



24 May 2018

Ms Erin Cini
Director, Regulation and Compliance
Independent Pricing and Regulatory Tribunal
PO Box K35, Haymarket Post Shop
NSW 1240

Dear Erin,

RE: IPART Water Utility Performance Indicators Review 2018

Flow Systems (Flow) welcomes the opportunity to review the Draft Report - *Water Utility Performance Indicators* and the associated draft reporting manuals as part of the *IPART Water Utility Performance Indicators Review 2018*.

Flow also welcomes IPART's efforts to:

- streamline the performance indicator set and reduce regulatory burdens;
- continue monitoring performance using a combination of compliance monitoring and performance indicators;
- create consistency in timing and format of collection and reporting; and
- collect licence data to assist in IPART's administrative functions.

Flow provided a submission to the IPART issues paper issued on the 13 March 2018 which addressed IPART's specific questions and has no additional comments.

Thank you again for the opportunity to contribute to the *IPART Water Utility Performance Indicators Review 2018*. Please contact Kirsten Evans, Executive Manager - Risk & Compliance [REDACTED] if you'd like any further information.

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