



Tasmanian Water and Sewerage Industry
Performance and Information Reporting Guideline

7 June 2023

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GLOSSARY

This Guideline utilises the following definitions:

| | |
|-----------------------------------|--|
| Customer | Has the same meaning as in the <i>Water and Sewerage Industry Act 2008</i> . |
| Customer Service Code | Means the Customer Service Code issued by the Regulator under section 57 of the <i>Water and Sewerage Industry Act 2008</i> . |
| Industry Act | <i>Water and Sewerage Industry Act 2008</i> . |
| Licence | Means a licence granted under section 35(1) or a temporary licence granted under section 43(5) of the <i>Water and Sewerage Industry Act 2008</i> . |
| Management plans | Means the regulated entity's compliance, asset management and emergency management plans as required by its licence. |
| National Performance Framework | Means the national performance reporting framework as developed between the parties to, and pursuant to clause 75 of, the NWI and as updated from time to time. |
| National Performance Report (NPR) | Means the national annual performance reports benchmarking the pricing and service quality of Australian water utilities made in accordance with clauses 75 and 76 of the NWI. |
| National water initiative (NWI) | Means the Intergovernmental Agreement on a National Water Initiative, made 25 June 2004. Note: The Tasmanian Government became a signatory to the NWI on 2 June 2005. |
| OTTER | Office of the Tasmanian Economic Regulator. |
| Regulated entity | Has the same meaning as in the <i>Water and Sewerage Industry Act 2008</i> . |
| Regulator | Has the same meaning as in the <i>Water and Sewerage Industry Act 2008</i> . |
| Regulator's Consultation Policy | Means the Consultation Policy and Procedures of the Tasmanian Economic Regulator Guideline as updated from time to time. |
| State of the Industry Report | Means the state of the industry report prepared by the Regulator under section 70 of the <i>Water and Sewerage Industry Act 2008</i> . |

1 INTRODUCTION

One of the Regulator's functions under the *Water and Sewerage Industry Act 2008* (Industry Act) is to monitor the performance of the water and sewerage industry and report on the performance of regulated entities.

In undertaking this performance monitoring and reporting role, the Regulator seeks to meet the objective of the Industry Act, that is, to:

- protect the long-term interests of customers; and
- provide for the safe, environmentally responsible, efficient and sustainable provision of reliable and secure water services and sewerage services to the Tasmanian community.

Further, under section 69(3) of the Industry Act, the Regulator is to develop and issue performance reporting requirements against which regulated entities are to report annually.

- 1.1. This Guideline provides for the collection, analysis and reporting of performance information by a regulated entity. It reflects the performance standards and conditions set out in the Customer Service Code and in accordance with the *Water and Sewerage Industry (Customer Service Standards) Regulations 2019* or as notified by the Regulator to the regulated entity. Such notification would include targets set in the Regulator's price determinations.
- 1.2. In addition, the Regulator has a role under the National Performance Framework to coordinate the collection of annual performance information for Tasmania required for national urban water performance reporting. The Regulator has taken on this role to avoid regulatory duplication in the sector. Hence, this Guideline covers the provision of information for performance reporting under both the Industry Act and the National Performance Framework.
- 1.3. To ensure that the information obtained pursuant to this Guideline is relevant, the Regulator may amend the Guideline from time to time to reflect changing circumstances, including developments at the national level and the creation of new services and products. The Regulator will consult with regulated entities and interested parties, in accordance with the Regulator's Consultation Policy, in respect of proposed amendments.

2 APPLICATION OF THIS GUIDELINE

- 2.1 This Guideline applies to a regulated entity under the Industry Act.
- 2.2 The data required by this Guideline relates to activities carried out under a licence or interim licence issued under the Industry Act.
- 2.3 This Guideline will take effect from 7 June 2023.

3 THE PURPOSE OF THIS GUIDELINE

3.1 Purpose

- 3.1.1 The purpose of this Guideline is to assist a regulated entity to prepare and submit annual performance reports to the Regulator.
- 3.1.2 Section 69(3) of the Industry Act requires the Regulator to issue a guideline in relation to the annual performance reporting requirements of regulated entities.
- 3.1.3 Section 69(4) of the Industry Act states that it is a condition of a regulated entity's licence to comply with such a guideline.
- 3.1.4 Under this Guideline, a regulated entity is required to provide to the Regulator, no later than the following 30 September, a report of its performance for the preceding financial year (as required in section 4.2). The performance report must be prepared in accordance with this Guideline and report against the performance measures and general information requirements set out in section 5.
- 3.1.5 Consistent with the Regulator's obligations under the Industry Act, the Regulator will publish reports on industry performance utilising the information provided in performance reports prepared in accordance with this Guideline (subject to the Regulator's obligations regarding confidentiality and the disclosure of information outlined in section 3.3).
- 3.1.6 Performance information reported by a regulated entity will also contribute to performance reporting under the National Water Initiative (NWI) and the National Performance Framework.

3.2 Definitions and interpretation

- 3.2.1 This Guideline adopts definitions consistent with those given in the Industry Act, the Customer Service Code and the National Performance Framework. Where words and phrases are not defined in the glossary, they shall have the meaning given to them by the Industry Act, the National Performance Framework or any other relevant legislative or regulatory document.
- 3.2.2 The words 'shall' and 'must' indicate mandatory requirements, unless the overall meaning of the phrase in which one of these words appears is otherwise.

3.3 Confidentiality

3.3.1 The Regulator's obligations regarding confidentiality and the disclosure of information provided to it by a regulated entity are governed by section 101 of the Industry Act.

3.4 Processes for revision

3.4.1 The Regulator may amend and expand this Guideline from time to time to meet the needs of a regulated entity, customers or the Regulator, in the context of:

- changing circumstances including changes in the regulatory framework;
- changes in national performance reporting requirements; and/or
- the creation of new services and products by a regulated entity.

3.4.2 In making any revision to this Guideline the Regulator will have regard to the Regulator's Consultation Policy.

3.4.3 All substantive revisions to this Guideline will include an effective date.

4 GENERAL PRINCIPLES

4.1 Approach

- 4.1.1 It is important for stakeholders in the water and sewerage industry, and an objective of the Regulator, that industry performance is objectively measured.

Performance data can establish a baseline to allow a regulated entity's performance to be monitored over time, against standards and targets, and against the performance of other relevant entities. It is in the interests of both the Regulator and other stakeholders in the industry that data supplied under this Guideline be utilised according to analytically sound methodologies to produce meaningful and useful assessments of performance.

To assess the overall effectiveness of the water and sewerage supply industry, the Regulator needs also to collect information pertaining to the general characteristics of the industry, which are not in themselves measures of entity performance.

The industry's and an entity's performance will be assessed against:

- past performance;
- relevant industry standards;
- standards and targets established by the regulated entity in a customer charter;
- targets established under a price determination;
- standards or outcomes prescribed by the Customer Service Code and regulations;
- standards, targets and indicators included in the regulated entity's management and compliance plans;
- performance targets and indicators established by the Regulator in consultation with the regulated entity;
- reports provided by the Ombudsman; and
- performance of other water and sewerage entities (including interstate entities).

4.1.2 Performance measures for a regulated entity may be reviewed in line with developments in national reporting requirements and/or to ensure that the reporting meets the needs of stakeholders.

4.2 Performance reporting requirements

The regulated entity will provide to the Regulator a report, no later than 30 September, of its performance for the preceding financial year.

4.2.1 Annual performance reports are to include:

- (a) the regulated entity's progress in meeting the minimum service standards specified in Schedule 1 of the Customer Service Code;
- (b) the regulated entity's performance against the key customer outcomes identified in its approved 2022-26 Price and Service Plan;
- (c) the regulated entity's performance against the management plans;
- (d) performance of the entity in respect of the performance measures specified in section 5 of this Guideline;
- (e) analysis of the regulated entity's actual performance, including reasons for:
 - any failure to meet the minimum service standards specified in Schedule 1 of the Customer Service Code; and
 - any material variation from the previous year's performance or historic performance trends;
- (f) a description of the strategies adopted or to be adopted by the regulated entity to achieve or exceed the minimum service standards specified in Schedule 1 of the Customer Service Code, including progress in the implementation of the strategies, time frames and responsibilities;
- (g) a record of the number and nature of incidents of non-compliance¹ over the reporting period;
- (h) a report against any instances of prior period non-compliance;² and

¹ non-compliance is where the regulated entity fails to meet the conditions of its licence (or interim licence) and obligations under the *Water and Sewerage Industry Act 2008*.

² non-compliance is where the regulated entity fails to meet the conditions of its licence (or interim licence) and obligations under the *Water and Sewerage Industry Act 2008*.

- (i) a declaration, signed and dated by the Chief Executive Officer, that the information provided in the annual performance report is complete and accurate.

5 INFORMATION REQUIREMENTS

5.1 Reporting requirements

5.1.1 In addition to the reporting requirements of section 4.2 of this Guideline, a regulated entity is required to report the following information on an annual basis.

5.2 General information requirements

5.2.1 The following information is required as background for the Regulator's State of the Industry Report and to assist with comparative analysis, although it is recognised that the information is not necessarily a measure of the regulated entity's performance.

5.2.2 The performance measure identification codes (IDs) referred to in this section correspond to the performance indicator codes listed in the data collection template that the regulated entity is required to submit to the Regulator on an annual basis. The prefix G refers to general information requirements.

| Information Requirements | ID |
|--|-------|
| Total number of Level 1 waste water treatment plants | G1.1 |
| Total water allocation (ML), by water supply system | G2 |
| Number of water treatment plants: | G3 |
| – providing disinfection only | IG3.1 |
| – providing further treatment | IG3.2 |
| – providing full treatment (this is a NPR indicator – A1) | IG3.3 |
| Number of water pumping stations | G4 |
| Number of water distribution storage facilities | G5 |
| Number of sewage pumping stations | G6 |
| Status of all capital works projects scheduled to commence or be completed in the current and subsequent regulatory periods, for each providing: | G7 |
| – the project name and scope | |
| – total capital cost and expenditure by year | |
| – cost category (water/sewage/non-network) and cost driver (compliance/improvement/renewal/growth) | |
| – expected outcome | |

| | |
|---|--|
| <ul style="list-style-type: none"> – planned start and completion dates – actual start and completion dates – current status (on track, delayed, deferred or completed) including reasons for delay or deferment | |
|---|--|

Disinfection only

The water treatment plant solely disinfects the water prior to supply to customers. This does not include booster disinfection plants or stations. Typical disinfection-only processes include chlorination, chloramination, ozonation and/or ultraviolet treatment.

Further treatment

The treatment plant provides additional processes to serve a particular purpose. It does not meet the requirements of full treatment, but may address some of the elements of full treatment. Typical further treatment processes include pH correction, softening and taste or odour reduction.

Full treatment

Generally, the water treatment plant is a substantial structure involving multiple treatment methods to achieve high quality water. The treatment plant would generally include processes that remove colour and turbidity as well as providing filtration and disinfection. In addition to the above, it may include processes for taste and odour reduction, softening, pH correction and the targeted removal of elements and compounds such as iron, manganese, nitrates and pesticides.

Water pumping station

Water pumping stations used to deliver potable or non-potable water to customers. This includes any pumping station used to deliver potable or non-potable water to the area of supply after the final stage of the water treatment process.

Water distribution storage facilities

Distribution storage facilities used in the delivery of potable water to customers. This includes distribution system reservoirs, tanks etc, but does not include bulk raw water storage facilities. It does include the clear (treated) water tanks at water treatment complexes.

Sewage pumping stations

This includes any pumping station transporting sewage to the first stage of treatment regardless of whether the station is off or actually on the treatment plant site. Pumping stations/equipment thereafter should be excluded as they are considered a component of the treatment plant.

Note: Include vacuum pumping stations. Do not include grinder pumping stations at individual properties.

5.3 Performance measures

5.3.1 The following information is required to assess the regulated entity's performance:

- against the minimum service standards specified in Schedule 1 of the Customer Service Code; and
- in administering the customer-related procedures, practices and conditions for managing affordability and customer financial hardship, as set out in the Customer Service Code.

5.3.2 A regulated entity will be required to provide information and data.

References to NPR indicators are included where relevant.

5.3.3 The performance measure identification codes (CSCs) referred to in this section correspond to the performance indicator codes listed in the data collection template that the regulated entity is required to submit to the Regulator on an annual basis. The prefix CSC refers to customer service code requirements.

| Performance measure | Notes |
|--|---|
| Customer Service Code requirements - water | |
| Time taken to attend bursts and leaks: | The duration between the time the regulated entity is first notified or becomes aware of a burst or leak to the time at which the regulated entity arrives at the site of the burst or leak. [CSC1] |
| Percentage of response times within <u>1 hour</u> to attend Priority 1 bursts and leaks | |
| Percentage of response times within <u>3 hours</u> to attend Priority 2 bursts and leaks | |
| Percentage of response times within <u>3 days</u> to attend Priority 3 bursts and leaks | |
| – priority 1 ³ | As per definition below [CSC1.1] |
| – priority 2 ⁴ | As per definition below [CSC1.2] |
| – priority 3 ⁵ | As per definition below [CSC1.3] |

³ Priority 1: is a burst or leak that causes, or has potential to cause, substantial damage or harm to customers, water quality, flow rate, property or environment.

⁴ Priority 2: is a burst or a leak that causes, or has the potential to cause, minor damage or harm to customers, water quality, flow rate, property or environment.

⁵ Priority 3: is a burst or leak that causes no discernible impact on customers, property or the environment.

| Performance measure | Notes |
|---|---|
| Number of water main breaks, bursts and leaks, per 100 km of water main | [CSC2] As per the definition for NPR indicator A8. |
| Number of unplanned water supply interruptions per 1 000 properties | [CSC3] As per the definition for NPR indicator C17. |
| Percentage of unplanned water supply interruptions restored within 3 hours | [CSC4] Number of unplanned water supply interruptions with a restoration time of 3 hours or less / Total number of unplanned water supply interruptions x 100. |
| Percentage of unplanned water supply interruptions restored within 5 hours | [CSC5] Number of unplanned water supply interruptions with a restoration time of 5 hours or less / Total number of unplanned water supply interruptions x 100. |
| Percentage of planned water supply interruptions restored within 5 hours | [CSC6] The water supply interruption begins when the water supply is shut off and ends when the main is fully recharged. |
| Percentage of planned water supply interruptions restored within the time nominated [#] to affected customers [#] Time nominated is the finish date and time of the interruption that was communicated to affected customers when notified of the planned interruption | [CSC7] The water supply interruption begins when the water supply is shut off and ends when the main is fully recharged. |

| Performance measure | Notes |
|--|---|
| Percentage of unaccounted for water (of total sourced potable water) | [CSC8] Unaccounted water is the volume of bulk water supplied to the system minus the sum of all metered flow from the system and all unmetered authorised uses. |
| Real losses: water lost per km of water main, per day (kL) | [CSC9] As per the definition for NPR indicator A11. |
| Customer Service Code requirements - sewerage | |
| Number of sewer mains breaks and chokes per 100 km of sewer main | [CSC10] As per the definition for NPR indicator A14. |
| Percentage of sewer spills, breaks and chokes responded to within 1 hour | [CSC11] Number of minutes to attend and commence rectification of a reported sewer spill, break or choke measured from the time notification is made. |
| Percentage of sewage spills contained within 3 hours | [CSC12] Containment means the sewage spill has ceased or has been alleviated by bypass pumping/diversions, eductions or sand bagging. |
| Number of critically notifiable [^] sewage spills [^] Critically notifiable spills are determined by using the EPA Sewage Spill Notification Guidelines. The full document is available at www.epa.tas.gov.au | [CSC13] |
| Customer Service Code requirements - customers | |
| Number of water complaints per 1 000 properties | [CSC14] As per the definition for NPR indicators C9 and C10. Number of water complaints = IC9 + IC10 + other complaints identified as being related to water supply |

| Performance measure | Notes |
|---|--|
| Number of sewerage complaints per 1 000 properties | [CSC15] As per the definition for NPR indicator C11. Number of sewerage complaints = IC11 + other complaints identified as being related to sewerage services. |
| Percentage of calls resolved upon first contact## ## First contact resolution is determined when the customer responds 'yes' to a post-call survey that asks if their call was handled at the first point of contact | [CSC16] Percentage = number of calls resolved upon first contact / total number of calls x 100. |
| Customer satisfaction score (%) | [CSC17] TasWater is to provide a detailed summary of the data and calculation of the customer satisfaction score, including any surveys or questions used to determine the score. |
| Percentage of complaints resolved, or agreement of timeframe for resolution, within 10 days | [CSC18] |
| Number of restrictions applied for non-payment of water bill | [CSC19] Also reported under NPR indicator C18. |
| Percentage of customers paying by the due date | [CSC20] |
| Payment plans <ul style="list-style-type: none"> - created - completed - defaulted - cancelled - total number active - average debt (\$) | [CSC21] In this period. At end of period. Per payment plan. |
| <i>Affordability and hardship information and measures</i> | |
| Total number of concession recipients | [CSC22] |
| Number of customers on payment plans <ul style="list-style-type: none"> - residential - concession card holders | [CSC23] |

| Performance measure | Notes |
|--|---------|
| Number of residential customers on a payment plan in the previous 24 months who were restricted for non-payment <ul style="list-style-type: none"> - residential - concession card holders | [CSC24] |
| Number of customers on a payment plan in the previous 24 months who were restricted for non-payment of bills and subsequently had the restriction removed within seven days <ul style="list-style-type: none"> - residential - concession card holders | [CSC25] |
| The number of residential customers using direct debit facilities to pay customer accounts | [CSC26] |
| The number of direct debit plan terminations resulting from default or non-payment - residential | [CSC27] |
| Number of customers repaying a debt <ul style="list-style-type: none"> - residential - non-residential | [CSC28] |
| Average debt of customers <ul style="list-style-type: none"> - residential - non-residential | [CSC29] |
| The number of customers owing more than \$500 <ul style="list-style-type: none"> - residential - non-residential | [CSC30] |
| Number of restrictions applied for non-payment <ul style="list-style-type: none"> - residential - non-residential - concession card holders | [CSC31] |
| The number of restrictions removed within seven days of being applied <ul style="list-style-type: none"> - residential - non-residential - concession card holders | [CSC32] |

| Performance measure | Notes |
|--|---------|
| The number of customers with restrictions applied more than once at the same premises within a rolling 24 month period <ul style="list-style-type: none"> - residential - non-residential - concession card holders | [CSC33] |
| The number of customers on the retailer's 'hardship program' | [CSC34] |
| The number of customers on the hardship program who are concession customers | [CSC35] |
| The number of customers entering the hardship program in the reporting period | [CSC36] |
| The number of customers denied entry to the hardship program | [CSC37] |
| Customers' average debt, upon entry and upon exit from the hardship program <ul style="list-style-type: none"> - upon entry - upon exit | [CSC38] |
| The number of customers exiting the hardship program | [CSC39] |
| The number of customers excluded from the program after commencement due to failure to engage or non-compliance | [CSC40] |
| The number of customers who have had restrictions applied who had been on the hardship program in the previous 24 months | [CSC41] |
| The number of customers who have had restrictions removed within seven days of being applied, who had been on the hardship program in the previous 24 months | [CSC42] |

5.4 National Performance Framework performance measures

5.4.1 Information is required to assess the regulated entity's performance against the National Performance Framework and will be used to inform both the

National Performance Report (NPR) and the Regulator's State of the Industry Report.

- 5.4.2 A regulated entity must provide data against the performance measures from the National Performance Framework Handbook.⁶
- 5.4.3 The National Performance Framework Auditing Requirements⁷ sets out the requirements which a regulated entity must meet in order to report performance against each of the measures in the NPR.
- 5.4.4 A regulated entity must report against the performance measures from the National Performance Framework Handbook, in line with this Guideline, regardless of whether or not it has been audited.
- 5.4.5 A regulated entity must clearly indicate audit results for the performance measures when submitting its data to the Regulator.

⁶ *National Urban Water Utility Performance Reporting Framework: Indicators and Definitions Handbook*, (January 2018) (as updated from time to time).

⁷ Urban National Performance Framework – urban auditing requirements (as updated from time to time).

5.5 Submission of information against this Guideline

- 5.5.1 Annual performance reports and performance information prepared according to this Guideline should be lodged electronically with a follow-up hard copy sent by mail.
- 5.5.2 A regulated entity should provide the name and contact details (phone and email) of the primary contact with whom the Office of the Tasmanian Economic Regulator can liaise when assessing compliance with this Guideline. An alternative contact for those times when the primary contact is unavailable should also be nominated.

Email addressed to: office@economicregulator.tas.gov.au