none"> <li>availability for entitlement types.</li> <li>▼ Time series and statistical analysis of river flows and floodplain/wetland watering.</li> <li>▼ On-farm water management.</li> <li>▼ Daily stream salinity.</li> <li>▼ Modelling to support water planning at a regional scale, including hydrologic/economic optimisation models for regional water strategies and metro water planning.</li> </ul> |   | <ul style="list-style-type: none"> <li>▼ Unregulated river: 80%</li> </ul>   |  |
| <p><b>W04-02 Groundwater modelling</b><br/>The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance assessments.</p>   | <p>Regional groundwater models for groundwater sources covered by water management plans that are capable of providing:</p> <ul style="list-style-type: none"> <li>▼ Long-term sustainable extraction limits.</li> <li>▼ Details of aquifer interference.</li> <li>▼ Local water table details.</li> <li>▼ Water balance details.</li> <li>▼ Technical assessment of development proposals.</li> </ul>                                     | <p><i>Output measure (OM12)</i><br/>Number of models/major aquifer analyses annually:<br/>▼ Target: 22/2,200</p> <p><i>Performance indicator</i><br/>Percentage of volume of groundwater share component subject to modelling assessment annually:<br/>▼ Target: 50%</p>  | <p><b>Reported by DPE</b><br/><b>Output measure</b><br/>Number of models/major aquifer analyses annually:<br/>▼ DPE Water has a library of 22 groundwater models. Of these, 13 are actively used and maintained.<br/>▼ Number of runs that produce usable results for planning purposes is of the order of 100. However, there thousands of runs done to prepare the model for the final analysis.</p> <p><b>Performance indicator</b><br/>Percentage of volume of groundwater share component subject to modelling assessment annually:<br/>▼ 50% (maintained for 2019-20)</p>  | <p><b>Targets have been met.</b><br/><b>Target has been met.</b><br/>However, more suitable outputs and indicators have been set for the 2021 IPART determination period.</p> <p><b>Target has been met.</b><br/>Achieved update and provided assessment on 8 out of 8 models.</p> |
| <p><b>W04-03 Water resource accounting</b><br/>The development and update of water resource accounts and information on NSW water sources, for use by external stakeholders, and for internal water planning, management and evaluation processes.</p> | <ul style="list-style-type: none"> <li>▼ General purpose water accounting reports.</li> <li>▼ Reporting and analysis of water resource accounting obligations.</li> <li>▼ Miscellaneous analysis and reporting.</li> </ul>   | <p><i>Output measure (OM13)</i><br/>Number of outputs for water accounting reports, reporting obligations and required ad hoc:<br/>▼ Target:<br/>- 17 valleys<br/>- 17 analysis reports<br/>- 20 miscellaneous studies</p> <p><i>Performance indicators</i><br/>Percentage of entitlement by water type covered by the water accounting reports:<br/>▼ Target:<br/>- Regulated river: 100%<br/>- Unregulated river: 60%</p> | <p><b>Reported by DPE</b><br/><b>Output measure</b><br/>Specific series of reports/products being produced and published:<br/>▼ The requirements of this function changed since the original submission with an increasing requirement for a much broader range of information provision to support policy, planning, management, and reporting obligations.<br/>The following were produced in 2019-20:<br/>▼ General Purpose Water Accounting Reports covering 11 regulated water sources and water balances for 8 major groundwater alluvial water sources<br/>▼ Update of environmental water register<br/>▼ Maintenance of online water information dashboards (including water trading, usage, allocations, GW compliance)<br/>▼ 15 miscellaneous analysis reports</p> <p><b>Performance indicators</b><br/>Percentage of entitlement by water type for which detailed water accounting information/reports is provided.<br/>▼ Regulated river: 100%</p> | <p><b>Targets have been partially met.</b><br/><b>Target has been partially met.</b><br/>Target has changed. Measures amended for 2021/22 reporting period.</p> <p><b>Target has been met.</b></p>   |

| Activity   | Outputs  | Measures and Indicators <sup>1</sup>   | 2019-20 Reported Data  | Agency / IPART comment  |
|--|--|--|--|---|
|  |  | <ul style="list-style-type: none"> <li>Groundwater: 95%</li> </ul>   | <ul style="list-style-type: none"> <li>Unregulated river: 100%</li> <li>Groundwater: 100%</li> </ul>   |   |
| <b>W05-01 Systems operation and water availability management</b><br>The preparation and implementation of the procedures and systems required to deliver the provisions of water management plans; and operational oversight to ensure plan compliance, the available water determinations and the assessment of compliance with long term extraction limits. | <ul style="list-style-type: none"> <li>Implementation procedures and systems.</li> <li>Water availability determinations.</li> <li>WaterNSW operations compliance monitoring and annual reporting.</li> <li>Audit of Water Sharing Plan operations.</li> </ul>                           | <p><i>Output measure (OM14)</i><br/>Annual compliance review on WaterNSW work approval conditions.</p> <p>Available Water Determinations (AWD) issued:<br/> <ul style="list-style-type: none"> <li>Target:</li> <li>Regulated river: at least monthly AWD for all licence categories for all water sources</li> <li>Unregulated river and groundwater: annual AWD for each water source</li> </ul> </p> <p><i>Performance indicator</i><br/>Annual compliance review on WaterNSW submitted within 3 months of receiving input data from DoI Water.</p> <p>Timeliness of AWDs:<br/> <ul style="list-style-type: none"> <li>Target: 100%</li> </ul> </p> | <p><b>Reported by DPE</b><br/> <b>Output measure</b><br/>           Annual compliance review on WaterNSW work approval conditions:<br/> <ul style="list-style-type: none"> <li>Annual compliance review underway.</li> <li>Each year, as a condition of their work approvals, WaterNSW submit Annual Compliance Reports for review to NRAR.</li> <li>DPE Water provides advice to NRAR regarding the compliance reports and whether the conditions of the work approvals are being met.</li> <li>The annual compliance data and reviews are received by NRAR in two parts: WaterNSW Metro and WaterNSW Rural. The 2019-20 WaterNSW Metro data was received by NRAR 11 December 2020 and the review was completed on 21 May 2021. The 2019-20 WaterNSW Rural data was received by NRAR on 13 July 2021 and is currently being reviewed.</li> </ul> </p> <p>Available Water Determinations (AWD) issued:<br/> <ul style="list-style-type: none"> <li>DPE Water issued water allocations to all regulated river, groundwater and unregulated river licence categories on 1 July 2019.</li> <li>DPE Water provided a spreadsheet to WaterNSW of allocation determinations to allow automated upload of 1 July allocations to its accounting system.</li> <li>Where a full allocation was not possible, conditions were monitored, and allocations incremented by DPE Water as soon as water became available during the year.</li> <li>Over 1,600 allocations were determined in 2019-20 (most on 1 July).</li> <li>Water availability outlooks were provided in the NSW Murray and Murrumbidgee valleys to assist water users to plan their seasons.</li> <li>All water allocations were determined in accordance with the rules in respective water sharing plans.</li> </ul> </p> <p><b>Performance indicator</b><br/>           The 2018-2019 compliance review will be conducted in the first half of 2020. Not all Annual Compliance Reports have been received from WaterNSW.</p> <p>Timeliness of AWDs:<br/> <ul style="list-style-type: none"> <li>Regulated 95%</li> <li>Groundwater 95%</li> <li>Unregulated 95%</li> </ul>           95% of AWD were issued within the timeframe.<br/>           For Regulated AWDs on some occasions (such as delayed access to data) AWDs are issued 1-2 days later than committed. In all but extreme seasons Unregulated and GW will only get a single allocation on 1 July.</p> | <p>Targets have been partially met.</p> <p>Target has been met.</p> <p>Target has been met.</p> <p>Target has not been met.</p> <p>Target has not been met.</p> |
| <b>W05-02 Blue-green algae management</b><br>The provision of an algal risk management system; including oversight, coordination and training, the issue of algal alerts and the development of algal risk management plans.   | <ul style="list-style-type: none"> <li>Algal risk management framework for fresh and marine waters managed appropriately.</li> <li>Issue of algal alerts as required, provision of regular updates to stakeholders and maintenance of the algal website and information line.</li> </ul> | <p><i>Output measure (OM15)</i><br/>Algal risk management plans for each region are implemented:<br/> <ul style="list-style-type: none"> <li>Target: All risk management plans reviewed and updated as required</li> </ul> </p> <p><i>Performance indicator</i><br/>Percentage of reports meeting weekly timeframe to regional algal coordinating committees and state algal coordinator of alert levels based on algal data:<br/> <ul style="list-style-type: none"> <li>Target: 100%</li> </ul> </p>   | <p><b>Reported by WaterNSW</b><br/>           Review of risk management plans not required for 2019-20. Last updated in 2018-19. The next review will be during RACC meetings which will be held before 2020-21 summer.</p> <ul style="list-style-type: none"> <li>100% of updates provided to stakeholders and State algal Coordinator. Frequency of updates reduced in some regions during offseason. All relevant stakeholders including State Coordinator were notified and there were no objections.</li> </ul>   | <p>Targets have been met.</p>   |



| Activity  | Outputs  | Measures and Indicators <sup>1</sup>   | 2019-20 Reported Data   | Agency / IPART comment  |
|---|--|--|---|---|
|   |  | Actions implemented in accordance with algal risk management plan and guidelines: <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul>   | <ul style="list-style-type: none"> <li>▼ 100% of actions implemented in accordance with defined timeframes. A total of 93 Red Alerts were recorded for 2019-20.</li> </ul>  |   |
| <b>W05-03 Environmental water management</b><br>The development and collaborative governance of environmental flow strategies and assessments; and the use of environmental water to achieve environmental outcomes.                            | <ul style="list-style-type: none"> <li>▼ Collaborative management of planned environmental water in regulated and unregulated rivers.</li> <li>▼ Collaborative management of adaptive and held environmental water in regulated rivers.</li> <li>▼ Measurement of the outcomes of environmental water delivery (in selected valley(s)).</li> <li>▼ Snowy River and Murray River increased flows.</li> <li>▼ Cold Water Pollution (CWP) management and science development.</li> </ul>  | <p><i>Output measure (OM16)</i></p> <ul style="list-style-type: none"> <li>▼ Delivery of Snowy and Snowy Mountain River increased flows.</li> <li>▼ Conditions on major dam work approvals to implement environmental watering plans and to mitigate cold water pollution impacts on receiving waters.</li> <li>▼ Monitor and evaluate water resource plans to determine environmental outcomes.</li> </ul> <p><i>Performance indicator</i></p> <ul style="list-style-type: none"> <li>▼ Percentage of occasions that Snowy and Snowy Mountain River daily flow target achieved: 98% of occasions.</li> </ul>              | <p><b>Reported by DPE</b></p> <p><b>Output measures</b></p> <ul style="list-style-type: none"> <li>▼ Snowy River flow reporting transferred to DPE Environment Energy and Science (EES).</li> <li>▼ Conditions are on works approvals to mitigate the impacts of Cold-Water Pollution (CWP).</li> </ul> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>▼ Snowy River flow for 2019-20 will be reported by DPE Environment Energy and Science (EES) in the Water Operations Report.</li> <li>▼ Snowy River and Snowy Mountain River Increased Flows (SRIF, SMRIF) successfully delivery with flow targets met above 98% of the time. There was one day were the daily releases was outside the daily target by more than the 20% tolerance.</li> </ul>   | <b>Targets have been met.</b>   |
| <b>W05-04 Water plan performance assessment and evaluation</b><br>The assessment, audit and evaluation of the water management plans' appropriateness, efficiency and effectiveness in achieving economic, social and environmental objectives. | <ul style="list-style-type: none"> <li>▼ Performance and assessment strategy document.</li> <li>▼ Identification of key knowledge gaps related to assessment of plan management rules, followed by an integrated research program to resolve the knowledge gap.</li> <li>▼ Publication of ecosystem response conceptual models and preliminary reports that describe ecology/flow management outcomes and provide adequate advice.</li> <li>▼ Assessment of water plan amendment provisions.</li> <li>▼ Outputs – evaluation.</li> <li>▼ Assessment of level of plan achievement of:               <ul style="list-style-type: none"> <li>- Economic objectives</li> <li>- Environmental objectives</li> </ul> </li> </ul> | <p><i>Output measure (OM17)</i></p> <p>Number of valleys being assessed under the performance and assessment strategy:</p> <ul style="list-style-type: none"> <li>▼ Target: 24</li> </ul> <p>Number of plan audits completed (5 yearly):</p> <ul style="list-style-type: none"> <li>▼ Target: 32</li> </ul> <p>Number of plan evaluations completed:</p> <ul style="list-style-type: none"> <li>▼ Target: 17</li> </ul> <p><i>Performance indicators</i></p> <p>Percentage of plans incorporated into ecological performance and assessment programs:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul> | <p><b>Reported by DPE</b></p> <p><b>Output measure</b></p> <p>Number of valleys being assessed under the performance and assessment strategy:</p> <ul style="list-style-type: none"> <li>▼ As at 30 June 2020, 27 valleys were assessed under the performance and assessment strategy.</li> </ul> <p>Number of Section 44 plan audits completed (5 yearly):</p> <ul style="list-style-type: none"> <li>▼ As at 30 June 2020, 50 S44 audits on water sharing plans were completed.</li> </ul> <p>Number of plan evaluations completed:</p> <ul style="list-style-type: none"> <li>▼ As at 20 June 2020, 13 plan evaluations were completed.</li> </ul> <p><b>Performance indicators</b></p> <p>Percentage of plans incorporated into ecological performance and assessment programs:</p> <ul style="list-style-type: none"> <li>▼ We do not have 'ecological performance and assessment programs' per se. We do have a NSW Monitoring and Evaluation Reporting (MER) Framework, and valley-specific Monitoring Evaluation and Reporting Plans. These documents coordinated monitoring and evaluation activities for surface water and groundwater throughout the inland valleys. DPE-Water will be developing similar MER Plans for coastal regions over the next few years.</li> <li>▼ Current for 2019-20: 73%</li> </ul> <p>Percentage of plans audited within statutory requirement:</p> | <b>Targets have been partially met.</b> <p>Number of valleys being assessed under the performance and assessment strategy:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has been met</b></li> </ul> <p>Number of plan audits completed (5 yearly):</p> <ul style="list-style-type: none"> <li>▼ <b>Target has been met.</b></li> </ul> <p>This output measure no longer applies as DPE Water no longer has responsibility for S44 audits of water management plans.</p> <p>Number of plan evaluations completed:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has been met.</b></li> </ul> <p>This target changed over the course of the 2016 Determination period. Since 2018-19, WSP evaluations are clustered into 2 reports covering 13 WSPs. DPE consider this target has been met.</p> <p>Percentage of plans incorporated into ecological performance and assessment programs:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has not been met</b></li> </ul> <p>Percentage of plans audited within statutory requirement:</p> |

| Activity  | Outputs   | Measures and Indicators <sup>1</sup>  | 2019-20 Reported Data   | Agency / IPART comment  |
|---|---|---|---|---|
|   | <ul style="list-style-type: none"> <li>- Social/cultural objectives</li> <li>▼ Audit and assessment of the level of implementation of provisions in plans.</li> <li>▼ Each WSP audited every 5 years to determine if its provisions are being actioned.</li> <li>▼ Completion of evaluation reports for the WSPs as they expire.</li> </ul> | <p>Percentage of plans audited within statutory requirement:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul> <p>Percentage plans evaluated that have come to term:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul>                      | <p>▼ Current for 2019-20: 76%</p> <p>Percentage plans evaluated that have come to term:</p> <ul style="list-style-type: none"> <li>▼ Current for 2019-20: 0%</li> </ul>   | <p>▼ <b>Target has not been met</b></p> <p>Percentage plans evaluated that have come to term:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has not been met</b></li> </ul> <p>Inland WSP areas are well covered with MER programs, coastal WSP areas need further MER activity development.</p> <p>This is progressing with Floodplain harvesting MER project and other research project initiatives.</p>   |
| <p><b>W06-01 Water plan development (coastal)</b><br/>The development, review, amendment, and extension or replacement of water management plans, and the consultation activities associated with developing these plans for the coastal water sources.</p> | <ul style="list-style-type: none"> <li>▼ WSPs completed for all non-MDB water sources.</li> <li>▼ Implementation of the WSP ecosystem performance and assessment strategy.</li> <li>▼ Review and remake or extension of each WSP as it expires.</li> </ul>  | <p><i>Output measure (OM18)</i></p> <ul style="list-style-type: none"> <li>▼ 5 WSPs will be reviewed and replaced/extended.</li> <li>▼ 7 WSPs will be reviewed.</li> <li>▼ 1 WSP will be reviewed and merged into an existing WSP.</li> </ul> <p><i>Performance indicator</i></p> | <p><b>Reported by DPE</b><br/><b>Output measure</b></p> <p>WSPs reviewed and replaced/extended:<br/>Final NRC review report and approval by Minister for extension of plan in order to undertake plan replacement:</p> <ul style="list-style-type: none"> <li>▼ 4 plans (CC, LNC, Coffs, Hunter) in 2019-20, 7 plans cumulatively.</li> </ul> <p>WSPs reviewed:</p> <p>DPE Internal rule development:</p> <ul style="list-style-type: none"> <li>▼ 5 plans (Bellinger, CC, LNC, Coffs, Hunter) in 2019-20, 7 plans cumulatively.</li> </ul> <p>Public exhibition:</p> <ul style="list-style-type: none"> <li>▼ 1 plan (Bellinger) in 2019-20, 3 plans cumulatively</li> </ul> <p>Submission to Minister for approval to commence:</p> <ul style="list-style-type: none"> <li>▼ 1 plan (Bellinger) in 2019-20, 3 plans cumulatively.</li> </ul> <p>Commencement of plan:</p> <ul style="list-style-type: none"> <li>▼ 2 plans (Hastings, Paterson) in 2019-20, 2 plans cumulatively.</li> </ul> <p>WSPs reviewed and merged into an existing WSP:</p> <ul style="list-style-type: none"> <li>▼ Not applicable.</li> </ul> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>▼ Final NRC review report and approval by Minister for extension of plan in order to undertake plan replacement: 100%</li> </ul> | <p><b>Targets have been partially met.</b></p> <p>WSPs reviewed and replaced/extended:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has been met.</b><br/>All plans extended for replacement in required timeframes for 2019-20. Cumulative target of 5 exceeded.</li> </ul> <p>WSPs reviewed:<br/>In 2019-20 there were 9 WSPs in progressive levels of development. DPE consider plans submitted to Minister for approval satisfies this target.</p> <ul style="list-style-type: none"> <li>▼ <b>Target has not yet been met.</b><br/>1 WSP submitted to Minister in 2019-20 and 3 submitted cumulatively.</li> </ul> <p>WSPs reviewed and merged into an existing WSP:</p> <ul style="list-style-type: none"> <li>▼ <b>N/A</b><br/>A decision was made not to merge any coastal WSP.</li> </ul> <p><b>Additional information:</b><br/><u>DPE Internal rule development:</u><br/>Work progressed for 2 of 5 plans (Bellinger/CC).<br/><u>Public exhibition:</u><br/>Bellinger Plan was on public exhibition Feb/March 2020<br/><u>Submission to Minister for approval to commence:</u><br/>Bellinger Plan was submitted ahead of expiry date.<br/><u>Commencement of plan:</u><br/>2 plans were commenced in 2019-20.</p> |

| Activity  | Outputs   | Measures and Indicators <sup>1</sup>  | 2019-20 Reported Data  | Agency / IPART comment   |
|---|---|---|--|--|
|   |   | Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:<br>▼ Target: 100%   | <ul style="list-style-type: none"> <li>▼ DPE Internal rule development: 40%</li> <li>▼ Public exhibition: 100%</li> <li>▼ Submission to Minister for approval to commence 100%</li> <li>▼ Commencement of plan: 100%</li> </ul>  | Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:<br>▼ <b>Target has not yet been met</b>  |
| <b>W06-02 Water plan development (inland)</b><br>The development, review, amendment, and extension or replacement of water management plans; the development of additional planning instruments to comply with the Commonwealth Water Act; and the consultation activities associated with developing these plans for the inland water sources. | <ul style="list-style-type: none"> <li>▼ Water Resource Plans development for MDB water sources.</li> <li>▼ Implementation of the WSP Ecosystem Performance and Assessment Strategy.</li> <li>▼ Each WSP audited every 5 years to determine its provisions are being actioned.</li> <li>▼ Completion of evaluation reports for the WSPs as they expire.</li> <li>▼ Remake or extension of each WSP as it expires.</li> <li>▼ WRP assessment tasks.</li> </ul> | <p><i>Output measure (OM19)</i></p> <ul style="list-style-type: none"> <li>▼ 8 WSPs will be reviewed and replaced/extended.</li> <li>▼ 2 WSPs will be reviewed.</li> <li>▼ 3 WSPs will be reviewed and merged into an existing WSP.</li> <li>▼ 22 WRPs will be completed.</li> </ul> <p><i>Performance indicators</i></p> <p>Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:<br/>▼ Target: 100%</p> <p>Cumulative percentage of forecast WRPs completed:<br/>▼ Target: 100%</p> | <p><b>Reported by DPE</b></p> <p><b>Output measure</b><br/>WSPs reviewed and replaced/extended:<br/>Final NRC review report and approval by Minister for extension of plan in order to undertake plan replacement:</p> <ul style="list-style-type: none"> <li>▼ 1 plan (Barwon-Darling) was reviewed in 2019-20, 3 plans reviewed cumulatively (Border Rivers, Peel and Barwon Darling), with 2 plans having been reviewed and extended cumulatively.</li> </ul> <p>WSPs reviewed:</p> <p>DPE Internal rule development:<br/>▼ 32 plans in 2019-20 (12 unreg, 8 reg and 12 groundwater, all part WRP development, one plan outside WRP area)</p> <p>Public exhibition:<br/>▼ 10 plans (8 with WRPs, 2 WSP only) in 2019-20, 32 plans cumulatively (20 surface water, 12 groundwater)</p> <p>Submission to Minister for approval to commence:<br/>▼ 24 plans (12 unreg and 12 groundwater) in 2019-20, 24 plans cumulatively</p> <p>Commencement of plans:<br/>▼ 24 plans (12 unreg and 12 groundwater) in 2019-20, 24 plans cumulatively</p> <p>WSPs reviewed and merged:<br/>▼ 19 Groundwater WSPs were merged into 8 consolidated WSPs in 2019-20</p> <p>WRPs completed<br/>Submission to the Minister for provision to MDBA for accreditation assessment:<br/>▼ 20 WRPs in 2019-20, 20 plans cumulatively<br/><i>Note: the number of WRPs has reduced to 20 in total.</i></p> <p><b>Performance indicators</b></p> <p>Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:<br/>▼ 25%</p> <p>Final NRC review report and approval by Minister for extension of plan in order to undertake plan replacement:<br/>▼ n/a</p> <p>DPE Internal rule development:<br/>▼ 100%</p> <p>Public exhibition:<br/>▼ 100%</p> | <p><b>Targets have been partially met.</b></p> <p>WSPs reviewed and replaced/extended:<br/>▼ <b>Target has not been met.</b><br/>2 WSPs have been reviewed and replaced/extended cumulatively to 2019-20.</p> <p>WSPs reviewed:<br/>In 2019-20 there were 32 WSPs in progressive levels of development. In 2016-17 the review of 32 WSPs was delayed to coincide with development of WRPs.<br/>DPE consider plans submitted to Minister for approval satisfies this target.<br/>▼ <b>Target has been met.</b><br/>24 WSP submitted to Minister in 2019-20 and 24 submitted cumulatively.</p> <p>WSPs reviewed and merged:<br/>▼ <b>Target has been met.</b></p> <p><b>Additional information:</b><br/> <u>DPE Internal rule development:</u><br/>           Work progressed on all plans.<br/> <u>Public exhibition:</u><br/>           public exhibition completed for all remaining WRPs in period.<br/> <u>Commencement of plans:</u><br/>           all replacement groundwater plans commenced.</p> <p>WRPs completed<br/>▼ <b>Target has been met.</b><br/>All 20 WRPs submitted to Minister for provision to MDBA accreditation assessment (Apr/June 20).<br/><i>See note below against WRP performance indicator.</i></p> <p>Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:<br/>▼ <b>Target has been partially met</b></p> <p>While only 25% of WSPs were replaced or extended, the remaining plans were reviewed and submitted to the Minister for approval.</p> |

| Activity  | Outputs  | Measures and Indicators <sup>1</sup>   | 2019-20 Reported Data   | Agency / IPART comment  |            |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
|---|--|--|---|---|------------|--|--|--|--|---------|--------|---------------|-----------|----------------|-------|--|------|------|------|------|------|--------------------|------|------|------|------|-----|------------------------|------|------|-----|-----|-----|---|-----|-----|-----|-----|-----|--------------------------------|------|------|-----|-----|-----|------------------|-----|-----|-----|-----|-----|---|------|------|------|------|------|--|----|----|----|----|----|---|----|----|----|----|----|--|----|----|----|----|----|---------------------------------|------------|------------|------------|------------|------------|--|
|   |  |  | Submission to Minister for approval to commence: <ul style="list-style-type: none"> <li>▼ 100%</li> </ul> Submission to the Minister for provision to MDBA for accreditation assessment: <ul style="list-style-type: none"> <li>▼ 100%</li> </ul> Commencement of plans: <ul style="list-style-type: none"> <li>▼ 100%</li> </ul>   | Cumulative percentage of forecast WRPs completed: <ul style="list-style-type: none"> <li>▼ <b>Target has been met.</b></li> </ul> The number of Water Resource Plans (WRPs) has reduced to 20. All plans were submitted on 30 June 2020 to the Murray Darling Basin Authority (MDBA) for assessment for accreditation.<br><br>MDBA provided subsequent recommendations and the 20 WRPs have been updated accordingly and are expected to be resubmitted for accreditation assessment of 30 June 2022. |            |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| <b>W06-03 Floodplain management plan development</b><br>The development, review, amendment and extension or replacement of Floodplain Management Plans in collaboration with OEH. | <ul style="list-style-type: none"> <li>▼ Floodplain Management Plan (FMP) development.</li> <li>▼ Remake of each FMP as it expires.</li> </ul> | <i>Output measure (OM20)</i><br>Number of FMP completed or remade: <ul style="list-style-type: none"> <li>▼ 5 new FMPs will be developed</li> </ul><br>Progress in implementing floodplain harvesting licensing. | <b>Reported by DPE</b><br><b>Output measure</b> <ul style="list-style-type: none"> <li>▼ The number of FMPs has increased to 6, higher than the forecast number of 5 in the output measure. As at 30 June 2020, 3 (of 6) FMP's complete, with two others substantially complete and one partially complete.</li> <li>▼ Progress made on licensing, but no licensing issued in 2019-20</li> </ul> <table border="1" data-bbox="1228 947 2154 1646"> <thead> <tr> <th colspan="6">Floodplain harvesting – progress update (percentage (%) completed)</th> </tr> <tr> <th>Actions</th> <th>Gwydir</th> <th>Border Rivers</th> <th>Macquarie</th> <th>Barwon-Darling</th> <th>Namoi</th> </tr> </thead> <tbody> <tr> <td>1. ROI's invited and assessment of eligibility completed</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2. IBQ's completed</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>97%</td> </tr> <tr> <td>3. Modelling completed</td> <td>100%</td> <td>100%</td> <td>80%</td> <td>80%</td> <td>50%</td> </tr> <tr> <td>4. Draft FPH entitlements Process completed</td> <td>80%</td> <td>80%</td> <td>60%</td> <td>80%</td> <td>30%</td> </tr> <tr> <td>5. Draft WIP process completed</td> <td>100%</td> <td>100%</td> <td>70%</td> <td>90%</td> <td>50%</td> </tr> <tr> <td>6. WSWAs issued*</td> <td>60%</td> <td>60%</td> <td>40%</td> <td>60%</td> <td>10%</td> </tr> <tr> <td>7. Revision of floodplain harvesting policy completed</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>8. Revised floodplain harvesting entitlements released</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>9. Floodplain harvesting entitlements finalised</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>10. Floodplain harvesting access licences issued</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td><b>Percentage (%) completed</b></td> <td><b>64%</b></td> <td><b>64%</b></td> <td><b>55%</b></td> <td><b>61%</b></td> <td><b>44%</b></td> </tr> </tbody> </table> <p>*DPE did not issue any WSWA's within this period, the percentages represent progress towards issuing WSWAs</p><br><b>Performance indicator</b> <ul style="list-style-type: none"> <li>▼ Cumulative percentage of forecast FMPs completed:</li> <li>- Target: 100%</li> </ul><br><b>Performance indicators</b> <ul style="list-style-type: none"> <li>▼ Greater than 60% of target met as at 30 June 2020</li> <li>▼ Lower Namoi and Border Rivers completed in September 2020</li> </ul> | Floodplain harvesting – progress update (percentage (%) completed)  |            |  |  |  |  | Actions | Gwydir | Border Rivers | Macquarie | Barwon-Darling | Namoi | 1. ROI's invited and assessment of eligibility completed | 100% | 100% | 100% | 100% | 100% | 2. IBQ's completed | 100% | 100% | 100% | 100% | 97% | 3. Modelling completed | 100% | 100% | 80% | 80% | 50% | 4. Draft FPH entitlements Process completed | 80% | 80% | 60% | 80% | 30% | 5. Draft WIP process completed | 100% | 100% | 70% | 90% | 50% | 6. WSWAs issued* | 60% | 60% | 40% | 60% | 10% | 7. Revision of floodplain harvesting policy completed | 100% | 100% | 100% | 100% | 100% | 8. Revised floodplain harvesting entitlements released | 0% | 0% | 0% | 0% | 0% | 9. Floodplain harvesting entitlements finalised | 0% | 0% | 0% | 0% | 0% | 10. Floodplain harvesting access licences issued | 0% | 0% | 0% | 0% | 0% | <b>Percentage (%) completed</b> | <b>64%</b> | <b>64%</b> | <b>55%</b> | <b>61%</b> | <b>44%</b> | <b>Targets have been partially met. Target has not yet been met.</b><br><br><b>Target has been met.</b><br>FMP for the: <ul style="list-style-type: none"> <li>▼ Gwydir Valley Floodplain: commenced on 12 August 2016.</li> <li>▼ Barwon Darling Valley Floodplain: commenced on 30 June 2017.</li> <li>▼ Upper Namoi Valley Floodplain: commenced on 7 June 2019.</li> <li>▼ As of 30 June 2020, FMPs for the Lower Namoi Valley Floodplain and Border Rivers Valley Floodplain were largely complete (both commenced 11 September 2020). Work on Macquarie Valley Floodplain FMP commenced.</li> </ul><br>We have reported progress towards each floodplain harvesting action to be consistent with the reporting approach in previous years. |
| Floodplain harvesting – progress update (percentage (%) completed)  |  |  |   |   |            |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| Actions   | Gwydir   | Border Rivers  | Macquarie   | Barwon-Darling  | Namoi      |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| 1. ROI's invited and assessment of eligibility completed  | 100%   | 100%   | 100%  | 100%  | 100%       |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| 2. IBQ's completed  | 100%   | 100%   | 100%  | 100%  | 97%        |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| 3. Modelling completed  | 100%   | 100%   | 80%   | 80%   | 50%        |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| 4. Draft FPH entitlements Process completed   | 80%  | 80%  | 60%   | 80%   | 30%        |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| 5. Draft WIP process completed  | 100%   | 100%   | 70%   | 90%   | 50%        |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| 6. WSWAs issued*  | 60%  | 60%  | 40%   | 60%   | 10%        |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| 7. Revision of floodplain harvesting policy completed   | 100%   | 100%   | 100%  | 100%  | 100%       |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| 8. Revised floodplain harvesting entitlements released  | 0%   | 0%   | 0%  | 0%  | 0%         |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| 9. Floodplain harvesting entitlements finalised   | 0%   | 0%   | 0%  | 0%  | 0%         |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| 10. Floodplain harvesting access licences issued  | 0%   | 0%   | 0%  | 0%  | 0%         |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |
| <b>Percentage (%) completed</b>   | <b>64%</b>   | <b>64%</b>   | <b>55%</b>  | <b>61%</b>  | <b>44%</b> |  |  |  |  |         |        |               |           |                |       |  |      |      |      |      |      |                    |      |      |      |      |     |                        |      |      |     |     |     |   |     |     |     |     |     |                                |      |      |     |     |     |                  |     |     |     |     |     |   |      |      |      |      |      |  |    |    |    |    |    |   |    |    |    |    |    |  |    |    |    |    |    |                                 |            |            |            |            |            |  |

| Activity  | Outputs   | Measures and Indicators <sup>1</sup>  | 2019-20 Reported Data  | Agency / IPART comment   |               |                |             |             |               |           |                                      |  |  |  |  |  |  |  |  |  |  |  |  |  |                                  |  |  |  |  |  |     |  |  |  |  |  |  |  |              |      |      |      |     |     |  |  |
|---|---|---|--|--|---------------|----------------|-------------|-------------|---------------|-----------|--------------------------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|----------------------------------|--|--|--|--|--|-----|--|--|--|--|--|--|--|--------------|------|------|------|-----|-----|--|--|
|   |   |   | <p><b>Cumulative percentage of plans completed: 92% (90% in 2018-19)</b></p> <table border="1" data-bbox="1228 268 2309 594"> <thead> <tr> <th data-bbox="1228 275 1626 300">Actions</th> <th data-bbox="1626 275 1733 300">Gwydir</th> <th data-bbox="1733 275 1837 300">Barwon Darling</th> <th data-bbox="1837 275 1941 300">Upper Namoi</th> <th data-bbox="1941 275 2044 300">Lower Namoi</th> <th data-bbox="2044 275 2148 300">Border Rivers</th> <th data-bbox="2148 275 2309 300">Macquarie</th> </tr> </thead> <tbody> <tr> <td data-bbox="1228 321 1626 346">1. Has been to Targeted Consultation</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td data-bbox="1228 367 1626 392">2. Has IRP approval to go to Public Exhibition</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td data-bbox="1228 413 1626 438">3. Has been to Public Exhibition</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>60%</td> </tr> <tr> <td data-bbox="1228 459 1626 485">4. Has Interagency Regional Panel approval to commence</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td data-bbox="1228 506 1626 531">5. Commenced</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>95%</td> <td>95%</td> <td></td> </tr> </tbody> </table> | Actions  | Gwydir        | Barwon Darling | Upper Namoi | Lower Namoi | Border Rivers | Macquarie | 1. Has been to Targeted Consultation |  |  |  |  |  |  | 2. Has IRP approval to go to Public Exhibition |  |  |  |  |  |  | 3. Has been to Public Exhibition |  |  |  |  |  | 60% | 4. Has Interagency Regional Panel approval to commence |  |  |  |  |  |  | 5. Commenced | 100% | 100% | 100% | 95% | 95% |  | Rivers, almost complete as at 30 June 2020 |
| Actions   | Gwydir  | Barwon Darling  | Upper Namoi  | Lower Namoi  | Border Rivers | Macquarie      |             |             |               |           |                                      |  |  |  |  |  |  |  |  |  |  |  |  |  |                                  |  |  |  |  |  |     |  |  |  |  |  |  |  |              |      |      |      |     |     |  |  |
| 1. Has been to Targeted Consultation  |   |   |  |  |               |                |             |             |               |           |                                      |  |  |  |  |  |  |  |  |  |  |  |  |  |                                  |  |  |  |  |  |     |  |  |  |  |  |  |  |              |      |      |      |     |     |  |  |
| 2. Has IRP approval to go to Public Exhibition  |   |   |  |  |               |                |             |             |               |           |                                      |  |  |  |  |  |  |  |  |  |  |  |  |  |                                  |  |  |  |  |  |     |  |  |  |  |  |  |  |              |      |      |      |     |     |  |  |
| 3. Has been to Public Exhibition  |   |   |  |  |               | 60%            |             |             |               |           |                                      |  |  |  |  |  |  |  |  |  |  |  |  |  |                                  |  |  |  |  |  |     |  |  |  |  |  |  |  |              |      |      |      |     |     |  |  |
| 4. Has Interagency Regional Panel approval to commence  |   |   |  |  |               |                |             |             |               |           |                                      |  |  |  |  |  |  |  |  |  |  |  |  |  |                                  |  |  |  |  |  |     |  |  |  |  |  |  |  |              |      |      |      |     |     |  |  |
| 5. Commenced  | 100%  | 100%  | 100%   | 95%  | 95%           |                |             |             |               |           |                                      |  |  |  |  |  |  |  |  |  |  |  |  |  |                                  |  |  |  |  |  |     |  |  |  |  |  |  |  |              |      |      |      |     |     |  |  |
| <p><b>W06-04 Drainage plan development</b><br/>The development, review, amendment, and extension or replacement of Drainage Management Plans, to address water quality problems associated with drainage systems.</p>                               | <ul style="list-style-type: none"> <li>▼ Drainage Management Plan (DMP) development.</li> <li>▼ Remake of each DMP as it expires.</li> </ul>  | <p><i>Output measure (OM21)</i><br/>Number of DMPs completed or remade:</p> <ul style="list-style-type: none"> <li>▼ 0 new DMPs will be developed.</li> </ul> <p><i>Performance indicator</i></p> <ul style="list-style-type: none"> <li>▼ N/A</li> </ul> | <p><b>Reported by DPE</b><br/><b>Output measure</b></p> <ul style="list-style-type: none"> <li>▼ During the 2016 regulatory period, we have commenced developing a drainage management framework that will meet the objectives outlined above. This work has largely been funded through Stage 1 of DPI's Marine Estate Management Strategy (MEMS).</li> <li>▼ From 2020-21 to 2024-25 we propose to finalise that framework and possibly deliver up to seven plans for priority areas that will improve the management of coastal floodplain drainage impacts. Seven plans will be developed if catchment-level planning is necessary and drainage management plans under the WMA considered the best tool to deliver those improvements; if not, one plan with rules that apply across all seven catchments – and possibly other coastal catchments – will be developed, or another more appropriate tool or set of tools used to achieve the outcomes.</li> <li>▼ The framework is being developed in conjunction with the other key DPE divisions listed above and DPI Fisheries. State agencies and will cover each of the seven catchments identified as priority catchments for action under the MEMS.</li> </ul>   | <b>No target for this measure or indicator.</b>  |               |                |             |             |               |           |                                      |  |  |  |  |  |  |  |  |  |  |  |  |  |                                  |  |  |  |  |  |     |  |  |  |  |  |  |  |              |      |      |      |     |     |  |  |
| <p><b>W06-05 Regional planning and management strategies</b><br/>The development, evaluation and review of regional water strategies, metropolitan water plans and other planning instruments, including the associated stakeholder engagement.</p> | <ul style="list-style-type: none"> <li>▼ Development of regional water strategies, which integrate and set priorities for related special-purpose plans (for example water sharing plans).</li> <li>▼ Evaluation and ongoing adaptive management of the metropolitan water plans for greater Sydney and the lower Hunter.</li> <li>▼ Development, assessment and review of planning instruments.</li> </ul> | <p><i>Output measures (OM22)</i></p> <ul style="list-style-type: none"> <li>▼ 2 regional water strategies (metropolitan water plans) will be reviewed.</li> <li>▼ 6 new regional water strategies will be completed.</li> </ul>                           | <p><b>Reported by DPE</b><br/><b>Output measure</b></p> <p><b>Metropolitan Water</b></p> <ul style="list-style-type: none"> <li>▼ Lower Hunter Water Plan review completed.</li> <li>▼ In March 2020, an update to the metropolitan water plan was also completed which included actions from the lessons learnt during the recent drought in Sydney.</li> <li>▼ The water strategy for Greater Sydney is being developed in collaboration with relevant utilities to plan for Greater Sydney's long-term water security and resilience. It will replace the metropolitan water plan.</li> </ul> <p><b>Regional Water</b></p> <ul style="list-style-type: none"> <li>▼ 1 Regional Water Strategy (Greater Hunter RWS) complete and in implementation phase.</li> <li>▼ Expanded Regional Water Strategies Program established.</li> <li>▼ 3 Draft strategies (Lachlan, Macquarie, Gwydir RWS) complete and awaiting public consultation. Following exhibition, finalisation will involve using economic decision framework to develop preferred option portfolios and recommendations.</li> <li>▼ Draft of Far North Coast and South Coast significantly advanced and being reviewed by agencies.</li> <li>▼ Planning, research, inter-agency and council engagement commenced for remaining 6 strategies.</li> </ul>                  | <p><b>Targets have been partially met.</b><br/><b>Target has been met.</b><br/>Metro Water</p> <ul style="list-style-type: none"> <li>▼ Reviews of both Lower Hunter Water Plan and Metropolitan Water Plan were complete in the FY 2019-20.</li> </ul> <p><b>Target has not yet been met.</b><br/>Regional Water</p> <ul style="list-style-type: none"> <li>▼ One regional strategy complete and in implementation phase</li> </ul> <p>The Regional Water Strategies program has been expanded from 6 plans to 12. The scope of the strategies has also expanded to include best practice climate modelling and Aboriginal water outcomes. As outlined in the DPE/NRAR 2020 WAMC price submission, the expanded scope has changed the timeline that was established in the 2016 price review. All 12 regional water strategies are expected to be finalised by end of 2022.</p> |               |                |             |             |               |           |                                      |  |  |  |  |  |  |  |  |  |  |  |  |  |                                  |  |  |  |  |  |     |  |  |  |  |  |  |  |              |      |      |      |     |     |  |  |

| Activity  | Outputs  | Measures and Indicators <sup>1</sup>  | 2019-20 Reported Data  | Agency / IPART comment  |
|---|--|---|--|---|
|   |  | <p><i>Performance indicator</i><br/>Cumulative percentage of forecast metropolitan water plans being reviewed:<br/>▼ Target: 100%</p> <p>Cumulative percentage of forecast regional water strategies completed:<br/>▼ Target: 100%</p>  | <p><b>Performance indicators</b><br/><b>Metropolitan Water</b><br/>▼ Review of Lower Hunter Water Plan was complete in FY 2019-20.<br/>▼ The MWP review was 100% completed in March 2020.<br/>The development of the Greater Sydney Water Strategy is underway.</p> <p><b>Regional water</b><br/>Completed:<br/>▼ 17% of deliverables<br/>Substantially complete (due for completion first half 2021):<br/>▼ 50% of deliverables for period<br/>Under development (due second half 2021):<br/>▼ 33% of deliverables for period<br/>Under development - additional to deliverables identified for period</p>  | <p>Cumulative percentage of forecast metropolitan water plans being reviewed:<br/>▼ <b>Target has been met.</b></p> <p>Cumulative percentage of forecast regional water strategies completed:<br/>▼ <b>Target has not been met</b></p>  |
| <p><b>W06-06 Development of water planning and regulatory framework</b><br/>The development of the operational and regulatory requirements and rules for water access.</p>  | <ul style="list-style-type: none"> <li>▼ Developed, amended and refined regulatory instruments and policies putting in place an improved regulatory framework for water management planning.</li> <li>▼ Requirements for issuing new water licences clearly defined and understood by users.</li> <li>▼ Requirements for equitable water take defined and improved.</li> </ul> | <p><i>Output measure (OM23)</i><br/>Number of regulatory instruments and policies developed or amended according to an annual forecast:<br/>▼ Target: forecast on an annual basis</p> <p><i>Performance indicator</i><br/>Percentage of annual forecast frameworks and regulatory instruments delivered according to schedule:<br/>▼ Target: 100%</p> | <p><b>Reported by DPE</b><br/><b>Output measure</b><br/>Delivered:<br/>▼ work to progress regulatory instruments, plans or policies.<br/>Progress to date outlined below:<br/>▼ Ran controlled allocation tender process in October 2019, including responding to stakeholder inquiries and matters arising through the implementation of the controlled allocation process.<br/>▼ Assessed and responded to multiple requests from the Clean Energy Regulator for comment/endorsement of plantation forestry projects submitted under the Commonwealth's Emissions Reduction Fund.<br/>▼ Continued planning and policy input into the Water Renewal Taskforce's work to implement the Water Reform Action Plan.<br/>▼ Amendments to the Water Management (General) Regulation 2018 made and published on NSW Legislation website delivering water access licence exemptions for temporary dewatering activities in certain water sources and a state-wide exemption for the incidental take of groundwater of 3ML or less per project per water source per year.<br/>▼ Completed draft amendments and remakes of all relevant water sharing plans to support the development of 20 water resource plans within the Murray-Darling Basin.<br/>▼ Commenced policy work relating to regulating areas that are experiencing intensive new irrigation development (particularly the Murray Lower Darling) to help satisfy NSW's obligations under the Basin Salinity Management Strategy 2030.<br/>▼ Commenced work on reviewing the Aquifer Interference Policy 2012 and development of related regulatory initiatives such as Managed Groundwater Recharge policy.<br/>▼ Progressed the review of coastal harvestable rights in preparation for a public consultation phase in the first half of 2020.<br/>▼ Development of a prioritisation framework to ensure that resources in the Water Policy branch are directed towards the highest priority planning and regulatory needs.<br/>▼ Significant input into the development and implementation of the Water Supply (Critical Needs) Act 2019.<br/>▼ Review of the WaterNSW operating licence.</p> <p><b>Performance Indicator</b><br/>No schedule was in place in 2019-20 due to development of prioritisation framework.</p> | <p><b>Targets have not yet been met.</b><br/><b>Target has not been met.</b><br/>No annual forecasts made.</p> <p><b>Target has not been met.</b><br/>No schedule set due to continued development of prioritisation framework and a move to new reporting performance reporting system for W06-06 as negotiated during recent IPART determination process.</p> |
| <p><b>W06-07 Cross border and national commitments</b><br/>The development of interstate water sharing arrangements and the implementation of operational programs to meet national and interstate commitments.</p> | <ul style="list-style-type: none"> <li>▼ Development and implementation of operational programs to meet NWI commitments.</li> <li>▼ Biennial assessments on progress with</li> </ul>   | <p><i>Output measure (OM24)</i><br/>Full participation in interstate processes to manage water.</p>   | <p><b>Reported by DPE</b><br/><b>Output measure</b><br/>NSW actively and fully participates in the relevant interstate processes to manage water according to the key interstate agreements. This includes participation in inter-jurisdictional committees to progress interstate water sharing arrangements and water reform initiatives, which includes:<br/>▼ Murray-Darling Ministerial Council<br/>▼ Basin Officials Committee<br/>▼ National Water Reform Committee</p>   | <p><b>Targets have been met.</b></p> <p><b>Target has been met.</b></p>   |

| Activity  | Outputs   | Measures and Indicators <sup>1</sup>   | 2019-20 Reported Data  | Agency / IPART comment  |
|---|---|--|--|---|
|   | <ul style="list-style-type: none"> <li>implementing NWI agreements on water reform agenda.</li> <li>▼ Participation in relevant interstate committees progressing NWI and COAG water reform initiatives.</li> <li>▼ Development of interstate water sharing arrangements through MDB and Border Rivers agreements, and Snowy and ACT arrangements.</li> </ul> | <p><i>Performance indicator</i><br/>Compliance with key interstate agreements:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul>  | <p>▼ Border Rivers Commission</p> <p>▼ Environmental Watering Committee</p> <p>▼ Southern Connected Basin Environmental Watering Committee</p> <p>▼ River Murray Operations Committee</p> <p>▼ Great Artesian Basin (GAB) Senior Officials Committee.</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>▼ DPE Water is compliant with 100% of key interstate agreements for 2019-20.</li> </ul>   | Target has been met.  |
| <p><b>W07-01 Water management works</b></p> <p>The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.</p>                                   | <p>Water management works to mitigate resource impacts:</p> <ul style="list-style-type: none"> <li>▼ Riverbank protection</li> <li>▼ Salt interception schemes.</li> </ul>  | <p><i>Output measure (OM25)</i><br/>High priority areas of erosion identified and remediated:</p> <ul style="list-style-type: none"> <li>▼ Target: 90%</li> </ul> <p>Maintain salinity (EC) credits for NSW.</p> <p><i>Performance indicator</i><br/>Channel output capacity at Tumut maintained at 9,200ML/day.</p> | <p><b>Reported by DPE</b></p> <p><b>Output measure</b></p> <p>This is a cumulative target (target to be achieved by 2020/21).</p> <ul style="list-style-type: none"> <li>▼ 90% of high priority areas of erosion identified as per the Management Plan have been remediated</li> </ul> <p>This included:</p> <ul style="list-style-type: none"> <li>▼ Tumut Riverbank rock work – 942 metres</li> <li>▼ Tumut Riverbank re: vegetation – 2,095 metres</li> <li>▼ Willow Management</li> <li>▼ Snag management</li> </ul> <p>To date, 7.6km of the estimated 8.4km of high priority erosion works (as identified in the Management Plan - developed in 2010) have been completed.</p> <p>NSW maintained a credit balance on the Salinity Register in 2019-20 (-32.3EC). The operation and maintenance of the three Salt Interception Schemes in NSW generates 19.4EC in salinity credits that are shared between the Basin States and the Commonwealth, contributing to meeting the Basin Salinity Target (&lt;800 EC at Morgan, 95% of the time) as prescribed in Schedule B of the Murray-Darling Basin Agreement.</p> <p><b>Performance indicator</b><br/>Channel output capacity at Tumut was maintained at 9,200 ML/day.</p> | <p>Targets have been met.</p> <p>Target has been met.</p> <p>Target has been met.</p>   |
| <p><b>W08-01 Regulation systems management</b></p> <p>The management, operation, development and maintenance of the register for access licences, approvals, trading and environmental water.</p>       | <p>Management and operation of public register for access licence approvals, trading and environmental water.</p> <p>Systems development:</p> <ul style="list-style-type: none"> <li>▼ Online tools</li> <li>▼ Online applications</li> <li>▼ Online payments</li> <li>▼ Smart phone tracking of applications.</li> </ul>                                     | <p><i>Output measure (OM26)</i><br/>Number of applications received online:</p> <ul style="list-style-type: none"> <li>▼ Target: 2,500</li> </ul> <p><i>Performance indicator</i><br/>Percentage of all applications received online:</p> <ul style="list-style-type: none"> <li>▼ Target: 42%</li> </ul>            | <p><b>Reported by WaterNSW</b></p> <ul style="list-style-type: none"> <li>▼ 4,401 applications received online.</li> </ul> <p>▼ 53%</p>  | <p>Targets have been met.</p> <p>Target has been met.</p>   |
| <p><b>W08-02 Consents management and licence conversion</b></p> <p>The transcribing of water sharing provisions into licence conditions and the conversion of licences to the Water Management Act.</p> | <ul style="list-style-type: none"> <li>▼ Licences cleansed for conversion to WMA.</li> <li>▼ Volumetric licence conversions.</li> <li>▼ Water sharing provisions</li> </ul>   | <p><i>Output measure (OM27)</i><br/>Annual number of licences recorded on the public register plus number of access licence and approvals with updated conditions:</p> <ul style="list-style-type: none"> <li>▼ Target: All licences recorded on public</li> </ul>   | <p><b>Reported by DPE and Water NSW</b></p> <p><b>Output measure (DPE)</b></p> <p>It is not possible to determine the number of access licences and approvals recorded on the public register at a historic point in time. The register only displays the access licences and approvals currently recorded. In the reporting period:</p> <ul style="list-style-type: none"> <li>▼ 2 water sharing plans had outstanding conditions to be updated. This occurred for one of the plans.</li> </ul>   | <p>Targets have been partially met.</p> <p><b>DPE:</b><br/>Target has not been met.</p> <p>Updating conditions for the Water Sharing Plan for the Lower North Coast Porous and Fractured Rock Groundwater Sources was on hold due to conversion issues.</p> |

| Activity  | Outputs  | Measures and Indicators <sup>1</sup>   | 2019-20 Reported Data   | Agency / IPART comment  |
|---|--|--|---|---|
|   | <ul style="list-style-type: none"> <li>transcribed into licence conditions.</li> <li>Development of discretionary conditions.</li> </ul>               | <p>register – the number varies from year to year.</p> <p><i>Performance indicator</i><br/>Percentage of access licences and changes to licence details recorded on the public register within two months of implementation or update of sharing plan:<br/>▼ Target: 90%</p>   | <p>▼ 1 water sharing plan was remade which required access licences and approvals in the plan area to have conditions updated. This did not occur in the reporting period.</p> <p><b>Output measure (WaterNSW)</b><br/>Total number of WAL's as 30/06/2020 is 38,170</p> <p><b>Performance indicator (DPE)</b><br/>▼ One water sharing plan remade in the reporting period was not met.</p> <p><b>Performance Indicator (WaterNSW)</b><br/>Percentage of access licences and changes to licence details recorded on the public register within two months of implementation or update of sharing plan – 100%, noting this is only for plans implemented in 2019/2020.</p> | <p><b>DPE:</b><br/><b>Target has not been met</b><br/>The timing of this work has been affected by organisational changes, and the transfer of responsibilities from NRAR to DPE Water.</p> <p><b>WaterNSW:</b><br/><b>Target has been met.</b></p>   |
| <p><b>W08-03 Compliance management</b><br/>The on-ground and remote monitoring activities (including investigations and taking statutory actions) to ensure compliance with legislation, including licence and approval conditions.</p> | Compliance education, monitoring and breach management/ enforcement/ investigation.  | <p><i>Output measure (OM28)</i><br/>Number of breach reports received:<br/>▼ Target: 600</p> <p><i>Performance indicators</i><br/> <ul style="list-style-type: none"> <li>▼ Percentage of non-basic landholder rights approvals audited each year: 2%</li> <li>▼ Percentage of properties audited that are in compliance with licence and approval conditions (excluding those audited as part of investigating an alleged breach): 90%</li> <li>▼ Percentage of breach reports risk assessed within 14 days of receipt: 90%</li> <li>▼ Percentage of all cases finalised within 6 months: 70%</li> </ul> </p> | <p><b>Reported by NRAR</b><br/><b>Output measure</b><br/>Breach reports received<br/>▼ 2,107</p> <p><b>Performance indicator</b><br/> <ul style="list-style-type: none"> <li>▼ 2.4% of approvals (including flood works, use approval, works approval) audited by NRAR.</li> <li>▼ 89% properties audited in compliance.</li> <li>▼ 88% public reports triaged within 14 days.</li> <li>▼ 68% of all cases were closed within 6 months (High only 68%).</li> </ul> </p>   | <p>Targets have been partially met.</p> <p>Target has been met.</p> <p>Percentage of non-basic landholder rights approvals audited each year:<br/>▼ Target has been met.</p> <p>Percentage of properties audited that are in compliance with licence and approval conditions (excluding those audited as part of investigating an alleged breach):<br/>▼ Target has not been met.</p> <p>Percentage of breach reports risk assessed within 14 days of receipt:<br/>▼ Target has not been met.</p> <p>Percentage of all cases finalised within 6 months<br/>▼ Target has not been met.</p> |
| <p><b>W08-99 Water consents overhead</b><br/>The administrative overhead costs associated with water consent transactions, which are passed on to customers in the water management tariff.</p>   | Overhead support and facilities for consent transactions.  | (OM29) – Overhead charge associated with consent transactions.   | <p><b>Reported by Water NSW</b><br/>WaterNSW has applied its own methodology of apportioning corporate wide and WAMC specific overhead to the WAMC cost codes, which does not require the creation of a specific cost code for water consents overhead.</p>   | <b>No target for this measure or indicator.</b>   |
| <p><b>W09-01 Water consents transactions</b><br/>Transactions undertaken on a fee for service basis; including dealings, assessments, changes to conditions and new applications for water licences and approvals.</p>                  | <ul style="list-style-type: none"> <li>Water consents transactions processed.</li> <li>Licences in compliance with regulatory requirements.</li> </ul> | <p><i>Output measure (OM30)</i><br/>Number of applications processed:<br/>▼ Target: Process all applications received</p> <p><i>Performance indicators</i></p>   | <p><b>Reported by NRAR and Water NSW</b><br/><b>Output measure (NRAR)</b><br/>Number of applications processed:<br/> <ul style="list-style-type: none"> <li>▼ 384 Work approval and licences received</li> <li>▼ 357 Work Approval &amp; Licences issued</li> </ul> </p> <p><b>Output measure (WaterNSW)</b><br/> <ul style="list-style-type: none"> <li>▼ 7,794 applications received</li> <li>▼ 8,021 applications were processed (determined)</li> </ul> </p> <p><b>Performance indicator (NRAR)</b></p>   | <p>Targets have been partially met.</p> <p><b>NRAR:</b><br/><b>Target has not been met.</b></p> <p><b>WaterNSW:</b><br/><b>Target has been met.</b></p> <p><b>NRAR:</b></p>   |



| Activity   | Outputs  | Measures and Indicators <sup>1</sup>   | 2019-20 Reported Data   | Agency / IPART comment   |
|--|--|--|---|--|
|  |  | <ul style="list-style-type: none"> <li>▼ Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days: 90%</li> <li>▼ Percentage of applications for new access licences processed within 40 days: 80%</li> <li>▼ Percentage of applications for water management work and use approvals processed within 60 days: 80%</li> <li>▼ Percentage of applications to extend a water management work approval processed within 20 days: 90%</li> <li>▼ Percentage of applications for an approval for a bore for domestic and stock rights processed within 10 days: 90%</li> <li>▼ Percentage of legal searches completed within the preferred processing time frame: 95%</li> </ul> | <ul style="list-style-type: none"> <li>▼ Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days: NA for NRAR</li> <li>▼ Percentage of applications for new access licences processed within 40 days: 52%</li> <li>▼ Percentage of applications for water management work and use approvals processed within 60 days: 32%</li> <li>▼ Percentage of applications to extend a water management work approval processed within 20 days: 71%</li> </ul> <p><i>Note NRAR is not responsible for reporting against the fifth and sixth performance indicator of OM30.</i></p> <p><b>Performance Indicator (WaterNSW)</b></p> <ul style="list-style-type: none"> <li>▼ Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days: 96%</li> <li>▼ Percentage of applications for new access licences processed within 40 days: 97%</li> <li>▼ Percentage of applications for water management work and use approvals processed within 60 days: 85%</li> <li>▼ Percentage of applications to extend a water management work approval processed within 20 days: 70%</li> <li>▼ Percentage of applications for an approval for a bore for domestic and stock rights processed within 10 days: 84%</li> </ul> | <p>Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days:</p> <ul style="list-style-type: none"> <li>▼ <b>N/A.</b></li> </ul> <p>Percentage of applications for new access licences processed within 40 days:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has not been met.</b></li> </ul> <p>Percentage of applications for water management work and use approvals processed within 60 days:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has not been met</b></li> </ul> <p>Percentage of applications to extend a water management work approval processed within 20 days:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has not been met.</b></li> </ul> <p><b>WaterNSW:</b></p> <p>Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has been met.</b></li> </ul> <p>Percentage of applications for new access licences processed within 40 days:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has been met.</b></li> </ul> <p>Percentage of applications for water management work and use approvals processed within 60 days:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has been met</b></li> </ul> <p>Percentage of applications to extend a water management work approval processed within 20 days:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has not been met.</b></li> </ul> <p>Percentage of applications for an approval for a bore for domestic and stock rights processed within 10 days:</p> <ul style="list-style-type: none"> <li>▼ <b>Target has not been met.</b></li> </ul> |
| <p><b>W10-01 Customer management</b><br/>All customer liaison activities; including responding to calls to licensing and compliance information lines; and producing communication and education materials such as website content and participation in customer forums.</p> | <p>Timely responses to customer enquiries.</p> | <p><i>Output measure (OM31)</i><br/>Number of enquiries:</p> <ul style="list-style-type: none"> <li>▼ Target: 10,000</li> </ul>  | <p><b>Reported by NRAR and Water NSW</b><br/><b>Output measure (NRAR)</b><br/>Number of enquiries</p> <ul style="list-style-type: none"> <li>▼ 6,733 enquiries through call centre</li> </ul> <p><b>Output measure (WaterNSW)</b><br/>There were 27,624 incoming WAMC-related Customer Contacts in 2019-20:</p> <ul style="list-style-type: none"> <li>▼ 22,691 by phone</li> <li>▼ 4,933 via other contact methods.</li> </ul> <p>Tens of thousands of contacts via outgoing communication material were sent to unregulated and groundwater customers, including email and letter campaigns for:</p> <ul style="list-style-type: none"> <li>▼ annual newsletters with customer bills,</li> <li>▼ monthly e-newsletters</li> <li>▼ weekly water availability reports</li> <li>▼ licencing mailouts for water sharing plans</li> <li>▼ Murrumbidgee IVT notifications</li> <li>▼ other various education items e.g. metering reform.</li> </ul>   | <p><b>Targets have been met.</b></p>   |

| Activity  | Outputs   | Measures and Indicators <sup>1</sup>   | 2019-20 Reported Data   | Agency / IPART comment   |
|---|---|--|---|--|
|   |   | <p><i>Performance indicator</i><br/>Percentage of enquiries directly responded to at the time of the call/email:</p> <ul style="list-style-type: none"> <li>▼ Target: Maintain or improve on 90%</li> </ul>  | <p>Our call centre received 45,382 calls in 2019-20. Historically half of these are WAMC-related. Future training of contact centre staff is planned for 20-21 to provide improved customer service (for callers who select the incorrect subject queue) by minimising the need to transfer customers to alternate staff.</p> <p>An additional 4,933 electronic requests (emails, fax, webforms) were received that were WAMC-related. This request type receives either an answer to their query, or their query is forwarded to a more qualified colleague. Over 90% of emails are responded to in one of these two ways within two days of being received. The complex matters are usually referred to local water regulation officers whose specialised local knowledge is required to assist the customer. Depending on the complexity of the matter, these enquiries can take longer to resolve. Customers are made aware of this at the time they are referred to the local office.</p> <p>We are constantly measuring our performance against these metrics to improve the customer experience.</p> <p><b>Performance indicator (NRAR)</b></p> <ul style="list-style-type: none"> <li>▼ 100% of enquiries are responded to at time of contact providing the customer with a reference number and acknowledgement letter and refer to the appropriate team in NRAR.</li> </ul> <p><b>Performance indicator (Water NSW)</b></p> <p>Our performance indicator for WAMC related calls was 91.2% for the 2019-20 water year.</p>                                 |  |
| <p><b>W10-02 Business governance and support</b><br/>The business systems and processes that support organisation-wide activities; including asset management, annual reporting and pricing submissions to IPART.</p>     | <p>Business systems, processes and administration for commercial operation of government monopoly water services.</p> | <p><i>Output measure (OM32)</i></p> <ul style="list-style-type: none"> <li>▼ Annual reporting to IPART and ACCC.</li> <li>▼ Annual performance reporting to customers.</li> </ul> <p><i>Performance indicators</i><br/>Annual reporting within agreed timeline from end of financial year:</p> <ul style="list-style-type: none"> <li>▼ Reporting to IPART and ACCC: 4 months.</li> <li>▼ Reporting to customers: 6 months.</li> </ul> | <p><b>Reported by DPE and Water NSW</b></p> <p><b>Output measure (DPE)</b></p> <ul style="list-style-type: none"> <li>▼ Financial reporting submitted to ACCC.</li> <li>▼ Financial reporting to IPART at WAMC activity code level as part of the price proposal for the WAMC price determination.</li> <li>▼ Performance reporting to customers deferred due to WAMC price review.</li> </ul> <p><b>Output measure (Water NSW)</b></p> <p><b>Performance indicator (DPE)</b></p> <ul style="list-style-type: none"> <li>▼ DPE Water Annual reporting to ACCC completed on 12 December 2020.</li> <li>▼ DPE Water provided financial reporting to IPART as part of the DPE and NRAR price proposal to the WAMC price review on 30 June 2020, with updated actual figures in October 2020.</li> <li>▼ Reporting to customers: 2020-21 OMR deferred due to price review. Will be reported to customers in early 2022 to meet the new submission date agreed with IPART.</li> </ul> <p><b>Performance indicator (Water NSW)</b></p> <p>For IPART Reporting:</p> <ul style="list-style-type: none"> <li>▼ Water NSW GS AIR – Response not required by IPART</li> <li>▼ Water NSW Rural AIR – Sent to IPART 16 October 2020 as agreed with IPART</li> <li>▼ WAMC AIR - Sent to IPART 16 October 2020 as agreed with IPART</li> </ul> <p>For ACCC reporting:</p> <ul style="list-style-type: none"> <li>▼ ACCC Water Monitoring Report Bulk RFI FY20 - Submitted on 26 November 2020</li> <li>▼ ACCC WPM Information Request FY20 – Submitted on 11 March 2021</li> </ul> | <p><b>Targets have been met.</b></p> <p><b>DPE:</b><br/><b>Target has been met.</b></p> <p>DPE Water reporting to IPART and ACCC was completed within the agreed timeframes. The ACCC request annual financial reporting be completed by December, which is outside of the 4 months specified in the performance indicator. As such, DPE considers this performance indicator has been met.</p> <p><b>Water NSW:</b><br/><b>Target has been met.</b></p> |
| <p><b>W10-03 Billing management</b><br/>The management of billing requirements and subcontracted billing, revenue collection and debtor management service delivery, and responding to queries on billing activities.</p> | <p>Water billing and payment processing.</p>  | <p><i>Output measure (OM33)</i><br/>Number of bills issued:</p> <ul style="list-style-type: none"> <li>▼ Target: 65,000</li> </ul> <p><i>Performance indicators</i><br/>Percentage of billing revenue collected within 3 months of the bills being issued:</p> <ul style="list-style-type: none"> <li>▼ Target: 95%</li> </ul>   | <p><b>Reported by Water NSW</b></p> <p>Water NSW issue a total of 71,689 water licences invoices that had part or all WAMC charges. This is for Regulated (Q1-4) + Unregulated/Groundwater for the 2019/20 water year.</p> <p>The total percentage of revenue collected within three months was 99% based on 12 months' worth of revenue and collections data.</p>  | <p><b>Targets have been met.</b></p>   |