



Independent Pricing and Regulatory Tribunal

Sydney Water Corporation Reporting Manual

Water – Draft Reporting Manual
February 2015

Amendment Record

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RM-SWC V3	6 June 2013	Changes to performance indicators and reporting of opportunities for improvement
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1 Introduction

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

1.1 Purpose

The Licence contains a number of reporting obligations with which Sydney Water is required to comply. This Reporting Manual outlines all of Sydney Water's reporting requirements under the Licence and, with respect to those requirements, identifies:

- ▼ when Sydney Water should report
- ▼ what information Sydney Water must report, and
- ▼ how Sydney Water should report.

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

The Licence also contains a condition requiring Sydney Water to comply with any reporting obligations set out in this Reporting Manual.¹ Therefore, Sydney Water is required to comply with any reporting requirements that are set out in this Reporting Manual, which are additional to those set out in the Licence.

1.2 Definitions and interpretation

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

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

¹ Clause 8.2.1 of the Licence.

[Note: As at the Commencement Date, the interpretation provisions are contained in clause 12.2 of the Licence.]

1.3 Structure of this Reporting Manual

This Reporting Manual is structured into the following sections:

- ▼ Section 1: details how and when Sydney Water is to report
- ▼ Sections 2 to 8: outline the specific reporting requirements under each clause of the Licence, and
- ▼ Section 9: outlines other general reporting obligations with which Sydney Water must comply.

1.4 Changing this Reporting Manual

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

- ▼ reflect changes in the applicable law, including the Act
- ▼ include additional reporting obligations where appropriate
- ▼ include references to new Licence obligations
- ▼ delete references to Licence obligations that no longer apply
- ▼ amend the information that Sydney Water must provide to IPART and to NSW Health (as the case may be), and
- ▼ improve the reporting process.

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

1.5 When should the information be reported?

Sydney Water's reporting schedule is summarised in Table 1.1. We have grouped reporting requirements into:

- ▼ periodic reporting (monthly, quarterly)
- ▼ annual reporting, and
- ▼ intermittent reporting.

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

1.6 How should the information be reported?

1.6.1 Reporting to IPART

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

Any report must be approved by Sydney Water's Managing Director.

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

Electronic reports must be emailed to: compliance@ipart.nsw.gov.au

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

1.6.2 Reporting to NSW Health

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

Sydney Water must lodge an electronic version of any such report with NSW Health via email. When lodging a report with NSW Health, Sydney Water must also provide the name and contact details (phone and email) of the primary contact at Sydney Water with whom NSW Health may 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, or to the last email address notified by NSW Health to Sydney Water.

Table 1.1 Summary of Sydney Water’s reporting requirements

Reporting schedule	Water quality	Water Quantity	Assets	Customer and Consumers	Environment	Quality Management	Performance Monitoring
	Section 2 of Reporting Manual	Section 3 of Reporting Manual	Section 4 of Reporting Manual	Section 5 of Reporting Manual	Section 6 of Reporting Manual	Section 7 of Reporting Manual	Section 8 of Reporting Manual
Periodic	Public report – Monthly Water Quality Monitoring Report	None	None	None	None	None	None
	NSW Health report – Monthly (fluoride) and Quarterly (Drinking Water Quality & Recycled Water Quality)						
Annual	Compliance and Performance Report – 1 September	Water Conservation Report – 1 September	Compliance and Performance Report – 1 September	None	Compliance and Performance Report – 1 September	Compliance and Performance Report – 1 September	Compliance and Performance Report – 1 September
			Priority Sewerage Program Report – 1 September				
			Response Times to Leaks and Breaks – 1 September				
Report on Audit recommendations by 31 March (Section 9.1 of Reporting Manual)							

Reporting schedule	Water quality	Water Quantity	Assets	Customer and Consumers	Environment	Quality Management	Performance Monitoring
	Section 2 of Reporting Manual	Section 3 of Reporting Manual	Section 4 of Reporting Manual	Section 5 of Reporting Manual	Section 6 of Reporting Manual	Section 7 of Reporting Manual	Section 8 of Reporting Manual
Intermittent	Incident notification - immediate	Economic Level of Water Conservation Methodology – 31 December 2015	State of the Assets – 1 September 2015, 2017 and 2019	None	Changes to the Environment Management System	Changes to the Quality Management System	None
	Changes to Drinking Water and Recycled Water Quality Management Systems	Changes to Economic level of Water Conservation Methodology	Changes to Asset Management Framework				
			Delays to Delivery of PSP Obligations				

2 | Water quality

This section relates to Sydney Water's reporting obligations under clause 2 of the Licence.

2.1 Periodic reporting

2.1.1 Public reporting

Sydney Water must prepare a report (the **Monthly Water Quality Monitoring Report**) that summarises the results of the routine monitoring of Drinking Water quality, which is to be undertaken by Sydney Water each month under the monitoring program developed as part of the Drinking Water Quality Management System. The Monthly Water Quality Monitoring Report is to contain the results of the routine monitoring, which must be reported to Sydney Water's Customers under the monitoring program.

Sydney Water must publish the Monthly Water Quality Monitoring Report in accordance with section 2.4 below within 2 weeks following the end of each month in which the routine monitoring of Drinking Water quality is carried out by Sydney Water.

[Note: Under clauses 2.1.1 and 2.1.2 of the Licence, Sydney Water must maintain and implement a Drinking Water Quality Management System, ie, a Management System that is consistent with the Australian Drinking Water Guidelines. The Australian Drinking Water Guidelines provide a framework for the management of Drinking Water supplies. One of the central aspects of the framework is the use of monitoring to confirm the effectiveness of the preventive measures and barriers to contamination, and to enhance Sydney Water's understanding of the performance of the Drinking Water network

To comply with the Australian Drinking Water Guidelines, the Drinking Water Quality Management System must include a monitoring program. This section 2.1.1 requires Sydney Water to report on aspects of its monitoring of Drinking Water quality to Customers.]

2.1.2 NSW Health reporting

Monthly

Sydney Water must submit to NSW Health, on a monthly basis, a report on its fluoride monitoring, which contains the information required by the Code of Practice for Fluoridation of Public Water Supplies. Sydney Water must submit the report to NSW Health within 2 weeks following the end of each month in which fluoride monitoring is carried out by Sydney Water.

[Note: Sydney Water must report on its fluoride monitoring on the basis that: (a) its performance programs must comply with monitoring requirements in the Code of Practice for the Fluoridation of Public Water Supplies; and (b) NSW Health has specified the Code of Practice for the Fluoridation of Public Water Supplies as an addition to the Australian Drinking Water Guidelines for the purpose of clause 2.1.1(b) of the Licence.]

Quarterly

Sydney Water must, for each quarter starting from 1 July, submit to NSW Health a report on its monitoring of Drinking Water and Recycled Water. Sydney Water must submit the report to NSW Health within 6 weeks of the end of the relevant quarter.

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

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

The details should include:

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

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

[Note: As explained in the note to section 2.1.1 above, Sydney Water must maintain and implement a Drinking Water Quality Management System in accordance with the Licence. Sydney Water must also maintain and implement a Recycled Water Quality Management System, being a Management System that is consistent with the Australian Guidelines for Water Recycling (clauses 2.2.1 and 2.2.2 of the Licence). The Australian Guidelines for Water Recycling seek to provide a framework for good management of Recycled Water quality. To comply with the Licence, the Drinking Water Quality Management System and the Recycled Water Quality Management System must each include a monitoring program. This section 2.1.2 requires Sydney Water to report on aspects of the quality of Drinking Water and Recycled Water under such monitoring programs.]

2.2 Annual reporting

2.2.1 Compliance and performance reporting

Sydney Water must submit to IPART and NSW Health, for each financial year, a Compliance and Performance Report on its management of the quality of Drinking Water and Recycled Water. Sydney Water must submit the report by **1 September** following the end of the relevant financial year, or at a later date agreed to by IPART. When drafting the report, Sydney Water must use the template in Appendix G of this Reporting Manual.

The report must include:

- ▼ the Drinking Water and Recycled Water quality management activities and programs completed by Sydney Water in the financial year to meet its water quality objectives, including the results and outcomes from those activities and programs
- ▼ the Drinking Water and Recycled Water quality management activities and programs proposed to be undertaken by Sydney Water to meet its water quality objectives, including the expected outcomes, scope and timetable for completion
- ▼ an assessment of the performance of critical control points (as identified by the Drinking Water Quality Management System and the Recycled Water Quality Management System) over the long-term in accordance with Element 11 of the Australian Drinking Water Guidelines and the Australian Guidelines for Water Recycling (as the case may be)
- ▼ an assessment of the review and continual improvement conducted over the previous 12 month period (as identified by the Drinking Water Quality Management System and the Recycled Water Quality Management System) in accordance with Element 12 of the Australian Drinking Water Guidelines or the Australian Guidelines for Water Recycling (as the case may be)

- ▼ any proposed significant changes to the Drinking Water Quality Management System and/or the Recycled Water Quality Management System, and
- ▼ any failures in the Drinking Water Quality Management System and/or the Recycled Water Quality Management System and the action/s taken to resolve those failures.

[Note: As explained in the notes to section 2.1.1 and 2.1.2 above, Sydney Water is required, under the Licence, to maintain and implement a Drinking Water Quality Management System and a Recycled Water Quality Management System in accordance with the Licence. This section 2.2 requires Sydney Water to report on how it complies with those Licence requirements.]

The water quality objectives referred to in this section 2.2.1 are objectives Sydney Water would need to identify for the Drinking Water Quality Management System and the Recycled Water Quality Management System. Sydney Water's water quality objectives may be either:

- ▼ *the broad objectives of the Drinking Water Quality Management System or Recycled Water Quality Management System (eg, to ensure consistent management of water quality). These objectives may cover all 12 elements of the Drinking Water Quality Framework or the Recycled Water Quality Framework, such as monitoring, operation, maintenance, training, community consultation and research programs, or*
- ▼ *the target water quality criteria (ie, operational water quality objectives for each operational water quality characteristic included in the monitoring program developed as part of the Drinking Water Quality Management System or Recycled Water Quality Management System (eg, Escherichia coli numbers in raw water or sewage).*

The Drinking Water Quality Management System and the Recycled Water Quality Management System activities and programs referred to in this section 2.2.1 are those that Sydney Water would identify in its risk assessments as actions or programs that are required to manage or maintain a risk below a tolerable level. Undertaking a risk assessment is part of the Drinking Water Quality Management Framework and the Recycled Water Quality Management Framework, with which the Drinking Water Quality Management System and the Recycled Water Quality Management System (respectively) must be consistent.]

2.3 Intermittent reporting

2.3.1 Incident and emergency reporting – Drinking Water and Recycled Water

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

Sydney Water must report the “incident” (as defined in the Drinking Water Quality Management System or Recycled Water Quality Management System (as the case may be)) in accordance with the reporting protocols developed in the Drinking Water Quality Management System or the Recycled Water Quality Management System (as the case may be).

[Note: to comply with the Licence, the Drinking Water Quality Management System and the Recycled Water Quality Management System must define the word “incident” and include protocols for external communication and reporting of any incident. This section 2.3.1 requires Sydney Water to report any incident in accordance with these protocols.]

2.3.2 Changes to Water Quality Management Systems

Sydney Water must notify IPART and NSW Health of any significant changes that it proposes to make to the Drinking Water Quality Management System or the Recycled Water Quality Management System before the changes are implemented.

2.4 Publically available documents

Sydney Water must make:

- ▼ the Monthly Water Quality Monitoring Report, and
- ▼ the Compliance and Performance Report on the Drinking Water Quality Management System and Recycled Water Quality Management System (referred to in section 2.2.1 above),

available free of charge:

- ▼ on Sydney Water’s website for downloading by any person
- ▼ by post upon request made by any person to the customer centre (ie, the call centre that Sydney Water’s Customers and Consumers may contact for assistance) (**Customer Centre**), and
- ▼ at Sydney Water’s offices for access or collection by any person.

3 | Water quantity

This section relates to Sydney Water's reporting obligations under clause 3 of the Licence.

3.1 Periodic reporting

There is no periodic reporting requirement for the purpose of clause 3 of the Licence.

3.2 Annual reporting

3.2.1 Water Conservation Report

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

The report must:

- ▼ include the elements of Sydney Water's water conservation activities for the previous financial year and for at least the next five years, including:
 - Sydney Water's strategies, programs and projects relating to water leakage, Recycled Water and water efficiency
 - Sydney Water's water conservation objectives, targets and timetables, and
 - how each of these elements relate to the economically efficient level of water conservation activity and the methodology as determined in clause 3.2.1 of the Licence
- ▼ describe and explain Sydney Water's progress against 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 Sydney Water's water conservation program relative to the previous annual Water Conservation Report (where applicable)

- ▼ outline how Sydney Water's water conservation program relates to the Metropolitan Water Plan and its progress against the Metropolitan Water Plan, and
- ▼ include information on the following measures for the previous financial year, as well as earlier financial years (where applicable) of the Licence term:
 - the level of water leakage from Sydney Water's Drinking Water supply system against the economic level of leakage for that financial year
 - the volume of water sourced from Recycled Water (in megalitres), and
 - the quantity of Drinking Water drawn by Sydney Water from all sources, expressed in litres per year (aggregate), litres per person per day and litres per person per year.

3.3 Intermittent reporting

3.3.1 Economic efficient level of water conservation

Sydney Water must prepare and submit to IPART by 31 December 2015 a report that outlines and explains its methodology for determining the economically efficient level of its water conservation activity.

3.3.2 Changes to economic level of water conservation methodology

Sydney Water must submit to IPART a revised report, if it amends the methodology determined under clause 3.2.1 of the Licence.

3.4 Publicly available documents

Sydney Water must make the Annual Water Conservation Report available free of charge:

- ▼ on its website for downloading by any person, and
- ▼ at its offices for access or collection by any person.

4 | Assets

This section relates to Sydney Water's reporting obligations under clause 4 of the Licence.

4.1 Periodic reporting

There are no periodic reporting requirements for the purpose of clause 4 of the Licence.

4.2 Annual reporting

4.2.1 Compliance and Performance

Sydney Water must report annually on the System Performance Standards. Sydney Water must submit the report by **1 September** after the end of the financial year, or by a later date agreed to by IPART.

The report is to include the following information:

- ▼ Sydney Water's compliance with the System Performance Standards specified in clause 4.2 of the Licence in accordance with the template in Appendix B of this Reporting Manual, and
- ▼ an explanation of how Sydney Water has met the requirements in the Licence, which details:
 - major factors (both positive and negative) that have influenced Sydney Water's performance, including factors that are both within and beyond Sydney Water's control, and
 - reasons for any significant variation (both positive and negative) between Sydney Water's performance in the financial year and performance in prior years.

[Note: under clause of 4.2 of the Licence, Sydney Water is required to comply with the Water Pressure Standard, Water Continuity Standard and Wastewater Overflow Standard].

4.2.2 Response time to breaks and leaks

Sydney Water must report annually on its performance, for each financial year, with respect to the response time indicators (I9 to I12) set out in Appendix D of this Reporting Manual.

The report is to contain the following information:

- ▼ an explanation of major factors (both positive and negative) that have influenced Sydney Water's performance, including factors that are both within and beyond Sydney Water's control, and
- ▼ reasons for any significant variation (both positive and negative) between Sydney Water's performance in the financial year and performance in prior financial years.

[Note: under clause of 4.3 of the Licence, Sydney Water is required to report on water main breaks and leaks in accordance with the Reporting Manual].

4.2.3 Priority Sewerage Program annual report

Sydney Water must report annually to IPART, for each financial year, on its assessment of or progress towards the implementation of the Priority Sewerage Program as referred in in clause 4.4 of the Licence. Sydney Water must submit the report by 1 September after the end of the relevant financial year, or at a later date agreed to by IPART.

The report is to include details of:

- ▼ any planning and delivery of projects on the Priority Sewerage Program conducted during the relevant financial
- ▼ the current status of any outstanding work on the Priority Sewerage Program, including an estimate of when construction of sewerage infrastructure could commence in Priority Sewerage Program locations based on growth and financial assessments of the viability of that work
- ▼ any delays caused by consent authorities that impair Sydney Water's ability to deliver projects within the Priority Sewerage Program
- ▼ whether the Environmental Planning Authority has provided advice that the absence of wastewater services in the areas listed in the Priority Sewerage Program is having a significant detrimental impact on the environment and any action that Sydney Water has taken to address issues raised in such advice, and
- ▼ any direction by the Minister to complete projects within the Priority Sewerage Program and any action that Sydney Water has taken to comply with such a direction.

[Note: under clause of 4.4 of the Licence, Sydney Water is required to report annually on its progress regarding the implementation of the Priority Sewerage Program in accordance with the Reporting Manual.]

4.3 Intermittent reporting

4.3.1 State of the assets report

Sydney Water must report to IPART on the state of each group of Assets managed by Sydney Water by **1 September 2015**, **1 September 2017** and **1 September 2019**. The report must include the following matters as at 1 July 2015, 1 July 2017 and 1 July 2019 (as the case may be):

- ▼ a description of each group of Assets managed by Sydney Water
- ▼ Sydney Water's assessment of the expected capability of the Assets to deliver the Services and to meet the existing obligations consistent with the Licence, the Customer Contract, and all applicable laws with which Sydney Water must comply
- ▼ Sydney Water's assessment of the major issues or constraints on current and future performance of the Assets
- ▼ the strategies and expected costs of future investment in Assets, and
- ▼ such other matters reasonably required by IPART.

4.3.2 Notification of significant changes to the Asset Management Framework

Until the Asset Management System is implemented and certified in accordance with clause 4.1.4 of the Licence, Sydney Water must notify IPART of any significant changes that it proposes to make to the Asset Management Framework.

4.3.3 Notification of significant changes to the Asset Management System

Once the Asset Management System is certified in accordance with clause 4.1.2 of the Licence, Sydney Water must notify IPART of any significant changes that it proposes to make to the Asset Management System.

4.3.4 Notification of delays to delivery of Priority Sewerage Program

Should delays caused by the consent authorities impair Sydney Water's ability to meet the timeframes set out in clause 4.4 of the Licence, Sydney Water must provide the Minister with notice, in writing, advising of the reasons for the delay.

4.4 Publicly available documents

Sydney Water must make:

- ▼ the Compliance and Performance Report on its System Performance Standards, and
- ▼ the annual report regarding progress of the Priority Sewerage Program,

available free of charge:

- ▼ on Sydney Water's website for downloading by any person
- ▼ by post upon request made by any person to the Customer Centre, and
- ▼ at Sydney Water's offices for access or collection by any person.

Sydney Water must provide to IPART and make available on its website:

- ▼ its process for responding to water main breaks and leaks, and
- ▼ the factors that influence the time taken by Sydney Water to stop the loss of water as measured from the time that Sydney Water receives the notification of a break or leak.

[Note: The process and decision making framework and performance indicators must relate to water main breaks and leaks in both the trunk and reticulation components of Sydney Water's Drinking Water supply system between water treatment plants and a Property.]

5 Customers and Consumers

This section relates to Sydney Water's reporting obligations under clause 5 of the Licence.

5.1 Periodic reporting

There is no periodic reporting requirement for the purpose of clause 5 of the Licence.

5.2 Annual reporting

There is no annual reporting requirement for the purpose of section 5 of the Licence.

5.3 Intermittent reporting

There is no intermittent reporting requirement for the purpose of section 5 of the Licence.

5.4 Publicly available documents

Sydney Water must make the:

- ▼ Customer Council Charter (as required by clause 5.5.6 of the Licence)
- ▼ minutes from proceedings of the Customer Council (as required by clause 5.5.6 of the Licence)
- ▼ Customer Contract, including any variations to it (as required by clause 5.1.2 of the Licence)
- ▼ pamphlet that explains the Customer Contract, including any variations made to it (as required by clauses 5.2.1, 5.2.2 and 5.2.3(b) of the Licence)
- ▼ Policy and Procedures for Payment Difficulties and Actions for Non-Payment and an explanation of it (as required by clauses 5.4.1 and 5.4.3 of the Licence)

- ▼ information concerning its Internal Complaints Handling Procedure, explaining how to make a complaint and how the complaints handling procedure works (as required by clause 5.6.3 of the Licence), and
- ▼ pamphlet that explains how the external disputes resolution scheme works and how it can be accessed (as required by clause 5.7.2 of the Licence)

available free of charge:

- ▼ on Sydney Water's website for downloading by any person
- ▼ by post upon request made by any person to the Customer Centre, and
- ▼ at Sydney Water's offices for access or collection by any person.

6 Environment – indicators and management

This section relates to Sydney Water’s reporting obligations under clause 6 of the Licence.

6.1 Periodic reporting

There is no periodic reporting requirement for the purpose of clause 6 of the Licence.

6.2 Annual reporting

6.2.1 Compliance and performance reporting

Sydney Water must submit a Compliance and Performance Report on its Environmental Management System to IPART for each financial year. Sydney Water must submit the report by **1 September** following the end of the relevant financial year, or by a later date agreed to by IPART.

The report must include:

- ▼ a summary of the objectives and targets of the Environmental Management System
- ▼ the environmental management activities and programs completed by Sydney Water in the financial year to meet the objectives and targets of the Environmental Management System
- ▼ the results and outcomes from those activities and programs
- ▼ the environmental management activities and programs proposed to be undertaken by Sydney Water to meet the objectives and targets of the Environmental Management System in the future, including the timetable for completion
- ▼ any proposed significant changes to the Environmental Management System, and
- ▼ any failures in the Environmental Management System and the actions taken to resolve those failures.

[Note: Under clause 6.1.1 of the Licence, Sydney Water must maintain an Environmental Management System that is consistent with the standard specified in 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. Clause 6.1.3 of the Licence requires Sydney Water to provide IPART with a report on the outputs of the Environmental Management System in accordance with this Reporting Manual. This section 6.2.1 requires Sydney Water to report on how it complies with the requirement under clause 6.1.3 of the Licence. The environmental management activities and programs referred to in this section 6.2.1 are those that Sydney Water would need to undertake to achieve the objectives and targets of the Environmental Management System.]

6.3 Intermittent reporting

Sydney Water must report to IPART any significant changes to the Environmental Management System.

6.4 Publicly available documents

Sydney Water must make the Compliance and Performance Report on the Environmental Management System (referred to in section 6.2.1 of this Reporting Manual) available free of charge:

- ▼ on Sydney Water’s website for downloading by any person
- ▼ by post upon request made by any person to the Customer Centre, and
- ▼ at Sydney Water’s offices for access or collection by any person.

7 | Quality management

This section relates to Sydney Water's reporting obligations under clause 7 of the Licence.

7.1 Periodic reporting

There is no periodic reporting requirement for the purpose of clause 7 of the Licence.

7.2 Annual reporting

Under clauses 7.1.1 to 7.1.3 of the Licence, Sydney Water must, by 30 June 2018, develop, have certified and implement a Quality Management System. The reporting obligations set out in this section only arise once the Quality Management System has been developed and certified in accordance with the Licence.

7.2.1 Compliance and performance reporting

Once the Quality Management System is certified, Sydney Water must submit a Compliance and Performance Report to IPART for each financial year. Sydney Water must submit the report by 1 September after the end of the financial year, or at a date agreed to by IPART.

The Report must include:

- ▼ the quality management activities and programs completed by Sydney Water in the financial year to meet the objectives of the Quality Management System
- ▼ the results and outcomes from those activities and programs
- ▼ the quality management activities and programs proposed to be undertaken by Sydney Water to meet objectives of the Quality Management System in the future, including the timetable for completion, and
- ▼ any failures in the Quality Management System and the action taken to resolve them.

[Note: Under clauses 7.1.1, to 7.1.3 of the Licence, Sydney Water must develop, have certified and implement a Quality Management System that is consistent with the standard specified in the Licence. This section 7.2.1 requires Sydney Water to report on how it complies with that Licence requirement. The objectives referred to in this section 7.2.1 are those that Sydney Water would need to identify for the Quality Management System. The quality management activities and programs referred to in this section 7.2.1 are those that Sydney Water would need to undertake to achieve the objectives of the Quality Management System.]

7.3 Intermittent reporting

Sydney Water must report to IPART any significant changes that it proposes to make to the Quality Management System.

7.4 Publicly available documents

Sydney Water must make the Compliance and Performance Report on the Quality Management System (referred to in section 7.2.1 of this Reporting Manual) available free of charge:

- ▼ on Sydney Water’s website for downloading by any person
- ▼ by post upon request made by any person to the Customer Centre, and
- ▼ at Sydney Water’s offices for access or collection by any person.

8 Performance monitoring

This section relates to Sydney Water's reporting obligations under clause 8 of the Licence.

8.1 Periodic reporting

There is no periodic reporting requirement for the purpose of clause 8 of the Licence.

8.2 Annual reporting

8.2.1 Compliance and performance reporting

Sydney Water must submit a Compliance and Performance Report to IPART for each financial year on:

- ▼ Sydney Water's performance against the performance indicators set out in Appendices C to F of this Reporting Manual for the financial year, and
- ▼ Sydney Water's analysis of any problems of a systemic nature arising from Sydney Water's performance against those performance indicators.

Sydney Water must include the National Water Initiative Performance Reporting Indicators in the performance report to IPART.

[The National Water Initiative Performance Indicators are outlined in the National Performance Frameworks: Urban performance reporting Indicators and definitions handbook.]²

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

[Under clause 8.2 of the Licence, Sydney Water must comply with its reporting obligations in this Reporting Manual. This section 8.2.1 requires Sydney Water to report on its performance against the performance indicators set out in this Reporting Manual.]

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8.3 Intermittent reporting

There is no intermittent reporting requirement for the purpose of clause 8 of the Licence.

8.4 Publicly available documents

Sydney Water is not required to make documents or reports publicly available under this section 8 of this Reporting Manual.

[Note: IPART prepares an Annual Performance Report on the public water utilities (including Sydney Water). An annual National Performance Report with respect to all urban water utilities (including Sydney Water) is also produced. Both of these reports are publicly available.]

9 | Other Reporting

9.1 Audit recommendations

Sydney Water 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.

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

[Note: Under clause 8.1 of the Licence, IPART or an Auditor may undertake an Operational Audit. This section 9.1 requires Sydney Water to report on the status of implementing recommendations identified in an Operational Audit.]

9.2 Statement of compliance

IPART's Public Water Utilities Audit Guideline specifies the information that IPART requires for a statement of compliance.³ Sydney Water's statement of compliance must be provided in accordance with IPART's Audit Guideline.

[Note: Under clause 8.1 of the Licence, IPART may undertake an Operational Audit on Sydney Water's compliance with the Licence. As part of the audit process, Sydney Water must provide a statement of compliance which identifies any non-compliance with the Licence of which Sydney Water is aware.]

³ IPART, *Audit Guideline – Public Water Utilities*, July 2014, Appendix B.



Appendices

A | Timeline for reporting

Table A.1 Timing of regular reporting under the Sydney Water Licence

Date	Report to	Required Report
Monthly	Customers (web)	▼ Monthly Drinking Water quality reports and presented on Sydney Water's website
Monthly	NSW Health	▼ Reporting on fluoride monitoring
Quarterly	NSW Health	▼ Exception reporting on Drinking Water and Recycled Water quality
31 March	IPART	▼ Audit recommendation status update
1 September	IPART	<ul style="list-style-type: none"> ▼ Compliance and Performance Reports ▼ Compliance with Water Pressure Standard, Water Continuity Standard and Wastewater Overflow Standard ▼ Water Conservation Report ▼ Priority Sewerage Plan Report

Table A.2 Timing of submission of unique reports by Sydney Water

Date	Plan submitted to	Event
31 December 2015	IPART	Report on the methodology for the determination of economic level of water conservation
1 September 2015, 1 September 2017 and 1 September 2019	IPART	State of the assets report
Incident	NSW Health	Incident water quality monitoring results

B | System Performance Standards

The table in this appendix sets out the System Performance Standards that must be reported to IPART.

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

- ▼ major factors (both positive and negative) that have influenced this performance, including factors that are both within and beyond Sydney Water’s control and
- ▼ reasons for any variation (both positive and negative) between performance in the preceding financial year and prior 5 years.

Table B.1 System Performance Standards

Standard #	Standard
SPS 1	Number of Water Pressure Failures that occur in the preceding financial year, as defined in the Licence.
SPS 2	Number of Unplanned Water Interruptions, the duration of which is 5 hours or longer, that occur in the preceding financial year, as defined in the licence.
SPS 3	Number of Properties that experience 3 or more Unplanned Water Interruptions, the duration of which is 1 hour or longer, in the preceding financial year.
SPS 4	Number of Properties (other than Public Properties) that experience one or more Uncontrolled Wastewater Overflow in dry weather in the preceding financial year.
SPS 5	Number of Properties (other than Public Properties) that experience 3 or more Uncontrolled Wastewater Overflows in dry weather in the preceding financial year.

C | IPART performance indicators - water quality

The table in this appendix sets out the water quality performance indicators required to be provided to IPART.

Table C.1 Performance indicators – Water Quality

IPART indicators No.	Indicator detail
WQ 1	Microbiological compliance percentage of routine water quality samples that comply with the Australian Drinking Water Guidelines for <i>Escherichia coli</i> .
WQ 2	Chemical/physical compliance – Percentage of routine water samples that comply with the Australian Drinking Water Guidelines for key chemical/physical parameters.

D IPART performance indicators - infrastructure

The table in this appendix set out the infrastructure performance indicators required to be provided to IPART.

Table D1 Performance Indicators – infrastructure

IPART Indicator No.	Indicator	Definitions
I 1	The number of properties affected by an unplanned water interruption duration of more than 1 hour and less than or equal to 5 hours.	<p>Property means any real property to which either or both of the following conditions apply:</p> <ul style="list-style-type: none"> a. the real property is connected to the water utility’s drinking water supply system, to the water utility’s sewerage system or to the water utility’s recycled water system, and a charge for the services provided by one or more of those systems is levied on the owner of the real property b. the real property is within a declared stormwater drainage area for which the utility imposes a stormwater charge upon the owner of real property in that area.
I 2	Occurrence of water interruptions to affected properties (i.e. the number of properties experiencing 3 or more Planned or Unplanned water interruptions of more than one hour duration).	<p>Water Interruption means any event causing a total loss of water supply due to any cause. Water interruption excludes those caused by bursts or leaks in the service connection to internal plumbing or planned meter replacements. All interruptions not subject to notification caused by third parties or a power failure should be included. Exclude instances of reduced service levels due to, for example, low pressure. If a property experiences more than one interruption then it should be counted for each event. A water supply interruption, which causes loss of supply to 100 customers, is counted as 100 customer interruptions.</p>
I 3	Events leading to planned or unplanned water interruption where 250 or more properties experience an interruption of over 5 hrs duration.	<p>Planned water interruption – water interruption initiated by the water utility for which at least 24 hours notice has been given to the customer.</p> <p>Unplanned water interruption means an interruption in which an occupier of a property has not received at least 24 hours notification of the interruption or an interruption that has occurred prior to the expiry of any notice provided to an occupier advising of an interruption. It also includes outages where the duration exceeds that originally notified. In this case the entire outage is classed as unplanned.</p>
I 4 (S)	The number of residential properties affected by planned water supply interruptions in peak hours (5am-9am and 5pm-11pm).	<p>Property as per I 1.</p> <p>Planned water interruption as per I 1</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. For the purpose of this indicator, property refers to only residential properties. 2. Interruptions spanning any part of the peak period are to be included.

IPART Indicator No.	Indicator	Definitions
I 5	The number of properties in the water utility's drinking water supply network experiencing a water pressure failure which is occasional or recurrent, but not permanent.	<p>Property as per I 1.</p> <p>A property experiences a water pressure failure if a pressure of less than 15 metres head is experienced for a continuous period of 15 minutes or more measured at the point of connection of the Property and the water utility's water supply system, usually at the point of connection known as the "main tap". For the purpose of this indicator.</p> <p>(a) Where connected properties are in multiple occupancy, each separately billed or occupied part shall be counted as one connected property. Connected properties currently unoccupied shall be included.</p> <p>(b) A property is taken to have experienced a water pressure failure at each of the following times:</p> <p>(i) when a person notifies the water utility that the Property has experienced a water pressure failure and that water pressure failure is confirmed by the water utility, or</p> <p>(ii) when the water utility's systems identifies that the Property has experienced a water pressure failure.</p> <p>(c) A Property will not be taken to have experienced a water pressure failure only because of a short term operational problem (such as a main break), which is remedied within four days of its occurrence or from abnormal demand (such as demand during fire fighting).</p>

IPART Indicator No.	Indicator	Definitions
I 6	Number of High Priority sewage overflows per 100 km of sewer main responded to in a year.	<p>High Priority sewage overflow is an event assessed by the water utility as:</p> <ul style="list-style-type: none"> (a) a public health concern (b) likely to amount to significant damage to property (c) likely to have a significant environmental impact (d) an interruption of the sewerage service. <p>Medium Priority sewage overflow is an event assessed by the water utility as likely to amount to:</p>
I 7	Number of Medium Priority sewage overflows per 100 km of sewer main responded to in a year.	<ul style="list-style-type: none"> (a) minor property damage (b) minor environmental impact (including unpleasant odours) not posing a significant health risk. <p>The utility has defined problem codes of 'sewerage surcharge', 'plumber confirmed choke' or 'internal surcharge'. The number of events to be used is the number recorded under these codes determined to be priority High or Medium jobs.</p> <p>Note: High Priority is equivalent to a Priority 6 for Sydney Water or Priority 1 for Hunter Water Corporation. Medium Priority is equivalent to a Priority 5 for Sydney Water or Priority 2 for Hunter Water Corporation.</p>
I 8	Number of residential customers' dwellings affected by sewer spills not contained within 1 hour of notification.	<p>Residential customer means a customer who owns real property which is used as a principal place of residence.</p> <p>Property as per I 1.</p> <p>Sewer spills refers to a sewer spill caused by a fault in the water utility's sewerage system that discharges to a customer's dwelling. It does not include spills caused by faults in the service connection or house connection branch and the house service line.</p> <p>Contained means the sewage spill has ceased or has been alleviated. It does not include sewer spills caused by faults or blockages in the customer's pipes.</p>

IPART Indicator No.	Indicator	Definitions
I 9 (previous RT 1)	Percentage of priority 6 breaks/leaks in drinking water mains that Sydney Water responded to within 3 hours.	<p>Water Main Breaks/Leaks refers to the trunk and reticulation components of Sydney Water's drinking water supply system between water treatment plants and a property.</p> <p>Response time is measured from when Sydney Water receives notification of a break or leak to the time Sydney Water stops the loss of water</p> <p>Priority level 6 A high flow of water causing an immediate danger to people, property or the environment. A leak that:</p> <ul style="list-style-type: none"> a) is to result or results in a major loss of water b) is to cause or causes damage to property, or c) is to pose or poses immediate danger to the environment or people. <p>An example of a Priority 6 leak is water gushing or spurting from the ground and resulting in a major loss of water.</p>
I 10 (previous RT 2)	Percentage of priority 5 breaks/leaks in drinking water mains that Sydney Water responded to within 6 hours.	<p>Priority level 5 A moderate flow of water representing a risk to people, property or the environment. A leak that:</p> <ul style="list-style-type: none"> a) is to result or results in the moderate loss of water b) is to cause or causes service disruption to a customer or customers c) is to threaten or may threaten damage to property, or d) is to pose or poses a potential risk to the environment or people. <p>An example of a Priority 5 leak is a leak that results in a moderate loss of water. A leak classified as a Priority 5 would be running at a rate greater than the full flow of a garden tap.</p>
I 11	Percentage of priority 5 breaks/ leaks in drinking water mains that Sydney Water responded to within 24 hours.	<p>Priority level 5 A moderate flow of water representing a risk to people, property or the environment. A leak that:</p> <ul style="list-style-type: none"> a) is to result or results in the moderate loss of water b) is to cause or causes service disruption to a customer or customers c) is to threaten or may threaten damage to property, or d) is to pose or poses a potential risk to the environment or people.

IPART Indicator No.	Indicator	Definitions
		An example of a Priority 5 leak is a leak that results in a moderate loss of water. A leak classified as a Priority 5 would be running at a rate greater than the full flow of a garden tap.
I 12 (Previously RT 3)	Percentage of priority 4 breaks/leaks in drinking water mains that Sydney Water responded to within 5 days.	<p>Priority level 4</p> <p>A low flow of water that does not represent a risk to people, property or the environment.</p> <p>A leak that:</p> <ul style="list-style-type: none"> a) is to result or results in a minor loss of water b) is to cause or causes a limited service disruption to <ul style="list-style-type: none"> – customers, ie lower pressure than normal or a reported – minor leak on a roadway, and c) is not a danger to the environment or people. <p>An example of a Priority 4 leak is a leak which results in a minor loss of water. A leak classified as a Priority 4 would be running at a rate less than the full flow of a garden tap.</p> <p><i>[Note: Priority level 3 breaks are those defined as creating a visible damp or wet area with no apparent flow of water. Leaks at or below Priority 3 level are not included in the above definition.]</i></p>

E | IPART performance indicators - environment

The table in this appendix sets out the environmental performance indicators required to be provided to IPART as follows.

Table E Performance Indicators - Environment

IPART Indicator No.	Indicator detail	Definitions
E 1	Total number of proceedings and Penalty Notices under the Protection of the Environment Operations (POEO) Act 1997 issued to the water utility.	<p>Proceedings refer to proceedings in connection with the POEO Act for prescribed offences.</p> <p>Penalty Notice is a notice to the effect that, if the person served with the notice does not wish to have a specified penalty offence dealt with by a court, the person may pay the penalty prescribed under section 227 for the offence.</p>
E 2	Total number of proceedings and Penalty Notices under the <i>Protection of the Environment Operations (POEO) Act 1997</i> issued to contractors engaged by the water utility.	<p>Note for E2 -this indicator refers to penalty notices which contractors inform the water utility were incurred whilst they were conducting works for the corporation. Each breach notice will be reported on the date that the contractor informed the water utility, not on the date the penalty was incurred or the date the notice was issued to the contractor.</p>
E 3	Total electricity consumption by water assets (kWh/ML of water supplied to be included).	<p>Water supplied is the total metered volume of water (potable or non-potable) supplied to customers over the reporting period plus estimated non-metered water supplied. This comprises the sum of residential water supplied, commercial, municipal and industrial water supplied and other water supplied (includes estimated non-metered water supplied). It includes recycled water and urban stormwater used but excludes agricultural irrigation, environmental water and managed aquifer recharge.</p>
E 4	Total electricity consumption by sewer assets (KWh/ML of sewage collected).	<p>Sewage treated is the total volume of sewage collected by the water utility, measured as treatment plant inflow, plus sewage treated by another business on behalf of the water utility eg, wholesaler. This measure should equal the sum of volumes reported for residential, non-residential and non-trade waste collected and trade waste collected.</p>
E 5	Electricity consumption from renewable sources or generated by the water utility expressed as a percentage of total electricity consumption.	<p>Renewable energy is electricity sourced from non-fossil fuel sources.</p>

IPART Indicator No.	Indicator detail	Definitions
E 6 (S)	Total volume of Controlled Sewage Overflows that occur in dry weather, expressed as a percentage of total sewage effluent discharged to the environment.	<p>Controlled Sewage Overflow is a Sewage Overflow that is directed by Sydney Water via a designed structure to a predetermined location, such as a stormwater system or waterway, in order to prevent overloaded or blocked sewers from discharging at sensitive locations, on private property or within buildings thus endangering public health or causing a public nuisance.</p> <p>Sewage means untreated liquid waste received in the reticulation system (includes the wastewater from homes, offices, shops, factories and other premises discharged to the sewer).</p> <p>Sewage overflow – the discharge of untreated, diluted or partially treated sewage from the sewerage system which may occur in dry weather or in wet weather.</p> <p>Dry weather overflow means where a sewer overflow has been caused by an identified blockage in the utility's sewerage system (e.g., tree root intrusion) or a system failure not related to capacity (e.g., pumping station failure). It is a sewage overflow occurring when there is dry weather flow in the sewer, as determined by Sydney Water's hydraulic sewer system model.</p> <p>Effluent means sewage that has received all of the designed treatment processes at the water utility's sewage treatment plant.</p> <p>For this indicator, total sewage effluent discharged to the environment is inclusive of wet weather flows.</p> <p>Note: Indicator E 6 (S) is calculated as follows: $\text{Total Volume of all overflows from controlled structures as \%} = \frac{[\text{Total Volume of all overflows from controlled structures}]}{[\text{Total volume (treated effluent + overflows from control structures networks)}]}$</p>
E 7 (S)	Percentage of trade waste customers in compliance with their wastewater discharge limits as outlined in their water utility trade waste agreements.	<p>Trade Waste is any waste water generated from or as a result of an industrial or commercial activity undertaken, other than at domestic or household premises.</p> <p>Note: For the purpose of this indicator, customers refers to industrial customers only, and not commercial customers.</p> <p>Trade Waste agreement means a written contract authorising discharge of trade wastewater to the water utility's sewerage system and requiring compliance with set terms and conditions.</p>
E 8	Total mass of biosolids produced by the water utility.	<p>Biosolids means the stabilised organic solids derived from sewage treatment processes.</p> <p>Total Mass means the quantity in dry tonnes of biosolids captured and removed from sewage treatment plants.</p>

IPART Indicator No.	Indicator detail	Definitions
E 9	Percent of solid waste recycled or reused expressed as a percentage of solid waste generated.	<p>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.</p> <p>Recycled means the conversion of waste materials 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.</p> <p>Re-use is the application of a diverted waste product 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).</p>
E 10 (S)	Total mass of solid waste generated by the water utility.	<p>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.</p> <p>Re-use is the application of a diverted waste product 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).</p>
E 11	Total area of clearing of native vegetation.	<p>Native vegetation indicators will be an estimate based on the production of the water utility's Environmental Management Plans and documents, or triggered by Flora and Fauna studies. It will only be reported above 0.01 Hectares.</p>
E 12	Total area of native vegetation rehabilitated, including due to replanting and protection by the water utility.	<p>The definition of Native Vegetation will be derived from the <i>Native Vegetation Act 2003</i> (NV Act). The Objects of the NV Act provide guidance as to what needs to be considered when assessing whether an area will be included in the vegetation loss figures.</p>
E 13	Total area of native vegetation gain due to rehabilitation, replanting and protection by the water utility.	<p>Note: Indicator will include works undertaken by or on behalf of the water utility on land that is not owned by the water utility, such as offsetting impacts to one area by rehabilitation or replanting at another site. This is to be reported on a financial year basis only. Planned rehabilitation or clearing works are not to be included.</p> <p>$E13 = E12 - E11$.</p>
E 14	Total number and nature of proceedings or Penalty Notices of conditions under licences issued to the water utility by NOW for water management.	<p>Proceedings refers to proceedings in connection with the Water Management Act for prescribed offences.</p> <p>Penalty notice means a notice to the effect that, if the person served with the notice does not wish to have an alleged offence dealt with by a court, the person may pay, in accordance with the notice, the penalty specified in the notice.</p> <p>NOW means the NSW Office of Water.</p>

F | IPART performance indicators - customers

The tables in this appendix set out the customers performance indicators required to be provided to IPART as follows.

Table F.1 Performance Indicators - Customers

IPART Indicator No.	Indicator detail	Definitions
C 1	The percentage of complaints resolved within 10 business days.	<p>Complaint is defined in AS ISO 10002-2006 or the most recent up-date of that standard. This AS ISO defines a complaint as an expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.</p> <p>The following examples are intended to provide some clarity to this definition.</p> <ul style="list-style-type: none"> – A contact requesting information is not a complaint. – A contact reporting a service difficulty or fault is not a complaint and these contacts are recorded separately. – A contact expressing dissatisfaction with repeat service difficulties and faults is a complaint. – A contact where a credit adjustment on the account has been made due to a meter misread is a complaint. – A contact that results in a water quality issue is a complaint (i.e., due to particles, discolouration, smell, taste, or a health issue). – A contact that results from an internal sewage overflow is a complaint. – Any Civil actions taken through a court for loss or damage arising from the water utility's performance under the Customer Contract is a complaint. – Complaints regarding repeat service difficulties or faults where they are from separate customers arising from the same cause, are counted as separate complaints. – More than one complaint from the same customer arising from the same cause are reported separately. – A complaint that is registered with EWON is a corporation complaint. – A contact regarding a matter that is not the responsibility of the Corporation is not recorded as a complaint. – A contact regarding flooding the water utility's Stormwater system is considered to be a complaint. <p>Resolution of a complaint means that:</p> <ol style="list-style-type: none"> a. the complaint is resolved to a customer's satisfaction, or b. the customer is provided with an explanation as to why no further action is proposed in relation to the complaint, or c. the customer is provided with a date when the issue will be resolved if the complaint is

IPART Indicator No.	Indicator detail	Definitions
		relating to future planned operational or capital works.
C 2	Percent of calls abandoned	
C 3	Percent of metered accounts of customers that receive a bill not based on a business meter read for one year.	<p>Customer means any person who is taken to have entered into a Customer Contract with the water utility.</p> <p>A metered account refers to water usage metered account, which is billed based on volume. If a property has multiple meters and each metered account receives a separate bill based on a meter read, these should be reported as separate metered accounts for the purposes of this indicator. If a property has multiple meters and a single account is issued due to common ownership, the meters will also be treated as separate metered accounts for the purposes of this indicator.</p> <p>A customer meter read is one which is provided by the customer to the utility.</p> <p>A business meter read is one taken by the utility or its contractor.</p>
C 4	The total number of residential customers disconnected for non-payment of amounts owed to the water utility.	<p>Residential customer means a customer who owns real property which is used as a principal place of residence.</p> <p>Non-Residential customer means all customers not classified as a residential customer.</p> <p>Disconnection means the stopping (either temporarily or permanently) of water supply to a customer's property.</p>
C 5	The total number of non-residential customers disconnected for non-payment of amounts owed to the water utility.	<p>Flow Restriction means a direct intervention in the water supply system by the utility in order to reduce flow to a customer's property.</p>
C 6	Total number of residential customers on whom water flow restrictions have been imposed	
C 7	Total number of non-residential customers on whom water flow restrictions have been imposed	

IPART Indicator No.	Indicator detail	Definitions
C 8	Number of residential customers per 1000 residential properties experiencing financial difficulty who are being assisted through the water utility's hardship program or payment plans.	<p>Residential customer as per C4.</p> <p>Property means any real property to which either or both of the following conditions apply:</p> <ol style="list-style-type: none"> a. the real property is connected to the water utility's drinking water supply system, sewerage system or recycled water system and a charge for the services provided by one or more of those systems is levied on the owner of the real property b. the real property is within a declared stormwater drainage area for which the water utility imposes a stormwater charge upon the owner of real property in that area. <p>Payment plan is a plan for a residential customer experiencing payment difficulties to pay a retailer by periodic instalments, or any amount payable by the customer. A payment plan must only include an arrangement in which the customer is paying off an arrears component (of any overdue amount) and must consist of at least three instalments.</p>
C 9	<p>Percentage of residential customers in C 8 who are:</p> <ol style="list-style-type: none"> (a) not meeting ongoing water and sewerage costs (debt increasing) (b) covering ongoing water and sewerage costs (debt stable) (c) covering ongoing costs and portion of arrears (debt reducing). 	Residential customer as per C4.
C 10	<p>Percentage of residential customers in C 8 who pay by:</p> <ol style="list-style-type: none"> (a) Payment plan (b) Centrepay. 	<p>Residential Customer as per C 4.</p> <p>Payment plan as per C 8.</p> <p>Centrepay is a service offered by Centrelink that allows customers to pay their water bills by having an amount deducted from their Centrelink payments and paid directly to the water utility.</p>
C 11	<p>Break up by percentage of residential customers who no longer meet C 8 by exiting the water utility's hardship program or payment plans because:</p> <ol style="list-style-type: none"> (a) they have paid off their outstanding debt (b) they have been flow restricted (c) other. 	Flow restriction as per C 4.

G Drinking water and recycled water quality management system reporting manual

The following table is a template to be used for Sydney Water’s compliance and performance report to IPART on its management of the quality of Drinking Water and Recycled Water, as set out in clause 2.2.1 of this Reporting Manual.

Table G.1 Management System Report Template

ADWG Framework sub-element	Water quality objective	Activity/program	Results/outcomes
<i>Example</i> 4.1 – Operational procedures and 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 WTP.	pH buffering facilities at WFP to be installed.	Project scheduled for completion in late 2015.