

PERIOD - 1 July 2013 to 30 June 2014			WATER LICENSEES		
CATEGORY	INDICATOR	UNIT	Shire of Denmark (non-potable)	Hamersley Iron (potable)	Rottneest Island Authority (potable)
WATER RESOURCES	Vol of water sourced from surface water	ML	3.1	0	0
	Vol of water sourced from groundwater	ML	1.0	2434	28
	Vol of water sourced from desalination	ML	0.0	0	88
	Vol of water sourced from recycling	ML	0.0	0	0
	Vol of water sourced from bulk supplier	ML	0.0	870	0
	Vol of bulk recycled water purchased	ML	0.0	0	0
	Total sourced water	ML	4.1	3304.0	116.0
	Total urban water supplied	ML	4.1	3304.0	97.4
	Average annual residential water supplied (kL/property)	kL	20.0	1375.5	231.4
ASSET DATA	Length of water mains	km	2.2	106	22
	Properties served per km of water main	#	94.5	22.7	19.1
	Water main breaks (per 100km of water main)	#	0.0	3.8	40.9
CUSTOMERS	Total connected properties - water supply	#	208	2402	421
	Average duration of an unplanned interruption - water (minutes)	Minutes	0	250	530
	Average frequency of unplanned interruptions - water (per 1000 properties)	#	N/A	76.2	7.1
	Number of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence (12 month data)	#	N/A	2402	N/A
	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence (12 month data)	#	N/A	100	N/A
	Percentage of customer complaints resolved within 15 business days	%	100.0	83.3	87.5
WATER QUALITY	Water quality guidelines	-	N/A	Australian Drinking Water Guidelines 2004	Australian Drinking Water Guidelines 2011
	Number of zones where microbiological compliance was achieved (eg. 23/24)	#	N/A	3 / 3	1 / 1
	Percentage of population where microbiological compliance was achieved	#	N/A	100	100
	Number of zones where chemical compliance was achieved (eg. 23/24)	#	N/A	3 / 3	1 / 1
	Risk based drinking water management plan assessed externally	(yes/no)	N/A	Yes	Yes
	Risk based drinking water management plan (yes/no) (please specify plan in place i.e. ISO9001, HACCP)	(yes/no)	N/A	Drinking Water Quality Management Plan (DWQMP), based on 2004 ADWG framework	Drinking Water Quality Management Plan, Drinking Water Source Protection Plan
	Public disclosure of drinking water performance	(yes/no)	N/A	Yes	Yes