

Performance Reporting Tips

Using the 'Free text' field to your best advantage

This is the text field where you are able to contextualise any responses made within *SWIMAnnual* or within the spreadsheet, should you decide to use that option.

The Regulator strongly recommends that 'detailed comments' be inserted into the free text field which will assist in clarifying any response that you consider may be ambiguous or unclear.

The text field has an 'unlimited' number of characters however; for those providers using *SWIMAnnual* the Regulator recommends the characters (include spaces) be kept to a maximum of 400. Comments should be kept as succinct and specific as possible.

The following table provides example responses for a selection of the KPI's which you may be required to report against. For the purposes of completing the table we have used a fictitious Council called Emu Bay Regional Council.

Table 1: Suggested free text responses to particular indicators

Item	Indicator code and title	Example response	Free text field example comment	No. of Characters
1	QG 1.4: Capacity of water treatment plants (s)	Scheme 1 = 6ML/Day *Scheme 2 = 20ML/day *Scheme 3 = 20ML/day	*(Sch2) Pumps are actually only run @ 4hr/day; avg. vol. extracted 4ML/day *(Sch3) Bore is free flowing and produces approx. 1ML/hour	130
2	QG1.20: Total full-time equivalent water & sewerage service employees (W)	*6.75FTE	Comprises 0.25xCEO; 0.5xAdmin; 6xoperators	42
3	QG5.1 Source water/s nutrient/sediment load reduction initiatives (W)	Yes	Stormwater management program, tree planting program, flood mitigation around and on river/creek banks etc.	106
4	QG5.2: Receiving waterway/s nutrient/sediment load reduction initiatives (W)	Yes	Emu Bay Regional Council Works Department Procedures requires Bunding of ALL soil and gravel stores reducing runoff turbidity. Erosion Management Program.	26
		No	Emu Bay Water is not involved in any such programs. Emu Bay Regional Council has a stormwater	139

			management program and tree planting program	
5	C9 to c13 - Complaints	152 per 1000 properties	Emu Bay Regional Council records all complaints, the majority are for aesthetic parameters; i.e. colour/taste. Ten health related complaints have been recorded.	155

Scenarios

QG1.20: Total full-time equivalent water and sewerage service employees

A large service provider (Emu Bay Regional Council) has a discreet commercial business unit (Emu Bay Water) that provides the water and waste water supply services to the community.

Emu Bay Regional Council has overall responsibility for the water and waste water service. However; Emu Bay Water has day to day operational responsibility of supplying water and sewerage services to the community. Emu Bay Regional Council is required to report for both entities.

In order to calculate the total full time equivalent water and sewerage service employees, you will need to estimate the amount of time an employee spends on those activities.

While Emu Bay Water functions as a completely separate entity, the CEO of Emu Bay Regional Council may be required to approve certain activities or functions in order for Emu Bay Water to continue its operations. Therefore an estimation of the CEO's time including an administrative component is required.

<i>Full-time equivalent</i>	<i>Water</i>	<i>Sewerage</i>
CEO	.10	.15
Administration	1.25	.25
Operators (including maintenance and laboratory)	6	4
Sub-total	7.35	4.40
Total	11.75	

QG4.10 Water quality complaints (S) - Target level to be set in Customer Service Standard

C9: Water quality complaints (No. per 1000 properties)

C10: Water service complaints (No. per 1000 properties)

C11: Sewerage service complaint (No. per 1000 properties)

C12: Billing and account complaints – water and sewerage (No. per 1000 properties)

C13: Total water and sewerage complaints (No. per 1000 properties)

Complaints about water quality should include all complaints about water quality including those about non potable and recycled water.