



# **Tasmanian Water and Sewerage Industry Performance and Information Reporting Guideline**

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## Document Control

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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> .
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 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.
<del>Regulatory period</del>	<del>Has the same meaning as in the <i>Water and Sewerage Industry Act 2008</i>.</del>

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> .
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# 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 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 ~~28-[DATE] October-[MONTH] 2015~~2016.

## 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) (deleted)
- (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;<sup>1</sup> 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-compliance<sup>1</sup> over the reporting period;
- (h) a report against any instances of prior period non-compliance;<sup>2</sup> and

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<sup>1</sup> 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*.

<sup>2</sup> 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

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

### 5.25.1 Reporting requirements

~~5.2.15.1.1~~ 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.

### 5.35.2 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.

~~5.3.15.2.2~~ 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	<u>G1</u>
Total water allocation (ML), by water supply system	<u>G2</u>
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, <u>for each providing:</u> <ul style="list-style-type: none"> <li>– <u>the project name and scope</u></li> <li>– <u>cost category and cost driver</u></li> <li>– <u>start and completion dates</u></li> <li>– <u>total capital cost and expenditure by year</u></li> </ul>	
Number of water treatment plants: <ul style="list-style-type: none"> <li>– providing disinfection only</li> <li>– providing further treatment</li> </ul>	<u>G3</u> <u>IG3.1</u> <u>IG3.2</u>

– providing full treatment (this is a <a href="#">NWI-NPR</a> indicator – A1)	<a href="#">IG3.3</a>
Number of water pumping stations	<a href="#">G4</a>
Number of water distribution storage facilities	<a href="#">G5</a>
Number of sewage pumping stations	<a href="#">G6</a>

#### 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. 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.

### 5.4.5.3 Performance measures

5.4.15.3.1 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.

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

References to NWI-NPR indicators are included where relevant.

5.4.35.3.3 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
<b>Customer Service Code requirements - water</b>	
<p><del>Average time</del> Time taken to attend bursts and leaks – water (minutes) <a href="#">[CSC1]</a></p> <p><i>[As per Schedule 1 of the Customer Service Code, the regulated entity is to report on % of the time that it achieves the minimum service standard]</i></p> <ul style="list-style-type: none"> <li>– priority 1<sup>1</sup> <a href="#">[CSC1.1]</a></li> <li>– priority 2<sup>2</sup> <a href="#">[CSC1.2]</a></li> <li>– priority 3<sup>3</sup> <a href="#">[CSC1.3]</a></li> </ul>	<p>The duration between the time the <del>water business</del> regulated entity is first notified or becomes aware of a burst or leak to the time at which the <del>water business</del> regulated entity arrives at the site of the burst or leak. <a href="#">[CSC1]</a></p> <p>As per definition below <a href="#">[CSC1.1]</a></p> <p>As per definition below <a href="#">[CSC1.2]</a></p> <p>As per definition below <a href="#">[CSC1.3]</a></p>

<sup>1</sup> 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.

<sup>2</sup> 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.

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

Performance measure	Notes
<p><del>Unplanned</del>W water supply interruptions (per 100 km of water main) <a href="#">[CSC2]</a></p> <p><del>planned</del></p> <p><del>unplanned</del></p>	<p>An <del>unplanned</del> water supply interruption is any event causing a total loss of water supply <u>to an individual customer that is not caused by the regulated entity or is necessitated by an event beyond the regulated entity's control.</u> <del>[CSC2] due to any cause</del></p> <p><del>This is also raw data used for NWI. Also reported under NPR indicator C17.</del></p>
<p>Average frequency of <del>unplanned</del> water supply <del>customer</del> interruptions (number per customer) <a href="#">[CSC3.1]</a></p>	<p><del>A water supply customer interruption is a loss of water supply to an individual customer due to a water supply interruption.</del> <a href="#">[CSC3.1]</a></p> <p><u>Total number of customers affected by unplanned water supply interruptions/number of customers.</u></p> <p><u>'Customers affected' is the count of individual customers who experience loss of water supply due to an unplanned water supply interruption. For example, a water supply interruption that causes loss of supply to 100 customers is 100 customers affected</u></p> <p><u>Also reported under NPR indicator C17. Calculation is per customer</u></p>
<p>Average frequency of <del>planned</del> water supply <del>customer</del> interruptions (number per customer) <a href="#">[CSC3.2]</a></p>	<p><del>As above</del> A <del>planned</del> water supply interruption is a loss of water supply to an individual customer that is <u>necessary in order to maintain, augment, or upgrade a regulated entity's infrastructure.</u> <a href="#">[CSC3.2]</a></p>
<p>Average unplanned customer minutes off water supply (minutes) <a href="#">[CSC5.1]</a></p>	<p><a href="#">[CSC5.1]</a></p> <p><u>Total minutes off water supply unplanned interruption / - / total number of customers affected.</u></p>

Performance measure	Notes
	<del>This is the same as NWI</del> Also reported under NPR indicator C15.
<p><del>Average d</del>Duration of unplanned water supply interruption (minutes)</p> <p><i>[As per Schedule 1 of the Customer Service Code, the regulated entity is to report on % of the time that it achieves the minimum service standard]</i><del>[CSC4.1]</del></p>	<p><del>[CSC4.1]</del></p> <p>Total minutes of unplanned interruptions-/total number of unplanned interruptions</p>
<p>Average planned customer minutes off water supply (minutes) <del>[CSC5.2]</del></p>	<p><del>[CSC5.2]</del></p> <p>Total minutes off water supply planned interruption-/total number of customers affected</p>
<p><del>Average d</del>Duration of planned water supply interruption (minutes)</p> <p><i>[As per Schedule 1 of the Customer Service Code, the regulated entity is to report on % of the time that it achieves the minimum service standard]</i><del>[CSC4.2]</del></p>	<p><del>[CSC4.2]</del></p> <p>Total minutes of planned interruptions-/total number of planned interruptions</p>
<p>Water supply interruptions restored within 5 hours (per cent) <del>[CSC6]</del></p> <ul style="list-style-type: none"> <li>- Planned <del>[CSC6.1]</del></li> <li>- Unplanned <del>[CSC6.2]</del></li> </ul>	<p>The water supply interruption begins when the water supply is shut off and ends when the main is fully recharged. <del>[CSC6]</del></p> <p><del>[CSC6.1]</del></p> <p><del>[CSC6.2]</del></p>
<p><del>Total n</del>Number of customers <del>experiencing-receiving</del> more than five unplanned water supply interruptions in a <del>financial year</del> (number)</p> <p><i>[As per Schedule 1 of the Customer Service Code, the regulated entity is to report on % of the time that it achieves the minimum service standard]</i><del>[CSC7]</del></p>	<p>The number of water customers experiencing more than five unplanned <del>water supply</del> interruptions in the 12 months ending on 30 June. <del>[CSC7]</del></p>
<p>Unaccounted for water (per cent) <del>[CSC8]</del></p>	<p>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. <del>[CSC8]</del></p>
<b>Customer Service Code requirements - sewerage</b>	
<p><del>Total number of s</del>Sewer breaks and chokes (per 100km of sewer main) <del>[CSC9]</del></p>	<p>As per the definition for <del>NWI-NPR</del> indicators A14 <del>and</del> A15. <del>[CSC9]</del></p>
<p><del>Total number of s</del>Sewer spills from reticulation and branch sewers(per 100km of sewer main)</p>	<p><del>Sewer spill refers to the escape of untreated sewage from the sewerage system (ie pumping</del></p>

Performance measure	Notes
<del>[E13]???</del>	<del>stations, pipes, maintenance holes or overflow structures) to the external environment. [CSC10.3]</del>
Sewerage spills from reticulation and branch sewers fully-contained within 5 hours (per cent) [CSC10]	Containment means the sewage sewerage spill has ceased or has been alleviated by bypass pumping/diversions, eductions or sand bagging. [CSC10]
<del>Average-t</del> Time to attend sewer spills, breaks and chokes (minutes) [CSC11] <i>[As per Schedule 1 of the Customer Service Code, the regulated entity is to report on % of the time that it achieves the minimum service standard]</i>	<del>Average-number</del> Number of minutes to attend and commence rectification of a reported <del>blockage/ sewer spill, break or choke</del> measured from the time notification is made.
<del>Average-s</del> Sewerage service interruption (minutes) <i>[As per Schedule 1 of the Customer Service Code, the regulated entity is to report on % of the time that it achieves the minimum service standard]</i> [CSC12]	[CSC12]
Customers receiving more than 3 sewerage service interruptions per year <i>[As per Schedule 1 of the Customer Service Code, the regulated entity is to report on % of the time that it achieves the minimum service standard]</i> [CSC13]	[CSC13]
<b>Customer Service Code requirements - customers</b>	
<del>Total water and sewerage complaints (per 1000 properties) [C13]</del>	[C13]
<del>Water and sewerage complaints to Ombudsman (per 1000 customers) [CSC14.3]</del>	[CSC14.3]
<del>Percentage of calls answered by an operator within 30 seconds [C14]</del>	<del>Also reported under NPR indicator C14.</del>
Percentage of complaints resolved, or agreement of timeframe for resolution, within 10 days [CSC14]	[CSC14]
Number of restrictions applied for non-payment of water bill [CSC15]	[CSC15] <del>This is as also raw data for NW!</del> Also reported under NPR indicator C18.
Percentage of customers paying by the due date [CSC16]	[CSC16]

Performance measure	Notes
Flexible payment plans <a href="#">[CSC17]</a> <ul style="list-style-type: none"> <li>- created</li> <li>- completed</li> <li>- defaulted</li> <li>- cancelled</li> <li>- total number active</li> <li>- average debt (\$)</li> </ul>	<a href="#">[CSC17]</a> In this period_  At end of period_ Per flexible payment plan_ 
<b><i>Affordability and hardship information and measures</i></b>	
Total number of concession recipients	<a href="#">[CSC18]</a>
Number of customers on payment plans <ul style="list-style-type: none"> <li>- residential</li> <li>- concession card holders</li> </ul>	<a href="#">[CSC19]</a>
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"> <li>- residential</li> <li>- concession card holders</li> </ul>	<a href="#">[CSC20]</a>
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"> <li>- residential</li> <li>- concession card holders</li> </ul>	<a href="#">[CSC21]</a>
The number of residential customers using direct debit facilities to pay customer accounts	<a href="#">[CSC22]</a>
The number of direct debit plan terminations resulting from default or non-payment - residential	<a href="#">[CSC23]</a>
Number of customers repaying a debt <ul style="list-style-type: none"> <li>- residential</li> <li>- non-residential</li> </ul>	<a href="#">[CSC24]</a>
Average debt of customers <ul style="list-style-type: none"> <li>- residential</li> <li>- non-residential</li> </ul>	<a href="#">[CSC25]</a>

Performance measure	Notes
The number of customers owing more than \$500 <ul style="list-style-type: none"> <li>- residential</li> <li>- non-residential</li> </ul>	<a href="#">[CSC26]</a>
Number of restrictions applied for non-payment <ul style="list-style-type: none"> <li>- residential</li> <li>- non-residential</li> <li>- concession card holders</li> </ul>	<a href="#">[CSC27]</a>
The number of restrictions removed within seven days of being applied <ul style="list-style-type: none"> <li>- residential</li> <li>- non-residential</li> <li>- concession card holders</li> </ul>	<a href="#">[CSC28]</a>
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"> <li>- residential</li> <li>- non-residential</li> <li>- concession card holders</li> </ul>	<a href="#">[CSC29]</a>
The number of customers on the retailer's 'hardship program'	<a href="#">[CSC30]</a>
The number of customers on the hardship program who are concession customers	<a href="#">[CSC31]</a>
The number of customers entering the hardship program in the reporting period	<a href="#">[CSC32]</a>
The number of customers denied entry to the hardship program	<a href="#">[CSC33]</a>
Customers' average debt, upon entry and upon exit from the hardship program <ul style="list-style-type: none"> <li>- upon entry</li> <li>- upon exit</li> </ul>	<a href="#">[CSC34]</a>
The number of customers exiting the hardship program	<a href="#">[CSC35]</a>
The number of customers excluded from the program after commencement due to failure to engage or non-compliance	<a href="#">[CSC36]</a>

Performance measure	Notes
The number of customers who have had restrictions applied who had been on the hardship program in the previous 24 months	<a href="#">[CSC37]</a>
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	<a href="#">[CSC38]</a>

~~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 discernible impact on customers, property or the environment.~~

## 5.105.4 National Performance Framework performance measures

~~5.10.15.4.1~~ ~~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.

~~5.10.25.4.2~~ A regulated entity must provide data against the performance measures from the National Performance Framework Handbook<sup>1</sup>.

~~5.10.35.4.3~~ ~~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~~ The National Performance Framework Auditing Requirements<sup>2</sup> sets out the requirements which a regulated entity must meet in order to report performance against each of the measures in the NPR (as updated from time to time).

~~5.10.45.4.4~~ A regulated entity must report against the performance measures from the National Performance Framework Handbook~~below~~, in line with this Guideline, regardless of whether or not it has been audited ~~or not~~.

~~5.10.55.4.5~~ A regulated entity must clearly indicate the audit results for the performance measures that meet the audit requirements when submitting its data to the Regulator.

<b>WATER RESOURCES</b>	
<b>Sources of water</b>	
<del>Volume of water sourced from surface water (ML)</del>	<del>W1</del>
<del>Volume of water sourced from groundwater (ML)</del>	<del>W2</del>
<del>Volume of water sourced from desalination of marine water (ML) Volume of water sourced from desalination of surface water such as dams, rivers or irrigation channels</del>	<del>W3.13</del>
<del>Volume of water sourced from recycling (ML)</del>	<del>W4</del>
<del>Volume of water received from bulk supplier (ML)</del>	<del>W5</del>

<sup>1</sup> National Water Commission *National Performance Framework: 2013–14 urban performance reporting indicators and definitions handbook*, (July 2014) (as updated from time to time)

<sup>2</sup> ~~As published in Bureau of Meteorology, *National performance report 2013–14: urban water utilities, part A* (April 2015) Urban National Performance Framework – urban auditing requirements (as updated from time to time).~~

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
<b><i>Uses of water supplied</i></b>	
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
Average annual residential water supplied (kL/property)	W12
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
Volume of bulk recycled water exports (ML)	W15
<b><i>Sewage collected</i></b>	
Volume of waste collected — Residential sewage, non-residential sewage and non-trade waste (ML)	W16

<del>Volume of waste collected — Trade waste (ML)</del>	<del>W17</del>
<del>Total sewage collected (ML)</del>	<del>W18</del>
<del>Volume of sewage supplied to other infrastructure operators</del>	<del>W18.1</del>
<del>Volume of sewage taken from other infrastructure operators</del>	<del>W18.2</del>
<del>Volume of sewage taken from sewer mining</del>	<del>W18.3</del>
<del>Volume of sewage measured at inlet to treatment works</del>	<del>W18.4</del>
<del>Volume of sewage treated effluent</del>	<del>W18.5</del>
<del>Sewage collected per property (kL per property)</del>	<del>W19</del>
<b><i>Uses of recycled water</i></b>	
<del>Volume of recycled water supplied (ML):</del>	
<del>residential</del>	<del>W20</del>
<del>commercial, municipal and industrial</del>	<del>W21</del>
<del>agricultural</del>	<del>W22</del>
<del>environmental</del>	<del>W23</del>
<del>    — on-site</del>	<del>W24</del>
<del>    — other</del>	<del>W25</del>
<del>    — Volume of recycled water supplied — managed aquifer recharge</del>	<del>W25.1</del>
<del>    — Total recycled water supplied (ML)</del>	<del>W26</del>
<del>    — Recycled water (percent of effluent recycled) (ML)</del>	<del>W27</del>
<del>    — Volume of urban stormwater supplied to other infrastructure operators (ML)</del>	<del>W28.1</del>
<del>Volume of urban stormwater reuse (ML)</del>	<del>W28.4</del>
<del>Total volume of treated and untreated sewage discharges from a sewage discharge point (ML)</del>	<del>W29</del>
<b>ASSET DATA</b>	
<b><i>Water treatment plants</i></b>	
<del>Number of water treatment plants providing full treatment (No.)</del>	<del>A1</del>
<b><i>Other water assets</i></b>	
<del>Length of water mains (km)</del>	<del>A2</del>
<del>Properties served per km of water main</del>	<del>A3</del>
<del>Number of sewage treatment plants (level 2)</del>	<del>A4</del>

<del>Length of sewerage mains and channels (km)</del>	<del>A5</del>
<del>Properties served per km of sewer main</del>	<del>A6</del>
<b><i>Water Supply</i></b>	
<del>Number of water main breaks</del>	<del>(A8)</del>
<del>Infrastructure leakage index (ILI)</del>	<del>A9</del>
<del>Real losses (L/service connection/day)</del>	<del>A10</del>
<del>Real losses (kL/km water main/day)</del>	<del>A11</del>
<b><i>Sewer main breaks and chokes</i></b>	
<del>Total number of sewerage mains breaks and chokes</del>	<del>(A14)</del>
<del>Total number of property connection sewer breaks and chokes</del>	<del>(A15)</del>
<b>CUSTOMER SERVICE</b>	
<b><i>Connected properties and population</i></b>	
<del>Population receiving water supply services</del>	<del>C1</del>
<del>Connected properties – water supply:</del>	
<del>residential</del>	<del>C2</del>
<del>non-residential</del>	<del>C3</del>
<del>Total connected properties – water supply</del>	<del>C4</del>
<del>Population receiving sewage services</del>	<del>C5</del>
<del>Connected properties – sewerage:</del>	
<del>residential</del>	<del>C6</del>
<del>non-residential</del>	<del>C7</del>
<del>Total connected properties – sewerage</del>	<del>C8</del>
<del>Total number of water quality complaints</del>	<del>(C9)</del>
<del>Total number of water service complaints</del>	<del>(C10)</del>
<del>Total number of sewerage service complaints</del>	<del>(C11)</del>
<del>Total number of billing and account complaints – water and sewerage</del>	<del>(C12)</del>
<del>Total number of water and sewerage complaints</del>	<del>(C13)</del>
<b><i>Call centre</i></b>	
<del>Total number of calls</del>	<del>(C14)</del>
<del>Number of calls answered within 30 seconds</del>	<del>(C14)</del>
<del>Percentage of calls answered by an operator within 30 seconds (%)</del>	<del>C14</del>

<b>Interruptions</b>	
Average duration of an unplanned interruption – water (minutes)	C15
Total number of sewerage interruptions	(C16)
Total duration of sewerage interruptions (minutes)	(C16)
Average sewerage interruption (minutes)	C16
Total number of unplanned customer interruptions – water	(C17)
Incidence of unplanned interruptions (per 1 000 properties)	C17
Number of restrictions applied for non-payment of water bill	(C18)
Number of legal actions applied for non-payment of water bill	(C19)
<b>ENVIRONMENT</b>	
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
Percent of biosolids reused (%)	E8

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

Total net greenhouse gas emissions (net tonnes CO <sub>2</sub> -equivalents):	E12
water	E9
sewerage	E10
other	E11
Total number of sewer overflows reported to environmental regulator	(E13)

Performance Measure	Description	NWI no.
<b>PRICING AND FINANCE</b>		
<b>Residential tariff structure – water</b>		
Tariff structure	(description)	P1
Free water allowance (kL)		P1.1
Fixed charge (\$)	(basis for charge)	P1.2

<b>Performance Measure</b>	<b>Description</b>	<b>NWI no.</b>
Usage charge 1 <sup>st</sup> step (\$/kL)	up to number of kL	P1.3
Usage charge 2 <sup>nd</sup> step	from number of kL to number of kL	P1.4
Usage charge 3 <sup>rd</sup> 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
<b>Residential tariff structure — sewerage</b>		
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
<b>Water supply and sewerage</b>		
Annual bill based on 200kL/pa		P7
Typical residential bill		P8

<b>Performance Measure</b>	<b>NWI no.</b>
<b>Revenue</b>	
Total revenue — water (\$)	F1
— from usage charges	(F4)
— from access charges	(F4)
— environmental levies for water supply	(F4)

<b>Performance Measure</b>	<b>NWI no.</b>
Total revenue—sewerage (\$)	F2
Total income for utility (\$)	F3
Residential revenue from usage charges—water (%)	F4
<u>Revenue per property for water supply services (\$/property)</u>	<u>F5</u>
<u>Revenue per property for sewerage services (\$/property)</u>	<u>F6</u>
<u>Income per property for utility (\$/property)</u>	<u>F7</u>
<u>Revenue from community service obligations (%)</u>	<u>F8</u>
<b><i>Written down replacement costs</i></b>	
Nominal written down replacement cost of fixed water supply assets (\$)	F9
Nominal written down replacement cost of fixed sewerage assets (\$)	F10
<b><i>Costs</i></b>	
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)
<u>Economic real rate of return – water and sewerage (%)</u>	<u>F19</u>
Whole water utility dividend paid (\$)	F20
<u>Dividend payout ratio</u>	<u>F21</u>

<b>Performance Measure</b>	<b>NWI no.</b>
Net debt to equity %	F22
Interest cover	F23
Net profit after tax (\$)	F24
<u>NPAT Ratio</u>	<u>F30</u>
Community service obligations (\$)	F25
Capital works grants—water (\$)	F26
Capital works grants—sewerage (\$)	F27

### **5.5615.5 Submission of information against this Guideline**

**5.561-15.5.1** Annual performance reports and performance information prepared according to this Guideline should be lodged electronically with a follow-up hard copy sent by mail.

**5.561-25.5.2** 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](mailto:office@economicregulator.tas.gov.au)

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