

SUMMARY OF MAJOR IRRIGATOR STATISTICS SUPPLIED FOR THE PERIOD 1 JULY 2009 TO 30 JUNE 2010					MAJOR IRRIGATORS				
PERFORMANCE INDICATOR CATEGORY	NWI CODE	PERFORMANCE INDICATOR DESCRIPTION	DATA DESCRIPTION	UNIT	Harvey Water			Ord Irrigation	
					PRIME CATEGORIES / SUB CATEGORIES			PRIME CATEGORIES / SUB CATEGORIES	
					Network Supply Service / Gravity Irrigation	Network Supply Service / Gravity Non Irrigation	Aggregated	Network Supply Service / Gravity Irrigation	Aggregated
CHARACTERISTIC	C1	Rural Water Services Provided	Reporting Entities	Name(s)	Collie River, Harvey, Waroona	Collie River, Harvey, Waroona	3	1	1
CHARACTERISTIC	C2	Asset Types and carrier Length in regulated river, supply and drainage networks	Unlined Channel	Kilometres	172	172	172	124	124
CHARACTERISTIC	C2	Asset Types and carrier Length in regulated river, supply and drainage networks	Lined Channel	Kilometres	83	83	83	0	0
CHARACTERISTIC	C2	Asset Types and carrier Length in regulated river, supply and drainage networks	Pipe	Kilometres	453	453	453	not provided	0
CHARACTERISTIC	C2	Asset Types and carrier Length in regulated river, supply and drainage networks	Drainage - unlined channel	Kilometres	not provided	not provided	not provided	169.8	169.8
CHARACTERISTIC	C2	Asset Types and carrier Length in regulated river, supply and drainage networks	Total Carrier	Kilometres	728	728	728	293.8	293.8
CHARACTERISTIC	C3	Customer Accounts (No.)	No. of Customer Accounts	No.	681	268	949	111	111
CHARACTERISTIC	C4	Customer Services Points and Supply service classifications	Customer service points with water on demand	No.	567	not provided	567	27	27
CHARACTERISTIC	C4	Customer Services Points and Supply service classifications	Customer service points with water on order	No.	780	not provided	780	253	253
CHARACTERISTIC	C4	Customer Services Points and Supply service classifications	Customer service points - other supply	No.	43	308	351	3	3
CHARACTERISTIC	C4	Customer Services Points and Supply service classifications	Total of customer service points	No.	1,390	308	1,698	283	283
CHARACTERISTIC	C5	Water on Order Service Characteristics	What sort of ordering access options are provided to customers	Description	Telephone Key pad system, online ordering	Phonecall to water services controller	not provided	Fax, telephone and automated phone ordering service	not provided
CHARACTERISTIC	C5	Water on Order Service Characteristics	Minimum notice for water delivery orders	Days	3	not provided	not provided	1	not provided
CHARACTERISTIC	C6	Extent of remotely controlled customer service points	Remotely controlled service points	No.	not provided	not provided	not provided	4	4
CHARACTERISTIC	C6	Extent of remotely controlled customer service points	Locally controlled service points	No.	1390	217	1,607	264	264
CHARACTERISTIC	C7	Area served by supply networks	Area	Hectares	34,369	34,369	34,369	15,315	15,315
CHARACTERISTIC	C8	Area benefiting from drainage service provision	Area	Hectares	not provided	not provided	0	not provided	15,315
CHARACTERISTIC	C9	Capacity of supply network	Capacity	ML/Day	850	850	not provided	1,200	not provided
CHARACTERISTIC	C10	Intended availability of supply network	Availability	Days	Harvey and Waroona - 365; Collie River - 180	Collie River, Harvey and Waroona - 365	not provided	349	not provided
CHARACTERISTIC	C10	Intended availability of supply network	Percentage of intended availability of supply network	%	Harvey and Waroona - 100; Collie River - 49	Collie River, Harvey and Waroona - 100	not provided	95.6	not provided
CHARACTERISTIC	C11	Supply network intake volume	Surface Water Source	ML	88,060	88,060	88,060	151,154	151,154
CHARACTERISTIC	C11	Supply network intake volume	Total Supply Network intake volume	ML	88,060	88,060	88,060	151,154	151,154
CHARACTERISTIC	C12	Volume supplied at customer service points	Volume	ML	66,965	2,073	69,038	114,049	114,049
CHARACTERISTIC	C12	Volume supplied at customer service points	Long Term annual supply expectation	ML	75,000	2,170	not provided	335,000	not provided
CHARACTERISTIC	C14	Power consumption to provide service	Consumption	kWh	734,506	734,506	not provided	1,560,292	not provided
CUSTOMER SERVICE	S1	Water delivery as ordered	Deliveries in accordance with service standards	No.	7,023	not provided	not provided	1,209	not provided
CUSTOMER SERVICE	S1	Water delivery as ordered	Total Deliveries	No.	7,098	not provided	not provided	1,210	not provided
CUSTOMER SERVICE	S1	Water delivery as ordered	Percentage of deliveries in accordance with service standards	%	99	not provided	not provided	99.9	not provided
CUSTOMER SERVICE	S2	Timeliness of gravity stock and domestic delivery	S&D deliveries within target period	No.	not provided	not provided	not provided	not provided	not provided
CUSTOMER SERVICE	S2	Timeliness of gravity stock and domestic delivery	Total S&D deliveries	No.	not provided	not provided	not provided	not provided	not provided
CUSTOMER SERVICE	S6	Rural Water Service Delivery Complaints	No. of customer service delivery complaints	No.	0	3	3	4	4
CUSTOMER SERVICE	S6	Rural Water Service Delivery Complaints	Customer Service Delivery Complaints per 100 customers	No. per 100 customers	0	1.1	0.3	3.6	3.6
CUSTOMER SERVICE	S7	Customer Billing and Account Complaints	No. of Billing and account complaints	No.	not provided	not provided	0	not provided	0
CUSTOMER SERVICE	S7	Customer Billing and Account Complaints	Customer Billing and account complaints per 100 customers	No.	not provided	not provided	0	not provided	0
CUSTOMER SERVICE	S8	Total Customer Complaints	No of Customer complaints	No.	not provided	not provided	3	not provided	4
CUSTOMER SERVICE	S8	Total Customer Complaints	Customer complaints per 100 customers	No.	not provided	not provided	0.3	not provided	3.6
ENVIRONMENTAL	E1	Customer Service Point Measurement Devices	Customer service points with a compliant supply measurement device	No.	0	0	not provided	2	not provided
ENVIRONMENTAL	E1	Customer Service Point Measurement Devices	Customer service points with a provider approved supply measurement device	No.	1,347	217	not provided	251	not provided
ENVIRONMENTAL	E1	Customer Service Point Measurement Devices	Customer service points with a provider approved indirect supply measurement method	No.	27	not provided	not provided	27	not provided
ENVIRONMENTAL	E1	Customer Service Point Measurement Devices	Customer service points with no supply measurement point	No.	16	91	not provided	3	not provided
ENVIRONMENTAL	E2	Customer Service Point Supply Volumes	Volume supplied at customer service points with a compliant supply measurement device	ML	0	0	not provided	2,871	not provided
ENVIRONMENTAL	E2	Customer Service Point Supply Volumes	Volume supplied at customer service points with a provider approved supply measurement device	ML	66,598	2,073	not provided	111,178	not provided
ENVIRONMENTAL	E2	Customer Service Point Supply Volumes	Volume supplied at customer service points with a provider approved indirect supply measurement device	ML	367	0	not provided	3,816	not provided
ENVIRONMENTAL	E3	Extraction above allocation	Extraction	ML	0	0	not provided	0	not provided
ENVIRONMENTAL	E4	Supply network delivery efficiency	Other Planned deliveries from supply network	ML	4,473	69,365	not provided	not provided	not provided
ENVIRONMENTAL	E4	Supply network delivery efficiency	Total planned deliveries from supply network	ML	71,438	71,438	not provided	114,049	not provided
ENVIRONMENTAL	E4	Supply network delivery efficiency	Unaccounted Water	ML	16,622	16,622	not provided	37,105	not provided
ENVIRONMENTAL	E4	Supply network delivery efficiency	Supply network delivery efficiency	%	81	81	not provided	75.5	not provided
ENVIRONMENTAL	E5	Unaccounted water in supply network per unit carrier length	Unaccounted water in supply network per unit carrier length	ML/km	22.8	22.8	not provided	126.3	not provided
ENVIRONMENTAL	E6	Greenhouse Gas Emissions	Tonnes of CO2e	t CO2e	not provided	not provided	602	not provided	0 <sup>1</sup>
ENVIRONMENTAL	E7	Environmental Management Plan or System	Environmental Management Plan or System in place for the reporting system?	Yes / No	not provided	not provided	No	not provided	Yes
ENVIRONMENTAL	E7	Environmental Management Plan or System	Is the Environmental Management Plan or System certified ?	Yes / No	not provided	not provided	No	not provided	Yes
ENVIRONMENTAL	E8	Extent to which limits on irrigation application rates apply	Extent to which limits on irrigation application rates apply	Hectares	0	not provided	not provided	0	not provided
ENVIRONMENTAL	E8	Extent to which limits on irrigation application rates apply	Extent to which limits on irrigation application rates apply	%	0	not provided	not provided	0	not provided

<sup>1</sup> Electricity sourced from 100% hydropower