

Water Services Act 2012

# Water, Sewerage and Irrigation Licence Performance Reporting Handbook

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Economic Regulation Authority



WESTERN AUSTRALIA

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## 1 Background

The Economic Regulation Authority (**ERA**) is responsible for administering the water licensing scheme under Part 2 of the *Water Services Act 2012 (Act)*. An entity licensed by the ERA 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 ERA may determine licence terms and conditions, including requiring a licensee to provide to the ERA specified information in relation to the licence.

Clause 3.8.1 of water services licences states:

The licensee must provide to the ERA in the manner and form specified by the ERA, specified information on any matter relevant to the operation or enforcement of the licence, the operation of the licensing scheme provided for in Part 2 of the Act, or the performance of the ERA's function under that Part.

## 2 Purpose of this Handbook

This Handbook sets out the non-financial performance data licensees must provide to the ERA for the year ending 30 June 2017.

It is important that there is a shared understanding amongst all stakeholders of the information that must be reported by licensees, including the definitions applied to the performance indicators and the ERA's expectations as to how the information should be presented. Consistent with this objective, this Handbook informs licensees about:

- the performance indicators that licensees are required to provide data for;
- the definitions that apply to the performance indicators in the performance reports;
- how to calculate the performance data (where applicable); and
- how and when the data must be provided to the ERA.

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

The performance reporting obligations in this Handbook draw extensively on the definitions in the Urban Framework.

## 3 Water Licence Performance Reporting Obligations

Clause 3.8.3 of each water services licence specifies the information reporting obligations applicable to that licence. The performance reporting obligations 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, now overseen by the Bureau of Meteorology.

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<sup>1</sup> The most recent Urban Framework (2013-14) is no longer publicly available. The ERA will provide an archived copy to licensees when this Handbook is published.

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. However, there are some service and performance standards that are specific to Western Australian water licences, particularly those relating to rural water services (irrigation) and customer service.

Licensees, other than irrigation service providers, are advised to familiarise themselves with the latest version of the Urban Framework.

### 3.1 *NWI Performance Reporting*

Licensees that are required to report under the NWI Agreement must provide data for all of the applicable indicators in the Urban Framework, plus any applicable licence specific performance data.

Licensees reporting under the NWI will be notified of the date by which they are required to lodge their performance data with the ERA.<sup>2</sup> The licence specific data must be provided to the ERA no later than the NWI data.

### 3.2 *Non-NWI Performance Reporting*

Licensees who are not required to report under the NWI only need to provide data for a subset of the indicators in the Urban Framework plus any applicable licence specific indicators.

Licensees that do not report under the NWI are required to provide their annual performance report for the year ending 30 June to the ERA by the following 31 August.

## 4 Performance Reporting Tools

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

- Water Corporation;
- Water Corporation Minor Towns;<sup>3</sup>
- Large Potable Water;
- City of Kalgoorlie-Boulder;
- Small Potable Water;
- Small Non-Potable Water;
- Small Sewerage; and
- Large & Small Irrigation.

The latest version of the Reporting Datasheets can be found on the ERA website.<sup>4</sup>

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<sup>2</sup> The date by which the report is due to be provided to the ERA may vary each year, but this will not be later than 31 October.

<sup>3</sup> The Water Corporation Minor Towns are the towns and supply schemes that supply between 1,000 and 9,999 connected properties.

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

It is mandatory for licensees to provide completed Reporting Datasheets to the ERA for the year ending 30 June 2017 by:

- 31 August 2017 for Small Potable Water; Small Non-Potable Water; Small Sewerage and Large & Small Irrigation licensees.
- A date to be announced, but in any case no later than 31 October 2017, for NWI data for Aqwest, Busselton Water, City of Kalgoorlie-Boulder and Water Corporation.
- The same time as the NWI data, for the Water Corporation Minor Towns data.

## 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.	Description	Basis of Reporting		Comments
		Number	Percentage	
LPW 7	Total number of customer complaints received			
	Number of complaints resolved within 15 business days			
	Percentage of customer complaints resolved within 15 business days			

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.

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

Referring to the example in Table 1:

- The 'Indicator No.' column contains the unique reference number for the indicator. In this example the indicator is in the Large Potable Water table.
- 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, for example where there has been significant change in values from previous reporting periods, or where the licensee feels that additional information will assist the reader to understand the data.

## **6 Submission of Completed Reporting Datasheets to the ERA**

Licensees are required to provide to the ERA a completed copy of the Reporting Datasheets in electronic format. The completed Reporting Datasheets must be provided to the ERA electronically by email at: [records@erawa.com.au](mailto:records@erawa.com.au)

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

by post to: PO Box 8469, PERTH BC WA 6849; or

by hand to: Level 4, Albert Facey House, 469 Wellington Street, PERTH WA 6000

It is important to note that compliance with clause 3.8 of the licence will not be achieved until an electronic copy of the completed Reporting Datasheets have been received by the ERA.

## 7 NWI Indicators

Many of the indicators in the Reporting Datasheets are taken from the Urban Framework (water supply and sewerage services) produced by the Bureau of Meteorology. Licensees are advised to refer to the Urban Framework for information on indicator definitions and, where applicable, how to calculate an indicator.<sup>5</sup>

The following table summarises the NWI indicators for water and sewerage services that are used in the Reporting Datasheets.

Urban NWI handbook	
Indicator reference	Indicator
Water Resources	W1 – W7
	W8
	W9
	W10
	W11
	W12
	W14
	W16
	W17
	W18
	W19
	W21
	W22
	W23
	W26
W27	
Asset	A1
	A2
	A3
	A4
	A5
	A6
	IA8/A8
	IA14/A14
Customers	C2
	C3
	C4
	C6
	C7
	C8
	IC9/C9
	IC10/C10
	IC11/C11
	IC12/C12
	IC13/C13
	C15
	IC17/C17
	IC18/C18
Environment	IE1/E1

<sup>5</sup> Refer to footnote 1.



	IE2/E2
	IE3/E3
	E8
	IE13/E13
Health	H2

## 8 Licence Specific Indicators – Potable Water Services

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

**Customers receiving Farmlands Area water services** means customers that are receiving their water supply from the supply schemes specified in Schedule 2, Clause 6.2 of the Water Corporation operating licence.

**Services provided by agreement** means the water service specified in the supply agreement between the customer and Water Corporation.

**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

Indicator No.	Indicator Description
WC 1	Total number of customers receiving Farmlands Area water services by agreement
WC 2	Percentage of customers receiving Farmland Water services provided by agreement that were notified of the conditions under which water was supplied
WC 3	Percentage of customers receiving Farmlands Water services whose service met the water pressure and flow standards specified in the licence

### 8.2 All licensees

Indicator No.	Indicator Description
LPW 2/ SPW 18	Percentage of connected properties that have been supplied at a pressure and flow that meets the standards set out in the licence
LPW 3/ SPW 10	Details of any restrictions applied in accordance with the <i>Water Services Regulations 2013</i> to a potable water supply

## **9 Licence Specific Indicators – Non-potable Water Services**

There are currently no licence specific indicators that non-potable water service providers must report against. The indicators in the Reporting Datasheets are all NWI indicators – see section 7.

## **10 Licence Specific Indicators – Sewerage Services**

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

## 11 Licence specific indicators – Irrigation Services

This section details the licence specific indicators that irrigation service providers are required to report against.

### 11.1 Asset Data

The following definitions apply to the carrier types:

- **lined channel** means an earthen channel lined with a low permeability material.
- **unlined channel** means an earthen open channel without internal lining.
- **natural waterway** means a stream or other naturally formed watercourse.
- **pipe** means a closed conveyance or carrier regardless of material, size or shape which conveys water typically for supply service. It is also a buried perforated carrier to collect subsurface drainage water.

Indicator No.	Indicator
RWSP 1	Length of unlined channels (km)
RWSP 2	Length of lined channels (km)
RWSP 3	Length of natural waterways (km)
RWSP 4	Length of pipes in the supply network (km)
RWSP 5	Total carrier length (km)

The following definitions apply to supply measurement devices or methods:

- **provider approved measurement device** means measurement devices that are accepted by reporting providers until such time as a national metering standard is introduced.
- **provider approved indirect measurement method** means a method for estimating or deeming the volume made available other than by use of a provider approved supply measurement device.

Indicator No.	Indicator
RWSP 6	Number of customer service points fitted with a provider approved measurement device
RWSP 7	Number of customer service points with a provider-approved indirect supply measurement method
RWSP 8	Number of customer service points with no supply measurement
RWSP 9	Total number of customer service points

### 11.2 Customers

The following definitions apply to customer related performance indicators:

- **Customer account** means a single account for a single billable entity that receives one or more rural water services from the irrigation service provider.

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

Indicator No.	Indicator
RWSP 10	Number of customer accounts
RWSP 11	Percentage of planned service interruptions with 5 business days' notice of the interruption provided to affected customers

### 11.3 Network Supply

The following definitions apply to network supply performance measures:

- **Groundwater** means water abstracted from aquifers and other 'below ground' water sources.
- **Surface water** means water abstracted from surface water sources such as dams, rivers or irrigation channels.
- **Treated wastewater** means treated effluent derived from sewage or trade waste.
- **Other** means water sourced that has not been supplied from groundwater, surface water or treated wastewater.
- **Water supplied at customer service points** means total volume supplied via customer service points, whether measured directly by a provider approved measurement device, estimated using an indirect measurement method or deemed water made available at supply points with no supply measurement.
- **Supply network delivery efficiency** means the ratio of water supplied to water sourced ( $100 \times \text{RWSP18}/\text{RWSP17}$ ).
- **Water delivery in accordance with the service standards** means water supplied to customers in accordance with the published, or agreed, service standards.<sup>6</sup>

Indicator No.	Indicator
RWSP 13	Volume of water sourced from surface water (ML)
RWSP 14	Volume of water sourced from groundwater (ML)
RWSP 15	Volume of water sourced from treated waste water (ML)
RWSP 16	Volume of water sourced from other sources (ML)
RWSP 17	Total supply network intake volume (ML)
RWSP 18	Total volume of irrigation water supplied at customer service points (ML)
RWSP 19	Quality of irrigation water provided (mg/L of dissolved solids)

<sup>6</sup> The standards only apply to orders that comply with the service provider's ordering procedures.

## 12 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.<sup>7</sup>

No.	Indicator
LPW 7 CKB 3 SPW 18 SNPW 15 SS 9 RWSP 13	Percentage of customer complaints resolved within 15 business days

Note: Water Corporation are required to report a whole of business figure for LPW7.

<sup>7</sup> 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.