



Hunter Water Reporting Manual

# Draft Reporting Manual

2022-2027

Water >>

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## Tribunal Members

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## Invitation for submissions

IPART invites comment on this document and encourages all interested parties to provide submissions addressing the matters discussed.

### Submissions are due by Friday, 8 April 2022

We prefer to receive them electronically via our [online submission form](#).

You can also send comments by mail to:

Hunter Water operating licence review  
Independent Pricing and Regulatory Tribunal  
PO Box K35  
Haymarket Post Shop, Sydney NSW 1240

If you require assistance to make a submission (for example, if you would like to make a verbal submission) please contact one of the staff members listed above.

Late submissions may not be accepted at the discretion of the Tribunal. Our normal practice is to make submissions publicly available on our [website](#) as soon as possible after the closing date for submissions. If you wish to view copies of submissions but do not have access to the website, you can make alternative arrangements by telephoning one of the staff members listed above.

We may decide not to publish a submission, for example, if we consider it contains offensive or potentially defamatory information. We generally do not publish sensitive information. If your submission contains information that you do not wish to be publicly disclosed, please let us know when you make the submission. However, it could be disclosed under the *Government Information (Public Access) Act 2009* (NSW) or the *Independent Pricing and Regulatory Tribunal Act 1992* (NSW), or where otherwise required by law.

If you would like further information on making a submission, IPART's [submission policy](#) is available on our website.

## The Independent Pricing and Regulatory Tribunal (IPART)

Further information on IPART can be obtained from [IPART's website](#).

## Acknowledgment of Country

IPART acknowledges the Traditional Custodians of the lands where we work and live. We pay respect to Elders, past, present and emerging.

We recognise the unique cultural and spiritual relationship and celebrate the contributions of First Nations peoples.

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# 1 Introduction

The Independent Pricing and Regulatory Tribunal of New South Wales (IPART) is responsible for monitoring and reporting on Hunter Water Corporation's (Hunter Water) compliance with the Hunter Water Operating Licence 2022-2027 (Licence).

Under clause 40(1) of the Licence, IPART has the function of determining Hunter Water's reporting and auditing obligations and publishing these obligations in a reporting manual.

## 1.1 Purpose

The Licence contains a number of reporting obligations with which Hunter Water must comply. The Reporting Manual outlines all of Hunter Water's reporting requirements under the Licence and, with respect to those requirements, identifies when, what, how and to whom Hunter Water is to report information.

This Reporting Manual does not reproduce Hunter Water's Licence obligations. Therefore, it is necessary for Hunter Water to refer to the Licence and to any legislation, statutory instrument or document referred to in the Licence.

The Licence contains a condition requiring Hunter Water to comply with any reporting and auditing obligations set out in this Reporting Manual, which are in addition to those set out in the Licence.

## 1.2 Definitions and interpretation

Terms that are defined in the Licence have the same meaning in this Reporting Manual, unless the terms are separately defined in this Reporting Manual.

The interpretation provisions in the Licence apply to this Reporting Manual, with all references to the Licence in those provisions taken to be references to this Reporting Manual.

*[Note: The interpretation provisions are contained in clause 42 of the Licence.]*

## 1.3 Structure of this Reporting Manual

This Reporting Manual is structured as follows:

- Section 1 details how and when Hunter Water is to report.
- Sections 2 to 8 outline the specific reporting requirements for each part of the Licence.
- Section 8 also outlines other general reporting obligations with which Hunter Water must comply.

There are reporting requirements under Parts 3, 4, 5, 6, 7, 9 and 10 of the Licence.

## 1.4 Changing this Reporting Manual

IPART may change this Reporting Manual at any time. In particular, we may change this Reporting Manual to:

- reflect changes in the applicable law, including the Act,
- include additional reporting obligations where appropriate,
- include references to new Licence obligations,
- delete references to Licence obligations that no longer apply,
- amend the information that Hunter Water must provide to IPART, NSW Health or the Department of Planning and Environment (DPE), and
- improve the reporting process.

Before we change this Reporting Manual significantly, we will consult with Hunter Water and other interested stakeholders. We will then notify Hunter Water and stakeholders of the changes to this Reporting Manual and the start date for any new reporting arrangements. In determining the start date of significant changes, we will make sure there is enough time for Hunter Water to implement new arrangements.

## 1.5 When should the information be reported?

The timing of Hunter Water's reporting under the Licence is summarised in Tables 1 and 2 in Appendix A. We have grouped these reporting requirements into:

- regular reporting under Hunter Water Licence (or periodic reporting), and
- other specific reports (or 'as required' reporting).

We have also included in each section (where relevant) the information that Hunter Water must make publicly available under the Licence.

## 1.6 How should the information be reported?

### 1.6.1 Reporting to IPART

Hunter Water should provide the required information to IPART in a clear and concise report. Where this Reporting Manual requires information on more than one area at the same time, Hunter Water is encouraged to provide the information in a single report. However, Hunter Water may choose to report the information in separate reports.

For example, there are a number of annual exception reports required in this Reporting Manual. Hunter Water may choose to incorporate these into the annual statement of compliance (required in section 8.1.1) when submitting to IPART.

Any report must be approved by Hunter Water's Managing Director. The Statement of Compliance (Appendix E) requires approval by Hunter Water's Managing Director and a Board member.

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Hunter Water must lodge each report electronically. If requested by IPART, Hunter Water must also submit a hard copy of the report by mail. When lodging a report, Hunter Water must provide the name and contact details (phone and email) of the primary contact at Hunter Water with whom IPART may liaise when assessing compliance, and an alternative contact for those times when the primary contact is unavailable.

Electronic reports must be emailed to: [compliance@ipart.nsw.gov.au](mailto:compliance@ipart.nsw.gov.au).

Hard copy reports, if requested, must be sent to:

The Chief Executive Officer  
Independent Pricing and Regulatory Tribunal of NSW  
Level 16, 2-24 Rawson Place  
Sydney NSW 2000

or to another address specified by IPART at the time a hard copy is requested.

## 1.6.2 Reporting to NSW Health

Hunter Water must provide reports to NSW Health as outlined in this Reporting Manual.

Hunter Water must lodge each report electronically. When lodging a report with NSW Health, Hunter Water must also provide the name and contact details (phone and email) of the primary contact at Hunter Water with whom NSW Health may liaise, and an alternative contact for those times when the primary contact is unavailable.

Electronic reports must be emailed to: [waterqual@doh.health.nsw.gov.au](mailto:waterqual@doh.health.nsw.gov.au), or to the last email address notified by NSW Health to Hunter Water.

## 1.6.3 Reporting to DPE

Hunter Water must provide reports to DPE as outlined in this Reporting Manual.

Hunter Water must lodge each report electronically. When lodging a report with DPE, Hunter Water must also provide the name and contact details (phone and email) of the primary contact at Hunter Water with whom DPE may liaise, and an alternative contact for those times when the primary contact is unavailable.

Hardcopy reports, if requested, must be sent to:

Director of Water and Utilities  
NSW Department of Planning and Environment  
Level 12, 10 Valentine Ave  
Parramatta NSW 2150

or to another address specified by DPE at the time a hard copy is requested.

Electronic reports must be emailed to the last email address notified by DPE to Hunter Water.

## 2 Water conservation and planning

This section is on Hunter Water's reporting obligations relating to water conservation and planning.

### 2.1 Periodic reporting

#### 2.1.1 Annual – Water Conservation Report

Hunter Water must prepare, for each financial year, a report with respect to water conservation (**Water Conservation Report**).

Hunter Water must submit the Water Conservation Report to IPART and DPE by **1 September** following the end of the relevant financial year (or another date approved in writing by IPART).

The Water Conservation Report must:

- include, for water conservation activities upstream of Hunter Water's water treatment plants, information of Hunter Water's water conservation program for the previous financial year and for at least the next 5 financial years, including where relevant (but not limited to):
  - Hunter Water's strategies, programs and projects relating (at a minimum) to water efficiency (**Water Conservation Measures for Water Storage and Transmission**),
  - how and when the Water Conservation Measures for Water Storage and Transmission will be implemented,
  - the expected water savings, and
  - the method to assess the effectiveness of the Water Conservation Measures for Water Storage and Transmission,
- include, for water conservation activities within and downstream of Hunter Water's water treatment plants, information of Hunter Water's water conservation program for the previous financial year and for at least the next 5 financial years, including where relevant (but not limited to):
  - Hunter Water's strategies, programs and projects relating (at a minimum) to water leakage, recycled water and water efficiency (**Water Conservation Measures for Water Treatment and Transmission**),
  - whether the Water Conservation Measures for Water Treatment and Transmission are economic,
  - how and when the Water Conservation Measures for Water Treatment and Transmission will be implemented,
  - the targeted water users,
  - the expected water savings,
  - cost of the measure per kilolitre of water saved,



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- the method to assess the effectiveness of the Water Conservation Measures for Water Treatment and Transmission, and
  - the extent to which these Water Conservation Measures for Water Treatment and Transmission accord with the economic level of water conservation (ELWC) and the Current Economic Method,
  - include details of all of the Water Conservation Measures for Water Treatment and Transmission relating (at a minimum) to water leakage, recycled water and water efficiency that were considered by Hunter Water in developing its water conservation programs, and clearly identify those Water Conservation Measures for Water Treatment and Transmission that:
    - are economic when assessed by the Current Economic Method,
    - may become economically efficient at a later date,
    - Hunter Water is required to implement under Licence clause 13(2),
    - Hunter Water has implemented,
    - Hunter Water is proposing to implement at a later date (or under specific circumstances), and
    - Hunter Water is proposing not to implement and the reasons for not implementing,
  - describe and explain Hunter Water's progress against each of the Water Conservation Measures of its water conservation program for the previous financial year, including any deviations from the program,
  - describe and explain any changes to Hunter Water's water conservation program relative to the previous annual Water Conservation Report,
  - outline how Hunter Water's water conservation program relates to the Lower Hunter Water Plan (or Lower Hunter Water Security Plan, once published),
  - include information on any Water Conservation Measures researched, piloted or developed for the previous financial year (including the funds spent on these activities), and
  - Include the following water conservation information for the previous financial year (where applicable):
    - quantity of Drinking Water drawn by Hunter Water from all sources, expressed in gigalitres per year (aggregate),
    - level of water leakage from Hunter Water's Drinking Water supply system against the economic level of leakage for that financial year (in megalitres per day), and
    - volume of water sourced from Recycled Water (in megalitres).

## 2.2 As required reporting

### 2.2.1 Notification of changes to the Current Economic Method

Hunter Water must notify IPART within 14 days of:

- receiving written approval from the Minister of any updates Hunter Water makes to the Current Economic Method,
- receiving direction from the Minister to revise the Current Economic Method, and
- receiving written approval from the Minister of the revised Current Economic Method.

*[Note: This requirement relates to clauses 13(5), 13(6) and 13(8) of the Licence.]*

### 2.2.2 Water Efficiency Plan

Hunter Water must submit to IPART its 5-year Water Efficiency Plan within **12 months** of publication of the NSW Government Water Efficiency Framework, or by a later date approved by IPART in writing.

*[Note: This requirement relates to clause 14(1) of the Licence.]*

### 2.2.3 Water conservation work program(s)

Hunter Water must submit to IPART its water conservation work program(s) to IPART within **12 months** of receipt of IPART's written approval of the 5-year Water Efficiency Plan, or by a later date approved by IPART in writing.

The water conservation work program(s) must be consistent with the approved 5-year Water Efficiency Plan and any written guidance the Minister provides to Hunter Water on the 5-year Water Efficiency Plan.

*[Note: This requirement relates to clauses 14(2) and 14(3) of the Licence.]*

## 2.3 Publicly available documents

Hunter Water must make the annual report on the Water Conservation Report available to any person, free of charge:

- on its website, and
- upon request made through the General Enquiry Process.

*[Note: Hunter Water must also make the Current Economic Method and a plain English summary of that method available to any person free of charge under 13(3) of the Licence.]*

## 3 Performance standards for water quality

This section is on Hunter Water's reporting obligations relating to performance standards for water quality.

### 3.1 Periodic reporting

#### 3.1.1 Quarterly – Water Quality Monitoring Report – Drinking Water

Hunter Water must prepare, for each quarter, a report (the Water Quality Monitoring Report) on Hunter Water's performance against all health and aesthetic water characteristics and raw water operational characteristics identified in the reporting schedule under the Drinking Water Quality Management System (DWQMS).

Hunter Water must publish the Quarterly Water Quality Monitoring Report on its website **within 4 weeks** following the end of the relevant quarter.

*(Note: Nothing in this section 3.1.1 prevents Hunter Water from publishing the Water Quality Monitoring Report more frequently (e.g. on a monthly basis).*

*Under Licence clauses 16(1) and 16(3), Hunter Water must maintain and implement a Drinking Water Quality Management System, i.e., a Management System that is consistent with the Australian Drinking Water Guidelines and any additional requirements specified by NSW Health. The Australian Drinking Water Guidelines provide a framework for the management of Drinking Water supplies (i.e. Framework for Management of Drinking Water Quality). One of the central aspects of the framework is the use of monitoring to confirm the effectiveness of the preventive measures and barriers to contamination, and to enhance Hunter Water's understanding of the performance of the Drinking Water network.*

*To comply with the Licence, the Drinking Water Quality Management System must include a monitoring program. This section 3.1.1 of the Reporting Manual requires Hunter Water to report on aspects of its monitoring of Drinking Water quality to Customers.*

*In line with clause 16(3) of the Licence, Hunter Water must ensure that the DWQMS is implemented and that all relevant activities are carried out to the satisfaction of NSW Health. This includes the characteristics that the DWQMS specifies for inclusion in the Quarterly Water Quality Monitoring Report.*

#### 3.1.2 Quarterly – Exception reporting to NSW Health – Drinking Water and Recycled Water

Hunter Water must prepare, for each quarter, a report on Hunter Water's monitoring of Drinking Water and Recycled Water. Reporting is exception-based. This means that only non-compliances with the performance standards for service interruptions are required to be reported.

Hunter Water must submit the report to NSW Health **within 6 weeks** following the end of the relevant quarter.

The report must include the following information for the relevant quarter:

- details of any monitoring test result that does not comply with:
  - the relevant health or aesthetic guideline value for each Drinking Water quality characteristic (each as specified in the monitoring program developed as part of the DWQMS), and
  - the relevant health or aesthetic guideline value for each Recycled Water quality characteristic (each as specified in monitoring program developed as part of the Recycled Water Quality Management System (RWQMS)),
 (each, an **Exception**), and
  - the relevant critical control point breached, and the action taken.

The details must include the following:

- test results and the date or period of non-compliance with the relevant health or aesthetic guideline values,
- an appraisal of the Exception, including discussion of the extent and nature of the Exception and an analysis of the risks posed by the Exception, and
- an explanation of the causes of the Exception and any action taken to rectify the Exception and prevent it from re-occurring.

If there are no Exceptions in the quarter, the report should state that to be the case.

*[Note: As explained in the Note to section 3.1.1 above, Hunter Water must maintain and implement a DWQMS in accordance with the Licence. Hunter Water must also maintain and implement a RWQMS, being a Management System that is consistent with the Australian Guidelines for Water Recycling, in accordance with Licence, clauses 17(1) and 17(3)]. The Australian Guidelines for Water Recycling provide a framework for good management of Recycled Water quality (i.e. the Framework for Management of Recycled Water Quality and Use). To comply with the Licence, the DWQMS and the RWQMS (each, a Water Quality Management System) must each include a monitoring program. This section requires Hunter Water to report on aspects of the quality of Drinking Water and Recycled Water under such monitoring programs.]*

### 3.1.3 Monthly – Fluoridation Report – Drinking Water

Hunter Water must prepare, for each month, a report containing fluoride monitoring information required by the Code of Practice for the Fluoridation of Public Water Supplies or specified by NSW Health. Hunter Water must submit the report to NSW Health **within 2 weeks** following the end of the relevant month.

*[Note: Hunter Water must report on its fluoride monitoring on the basis that: (a) its performance programs must comply with monitoring requirements in the Code of Practice for the Fluoridation of Public Water Supplies, and (b) NSW Health has specified (as it is authorised to do under Licence clause 3.1.1) that the monitoring and reporting of fluoridation in the Drinking Water Quality Management System must be consistent with the Code of Practice for the Fluoridation of Public Water Supplies.]*

### 3.1.4 Annual – Exception reporting – Drinking Water and Recycled Water quality management

Hunter Water must prepare, for each financial year, a report on its compliance with managing the quality of Drinking Water and Recycled Water.

Reporting is exception-based. This means that only non-compliances with the water quality management systems are required to be reported.

Hunter Water must submit the exception report to IPART and NSW Health by **1 September** following the end of the relevant financial year (or at another date approved in writing by IPART). Hunter Water may choose to incorporate this report into the statement of compliance (required in section 8.1.1) when submitting to IPART. However, a separate report must be provided to NSW Health.

The exception report must include the following:

- major factors that have influenced Hunter Water's non-compliance(s), including factors that are both within and beyond Hunter Water's control, and
- action(s) taken to resolve the non-compliance(s).

If there are no exceptions in the financial year, the report should state that to be the case.

*[Note: As explained in the note above, Hunter Water is required to maintain and implement the Water Quality Management Systems in accordance with the Licence. This section 3.1.4 requires Hunter Water to report on any non-compliances with those Licence requirements.]*

## 3.2 As required reporting

### 3.2.1 Incident and emergency reporting – Drinking Water and Recycled Water

Hunter Water must immediately report to NSW Health any incident in the delivery of its Services which may adversely affect public health.

Hunter Water must report the 'incident' (as defined in a Water Quality Management System) in accordance with the reporting protocols developed in that necessary Water Quality Management System.

*[Note: To comply with the Licence, each Water Quality Management System must define 'incident' and include protocols for external communications and reporting of any incident. This section requires Hunter Water to report any incident in accordance with these protocols.]*

### 3.2.2 Notification of significant changes to Water Quality Management Systems

Hunter Water must notify IPART and NSW Health, in writing, of any significant changes that it proposes to make to a Water Quality Management System at least 30 days prior to implementing those changes.

Hunter Water should determine whether a change is significant or not. When deciding whether a change is significant, Hunter Water should consider the resulting change in risks, or potential risks, on:

- public health through the supply of drinking water, recycled water or sewerage services,
- reliability of services to customers,
- environment through the operation and maintenance of the scheme,
- safety through the operation and maintenance of the scheme.

We generally consider a change that would increase the risks on the above aspects a significant change.

A significant change is likely to include:

- change in treatment process, such as the Critical Control Points,
- change in monitoring and sampling of the Critical Control Points,
- change in source water,
- change in disposal method of treated sewage to the environment,
- additional recycled water end-uses,
- change in discharge method of recycled water to the environment.

### 3.3 Publicly available documents

Hunter Water must make the Water Quality Monitoring Report (referred to in section 3.1.1 of this Reporting Manual) available to any person, free of charge:

- on its website, and
- upon request made through the General Enquiry Process.

## 4 Performance standards for service interruptions

This section is on Hunter Water's reporting obligations relating to performance standards for service interruptions.

### 4.1 Periodic reporting

#### 4.1.1 Annual – exception reporting

Hunter Water must prepare, for each financial year, a report on its compliance with the performance standards for service interruptions: The Water Continuity Standard, the Water Pressure Standard and the Dry Weather Wastewater Overflow Standard.

Reporting is exception-based. This means that only non-compliances with the performance standards for service interruptions are required to be reported.

Hunter Water must submit the exception report to IPART by **1 September** following the end of the relevant financial year (or another date approved in writing by IPART). Hunter Water may choose to incorporate this report into the statement of compliance (required in section 8.1.1).

The exception report must include the following:

- information on Hunter Water's non-compliance with the performance standards for service interruptions specified in Part 5 of the Licence in accordance with the guidance in Appendix B of this Reporting Manual, and
- an explanation of how Hunter Water has failed to meet the performance standards for service interruptions, which details:
  - major factors that have influenced Hunter Water's performance, including factors that are both within and beyond Hunter Water's control, and
  - reasons for any significant variation between Hunter Water's performance in the financial year and performance in the previous 5 years.

If there are no exceptions in the financial year, the report should state that to be the case.

*[Note: Under Part 5 of the Licence, Hunter Water is required to comply with the Water Continuity Standard, Water Pressure Standard and Dry Weather Wastewater Overflow Standard]*

### 4.2 Publicly available documents

There is no public reporting obligation on performance standards for service interruptions.

## 5 Organisational systems management

This section is on Hunter Water's reporting obligations relating to organisational systems management.

### 5.1 Periodic reporting

#### 5.1.1 Annual- exception reporting

Hunter Water must prepare, for each financial year, a report about its compliance with the Licence conditions for management systems: Asset Management System (AMS), Environmental Management System (EMS) and Quality Management System (QMS).

Reporting is exception-based. This means that only non-compliances with the performance standards for service interruptions are required to be reported.

Hunter Water must submit the exception report to IPART by **1 September** following the end of the relevant financial year (or another date approved in writing by IPART). Hunter Water may choose to incorporate this report into the statement of compliance (required in section 8.1.1).

The exception report must include an explanation of how Hunter Water has failed to comply with a management system(s) which details:

- major factors that have influenced Hunter Water's non-compliance(s), including factors that are both within and beyond Hunter Water's control, and
- action(s) taken to resolve the non-compliance(s).

If there are no exceptions in the financial year, the report should state that to be the case.

*[Note: Hunter Water must maintain and implement:*

- *an AMS, i.e., a Management System that is consistent with the standard specified in the licence (Licence, clause 22),*
- *an EMS, i.e., a Management System that is consistent with the standard specified in the licence (Licence, clause 23), and*
- *a QMS, i.e., a Management System that is consistent with the standard specified in the licence (Licence, clause 24).*

*This section 5.1.1 requires Hunter Water to report on any non-compliances with those Licence requirements.]*

### 5.2 Publicly available documents

There is no public reporting obligation on organisational systems management.



## 6 Customers and stakeholder relations

This section is on Hunter Water's obligations relating to customers and stakeholder relations  
Periodic reporting.

### 6.1 Periodic reporting

#### 6.1.1 Annual – exception reporting

Hunter Water must prepare, for each financial year, a report about its compliance with the Licence conditions for management of Customer and stakeholder relations.

Reporting is exception-based. This means that only non-compliances with the performance standards for service interruptions are required to be reported.

Hunter Water must submit the exception report to IPART by **1 September** following the end of the relevant financial year (or another date approved in writing by IPART). Hunter Water may choose to incorporate this report into the statement of compliance (required in section 8.1.1).

The exception report must include the following:

- major factors that have influenced Hunter Water's non-compliance(s), including factors that are both within and beyond Hunter Water's control,
- action(s) taken to resolve the non-compliance(s), and
- any systemic problems arising from Complaints and the action taken to resolve them.

If there are no exceptions in the financial year, the report should state that to be the case.

### 6.2 As required reporting

There is no other reporting obligation relating to Customers and stakeholder relations.

### 6.3 Publicly available documents

There is no public reporting obligation relating to Customers and stakeholder relations.

*(Note: Hunter Water must make the following information available to any person free of charge under Part 6 of the Licence:*

- *a copy of the Customer Contract, as well as communications about the rights and obligations of Customers under the Contract,*
- *information about the Assistance Options for Payment Difficulties and Actions for Non-Payment,*
- *information about Hunter Water's family violence policy,*
- *a clear summary of Hunter Water's Customer Consultation Procedure,*

- *information about internal Complaints handling, and*
- *a copy of communications about the external dispute resolution scheme.]*

## 7 Information and services for competitors

This section is on Hunter Water's reporting obligations relating to information and Services for competitors.

### 7.1 Periodic reporting

#### 7.1.1 Annual – compliance and performance reporting

Hunter Water must prepare, for each financial year, a report about its compliance with the Licence conditions for providing information and Services to licensees under the WIC Act and Potential Competitors.

Hunter Water must submit the report to IPART by **1 September** following the end of the relevant financial year (or another date approved in writing by IPART).

The report must include the following:

- the number of agreements for the provision of Services established with WIC Act licensees and Potential Competitors,
- the number of negotiations for the provision of Services commenced with WIC Act licensees and Potential Competitors that did not eventuate in an agreement and, where known to Hunter Water, the reasons for this outcome,
- a timeline of each negotiation Hunter Water undertook with WIC Act licensees and Potential Competitors (both successful and those that did not eventuate in an agreement) and reasons for any significant delays to those negotiations,
- the type of information WIC Act licensees and Potential Competitors requested in addition to information that is publicly available, and
- the time taken for Hunter Water to respond to requests for provision of information or services.

If there are no negotiations with, or requests for information from, or agreements reached with, WIC Act licensees or Potential Competitors in the financial year, the report should state that to be the case.

*[Note: under Part 9 of the Licence, Hunter Water is required to negotiate with WIC Act licensees and Potential Competitors, publish servicing information and establish a code of conduct with a WIC Act licensee required under a WIC Act licence.]*

## 7.2 As required reporting

### 7.2.1 Provision of Servicing Information

Hunter Water must, by the dates specified in Licence clause 37 publish on its website at least 10 years of Servicing Information for each major Water System and Sewerage System.

The servicing information for each major Water System and Sewerage System must, at a minimum, include information on:

- current and projected demand,
- current and projected capacity constraints,
- indicative costs of alleviating or deferring capacity constraints,
- locations where further investigation is needed, and
- key sources of information used to develop the servicing information where those sources are publicly available.

Hunter Water must, by **30 September 2024** (or another date approved in writing by IPART), publish on its website the Servicing Information for each major Water System and Sewerage System that it has available by that date in a form suitable for publication.

Hunter Water must continue to publish Servicing Information for each major Water System and Sewerage System as it becomes available. Hunter Water must publish all Servicing Information by **30 June 2025**.

Hunter Water must update the Servicing Information:

- For each major Water System and Sewerage System, as it becomes available in a form suitable for publication, and
- for all major Water Systems and Sewerage Systems between the date that is 12 months after the Servicing Information was first published and **30 June 2027**.

*[Note: This requirement is imposed under clause 37 of the Licence.]*

## 7.3 Publicly available documents

### 7.3.1 Report on provision of information and Services

Hunter Water must make the compliance and performance report on the provision of information and Services to Potential Competitors (referred to in section 7.1.1 of this Reporting Manual) available to any person, free of charge:

- on its website, and
- upon request made through the General Enquiry Process.

## 8 Performance monitoring and reporting

This section is on Hunter Water's obligations relating to performance monitoring and reporting. Periodic reporting

### 8.1.1 Annual – statement of compliance

Hunter Water must prepare, for each financial year, a statement of compliance in the form of Appendix E to this Reporting Manual.

Hunter Water must submit the statement of compliance to IPART by **1 September** following the end of the relevant financial year (or another date approved in writing by IPART).

The statement of compliance is an exception-based report. This means that only licence non-compliances are required to be reported. Schedule A of the template in Appendix E provides guidance on descriptions for the reported non-compliance(s). Hunter Water may choose to incorporate the non-compliance(s) required to be reported to IPART under sections 3.1.4, 4.1.1.5.1.1 and 6.1.1 into the statement of compliance.

If there are no exceptions in the financial year, the statement of compliance should state that to be the case.

*[Note: This section relates to Licence clause 39, under which IPART may undertake an Operational Audit on Hunter Water's compliance with the Licence. As part of the preparation for IPART's audit process, this section requires Hunter Water to provide a statement of compliance which identifies any non-compliance with the Licence of which Hunter Water is aware.]*

### 8.1.2 Annual – audit recommendation status report

Hunter Water must report to IPART annually on the status of any recommendations identified in a report prepared by IPART and provided to the Minister in relation to:

- the most recent Operational Audit, and
- any previous Operational Audit where the recommendations identified in IPART's audit report to the Minister had not been fully implemented at the time of the last audit recommendations status report.

Hunter Water must submit the audit recommendations status report to IPART by **30 June** of each year (or another date approved in writing by IPART).

*[Note: Under Licence clause 39, IPART may undertake an Operational Audit. This section requires Hunter Water to report on the status of implementing recommendations identified in an Operational Audit.]*

### 8.1.3 Annual – reporting against performance indicators

Hunter Water must submit 2 performance reports to IPART each year:

- A report by **1 September** following the end of the relevant financial year (or another date approved in writing by IPART) on the following:
  - Hunter Water's performance against the IPART performance indicators set out in Appendix C of this Reporting Manual for the relevant financial year,
  - Hunter Water's performance against the Licence data set out in Appendix D of this Reporting Manual for the relevant financial year, and
  - Hunter Water's performance against the National Water Initiative (NWI) Performance Indicators (NWI Indicators) (other than those that relate to environment indicators) as outlined in the National urban water utility performance reporting framework: Indicators and definitions handbook, published in January 2018 by the Bureau of Meteorology and updated from time to time.<sup>1</sup>
- A report by **1 October** following the end of the relevant financial year (or another date approved in writing by IPART) on Hunter Water's performance against the NWI Indicators that relate to the environment as outlined in the National urban water utility performance reporting framework: Indicators and definitions handbook.

Hunter Water may choose to include with each report an explanation of Hunter Water's performance, which details:

- major factors (both positive and negative) that have influenced Hunter Water's performance, both within and beyond Hunter Water's control, and
- reasons for any variation (both positive and negative) between Hunter Water's performance in the financial year and with performance in prior years.

*[Note: Under clause 40 of the Licence, Hunter Water must comply with its reporting obligations in this Reporting Manual. This section requires Hunter Water to report on its performance against performance indicators set out in this Reporting Manual. From time to time, IPART may review and change IPART performance indicators. When that occurs, we will update this Reporting Manual accordingly and notify stakeholders of the changes.]*

## 8.2 As required reporting

There is no other reporting obligation relating to performance monitoring and reporting.

## 8.3 Publicly available documents

There is no public reporting obligation relating to performance monitoring and reporting.

<sup>1</sup> Bureau of Meteorology, *National urban water utility performance reporting framework: Indicators and definitions handbook*, January 2018.



# Appendices





## A Timeline for reporting

Table 1 Timing of regular reporting under Hunter Water's Licence

Date	Report to	Reporting on	Reporting Manual Section
Monthly	NSW Health	Fluoride monitoring report	3.13
Quarterly	Public	Water quality monitoring report on Drinking Water	3.11
Quarterly	NSW Health	Exception reporting on Hunter Water's monitoring of Drinking Water and Recycled Water	3.12
Annually 30 June	IPART	Audit recommendation status update	8.12
Annually 1 September	IPART	<ul style="list-style-type: none"> <li>• Compliance and performance report on:               <ul style="list-style-type: none"> <li>- water conservation</li> <li>- Drinking Water and Recycled Water quality management</li> <li>- Information and services to Customers</li> <li>- IPART performance indicators (Appendix C)</li> <li>- Licence data (Appendix D)</li> <li>- NWI performance indicators (except for environment indicators)</li> </ul> </li> <li>• Exception report on               <ul style="list-style-type: none"> <li>- performance standards for service interruptions</li> <li>- organisational systems management</li> <li>- customer and stakeholder relations</li> </ul> </li> <li>• Statement of Compliance</li> </ul>	2.11 3.14 7.11 8.13 8.13 8.13 4.11 5.11 6.11 8.11
Annually 1 September	DPE Public	Compliance and performance report on water conservation	2.11
Annually 1 September	NSW Health	Compliance and performance report on Drinking Water and Recycled Water quality management	3.14
Annually 1 September	Public	Compliance and performance report on provision of information and Services to Potential Customers	7.11
Annually 1 October	IPART	Compliance and performance report on NWI environment Indicators	8.13

Table 2 Timing of submission of other specific reports by Hunter Water

Date	Report to	Reporting on	Reporting Manual Section
Within 14 days of Ministerial approval or direction	IPART	Notification of changes to the Current Economic Method	2.2.1
Within 12 months of approval of the NSW Government Water Efficiency Framework	IPART	Water Efficiency Plan	2.2.2
Within 12 months of approval of the Water Efficiency Plan	IPART	Water conservation work program(s)	2.2.3
Immediately upon occurrence of incident	NSW Health	Incident water quality monitoring results	3.2.1
30 days prior to making significant changes to water quality management system	IPART NSW Health	Notification of any significant changes that Hunter Water proposes to make to a Water Quality Management System at least 30 days, prior to implementing the changes	3.2.2
30 September 2024	Public	All available Servicing Information for each major Water System and Sewerage System	7.2.1
30 June 2025	Public	All Servicing Information for all major Water Systems and Sewerage Systems	7.2.1
As soon as available	Public	Update Servicing Information for all major Water Systems and Sewerage Systems	7.2.1

## B Performance standards for service interruptions

The table in this Appendix B sets out the performance standards for service interruptions that must be reported to IPART.

**Important note:** The data in the following table must be accompanied by an explanation of the performance against the requirements in the Licence which details:

- Major factors (both positive and negative) that have influenced Hunter Water's performance, including factors that are both within and beyond its control.
- Reasons for any significant variation (both positive and negative) between Hunter Water's performance in the financial year and performance in the previous 5 years.

Table 3 Performance standards for service interruptions

Standard number	Standard definition
PS1	The number of Properties per 10,000 Properties (in respect of which Hunter Water provides a Drinking Water supply service) that receive a Drinking Water supply service unaffected by an Unplanned Water Interruption. (the Water Continuity Standard).
PS2	The number of Properties per 10,000 Properties (in respect of which Hunter Water provides a Drinking Water supply service) that receive a Drinking Water supply service unaffected by a Water Pressure Failure (the Water Pressure Standard).
PS3	The number of Properties per 10,000 Properties (in respect of which Hunter Water provides a Wastewater service but excluding Public Properties) that receive a sewerage service unaffected by an Uncontrolled Wastewater Overflow. (together with PS 4, the Dry Weather Wastewater Overflow Standard).
PS4	The number of Properties per 10,000 Properties (in respect of which Hunter Water provides a sewerage service but excluding Public Properties) that receive a sewerage service affected by fewer than 3 Uncontrolled Wastewater Overflows. (together with PS 3, the Dry Weather Wastewater Overflow Standard).

Refer to Part 5 of the Licence for definitions of the terms used in Table 3.

## C IPART performance indicators

Table 4 in this Appendix C sets out the performance indicators developed by IPART that Hunter Water must report on.

Table 4 IPART performance indicators (for assets)

Indicator number	Indicator	Definition
A1	Number of Properties that experience an Unplanned Water Interruption that lasts for more than five continuous hours	Number of Properties that experience an Unplanned Water Interruption that lasts for more than five continuous hours in the financial year.
A2	Number of Properties that experience three or more Unplanned Water Interruptions that each last for more than one hour	Number of Properties that experience three or more Unplanned Water Interruptions that each last for more than one hour in the financial year.
A10	Number of properties that experience a Water Pressure Failure	Number of Properties that experience a Water Pressure Failure in the financial year.
A11	Number of Properties that experience an Uncontrolled Wastewater Overflow in dry weather	Number of Properties that experience an Uncontrolled Wastewater Overflow in dry weather in the financial year.
A12	Number of Properties that experience three or more Uncontrolled Wastewater Overflows in dry weather	Number of Properties that experience three or more Uncontrolled Wastewater Overflows in dry weather in the financial year.

### C.1 Definitions for Appendix C

The following definitions are the same as those used in the Licence but have been reproduced here for convenience.

**Area of Operations** means the area referred to in section 16(1)(a) to (c) of the Act and specified in Schedule A to the Licence, but excludes the area referred to in section 16(2) of the Act.

**Consumer** means any person who consumes or uses the Services and includes, but is not limited to, a tenant or occupier of a Property.

**Controlled Wastewater Overflow** is an overflow of Wastewater that is directed by Hunter Water via a designed structure to a predetermined location, such as a drainage system or waterway, in order to prevent overloaded or blocked sewers from discharging at sensitive locations, on private property or within buildings (thus endangering public health or causing public nuisance).

**Drinking Water** has the meaning given in the *Public Health Act 2010* (NSW).

**Planned Water Interruption** means an event which:

- a) commences when the supply of Drinking Water at the first cold water tap of a Property is interrupted following receipt by the Customer or Consumer of a prior water interruption notice from Hunter Water; and
- b) ceases when a normal supply of Drinking Water is restored to the Property referred to in paragraph (a).

**Property** means any real property that is connected to, or for which a connection is available to Hunter Water's Water Supply System or Sewerage System or is within a Drainage Area. This also includes strata titles properties.

**Services** means the provision, construction, operation, management and maintenance by Hunter Water of systems and services for:

- a) supplying water,
- b) providing sewerage and drainage services, and
- c) disposing of Wastewater.

**Sewerage System** means the sewer mains, pipes, treatment plants and other equipment provided, constructed, managed, operated and maintained by Hunter Water to provide sewerage services under its operating licence including the collection, transportation, treatment and disposal of Wastewater and sewage.

**Uncontrolled Wastewater Overflow** means is a Wastewater Overflow occurring in dry weather that is not a Controlled Wastewater Overflow.

**Unplanned Water Interruption** means an event, where, in relation to a Property:

- a) the supply of Drinking Water at the first cold water tap of the Property is interrupted without the Customer or Consumer having received prior notice of that interruption from Hunter Water; and
- b) it takes more than 5 continuous hours for normal supply of Drinking Water to be restored to the Property.

**Wastewater** means any discarded water, whether clean or contaminated, that is discharged into the Sewerage System.

**Water Pressure Failure** means a situation in which a Property experiences water pressure of less than 20 metres head for a continuous period of 30 minutes or more measured at the point of connection of the Property to the Water Supply System (usually at the point of connection known as the 'main tap'), but does not include a situation in which the Property experiences low water pressure on a day when peak day demand exceeds 370 megalitres per day.

## D Licence data

We require the information outlined in this Appendix D to identify the number of customers to whom Hunter Water supplies Recycled Water.

Table 5 Licence data – definitions

Data number	Licence data	Definition
L8	Connected residential properties – Recycled Water supply (000s)	The number of connected residential properties receiving Recycled Water services from the utility during the reporting year (properties 000s).
L9	Connected non-residential properties – Recycled Water supply (000s)	The number of connected non-residential properties receiving Recycled Water services from the utility during the reporting year (properties 000s).

### D.1 Definitions for Appendix D

**Connected non-residential properties** include:<sup>b</sup>

- commercial and municipal properties
- shopping centres
- schools, universities, and technical colleges (TAFEs),
- hospitals and nursing homes
- shopping centres with separate connections for each shop are to be counted as one non-residential connection.

**Connected residential properties** include:<sup>c</sup>

- each apartment in a high-rise apartment complex
- each property in a department of housing unit complex
- each individual stand-alone residential property within a retirement village.

**Drinking Water** has the meaning given in Appendix C.

**Recycled Water** means water that has been treated to a standard suitable for its intended end use such as industrial, commercial and/or household applications but is not intended for use as Drinking Water.

**Property** has the meaning given in Appendix C.

<sup>b</sup> Supporting notes to NWI indicator C3, *ibid*

<sup>c</sup> Supporting notes to NWI indicator C2, National urban water utility performance reporting framework: indicators and definitions handbook, January 2018

## E Statement of Compliance template

Statement of compliance *[Insert Year]*

For 20\_ \_/ \_ \_

Submitted by Hunter Water Corporation

To:

The Chief Executive Officer  
 Independent Pricing and Regulatory Tribunal of NSW  
 Level 16, 2-24 Rawson Place  
 Sydney NSW 2000

Hunter Water Corporation reports as follows:

1. This statement documents compliance during *[financial year]* with all obligations to which Hunter Water Corporation is subject by virtue of its operating licence.
2. This report has been prepared by Hunter Water Corporation with all due care and skill, including to ensure that all information provided is true and correct, in full knowledge of conditions to which Hunter Water Corporation is subject under the *Hunter Water Act 1991*.
3. Schedule A provides information on all obligations with which Hunter Water Corporation did not comply during *[financial year]*.
4. Other than the information provided in Schedule A, Hunter Water Corporation has complied with all conditions to which it is subject.
5. This compliance report has been approved by the Chief Executive Officer (or equivalent) and the Chairman of the Board of Directors of Hunter Water Corporation / Duly authorised Board Member of Hunter Water Corporation.

DATE:		DATE:	
Signed	.....	Signed	.....
Name:	.....	Name:	.....
Designation:	.....	Designation:	.....



## Schedule A Non-Compliances

Table #	Clauses breached	Description
E.g. 1	List of clauses breached including a brief description of each clause.	Describe: <ul style="list-style-type: none"> <li>i Date or period of non-compliance</li> <li>ii Nature and extent of non-compliance (including whether and how many customers have been affected)</li> <li>iii Results of any monitoring (where applicable)</li> <li>iv Reasons for non-compliance</li> <li>v Remedial action taken</li> <li>vi Actual/anticipated date of full compliance</li> <li>vii Any additional information as set out in sections 3.1.4, 4.11.5.1.1 and 6.1.1 of this Reporting Manual.</li> </ul>

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