



Draft Water NSW reporting manual
2024-2029

Manual

February 2024

Water >>

Acknowledgment of Country

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

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

Tribunal Members

The Tribunal members for this review are:

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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, 22 March 2024

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

You can also send comments by mail to:

Water NSW 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 We generally do not publish sensitive information.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's independence is underpinned by an Act of Parliament. Further information on IPART can be obtained from [IPART's website](#).

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1 Introduction

1.1 Purpose of this reporting manual

This reporting manual is applicable to Water NSW for the term of the 2024-2029 Operating Licence (Licence). The purpose of this document is to provide information to Water NSW on what, when, and who to report to.

The reports Water NSW provides to us under its reporting requirements in this reporting manual assist us in monitoring and reporting on its compliance.

This reporting manual does not reproduce all of Water NSW's obligations under the Licence. Therefore, Water NSW should continue to refer to its Licence and to any legislation, statutory instrument or document referred to in the Licence for details of the obligations.

1.2 Legislative framework

Under clause 54 of the Licence, Water NSW is required to comply with all reporting requirements set out in this reporting manual.

Water NSW is required to comply with the terms and conditions of the Licence and other applicable obligations under the *Water NSW Act 2014* (the Act) and the *Water NSW Regulation 2020*.

The Independent Pricing and Regulatory Tribunal of New South Wales (IPART) is responsible for preparing operational audits of Water NSW, and for monitoring and reporting to the Minister on Water NSW's compliance with the Licence.^a

1.3 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 under clause 63 of the Licence apply to this reporting manual. All references to the Licence in those provisions are taken to be references to this reporting manual.

1.4 How to use this manual

This reporting manual is structured as follows:

- Chapter 1 details how and when Water NSW is to report
- Chapter 2 provides an overview of Water NSW's reporting obligations
- Chapters 3 to 9 outline the specific reporting requirements for each part of the Licence.

^a *Water NSW Act 2014*, s56-57.

1.4.1 When should the information be reported?

Table 1 and Table 2 summarise Water NSW's reporting obligations under the Licence and this reporting manual. We group these reporting requirements into:

- regular reporting under the Licence (or periodic reporting)
- other specific reports (or 'as required' reporting).

Table 3 identifies the documents that Water NSW must make publicly available under the Licence.

1.4.2 Water NSW must specify contact persons

When reporting to IPART, NSW Health, the Department of Climate Change, Energy, the Environment and Water (Department), Sydney Water or the Minister for Water (Minister), Water NSW must:

- provide the name and contact details (phone and email) of the primary contact at Water NSW for us to liaise with when assessing compliance
- provide an alternative contact for those times when the primary contact is unavailable.

1.4.3 How should the information be reported?

Reporting to IPART

Water NSW 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, we encourage Water NSW to provide the information in a single report. However, Water NSW may choose to report the information in separate reports. Water NSW must:

- lodge each report electronically at compliance@ipart.nsw.gov.au
- if requested, lodge hard copy reports at the below address, or another address specified by IPART at the time a hard copy is requested:
Director, Regulation & Compliance Water
Independent Pricing and Regulatory Tribunal of NSW
Level 16, 2-24 Rawson Place
Sydney NSW 2000

Reporting to NSW Health

Water NSW must lodge:

- each report electronically at waterqual@health.nsw.gov.au or to the last email address notified by NSW Health to Water NSW
- hard copy reports, if requested, to the address specified by NSW Health at the time of request.

Reporting to the Department

Water NSW must lodge:

- each report electronically to the last email address notified by the Department to Water NSW
- hard copy reports, if requested, to the address specified by the Department at the time of request.

Reporting to Sydney Water

Water NSW must lodge:

- each report electronically to the last email address notified by Sydney Water to Water NSW
- hard copy reports, if requested, to the address specified by Sydney Water at the time of request.

Reporting to the Minister

Water NSW must lodge:

- each report electronically to the last email address notified by the Minister to Water NSW.
- hard copy reports, if requested, to the address specified by the Minister at the time of request.

1.5 Changing this reporting manual

Appropriate reporting requirements for Licence obligations may vary over time. We may change this reporting manual at any time to:

- reflect changes in the applicable law, including the Act
- reflect changes to reporting requirements where appropriate
- include references to new Licence obligations
- remove references to Licence obligations that no longer apply
- amend the information that Water NSW must provide to IPART, NSW Health, the Department or the Minister
- improve the reporting process.

We will consult with Water NSW and other interested stakeholders before making any significant revisions to reporting requirements, indicators or licence data. We will then notify Water NSW and stakeholders of the revisions to this reporting manual and the commencement date of any new reporting arrangements. In determining the commencement for new reporting arrangements, we will allow a reasonable period for Water NSW to implement the new arrangements.

2 Summary of Water NSW's reporting obligations

2.1 Periodic reporting requirements

Table 1 summarises Water NSW's periodic reporting requirements under the Licence and this reporting manual.

Table 1 Periodic reporting requirements

When	Report to	Reporting on	Relevant part of the Licence/ reporting manual
1 September	IPART NSW Health	Water quality management system annual report	Licence clause TBC RM section 3.11
	IPART	Asset management system annual report	Licence clause TBC RM section 3.12
	IPART	Environmental management system annual report	Licence clause TBC RM section 3.13
	IPART	Quality management system annual report	Licence clause TBC RM section 3.14
	IPART	Catchment and river health research annual report	Licence clause 32 RM section 7.11
	IPART	Education program annual report	Licence clause 33(2) RM section 7.12
1 October	IPART	Performance standards annual report	Licence clause 14 RM section 4.11
	IPART	Customer relations annual report	Licence clause TBC RM section 6.12
	IPART	Environment indicators annual report	Licence clause 49 RM section 8.11
30 November	IPART	Catchment health annual report	Licence clause 52 RM section 8.13
	Minister	Greater Sydney drought response plan	Licence clause 37 RM section NA
	Department IPART	Water conservation plan	Licence clause 35(2) RM section NA
	IPART	Water quality monitoring enhancements program report	Licence clause 20(3) RM section 5.11
	NSW Health IPART	Water quality report	Licence clause 51 RM section 8.12

Note 1: not all reporting requirements have corresponding sections in this manual. Where this is the case, we denote this with an "NA".

Note 2: the water conservation plan, required under licence clause 35(2) is only required from 2026-2028.

Note 3: where a licence clause is denoted as "TBC" in the table above, we will amend the missing licence clause reference in the final reporting manual. Refer to our [Overview of draft reporting manual and proposed new licence conditions information paper](#) for the purposes of the draft reporting manual.

2.2 'As required' reporting requirements

Table 2 summarises Water NSW's 'as required' reporting requirements under the Licence and this reporting manual.

Table 2 As required reporting requirements

When	Report to	Reporting on	Relevant part of the Licence/ reporting manual
30 days prior to implementing the changes	NSW Health IPART	Proposed significant changes to water quality management system	Licence clause 8(2) RM section 3.2.1
30 June 2028	IPART	Consultation policy review report	Licence clause 25(6) RM section 6.1.1
If triggered	Minister Sydney Water	Future bulk water demand may exceed system yield	Licence clause 34(4) RM section NA
Upon recalculation	Minister Sydney Water	Changes to system yield	Licence clause 34(4) RM section NA
At least 30 days before submitting to the Minister	Department	Draft updated Greater Sydney drought response plan	Licence clause 37 RM section NA
By 30 June 2029	Minister	Long-term capital and operational plan	Licence clause 39 RM section NA
At least 30 days before submitting to the Minister	Department	Draft long-term capital and operational plan	Licence clause 39 RM section NA

Note 1: not all reporting requirements have corresponding sections in this manual. Where this is the case, we denote this with an "NA".

2.3 Publicly available documents

Table 3 summarises the documents that Water NSW must make available under its Licence. Water NSW must make these documents publicly available, free of charge, on its website.

Table 3 Publicly available documents

When	What does Water NSW need to make publicly available?	Relevant part of the Licence/ reporting manual
1 July 2024	Licence	Licence clause 57 RM section NA
30 April	Audit recommendations annual status report	Licence clause TBC RM section NA
1 September	Water quality management system annual report	Licence clause TBC RM section 3.1.1
1 September	Asset management system annual report	Licence clause TBC RM section 3.1.2
1 September	Environmental management system annual report	Licence clause TBC RM section 3.1.3
1 September	Quality management system annual report	Licence clause TBC RM section 3.1.4
1 October	Annual performance standards report	Licence clause 14
1 October	Customer relations annual report	Licence clause TBC RM section 6.1.2
30 November annually (between 2026-2028)	Water conservation plan	Licence clause 35(2) RM section NA

When	What does Water NSW need to make publicly available?	Relevant part of the Licence/ reporting manual
30 November	Climate-related disclosures	Licence clause 50 RM section NA
30 November	Progress towards net-zero	Licence clause 50 RM section NA
30 November	Water quality monitoring annual report	Licence clause 51 RM section 8.1.2
30 November	Catchment health annual report	Licence clause 52 RM section 8.1.3
30 June 2025	Roles and responsibilities agreement	Licence clause 46 RM section NA
1 July 2025 As amended	Policy on bulk water quality for drinking water suppliers	Licence clause 16 RM section NA
1 July 2025	Consultation policy	Licence clause 25 RM section NA
1 July 2025	Family violence policy	Licence clause 27 RM section NA
1 July 2025	Internal complaints handling procedure	Licence clause 28 RM section NA
1 July 2025	Data governance and management policy	Licence clause 41 RM section NA
1 July 2025	Data quality policy	Licence clause 41 RM section NA
1 July 2025	Data sharing policy	Licence clause 41 RM section NA
1 July 2025	User guides – how to access data and information	Licence clause 41 RM section NA
1 July 2026 As amended	Summary of service commitments to drinking water suppliers other than Sydney Water and Hunter Water	Licence clauses 19(1) and 19(2) RM section NA
As soon as reasonably practicable	Customer service charter	Licence clause 24 RM section NA
As soon as reasonably practicable	Code of practice on payment difficulties	Licence clause 26 RM section NA
As soon as reasonably practicable	Summary of dispute resolution process	Licence clause 29 RM section NA
As soon as reasonably practicable	Design criteria	Licence clause 34(6) RM section NA
Within 10 days of submitting the plan to the Minister	Greater Sydney drought response plan	Licence clause 37 RM section NA

Note 1: not all public reporting requirements have corresponding sections in this manual. Where this is the case, we denote this with an "NA".

Note 2: where a document that is required to be made publicly available is revised, the revised version of the document should be made publicly available as soon as reasonably practicable.

Note 3: where a licence clause is denoted as "TBC" in the table above, we will amend the missing licence clause reference in the final reporting manual. Refer to our [Overview of draft reporting manual and proposed new licence conditions information paper](#) for the purposes of the draft reporting manual.

3 Management systems

This section explains Water NSW's reporting requirements in relation to Part 3 of the Licence.

3.1 Periodic reporting

3.1.1 Water quality management system annual report

The water quality management system annual report under clause X of the Licence must include:^a

- Details of the water quality management activities and programs completed by Water NSW in the financial year to meet its water quality objectives, including the results and outcomes from those activities and programs.
- The high-level statement of the water quality management activities and programs proposed by Water NSW to meet Water NSW's water quality objectives in the future, including the expected outcomes, scope and timetable for completion.
- Details of the performance of critical control points (which must be identified in the water quality management system) in accordance with the Australian Drinking Water Guidelines, or other requirements as specified by NSW Health in writing.
- Details of the review and continual improvement conducted over the previous 12-month period (as identified in the water quality management system) in accordance with Element 12 of the Australian Drinking Water Guidelines, or other requirements as specified by NSW Health in writing.
- Details of any significant changes made to the water quality management system.
- Any non-compliance with the water quality management system and the action(s) taken to resolve those non-compliances. If there are no non-compliances in the financial year, the report should state that to be the case.

Water NSW must use the template in Appendix A to prepare the water quality management system annual report.

3.1.2 Asset management system annual report

The asset management system annual report under section X of the Licence must include:^b

^a We will amend the missing licence clause reference in the final reporting manual. Refer to Box 1 of our [Overview of draft reporting manual and proposed new licence conditions information paper](#) for the purposes of the draft reporting manual.

^b We will amend the missing licence clause reference in the final reporting manual. Refer to Box 1 of our [Overview of draft reporting manual and proposed new licence conditions information paper](#) for the purposes of the draft reporting manual.

- Details of relevant activities and programs completed by Water NSW in the financial year to meet its asset management objectives, including the results and outcomes from those activities and programs.
- A high-level statement of the asset management activities and programs proposed by Water NSW to meet its asset management objectives in the future, including the expected outcomes, scope and timetable for completion.
- Details of the review and continual improvement conducted over the previous 12-month period.
- Details of any significant changes made to the asset management system.
- Any non-compliances with the asset management system and the action(s) taken to resolve those non-compliances. If there are no non-compliances in the financial year, the report should state that to be the case.

3.1.3 Environmental management system annual report

The environmental management system annual report under section X of the Licence must include^c:

- Details of relevant activities and programs completed by Water NSW in the financial year to meet its environmental objectives, including the results and outcomes from those activities and programs.
- A high-level statement of the environmental management activities and programs proposed by Water NSW to meet its environmental management objectives in the future, including the expected outcomes, scope and timetable for completion.
- Details of the review and continual improvement conducted over the previous 12-month period.
- Details of any significant changes made to the environmental management system.
- Any non-compliances with the environmental management system and the action(s) taken to resolve those non-compliances. If there are no non-compliances in the financial year, the report should state that to be the case.

3.1.4 Quality management system annual report

The quality management system annual report required under clause X of the Licence must include^d:

- Details of relevant activities and programs completed by Water NSW in the financial year to meet its quality management objectives, including the results and outcomes from those activities and programs.

^c We will amend the missing licence clause reference in the final reporting manual. Refer to Box 1 of our [Overview of draft reporting manual and proposed new licence conditions information paper](#) for the purposes of the draft reporting manual.

^d We will amend the missing licence clause reference in the final reporting manual. Refer to Box 1 of our [Overview of draft reporting manual and proposed new licence conditions information paper](#) for the purposes of the draft reporting manual.

- A high-level statement of the relevant activities and programs proposed by Water NSW to meet its quality management objectives in the future, including the expected outcomes, scope and timetable for completion.
- Details of the review and continual improvement conducted over the previous 12-month period.
- Details of any significant changes made to the quality management system.
- Any non-conformances with the quality management system and the action(s) taken to resolve those non-compliances. If there are no non-conformances in the financial year, the report should state that to be the case.

3.2 As required reporting

3.2.1 Notification of significant changes to the water quality management system

Examples of significant changes that Water NSW must notify IPART of, under clause 8(2) of the Licence, 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 discharge method of recycled water to the environment.

When deciding whether a change is significant, Water NSW should consider the resulting change in risks, or potential risks, to:

- public health through the supply of drinking water
- reliability of services to customers
- the environment
- safety.

A change that would increase the risks to the above matters would also be a significant change.

4 Performance standards

This section explains Water NSW's reporting requirements under Part 4 of the Licence.

4.1 Periodic reporting

4.1.1 Performance standards annual report

The performance standards annual report required under clause 14 of the Licence must:

- Detail Water NSW's compliance or non-compliance with the performance standards specified in Part 4 of the Licence.
- Explain how Water NSW has met or failed to meet the performance standards, including:
 - Major factors (both positive and negative) that influenced Water NSW's performance. This includes factors that are both within and beyond Water NSW's control.
 - Reasons for any significant variation (both positive and negative) between Water NSW's performance in the financial year and performance over the past 5 years.

4.2 As required reporting

There are no 'as required' reporting obligations under this part of this part of the licence.

5 Bulk water quality for drinking water suppliers

This section explains Water NSW's reporting requirements under Part 5 of the Licence.

5.1 Periodic reporting

5.1.1 Water quality monitoring enhancements program annual report

The water quality monitoring enhancements program annual report required under clause 20(3) of the Licence must:

- identify locations where monitoring equipment needs to be installed, replaced or relocated and the implementation timeline for outstanding activities
- detail Water NSW's program-related activities for the preceding financial year
- explain how the activities undertaken by Water NSW considers the Town Water Risk Reduction Program referred to in the Roadmap.^a

5.2 As required reporting

There are no 'as required' reporting obligations under this part of this part of the licence.

^a NSW Government, *Town Water Risk Reduction Program*. NSW Government, *Town Water Risk Reduction Program – Roadmap to an improved regulatory framework for local water utilities*, October 2021.

6 Customer support and complaint management

This section explains Water NSW's reporting requirements under Part 7 of the Licence.

6.1 Periodic reporting

6.1.1 Consultation policy review report

The consultation policy review report required under clause 25(6) of the Licence must assess the effectiveness of Water NSW's engagement with customers and the community in allowing Water NSW to:

- understand customer preferences and willingness to pay for service levels
- understand how Water NSW's systems and processes can better support and encourage relationships with customers and the communities in which it operates
- obtain insights into other issues related to Water NSW's functions under the Licence which have an impact (direct or indirect) on customers and the community
- receive and use the feedback it receives to develop its business practices where appropriate.

6.1.2 Customer relations annual report

The customer relations annual report required under clause X of the Licence must:^a

- Include an assessment of Water NSW's performance and compliance against clauses 24 to 30 in its Licence. Where Water NSW did not comply with obligations, describe the major factors that influenced its ability to comply with the Licence. This includes factors that are both within and beyond Water NSW's control.
- Detail any significant issues identified from customer and community engagement and complaints.
- Describe any significant changes to the following, with justifications for those changes:
 - customer service charter
 - consultation policy
 - code of practice on payment difficulties
 - family violence policy.
- Provide aggregate customer information and trends.

^a We will amend the missing licence clause reference in the final reporting manual. Refer to Box 2 of our [Overview of draft reporting manual and proposed new licence conditions information paper](#) for the purposes of the draft reporting manual.

6.2 As required reporting

There are no 'as required' reporting obligations under this part of this part of the Licence.

7 Catchment and river health

This section explains Water NSW's reporting requirements under Part 8 of the Licence.

7.1 Periodic reporting

7.1.1 Catchment and river health research annual report

For the purposes of clause 32(3) of the Licence, Water NSW must submit to IPART by 1 September each year an annual report on Water NSW's research program for the preceding financial year that:

- details the proposed and actual catchment and river health management and protection activities, associated expenditure and outcomes
- identifies changes to Water NSW's program of research and activities in response to the recommendations or findings of operational audits, catchment audits, or Water NSW's research or monitoring programs
- describes the catchment research activities and programs undertaken by Water NSW and the planned and completed research activities, to meet Water NSW's research objectives
- explains any annual changes in the activities or programs and the expenditure impact of these changes.

7.1.2 Education program annual report

For the purposes of clause 33(2) of the Licence, Water NSW must submit to IPART by 1 September each year an annual report on Water NSW's research program for the preceding financial year that:

- includes an explanation of the community education activities and programs that Water NSW had planned (even if it was not implemented) and implemented directed at each of the program objectives set out in clause 33(1) of the Licence
- provides the expenditure and outcomes of the community education activities and programs detailed above
- identifies the activities that Water NSW has developed or implemented in response to any recommendations or findings of operational audits, catchment audits, or Water NSW's research or monitoring programs
- explains changes to community education programs and expenditure since the previous reporting year.

7.2 As required reporting

There are no 'as required' reporting obligations under this part of this part of the Licence.

7.3 Public reporting

There are no public reporting obligations under this part of this part of the Licence.

8 Environment, climate and water quality reporting

This section explains Water NSW's reporting requirements under Part 12 of the Licence.

8.1 Periodic reporting

8.1.1 Environmental performance indicators

The annual environment indicators report required under clause 49 of the Licence must provide indicator data for the previous financial year. The IPART environment indicators are outlined in Appendix C to this reporting manual.

8.1.2 Water quality annual report

The water quality annual report required under clause 51 of the Licence must:

- Summarise the monitoring program developed under the water quality management system. This includes Water NSW's water quality objectives relating to monitoring and the applicable guidelines for water quality (e.g. the Australian Drinking Water Guidelines, or other requirements as approved by NSW Health or IPART in writing).
- Summarise the monitoring results and analyse if the results address Water NSW's water quality objectives. This includes:
 - routine monitoring results of the water quality characteristics identified in the water quality management system
 - non-routine monitoring results (i.e. event-based and investigative monitoring), including a summary of water quality incidents identified during the financial year and actions taken to resolve, eliminate or mitigate the effect of those incidents, especially to protect public health during the incident.
- Provide statements about the integrity of the reported data.

For water quality annual reports submitted in 2025 and 2027, Water NSW must also include an analysis of trends in water quality over the previous 10 years:

- at the inflows to any (downstream) water filtration plants
- within Water NSW's water storages
- at other locations as specified by NSW Health and the Department (including inflows into Water NSW's water storages).

8.1.3 Catchment health annual report

The catchment health annual report required under clause 52 of the Licence must:

- identify the impact of Water NSW's activities in and around the declared catchment areas (both positive and negative impacts) on catchment health
- provide a statement about how catchment health has improved or declined
- outline the catchment control and management activities and programs proposed by Water NSW, including the expected outcomes, cost, scope and timetable for completion
- provide details of catchment control measures and activities (including outcomes and expenditure) that Water NSW implemented in the reporting period and any changes to the proposed activities.

8.2 As required reporting

There are no 'as required' reporting obligations under this part of this part of the Licence.

9 Performance monitoring and reporting

This section explains Water NSW's reporting requirements under Part 13 of the Licence.

9.1 Periodic reporting

9.1.1 Statement of compliance

Water NSW must prepare, for each financial year, a statement of compliance under clause X of the Licence.^a The statement of compliance must follow the form of Appendix D to this reporting manual.

Only Licence non-compliances must be reported in the statement of compliance. Schedule A of the template in Appendix D provides guidance for how to report non-compliance(s).

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

9.2 As required reporting

There are no 'as required' reporting obligations under this part of this part of the Licence.

9.3 Public reporting

There are no public reporting obligations under this part of this part of the Licence.

^a We will amend the missing licence clause reference in the final reporting manual. Refer to Box 3 of our [Overview of draft reporting manual and proposed new licence conditions information paper](#) for the purposes of the draft reporting manual.

Appendices

A Water quality management annual report

Table A.1 provides a template for Water NSW's implementation of its water quality management system, as set out in section 3.1.1 of this reporting manual.

Table A.1 Water quality management annual report

ADWG framework sub-element	Water quality objective	Activity/program	Results/outcomes
This section should refer to the relevant sub-element(s) of the ADWG.	This section should explain what the water quality objective is.	This section should outline the water quality management activities and programs completed by Water NSW to meet its water quality objectives.	This section should outline the results and outcomes of the activities and programs Water NSW undertook in the reporting period.
Example: 4.1 – operational procedures 7.2 – employee training	Example: Consistent management of water quality.	Example: Create a procedure for the routine data analysis process. Train staff in implementation of the procedure.	Example: New procedure created for data analysis. All data analysts trained in routine data analysis and respond consistently when new data arrives.

B Performance indicators

The tables in this Appendix B set out the performance indicators developed by IPART that Water NSW must report on. Water NSW must report on these performance indicators for the entirety of its area of operations, except the Environment Indicators (Table B.1), which are limited to the Declared Catchment Areas.

Table B.1 IPART performance indicators

Performance area	Indicator number	Indicator	Definition
Water quality	D-WQ-1	Bulk water quality supplied complies with WQMS	100% compliance with the water quality management system maintained under clause 8 for all bulk water supplied.
	R-WQ-1	Bulk water released water quality standard	100% of bulk water released from works with multi-level offtake capacity is released from the appropriate offtake (considering temperature and algal readings) consistent with: <ol style="list-style-type: none"> the requirements for a quality assurance program under the <i>Public Health Act 2010</i>, section 25, or the Australian Drinking Water Guidelines.
	FR-WQ-1	Drinking water supplied from Fish River Water Supply Scheme complies with WQMS	100% compliance with the water quality management system maintained under clause 8 for all drinking water supplied.
Water delivery	D-WD-1	Timely delivery of scheduled water orders	100% of the volume of water scheduled to be supplied to customers is supplied on time.
	R-WD-1	Rectifying non-complying water orders	At least 95% of customers who place a non-complying water order are contacted to rectify that order within 1 business day.
	R-WD-2	Timely release of water for water orders	Bulk water for at least 99% of water orders is released within one day of the original scheduled day of release.
	R-WD-3	Timely release of rescheduled water orders	Bulk water for at least 99% of rescheduled water orders is released within one day of the rescheduled day of release.
Service interruptions	D-SI-1	Timely notification of cease to pump orders for direct water supply customers	At least 95% of affected customers are notified no less than 7 days before a cease to pump order takes effect.
	R-SI-1	Rescheduling of water orders	Less than 1% of water orders are rescheduled at Water NSW's initiative.
	R-SI-2	Customer consultation to reschedule water orders	100% of water orders that are rescheduled at Water NSW's initiative, are rescheduled in consultation with an affected customer within one day of Water NSW becoming aware of an expected water shortage or other relevant reason.
	R-SI-3	Notification of interruptions to service	At least 95% of affected customers are notified no less than 7 days before Water NSW ceases to, or becomes unable to, release water.
Account processing	T-AP-1	Timely processing of temporary trades within the State	No less than 90% of complying trade applications for temporary trades within the State are approved or rejected within 5 business days of Water NSW's receipt of the application.
	T-AP-2	Timely processing of interstate temporary trades (except to South Australia)	No less than 90% of complying trade applications for interstate temporary trades (except to South Australia) are approved or rejected within 10 business days of Water NSW's receipt of the application.
	T-AP-3	Timely processing of interstate temporary trades to South Australia	No less than 90% of complying trade applications for interstate temporary trades to South Australia are approved or rejected within 20 business days of Water NSW's receipt of the application.

Performance area	Indicator number	Indicator	Definition
Environment	T-AP-4	Timely notification of non-complying trade applications	At least 95% of customers who place a non-complying trade application are contacted to rectify that order within 1 business day.
	E1	Total energy consumption by the water utility (electricity, fuel and gas) in units provided on energy bills	Total energy consumption by the water utility (electricity, fuel and gas) in units provided on energy bills in the financial year.
	E2	Electricity consumption from renewable resources or generated by the water utility expressed as a total percentage of electricity consumption	Electricity consumption from renewable resources or generated by the water utility expressed as a total percentage of electricity consumption in the financial year.
	E6	Percent of Solid Waste Recycled or Reused expressed as a percentage of Solid Waste generated	Percent of Solid Waste Recycled or Reused expressed as a percentage of Solid Waste generated in the financial year.
	E7	Estimated total mass of Solid Waste generated by the water utility	Estimated total mass of Solid Waste generated by the water utility in the financial year.

Definitions for environment performance indicators

Recycled means waste materials converted into a usable product or resource. The process of recycling includes: the diversion or extraction of the material from the waste stream; the collection and sorting of recyclable materials; and the processing of those materials into products which can then be used (or sold for use). Materials are deemed to have been recycled when they are transferred to a facility for processing or manufacturing (e.g. a recycling centre). Energy recovery (or waste-to-energy) is another form of recycling, which involves recovery of latent energy rather than a physical resource.

Reused means a diverted waste product which has been applied to a subsequent use which may be the same or different from the original purpose and which extends the life of the product, but without further manufacture. Beneficial re-use is generally taken to mean that the form of re-use delivers some benefit (economic, social or environmental).

Solid Waste is any solid substance that is discarded, rejected, unwanted, in surplus or abandoned. It does not include gas, energy, water, wastewater, biosolids diverted for beneficial reuse and reuse water.

C Environment performance indicators

Table C.1 sets out the environment performance indicators (i.e. catchment health indicators), which were approved and published in the NSW Government Gazette under section 41 of the *Water NSW Act 2014*.

At the commencement date of the Licence, Table C.1 includes indicators that relate to the Sydney Catchment Area only and are a subset of those indicators developed, approved, and published in the NSW Government Gazette Number 158 dated 19 December 2008. That is, the table only sets out the indicators for which Water NSW is a data custodian. It is not a comprehensive list of the gazetted indicators. The data for the remainder of the gazetted indicators is collected by other agencies involved in the catchment audit under section 42 of the Act.

Table C.1 Catchment health indicators

Theme	Sub-theme	Measurement
Biodiversity and habitats	Biodiversity ^a	2001 and 2006 Spring AusRivAS scores, plus additional data from Sustainable Rivers Audit (SRA) ^b
Water availability	Surface water	Level and variability of streamflow
Water availability	Surface water	Total volume of water by type released from Water NSW storages
Water quality	River health	Turbidity, pH, EC, Total Al, Total Fe, Total N, Total P, NO _x , NH ₄ , FRP, Chlorophyll, DO and water temperature – assessed against ANZECC/ARMCANZ (2000) guidelines
Water quality	River health ^a	Compliance with recreational guidelines cyanobacteria ^c for Water NSW storages only

Note: The catchment health indicators are only relevant to the Sydney Catchment Area.

a. Other agencies also have responsibility for these indicators.

b. Office of Environment and Heritage also collects macroinvertebrate data.

c. The Department and local councils also collect this data.

D Statement of compliance template

Statement of compliance *[Insert Year]*

For 20_ _/ _ _

Submitted by Water NSW

To:

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

Water NSW reports as follows:

1. This statement documents compliance during *[financial year]* with all obligations to which Water NSW is subject by virtue of its Licence.
2. This report has been prepared by Water NSW with all due care and skill, including to ensure that all information provided is true and correct, in full knowledge of conditions to which Water NSW is subject under the *Water NSW Act 2014*.
3. Schedule A provides information on all obligations with which Water NSW did not comply during *[financial year]*.
4. Other than the information provided in Schedule A, Water NSW has complied with all conditions to which it is subject.
5. This compliance report has been approved by the Managing Director (or equivalent) and the Chairman of the Board of Directors of Water NSW / Duly authorised Board Member of Water NSW.

DATE:

Signed:

Name:

Designation:

DATE:

Signed:

Name:

Designation:

Schedule A – non-compliances

#	Breached clause and brief description of the licence clause.	Describe:
1		<ol style="list-style-type: none">1. Date or period of non-compliance2. Nature and extent of non-compliance (including if/how many customers were impacted)3. Results of any monitoring (where applicable)4. Reasons for non-compliance5. Remedial action taken6. Actual/anticipated date of full compliance
2		
3		

Note: Water NSW should only report non-compliances that were identified in the reporting period.

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