



**Proposed Amendments to the Tasmanian
Water and Sewerage Industry Performance
and Reporting Guideline**

Consultation Paper

September 2015

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ATTACHMENT – DRAFT AMENDED TASMANIAN WATER AND SEWERAGE INDUSTRY PERFORMANCE REPORTING GUIDELINE (MARKED UP VERSION)	

INVITATION FOR SUBMISSIONS

This consultation paper has been prepared to assist interested persons in making submissions on the proposed amendments to the Tasmanian Water and Sewerage Industry Performance and Information Reporting Guideline (the Guideline). The paper is intended to provide the context for the proposed amendments.

It is the Tasmanian Economic Regulator's (the Regulator) policy to publish all submissions on the Office of the Tasmanian Economic Regulator's (OTTER) website unless the author of the submission requests confidentiality in relation to the submission (or any part of the submission). Those parts of a submission that are requested to be confidential should be submitted as an attachment to that part suitable for publication.

The Regulator will not publish submissions which contain material that the Regulator believes is, or could be, derogatory or defamatory.

Submissions should be received by 5:00 pm on 16 October 2015.

To facilitate the publication of submissions on OTTER's website, submissions by email are preferred. Submissions and enquiries may be made to:

office@economicregulator.tas.gov.au

or to

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A copy of this Consultation Paper and the proposed amendments may also be found at OTTER's website www.economicregulator.tas.gov.au.

1 BACKGROUND

1.1 Introduction

The *Water and Sewerage Industry Act 2008* (the Act) stipulates that the Regulator is to prepare a report on the state of the water and sewerage industry (the State of the Industry Report) and is to develop and issue annual performance reporting guidelines for the regulation of the water and sewerage industry.

The Tasmanian Water and Sewerage Industry Performance and Information Reporting Guideline (the Guideline) was first published, following consultation, in September 2010. The Guideline has since been updated twice.

In September 2015, the Regulator reviewed the Guideline following legislative changes including the abolition of the National Water Commission (NWC), reform of the Regulator and updates to the national performance reporting framework (the NPR Framework¹) from previous versions. The Regulator then drafted proposed amendments to the Guideline to reflect changes to the industry and legislative framework, and other necessary updates and corrections, identified during the review. This paper is intended to provide the context for the proposed amendments, as enclosed.

Following consultation, the amendments (with or without alteration) will be incorporated into a new version of the Guideline and published on the Regulator's website.

1.2 Legislative Reform and Industry Changes Requiring Guideline Amendments

This section contains an account of the legislative reforms and industry changes that require non-discretionary updates to the Guideline. The reforms and changes are reflected in the proposed amendments marked up in the Guideline, which incorporate the following developments and ensure consistency with the relevant frameworks.

- In 2014, the NWC, formerly the lead Commonwealth agency with respect to the administration of the national performance reporting database and the production of the annual urban water performance report, was abolished and the previous Urban Water Utilities Deed was consequently terminated. The NWC's former national performance reporting functions were transferred to the Bureau of Meteorology (BOM).

¹ The NPR Framework refers to the following documents as amended from time to time: *2013-14 National Performance Framework: Urban performance reporting indicators and definitions handbook*; *2013-14 National Performance Framework: Urban auditing requirements*; *2013-14 National Performance Framework: Rural performance reporting indicators and definitions handbook*; *2013-14 National Performance Framework: Rural auditing requirements*.

- The *Economic Regulator Amendment Act 2015* (the ER Act) changed the Regulator from a three member panel to a single person Regulator and removed the requirement of the Regulator to publish the State of the Industry Report annually (among other amendments). The Act now requires, *inter alia*, that the Regulator will publish the State of the Industry Report not more than three months before a regulated entity is required to submit a proposed price and service plan, or at any other time if requested by both Ministers respectively administering the Act and ER Act.
- The Customer Service Code (the Code) was amended by the Regulator consequent to the completion of the second Price Determination Investigation on prices and service standards for water and sewerage services², reflecting the revised minimum service standards for application during the second regulatory period (1 July 2015 to 30 June 2018). These changes included the removal of the transitional service standards as previously referred to in the Guideline.
- The NPR Framework is revised every year jointly by the parties to the National Water Initiative, being the Commonwealth of Australia and the State and Territory Governments (including Tasmania), the Water Services Association of Australia (WSAA) and the Bureau of Meteorology, to ensure definitions, calculations and examples of indicators are consistently interpreted and applied. There were some changes in the most recent revision from the previous year that are reflected in the proposed amendments.

1.3 Other Guideline Updates

A number of the proposed amendments³ to the Guideline are made for clarity and/or consistency with associated documents, including the licence held by the regulated entity and the Consultation Policy and Procedures of the Tasmanian Economic Regulator Guideline. The Regulator does not consider that these amendments materially affect existing arrangements or expectations between the Regulator and the regulated entity.

1.4 Details of Proposed Amendments

All proposed amendments are marked up in a draft copy of the Guideline and attached to this consultation paper.

It is expected that the amendments will commence upon approval by the Regulator and after considering issues raised during consultation.

² *2015 Price Determination Investigation – Regulated Water & Sewerage Services in Tasmania, Final Report* (April 2015).

³ At Glossary, sections 1 (Introduction), 3.4.2 (Processes for Revision), and 4.2.1(b) and (c) (Performance Reporting Requirements).



Tasmanian Water and Sewerage Industry Performance and Information Reporting Guideline

April-October 2015³

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1.1	OTTER	NPR 2010-11 HANDBOOK CHANGES	12 SEPTEMBER 2011
1.2	OTTER	NPR 2011-12 HANDBOOK CHANGES, GENERAL REVIEW AHEAD OF IMPENDING AMALGAMATION OF CORPORATIONS INTO A SINGLE ENTITY INCLUDING THE COMMENCEMENT OF REPORTING ON A STATEWIDE BASIS RATHER THAN ON A REGIONAL BASIS	12 APRIL 2013
<u>1.3</u>	<u>OTTER</u>	<u>UPDATE POST TASMANIAN ECONOMIC REGULATOR REFORM AND ABOLITION OF THE NATIONAL WATER COMMISSION</u>	<u>X OCTOBER 2015</u>

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GLOSSARY

This Guideline utilises the following definitions:

Compliance plan	Means a regulated entity's compliance plan as required by its licence.
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> .
Interim licence	Means an interim licence granted under section 89 of the <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 a <u>the</u> regulated entity's <u>compliance</u> , asset management plan and emergency management plans as required by its licence.
National Performance Framework	Means the <u>national performance reporting framework as developed between the parties to, and pursuant to clause 75 of, the NWI and as updated Inter-jurisdictional Agreement – National Framework for Reporting the Performance of Urban Water Utilities, dated May 2007 as amended</u> from time to time.
<u>National Performance Report (NPR)</u>	<u>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.</u>
National water initiative (NWI)	Means the Intergovernmental Agreement on a National Water Initiative, that set agreed outcomes and actions to achieve efficient and sustainable water management <u>made 25 June 2004.</u> <u>Note: The Tasmanian Government joined became a signatory to the Agreement NWI on 2 June 2005.</u>
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> .

<u>Regulator's Consultation Policy</u>	<u>Means the Consultation Policy and Procedures of the Tasmanian Economic Regulator Guideline as updated from time to time.</u>
Regulatory period	Has the same meaning as in the <i>Water and Sewerage Industry Act 2008</i> .
State of the Industry Report	Means the annual state of the industry report prepared by the Regulator under section 70 of the <i>Water and Sewerage Industry Act 2008</i> .
Transitional service standards	Means the approved standards and conditions for the provision of a regulated service as detailed in the regulated entity's price and service plan approved by the Regulator under section 65 of the <i>Water and Sewerage Industry Act 2008</i>.

1 INTRODUCTION

One of the Regulator's functions under the 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 2009* 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 ~~any~~ proposed amendments.

2 APPLICATION OF THIS GUIDELINE

- 2.1 This Guideline applies to a regulated entity~~ies~~ 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 ~~X 12 April October 2015~~³.

3 THE PURPOSE OF THIS GUIDELINE

3.1 Purpose

- 3.1.1 The purpose of this Guideline is to assist a regulated entity~~ies~~ 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 ~~annual~~ 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 entityies 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 not undertake significant revisions to this Guideline until regulated entities and other stakeholders have had a reasonable opportunity regard to make representations and those representations have been considered; the Regulator's Consultation Policy in accordance with the Consultation Policy and Procedures of the Tasmanian Economic Regulator Guideline.~~

- 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 ~~approved transitional service standards or, in the absence of these,~~ the minimum service standards specified in Schedule 1 of the Customer Service Code;
- (b) ~~the regulated entity's progress in delivering the key goals and objectives specified in the regulated entity's compliance plan and, where a management plan is required as a condition of a licence, the regulated entity's performance against the management plan;(deleted)~~
- (c) the regulated entity's performance against the management plans, ~~where required;~~
- (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 ~~approved transitional service standards or, in the absence of these,~~ 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 ~~approved transitional service standards or, in the absence of these,~~ 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;

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*.

- (h) a report against any instances of prior period non-compliance;² and
- (i) a declaration, signed and dated by the Chief Executive Officer, that the information provided in the annual performance report is complete and accurate.

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*.

5 INFORMATION REQUIREMENTS

The majority of the following performance measures and their corresponding definitions are-were developed by the National Water Commission (NWC) as part of the National Performance Framework. These measures are notated as 'NWI indicators' below.

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.

Information Requirements
Total number of Level 1 waste water treatment plants
Total water allocation (ML), by water supply system
Status of major projects nominated for completion in the current period (and explanation for uncompleted major projects)
Major capital works planned for the coming financial year
Number of water treatment plants: <ul style="list-style-type: none"> – providing disinfection only – providing further treatment – providing full treatment (this is a NWI Indicator – A1)
Number of water pumping stations
Number of water distribution storage facilities
Number of sewage pumping stations

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

Provided by a substantial structure and involving multiple treatment steps to achieve high quality water. The plant includes processes that remove turbidity and/or colour via different types of filtration and various filter media, as well as providing filtration and disinfection. Most full treatment plants also fluoridate the water. Other treatment processes can include removal of taste and/or odour, 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 ~~approved transitional service standards or, in the absence of these, 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 R~~regulated entities will be required to provide information and data ~~according to the schedule outlined below.~~

References to NWI indicators are included where relevant.

Performance measure	Notes	Compliance period		
		2010-11	2011-12	2012-13
Customer Service Code requirements - water				
Average time taken to attend bursts and leaks – water (minutes)	The duration between the time the water business is first notified or becomes aware of a burst or leak to the time at which the water business arrives at the site of the burst or leak			✓
– priority 1	As per definition below			
– priority 2	As per definition below			
– priority 3	As per definition below			
Water supply interruptions (per 100 km of water main)	A water supply interruption is any event causing a total loss of water supply due to any cause			
– planned			✓	
– unplanned	This is also raw data used for NWI indicator C17		✓	

Performance measure	Notes	Compliance period		
		2010-11	2011-12	2012-13
Average frequency of water supply customer-interruptions	A water supply customer-interruption is a loss of water supply to an individual customer due to a water supply interruption. Calculation is per customer		✓	
Average frequency of planned water supply customer-interruptions	As above		✓	
Average unplanned customer minutes off water supply (minutes)	This is the same as NWI indicator C15			✓
Average duration of unplanned water supply interruption (minutes)				✓
Average planned customer minutes off water supply (minutes)				✓
Average duration of planned water supply interruption (minutes)				✓
Water supply interruptions restored within 5 hours (per cent)	The water supply interruption begins when the water supply is shut off and ends when the main is fully recharged.			
– planned				✓
– unplanned				✓
Total number of customers experiencing more than five unplanned water supply interruptions in a year	The number of water customers experiencing more than five unplanned interruptions in the 12 months ending on 30 June		✓	
Unaccounted for water (per cent)	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		✓	
Customer Service Code requirements - sewerage				
Total number of sewer breaks and chokes	As per the definition for NWI indicators A14 and A15.		✓	
Total number of sewer spills from reticulation and branch sewers			✓	

Performance measure	Notes	Compliance period		
		2010-11	2011-12	2012-13
Sewer spills from reticulation and branch sewers fully contained within 5 hours	Containment means the sewage spill has ceased or has been alleviated by bypass pumping/diversions, eductions or sand bagging		✓	
Average time to attend sewer spills, breaks and chokes (minutes)	Average number of minutes to attend and commence rectification of a reported blockage/spill measured from the time notification is made		✓	
Average sewerage service interruption (minutes)			✓	
Customers receiving more than 3 sewerage service interruptions per year			✓	
Customer Service Code requirements - customers				
Percentage of complaints resolved, or agreement of timeframe for resolution, within 10 days			✓	
Number of restrictions applied for non-payment of water bill	This is as also raw data for NWI indicator C18		✓	
Percentage of customers paying by the due date			✓	
Flexible payment plans			✓	
<ul style="list-style-type: none"> – created – completed – defaulted – cancelled 	In this period			
<ul style="list-style-type: none"> – total number active 	At end of period			
<ul style="list-style-type: none"> – average debt (\$) 	Per flexible payment plan			

Performance measure	Notes	Compliance period		
		2010-11	2011-12	2012-13
Affordability and hardship information and measures				
Total number of concession recipients				✓
Number of customers on payment plans - residential - concession card holders				✓
Number of residential customers on a payment plan in the previous 24 months who were restricted for non-payment - residential - concession card holders				✓
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 - residential - concession card holders				✓
The number of residential customers using direct debit facilities to pay customer accounts				✓
The number of direct debit plan terminations resulting from default or non-payment - residential				✓
Number of customers repaying a debt - residential - non-residential				✓
Average debt of customers - residential - non-residential				✓

Performance measure	Notes	Compliance period		
		2010-11	2011-12	2012-13
The number of customers owing more than \$500 <ul style="list-style-type: none"> - residential - non-residential 				✓
Number of restrictions applied for non-payment <ul style="list-style-type: none"> - residential - non-residential - concession card holders 				✓
The number of restrictions removed within seven days of being applied <ul style="list-style-type: none"> - residential - non-residential - concession card holders 				✓
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 				✓
The number of customers on the retailer's 'hardship program'				✓
The number of customers on the hardship program who are concession customers				✓
The number of customers entering the hardship program in the reporting period				✓
The number of customers denied entry to the hardship program				✓
Customers' average debt, upon entry and upon exit from the hardship program <ul style="list-style-type: none"> - upon entry - upon exit 				✓

Performance measure	Notes	Compliance period		
		2010-11	2011-12	2012-13
The number of customers exiting the hardship program				✓
The number of customers excluded from the program after commencement due to failure to engage or non-compliance				✓
The number of customers who have had restrictions applied who had been on the hardship program in the previous 24 months				✓
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				✓

Bursts and Leaks - water

An event in which water is lost which is attributable to failure of a pipe, hydrant, valve, fitting or joint material, regardless of cause. A burst or leak may not necessarily result in loss of supply.

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.

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

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

5.4 National Performance Framework performance measures

- 5.4.1 The following 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 ~~will be required to~~must provide data against the performance measures from the National Performance Framework Handbook³.
- 5.4.3 For publication in the NPR, the National Performance Framework requires auditing to be carried out on selected performance measures of the NPR, as set out in the National Performance Framework Auditing Requirements⁴ (as updated from time to time).
- 5.4.4 A regulated entity ~~is required to~~must report against the performance measures below, in line with this Guideline, regardless of whether it has been audited or not.
- 5.4.5 A regulated entity must clearly indicate the performance measures that meet the audit requirements when submitting its data to the Regulator.

Performance Measure	NWI no. ⁵	Compliance period		
		2010-11	2011-12	2012-13
WATER RESOURCES				
Sources of water				
Volume of water sourced from surface water (ML)	W1		✓	
Volume of water sourced from groundwater (ML)	W2		✓	
Volume of water sourced from desalination (ML)	W3		✓	
Volume of water sourced from desalination of marine water	W3.1		✓	
Volume of water sourced from desalination of groundwater	W3.2		✓	

³ [National Water Commission National Performance Framework: 2013–14 urban performance reporting indicators and definitions handbook, \(July 2014\)](#) ~~Water Services Association of Australia (WSAA), National Performance Framework, 2009–10 Urban Water Performance Report Indicators and Definitions Handbook, May 2010~~ (as updated from time to time)

⁴ [As published in Bureau of Meteorology, National performance report 2013–14: urban water utilities, part A \(April 2015\)](#).

⁵ NWI indicator numbers in brackets are raw data required for the calculation of another indicator.

Performance Measure	NWI no. ⁵	Compliance period		
		2010-11	2011-12	2012-13
Volume of water sourced from desalination of surface water such as dams, rivers or irrigation channels	W3.3		✓	
Volume of water sourced from recycling (ML)	W4		✓	
Volume of water received from bulk supplier (ML)	W5		✓	
Volume of potable water received from bulk supplier	W5.1		✓	
Volume of non-potable water received from bulk supplier	W5.2		✓	
Volume of bulk recycled water purchased (ML)	W6		✓	
Total sourced water (ML)	W7		✓	
Uses of water supplied				
Volume of water supplied (ML):				
- residential	W8		✓	
- commercial, municipal and industrial	W9		✓	
- other	W10		✓	
Volume of potable water supplied - residential	W8.1		✓	
Volume of non-potable water supplied – residential	W8.2		✓	
Volume of potable water supplied – commercial, municipal and industrial (ML)	W9.1		✓	
Volume of non-potable water supplied – commercial, municipal and industrial (ML)	W9.2		✓	
Volume of potable water supplied – other (ML)	W10.1		✓	
Volume of non-potable water supplied – other (ML)	W10.2		✓	
Volume of water supplied – managed aquifer recharge (ML)	W10.3		✓	
Volume of water supplied – agricultural irrigation (ML)	W10.4		✓	
Total urban water supplied (ML)	W11		✓	
Total urban potable water supplied	W11.1		✓	
Total urban non-potable water supplied	W11.2		✓	
Total volume of potable water produced	W11.3		✓	
Volume of water supplied – environmental flows (ML)	W13			✓
Volume of bulk water exports (ML)	W14	✓		
Volume of potable bulk water exports	W14.1		✓	
Volume of non-potable bulk water exports	W14.2		✓	

Performance Measure	NWI no. ⁵	Compliance period		
		2010-11	2011-12	2012-13
Volume of bulk recycled water exports (ML)	W15		✓	
Sewage collected				
Volume of waste collected – Residential sewage, non-residential sewage and non-trade waste (ML)	W16			✓
Volume of waste collected – Trade waste (ML)	W17			✓
Total sewage collected (ML)	W18			✓
Volume of sewage supplied to other infrastructure operators	W18.1		✓	
Volume of sewage taken from other infrastructure operators	W18.2		✓	
Volume of sewage taken from sewer mining	W18.3		✓	
Volume of sewage measured at inlet to treatment works	W18.4		✓	
Volume of sewage treated effluent	W18.5		✓	
Uses of recycled water				
Volume of recycled water supplied (ML):				
- residential	W20			✓
- commercial, municipal and industrial	W21			✓
- agricultural	W22			✓
- environmental	W23			✓
- on-site	W24			✓
- other	W25			✓
Volume of recycled water supplied – managed aquifer recharge	W25.1		✓	
Total recycled water supplied (ML)	W26			✓
Recycled water (percent of effluent recycled) (ML)	W27			✓
Total volume of urban stormwater discharges from a stormwater discharge point (ML)	W28		✓	
Volume of urban stormwater supplied to other infrastructure operators (ML)	W28.1		✓	
Volume of urban stormwater received from other infrastructure operators (ML)	W28.2		✓	
Volume of urban stormwater supplied for managed aquifer recharge (ML)	W28.3		✓	

Performance Measure	NWI no. ⁵	Compliance period		
		2010-11	2011-12	2012-13
Volume of urban stormwater reuse (ML)	W28.4		✓	
Total volume of treated and untreated sewage discharges from a sewage discharge point (ML)	W29		✓	
ASSET DATA				
<i>Water treatment plants</i>				
Number of water treatment plants providing full treatment (No.)	A1	✓		
<i>Other water assets</i>				
Length of water mains (km)	A2		✓	
Number of sewage treatment plants (level 2)	A4	✓		
Length of sewerage mains and channels (km)	A5		✓	
Number of recycled water treatment plants (No.)	A7		✓	
<i>Water Supply</i>				
Number of water main breaks	(A8)		✓	
Infrastructure leakage index (ILI)	A9			✓
Real losses (L/service connection/day)	A10			✓
Real losses (kL/km water main/day)	A11			✓
<i>Sewer main breaks and chokes</i>				
Total number of sewerage mains breaks and chokes	(A14)		✓	
Total number of property connection sewer breaks and chokes	(A15)		✓	
CUSTOMER SERVICE				
<i>Connected properties and population</i>				
Population receiving water supply services	C1		✓	
Connected properties - water supply:				
- residential	C2		✓	
- non-residential	C3		✓	
Total connected properties – water supply	C4		✓	
Population receiving sewage services	C5		✓	
Connected properties – sewerage:				
- residential	C6		✓	
- non-residential	C7		✓	

Performance Measure	NWI no. ⁵	Compliance period		
		2010-11	2011-12	2012-13
Total connected properties – sewerage	C8		✓	
Total number of water quality complaints	(C9)		✓	
Total number of water service complaints	(C10)		✓	
Total number of sewerage service complaints	(C11)		✓	
Total number of billing and account complaints – water and sewerage	(C12)		✓	
Total number of water and sewerage complaints	(C13)		✓	
Call centre				
Total number of calls	(C14)	✓		
Number of calls answered within 30 seconds	(C14)	✓		
Interruptions				
Average duration of an unplanned interruption – water (minutes)	C15			✓
Total number of sewerage interruptions	(C16)		✓	
Total duration of sewerage interruptions (minutes)	(C16)		✓	
Total number of unplanned customer-interruptions - water	(C17)		✓	
Number of restrictions applied for non-payment of water bill	(C18)		✓	
Number of legal actions applied for non-payment of water bill	(C19)		✓	
ENVIRONMENT				
Percent of sewage treated to a primary level	E1			✓
Percent of sewage treated to a secondary level	E2			✓
Percent of sewage treated to a tertiary or advanced level	E3			✓
*Percent of sewage volume treated that was compliant (%)	E4			✓
*Number of sewage treatment plants compliant at all times	E5	✓		
*Public disclosure of your sewage treatment plant's performance	E6	✓		
Compliance with environmental regulator – sewerage (yes/no) – brief explanation if no	E7			✓
Percent of biosolids reused (%)	E8			✓

* Note: items removed from the 2013-14 National Performance Framework but remains as a reporting requirement of the Regulator.

Performance Measure	NWI no. ⁵	Compliance period		
		2010-11	2011-12	2012-13
Total net greenhouse gas emissions (net tonnes CO ₂ -equivalents):	E12		✓	
- water	E9		✓	
- sewerage	E10		✓	
- other	E11		✓	
Total number of sewer overflows reported to environmental regulator	(E13)	✓		

Performance Measure	Description	NWI no.	Compliance period		
			2010-11	2011-12	2012-13
PRICING AND FINANCE					
Residential tariff structure - water					
Tariff structure	(description)	P1	✓		
Free water allowance (kL)		P1.1	✓		
Fixed charge (\$)	(basis for charge)	P1.2	✓		
Usage charge 1 st step (\$/kL)	up to number of kL	P1.3	✓		
Usage charge 2 nd step	from number of kL to number of kL	P1.4	✓		
Usage charge 3 rd step	from number of kL to number of kL	P1.5	✓		
Special levies (\$)	(description)	P1.12	✓		
Income from special levies retained by utility? (yes/no)		P1.13	✓		
Annual bill based on 200kL/pa	\$	P2			✓
Average annual residential water supplied	kL	P2.1		✓	
Typical residential bill	\$annual	P3	✓		
Number of meter readings per annum		P3.1	✓		
Number of bills per annum		P3.2	✓		

Performance Measure	Description	NWI no.	Compliance period		
			2010-11	2011-12	2012-13
Residential tariff structure – sewerage					
Tariff structure	(description)	P4	✓		
Fixed charge (\$)	(basis for charge)	P4.1	✓		
Usage charge (\$/kL)		P4.2	✓		
Special levies (\$)	(description)	P4.3	✓		
Income from special levies retained by utility?	yes/no	P4.4	✓		
Annual bill based on 200kL/pa	\$	P5			✓
Typical residential bill	\$annual	P6	✓		
Number of bills per annum		P6.1	✓		
Water supply and sewerage					
Annual bill based on 200kL/pa		P7			✓
Typical residential bill		P8	✓		

Performance Measure	NWI no.	Compliance period		
		2010-11	2011-12	2012-13
Revenue				
Total revenue – water (\$)	F1	✓		
- from usage charges	(F4)			✓
- from access charges	(F4)			✓
- environmental levies for water supply	(F4)			✓
Total revenue – sewerage (\$)	F2	✓		
Total income for utility (\$)	F3	✓		
Residential revenue from usage charges – water (%)	F4			✓
Written down replacement costs				
Nominal written down replacement cost of fixed water supply assets (\$)	F9	✓		
Nominal written down replacement cost of fixed sewerage assets (\$)	F10	✓		

Performance Measure	NWI no.	Compliance period		
		2010-11	2011-12	2012-13
Costs				
Nominal operating cost – water supply (\$)	(F11)	✓		
Nominal operating cost – sewerage services (\$)	(F12)	✓		
Total water supply capital expenditure (\$)	F14	✓		
– new works	(F14)	✓		
– renewals or replacements	(F14)	✓		
– other expenditure that would otherwise be referred to as capital	(F14)	✓		
– plant and equipment	(F14)	✓		
Total sewerage capital expenditure (\$)	F15	✓		
– new works	(F15)	✓		
– renewals or replacements	(F15)	✓		
– other expenditure that would otherwise be referred to as capital	(F15)	✓		
– plant and equipment	(F15)	✓		
Total capital expenditure for water and sewerage (\$)	F16	✓		
Current cost depreciation - water	(F17)	✓		
Current cost depreciation – sewerage	(F18)	✓		
Whole water utility dividend paid (\$)	F20	✓		
Net debt to equity %	F22	✓		
Interest cover	F23	✓		
Net profit after tax (\$)	F24	✓		
Community service obligations (\$)	F25	✓		
Capital works grants – water (\$)	F26	✓		
Capital works grants – sewerage (\$)	F27	✓		

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 ~~Regulated A regulated~~ entity~~ies~~ should provide the name and contact details (phone ~~and~~, ~~fax~~, email) of the primary contact with whom the ~~office~~ 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

Hard copy addressed to:

Assistant Director – Price and Service
Office of the Tasmanian Economic Regulator
GPO Box 770
Hobart TAS 7001