

Introduction to the Comparative Report

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As part of the Performance Reporting framework, the Department of Energy and Water Supply will prepare an annual comparative report. The comparative report will be based on data submitted by service providers in their annual performance report and will compare the performance of water and sewerage providers across Queensland. The comparative report aims to allow customers to see how their service provider performs relative to similar providers and to allow benchmarking of similar service providers.

How will the Department determine which service providers will be compared?

Service providers may be 'grouped' into appropriate cohorts for the purpose of the comparative report, ensuring that service providers will be compared with like service providers. The cohorts of service providers compared may not change significantly from year to year and will be decided based upon considerations such as:

- Size of service provider, number of services or schemes supplied
- Geographical location and remoteness
- Demographics of the communities supplies

How will the Department determine which key performance indicators and information will be compared?

Each year, the Department will identify appropriate key performance indicators and information to compare. It is anticipated that key performance indicators of particular interest to customers will be compared each year, such as those measuring service costs and water demand. The Department may

also decide to compare indicators less frequently depending on Government priorities, climatic conditions or other events in the reporting year that may impact specific indicators.

What will the comparative report look like?

It is anticipated that robust comparative reporting will be achieved over time, as it generally takes some time to fully embed new regulatory requirements into existing business processes. This introductory period may impact on the type and extent of comparisons that can be made initially. It also takes a number of reporting cycles before trends in performance become clear and allowing comparison of individual provider's performance across time rather than just with their peers.

Therefore the content and complexity of the comparative report will evolve over time. The first comparative report will be available in late 2015 and will provide information on the 2013/14 financial year performance reporting. It is anticipated this first comparative report will 'set the scene' by providing a summary of the services provided across Queensland and will compare a small number of priority key performance indicators across service providers.

Do any other State Government entities produce similar reports?

NSW produces both an annual Water Supply and Sewerage Performance Report Water Supply and a Sewerage Benchmarking Report. The performance report provides a summary of key performance indicators for the reporting year for all utilities and a comparison of performance with interstate utilities. The benchmarking report provides information on performance over time and facilitates the identification and monitoring of

trends. A copy of the benchmarking report can be found at:

http://www.water.nsw.gov.au/_data/assets/pdf_file/0008/549647/utilities_performance_nsw_water_supply_and_sewerage_benchmarking_report_2012_13.pdf

Also, the Queensland government have for a number of years been preparing a comparative report on the performance of Queensland's waste service providers 'The state of waste and recycling in Queensland': <https://www.ehp.qld.gov.au/waste/state-of-waste-report.html>.

The report compares performance on a number of metrics including recycling rates across local governments most of whom are also water service providers.

For further details please contact your dedicated Contact Officer or email us on drinkingwater.reporting@dews.qld.gov.au