



Independent Pricing and Regulatory Tribunal  
New South Wales

# Water NSW Reporting Manual

**Draft**



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# 1 Introduction

The Independent Pricing and Regulatory Tribunal (IPART) is responsible for monitoring and reporting on Water NSW's compliance with its Operating Licence (Licence).

## 1.1 Purpose of the Reporting Manual

The Licence contains a number of reporting obligations with which Water NSW must comply. This Reporting Manual outlines all of Water NSW's reporting requirements under the Licence. This Reporting Manual identifies:

- ▼ when Water NSW must report,
- ▼ what information Water NSW must report,
- ▼ to whom Water NSW must report, and
- ▼ how Water NSW must report.

It is a condition of Water NSW's Licence that it must comply with the reporting obligations set out in this Reporting Manual.<sup>1</sup>

This Reporting Manual does not reproduce Water NSW's Licence obligations in full. It is still necessary for Water NSW to refer to the Licence and to any law, statutory instrument or document referred to in the Licence obligations (eg, guidelines).

## 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 the 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 the Reporting Manual.

## 1.3 Structure of this Reporting Manual

The Reporting Manual is structured as follows:

- ▼ Chapter 1 provides an overview of the purpose and structure of the Reporting Manual, and when and how information should be reported in accordance with this Reporting Manual
- ▼ Chapters 2 to 6 outline the specific reporting requirements under each clause of the Licence, when to report and who to report to, according to the reporting schedule in Appendix A, and

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<sup>1</sup> Clause 7.2.1 of the Licence.

- ▼ Chapter 7 outlines other general reporting obligations with which Water NSW must comply.

## 1.4 Changing this Reporting Manual

At times 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 Water NSW must provide to IPART and to NSW Health (as the case may be), and
- ▼ improve the reporting process.

Before we change this Reporting Manual (other than changes to correct minor grammatical or typographical errors), we will consult with Water NSW and other interested stakeholders. We will then notify Water NSW and stakeholders of the changes to this Reporting Manual and the start date for any new reporting arrangements. In determining the start date of changes, we will make sure there is enough time for Water NSW to implement new arrangements to enable the reporting.

## 1.5 When should the information be reported?

Water NSW's reporting schedule is summarised in Appendix A. We have grouped reporting requirements into:

- ▼ 'periodic' (ie, monthly, quarterly, annual, etc) reporting, and
- ▼ 'as required' reporting.

Appendix A of this Reporting Manual provides a complete timeline for Water NSW's reporting requirements under its Licence.

## 1.6 How should the information be reported?

### 1.6.1 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, Water NSW is encouraged to provide the information in a single report. However, Water NSW may choose to report the information in separate reports.

Any report must be approved by Water NSW's Chief Executive Officer.

Water NSW must lodge an electronic version of each report electronically with a hard copy sent by mail. When lodging a report, Water NSW must also provide the name and contact

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details (phone, email) of the primary contact at Water NSW with whom IPART can 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), or to the last email address notified by IPART to Water NSW.

Hardcopy reports must be sent to:

The Chief Executive Officer  
Independent Pricing and Regulatory Tribunal of New South Wales  
PO Box K35  
Haymarket Post Shop NSW 1240

or to the last address notified by IPART.

### **1.6.2 Reporting to NSW Health**

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

Water NSW must lodge each report electronically with a hard copy sent by mail. When lodging a report with NSW Health, Water NSW must also provide the name and contact details (phone, email) of the primary contact at Water NSW with whom NSW Health can liaise when assessing compliance, 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 Water NSW.

Hard copy reports must be sent to:

Environmental Health Manager - Water Unit  
Locked Mail Bag 961  
NORTH SYDNEY NSW 2059

Or to the last address notified by NSW Health.

## 2 Water source protection and conservation

This section relates to Water NSW's reporting obligations under Part 2 of the Licence.

### 2.1 Periodic reporting

#### 2.1.1 Routine monitoring reporting

Water NSW must report to its Customers and NSW Health the results of routine monitoring undertaken under the monitoring program that it develops as part of the Water Quality Management System. This requirement is relevant to all water *supplied* from both the declared catchment areas and non-declared catchment areas.

This report is to contain the results of routine monitoring which the monitoring program requires to be reported to Water NSW's Customers and NSW Health.

*[Note: Under clause 2.1 of the Licence, Water NSW must maintain and implement a Water Quality Management System to manage the risks to the quality of any water that is **supplied**.*

*With respect to Declared Catchment Areas, the Water Quality Management System must be consistent with the Australian Drinking Water Guidelines. The Guidelines seek to provide a framework for good management of Drinking Water supply. A central aspect of this framework is the use of monitoring to confirm the effectiveness of the preventive measures and barriers to contamination, and to enhance Water NSW's understanding of the performance of the system that implements the Guidelines. As such, to comply with the Licence, the Water Quality Management System must include a monitoring program.*

*Similarly, with respect to other Non-declared Catchment Areas from which Water NSW **supplies** water, Water NSW must maintain a Water Quality System consistent with the Australian Drinking Water Guidelines and Australian Guidelines for Water Recycling (**Guidelines**), or any other requirements as specified or approved by NSW Health or IPART. Both Guidelines recommend the use of water quality monitoring. If a Quality Assurance Program is required under the Public Health Act 2010, the Quality Assurance Program developed will satisfy these requirements.*

*This section 2.1.1 of this Reporting Manual requires Water NSW to report on its monitoring of water quality, with respect to water in the declared catchment areas, under such a monitoring program, to ensure timely reporting for operational purposes.]*

#### 2.1.2 Annual water quality management system reporting

Water NSW must submit an annual report to IPART and NSW Health (for each financial year) on the implementation of the Water Quality Management System (**Water Quality Management System Report**). This requirement is relevant to all water *supplied* from both the declared catchment areas and non-declared catchment areas.

Water NSW must use the template in Appendix C of this Reporting Manual to prepare the Water Quality Management System Report. Water NSW must submit this report to IPART by **1 September** after the end of the financial year, or at a later date agreed to by IPART.

The Water Quality Management System Report must include details on the following matters for each financial year:

- ▼ the water quality management activities and programs completed by Water NSW in the financial year to meet Water NSW's water quality objectives, including the results and outcomes from those activities and programs,
- ▼ 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, and
- ▼ any non-conformances with the system and the actions taken to resolve them.

*[Note: As explained in the Note to section 2.1.1 above, Water NSW must maintain and implement a Water Quality Management System for managing water that it **supplies** (whether from a Declared or Non-declared Catchment Area), in accordance with the Licence. This section 2.1.2 requires Water NSW to report on how it complies with this Licence requirement.]*

*The Water Quality objectives referred to in this section are objectives that Water NSW identifies in implementing the Water Quality Management System. Water NSW's water quality objectives may be:*

- ▼ *the broad objectives of the Water Quality Management System. For example, a broad objective may be to ensure consistent management of water quality. Under Element 4 of the Australian Water Drinking Guidelines, operational procedures should be developed to achieve this objective, such as a data analysis procedure which is followed when routine data monitoring results are available. Objectives may cover all 12 elements of the Guidelines, and may include monitoring, operation, maintenance, training, community consultation and research programs; or*
- ▼ *the target water quality criteria (ie. operational water quality objectives) for each operational characteristic included in the monitoring program developed as part of the Water Quality Management System (eg, E.coli numbers in feeder streams and Bulk Water).*

*The water quality management activities and programs referred to in this section 2.1.2 are those that Water NSW would need to undertake to carry out risk assessment. Risk assessment is part of the Australian Drinking Water Guidelines and Australian Guidelines for Water Recycling, with which the Water Quality Management System may be required to be consistent (as relevant – refer to sections 2.1.1- 2.1.2 for information). The activities and programs should be identified in the risk assessments as actions required for managing or maintaining a risk below a tolerable level.*

*With respect to Non-declared Catchment Areas, where NSW Health or IPART has specified or approved requirements that the Water Quality Management System is to be consistent with, other than the Guidelines, Water NSW must still report to IPART on the water quality management activities and programs proposed to meet its water quality objectives in the future.]*



### 2.1.3 Annual water quality monitoring reporting

Water NSW must submit an annual report to IPART and NSW Health (for each financial year) regarding its monitoring of water quality (**Water Quality Monitoring Report**). This requirement is relevant to all water *supplied* from both the Declared Catchment Areas and Non-declared Catchment Areas.

Water NSW must submit this Water Quality Monitoring Report to IPART and NSW Health by **30 November** after the end of the financial year, or at a later date agreed to by IPART. Water NSW must also report publicly on this report in accordance with section 2.3 of this Reporting Manual, by the same date.

The Water Quality Monitoring Report must:

- ▼ summarise the monitoring program developed under the Water Quality Management System, including Water NSW's water quality objectives relating to monitoring and the applicable guidelines for water quality (eg, the Australian Drinking Water Guidelines)
- ▼ summarise the monitoring results and analyse if the results address Water NSW's water quality objectives. This will include the results of:
  - ▼ routine monitoring of the water quality characteristics identified in the Water Quality Management System, and
  - ▼ non-routine monitoring (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 information on the integrity of the data reported.

For 2017 and 2019, Water NSW must also include in the Water Quality Monitoring Report, 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, and
- ▼ at other locations as specified by NSW Health and DPI Water (including inflows into Water NSW's water storages).

### 2.1.4 Annual catchment management reporting

Water NSW must submit an annual report to IPART (for each financial year) on its catchment management and protection activities (**Catchment Management Report**). The report must cover the declared catchment areas, and any non-declared catchment areas from which Water NSW may *supply* water.

Water NSW must report publicly on the Catchment Management Report in accordance with section 2.3 of this Reporting Manual by **30 November** after the end of the financial year, or at a later date agreed to by IPART.

The Catchment Management Report must include:

- ▼ the planned and actual catchment management and protection activities,

- ▼ the planned and actual expenditure for each of the activities,
- ▼ the planned and actual outcomes for each of the activities,
- ▼ identification of program activities in response to the recommendations or findings of the Operational Audit, Catchment Audit, or Water NSW's research or monitoring programs,
- ▼ an explanation of any annual changes in catchment management and protection activities or programs and expenditure, and
- ▼ any other matter notified by IPART to Water NSW.

### **2.1.5 Annual reporting on water quality monitoring indicators – IPART indicators**

With respect to water *supplied* from both Declared and Non-declared Catchment Areas, Water NSW must submit an annual report to IPART (for each financial year) on the water quality indicators contained in Table B.2 in Appendix B of this Reporting Manual (**Water Quality Monitoring Indicators Report**). The water quality indicators in Table B.2 are those indicators identified by “water quality” in the second column of that table.

Water NSW must submit the report to IPART by **30 November** after the end of the financial year, or at a later date agreed to by IPART.

The Water Quality Monitoring Indicators Report must include an analysis of trends in the data (including possible causes or actions proposed in response to any improvement or deterioration in performance).

*[Note: This section 2.1.5 requires Water NSW to report on indicators of water quality, in the catchment waterways, that is **supplied** to customers.]*

### **2.1.6 Annual reporting on declared catchment indicators**

Water NSW must report to IPART on the Declared Catchment Health Indicators contained in Table B.3 in Appendix B of this Reporting Manual for each financial year.

Water NSW must submit the report to IPART by **1 October** after the end of the financial year, or at a later date agreed to by IPART.

*[Note: Clause 2.3.1 of the Licence requires Water NSW to monitor, report and compile data on Environmental Indicators, and report on those indicators in accordance with this Reporting Manual. These environmental indicators are contained within Table B.3.]*

### **2.1.7 Annual reporting on National Water Initiative - public health indicators**

Water NSW must report to IPART on the Public Health Indicators contained in Table B.1 in Appendix B of this Reporting Manual for all water supplied (unless reported to another regulator).

The public health indicators in Table B.1 are those indicators identified by “public health” in the second column of that table. Water NSW must submit the public health indicators

report to IPART by **1 October** after the end of the financial year, or at a later date agreed to by IPART.

*[Note: The public health indicators are published by the Bureau of Meteorology in the National Performance Report.]*

### **2.1.8 Annual reporting on National Water Initiative - water resource indicators**

Water NSW must report to IPART on the Water Resource Indicators contained in Table B.1 in Appendix B of this Reporting Manual for all water supplied (unless reported to another regulator). The water resource indicators in Table B.1 are those indicators identified by “water resources” in the second column of that table.

Water NSW must submit the report to IPART by **1 October** after the end of the financial year, or at a later date agreed to by IPART.

*[Note: The water resource indicators, which are developed by the Bureau of Meteorology, relate to water sourced from, and supplied by, Water NSW. The water resource indicators are also published by the Bureau of Meteorology in the National Performance Report.]*

### **2.1.9 Annual reporting on National Water Initiative - environmental indicators**

Water NSW must report to IPART on the Environmental Indicators contained in Table B.1 in Appendix B of this Reporting Manual for each financial year for all water supplied (unless reported to another regulator). The Environmental Indicators in Table B.1 are those indicators identified by “environment” in the second column of that table.

Water NSW must submit the report to IPART by **31 October** after the end of the financial year, or at a later date agreed to by IPART.

*[Note: Under clause 2.3.1 of the Licence, Water NSW must monitor, record and compile data on the Environmental Indicators.]*

*The Environmental Indicators are also published by the Bureau of Meteorology in the National Performance Report.]*

### **2.1.10 Annual water conservation report**

Water NSW must submit an Annual Water Conservation Report to IPART by 1 September 2020, and by the same date of each subsequent year, or by a later date agreed to by IPART (**Annual Water Conservation Program Report**).

*[Note: In accordance with clause 2.7.6 of the Operating Licence and section 2.2.6 of this Reporting Manual, Water NSW must provide the first Water Conservation Program Report to IPART by 1 September 2019.]*

The Water Conservation Program Report must:

- ▼ Include the elements of Water NSW's water conservation program for the previous financial year and for at least the next five financial years. These elements may include (but are not limited to):
  - ▼ Water NSW's strategies, programs and projects relating to water storage and transmission, water leakage, recycled water and water efficiency,
  - ▼ Water NSW's water conservation objectives and timetables, and
  - ▼ the extent to which these elements accord with the economic level of water conservation activity and the methodology.
- ▼ Describe and explain Water NSW's progress against implementation (or otherwise) of each of the elements of its water conservation program for the previous financial year, including any deviations from this program.
- ▼ Describe and explain any changes to Water NSW's water conservation program relative to the previous annual Water Conservation Program Report, from the second year of reporting.
- ▼ Include information on the level of water leakage from Water NSW's water supply system against the economic level of leakage for that financial year. Water NSW should also include information for the previous financial year, as well as earlier financial years (where applicable) of the Licence term.

### **2.1.11 Annual research on catchments report**

Water NSW must submit an annual report to IPART on its Research programs (**Catchment Research Report**).

Water NSW must submit the Catchment Research Report to IPART and report on it publicly, by 1 September after the end of the financial year, or at a later date agreed to by IPART.

The Catchment Research Report must include:

- ▼ an explanation of the types of catchment research activities and programs undertaken by Water NSW,
- ▼ the planned and completed catchment research activities, to meet Water NSW's research objectives, and
- ▼ any other matter notified by IPART to Water NSW.

## **2.2 As required reporting**

### **2.2.1 Declared catchment health indicators – Catchment audit**

Water NSW must provide to the Appointed Auditor all data within Water NSW's possession which informs the Declared Catchment Health Indicators contained in Table B.3 in Appendix B of this Reporting Manual. This requirement is relevant to the health of the Declared Catchment Areas only.

Water NSW must provide the data to the Appointed Auditor at the time specified by the appointed auditor, after they are appointed under the Act to undertake an audit of the health of the Declared Catchment Areas.

*[Note: Clause 2.3.1 of the Licence requires Water NSW to provide this data to the Appointed Auditor in accordance with this Reporting Manual. Under section 41 of the Act, Catchment Health Indicators of the health of the Declared Catchment Areas have been approved and published in the NSW Government Gazette. When the Appointed Auditor conducts Catchment Audits, they must have regard to the gazetted indicators.]*

## 2.2.2 Incident reporting

Water NSW must report to NSW Health and its Customers immediately if there is an incident where the Bulk Water it supplies poses a risk to human health.

“Incident” is as defined under the Water Quality Management System.

Water NSW must report in accordance with the reporting protocols developed in the Water Quality Management System.

*[Note: To be consistent with the framework in the Australian Drinking Water Guidelines, the Water Quality Management System should define “incidents” and include protocols for external communications and reporting of incidents. This section 2.2.2 requires Water NSW to report these incidents in accordance with these protocols.]*

## 2.2.3 Water Supply System Yield reporting

Following a recalculation of the Water Supply System Yield under clause 2.5.1 of the Licence, Water NSW must:

- ▼ advise the Minister of any changes (including reasons for the changes) in writing, as soon as practicable after the recalculation, and
- ▼ report publicly on the changes (including reasons for the changes) in accordance with section 2.3 of this Reporting Manual, as soon as practicable after advising the Minister of the changes.

*[Note: Under clause 2.5.1 of the Licence, Water NSW must re-calculate the Water Supply System Yield with respect to declared catchment areas only, if certain events occur. Under clause 2.5.2 of the Licence, Water NSW must report any changes to the Yield. This section **Error! Reference source not found.** of the Reporting Manual requires Water NSW to report the changes to the Water Supply System Yield following its recalculation.]*

Water NSW must also advise the Minister if it considers that future demand for Bulk Water may exceed the Water Supply System Yield when this exceedance might occur, in accordance with clause 2.5.2 of the Licence.

## **2.2.4 Economic level of water conservation – Principles and Approach Report**

In accordance with clause 2.7.1 of the Licence, Water NSW must prepare a report outlining its approach to, and principles for, developing the methodology. Water NSW must submit the report to IPART by **1 November 2017**.

## **2.2.5 Economic level of water conservation – Methodology**

In accordance with clauses 2.7.2 and 2.7.3 of the Licence, Water NSW must prepare a report outlining its methodology in accordance with the approach and principles. Water NSW must submit the report to IPART by **1 November 2018** or a later date specified by IPART.

## **2.2.6 Economic level of water conservation – Water conservation program**

In accordance with clause 2.7.6 of the Licence, Water NSW must prepare a water conservation program in accordance with the methodology. Water NSW must submit a report on the program to IPART by **1 September 2019** or by a later date specified by IPART. This will be the first Water Conservation Program Report submitted to IPART.

*[Note: Under section 2.1.10 of this Reporting Manual, Water NSW must submit annual Water Conservation Program reports on 1 September every year after this first Water Conservation Program Report is submitted on 1 September 2019.]*

## **2.2.7 Notification of changes to economic level of water conservation methodology**

In accordance with clause 2.7.4 of the Licence, once the methodology is approved by IPART, Water NSW must:

- ▼ notify IPART of any changes that it proposes to make to the methodology, and
- ▼ obtain IPART's consent to make the changes to the methodology prior to implementing the changes.

## **2.2.8 Review of Water Supply System Yield model**

Water NSW must report publicly in accordance with section 2.3 of this Reporting Manual on the review of the model and procedure for calculating the Water Supply System Yield (required under clause 2.6 of the Licence).

The report must include:

- ▼ the independent expert's findings of the review, and
- ▼ Water NSW's response to those findings.

*[Note: Under clause 2.6 of the Licence, Water NSW must retain an independent expert to review its model and procedure for calculating the Water Supply System Yield. This section 2.2.8 requires Water NSW to report on this review.]*

## 2.2.9 Where future demand may exceed Water Supply System Yield

Water NSW must advise the Minister in writing as soon as practicable if it considers that future demand for Bulk Water may exceed the Water Supply System Yield.

*[Note: Under clause 2.5.2 of the Licence, Water NSW must advise the Minister if it considers that future demand for Bulk Water may exceed the Water Supply System Yield in accordance with this Reporting Manual. This section 2.2.9 requires Water NSW to advise the Minister on this matter.]*

## 2.3 Publicly available documents

Water NSW must make the following documents available free of charge on its website for downloading by any person:

- ▼ the annual Water Quality Monitoring Report (referred to in section 2.1.3 of this Reporting Manual)
- ▼ any information collected by Water NSW on water quality relevant to the Declared Catchment Areas

*[Note: Clause 2.3.1(c) of the Licence requires Water NSW to make this information available in accordance with this Reporting Manual.]*

- ▼ the Catchment Management Report (referred to in section 2.1.4 of this Reporting Manual)
- ▼ the Design Criteria and data and assumptions underlying calculations about Water Supply System Yield
- ▼ Water Conservation Report
- ▼ Catchment Research Report
- ▼ any changes to the Water Supply System Yield (including reasons for the changes) (referred to in section **Error! Reference source not found.** of this Reporting Manual), and
- ▼ the report on the review of the model and procedure for calculating the Water Supply System Yield (referred to in section 2.2.8 of this Reporting Manual).

## 3 Bulk water storage and transmission

This section relates to Water NSW's reporting obligations under Part 3 of the Licence.

### 3.1 Periodic reporting

#### 3.1.1 Annual water balance reports

Water NSW must complete water balance reports for each financial year for all water that is captured, stored and released annually from each water source (river valley). Water balance reports are not required to include water supplied directly to customers. Water NSW is not required to submit these completed reports to IPART but must report on them publicly (at the same time as completion), in accordance with section 3.3 of this Reporting Manual.

*[Note: Water balance information provided to other government agencies will satisfy this requirement of the Reporting Manual if made publicly available].*

Where Water NSW is required to undertake flood mitigation and management activities under the Licence, Water NSW must include, in the water balance reports required under this section 3.1.1, an annual account of:

- ▼ the water storage levels of the water management work before, during and at the completion of the flood or spilling of water,
- ▼ the volume of water in the dam and airspace, as may be required under any other Act, and their rate of evacuation, and
- ▼ the rate of outflow and the rate of inflow to the water management from the start to the end of the spill or flood event.

*[Note: Clause 3.5.1 of the Licence requires Water NSW to operate its water management works during flood and spilling of water, on direction from the Minister, where not already required to do so under any other statute or regulatory instrument].*

### 3.2 'As required' reporting

There is no 'as required' reporting requirement for the purpose of Part 3 of the Licence.

### 3.3 Publicly available documents

Water NSW must make the following documents available free of charge on its website for downloading by any person:

- ▼ details of the Local Water Utility Information Request Procedure (referred to in clauses 3.4.2 – 3.4.3 of the Licence), and



- 
- ▼ the water balance reports (referred to in section 3.1.1 of this Reporting Manual).

## 4 Performance standards

This section relates to Water NSW's reporting obligations under Part 4 of the Licence.

### 4.1 Periodic reporting

#### 4.1.1 Annual reporting against Performance Standards

Water NSW must prepare, for each financial year, a report with respect to Water NSW's performance against the Performance Standards (**Report against Performance Standards**).

Water NSW must submit the report to IPART by **1 September** following the end of the relevant financial year, or by a later date agreed by IPART.

The report must include an explanation of how Water NSW has complied or not complied with the Performance Standards, which details:

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

*[Note: under Part 4 of the Licence, Water NSW is required to comply with the Water Supply and Capture, store and release performance standards.]*

### 4.2 As required reporting

There is no 'as required' reporting requirement for the purpose of Part 4 of the Licence.

### 4.3 Publicly available documents

There are no requirements to make documents public for the purpose of Part 4 of the Licence.

## 5 Organisational systems management

This section relates to Water NSW's reporting obligations under Part 5 of the Licence.

### 5.1 Periodic reporting

#### 5.1.1 Annual compliance and performance monitoring

##### Annual reporting on the certified Asset Management System

For a certified Asset Management System, Water NSW must submit an annual compliance and performance report (for each financial year) to IPART (**report on Certified Asset Management System**).

Water NSW must submit the report by **1 September** following the end of the financial year, or at a later date agreed to by IPART.

The report on Certified Asset Management System must include:

- ▼ a summary of the objectives and targets of the Asset Management System,
- ▼ the asset management activities completed by Water NSW in the financial year to meet the objectives and targets of the Asset Management System,
- ▼ the performance and outcomes from those activities,
- ▼ the asset management activities proposed to be undertaken by Water NSW to meet the objectives of the Asset Management System in the future, including the timetable for completion and proposed performance measures, and
- ▼ any non-conformances with the Asset Management System and the actions taken to resolve those non-conformances.

*[Note: Water NSW must maintain an Asset Management System certified to International Standard ISO55001: 2014 (clause 5.1 of the Licence).*

*This section 5.1.1 of the Reporting Manual requires Water NSW to report on how it complies with these Licence conditions. The asset management activities referred to in this section 5.1.1 are those that Water NSW would need to undertake to achieve the objectives and targets of the Asset Management System.]*

##### Annual reporting on the Asset Management System in the absence of certification

In the absence of a certified Asset Management System, Water NSW must report to IPART each financial year on:

- ▼ the objectives and targets of the Asset Management programs and activities, and

- ▼ programs for asset management completed by Water NSW in the financial year to meet the objectives and targets of the Asset Management System

#### **(Asset Management Report).**

The report must cover Water NSW's progress in maintaining its programs across the business to manage risks to the assets and meet the requirements under the Act.

Water NSW must submit the report by **1 September** following the end of the financial year, or at a later date agreed to by IPART.

Water NSW must report publicly on the report in accordance with section 5.3 of this Reporting Manual.

*[Note: Under Clause 5.1.4 of the Licence, Water NSW must maintain programs to manage risks to its assets from carrying out its activities, and ensure that its activities are carried out in accordance with those programs. In implementing those programs, Water NSW must identify the objectives and targets for those programs. This section 5.1.1 requires Water NSW to report on those programs and on those objectives and targets].*

#### **Annual reporting on the certified Environmental Management System**

For a certified Environmental Management System, Water NSW must submit an annual compliance and performance report (for each financial year) on its Environmental Management System to IPART (report on **Certified Environmental Management System**).

Water NSW must submit the report by **1 September** following the end of the financial year, or at a later date agreed to by IPART.

The report on Certified Environmental Management System must include:

- ▼ a summary of the objectives and targets of the Environmental Management System,
- ▼ the environmental management activities completed by Water NSW in the financial year to meet the objectives and targets of the Environmental Management System,
- ▼ the performance and outcomes of those activities,
- ▼ the environmental management activities proposed to be undertaken by Water NSW to meet the objectives and targets of the Environmental Management System in the future, including a timetable for completion and proposed performance measures, and
- ▼ any non-conformances with the Environmental Management System and the actions taken to resolve those non-conformances.

*[Note: Water NSW must maintain an Environmental Management System certified to Australian/New Zealand Standard AS/NZS 14001: 2016 (clause 5.2 of the Licence). The standard outlines the components of an Environmental Management System, which includes identifying and developing objectives and targets for the Environmental Management System.*

*This section 5.1.1 of the Reporting Manual requires Water NSW to report on how it complies with these Licence conditions. The environmental management activities referred to in this section 5.1.1*

are those that Water NSW would need to undertake to achieve the objectives and targets of the Environmental Management System.]

## **Annual reporting on the Environmental Management System in the absence of certification**

In the absence of a certified Environmental Management System, Water NSW must report to IPART each financial year on:

- ▼ the objectives and targets of the Environmental Management programs and activities, and
- ▼ programs for asset management completed by Water NSW in the financial year to meet the objectives and targets of the Environmental Management System

**(Environmental Management Report).**

The report must cover Water NSW's progress in maintaining its programs across the business to manage risks to the assets and meet the requirements of the Act.

Water NSW must submit the report by **1 September** following the end of the financial year, or at a later date agreed to by IPART.

Water NSW must report publicly on the report in accordance with section 5.3 of this Reporting Manual.

*[Note: Under Clause 5.2.4 of the Licence, Water NSW must maintain programs to manage risks to the environment from carrying out its activities, and ensure that its activities are carried out in accordance with those programs. In implementing those programs, Water NSW must identify the objectives and targets for those programs. This section 5.1.1 requires Water NSW to report on those programs and on those objectives and targets.]*

## **5.2 'As required' reporting**

### **5.2.1 State of the assets report**

Water NSW must submit a report to IPART on the state of each group of Assets managed by Water NSW (**State Of The Assets Report**). Water NSW must submit the report to IPART by **1 July 2018** or at a later date agreed to by IPART.

The State Of The Assets Report must cover the following matters as at 1 July 2017:

- ▼ a description of each group of Assets,
- ▼ Water NSW's assessment of the expected capability, including condition and criticality, of the Assets to deliver the services and to meet the existing obligations of Water NSW consistent with the Licence and all applicable laws with which Water NSW must comply,
- ▼ Water NSW's assessment of the major issues or constraints on current and future performance of the Assets,

- ▼ the strategies and expected costs of future investments in the Assets,
- ▼ Water NSW's progress in implementing the management of the Assets and any recommended improvements in processes, practices, systems and plans for the management of the Assets, and
- ▼ other such information reasonably required by IPART.

*[Note: Under clause 5.1.1 of the Licence, Water NSW must maintain and implement an Asset Management System. To implement the Asset Management System, Water NSW must assess the state of the Assets and their performance in accordance with the matters listed above. This section 5.2.1 requires Water NSW to report on these matters.]*

### **5.2.2 Notification of Asset Management System and Environmental Management System audits**

Prior to any precertification, certification, recertification or surveillance audits, Water NSW must provide IPART with enough notice, no less than 21 days, to allow for IPART attendance as an observer at the audit.

### **5.3 Publicly available documents**

Water NSW must make the compliance and performance reports on its Asset Management System and Environmental Management System (referred to in section 5.1.1 of this Reporting Manual) available free of charge on its website for downloading by any person.

## 6 Customer and stakeholder relations

This section relates to Water NSW's reporting obligations under Part 6 of the Licence.

### 6.1 Periodic reporting

#### 6.1.1 Annual compliance and performance reporting

Water NSW must submit an annual compliance and performance report (for each financial year) on its customer management to IPART (**Compliance and Performance Report on Customer Management**).

Water NSW must submit the Compliance and Performance Report on Customer Management to IPART and report on it publicly in accordance with section 6.3 of this Reporting Manual **by 1 September** after the end of the financial year, or at a later date agreed to by IPART.

The Compliance and Performance Report on Customer Management must include:

- ▼ any systemic problems arising from Complaints and the action taken to resolve them,
- ▼ any proposed significant changes to:
  - ▼ the Customer Advisory Group Charter referred to in clause 6.6 of the Licence,
  - ▼ the Customer Service Charter referred to in clause 6.7 of the Licence,
  - ▼ the Code of Practice on payment difficulties referred to in clause 6.8 of the Licence,
  - ▼ the Internal Complaints Handling Procedure referred to in clause 6.9 of the Licence, and
  - ▼ the External Dispute Resolution Scheme referred to in clause 6.10 of the Licence.

with regard to the following information:

- ▼ total number of Customers by category (supply/extraction) for each scheme or area,
- ▼ the number of requests by Customers for assistance with paying Bills, including which area or scheme they are located in,
- ▼ the number of Customers in receipt of assistance with paying Bills, including which area they are located in,
- ▼ the number of licences and entitlements suspended under the *Water Management Act 2000* or the *Water Act 1912*,
- ▼ total number of licences administered by Water NSW, and
- ▼ the number of approvals suspended under the *Water Management Act 2000*.

[Note: Under the Licence, Water NSW must:

- ▼ consult with its Customers through area based customer advisory groups and maintain a Customer Advisory Group Charter and a Customer Service Charter (Licence clauses 6.5, 6.6 and 6.7);
- ▼ maintain and implement a code of practice on payment difficulties (Licence clause 6.8); and
- ▼ maintain and implement an Internal Complaints Handling Procedure (Licence clause 6.9) and be a member of the external dispute resolution scheme (Licence clause 6.10).]

### 6.1.2 Community education reporting

Water NSW must submit an annual report to IPART on its community education practices (**Community Education Report**).

Water NSW must submit the Community Education Report to IPART and report on it publicly in accordance with section 6.3 of this reporting Manual, **by 1 September** after the end of the financial year, or at a later date agreed to by IPART.

The Community Education Report must include:

- ▼ an explanation of the types of community education activities and programs run by Water NSW,
- ▼ the actual (completed) community education activities, to meet Water NSW's community education objectives, and
- ▼ any other matter notified by IPART to Water NSW.

[Note: Under clause 6.11 of the Licence, Water NSW must educate the community on its activities and functions consistent with its objectives under the Act and report on how it complies with this Licence condition.]

## 6.2 'As required' reporting

There is no 'as required' reporting requirement for the purpose of Part 6 of the Licence.

## 6.3 Publicly available documents

Water NSW must make a copy of the following documents available to any person, free of charge on its website for downloading:

- ▼ Compliance and performance report on its customer management (referred to in section 6.1.1 of this Reporting Manual),
- ▼ Customer Advisory Group Charter and minutes from proceedings of the Customer Advisory Group (as required under clause 6.6 of the Licence),
- ▼ Customer Service Charter (as required under clause 6.7.3 of the Licence),
- ▼ information on the Code of Practice on payment difficulties (as required under clause 6.8.4 of the Licence),



- 
- ▼ information concerning internal Complaints handling, explaining how to make a Complaint and how Water NSW will receive, respond to and resolve Complaints (as required under clause 6.9.4 of the Licence),
  - ▼ information that explains how the external disputes resolution service works and how it can be accessed (as required under clause 6.10.2 of the Licence), and
  - ▼ the Community Education Report (referred to in section 6.11 of this Reporting Manual).

## 7 Performance monitoring and reporting

This section relates to Water NSW's reporting obligations under Part 7 of the Licence.

### 7.1 Periodic reporting

#### 7.1.1 Annual compliance and performance reporting

Water NSW must submit an annual compliance and performance report (for each financial year) to IPART on:

- ▼ Water NSW's performance against the indicators set out in Appendix B of this Reporting Manual for the financial year, including the performance indicators (except the Finance Indicators), and
- ▼ Water NSW's analysis of any problems of a systemic nature arising from Water NSW's performance against those performance indicators.

Water NSW must submit the report by **1 September** following the end of the financial year, or at a later date agreed to by IPART.

IPART's Public Water Utilities (**PWU**) audit guideline specifies the information that IPART requires for a statement of compliance. Water NSW must provide a statement of compliance in accordance with our PWU audit guideline.

*[Note: Our PWU audit guideline is available on IPART's website at [www.ipart.nsw.gov.au](http://www.ipart.nsw.gov.au). Under clause 7.1 of the Licence, IPART may undertake an Operational Audit on Water NSW's compliance with Licence. As part of the audit process, Water NSW must provide a statement of compliance which identifies any noncompliance of which it is aware.]*

*[Note: Under clause 7.4 of the Licence, Water NSW is required to measure its performance against the performance indicators specified in Appendix B of this reporting manual.]*

### 7.2 Reporting on National Water Initiative - Finance Indicators

Water NSW must report to IPART on the financial indicators contained in Table B.1 in Appendix B of this Reporting Manual (**Finance Indicators**) for each financial year for all water supplied (unless reported to another regulator). The Finance Indicators in Table B.1 are those indicators identified by "finance" in the second column of that table.

Water NSW must submit the report to IPART by **31 October** after the end of the financial year, or at a later date agreed to by IPART.

[Note: Water NSW participates in the National Benchmarking Framework for Urban Water Utilities developed by the Bureau of Meteorology National Water Commission. IPART collects finance indicators for this Framework under the National Water Initiative.]

### 7.2.1 Annual audit recommendations status report

Water NSW must report to IPART annually on the status of any audit recommendations identified in the most recent Operational Audit and outlined in IPART's audit report to the Minister.

Water NSW must submit the audit recommendations status report to IPART by **31 March** each year (or at a later date agreed to by IPART).

Water NSW may, but is not required to, report to IPART on the implementation of any opportunities for improvement identified in IPART's report to the Minister on the results of the audit.

Water NSW should provide this information with the status update on audit recommendations, if it chooses to report on opportunities for improvement. This information may be considered by an auditor in the subsequent annual audit.

[Note: Under clause 7.1 of the Licence, IPART or an Auditor may undertake an Operational Audit. This section 7.2 (of this Reporting Manual) requires Water NSW to report on the status of implementing recommendations identified in an Operational Audit.]

IPART requirements for opportunities for improvement are set out in the Audit Guideline – Public Water Utilities.]

### 7.2.2 Significant changes

Water NSW must submit to IPART by **31 March** each year a report on any significant changes that have been made to the following since 31 March the previous year:

- ▼ the Water Quality Management System (required under Clause 2.1 of the Licence),
- ▼ the Design Criteria (required under Clause 2.4.1 of the Licence),
- ▼ Water NSW's operation or management of the Catchment Infrastructure (required under Clause 2.4.1 of the Licence),
- ▼ Water NSW's management and protection of the Catchment Area (required under Clause 2 of the Licence),
- ▼ the Asset Management System and Environmental Management System (required under Clause 5 of the Licence),
- ▼ the Customer Advisory Group Charter (as established and maintained under Clause 6 of this Licence), and
- ▼ the Customer Service Charter (as established and maintained under Clause 6 of this Licence).

*[Note: Under the Licence, Water NSW is required to develop and implement the Management Systems referred to above (Licence, Part 5), manage and operate the Catchment Infrastructure consistent with the Design Criteria and manage and protect the Catchment Area consistent with its statutory objectives and functions (Licence, Part 2).*

*This section 7.2.2 requires Water NSW to report on any significant changes to these matters and systems. This is separate to the proposed significant changes that we require Water NSW to report on, in accordance with this Reporting Manual (as detailed in previous chapters).*

*We use this information to inform the scope of operational audits.]*

### **7.3 As required reporting**

There is no 'as required' reporting requirement for the purpose of Part 7 of the Licence.

### **7.4 Publicly available documents**

Water NSW must make the compliance and performance report on Performance Indicators (referred to in section 7.1.1 of this Reporting Manual) available free of charge on its website for downloading by any person.

*[Note: The National Water Commission prepares an annual national performance report for all Australian rural water service providers, including Water NSW. This report is publicly available.]*



## Appendices



## A Timeline for reporting

**Table A.1 'Periodic' reporting under Water NSW's operating licence and reporting manual**

Date	Report to	Reporting on	Reporting Manual Chapter
As required	NSW Health/ customers	Routine monitoring under the Water Quality Management System	Chapter 2: Water source protection and conservation
As required	NSW Health/ customers	Incident reporting	Chapter 2: Water source protection and conservation
31 March	IPART	Notification of changes to Management Systems and catchment management and management of Catchment Infrastructure and Design Criteria	Chapter 2: Water source protection and conservation
		Audit recommendations	Chapter 7: Performance monitoring and reporting
1 September	NSW Health/ PART	Water Quality Management System Report	Chapter 2: Water source protection and conservation
	IPART	Annual Water Conservation Program Report	Chapter 2: Water source protection and conservation
	IPART	Report against Performance Standards	Chapter 4: Performance standards
	IPART	Asset Management Report/ report on certified Asset Management System	Chapter 5: Organisational systems management
	IPART	Environmental Management Report/ report on certified Environmental Management System	Chapter 5: Organisational systems management
	IPART	Compliance and Performance Report on Customer Management	Chapter 6: Customer and stakeholder relations
	IPART	Community Education Report	Chapter 6: Customer and stakeholder relations
	IPART	Compliance and Performance Report on performance indicators	Chapter 7: Performance monitoring and reporting
1 October	IPART	National Water Initiative Indicators (not Finance or Environment)	Chapter 7: Performance monitoring and reporting
31 October	IPART	National Water Initiative Indicators (Finance and Environment only)	Chapter 7: Performance monitoring and reporting
30 November	NSW Health/ IPART	Water Quality Monitoring Report	Chapter 2: Water source protection and conservation
	IPART	Water quality monitoring indicators report	Chapter 2: Water source protection and conservation
	IPART	Catchment management report	Chapter 2: Water source protection and conservation

**Note:** Management System report requirements start once the Management System is implemented

**Table A.2 'As required' reporting under Water NSW's Licence**

Date	Report to	Event	Reporting Manual Chapter
1 November 2017	IPART	Report outlining approach to, and principles for, developing the Economic Level of Water Conservation (ELWC) methodology	Chapter 2: Water source protection and conservation
1 July 2018	IPART	State of the assets report	Chapter 5: Organisational systems management
1 November 2018	IPART	Report outlining ELWC methodology	Chapter 2: Water source protection and conservation
1 September 2019	IPART	First Water Conservation Program Report	Chapter 2: Water source protection and conservation
Recalculation trigger	Minister Public	Water supply system yield	Chapter 2: Water source protection and conservation
	Public	Review of water supply system yield	Chapter 2: Water source protection and conservation
Routine trigger	NSW Health Customers	Routine water quality monitoring results	Chapter 2: Water source protection and conservation
Incident	NSW Health Customers	Incident water quality monitoring results	Chapter 2: Water source protection and conservation
Catchment audit	Appointed auditor	Data informing Declared catchment health indicators	Chapter 2: Water source protection and conservation

**Note:** Management System report requirements start once the Management System is implemented



## B Indicators

The tables in this Appendix B set out the indicators that Water NSW must report on.

Table B.1 contains National Water Initiative performance indicators (Performance Indicators). These indicators, and their corresponding definitions, have been developed by the National Water Commission (NWC) as part of the National Benchmarking Framework for Urban Water Utilities. The definitions of the Performance Indicators are published by the NWC and the Water Services Association of Australia (WSAA). The most recent Performance Indicators are available on the NWC website.

Please note that the Performance Indicators contained in this Appendix B are up to date as at February 2017. It is Water NSW's responsibility to ensure it is reporting against current Performance Indicators, which are reviewed annually.

Table B.2 contains performance indicators (IPART indicators), which IPART has developed for Water NSW.

Table B.3 contains catchment health indicators (Declared catchment health Indicators), which were approved and published in the NSW Government Gazette under section 41 of the *Water NSW Act 2014*. Table B.3 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 41 of the Act.

**Table B.1 NWI Performance Indicators as at February 2017**

Number	Section	Indicator
W1	water resources	Volume of water sourced from surface water (ML)
W2	water resources	Volume of water sourced from groundwater (ML)
W5	water resources	Volume of water received from bulk supplier (ML)
W5.2	water resources	Volume of non-potable water received from bulk supplier (ML)
W7	water resources	Total sourced water (ML)
W11	water resources	Total urban water supplied (ML)
W11.2	water resources	Total urban non-potable water supplied
W13	water resources	Volume of water supplied – Environmental (ML)
W14	water resources	Volume of bulk water exports (ML)
W14.2	water resources	Volume of non-potable bulk water exports
E9.1	environment	Greenhouse gas emissions – bulk utility water (tonnes CO <sub>2</sub> -equivalents per ML)
E11.1	environment	Net greenhouse gas emissions – other – bulk utility (net tonnes CO <sub>2</sub> -equivalents per ML)
E12.1	environment	Total net greenhouse gas emissions – bulk utility (net tonnes CO <sub>2</sub> -equivalents per ML)
F1	finance	Total revenue – Water (\$000)
F3	finance	Total Income for whole of utility (\$000)
F5.1	finance	Revenue for water supply services (\$/ML) – Bulk utility
F7.1	finance	Income for whole of utility (\$/ML) – Bulk utility
F11.1	finance	Operating cost – Water (\$/ML) – Bulk utility
F13.1	finance	Combined operating cost – water and sewerage: bulk utility (\$/ML)
F14	finance	Total water supply capital expenditure (\$000s)
F16	finance	Total capital expenditure for water and sewerage (\$000s)
F28.1	finance	Water supply capital expenditure (\$/ML) – Bulk utility
F20	finance	Dividend (\$000s)
F21	finance	Dividend payout ratio (%)
F22	finance	Net debt to equity (%)

Number	Section	Indicator
F24	finance	Net profit after tax (\$000s)
F28.1	finance	Water supply capital expenditure – bulk utility (\$/ML)
F30	finance	NPAT Ratio (%)
H1	public health	Water quality guidelines
H7	public health	Public disclosure of Drinking Water performance (yes/no)

**Table B.2 IPART Indicators**

Identifier	Section	Indicator
Water NSW H1	water quality	Water quality in catchment waterways in the Catchment Area measured against the applicable water quality objectives specified in the <i>Australian and New Zealand Guidelines for Fresh and Marine Water Quality 2000</i>
Water NSW H2	water quality	Occurrence of Cryptosporidium and Giardia cysts or oocysts in catchment waterways
Water supply	customers	Number of Water Supply customers supplied with Water from Declared Catchments under the operating licence
Water supply	customers	Number of Water Supply customers supplied with water from Non-declared catchments under the operating licence

**Table B.3 Declared catchment health indicators**

Theme	Sub-theme	Indicator	Measurement
Biodiversity and habitats	Biodiversity	Macroinvertebrates <sup>a</sup>	2001 and 2006 Spring AusRivAS scores, plus additional data from Sustainable Rivers Audit (SRA) <sup>b</sup>
Water Availability	Surface Water	Surface Water flow	Level and variability of streamflow
Water Availability	Surface Water	Environmental flows	Total volume of water by type released from SCA storages
Water Quality	River Health	Ecosystem water quality	Turbidity, pH, EC, Total Al, Total Fe, Total N, Total P, NO <sub>x</sub> , NH <sub>4</sub> , FRP, Chlorophyll a, DO and water temperature – assessed against ANZECC/ARMCANZ (2000) guidelines
Water Quality	River Health	Cyanobacterial blooms <sup>a</sup>	Compliance with recreational guidelines cyanobacteria <sup>c</sup> for Water NSW storages only
Environment	Energy	Water NSW E1	Total annual energy consumed by Water NSW (electricity, fuel and gas) in units provided on energy

Theme	Sub-theme	Indicator	Measurement
			bills
Environment	Green electricity	Water NSW E2	Green electricity consumption as a % of total electricity consumption by Water NSW
Environment	Waste	Water NSW E3	Estimated volume and type of waste annually sent to landfill from Water NSW's activities (kg per year)
Environment	Waste	Water NSW E4	Waste recycled or reused expressed as a percentage of total waste generated by Water NSW's activities, by type of waste

- a** Other agencies also have responsibility for these indicators.
- b** Office of Environment and Heritage also collects macroinvertebrate data.
- c** NSW Office of Water and local councils also collect this data.

## C Water quality management system report template

The following table is a template to be used for Water NSW's report to IPART on the implementation of the Water Quality Management System, as set out in section 2.1.2 of this Reporting Manual.

**Table C.1 Water quality management system**

<b>ADWG Framework sub-element</b>	<b>Water quality objective</b>	<b>Activity/program</b>	<b>Results/outcomes</b>
<i>Example:</i> 4.1 – Operational procedures 7.2 – Employee training	<i>Example:</i> Consistent management of water quality	<i>Example:</i> Proceduralise the routine data analysis process and train staff in procedure	<i>Example:</i> All data analysts are trained in routine data analysis and respond consistently when new data arrives.
4.3 – Corrective action	pH target for specific WFP	pH buffering facilities at WFP to be installed	Project scheduled for completion in late 2012