



Independent Pricing and Regulatory Tribunal

Retail Supplier's Reporting Manual under the *Water Industry Competition Act 2006*

Water — Reporting Manual
July 2010

Amendment Record

| Issue No | Date Issued | Reason/s for Amendment |
|----------|-------------|---|
| RMWRS | 01/07/09 | First release |
| RMWRS | 09/06/10 | <ul style="list-style-type: none">▼ Additional template for nil returns▼ Aligning Appendix D with ministerially-imposed licence conditions |

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1 Introduction

Licensees must ensure compliance with all licence conditions and other applicable obligations under the *Water Industry Competition Act 2006* (the Act), the *Water Industry Competition (General) Regulation 2008* (the Regulation) and any Codes of Conduct.¹ Licence conditions are imposed via the Act, the Regulation and the Licence, and may refer to other legislation, statutory instruments or documents.² The nature and extent of compliance measures a licensee will need to establish and maintain will vary depending on the nature, scale and complexity of its business.

IPART has produced reporting manuals for network operators and retail suppliers that:

- ▼ consolidate all licence obligations for each licence type (in summary form)
- ▼ detail the range of performance indicators, and
- ▼ detail the compliance reporting requirements, including the format and the reporting timetable.

The reporting manuals do not reproduce in full the licence obligations for each licence type, and it is still necessary for the licensee to refer to the relevant source document for full details of the obligation (ie, the Act, Regulation or Licence) or to any legislation, statutory instrument or document referred to in the licence obligation (eg, Codes of Conduct, infrastructure operating plans etc).

All compliance reporting under the reporting manuals is exception-based.

¹ For example, the Water Industry Code of Conduct, the Marketing Code of Conduct and the Transfer Code of Conduct.

² For example, licence conditions require compliance with the Codes of Conduct, infrastructure operating plans, water quality plans and sewage management plans, and with aspects of the *Environmental Planning and Assessment Act 1979*, *Protection of the Environment Operations Act 1997*, *Public Health Act 1992*, *Plumbing and Drainage Code of Practice*, *Australian Drinking Water Guidelines* and *Australian Guidelines for Water Recycling*.

1.1 Legislative framework

On or before 31 October in each year, IPART must provide to the Minister a report on the extent to which licensees have complied, or failed to comply, with the conditions imposed on their licences during the 12 months ending on 30 June in that year.³ The Minister must lay the report before both Houses of Parliament as soon as practicable after receiving it.⁴

It is a standard condition of licence imposed on all licensees that the licensee must prepare and submit compliance reports in accordance with the applicable reporting manual (ie, Network Operator's Reporting Manual or Retail Supplier's Reporting Manual).⁵

At the time of being granted a licence, IPART also issues all licensees with a notice in writing directing the licensee to keep any records necessary to report on compliance with the conditions of their licence and to furnish compliance reports to IPART in accordance with the applicable reporting manual.⁶

³ *Water Industry Competition Act 2006*, section 89(1).

⁴ *Water Industry Competition Act 2006*, section 89(2).

⁵ See standard licence condition - Schedule B, clause B5 of your licence.

⁶ The direction is made in accordance with section 87 of the *Water Industry Competition Act 2006*.

2 Compliance reporting requirements

2.1 Classification of conditions

IPART has prioritised compliance reporting by classifying all licence obligations as requiring either 'immediate' or 'annual' reporting based on an assessment of the potential impact of a breach on the Government's policy objectives.

Immediate reporting is limited to those licence obligations where a breach could have serious consequences, for example, the breach could threaten water quality, continuity of supply, public health or safety, or have a critical impact on the Government's policy objective(s).

Annual reporting is required for all other obligations.

Appendix D sets out the reporting frequency allocated to each licence obligation.

2.2 Immediate licence compliance reporting

Where a breach of or non-compliance with a licence condition requires immediate reporting, immediate reporting must be provided by a licensee in the form of a telephone call to IPART's *Director, Water* ((02) 9290 8414) or *Program Manager, Compliance* ((02) 9290 8477) and follow-up written confirmation to IPART's Chief Executive Officer from the Chief Executive Officer (or equivalent)⁷ of the licensee concerned within 5 business days. Reporting must occur as soon as the event occurs, or as soon as a licensee becomes aware that the event is likely to occur. The verbal and written report must include the following details:

- ▼ date and time of event
- ▼ extent and nature of the non-compliance (including whether and how many customers and/or other licensees have been affected)
- ▼ results of any monitoring (where applicable)
- ▼ reasons for non-compliance

⁷ Some licensees may not have CEOs. In these circumstances, an alternative officer who has day-to-day management control of the business may send written confirmation. If there is any doubt about who should send confirmation, licensees are requested to contact the Program Manager, Compliance.

- ▼ actions taken to rectify the breach and to prevent it reoccurring
- ▼ contact person and/or person responsible for managing response to event
- ▼ actual/anticipated date of full compliance.

Licensees are also required, as a standard condition of licence, to immediately notify IPART, the Minister for Health, the Minister for Water and any potentially affected licensed network operator of any incident in the conduct of the licensee's activities that threatens, or could threaten, water quality, public health or safety.⁸ Such incidents may or may not be the result of an apparent licence breach which requires 'immediate' reporting under this Manual. Where a water quality, public health or safety incident does appear to be the result of such a licence breach, it is only necessary to provide immediate incident notification in accordance with the document *Incident Notification by private sector licensees*, available from <http://www.ipart.nsw.gov.au/water/private-sector-licensing/licence-compliance-reporting.asp>. It is not necessary for a licensee to also comply with the immediate licence compliance reporting requirements set out in the above paragraph of this Manual.

For completeness, any breach that is subject to either immediate licence compliance reporting in accordance with this Manual or immediate incident notification in accordance with the document *Incident Notification by private sector licensees* should also be briefly summarised in the annual compliance report (see below), including an update of any further actions taken by the licensee with respect to the breach and an indication of whether any further breaches of the same obligation have occurred.

2.3 Annual Licence Compliance Report

Licensees are required to submit an annual compliance report certifying that the licensee has complied with its licence obligations other than those identified in the report. The annual compliance report must be signed by:

- ▼ the Chief Executive Officer (or equivalent), and
- ▼ the Chairman of the Board or a duly authorised Board member other than the CEO.

Licensees that have breached a licence obligation are required to provide an exception report which details the:

- ▼ date or period of non-compliance
- ▼ extent and nature of the non-compliance (including whether and how many customers and/or other licensees have been affected)
- ▼ results of any monitoring (where applicable)
- ▼ reasons for non-compliance

⁸ See *Water Industry Competition (General) Regulation 2008*, Schedule 2(2), clause 1 for full details.

- ▼ actions taken to rectify the breach and to prevent it reoccurring
- ▼ actual/anticipated date of full compliance.

Annual performance indicators must also be provided as part of the annual compliance report.⁹

Appendix B sets out the format of the annual compliance report.

A template for annual compliance reporting where a licensee has not engaged in any activities authorised by its licence is at Appendix C.

2.4 Annual reporting cycle

The requirement to provide annual compliance reports commences as soon as a licence is granted.

The annual compliance report, covering the previous financial year (ie, ending 30 June each year), must be submitted to the IPART by not later than **31 August** in each year.

Appendix A sets out the checklist for annual reporting.

2.5 How to lodge annual reports

Annual compliance reports or nil returns should be lodged electronically with a follow-up hard copy sent by mail. Name and contact details (phone, fax, email) of the primary contact IPART can liaise with when assessing compliance should also be provided. An alternative contact for those times when the primary contact is unavailable should also be nominated.

Email addressed to: compliance@ipart.nsw.gov.au

Hard copy addressed to:

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

⁹ See section 2.6.

2.6 Performance indicators

Retail suppliers are required to submit performance indicators as part of the annual compliance report. The applicable performance indicators and definitions are set out in Appendix E.

The majority of these indicators are indicators developed by the National Water Commission (NWC) as part of the “National Benchmarking Framework for Rural and Urban Water Utilities”, which IPART has determined are appropriate to retail suppliers. However, where necessary, IPART has also made minor modifications to some of these indicators to adapt them to the regulatory regime provided under the Act. IPART collects and audits these indicators on behalf of the NWC who then produce a National Performance Report for water utilities. These indicators are notated as “NWI Indicators” in Appendix E.

IPART has also developed a small number of indicators required in relation to the Act and Regulation. These are notated as “WICA Indicators” in Appendix E.

Where an indicator is not relevant or applicable to a particular licensee’s activities, the licensee should indicate in its annual compliance report either ‘Nil’ or ‘Not applicable’ in relation to the particular indicator. For example, ‘sewage collected’ indicators will not be applicable if the retailer only supplies recycled water. In order to ensure licensees are clear as to which indicators are applicable to their activities, IPART will determine the particular indicators that are applicable in consultation with the licensee. The licensee will be notified by IPART of the applicable performance indicators at the time of being granted the licence (and subsequently, if there are any significant changes to the activities undertaken). The kinds of indicators likely to apply to different types of licensed activities are illustrated in the examples provided in Appendix F.

2.7 Compliance Audits

The Act and Regulation do not prescribe the frequency for audits that IPART may require as part of its compliance reporting or licence review process. IPART will use a risk-based approach in order to determine when and how often a compliance audit must be conducted, based on the nature, scale and potential impacts of the licensed activity being undertaken. It is possible that compliance audits will be required annually for some licensees. At a minimum, an audit will be required at least every 5 years to assist in the licence review process.

Additionally, the scope and timing of these audits will depend on the results of previous compliance audits and each business’ compliance history. Generic audit scopes for compliance audits appear in IPART’s “Audit Guideline – Water Licence Audits” (currently under development), which can be downloaded from IPART’s website at <http://www.ipart.nsw.gov.au/water/private-sector-licensing/audit-panel.asp>.

2.8 Performance Standards

In reporting on compliance with retail management plans, retail suppliers must also report on any performance standards established in these plans.¹⁰

2.9 Monitoring

Any monitoring of water quality or sewage required to be undertaken by the licensee for the purposes of the Licence, any plans¹¹ and this reporting manual (eg, performance indicators) must be undertaken in accordance with the requirements set out below.

The following records must be kept of any samples collected:

- ▼ the date(s) on which the sample was taken
- ▼ the time(s) at which the sample was collected
- ▼ the point or location at which the sample was taken, and
- ▼ the name of the person who collected the sample.

A laboratory accredited for the specified tests by an independent body acceptable to NSW Health, such as the National Association of Testing Authorities (NATA) or equivalent, shall carry out all analyses of samples.

¹⁰ See Appendix D, Retail Supplier Table #34 and #52.

¹¹ Such as the infrastructure operating plan, water quality plan and/or sewage management plan licensees are required to prepare and implement under the Regulation.

3 Processes for Revision

Appropriate reporting and auditing requirements for each condition may vary over time to reflect licensees' previous compliance performance and evolving regulatory and government policy objectives.

Changes to the Reporting Manuals, including amendments to the classification of licence obligations may be necessary to:

- ▼ include new licence obligations
- ▼ delete redundant licence obligations
- ▼ reflect new government initiatives
- ▼ rectify problems identified through compliance monitoring and reporting.

Before making any significant revisions to the reporting requirements or performance indicators, IPART will undertake consultation with relevant licensees and other interested stakeholders as appropriate. IPART will then notify the stakeholders of the finalised revisions to the Reporting Manual and the commencement date of any new reporting arrangements. In determining the commencement date for new reporting arrangements, IPART will have regard to licensees' need for a reasonable period to implement new arrangements.



Appendices

A Checklist for annual reporting

A.1 Annual reporting

By no later than 31 August in each year, all licensees must lodge a hard and electronic Annual Compliance Report comprising of the following:

- ▼ Annual Compliance Report Certification.
 - ▼ Non-Compliance schedule.
 - ▼ Performance Indicators.
 - ▼ Name and contact details (phone, fax, email) of the main person IPART can liaise with during September when assessing compliance. Please also nominate an alternative person for those times when the main contact is unavailable.
- } See templates at Appendix B & E

A template for annual compliance reporting where a licensee has not engaged in any activities authorised by its licence is at Appendix C.

B Annual Compliance Report Format

Annual Compliance Report *[Insert Year]*

For 20__/__/__

Submitted by [licensee]

ACN:

To: The Chief Executive Officer
Independent Pricing and Regulatory Tribunal of NSW
PO Box K35
Haymarket Post Shop NSW 1240

[Name] reports as follows:

1. This report documents compliance during [financial year] with all obligations to which [licensee] is subject by virtue of its Retail Supplier's Licence.
2. This report has been prepared by [licensee] with all due care and skill in full knowledge of conditions to which it is subject and in compliance with IPART's current Retail Supplier's Reporting Manual.
3. Schedule A provides information on all obligations with which [licensee] did not fully comply during [financial year].
4. Other than the information provided in Schedule A, [licensee] has complied with all conditions to which it is subject.
5. Performance Indicators about [licensee's] operations is provided in Schedule B.
6. This compliance report has been approved by the Chief Executive Officer (or equivalent)¹² and the Board of Directors of [licensee] at its meeting on [date].

DATE:

DATE:

Signed

Signed

Name:

Name:

Designation:

Designation:

¹² Some licensees may not have CEOs. In these circumstances, an alternative officer who has day-to-day management control of the business may verify the report. If there is any doubt about who should sign the report, businesses are requested to contact the Program Manager, Compliance.

Schedule A Non Compliance¹³

| Table # ^a | List obligations breached, including a brief description of each obligation ^b | Describe: |
|----------------------|--|--|
| | | <ul style="list-style-type: none"> i Date or period of non-compliance ii Nature and extent of non-compliance (including whether and how many customers and/or other licence holders have been affected) iii Results of any monitoring (where applicable) iv Reasons for non-compliance v Remedial action taken vi Actual/anticipated date of full compliance |

^a See Appendix D. Licensees should indicate, for example, Retail Supplier Table #29.

^b See Appendix D. Licensees should include, for example: WIC(General) Reg cl 13, WIC (General) Reg Schedule 2, cl 1(1) - A retail supplier must provide the Minister or IPART with such information as required in relation to licensee's activities under licence.

¹³ Licensees should report only non-compliances that were identified during the reporting period.

Schedule B Performance indicators¹⁴

| NWI Indicator # or WICA Indicator # ^a | Indicator description ^b | Report in relation to indicator ^c |
|---|---------------------------------------|--|
|---|---------------------------------------|--|

^a See Appendix E, last column. Licensees should indicate, for example: NWI W1 or WICA#17.

^b See Appendix E, middle column. Licensees should enter short description of indicator, for example: Volume of water sourced – Surface Water (ML).

^c See Appendix E, Definitions. Licensees should report against the relevant indicator in accordance with the Definitions. Values should be reported as indicated, for example, in ML, minutes, km or other manner indicated in the Definitions. Additional details required under the Definitions should also be reported, for example, WICA#1 requires the nature of the other source or sources to be identified (eg, stormwater, rainwater) and, if there is more than one source, the volume of each source to be specified.

¹⁴ See Appendix E for a full list of Retail Supplier’s performance indicators. The licensee must report against all applicable indicators, as determined by IPART in consultation with the licensee.

C Annual compliance report format: NIL return

Annual Compliance Report: Nil Return

For 201_/1_

Submitted by [*name of company*]

ACN:

To: The Chief Executive Officer
 Independent Pricing and Regulatory Tribunal of NSW
 PO Box K35
 Haymarket Post Shop NSW 1240

I make the following declaration for and on behalf of the company:

1. The company currently holds the following New South Wales WIC Act licence(s) (strike out any that do not apply):
 - retail supplier
 - network operator
2. During the reporting period, the company did not engage in any activities authorised under the WIC Act licence(s) it holds.

Note: This declaration must be signed and completed by the Chief Executive Officer (or equivalent) of the business.

DATE:

Signed

Name: Designation:

D | Licence obligations – reporting frequency

Retail Supplier - All

| # | Licence Condition | Obligations under Condition | Brief description of obligation | Reporting | Verification |
|---|-------------------------|---------------------------------------|--|---------------------------|--------------|
| 1 | WICA section 14(3) | WICA section 14(3) | A retail supplier must pay the annual licence fee determined by the Minister. | Annual | CEO & Board |
| 2 | WICA section 18(2) | WICA section 18(2) | A retail supplier must comply with any direction of the Minister to take specified action to reduce or eliminate a risk to public health or public safety arising from certain activities. | Immediately | CEO |
| 3 | WICA section 50 | WICA section 50(a) | A retail supplier to small retail customers must be a member of an approved ombudsman scheme. | Annual | CEO & Board |
| 4 | WICA section 50 | WICA section 50(b) | A retail supplier must comply with any decision of the ombudsman relating to a dispute or complaint with a small retail customer. | Annual | CEO & Board |
| 5 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 1(1) | A retail supplier must provide the Minister or IPART with such information as required in relation to licensee's activities under licence. | Annual | CEO & Board |
| 6 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 1(2) | A retail supplier must immediately notify certain persons of any incident in the conduct of its activities that threatens, or could threaten, water quality, public health or safety. | Immediately ¹⁵ | CEO |
| 7 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 1(3) | A retail supplier must permit: <ul style="list-style-type: none"> • publication on IPART's website of matters recorded on the Register of Licences; • disclosure between government agencies of information the licensee has provided to any one of them; and • disclosure to the general public of information about reported incidents. | Annual | CEO & Board |

¹⁵ Please note that notification of an incident that threatens, or could threaten, water quality, public health or safety must be made in accordance with the document *Incident Notification by private sector licensees*, available from <http://www.ipart.nsw.gov.au/water/private-sector-licensing/licence-compliance-reporting.asp>. However, where a licensee has failed to provide immediate notification of an incident that should have been immediately notified, a breach of this licence obligation has occurred which must be reported immediately in accordance with this Manual – see section 2.2 for further details.

| # | Licence Condition | Obligations under Condition | Brief description of obligation | Reporting | Verification |
|----|-------------------------|--|--|-----------|--------------|
| 8 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 2(1)(a) | A retail supplier must implement any relevant government policy that applies to it. | Annual | CEO & Board |
| 9 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 2(1)(b) | A retail supplier must ensure the details of any relevant government policy are forwarded to each customer at least once a quarter. | Annual | CEO & Board |
| 10 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 2(1)(c) | A retail supplier must furnish a report to IPART and the Department Head each quarter on certain matters relating to payment assistance, discounts or rebates given pursuant to relevant government policies. | Annual | CEO & Board |
| 11 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 2(1)(d) | A retail supplier must furnish a report on certain matters to any licensee where there is a transfer of water supplies or sewerage services in respect of customers receiving assistance under a relevant government policy. | Annual | CEO & Board |
| 12 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 3 | Any notice the retail supplier is required to send its customers must include or be accompanied by information (in various languages) about available community translation services. | Annual | CEO & Board |
| 13 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 4(1)(a) | A retail supplier must establish and comply with a code of practice for customer complaints. | Annual | CEO & Board |
| 14 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 4(1)(b) | A retail supplier must provide copies of its code of practice for customer complaints to the Minister, IPART and the ombudsman. | Annual | CEO & Board |
| 15 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 4(1)(c) | A retail supplier must keep its customers informed as to the provisions of the code of practice for customer complaints and the existence of, and procedure for referring complaints or disputes to the ombudsman. | Annual | CEO & Board |
| 16 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 4(1)(d) | A retail supplier must furnish periodic reports to the Minister and IPART in relation to complaints it receives, in such form and containing such information as the Minister or IPART requires. | Annual | CEO & Board |
| 17 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 4(2) | A retail supplier's code of practice for customer complaints must conform to the requirements of AS/ISO 10002-2006. | Annual | CEO & Board |

| # | Licence Condition | Obligations under Condition | Brief description of obligation | Reporting | Verification |
|----|--|--|---|-------------|--------------|
| 18 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 5(1)(a) | A retail supplier must establish and comply with a code of practice for debt recovery. | Annual | CEO & Board |
| 19 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 5(1)(b) | A retail supplier must provide copies of its code of practice for debt recovery to the Minister, IPART and to the ombudsman. | Annual | CEO & Board |
| 20 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 5(1)(c) | A retail supplier must keep customers informed as to the provisions of the code of practice for debt recovery. | Annual | CEO & Board |
| 21 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 5(2) | A retail supplier's code of practice for debt recovery must provide for the deferment, in whole or in part, of payments owed by customers suffering financial hardship. | Annual | CEO & Board |
| 22 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 6 | A retail supplier must comply with any water industry code of conduct, marketing code of conduct and transfer code of conduct. | Annual | CEO & Board |
| 23 | WIC (General) Reg cl 13 | WIC (General) Reg Schedule 2, cl 7 | In its activities under the licence, a retail supplier must comply with the requirements of: <ul style="list-style-type: none"> the Environmental Planning and Assessment Act 1979 and any environmental planning instruments under that Act, and the Protection of the Environment Operations Act 1997 and any regulations under that Act, in relation to the protection of the environment. | Annual | CEO & Board |
| 24 | Licence, Schedule A -Ministerially-imposed licence conditions | Schedule A, cl A1 | The licence authorises the licence holder to undertake certain activities, using specified water industry infrastructure, for specified authorised purposes, to specified persons or classes of persons, within the area of operations specified. | Immediately | CEO |
| 25 | Licence, Schedule B -Standard Ministerially-imposed licence conditions | Schedule B, cl B1 | The licence holder must have the technical, financial and organisational capacity to carry out the activities authorised by the licence. The licence holder must report to IPART immediately if it ceases to have this capacity. | Immediately | CEO |

| # | Licence Condition | Obligations under Condition | Brief description of obligation | Reporting | Verification |
|----|--|-----------------------------|---|-------------|---------------|
| 26 | Licence, Schedule B -Standard Ministerially-imposed licence conditions | Schedule B, cl B2 | <p>Before commencing to carry out activities authorised under the licence, the licence holder must:</p> <ul style="list-style-type: none"> • obtain appropriate insurance, • demonstrate the insurance is appropriate by providing a report from an Insurance Expert to this effect, and • provide a copy of each certificate of currency of insurance obtained to IPART. | Annual | CEO and Board |
| 27 | Licence, Schedule B -Standard Ministerially-imposed licence conditions | Schedule B, cl B3 | <p>The licence holder must:</p> <ul style="list-style-type: none"> • maintain appropriate insurance, • from time to time, when requested by IPART, demonstrate the insurance is appropriate by providing a report from an Insurance Expert to this effect, and • whenever the type, level or period of insurance held by the licence holder changes, provide a copy of the certificate of currency to IPART within 10 days of the change being made. | Annual | CEO and Board |
| 28 | Licence, Schedule B -Standard Ministerially-imposed licence conditions | Schedule B, cl B4 | The licence holder must carry out activities authorised by the licence in compliance with any requirements of NSW Health that IPART has agreed to and as notified from time to time to the licence holder in writing. | Immediately | CEO |
| 29 | Licence, Schedule B -Standard Ministerially-imposed licence conditions | Schedule B, cl B5 | The licence holder must prepare and submit reports in accordance with the applicable Reporting Manual issued by IPART. | Annual | CEO and Board |
| 30 | Licence, Schedule B -Standard Ministerially-imposed licence conditions | Schedule B, cl B7.1 | Whenever the licence holder makes any change to its retail supply management plan, the licence holder must provide a copy of the amended plan to IPART | Annual | CEO and Board |

| # | Licence Condition | Obligations under Condition | Brief description of obligation | Reporting | Verification |
|----|--|-----------------------------|--|-------------|--------------|
| 31 | Licence, Schedule B -Standard Ministerially-imposed licence conditions | Schedule B, cl B7.2 | Whenever the licence holder makes a significant change to its retail supply management plan, a copy of the changed plan must be provided to IPART at the same time it is provided to the approved auditor. | Immediately | CEO |

Retail Suppliers -water supply - all

| # | Licence Condition | Obligations under Condition | Brief description of obligation | Reporting | Verification |
|----|-------------------------------|--|--|-----------|--------------|
| 32 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 8(1) | Before commencing activities under a retail supplier's licence for the supply of water, a retail supplier must prepare and forward to IPART a retail supply management plan that indicates the arrangements the licensee has made, or proposes to make, in relation to certain matters. | Annual | CEO & Board |
| 33 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 8(2)(a) | A retail supplier must ensure its retail supply management is fully implemented and kept under regular review and all of its activities are carried out in accordance with the plan. | Annual | CEO & Board |
| 34 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 8(2)(b) | A retail supplier must, if the Minister so directs, amend its retail supply management plan in accordance with the Minister's direction. | Annual | CEO & Board |
| 35 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 8(3) | On demand by the Minister or IPART, or if any significant change is made to its retail supply management plan, a retail supplier must provide the Minister or IPART with a report, prepared by an approved auditor, as to the adequacy of its retail supply management plan or pay the Minister's or IPART's costs in conducting an investigation into the adequacy of its plan. | Annual | CEO & Board |
| 36 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 10(1) | A retail supplier must not enter into water supply contracts under which it assumes obligations that it is unable to meet, or advertise that it is willing to enter into such contracts, having regard to certain matters. | Annual | CEO & Board |

| # | Licence Condition | Obligations under Condition | Brief description of obligation | Reporting | Verification |
|----|--|--|--|-------------|---------------|
| 37 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 10(2) | A retail supplier must not enter into a water supply contract with a customer unless the premises to which the water is to be supplied are connected to, or readily connectible to, a water main to which the licensee has access. | Annual | CEO & Board |
| 38 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 11 | A retail supplier must not terminate the supply of water to any of its customers within the whole or any part of its area of operations unless it has given IPART and the Minister at least 14 days' written notice. | Immediately | CEO |
| 39 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 12 | A retail supplier must ensure its customers are kept informed of any water restriction that applies to them in any bill or other correspondence it sends to them while the restriction is in force. | Annual | CEO & Board |
| 40 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 13 | A retail supplier must have an internet website on which certain matters are available for inspection by members of the public. | Annual | CEO & Board |
| 41 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 14(1) | A retail supplier must not supply water to a customer otherwise than under a water supply contract. | Annual | CEO & Board |
| 42 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 14(2) | A retail supplier's water supply contracts must address certain matters. | Annual | CEO & Board |
| 43 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 14(3) | A retail supplier's water supply contracts must provide that the licensee must not do certain things as a consequence of a customer's non-payment of a debt. | Annual | CEO & Board |
| 44 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 14(4) | A retail supplier that proposes to supply water to a small retail customer on terms that a different from those set out in the licensee's standard water supply contract must notify the customer of the various differences before the customer enters into the contract. | Annual | CEO & Board |
| 45 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 14(5) | Before entering into a contract to supply water to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies certain matters. | Annual | CEO & Board |
| 46 | Licence, Schedule B -Standard Ministerially-imposed licence conditions | Schedule B, cl B6 | Whenever certain information changes, the licence holder must provide up-dated information to IPART within 14 days of the change. | Annual | CEO and Board |

Obligations specific to retail suppliers licensed to supply non-potable water

| # | Licence Condition | Obligations under condition | Brief description of obligation | Reporting | Verification |
|----|-------------------------------|--|--|-----------|--------------|
| 47 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 9(1)(a) | A retail supplier of non-potable water must inform any customer to which such water is supplied as to the authorised purposes in relation to that water. | Annual | CEO & Board |
| 48 | WIC (General) Reg cl 13(1)(a) | WIC (General) Reg Schedule 2, cl 9(1)(b) and cl 9(2) | A retail supplier of non-potable water must not supply such water to any customer for use for an unauthorised purpose unless the water is to be processed by the customer to become water for which that purpose is an authorised purpose. | Annual | CEO & Board |

Retail Suppliers - sewerage services - all

| # | Licence Condition | Obligations under condition | Brief description of obligation | Reporting | Verification |
|----|-------------------------------|---|--|-----------|--------------|
| 49 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 15(1) | Before commencing activities under a retail supplier's licence for the provision of sewerage services, a retail supplier must prepare and forward to IPART a retail supply management plan that indicates the arrangements the applicant has made, or proposes to make, in relation to certain matters. | Annual | CEO & Board |
| 50 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 15(2)(a) | A retail supplier must ensure its retail supply management is fully implemented and kept under regular review and in particular, that all of its activities are carried out in accordance with the plan. | Annual | CEO & Board |
| 51 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 15(2)(b) | A retail supplier must, if the Minister so directs, amend its retail supply management plan in accordance with the Minister's direction. | Annual | CEO & Board |
| 52 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 15(3) | On demand by the Minister or IPART, or if any significant change is made to its retail supply management plan, a retail supplier must provide the Minister or IPART with a report, prepared by an approved auditor, as to the adequacy of its retail supply management plan or pay the Minister's or IPART's costs in conducting an investigation into the adequacy of its plan. | Annual | CEO & Board |

| # | Licence Condition | Obligations under condition | Brief description of obligation | Reporting | Verification |
|----|--|--|---|-------------|---------------|
| 53 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 16(1) | A retail supplier must not enter into sewerage service arrangements under which it assumes obligations that it is unable to meet, or advertise that it is willing to enter into such arrangements, having regard to certain matters. | Annual | CEO & Board |
| 54 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 16(2) | A retail supplier must not enter into a sewerage service arrangement with a customer unless the premises to which the water is to be supplied are connected to, or readily connectible to, a sewer main to which the licensee has access. | Annual | CEO & Board |
| 55 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 17 | A retail supplier must not terminate the provision of sewerage services to any of its customers within the whole or any part of its area of operations unless it has given IPART and the Minister at least 14 days' written notice. | Immediately | CEO |
| 56 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 18 | A retail supplier must have an internet website on which certain matters are available for inspection by members of the public. | Annual | CEO & Board |
| 57 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 19(1) | A retail supplier must not provide a sewerage service to a small retail customer otherwise than under a sewerage service contract. | Annual | CEO & Board |
| 58 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 19(2) | A retail supplier's sewerage service contracts for small retail customers must address certain matters. | Annual | CEO & Board |
| 59 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 19(3) | A retail supplier's sewerage contracts for small retail customers must provide that the licensee must not perform certain actions as a consequence of the customer's non-payment of a debt. | Annual | CEO & Board |
| 60 | WIC (General) Reg cl 13(1)(b) | WIC (General) Reg Schedule 2, cl 19(4) | Before entering into a contract to supply a sewerage service to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies certain matters. | Annual | CEO & Board |
| 61 | Licence, Schedule B -Standard Ministerially-imposed licence conditions | Schedule B, cl 6 | Whenever certain information changes, the licence holder must provide up-dated information to IPART within 14 days of the change. | Annual | CEO and Board |

Obligations specific to Monopoly Suppliers

| # | Licence Condition | Obligations under condition | Brief description of obligation | Reporting | Verification |
|----|--------------------|-----------------------------|---|-----------|--------------|
| 62 | WICA section 52(3) | WICA section 52(3) | A monopoly supplier must comply with any IPART determination in relation to the pricing for any service in respect of which a declaration is in force under section 51. | Annual | CEO & Board |
| 63 | WICA section 53(1) | WICA section 53 | A monopoly supplier must, in accordance with the declaration for that service, supply that service to any eligible premises to which the owner of the premises requests the supplier to provide that service. | Annual | CEO & Board |

Obligations specific to Retailers of Last Resort

| # | Licence Condition | Obligations under condition | Brief description of obligation | Reporting | Verification |
|----|-----------------------|-----------------------------|---|-----------|--------------|
| 64 | WICA section 55(4)(a) | WICA section 55(1) | As soon as practicable after becoming a RoLR, a RoLR must, in accordance with the regulations, submit a contingency plan for the Minister's approval. | Annual | CEO & Board |
| 65 | WICA section 55(4)(b) | WICA section 55(4)(b) | A RoLR must maintain the arrangements set out in its contingency plan. | Annual | CEO & Board |
| 66 | WICA section 57(2) | WICA section 57(2) | A RoLR must comply with an order of the Minister, declaring a supply failure | Annual | CEO & Board |

Retail suppliers – specified licensees only¹⁶

| # | Licence Condition | Obligations under condition | Brief description of obligation | Reporting | Verification |
|---|-------------------------------------|-----------------------------|---------------------------------|----------------------|----------------------|
| # | [Licensee's name], licence number # | Schedule A, cl A# | [Brief description] | [Immediately/Annual] | [CEO/ CEO and Board] |
| # | [Licensee's name], licence number # | Schedule A, cl A# | [Brief description] | [Immediately/Annual] | [CEO/ CEO and Board] |

¹⁶ Some licensee's will be subject to non-standard Ministerially-imposed licence conditions specific to their licensed activities. It is IPART's intention to list any such licence obligations here. The Manuals will be updated whenever a new licensee is subject to such conditions. At this point in time, IPART anticipates that non-standard Ministerially-imposed licence conditions will be the exception, rather than the rule.

E Water Retail Supplier's performance indicators

Important note:

The majority of the following Retail Supplier performance indicators and their corresponding definitions are developed by the National Water Commission (NWC) as part of the "National Benchmarking Framework for Rural and Urban Water Utilities". These indicators are notated as "NWI Indicators" below. Where necessary, IPART has made minor modifications to some of the NWI Indicators and their corresponding definitions to adapt them to the regulatory regime provided under the Act. In particular, given the scale of activities licensed under the Act (many of which are anticipated to be small scale), NWI Indicators that use a measure of 'per 1,000 properties' or 'per 1,000 customers' are to be reported in actual numbers *or* per 1,000 properties/customers (where possible).

IPART has also developed a small number of indicators and corresponding definitions required in relation to the Act and Regulation. These are notated as "WICA Indicators" below. IPART has endeavoured to define the WICA Indicators in a manner consistent with definitions used for the NWI Indicators, and to build on existing NWI Indicators where possible.

| Indicator Set | Indicator | NWI Indicator #. or WICA Indicator # |
|------------------------|--|--------------------------------------|
| Source of Water | Volume of water sourced from public water utility (ML) | WICA#17 |
| | Volume of water sourced from (ML): | |
| | - Surface Water (ML) | NWI W1 |
| | - Groundwater (ML) | NWI W2 |
| | - Desalination (ML) | NWI W3 |
| | - Recycling (ML) | NWI W4 |
| | - Other (ML)(specify) | WICA#1 |
| | Total volume of water sourced (ML) | NWI W7 |
| | | |
| Sewage collected | Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML) | NWI W16 |
| | Volume of sewage collected - trade waste (ML) | NWI W17 |
| | Total volume of sewage collected (ML) | NWI W18 |
| | | |
| Uses of water supplied | Volume of water supplied - residential (ML) | NWI W8 |
| | Volume of water supplied - commercial/municipal/industrial (ML) | NWI W9 |
| | Volume of water supplied - other (ML) | NWI W10 |
| | Volume of water supplied - environmental flows (ML) | NWI W13 |
| | Volume of bulk water exports (ML) | NWI W14 |
| | Total volume of water supplied (ML) | WICA#18 |
| | | |
| Uses of recycled water | Volume of recycled water supplied - residential (ML) | NWI W20 |
| | Volume of recycled water supplied - commercial, municipal, industrial (ML) | NWI W21 |
| | Volume of recycled water supplied - agriculture (ML) | NWI W22 |
| | Volume of recycled water supplied - environmental flows (ML) | NWI W23 |
| | Volume of recycled water supplied - on-site | NWI W24 |

| Indicator Set | Indicator | NWI Indicator #. or WICA Indicator # |
|----------------------|--|--------------------------------------|
| | Volume of recycled water supplied - other (ML) | NWI W25 |
| | Volume of bulk recycled water exports (ML) | NWI W15 |
| | Total of recycled water supplied (ML) | NWI W26 |
| | | |
| Customers - water | Number of connected residential properties – water supply | NWI C2 |
| | Number of connected non residential properties – water supply | NWI C3 |
| | Total number of connected properties – water supply | NWI C4 |
| | | |
| Customers - sewerage | Number of connected residential properties - sewerage | NWI C6 |
| | Number of connected non residential properties - sewerage | NWI C7 |
| | Number of connected non-residential properties - trade waste | WICA#19 |
| | Total number of connected properties - sewerage | NWI C8 |
| | | |
| Small customers | Number of small retail customers in relation to water supply | WICA#20 |
| | Number of small retail customers in relation to the provision of sewerage services | WICA#21 |
| | | |
| Complaints | Number of water quality complaints | NWI C9 |
| | Number of water service complaints | NWI C10 |
| | Number of sewerage service complaints | NWI C11 |
| | Number of billing and account complaints – water and sewerage | NWI C12 |
| | Number of other complaints – water and sewerage | WICA#22 |
| | Total water and sewerage complaints | NWI C13 |
| | | |
| Restrictions | Number of customers to which restrictions applied for non-payment of water bills | NWI C18 |
| | Number of customers to which disconnections applied | WICA#23 |

| Indicator Set | Indicator | NWI Indicator #. or WICA Indicator # |
|-----------------------|---|--------------------------------------|
| | Number of customers to which legal actions applied for non-payment of water bills | NWI C19 |
| | | |
| Service Interruptions | Average duration of unplanned interruption – water (minutes) | NWI C15 |
| | Average duration of planned interruption – water (minutes) | WICA#6 |
| | Average duration of unplanned interruption – potable water (minutes) | WICA#7 |
| | Average duration of planned interruption – potable water (minutes) | WICA#8 |
| | Average duration of unplanned interruption – non-potable water (minutes) | WICA#9 |
| | Average duration of planned interruption – non-potable water (minutes) | WICA#10 |
| | Average sewerage interruptions (minutes) | NWI C16 |
| | Average frequency of unplanned interruption – water | NWI C17 |
| | Average frequency of planned interruption –water | WICA#11 |
| | Average frequency of unplanned interruption – potable water | WICA#12 |
| | Average frequency of planned interruption – potable water | WICA#13 |
| | Average frequency of unplanned interruption – non-potable water | WICA#14 |
| | Average frequency of planned interruption – non-potable water | WICA#15 |
| | Average frequency of unplanned interruption – sewerage | WICA#16 |

Please refer to the applicable “Definitions” below.

F Definitions

| Reported indicators | Indicator number |
|---|------------------|
| *Volume of water supplied - Residential (ML) | W8 |
| *Volume of water supplied - Commercial, municipal and industrial (ML) | W9 |
| *Volume of water supplied - Other (ML) | W10 |
| *Volume of water supplied - Environmental flows (ML) | W13 |
| Volume of bulk water exports (ML) | W14 |
| Volume of bulk recycled water exports (ML) | W15 |
| Total volume of water supplied (ML) | WICA#18 |

Sources of water

RAW DATA COLLECTED

1. Residential water supplied (ML).
2. Commercial, municipal and industrial water supplied (ML).
3. Other water supplied (ML).
4. Environmental flows supplied (ML).
5. Volume of bulk water exports.
6. Volume of bulk recycled water exports (ML).

PURPOSE

To report the total urban water supplied (potable and non-potable) by the water utility from all water sources, including any recycled water.

It may also be used to report the distribution of total water supplied.

DEFINITIONS

W8 - Volume of water supplied - Residential

Total metered and estimated non-metered, potable and non-potable water supplied to residential properties for the reporting period. (If some volumes are estimated, this should be noted on the data).

W9 - Volume of water supplied - Commercial, municipal and industrial

Total metered and estimated non-metered, potable and non-potable water supplied to commercial, municipal and industrial properties for the reporting period (if some volumes are estimated, this should be noted on the data).

W10 - Volume of water supplied - Other

Total metered and estimated non-metered water (potable and non-potable) supplied to other users. This would include, but may not be limited to, an estimate of water used for fire fighting, mains flushing, losses due to customer meter errors, leakage or contractors and any other consumption due to operations.

W13 - Volume of water supplied - Environmental flows

Wholesale flow allocations to the environment, generally upstream of the master meter, for the reporting period as specified in the environmental flow management regime generally required by the relevant natural resource management agency. Accidental or unintentional releases should not be included unless they can be incorporated into the environmental flow management regime.

W14 - Volume of bulk water exports

The total volume of water (potable and non-potable) sold to another utility or another entity outside this utility's geographic area of responsibility. The volume of water will include water originated from another source (see example 1).

W15 - Volume of bulk recycled water exports

The total volume of recycled water sold to another utility or another entity outside this utility's geographic area of responsibility.

WICA#18 - Total volume of water supplied (ML)

The total volume of water supplied as determined above.

UNITS

Megalitres (ML)

EXAMPLES

1. Utility A Bulk supplier sells 100 ML water sourced from surface water to Utility B Retailer who then treats the total volume. Utility B Retailer then sells 60 ML to Utility C Retailer who in turn sells a proportion of this to Utility D Retailer. In this example, Utility A Bulk supplier would include 100 ML water as bulk water exports and would report this water as sourced from surface water. Utility B Retailer would include 100 ML water as bulk of water purchased from a bulk supplier but would not report the water as sourced from surface water.

Sewage collected

| Reported indicators | Indicator number |
|--|------------------|
| Volume of sewage collected - Residential sewage, non-residential sewage and non-trade waste (ML) | W16 |
| Volume of sewage collected -Trade waste (ML) | W17 |
| Total sewage collected (ML) | W18 |

RAW DATA COLLECTED

1. Residential sewage, non-residential sewage and non-trade waste collected (ML).
2. Trade waste collected (ML).
3. Total sewage collected (ML).

PURPOSE

To provide an overview of the volume of sewage collected by the utility.

DEFINITIONS

W16 - Volume of sewage collected - Residential sewage, non-residential sewage and non-trade waste

Sewage received from residential, non-residential and non-trade waste sources. This also includes any volumes collected in the sewage system due to stormwater, illegal connection inflow and infiltration to the sewerage system. Residential (domestic) sewage is the water borne waste derived from human origin comprising of faecal matter, urine and liquid household waste from water closet pans, sinks, baths, basins and similar fixtures designed for use in private dwellings.

W17 - Volume of sewage collected - Trade waste

Total volume of estimated and metered trade waste collected and treated by the water utility, or on behalf of the water utility. This includes any volumes of stormwater collected in the trade waste system. Trade waste (industrial waste) is the liquid waste generated from any industry, business, trade, or manufacturing process. It does not include domestic sewage.

W18 - Total sewage collected

Total volume of sewage collected by the utility, measured as treatment plant inflow, plus sewage treated by another business on behalf of the water utility e.g. wholesaler. Where only treatment plant outflow is measured, record this value and comment appropriately. This measure should equal the sum of volumes reported for residential, non-residential and non-trade sewage collected and trade sewage collected.

Note: Residential and non-residential sewage and trade waste are defined as per either *The National Water Management Strategy Guidelines for Sewerage Systems 1994* or state-based legislation.

UNITS

Megalitres (ML).

Uses of recycled water

| Reported indicators | Indicator number |
|---|------------------|
| Volume of recycled water supplied - Residential (ML) | W20 |
| Volume of recycled water supplied - Commercial, municipal and industrial (ML) | W21 |
| Volume of recycled water supplied - Agricultural (ML) | W22 |
| Volume of recycled water supplied - Environmental (ML) | W23 |
| Volume of recycled water supplied - On-site (ML) | W24 |
| Volume of recycled water supplied - Other (ML) | W25 |
| Total recycled water supplied (ML) | W26 |

RAW DATA COLLECTED

1. Residential recycled water supplied.
2. Commercial, municipal and industrial recycled water supplied.
3. Agricultural recycled water supplied.
4. Environmental recycled water supplied..
5. On-site recycled water supplied
6. Other recycled water supplied.

PURPOSE

To report the volume of recycled water supplied. It may also be used to report the distribution of recycled water in the business.

DEFINITIONS

W20 - Volume of recycled water supplied - Residential

Total metered and estimated non-metered consumption of recycled water by residential properties for the reporting period. (If some volumes are estimated, this should be noted on the data). This would generally occur via a third pipe system.

W21 - Volume of recycled water supplied - Commercial, municipal and industrial

Total metered and estimated non-metered consumption of recycled water by commercial, municipal and industrial properties for the reporting period. (If some volumes are estimated, this should be noted on the data) i.e. recycled water supplied to golf courses, heavy industry and commercial areas.

W22 -Volume of recycled water supplied -Agricultural

Total metered and estimated non-metered consumption of recycled water supplied for agricultural purposes. (If some volumes are estimated, this should be noted on the data) i.e. irrigation of crops, recycled water supplied to forestry, agricultural products including livestock.

W23 - Volume of recycled water supplied - Environmental

Recycled water discharged to a waterway for environmental purposes as prescribed by the environmental regulator. There must be a quality characteristic that is a net benefit to the environment as determined by the relevant regulator. (If some volumes are estimated, this should be noted on the data). i.e. water discharged to rivers, the sea, natural wet lands. This may exclude non harvestable forests and bushland if the regulator determines there is 'disposal' rather than 'beneficial use'.

W24 - Volume of recycled water supplied - On-site

Recycled water used on-site external to the treatment process. (If some volumes are estimated, this should be noted on the data). Total volumes of recycled water supplied within the period i.e. volumes must capture total water supplied in a continuous process irrespective of whether it is re-used within a cycle.

W25 - Volume of recycled water supplied - Other

Total estimated non-metered recycled water supplied to other users. This would include, but may not be limited to, an estimate of water used for fire fighting, mains flushing, losses due to customer meter errors, leakage or contractors and any other consumption due to operations.

W26 - Total recycled water supplied

The sum of all treated effluent that is used by either the water utility itself, a business supplied by the water utility, or supplied through a third pipe system for urban reuse. Evaporation is excluded. The parameters are the total sewage collected and the volume of effluent recycled (see examples 1, 2, 3 and 4).

Recycled water can be provided for onsite re-use, agriculture, irrigation, industry, potable or other use external to the treatment process.

Note:

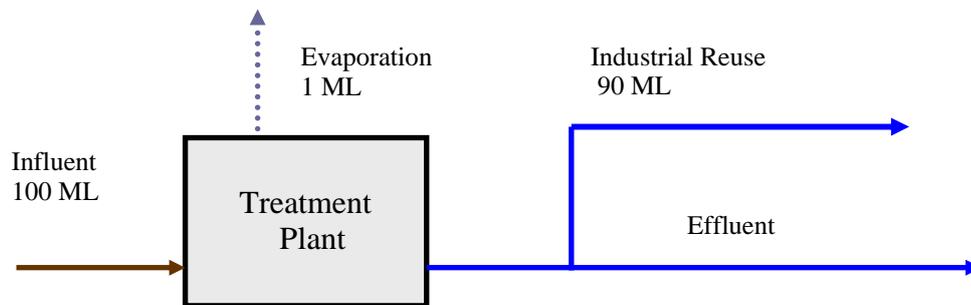
1. Recycled water supplied to clubs, sporting fields, or other businesses is included.
2. Environmental flows are included if they are approved by the EPA and substitute raw water abstraction or are recognised as an environmental flow by regulator/authority.
3. Sewer mining extracted from the utility's mains is an accepted form of recycling.

UNITS

ML.

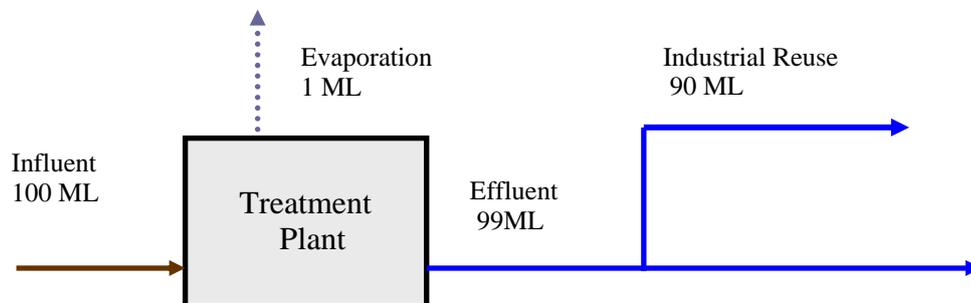
EXAMPLES

1. Recycled water is supplied to industry for use. No onsite re-use occurs.



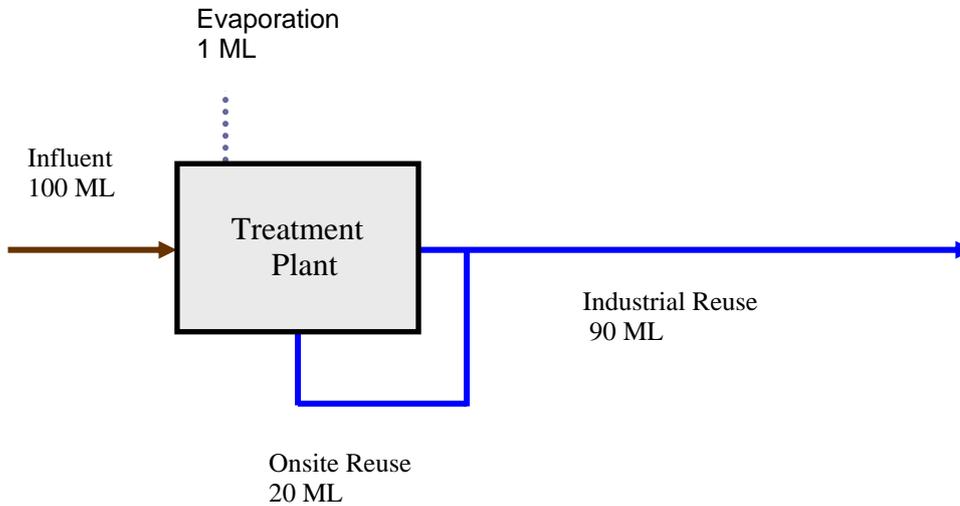
$$\text{Per cent of Water Recycled} = \frac{\text{Volume of Water Recycled}}{\text{Volume of Influent} - \text{Net Evaporation}} = \frac{90}{100-1} = 90.9\%$$

2. Recycled water is supplied to industry for use. No onsite reuse occurs.



$$\text{Per cent of Water Recycled} = \frac{\text{Volume of Water Recycled}}{\text{Volume of Effluent}} = \frac{90}{99} = 90.9\%$$

3. Recycled water is used on site and supplied to industry for use.

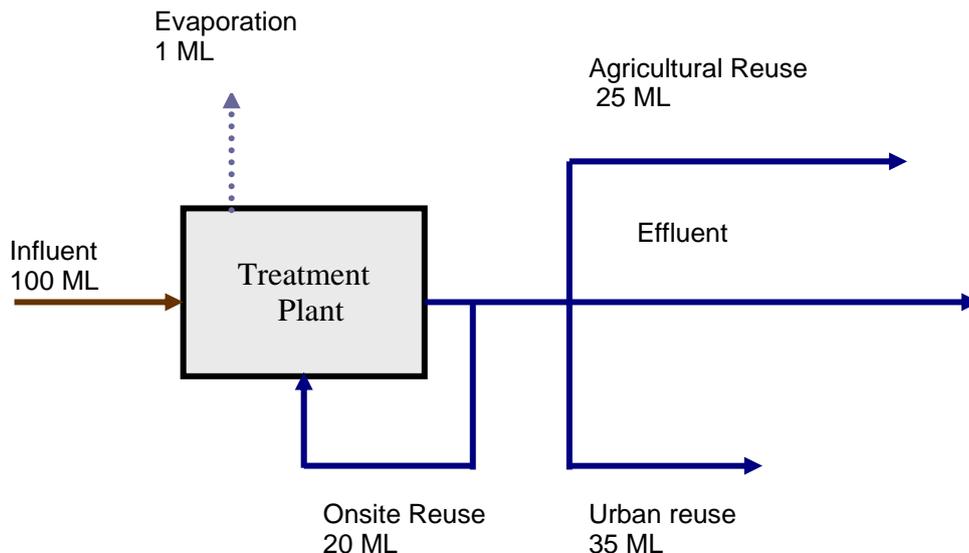


$$\text{Per cent of Water Recycled} = \frac{\text{Vol of Water Recycled}}{\text{Vol of Influent} - \text{Net Evaporation}} = \frac{(20+90)}{(100-1)} = 111.1\%$$

Note:

Where a percentage greater than 100% is achieved please provide a footnote to explain the figure and aid reader understanding of the process.

4. Recycled water is used on site, supplied for agricultural reuse and supplied for urban reuse through a third pipe system to urban households for toilet flushing and garden watering and for irrigation of open space community facilities.



$$\text{Per cent of Water Recycled} = \frac{\text{Vol of Water Recycled}}{\text{Vol of Influent} - \text{Net Evaporation}} = \frac{(20+25+35)}{(100-1)} = 80.8\%$$

5. A market garden historically abstracts 40 ML of river water per year for irrigation purposes. In the reporting period, the water utility supplies 30 ML of recycled water to the market garden, which subsequently abstracts only 10 ML of river water. The volume of recycled water substituting raw water abstraction is 30 ML.
6. Water supplied per residential property within a water utility's service area is 220 kL/a (W12). The water utility supplies 30 000 kL of recycled water to 1000 properties via a third pipe system for toilet flushing and garden watering. Whilst the total water supplied per property remains unchanged, potable water consumption for properties also supplied with recycled water decreases by 30 kL per year (ie. 190 potable + 30 recycled = 220 kL residential water supplied per property). The 30 000 kL of recycled water supplied therefore is included as **BOTH** residential water supplied and total recycled water supplied.

Connected properties

| Reported indicators | Indicator number |
|---|------------------|
| Connected Residential properties - water supply | C2 |
| Connected Non-residential properties - water supply | C3 |
| Total connected properties – water supply | C4 |
| Connected Residential properties – sewerage | C6 |
| Connected Non-residential properties – sewerage | C7 |
| Connected Non-residential properties – trade waste | WICA#19 |
| Total connected properties – sewerage | C8 |

RAW DATA COLLECTED

1. Connected Residential properties – water supply.
2. Connected non-residential properties – water supply.
3. Connected residential properties – sewerage.
4. Connected non-residential properties – sewerage.
5. Connected non-residential properties – trade waste.

PURPOSE

To report on the scale and composition of the water business. Connected property numbers are also used as a normaliser for many indicators.

DEFINITIONS

Water/sewerage properties

(See figure 1 below)

A connected water/sewerage property is:

- ✓ connected to the licensee's water/sewerage system
- ✓ The subject of billing for water supply/sewerage collection – fixed and /or consumption (see examples 1, 2 and 3), and
- ✓ any property which, at the end of the reporting period, is connected to the water/sewerage system and is separately billed for the water/sewerage services – fixed and/or consumption (see examples 1, 2 and 3).
- ✓ state-wide water utilities can also report the number of connected properties for their state-wide operations as a footnote.

This includes:

- ✓ a connected non-rateable property, and
- ✓ a connected but non-metered property.

It does NOT include:

- × a body corporate
- × a rated but unconnected property, or
- × a non-real property or strata garages i.e. a master meter for a block separately metered strata title flats

Non strata title flats or units

Where a utility has no more than 10% of its properties as non strata title flats or units, it is acceptable to report each such block of flats or units as one property.

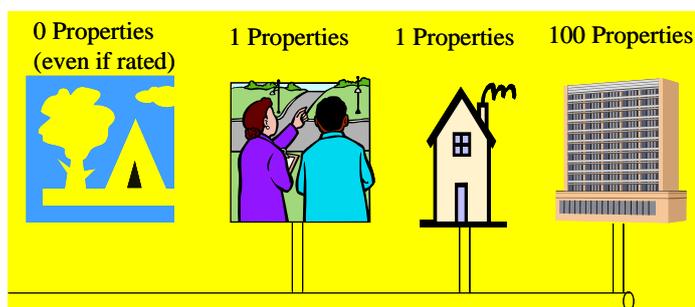


Figure 1

Notes:

- The owner and tenant of a rented property are NOT counted as separate properties.
- A sewerage property which is also a trade sewerage property counts as one non-residential connected property.

UNITS

Per number of properties or per thousands (000s), if possible

CALCULATIONS

C4 & C8 - Total connected properties receiving water/sewerage services =
(Residential connected properties) + (Non-residential connected properties)

EXAMPLES

1. A block of 30 units with a single meter = 30 connected properties.
2. A factory building housing five partitioned companies, all with separate water bills = five non-residential connected properties.
3. Properties are classified according to their main purpose. For example, a hotel which has a few permanent residential tenants (short term, long term or strata titled apartments) is classed as one non-residential connected property, likewise a shopping centre, or a serviced apartment/hotel complex = one non-residential connected property.
4. A TAFE property which extends over two blocks and has six separate connections = one non-residential connected property. Similarly, a school or hospital is also counted as 1 non-residential connected property.

5. A high-rise apartment residence which has individual connections for each apartment. Each apartment is a separate residential connected property. This also applies to department of housing units/flats.
6. A shopping centre where each shop within the complex has a separate connection = one non-residential connected property.
7. A property which is not connected (i.e. no mains to meter connection), but is on a street with a main running along it, is not counted as a connected property. Similarly, if a vacant lot is being charged/rated, but is not physically connected, it is not to be counted as a connected property.
8. A nursing home/retirement home is counted as one non-residential connected property.
9. With respect to retirement villages, communal buildings count as one non-residential property, whereas stand-alone buildings for residents are each counted as residential properties. For example, 20 stand-alone buildings for residents and a communal building are counted as 20 residential connected properties and one non-residential connected property.
10. Residential apartment buildings where individual residents are shareholders in a company owning the entire building rather than holding individual apartment titles should be counted as individual flats/units. For example, 20 residential units in a building with 20 associated shares = 20 residential connected properties.
11. Where combined commercial/residential dwellings exist, the property should be classified according to its primary purpose where one bill is issued. If two separate bills are issued for the commercial and residential parts of the property, then the property is counted as one residential connected property and one non-residential connected property.

Small retail customers

| Reported indicators | Indicator number |
|--|------------------|
| Number of small retail customers in relation to water supply | WICA#20 |
| Number of small retail customers in relation to the provision of sewerage services | WICA#21 |

RAW DATA COLLECTED

1. Number of small retail customers in relation to water supply.
2. Number of small retail customers in relation to provision of sewerage services.

PURPOSE

To report on the number of small retail customers a utility supplies water or provides sewerage services to.

DEFINITIONS

Small retail customer in relation to water supply

A person is a small retail customer in relation to water supply if the maximum rate at which water is supplied, pursuant to one or more water supply contracts, to all premises that the person owns, leases or occupies is less than 15 megalitres per year: clause 5(1) of the *Water Industry Competition (General) Regulation 2008*.

Small retail customer in relation to the provision of sewerage services

A person is a small retail customer in relation to the provision of sewerage services if the maximum rate at which sewage is discharged, pursuant to one or more sewerage service contracts, from all premises that the person owns, leases or occupies is less than 10.5 megalitres per year, as determined in accordance with guidelines issued by IPART: clause 5(2) of the *Water Industry Competition (General) Regulation 2008*.

UNITS

Per number of customers or per thousands (000s), where possible

CALCULATIONS

Total number of small retail customers receiving water services.

Total number of small retail customers receiving sewerage services.

Water quality complaints

| Reported indicators | Indicator number |
|--------------------------|------------------|
| Water quality complaints | C9 |

RAW DATA COLLECTED

1. Total number of water quality complaints.

PURPOSE

To report customer satisfaction with the quality of water provided. It may also be used as an indicator of the suitability of the water treatment process.

Only complaints need to be classified, collected and reported. If dissatisfaction has not been expressed or if the customer has not sought resolution, the matter should not be classified and recorded as a complaint.

DEFINITIONS

Complaint

Australian Standards define a complaint as an “expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.” (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (i.e. contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints, as do multiple complaints from one customer.

Includes complaints received by the water utility in person, by mail, fax, phone, email or text messaging.

Note:

A water utility must be able to differentiate a ‘query’ versus a ‘complaint’ in order to be materially compliant for this indicator.

A query can be defined as "A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction."

Water quality complaints

The total number of complaints received by the water business that relate to water quality, including water quality complaints resulting from operational practices. With respect to water quality, this is any complaint regarding:

- ✓ discolouration
- ✓ taste
- ✓ odour
- ✓ stained washing
- ✓ illness, or
- ✓ cloudy water (e.g. caused by oxygenation), etc.

It excludes complaints relating to:

- ✗ service interruption
- ✗ adequacy of service
- ✗ restrictions, or
- ✗ pressure, etc.

Note: It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

Note: This definition has been changed to exclude “any contact that results in a water quality issue is counted as a complaint”.

EXAMPLES

1. If a customer complains about milky water and it is found to be caused by mains flushing then this is still counted as a complaint.
2. If a customer rings to ask about the health standards that apply for water quality, this is counted as a query.
3. If a customer rings to complain about the Premier’s media comments on water quality, this is not counted as a complaint as the complaint is about a third party over whom the water utility has no control.
4. If a customer rings to complain about the Premier’s media comments on water quality because they have suffered poor water quality this is counted as a complaint.

CALCULATIONS

C9 - Water quality complaints (per number of properties or per 1000 properties, if possible) =

Total number of water quality complaints / Total water connected properties (actual number or per 000s, if possible)

Water service complaints

| Reported indicators | Indicator number |
|---------------------------|------------------|
| Water service complaints. | C10 |

PURPOSE

To report customer satisfaction with the water supply service and provide a partial indicator of service reliability.

Only complaints need to be classified, collected and reported. If dissatisfaction has not been expressed or if the customer has not sought resolution, the matter should not be classified and recorded as a complaint.

DEFINITIONS

Complaint

Australian Standards define a complaint as an “expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.” (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (i.e. contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints.

Includes complaints received by the water utility in person, by mail, fax, phone, email or text messaging.

Note:

A water utility must be able to differentiate a ‘query’ versus a ‘complaint’ in order to be materially compliant for this indicator.

An enquiry can be defined as "A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction."

Water service complaints

The total number of water service complaints received by the water utility. This includes all complaints concerning:

- ✓ bursts
- ✓ leaks
- ✓ service interruptions
- ✓ adequacy of service

- ✓ water pressure
- ✓ water reliability

When a customer reports a service interruption, this is not counted as a complaint unless the customer expresses dissatisfaction about the interruption.

It excludes complaints relating only to:

- ✗ water quality
- ✗ billing and accounts
- ✗ government pricing policy, or
- ✗ tariff structures.

Note: It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

EXAMPLES

1. If a customer complains about water pressure and it is found to be caused by a leak in the network this is counted as a complaint.
2. If a customer rings to ask about the relevant standard for water pressure in their town this is counted as an enquiry.
3. If a customer rings to ask about the relevant standard for water pressure because they are unhappy about their pressure, this is counted as a complaint.
4. If a customer rings to report a burst pipe due to a contractor working on the utility's assets this is counted as a complaint.
5. If a customer rings to complain about government pricing policy this is not a complaint, however, if the price has created an affordability issue for the customer who is now unable to meet the payment plan previously negotiated and has been refused renegotiation this is a complaint but should be recorded as a billing and account complaint not a service complaint.

CALCULATIONS

C10 - Water service complaints (per number of properties or per 1000 properties, if possible) =

Total number of water service complaints / Total number of water connected properties (actual number or per 000s, if possible)

Sewerage service complaints

| Reported indicators | Indicator number |
|------------------------------|------------------|
| Sewerage service complaints. | C11 |

PURPOSE

To report customer satisfaction with sewerage service and provide a partial indicator of service quality and reliability.

Only complaints need to be classified, collected and reported. If dissatisfaction has not been expressed or if the customer has not sought resolution, the matter should not be classified and recorded as a complaint.

DEFINITIONS

Complaint

Australian Standards define a complaint as an “expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.” (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (i.e. contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints.

Includes complaints received by the water utility in person, by mail, fax, phone, email or text messaging.

Note:

A water utility must be able to differentiate a ‘query’ versus a ‘complaint’ in order to be materially compliant for this indicator.

An enquiry can be defined as "A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction."

Sewage service complaints

The total number of complaints received by the sewerage utility that relate to sewerage service quality and reliability. Includes all complaints concerning:

- ✓ sewer blockages and spills
- ✓ trade waste services
- ✓ sewage odours
- ✓ sewerage system reliability, and
- ✓ all other sewerage issues.

If an operator is doubtful whether the customer is making an enquiry or wishing to lodge a complaint they should ask the customer if they want a complaint to be recorded.

It excludes complaints relating only to:

- ✗ government pricing policy, or
- ✗ tariff structures
- ✗ Other non-applicable areas of the business.

Note: It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

EXAMPLES

1. If a customer rings to report a sewage odour this is a complaint.
2. If a customer rings to enquire about the conversion of a septic tank to the mains sewerage system this is an enquiry.
3. If a customer rings to complain about the way sewerage service bills are calculated, and the bill has been calculated according to government pricing policy, this is not a complaint.

CALCULATIONS

C11 - Sewage service complaints (per number of properties or per 1000 properties, if possible) =

Total number of sewage service complaints / Total number of connected properties - sewerage (actual number or per 000s, if possible)

Billing and account complaints

| Reported indicators | Indicator number |
|--|------------------|
| Billing and account complaints – water and sewerage. | C12 |

PURPOSE

To report the level of billing and account complaints received for the utility's water supply and sewerage services.

Only complaints need to be classified, collected and reported. If dissatisfaction has not been expressed or if the customer has not sought resolution, the matter should not be classified and recorded as a complaint.

DEFINITIONS

Complaint

Australian Standards define a complaint as an "expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected." (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (i.e. contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints.

Includes complaints received by the water utility in person, by mail, fax, phone, email or text messaging.

Note:

A water utility must be able to differentiate a 'query' versus a 'complaint' in order to be materially compliant for this indicator.

An enquiry can be defined as "A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction."

Billing and account complaints

This includes all complaints concerning:

- ✓ account payment
- ✓ financial loss or overcharging
- ✓ billing errors and
- ✓ affordability

Where a customer rings to query an account (e.g. could you please explain how the variable sewerage component of my bill is calculated, or could you explain how my bill is calculated) this is not to be recorded as a complaint unless the customer identifies that they have rung to make a complaint. If the customer rings to make an enquiry but remains dissatisfied or the enquiry identifies an error in the bill this should be recorded as a complaint.

If a customer makes repeated contact on the same billing issue this should be recorded as a complaint.

If an operator is doubtful whether the customer is making an enquiry or a complaint they should ask the customer if they want a complaint to be recorded.

It does not include complaints relating only to:

- × government pricing policy
- × tariff structures, or
- × a correctly calculated bill is too high.

Note: It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

EXAMPLES

1. If a customer rings to query the meter reading because they believe the bill is too high this is a complaint.
2. If a customer rings to enquire about how the tariff structure is set this is an enquiry.
3. If a customer rings to complain about tariff structures this is not a complaint (where the tariff is set by an external body). If the tariff is set by the utility then it is a complaint.

CALCULATIONS

C12 - Billing and account complaints (per number of properties or per 1000 properties, if possible) =

Total number of billing and account complaints / Total number of water connected properties (actual number or per 000s, if possible)

Other complaints

| Reported indicators | Indicator number |
|---|------------------|
| Number of other complaints – water and sewerage | WICA#22 |

PURPOSE

To report any complaints that do not fall within any of the complaint categories above (ie, C9 - C12 above) received for the utility's water supply and sewerage services.

DEFINITIONS

Complaint

Australian Standards define a complaint as an "expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected." (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (i.e. contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints.

Includes complaints received by the water utility in person, by mail, fax, phone, email or text messaging.

Note:

A water utility must be able to differentiate a 'query' versus a 'complaint' in order to be materially compliant for this indicator.

An enquiry can be defined as "A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction."

Other complaints

Any complaints that do not fall within any of the complaint categories above (ie, C9 - C12 above) received for the utility's water supply and sewerage services

CALCULATIONS

WICA#22 - Other complaints (per number of properties or per 1000 properties, if possible) =

Total number of other complaints / Total number of water connected properties (actual number or per 000s, if possible)

Total water and sewerage complaints

| Reported indicators | Indicator number |
|--------------------------------------|------------------|
| Total water and sewerage complaints. | C13 |

PURPOSE

To report customer satisfaction with the water and sewerage services and provide an indicator of service quality and reliability.

Only complaints need to be classified, collected and reported. If dissatisfaction has not been expressed or if the customer has not sought resolution, the matter should not be classified and recorded as a complaint.

Note: This may be greater than the total of C9 – C12 as it includes “other” complaints.

DEFINITIONS

Complaint

Australian Standards define a complaint as an “expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.” (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (i.e. contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints.

Includes complaints received by the water utility in person, by mail, fax, phone, email or text messaging.

Note:

A water utility must be able to differentiate a ‘query’ versus a ‘complaint’ in order to be materially compliant for this indicator.

An enquiry can be defined as "A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction."

Total water and sewerage complaints

The total number of complaints received by the water utility that relate to water or sewerage services. This includes all complaints concerning:

- ✓ bursts
- ✓ leaks
- ✓ service interruptions
- ✓ adequacy of service
- ✓ water pressure
- ✓ water quality or reliability
- ✓ sewerage service complaints
- ✓ sewage odours
- ✓ affordability
- ✓ billings, and
- ✓ behaviour of staff or agents.

When a customer reports a service interruption, this is not counted as a complaint unless the customer expresses dissatisfaction about the interruption.

It excludes complaints relating only to:

- ✗ government pricing policy, or
- ✗ tariff structures.

Note: It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

CALCULATIONS

Total water and sewage service complaints (per number of properties or per 1000 properties, if possible) =

Total number of water and sewerage complaints / Total number of water connected properties (actual number or per 000s, if possible)

Average duration of unplanned water supply interruptions

| Reported indicators | Indicator number |
|--|------------------|
| Average duration of an unplanned interruption - water (minutes). | C15 |
| Average duration of planned interruption – water (minutes) | WICA#6 |
| Average duration of unplanned interruption – potable water (minutes) | WICA#7 |
| Average duration of planned interruption – potable water (minutes) | WICA#8 |
| Average duration of unplanned interruption – non-potable water (minutes) | WICA#9 |
| Average duration of planned interruption – non-potable water (minutes) | WICA#10 |

RAW DATA COLLECTED

1. Average duration of an unplanned water supply interruption (hr).
2. Average duration of a planned water supply interruption (hr).
3. Average duration of unplanned potable water supply interruption (hr).
4. Average duration of planned potable water supply interruption (hr).
5. Average duration of unplanned non-potable water supply interruption (hr).
6. Average duration of planned non-potable water supply interruption (hr).

PURPOSE

To report average duration a customer is without a water supply for the reporting period. It is a partial indicator of customer service and the condition of the water network, and how effectively the operation of the network is being managed (e.g. whether operating pressures are too high).

DEFINITIONS

Water supply interruption (customer service)

A water supply interruption is any event causing a total loss of water supply due to any cause. Interruptions do not include:

- those caused by bursts or leaks in the property service (mains to meter connection), unless the property connections are owned or maintained by the water utility or the burst or leak requires the mains to be shut down for repair.
- In the case of a utility that has contracted with the customer to provide an interrupted service (eg, at peak demand periods), those interruptions that are in accordance with the levels of service specified in the contract.

Unplanned water supply interruption

This is when the customer has NOT received at least 24 hours notification (or as otherwise prescribed by regulatory requirements) of the interruption. It also includes situations where the duration of a planned interruption exceeds that which was originally notified. In this circumstance the length of the entire interruption is counted (see example 1). All un-notified interruptions caused by third parties should be included.

Unplanned potable water supply interruption

As above, but in relation to potable water only.

Unplanned non-potable water supply interruption

As above, but in relation to non-potable water only.

Planned water supply interruption

This is when the customer has received at least 24 hours notification (or as otherwise prescribed by regulatory requirements) of the interruption and the duration of the planned interruption does not exceed that which was originally notified.

Planned potable water supply interruption

As above, but in relation to potable water only.

Planned non-potable water supply interruption

As above, but in relation to non-potable water only.

(a) Duration of an unplanned water supply interruption

An interruption commences when the water utility is aware that 'water is no longer available at the customer's first cold water tap and ceases 'when "normal" service is restored' (OFWAT Return Reporting Requirements) i.e. when the last valve has been opened (see examples 2 and 3).

Where the utility is aware of a water supply interruption via internal systems alarms, the duration commences when the alarm is raised.

If a customer notifies the water utility they are without water, the duration commences at the time of notification. If the water utility is responding to a notification of a broken main, unless this notification also indicates a loss of supply, the duration commences once the break is isolated (if repairs are not being done under pressure).

Duration of an unplanned potable water supply interruption

Same as above, but in relation to potable water only.

Duration of an unplanned non-potable water supply interruption

Same as above, but in relation to non-potable water only.

Duration of a planned water supply interruption

An interruption commences when the water utility ceases to supply water to the customer in accordance with its notification, and ceases 'when "normal" service is restored' (OFWAT Return Reporting Requirements) i.e. when the last valve has been opened, on or before the period which was originally notified.

Duration of a planned potable water supply interruption

Same as above, but in relation to potable water only.

Duration of a planned non-potable water supply interruption

Same as above, but in relation to non-potable water only.

Average duration of an unplanned water supply interruption

The average duration for which a customer is without supply due to an unplanned interruption.

Average duration of an unplanned potable water supply interruption

The average duration for which a connection point is without supply due to an unplanned interruption.

Average duration of an unplanned non-potable water supply interruption

The average duration for which a connection point is without supply due to an unplanned interruption.

Average duration of a planned water supply interruption

The average duration for which a customer is without supply due to a planned interruption.

Average duration of a planned potable water supply interruption

The average duration for which a connection point is without supply due to a planned interruption.

Average duration of a planned non-potable water supply interruption

The average duration for which a connection point is without supply due to a planned interruption.

UNITS

Minutes (min).

CALCULATIONS

C15 - Average duration of an unplanned water supply interruption =
Total minutes off water supply / total number of customers affected

WICA#6 - Average duration of an unplanned potable water supply interruption =

Total minutes off potable water supply / total number of potable water customers affected

WICA#7 - Average duration of an unplanned non-potable water supply interruption =

Total minutes off non-potable water supply / total number of non-potable water customers affected

WICA#8 - Average duration of a planned water supply interruption =
Total minutes off water supply / total number of customers affected

WICA#9 - Average duration of a planned potable water supply interruption =

Total minutes off potable water supply / total number of potable water customers affected

WICA#10 - Average duration of a planned non-potable water supply interruption =

Total minutes off non-potable water supply / total number of non-potable water customers affected

(see example table below)

EXAMPLES

1. A customer calls the water utility advising that they have no water. The interruption commences at the time the call is received.
2. A customer calls the water utility advising of a broken main. The interruption commences when staff arrive at the main and isolate the main break.
3. Mains are shut down due to fire fighting requirements. This interruption is included and commences at the time the mains are shut down.
4. See table below for example of calculation

| Interruption | <u>Minutes of interruption</u> | <u>Number of customers affected</u> | <u>Minutes off supply (i.e. Minutes interruption x number of customers affected)</u> | <u>Average duration of an unplanned interruption (minutes)</u> |
|---------------------|---------------------------------------|--|---|---|
| A | 240 | 20 | 4,800 | (i.e. Total Minutes off supply / Number of Customers affected) |
| B | 300 | 1,000 | 300,000 | |
| C | 120 | 400 | 48,000 | |
| D | 60 | 2 | 120 | |
| E | 410 | 35 | 14,350 | |
| Total | | 1,457 | 367,270 | 252.1 |

Average sewerage interruptions

| Reported indicators | Indicator number |
|---|------------------|
| Average sewerage interruptions (minutes). | C16 |

RAW DATA COLLECTED

1. Average sewerage interruption (mins).

PURPOSE

To report for how long, on average, a customer is without sewerage services for the reporting period. It is a partial indicator of customer service and the condition of the sewerage network.

DEFINITIONS

Sewerage interruption (customer service)

A sewerage interruption is any event causing a significant reduction of sewerage service due to any cause. Interruptions exclude those caused by breaks or chokes in the property connection sewer.

Unplanned sewerage service interruption

This is when the customer has NOT received at least 24 hours notification of the interruption (or as otherwise prescribed by regulatory requirements). It also includes situations where the duration of a planned interruption exceeds that which was originally notified. In this circumstance the length of the entire interruption is counted. All un-notified interruptions caused by third parties should be included.

Duration of an unplanned sewerage service interruption

An interruption commences when the water utility is aware that sewerage services are no longer available and ceases when 'normal' service is restored

Average sewerage interruption

The average duration for which a customer is without a sewerage service due to unplanned work.

UNITS

Minutes (min).

CALCULATIONS

C16 - Average sewerage interruption (minutes) =

Total minutes of interruptions / total number of interruptions

Example:

| Interruption | Minutes of Interruption |
|-------------------------|--------------------------------------|
| A | 240 |
| B | 300 |
| C | 50 |
| D | 70 |
| E | 90 |
| Total interruptions = 5 | Total minutes of interruptions = 750 |

Average sewerage interruption = 150 minutes

Customer interruption frequency

| Reported indicators | Indicator number |
|--|------------------|
| Average frequency of unplanned interruptions – water | C17 |
| Average frequency of planned interruptions – water | WICA#11 |
| Average frequency of unplanned interruptions – potable water | WICA#12 |
| Average frequency of planned interruptions – potable water | WICA#13 |
| Average frequency of unplanned interruptions – non-potable water | WICA#14 |
| Average frequency of planned interruptions – non-potable water | WICA#15 |

PURPOSE

To report how frequently customers are without access to the water supply service. It is a partial indicator of service quality, reliability and customer satisfaction.

Note: Title change only, no material definition change.

DEFINITIONS

Average frequency of unplanned interruptions

Average customer-interruption frequency.

A water supply customer-interruption is a loss of water supply to an individual customer due to an unplanned water supply interruption. For example, a water supply interruption which causes loss of supply to 100 customers is 100 customer-interruptions.

Includes:

- ✓ Each occurrence of unplanned interruptions to supply

Excludes:

- ✗ mains to meter interruptions unless the burst or leak requires the mains to be shut down for repair

- ✘ some reduction to the level of service but where normal activities (shower, washing machine, toilet flushing etc.) are still possible, breaks in house connection branches or planned interruptions

Interruption: Where the property is without a service due to any cause.

Unplanned Interruption: An interruption caused by a fault in the utility's system.

Planned Interruption: An interruption for which the utility has provided at least 24 hours' advanced notification (or as otherwise prescribed by regulatory requirements or in accordance with the levels of service specified in the contract with the customer).

CALCULATIONS

C17 - Average frequency of unplanned interruptions (per number of properties or per 1000 properties, if possible) =

Total number of unplanned interruptions / Total number of water connected properties (actual number or per 000s, if possible)

WICA#11 - Average frequency of planned interruptions (per number of properties or per 1000 properties, if possible) =

Total number of planned interruptions / Total number of water connected properties (actual number or per 000s, if possible)

WICA#12 - Average frequency of unplanned interruptions – potable water (per number of properties or per 1000 properties, if possible) =

Total number of unplanned interruptions – potable water only / Total number of potable water connected properties (actual number or per 000s, if possible)

WICA#13 - Average frequency of planned interruptions – potable water (per number of properties or per 1000 properties, if possible) =

Total number of planned interruptions – potable water only / Total number of potable water connected properties (actual number or per 000s, if possible)

WICA#14 - Average frequency of unplanned interruptions – non-potable water (per number of properties or per 1000 properties, if possible) =

Total number of unplanned interruptions – non-potable water only / Total number of non-potable water connected properties (actual number or per 000s, if possible)

WICA#15 - Average frequency of planned interruptions – non-potable water (per number of properties or per 1000 properties, if possible) =

Total number of planned interruptions – non-potable water only / Total number of non-potable water connected properties (actual number or per 000s, if possible)

Customer interruption frequency - sewerage

| Reported indicators | Indicator number |
|---|------------------|
| Average frequency of unplanned interruptions – sewerage | WICA#16 |

PURPOSE

To report how frequently customers are without access to the sewerage service. It is a partial indicator of service quality, reliability and customer satisfaction.

DEFINITIONS

Average frequency of unplanned interruptions

Average customer-interruption frequency.

A sewerage services customer-interruption is a loss of sewerage services to an individual customer due to an unplanned sewerage service interruption. For example, a sewerage service interruption which causes loss of services to 100 customers is 100 customer-interruptions.

Includes:

- ✓ Each occurrence of unplanned interruptions to the service

Excludes:

- ✗ some reduction to the level of service but where normal activities (toilet flushing etc.) are still possible, breaks in house connection branches or planned interruptions

Interruption: Where the property is without a service due to any cause.

Unplanned Interruption: An interruption caused by a fault in the utility's system.

Planned Interruption: An interruption for which the utility has provided at least 24 hours' advanced notification (or as otherwise prescribed by regulatory requirements).

CALCULATIONS

Average frequency of unplanned interruptions (per number of properties or per 1000 properties, if possible) =

Total number of unplanned interruptions / Total number of sewer connected properties (actual number or per 000s, if possible)

Restrictions & legal action for non-payment of water bill

| Reported indicators | Indicator number |
|---|------------------|
| Number of restrictions applied for non-payment of water bill | C18 |
| Number of disconnections | WICA#23 |
| Number of legal actions applied for non-payment of water bill | C19 |

PURPOSE

To report on the incidence of water restrictions or legal action applied for non-payment of a water bill, and the incidence of disconnections.

Note: Indicator name change in 2007-08, no material change. This indicator was changed in the 2006-07 definitions and was divided into two indicators, one for restrictions (C18) and one for legal action (C19). This does not constitute a material change and historical data may be published if separated out.

DEFINITIONS

C18 - Number of customers to which restrictions applied for non-payment of water bill

The total number of restrictions (including disconnections) applied for non-payment of water bills in the reporting period.

Includes all cases where restriction devices are fitted to reduce water flows to a customer due to non-payment of accounts.

If a water business disconnects rather uses a restriction device this is also counted.

Includes restrictions taken against both residential and non-residential customers.

It does not include:

- ✘ were a business threatens to restrict a supply, but does not undertake the fitting of a restrictor
- ✘ disconnections carried out due to unsafe infrastructure connected to the water utility's system, and
- ✘ customers who choose to disconnect from the water utilities supply (e.g. due to preference for a tank water supply).

WICA#23 - Number of customers to which disconnections applied

A small retail customer cannot be disconnected for non-payment of water bills.

Includes all cases where a water business disconnects a residential or non-residential customer for any reason.

It does not include:

- ✘ disconnections carried out due to unsafe infrastructure connected to the water utility's system, and

- ✘ customers who choose to disconnect from the water utilities supply (e.g. a due to preference for a tank water supply).

C19 - Number of customers to which legal action applied for non-payment of water bill

The total number of legal actions applied for non-payment of water bills in the reporting period.

Includes legal actions taken against both residential and non-residential customers.

Legal action commences from issue of summons. It does not include where a utility threatens to take legal action, but does not proceed

Note: Multiple restrictions, disconnections/legal actions for one customer should be counted as separate occasions.

G Illustrative examples – applicable performance indicators

As noted earlier in this Reporting Manual, IPART will determine the indicators that are applicable to a particular licensee, in consultation with the licensee. The licensee will be notified by IPART of the applicable performance indicators at the time of being granted the licence (and subsequently, if there are any significant changes to the activities undertaken).

The following are illustrative examples to assist licensees to understand which performance indicators are likely to be applicable to their particular licensed activities.

Example 1: Retail Supplier's licence to supply recycled water to residential and commercial/municipal/industrial customers (ie, "small retail customers" under the Act)

Indicators in relation to 'sources of water' would apply. Where the source of water is from a public water utility, this would need to be reported (WICA#17). Indicators in relation to 'sewage collected' would not be applicable, as the retailer is not providing sewerage services to customers. There is potential for doubling-up in reporting under 'uses of water supplied' and 'uses of recycled water supplied' indicators. In such a case, IPART is likely to indicate to the licensee that reporting is only necessary in relation to the most appropriate set of indicators (eg, 'uses of recycled water').

As the retailer is involved in supplying recycled water to residential and non-residential customers, the 'customers - water' indicators would be applicable. The 'customers - sewerage' indicators would not apply. The special 'small customers' indicator would also apply (WICA#20), as some of these customers are within the definition of "small retail customers" under the Act.

The 'complaints', 'restrictions' and 'service interruptions' sets of indicators in relation to water services only would be applicable. There is potential for some doubling-up in reporting under the 'service interruptions' indicators, as 'water' is defined to include 'non-potable water', and also with the 'service interruptions' indicators being reported by any Network Operator in relation to the same water supply. In such cases, IPART is likely to indicate that the licensee only report against the most appropriate indicators (eg, 'non-potable water' indicators only). However, where reporting by the Network Operator and the Retail Supplier licensee against 'service interruptions' indicators provides different information or verification of the same information, IPART may require such reporting.

Example 2: Bundled Network Operator and Retail Supplier – Network Operator receiving treated effluent to provide Retail Supplier with recycled water which is then supplied to industrial/commercial customers only

Indicators in relation to ‘sources of water’ would apply. Where the source of water is from a public water utility, this would need to be reported (WICA#17). Indicators in relation to ‘sewage collected’ would not be applicable, as the retailer is not providing sewerage services to customers. There is potential for doubling-up in reporting under ‘uses of water supplied’ and ‘uses of recycled water supplied’ indicators. In such a case, IPART is likely to indicate to the licensee that reporting is only necessary in relation to the most appropriate set of indicators (eg, ‘uses of recycled water’).

As the retailer is involved in supplying recycled water to industrial/commercial customers, the ‘customers - water’ indicators would be applicable. The ‘customers - sewerage’ indicators and the special ‘small customers’ indicator (WICA#20) are not applicable.

The ‘complaints’, ‘restrictions’ and ‘service interruptions’ sets of indicators in relation to water services only would be applicable. There is potential for some doubling-up in reporting under the ‘service interruptions’ indicators, as ‘water’ is defined to include ‘non-potable water’ and also with the ‘service interruptions’ indicators required to be reported in accordance with the Network Operator’s Reporting Manual. In such cases, IPART is likely to indicate that the licensee only report against the most appropriate indicators (eg, ‘non-potable water’ indicators only). As the licensee in this example is a bundled network operator and retail supplier, IPART will determine in consultation with the licensee which licence the various ‘service interruptions’ indicators are more appropriate to be reported under (ie, the Network Operator’s or Retail Supplier’s licence) or whether the indicators need to be reported under both.

(Note: See Appendix E of the Network Operator’s Reporting Manual for an illustrative example of the Network Operator indicators likely to be applicable for a bundled Network Operator and Retail Supplier receiving treated effluent to provide recycled water to industrial/commercial customers only.)

Example 3: Retail Supplier’s licence to provide sewerage services and recycled water to small retail customers and industrial/commercial customers

Indicators in relation to ‘sources of water’ would apply. Where the source of water is from a public water utility, this would need to be reported (WICA#17). Indicators in relation to ‘sewage collected’ would also be applicable, as the retailer is also providing sewerage services to customers. There is potential for doubling-up in reporting under ‘uses of water supplied’ and ‘uses of recycled water supplied’ indicators. In such a case, IPART is likely to indicate to the licensee that reporting is only necessary in relation to the most appropriate set of indicators (eg, ‘uses of recycled water’).

As the retailer is involved in supplying recycled water and sewerage services to residential and non-residential customers, the ‘customers - water’ and ‘customers - sewerage’ indicators would both be applicable. The special ‘small customers’ indicators would also apply (WICA#20 & WICA#21), as some of these customers are within the definition of “small retail customers” under the Act.

The ‘complaints’, ‘restrictions’ and ‘service interruptions’ sets of indicators in relation to both water and sewerage services would be applicable. There is potential for some doubling-up in reporting under the ‘service interruptions’ indicators, as ‘water’ is defined to include ‘non-potable water’, and also with the ‘service interruptions’ indicators being reported by any Network Operator in relation to the same water supply. In such cases, IPART is likely to indicate that the licensee only report against the most appropriate indicators (eg, ‘non-potable water’ indicators only). However, where reporting by the Network Operator and the Retail Supplier licensee against ‘service interruptions’ indicators provides different information or verification of the same information, IPART may require such reporting.

Glossary

WICA Water Industry Competition Act 2006

WIC (General) Reg Water Industry Competition (General) Regulation 2008