

Water Services Act 2012

Water, Sewerage and Irrigation Licence Performance Reporting Handbook

May 2014

Economic Regulation Authority



WESTERN AUSTRALIA

A full copy of this document is available from the Economic Regulation Authority website at www.erawa.com.au. For further information, contact

Economic Regulation Authority
Perth, Western Australia
Phone: (08) 6557 7900

The copying of this document in whole or in part for non-commercial purposes is permitted provided that appropriate acknowledgement is made of the Economic Regulation Authority and the State of Western Australia. Any other copying of this document is not permitted without the express written consent of the Authority.

Disclaimer

This document has been compiled in good faith by the Economic Regulation Authority (the Authority). This document is not a substitute for legal or technical advice. No person or organisation should act on the basis of any matter contained in this document without obtaining appropriate professional advice.

The Authority and its staff members make no representation or warranty, expressed or implied, as to the accuracy, completeness, reasonableness or reliability of the information contained in this document, and accept no liability, jointly or severally, for any loss or expense of any nature whatsoever (including consequential loss) ("Loss") arising directly or indirectly from any making available of this document, or the inclusion in it or omission from it of any material, or anything done or not done in reliance on it, including in all cases, without limitation, Loss due in whole or part to the negligence of the Authority and its employees. This notice has effect subject to the Trade Practices Act 1974 (Cth) and the Fair Trading Act 1987 (WA), if applicable, and to the fullest extent permitted by law.

The summaries of the legislation, regulations or licence provisions in this document do not contain all material terms of those laws or obligations. No attempt has been made in the summaries, definitions or other material to exhaustively identify and describe the rights, obligations and liabilities of any person under those laws or licence provisions.

Contents

1	Background	2
2	Purpose of this Handbook	2
3	Water Licence Performance Reporting Obligations	3
3.1	NWI Performance Reporting	3
3.2	Non-NWI Performance Reporting	3
4	Performance Reporting Tools	4
5	Completing the Reporting Datasheets	4
6	Submission of the Performance Report to the Authority	5
7	NWI Indicators	6
8	Licence Specific Indicators - Water Services (Potable and Non-potable)	7
8.1	Water Corporation	7
8.2	Other Licensees	7
9	Licence Specific Indicators - Sewerage Services	8
10	Licence specific indicators - Irrigation Services	9
10.1	Water Corporation	9
10.2	Other licensees	9
11	Licence specific indicators - Complaints	10
11.1	Water Corporation	10
11.2	Other licensees	10
12	Licence specific indicators - Call Centre Performance (Water Corporation only)	11
12.1	Water Corporation	11

1 Background

The Economic Regulation Authority (**Authority**) is responsible for administering the water licensing scheme under Part 2 of the *Water Services Act 2012* (**Act**). An entity licensed by the Authority is required to comply with a range of obligations prescribed by the Act and its associated regulations and codes.

Under Section 12 of the Act, the Authority may determine licence terms and conditions, including requiring a licensee to provide to the Authority specified information in relation to the licence.

Clause 16.1 of water services licences states:

The licensee must provide to the Authority any information that the Authority may require in connection with its functions under the Act in the time, manner and form specified by the Authority.

Prior to 2014, the specification of the performance data to be provided by the relevant electricity retailers was specified in sections 12 to 19 of the Water Compliance Reporting Manual (**Manual**). The Authority has decided to remove the indicators from the Manual and use this Handbook as the sole source of information about water licensee's performance reporting obligations.

2 Purpose of this Handbook

This document has been developed to inform licensees about the non-financial performance data that is to be provided to the Authority for the year ending 30 June 2014.

It is important that there is a shared understanding amongst all stakeholders of the information that is to be reported by water licensees, including the definitions applied to the performance indicators and the Authority's expectations as to the manner in which the information should be presented. Consistent with this objective, the Authority has issued this guide to inform water licensees about:

- the performance indicators that licensees are required to report against;
- the definitions to be applied to the performance indicators in the performance reports;
- how to calculate the performance data (where applicable); and
- how and when the data is to be provided to the Authority.

Where reference is made to other documents within this guide, the Authority recommends that licensees familiarise themselves with these other documents in order to obtain a better understanding of the reporting context. Of particular relevance are the *National Performance Framework: urban performance reporting indicators and definitions handbook* (**Urban Framework**) and the *National Performance Framework: rural performance reporting indicators and definitions handbook* (**Rural Framework**).¹

¹ 2012-13 Urban and Rural Framework are available on the National Water Commission website: <http://www.nwc.gov.au/publications/topic/nprs/2012-13-urban-handbook> and <http://www.nwc.gov.au/publications/topic/nprs/2012-13-rural-handbook>.

The performance reporting obligations in this Handbook draw extensively on the definitions in the Urban and Rural Frameworks.

3 Water Licence Performance Reporting Obligations

Clause 16.3 of the water services licences specifies the information reporting obligations applicable to that licence. The performance reporting obligations for a licence will depend on the services that are being provided under the licence, and whether the licensee is required to report under the National Water Initiative (NWI) Agreement.

The majority of the service and performance standards applicable to water services licences are based on the relevant performance indicators defined in the Urban Framework and the Rural Framework. However, there are some service and performance standards that are specific to Western Australian water licences, particularly those relating to customer service.

Licensees are advised to familiarise themselves with the latest version of the Urban Framework or the Rural Framework, as applicable. Both documents are published by the National Water Commission.²

3.1 NWI Performance Reporting

The licensees that are required to report under the NWI provide data for all of the applicable indicators in the Urban or Rural Framework plus any applicable licence specific performance data.

Licensees will be notified of the date by which they are required to lodge their performance data with the Authority.³ The licence specific data is to be provided to the Authority no later than the due date for the NWI data.

3.2 Non-NWI Performance Reporting

The licensees who are not required to report under the NWI, report instead on a sub-set of the indicators in the Urban or Rural Framework plus any applicable licence specific indicators.

The annual performance report prepared by a licensee will consist of a separate set of performance indicators specific to the water services covered by the licence (water supply, sewerage or irrigation) and the applicable customer service indicators.

Licensees that are not reporting under the NWI are required to provide the annual performance report for the year ending 30 June to the Authority by the following 31 July.

² See <http://www.nwc.gov.au/publications/topic/nprs>

³ The date by which the report is due to be provided to the Authority may vary each year, but this will not be later than 31 October.

4 Performance Reporting Tools

The Authority has issued a Microsoft Excel workbook which is called the Water, Sewerage and Irrigation Performance Reporting Datasheets (**Reporting Datasheets**). The Reporting Datasheets contain dedicated worksheets for eight different categories of licensee:

- Water Corporation;
- City of Kalgoorlie-Boulder;
- Large Potable Water;
- Small Potable Water;
- Small Non-Potable Water;
- Small Sewerage;
- Large Irrigation; and
- Small Irrigation.

The latest version of the Reporting Datasheets can be found on the Authority's website.⁴

It is mandatory for licensees to provide completed Reporting Datasheets to the Authority for the year ending 30 June 2014 by the due date specified by the Authority:

- 31 July 2014 for Small Potable Water; Small Non-Potable Water; Small Sewerage and Small Irrigation licensees.
- Submission date will be announced, but in any case no later than 31 October 2014, for NWI data for Water Corporation, City of Kalgoorlie-Boulder and Large Irrigation licensees.

5 Completing the Reporting Datasheets

The Reporting Datasheets contain tables in the format shown in Table 1 below.

Table 1: Example datasheet format

Indicator No.	Reference	Description	Basis of Reporting		Comments
			Number	Percentage	
LRWDA 4	Code of Conduct section 35(3)	Total number of customers (connected properties)			New development connected to network, 60 new connections completed
LPW 1	NWI C4	Percentage of customer complaints resolved within 15 business days		91.0%	

When completing the Reporting Datasheets it is important that the structure of the data entry cells is not modified by inserting, deleting or re-ordering rows/columns. A number of cells contain values that are calculated from data that has been entered into other cells. These cells have been shaded yellow for identification purposes.

⁴ <http://www.erawa.com.au/licensing/water-licensing/regulatory-guidelines/>

Only enter data into the cells that are not shaded grey or yellow.

If it is necessary to add a comment in relation to an indicator, add the comment in the 'Comments' column.

Referring to the example in Table 1:

- The 'Indicator No.' column contains the unique reference number for the indicator. In this case the indicator is in the Customers table.
- The 'Reference' column identifies the document from which the indicator has been derived, if applicable. In this case, it is the *Water Services Code of Conduct (Customer Service Standards) 2013 (Code of Conduct)*.
- The 'Description' column provides a short form explanation of what the indicator is intended to measure.
- The 'Basis of Reporting' column offers 2 options:
 - Number (this is used to enter any numerical value other than a percentage); or
 - Percentage (in most cases, this is automatically generated from numerical data).
- The data entry cells have been formatted to align with the required degree of accuracy (i.e. the number of decimal places) appropriate for each indicator.

If it is not possible to provide the required data for an indicator then the cell should be left blank and a comment added in the 'Comments' cell to explain why the data cannot be provided.

The 'Comments' cell should also be used to add explanatory notes where there has been significant change in values from previous reporting periods, or where the licensee feels that additional context to the data provided is necessary.

6 Submission of the Performance Report to the Authority

Licensees are required to provide to the Authority a completed copy of the Reporting Datasheets in electronic format. The completed Datasheets are to be provided to the Authority electronically by email at: records@erawa.com.au

The Datasheets can also be submitted on a USB memory stick or CD-ROM:

By post at: PO Box 8469, PERTH BC WA 6849

By hand at: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000

It is important to note that compliance with clause 16.1 of the licence will not be achieved until an electronic copy of the Reporting Datasheets have been received by the Authority.

7 NWI Indicators

Many of the indicators in the Datasheets are taken from the Urban Framework (water supply and sewerage services) and the Rural Framework (irrigation services) produced by the NWC. Licensees are advised to refer to the Urban Framework or Rural Framework for information on indicator definitions and, where applicable, how to calculate an indicator.⁵

The following tables summarise the NWI indicators used in the Datasheets.

Urban NWI handbook	
Indicator reference	Indicator
Water Resources	W1 – W7
	W11
	W12
	W18
	W19
	W26
	W27
Asset Data	A1
	A2
	A3
	A5
	A6
	A8
Customers	A14
	C4
	C8
	C9
	C10
	C11
	C12
	C15
C17	
Environment	E1
	E2
	E3
	E8
	E13
Public Health	H1 – H7

Rural NWI handbook	
Indicator reference	Indicator
Characteristics	C1
	C2
	C3
	C5
	C11
	C12
Customer service indicators	S1

⁵ See <http://www.nwc.gov.au/publications/topic/nprs>

8 Licence Specific Indicators - Water Services (Potable and Non-potable)

This section details the licence specific indicators that water service providers are required to report against. The other indicators in the Reporting Datasheets are NWI indicators – see section 7.

Farmlands Area connected property means a property that is connected to the water supply scheme that is supplied at the standard that is defined in Schedule 4, Clause 6 of the Water Corporation operating licence.

Farmlands Area Water Services has the same meaning as that in Schedule 4, Clause 6 of the Water Corporation operating licence.

Services provided by agreement has the same meaning as that in Schedule 4, Clause 6 of the Water Corporation operating licence.

Pressure and flow means the supply of water at a pressure between the minimum and maximum values, and at the minimum flow (in L/min) specified in the licence. The point of measurement is the outlet of the water meter supplying the property.

8.1 Water Corporation

No.	Indicator Description
WC 1	Percentage of new Farmlands Area Water services provided by agreement that meet the notification requirements specified in the licence
WC 2	Percentage of Farmlands Area connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence
WC 4	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence
WC 5	Details of any restrictions that have been applied to water supply in accordance with the applicable By-laws

8.2 Other Licensees

No.	Indicator Description
LPW 2/ SPW 17	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence

9 Licence Specific Indicators - Sewerage Services

There are currently no licence specific indicators that water sewerage service providers are required to report against. The indicators in the Reporting Datasheets are all NWI indicators – see section 7.

10 Licence specific indicators - Irrigation Services

This section details the licence specific indicators that irrigation service providers are required to report against. The other indicators in the Reporting Datasheets are NWI indicators – see section 7.

Customer account has the same meaning as that applying to indicator C3 in the Rural Handbook.

Planned service interruption means an event where the rural water service provider takes measures to interrupt the supply of water to customers and provides advance notice of the interruption to the affected customers.

10.1 Water Corporation

No.	Indicator
WC 6	Percentage of planned service interruption with 5 business days notice of the interruption provided to affected customers.
WC 7	Percentage of customer accounts provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking.
WC 8	Quality of water provided (mg/L of dissolved solids)

10.2 Other licensees

No.	Indicator
LRWSP 1 SRWSP 12	Percentage of planned service interruption with 5 business days notice of the interruption provided to affected customers.
LRWSP 2 SRWSP 21	Percentage of customer accounts provided with non-potable water that have received annual advice that the water supplied is not suitable for drinking.
LRWSP 3 SRWSP 22	Quality of water provided (mg/L of dissolved solids)

11 Licence specific indicators - Complaints

This section details the licence specific complaints indicators that water service providers are required to report against. The other indicators in the Reporting Datasheets are NWI indicators – see section 7.

Complaint resolved means the service provider has completed the relevant procedures for dealing with the complaint.⁶

11.1 Water Corporation

No.	Indicator
WC 13	Percentage of customer complaints resolved within 15 business days

11.2 Other licensees

No.	Indicator
LPW 6 CKB 3 LRWSP 4 SPW 18 SNPW 15 SS 9 SRWSP 13	Percentage of customer complaints resolved within 15 business days

⁶ This does not imply that the customer is necessarily satisfied with the outcome of the complaint, but that the service provider has completed the administrative processes detailed in their complaint handling procedures that are relevant to the complaint.

12 Licence specific indicators - Call Centre Performance (Water Corporation only)

Calls answered by a call centre operator within 30 seconds means the number of calls to call centre operators that were answered within 30 seconds (in the case of an IVR⁷ system the measurement period commences at the time that the customer selects an option indicating they wish to speak with a call centre operator).

Total number of telephone calls to a call centre means the total number of calls received by the call centre staff (in the case of an IVR system the measurement only includes the calls where the customer has selected an option indicating they wish to speak with a call centre operator).^{8 9}

Call that is unanswered means where the customer has terminated the call before it was answered by a call centre operator (calls to an IVR system that are terminated by the customer prior to selecting an option indicating they wish to speak with a call centre operator are not included).

12.1 Water Corporation

No.	Indicator
WC 14	Total number of telephone calls to the call centre
WC 15	Total number of telephone calls to the call centre answered by a call centre operator within 30 seconds
WC 16	Percentage of telephone calls to the call centre answered by a call centre operator within 30 seconds
WC 17	Average duration (in seconds) before a call is answered by a call centre operator
WC 18	Total number of the calls that are unanswered
WC 19	Percentage of the calls that are unanswered

Calculations

The “average duration before call answered by operator” is calculated as:

$$\frac{\sum(\text{answer wait times})}{\text{total number of calls answered by an operator}}$$

Note:

- This measure only includes calls that are answered by call centre staff.
- For IVR systems, the measurement period commences at the time that the customer selects an option indicating they wish to speak to a call centre operator.

⁷ Interactive Voice Response – equipment that allows a call centre telephone system to detect voice and keypad tone signals and then respond with pre-recorded or dynamically generated audio to further direct callers to the service they require.

⁸ This indicator excludes all calls that do not require operator attention, including IVR calls where the customer does not select an option indicating they wish to speak with a call centre operator, and calls that were terminated **before** an option to speak with a call centre operator was selected.

⁹ Calls to third parties, such as contractors acting on behalf of the distributor, are not to be included. However, calls received by a contractor that is providing all or part of the distributor’s customer service operations, i.e., an outsourced call centre, are to be included.

- For non-IVR systems, the measurement period commences when the call is received by the switchboard and ends when the call is answered by a call centre operator.
- Calls that are unanswered are excluded from the calculation of this indicator.