Guidance Memo for National Performance Report 2015–16

**NPR Indicator Set 2015–16**

The National Performance Report (NPR) Round table Group in conjunction with the Bureau of Meteorology has reviewed the urban performance indicators with no changes to the definitions for the 2015–16 reporting period.

The table overleaf summarises the indicator set for 2015-16. Please refer to the Handbook issued by the National Water Commission for guidance on definitions and the equations which will be used to derive the indicators.

Further streamlining of indicators and definitions is underway through a major handbook revision with changes made through this process coming into effect for the 2016–17 reporting period. All stakeholders including NPR reporting utilities will be engaged during this process.

**New NPR Database**

A new NPR database and online data entry portal, including all historical data, will be rolled out for the 2015-16 reporting period. The database will be operational by June 2016. Your jurisdictional coordinator will provide further information on the new database in June.

**Spatial Boundary Data Request**

To support the analysis of the Urban NPR data, it is requested that all reporting parties provide information on their organisational and operational boundaries. This information should take the form of two separate spatial layers in digital format, preferably as a shape files (.shp).

The organisational boundary is defined as the full geographical area for which a reporting party is responsible for.

The operational boundary is defined as the geographical region which the reporting party provides services to. That is, it encompasses only the urban areas receiving water supply and/or wastewater services from your organisation.

Further information will be provided on the mechanism for the provision of these boundaries as part of the role out of the new reporting database in June 2016.

**NPR Process 2015–16**

An accelerated release date for the NPR report is proposed for 2015–16. Below outlines the critical key dates for reporting utilities:

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| Database Shutout  | 30th October 2016 | *Any data received post this date will be incorporated into the following year’s NPR report* |
| Variance Reporting & Data Sign off | 9-13th November 2016 | *Exceptional allowance for financial indicators- final data sign off by 20th November 2015.* |
| Embargo version release | Mid-March 2017 | *Only corrections received close of business of the first day of the embargo period will be reflected in the final release.* |

**NPR 2015–16 Indicators List**

Indicators shown as derived will be calculated from component indicators as part of the reporting process.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Indicator Category | Indicator Sub Category | Indicator Name | Indicator Code | Comment |
| Water resources | Sources of Water | Volume of water sourced from surface water (ML) | W1 | Report |
| Water resources | Sources of Water | Volume of water sourced from groundwater (ML) | W2 | Report |
| Water resources | Sources of Water | Volume of water sourced from desalination of marine water | W3.1 | Report |
| Water resources | Sources of Water | Volume of water sourced from recycling (ML) | W4 | Report |
| Water resources | Sources of Water | Volume of water received from bulk supplier (ML) | W5 | Report |
| Water resources | Sources of Water | Volume of potable water received from bulk supplier | W5.1 | Report |
| Water resources | Sources of Water | Volume of non-potable water received from bulk supplier | W5.2 | Report |
| Water resources | Sources of Water | Volume of bulk recycled water purchased (ML) | W6 | Report |
| Water resources | Sources of Water | Total sourced water (ML) | W7 | Derived |
| Water resources | Uses of Water Supplied | Volume of water supplied – residential (ML) | W8 | Report |
| Water resources | Uses of Water Supplied | Volume of potable water supplied – residential | W8.1 | Report |
| Water resources | Uses of Water Supplied | Volume of non-potable water supplied – residential | W8.2 | Report |
| Water resources | Uses of Water Supplied | Volume of water supplied – Commercial, municipal and industrial (ML) | W9 | Report |
| Water resources | Uses of Water Supplied | Volume of potable water supplied – commercial, municipal and industrial (ML) | W9.1 | Report |
| Water resources | Uses of Water Supplied | Volume of non-potable water supplied – commercial, municipal and industrial (ML) | W9.2 | Report |
| Water resources | Uses of Water Supplied | Volume of water supplied – other (ML) | W10 | Report |
| Water resources | Uses of Water Supplied | Volume of Non-revenue water | W10.1 | Report |
| Water resources | Uses of Water Supplied | Volume of non-potable water supplied – other | W10.2 | Report |
| Water resources | Uses of Water Supplied | Volume of water supplied – managed aquifer recharge | W10.3 | Report |
| Water resources | Uses of Water Supplied | Volume of water supplied – agricultural irrigation | W10.4 | Report |
| Water resources | Uses of Water Supplied | Total urban water supplied (ML) | W11 | Derived |
| Water resources | Uses of Water Supplied | Total urban potable water supplied | W11.1 | Derived |
| Water resources | Uses of Water Supplied | Total urban non-potable water supplied | W11.2 | Report |
| Water resources | Uses of Water Supplied | Total volume of potable water produced | W11.3 | Report |
| Water resources | Uses of Water Supplied | Average annual residential water supplied (kL/property) | W12 | Derived |
| Water resources | Uses of Water Supplied | Volume of water supplied – Environmental (ML) | W13 | Report |
| Water resources | Uses of Water Supplied | Volume of bulk water exports (ML) | W14 | Derived |
| Water resources | Uses of Water Supplied | Volume of potable bulk water exports | W14.1 | Report |
| Water resources | Uses of Water Supplied | Volume of non-potable bulk water exports | W14.2 | Report |
| Water resources | Uses of Water Supplied | Volume of bulk recycled water exports (ML) | W15 | Report |
| Water resources | Sewage Collected | Volume of waste collected – Residential sewage, non-residential sewage and non-trade waste (ML) | W16 | Report |
| Water resources | Sewage Collected | Volume of waste collected -trade waste (ML) | W17 | Report |
| Water resources | Sewage Collected | Total sewage collected (ML) | W18 | Derived |
| Water resources | Sewage Collected | Volume of sewage supplied to other infrastructure operators | W18.1 | Report |
| Water resources | Sewage Collected | Volume of sewage taken from other infrastructure operators | W18.2 | Report |
| Water resources | Sewage Collected | Volume of sewage taken from sewer mining | W18.3 | Report |
| Water resources | Sewage Collected | Volume of sewage measured at inlet to treatment works | W18.4 | Report |
| Water resources | Sewage Collected | Volume of sewage treated effluent | W18.5 | Report |
| Water resources | Sewage Collected | Sewage collected per property (kL/property) | W19 | Derived |
| Water resources | Uses of recycled water and stormwater | Volume of recycled water supplied -Residential (ML) | W20 | Report |
| Water resources | Uses of recycled water and stormwater | Volume of recycled water supplied –Commercial, municipal and industrial (ML) | W21 | Report |
| Water resources | Uses of recycled water and stormwater | Volume of recycled water supplied -Agricultural (ML) | W22 | Report |
| Water resources | Uses of recycled water and stormwater | Volume of recycled water supplied –Environmental (ML) | W23 | Report |
| Water resources | Uses of recycled water and stormwater | Volume of recycled water supplied – On‑site (ML) | W24 | Report |
| Water resources | Uses of recycled water and stormwater | Volume of recycled water supplied -Other (ML) | W25 | Report |
| Water resources | Uses of recycled water and stormwater | Volume of recycled water supplied – managed aquifer recharge | W25.1 | Report |
| Water resources | Uses of recycled water and stormwater | Total recycled water supplied (ML) | W26 | Derived |
| Water resources | Uses of recycled water and stormwater | Recycled water (percent of effluent recycled) | W27 | Derived |
| Water resources | Uses of recycled water and stormwater | Volume of urban stormwater supplied to other infrastructure operators | W28.1 | Report |
| Water resources | Uses of recycled water and stormwater | Volume of urban stormwater used | W28.4 | Report |
| Water resources | Uses of recycled water and stormwater | Total volume of treated and untreated sewage discharges from a sewage discharge point | W29 | Report |
| Asset | Water Treatment Plants  | Number of water treatment plants providing full treatment | A1 | Report |
| Asset | Other Water Assets | Length of water mains (km) | A2 | Report |
| Asset | Other Water Assets | Properties served per km of water main (No./km) | A3 | Derived |
| Asset | Sewerage Assets | Number of sewage treatment plants (No.) | A4 | Report |
| Asset | Sewerage Assets | Length of sewerage mains and channels (km) | A5 | Report |
| Asset | Sewerage Assets | Properties served per km of sewer main (No./km) | A6 | Derived |
| Asset | Water Main Breaks | Total number of water main breaks | IA8 | Report |
| Asset | Water Main Breaks  | Water main breaks (No, per 100 km of water main ) | A8 | Derived |
| Asset | Water Losses  | Infrastructure leakage index (ILI) | A9 | Report |
| Asset | Water Losses  | Real losses (L/service connection/d) | A10 | Report |
| Asset | Water Losses | Real losses (kL/km water main/d) | A11 | Report |
| Asset | Sewerage Breaks and Chokes  | Sewerage mains breaks and chokes (No. per 100 km sewer main) | A14 | Report |
| Asset | Sewerage Breaks and Chokes  | Property connection sewer breaks and chokes (No. per 1000 properties) | A15 | Report |
| Customers | Connected Properties and Population  | Population receiving water supply services (000s) | C1 | Report |
| Customers | Connected Properties and Population  | Connected Residential properties – water supply (000s) | C2 | Report |
| Customers | Connected Properties and Population  | Connected Non-residential properties – water supply (000s) | C3 | Report |
| Customers | Connected Properties and Population | Total connected properties – water supply (000s) | C4 | Derived |
| Customers | Connected Properties and Population | Population receiving sewage services (000s) | C5 | Report |
| Customers | Connected Properties and Population  | Connected Residential properties – sewerage (000s) | C6 | Report |
| Customers | Connected Properties and Population | Connected Non-residential properties – sewerage (000s) | C7 | Report |
| Customers | Connected Properties and Population | Total connected properties – sewerage (000s) | C8 | Derived |
| Customers | Water quality complaints  | Total number of water quality complaints | IC9 | Report |
| Customers | Water quality complaints  | Water quality complaints (No. per 1000 properties) | C9 | Derived |
| Customers | Water service complaints | Total number of water service complaints | IC10 | Report |
| Customers | Water service complaints  | Water service complaints (No. per 1000 properties) | C10 | Derived |
| Customers |  Sewerage service complaints  | Total number of sewerage service complaints | IC11 | Report |
| Customers | Sewerage service complaints  | Sewerage service complaints (No. per 1000 properties) | C11 | Derived |
| Customers | Billing and account complaints  | Total number of billing and account complaints - water and sewerage | IC12 | Report |
| Customers | Billing and account complaints  | Billing and account complaints – water and sewerage (no. per 1000 properties) | C12 | Derived |
| Customers | Total water and sewerage complaints | Total number of water and sewerage complaints for the reporting period | IC13 | Report |
| Customers | Total water and sewerage complaints  | Total water and sewerage complaints (no. per 1000 properties) | C13 | Derived |
| Customers | Connect time to a telephone operator  | Percentage of calls answered by an operator within 30 seconds (%) | C14 | Report |
| Customers | Average duration of unplanned water supply interruptions  | Average duration of an unplanned interruption- water (minutes) | C15 | Report |
| Customers | Average Sewerage interruption  | Average sewerage interruption (minutes) | C16 | Report |
| Customers | Water interruption frequency  | Total number of unplanned interruptions | IC17 | Report |
| Customers | Water interruption frequency  | Incidence of unplanned interruptions – water (No. per 1000 properties). | C17 | Derived |
| Customers | Restrictions or legal action for non-payment of water bill | Total number of customers to which restrictions applied for non-payment of water bill | IC18 | Report |
| Customers | Restrictions or legal action for non-payment of water bill  | Customers to which restrictions applied for non-payment of water bill (No. per 1000 properties). | C18 | Derived |
| Customers | Restrictions or legal action for non-payment of water bill | Total number of customers to which legal action applied for non-payment of water bill | IC19 | Report |
| Customers | Restrictions or legal action for non-payment of water bill  | Customers to which legal actions applied for non-payment of water bill (No. per 1000 properties). | C19 | Derived |
| Environment | Comparative sewage treatment levels  | Percent of sewage treated to a primary level (%). | E1 | Derived |
| Environment | Comparative sewage treatment levels  | Total volume of sewage treated to a secondary level but not to a tertiary level (ML) | IE2 | Report |
| Environment | Comparative sewage treatment levels | Percent of sewage treated to a secondary level (%). | E2 | Derived |
| Environment | Comparative sewage treatment levels |  Total volume of sewage treated to a tertiary level (ML) | IE3 | Report |
| Environment | Comparative sewage treatment levels | Percent of sewage treated to a tertiary or advanced level (%). | E3 | Derived |
| Environment | Biosolids reuse | Percent of biosolids reused (%) | E8 | Report |
| Environment | Net greenhouse gas emissions  | Greenhouse gas emissions- water (tonnes CO2-equivalents) | IE9 | Report |
| Environment | Net greenhouse gas emissions | Greenhouse gas emissions –Water (tonnes CO2-equivalents per 1000 properties) | E9 | Report |
| Environment | Net greenhouse gas emissions | Greenhouse gas emissions – bulk utility water (tonnes CO2-equivalents per ML) | E9.1 | Report |
| Environment | Net greenhouse gas emissions | Greenhouse gas emissions - sewerage (tonnes CO2-equivalents) | IE10 | Report |
| Environment | Net greenhouse gas emissions | Greenhouse gas emissions – Sewerage(tonnes CO2-equivalents per 1000 properties) | E10 | Derived |
| Environment | Net greenhouse gas emissions | Greenhouse gas emissions – bulk utility sewerage (tonnes CO2-equivalents per ML) | E10.1 | Report |
| Environment | Comparative sewage treatment levels  | Total volume of sewage treated only to a primary level (ML) | IE1 | Report |
| Environment | Net greenhouse gas emissions  | Net greenhouse gas emissions- other (net tonnes CO2-equivalents) | IE11 | Report |
| Environment | Net greenhouse gas emissions | Net greenhouse gas emissions –– Other (net tonnes CO2-equivalents per 1000 properties) | E11 | Derived |
| Environment | Net greenhouse gas emissions | Net greenhouse gas emissions – other – bulk utility (net tonnes CO2-equivalents per ML) | E11.1 | Report |
| Environment | Net greenhouse gas emissions | Total net greenhouse gas emissions (net tonnes CO2-equivalents) | IE12 | Report |
| Environment | Net greenhouse gas emissions | Total net greenhouse gas emissions (net tonnes CO2-equivalents per 1000 properties) | E12 | Derived |
| Environment | Net greenhouse gas emissions | Total net greenhouse gas emissions – bulk utility (net tonnes CO2-equivalents per ML) | E12.1 | Derived |
| Environment | Sewer overflows  | Total number of sewer overflows reported to the environmental regulator | IE13 | Report |
| Environment |  Sewer overflows  | Sewer overflows reported to the environmental regulator (No. per 100 km of main) | E13 | Derived |
| Pricing | Residential tariff structure | Tariff structure – water (text) | P1 | Report |
| Pricing | Residential tariff structure | Free water allowance (kl) – water | P1.1 | Report |
| Pricing | Residential tariff structure | Fixed charge – water ($) | P1.2 | Report |
| Pricing | Residential tariff structure | Usage charge 1st step ($/kl) | P1.3 | Report |
| Pricing | Residential tariff structure | Usage charge 2nd step ($/kl) | P1.4 | Report |
| Pricing | Residential tariff structure | Usage charge 3rd step ($/kl) | P1.5 | Report |
| Pricing | Residential tariff structure | Usage charge 4th step ($/kl) | P1.6 | Report |
| Pricing | Residential tariff structure | Usage charge 5th step ($/kl) | P1.7 | Report |
| Pricing | Residential tariff structure | Usage charge 6th step ($/kl) | P1.8 | Report |
| Pricing | Residential tariff structure | Usage charge 7th step ($/kl) | P1.9 | Report |
| Pricing | Residential tariff structure | Usage charge 8th step ($/kl) | P1.10 | Report |
| Pricing | Residential tariff structure | Usage charge 9th step ($/kl) | P1.11 | Report |
| Pricing | Residential tariff structure | Special levies – water ($) | P1.12 | Report |
| Pricing | Residential tariff structure | income from special levies Reported by utility? – Water (yes/no) | P1.13 | Report |
| Pricing | Annual Bill - Annual Bill (based on 200 kL residential water supplied) | Annual bill based on 200kL/a –– Water ($) | P2 | Report |
| Pricing | Residential tariff structure  | Average annual residential water supplied (kL/property) | P2.1 | Report |
| Pricing | Annual Bill - Annual Bill (based on average residential annual water supplied) | Typical residential bill – water ($) | P3 | Report |
| Pricing | Residential tariff structure  | Tariff structure – sewerage (text) | P4 | Report |
| Pricing | Residential tariff structure  | Fixed charge – sewerage ($) | P4.1 | Report |
| Pricing | Residential tariff structure  | Usage charge – sewerage ($/kL) | P4.2 | Report |
| Pricing | Residential tariff structure  | Special levies ($) – sewerage | P4.3 | Report |
| Pricing | Residential tariff structure  | Income from special levies Reported by utility? (yes/no) – Sewerage | P4.4 | Report |
| Pricing | Annual Bill - Annual Bill (based on 200 kL residential water supplied)  | Annual bill based on 200 kL/a – Sewerage | P5 | Report |
| Pricing | Annual Bill - Annual Bill (based on average residential annual water supplied) | Typical residential bill – Sewerage | P6 | Report |
| Pricing | Annual Bill - Annual Bill (based on 200 kL residential water supplied) | Annual bill based on 200 kL/a (water & sewerage) | P7 | Derived |
| Pricing | Annual Bill - Annual Bill (based on average residential annual water supplied) | Typical residential bill (water & sewerage) | P8 | Derived |
| Finance | Revenue | Total revenue – Water ($000) | F1 | Report |
| Finance | Revenue | Total revenue – Sewerage ($000) | F2 | Report |
| Finance | Revenue | Total Income for whole of utility ($000) | F3 | Report |
| Finance | Revenue | Residential revenue from usage charges –Water (%) | F4 | Report |
| Finance | Revenue | Revenue per property for water supply services ($/property) | F5 | Derived |
| Finance | Revenue | Revenue for water supply services ($/ML) – Bulk utility | F5.1 | Derived |
| Finance | Revenue | Revenue per property for sewerage services ($/property) | F6 | Derived |
| Finance | Revenue | Revenue for sewerage services ($/ML) – Bulk utility | F6.1 | Derived |
| Finance | Revenue | Income per property for whole of utility ($/property) | F7 | Derived |
| Finance | Revenue | Income for whole of utility ($/ML) – Bulk utility | F7.1 | Derived |
| Finance | Revenue from community service obligations (CSOs) | Revenue from Community Service Obligations (%) | F8 | Derived |
| Finance | Written down replacement costs of fixed assets  | Nominal written-down replacement cost of fixed water supply assets ($000s). | F9 | Report |
| Finance | Written down replacement costs of fixed assets  | Nominal written-down replacement cost of fixed sewerage assets ($000s). | F10 | Report |
| Finance | Costs | Operating cost - water (000s) | IF11 | Report |
| Finance | Costs | Operating cost – Water ($/property) | F11 | Derived |
| Finance | Costs | Operating cost – Water ($/ML) – bulk utility | F11.1 | Derived |
| Finance | Costs | Operating cost - sewerage (000s) | IF12 | Report |
| Finance | Costs | Operating cost – Sewerage ($/property) | F12 | Derived |
| Finance | Costs | Operating cost – sewerage ($/ML) – Bulk utility | F12.1 | Derived |
| Finance | Costs | Combined operating cost – Water and sewerage ($/property) | F13 | Derived |
| Finance | Costs | Combined operating cost – Water and sewerage ($/ML) – bulk utility | F13.1 | Derived |
| Finance | Capital Expenditure | Total water supply capital expenditure ($000s) | F14 | Report |
| Finance | Capital Expenditure | Total sewerage capital expenditure ($000s) | F15 | Report |
| Finance | Capital Expenditure | Total capital expenditure for water and sewerage ($000s) | F16 | Derived |
| Finance | Capital Expenditure | Water supply capital expenditure ($/property) | F28 | Derived |
| Finance | Capital Expenditure | Water supply capital expenditure ($/ML) – Bulk utility | F28.1 | Derived |
| Finance | Capital Expenditure | Sewerage capital expenditure ($/property) | F29 | Derived |
| Finance | Capital Expenditure | Sewerage capital expenditure ($/ML) – Bulk utility | F29.1 | Derived |
| Finance | Economic real rate of return  | Economic real rate of return – Water | F17 | Report |
| Finance | Economic real rate of return  | Economic real rate of return – Sewerage | F18 | Report |
| Finance | Economic real rate of return  | Economic real rate of return – Water and sewerage | F19 | Report |
| Finance | Dividends | Dividend ($000s) | F20 | Report |
| Finance | Dividends | Dividend payout ratio (%) | F21 | Derived |
| Finance | Net debt to equity  | Net debt to equity (%) | F22 | Report |
| Finance | Interest cover  | Interest cover | F23 | Report |
| Finance | Net profit after tax | Net profit after tax ($000s) | F24 | Report |
| Finance | Net profit after tax | NPAT Ratio (%) | F30 | Derived |
| Finance | Community service obligations (CSOs) | Community service obligations ($000s) | F25 | Report |
| Finance | Capital works grants  | Capital works grants – Water ($000s) | F26 | Report |
| Finance | Capital works grants  | Capital works grants – Sewerage ($000s) | F27 | Report |
| Health | Water quality compliance  | Water quality guidelines | H1 | Report |
| Health | Water quality compliance  | % of population where microbiological compliance was achieved | H3 | Report |
| Health | Water quality compliance  | Number of zones where chemical compliance was achieved (e.g. 23 / 24) | H4 | Report |
| Health | Water quality compliance  | Risk-based drinking water management plan externally assessed? | H5 | Report |