

National performance report 2017–18: urban water utilities—reporting guidance memo

2017–18 indicator set

- The 2018 Urban NPR reports for the period 1 July 2017 to 30 June 2018
- The indicator set, to be supplied by 31 October 2018 is provided in Attachment 1.
- The indicators have been updated to reflect changes and simplifications agreed to by *the National urban water utility performance reporting framework steering committee* (the Roundtable Group).
- The changes:
 - ✓ remove indicators that are no longer relevant or that are not true National comparators;
 - ✓ bring consistency to the definition and reporting of the performance indicators; and
 - ✓ align the water resource indicators (W indicators) with the reporting requirements of the Commonwealth's *Water Regulations 2008*, Category 7 – Information about urban water management.

Release of a new handbook

- To support these changes an updated Urban NPR Handbook has been published.
- The new handbook replaces the *2013–14 National Performance Framework: Urban performance reporting indicators and definitions handbook*.
- The new handbook is the basis of reporting for the 2017–18 reporting year.
- This memo details indicator changes between 2016–17 and 2017–18. The Urban NPR Handbook release notes provide a more comprehensive summary of changes to the indicator set between 2013–14 and 2017–18.

Auditing requirements

- The indicator audit framework is being reviewed by the Roundtable Group. Further information on the review will be provided in February 2018.

Data entry

- The data entry portal will open on 1 July 2018 and it will close on 31 October 2018.
- The Bureau will contact all individuals who currently have database access via email in mid-June 2018. Any enquires relating to the data entry portal and access to it should be directed to urbanwater@bom.gov.au.

Changing data after submission deadline

- Data cannot be submitted or changed after the 31 October 2018. Unless prior arrangements have been made for the submission of data after this date further submissions or changes to indicator data, outside of the validation process, will not be accepted.
- Changes after 31 October 2018 will only be considered in exceptional circumstances and will be at the discretion of the Bureau of Meteorology. Request should be should be directed to urbanwater@bom.gov.au.

Changing historical data

- Changes to historic data, outside of the current reporting year, are also at the discretion of the Bureau of Meteorology. Notification of errors or data quality issues should be directed to urbanwater@bom.gov.au.

Further information

- If you require further information or clarification of your reporting requirements or the performance indicators please contact the Bureau's urban water team urbanwater@bom.gov.au.

Reporting your indicators

- Appropriately characterising your utility's operations is important when reporting indicators.
- To assist with the clear interpretation of indicator data utilities are now required to provide a response to all indicators.
- The following convention should be adopted when entering data.

Zero—A value of zero should only be entered where it is a legitimate value and not when data is unavailable or an indicator is not applicable.

No data—Reporting no data shows that the indicator is applicable to your utility but no data is available at the time of reporting.

Not applicable—Reporting an indicator as not applicable should only be done in circumstances where it is not relevant to a utility's operations.

Example

Council X provides water and waste water services to a large regional urban centre in inland Australia.

In the current reporting year the Council sourced all its water from surface water. Council X also has a groundwater extraction licence and can source water from a local bore field during times of drought.

Given the Council's distance from the coast desalination of marine water is not an option for sourcing water.

In addition to surface water the Council recycles treated effluent from its wastewater treatment plant. However, due to a metering failure it does not have any data on the volume of recycled water supplied to residential properties during the reporting year.

Council X would therefore characterise its water sourced in the following manner for the purposes of reporting.

W1 —Volume of water sourced from surface water	= 50,000 ML
W2 —Volume of water sourced from groundwater	= 0 ML
W3.1 —Volume of water sourced from desalinated marine waters	= Not applicable
W20 — Volume of recycled water supplied to residential customers	= No data

What's changed for 2017–18

With the exception of the changes to the W indicators, the migration of the indicators to the new handbook has focused on providing clear definitions and supporting notes to assist utilities in reporting.

If you believe that the definition of an indicator (excluding W indicators) has materially changed in the new handbook please contact the Bureau of Meteorology (urbanwater@bom.gov.au) or your jurisdictional coordinator.

W indicators

- The most significant changes to the indicator set, reflected in this handbook, are those to the water resources indicators (W indicators).
- The W indicators have been simplified and reduced in number. This has been achieved by simplifying the conceptual model underpinning these indicators.
- The revised model removes the separation of potable and non-potable volumes and simplifies the end use classifications to residential and non-residential.
- It is noted that in a number of cases changes to the definition of W indicators will materially impact the time series and the inter-annual comparison of indicators.
- In these cases the historic time series will be archived and the W indicators will be transitioned to a new coding system in 2018 to clearly delineate between the old indicators and the new ones.

Deleted indicators

X W4—Volume of water sourced from recycling

The indicator has been deleted because of its complex definition. The subjective inclusion of recycled water based on potable substitution has seen inconsistent reporting under W4.

X W5.1—Volume of potable water received from bulk supplier

W5.2—Volume of non-potable water received from bulk supplier

The indicators W5.1 and W5.2 have been deleted as the revised indicator set no longer separates potable and non-potable volumes. These indicators have been merged into W5.3.

X W14.1—Volume of potable bulk water exports

W14.2—Volume of non-potable bulk water exports

The indicators W14.1 and W14.2 have been deleted as the revised indicator set no longer separates potable and non-potable volumes. These indicators have been merged into W14.3.

X W8.1—Volume of potable water supplied – residential

W8.2—Volume of non-potable water supplied – residential

The indicators W8.1 and W8.2 have been deleted as the revised indicator set no longer separates potable and non-potable volumes. These indicators have been merged into W8.3.

X W9.1—Volume of potable water supplied – Commercial, municipal and industrial

W9.2—Volume of non-potable water supplied – Commercial, municipal and industrial

The indicators W9.1 and W9.2 have been deleted as the revised indicator set no longer separates potable and non-potable volumes. These indicators have been merged into W8.3.

X W10—Volume of water supplied – other

The indicator has been deleted as the revised indicator set adopts a simplified residential/non-residential partitioning of volumes. Other uses are now reported under W9.3.

X W10.2—Volume of non-potable water supplied – other

The indicator W10.2 has been deleted as the revised indicator set no longer separates potable and non-potable volumes. Non-potable water supplied for other uses is now captured under W9.3.

X W10.3—Volume of water supplied – managed aquifer recharge

W10.4—Volume of water supplied – agricultural irrigation

The indicators W10.3 and W10.4 have been deleted as the revised indicator set adopts a simplified residential/non-residential partitioning of volumes. Managed aquifer recharge and agricultural supply from the urban water supply system (excludes water sourced from recycling or stormwater) is now reported under W9.3.

X W22—Volume of recycled water supplied – Agricultural

W24—Volume of recycled water supplied – On-site

W25—Volume of recycled water supplied – Other

The indicators W22, W24 and W25 have been deleted as the revised indicator set adopts a simplified residential/non-residential partitioning of volumes. Agricultural, on-site and other uses, excluding managed aquifer recharge are now reported under W21.

X W11.1—Total urban potable water supplied

W11.2—Total urban non-potable water supplied

The indicators W11.1 and W11.2 have been deleted as the revised indicator set no longer separates potable and non-potable volumes.

X W28—Total volume of urban stormwater discharges from a stormwater discharge point

W28.1—Volume of urban stormwater supplied to other infrastructure operators

W28.2—Volume of urban stormwater received from other infrastructure operators

W28.3—Volume of urban stormwater used for managed aquifer recharge

The indicators W28, W28.1, W28.2 and W28.3 were deleted in 2014–15. The indicators were deleted because of their relevance to the scope of the Urban NPR.

X C5—Population receiving sewage services

The indicator was an estimated value, without a standardised methodology. Utilities provide an accurate estimation of their customer base through indicator C8.

X P1.1—Free water allowance – water

The indicator "*P1.1—Free water allowance*" has been removed from the indicator set and any free water allowances should be captured as the first step of the tariff structure and associated with a \$0 price.

X P1.8–P1.11 Usage charge 6th to 9th step

A reduction in the number of steps used by utilities in their tariff structures means these steps are no longer required for their characterisation.

Clarified definitions

✎ W1—Volume of water sourced from surface water

Definition clarified as the gross volume of water taken by the utility. Aligned definition so that the reported volume is based on the metered inflow of raw water to WTPs or metered extraction of raw water where it is supplied directly into the urban system without treatment. Water returned to surface water is now also reported separately under W31. W1 now includes surface water taken into desalination plants. This volume was historically reported separately under, the now deprecated, indicator W3.3 (Volume of water sourced from desalination of surface water such as dams, rivers or irrigation channels).

W2—Volume of water sourced from groundwater

Definition clarified as the gross volume of water taken by the utility and includes aquifers subject to managed aquifer recharge.

W13—Volume of water supplied – environment

Renamed "*W13—Volume of water returned as environmental flows from outside of the urban water supply system*". The revised name and definition clarifies that it is an environmental release from outside of the urban water supply system. Environmental releases from the urban supply are captured in W31.

W18.2—Volume of wastewater received from other service providers

Renamed "*W18.2—Volume of wastewater received from other service providers or operational areas within the urban wastewater system*". The revised indicator explicitly aligns the indicator across both the Bureau's Category 7 urban water information requirements and the NPR framework. The revised definition clarifies that the indicator covers transfers from organisations and other operational areas outside of the reporting region.

W18.1—Volume of wastewater exported to other service providers

Renamed "*W18.1— Volume of wastewater exported to other service providers or operational areas within the urban wastewater system*". The revised indicator explicitly aligns the indicator across both the Bureau's Category 7 urban water information requirements and the NPR framework. The revised definition clarifies that the indicator covers transfers to organisations and other operational areas outside of the reporting region.

W18.5—Volume of treated effluent outflow from wastewater treatment plants

The revised definition clarifies that outflow is measured after any recirculation within the treatment process.

W29—Volume of treated sewage disposals

Renamed "*W29—Volume of treated wastewater disposals*" and modified to exclude treated and untreated losses and spills from the wastewater system to facilitate alignment between the indicator across both the Bureau's Category 7 urban water information requirements and the NPR framework.

W6—Volume of bulk recycled water purchased

Renamed "*W6—Volume of recycled water received from other service providers or operational areas within the urban water supply system*". The revised indicator explicitly aligns the indicator across both the Bureau's Category 7 urban water information requirements and the NPR framework. The revised definition clarifies that the indicator covers transfers from organisations and other operational areas outside of the reporting region.

W15—Volume of bulk recycled water exports

Renamed "*W15—Volume of recycled water exported to other service providers or operational areas within the urban water supply system*". The revised indicator explicitly aligns the indicator across both the Bureau's Category 7 urban water information requirements and the NPR framework. The revised definition clarifies that the indicator covers transfers to organisations and other operational areas outside of the reporting region

W21—Volume of recycled water supplied – commercial, municipal and industrial

Renamed "*Volume of recycled water supplied to non-residential customers*". The revised indicator reflects the adoption of a single residential/non-residential split.

W7—Total volume of water sourced

"The change to the method of estimating the total volume of water sourced addresses two issues:

- i.) the use of the inconsistently interpreted W4 to represent recycled water.
- ii.) the double counting of bulk recycled water imports through their explicit inclusion in the bulk water imports term W5 (bulk recycled water purchased, W6, is a component of W5) and their implicit inclusion in the recycled water sourced term W4 (which is the sum of residential, industrial, commercial and municipal recycled water and the potable substitution component of on-site use and agribusiness).

Under the revised definition of W7:

- i.) any potential double counting of bulk recycled water purchases has been removed;
- ii.) all agricultural use of recycled water, regardless of potable substitution, is included;
- iii.) all on-site use, regardless of potable substitution, is included; and
- iv.) all environmental releases are excluded

W5—Volume of water received from bulk suppliers

Renamed "*W5—Total volume of water received from other service providers or operational areas within the urban water system*". The revised indicator explicitly aligns the indicator across the Bureau's Category 7 urban water information requirements and the NPR framework. The revised definition clarifies that the indicator covers transfers from organisations and other operational areas outside of the reporting region.

W5 no longer includes stormwater received from other service providers or operational areas. Historical data shows that stormwater transfers between utilities are uncommon.

W14—Volume of water exported to other service providers

Renamed "*W14—Total volume of water exported to other service providers or operational areas within the urban water supply system*". The revised indicator explicitly aligns the indicator across both the Bureau's Category 7 urban water information requirements and the NPR framework. The revised definition clarifies that the indicator covers transfers to organisations and other operational areas outside of the reporting region. W14 no longer includes stormwater exported to other service providers or operational areas. Historical data shows that stormwater transfers between utilities are uncommon.

W8—Volume of water supplied – residential

The historical derivation of W8 using a "component of W28" presents a challenge for its consistent evaluation. The indicator has been renamed "*W8—Total volume of water supplied to residential customers*". The explicit definition of W28.4 now means that W8 can be derived from whole indicators.

W9—Volume of water supplied to non-residential customers

The historical derivation of W9 using a "component of W28" presents a challenge for its consistent evaluation. The indicator has been renamed "*W9—Total volume of water supplied to non-residential customers*". The explicit definition of W28.5 now means that W9 can be derived from whole indicators.

Under the revised definition of W9 all unbilled authorised consumption, unauthorised consumption and real and apparent losses from the potable and non-potable urban water supply system (excludes recycled and urban stormwater systems) are included.

W11—Total volume of urban water supplied

The move to a simplified residential/non-residential end-use model makes it impossible to separate agricultural use. W11 now includes the volume of water supplied to agriculture.

W28.4—Volume of water sourced from urban stormwater

Renamed "*W28.4—Volume of urban stormwater supplied to residential customers*". The revised indicator explicitly aligns stormwater with the residential/non-residential breakdown adopted.

F8—Community service obligations ratio

F21—Dividend payout ratio

F22—Net debt to equity ratio

F30—Net profit after tax ratio

While defined as a ratio, the 2013-14 handbook derivation for indicators F8, F21, F22 and F30 were derived as percentages. To support constancy in reporting the derivations for these indicators now align with their definition as ratios.

IE1—Volume of wastewater only treated to a primary level

The definition of IE1, and consequently E1, has been clarified as pertaining to only the volume of wastewater receiving primary. Wastewater that then goes on to receive secondary or tertiary treatment is not included.

IE2—Volume of wastewater only treated to a secondary level

The definition of IE2, and consequently E2, has been clarified as pertaining to only the volume of wastewater receiving primary. Wastewater that then goes on to receive tertiary treatment is not included.

IE9—Net greenhouse gas emissions: water supply

IE10—Net greenhouse gas emissions: wastewater

IE11—Net greenhouse gas emissions: other

IE12—Total net greenhouse gas emissions

The definition of IE9, IE10 IE11 and IE12 has been clarified to refer to net greenhouse gas emission. Consequently, the derived indicators E9, E9.1, E10, E10.1, E11, E11.1 and E12 and E12.1 have also been updated to reflect this clarification.

F26—Capital works grants: water supply

F27—Capital works grants: wastewater

The definition of a capital works grants in indicators F26 and F27 has been clarified to include both specific and non-specific projects.

New indicators

W5.3—Volume of water, excluding recycled water, received from other service providers or operational areas within the urban water supply system.

The new indicator, W5.3, merges W5.1 and W5.2. This merger removes the potable/non-potable divide and explicitly aligns the indicator across both the Bureau's Category 7 urban water information requirements and the NPR framework. The revised definition clarifies that the indicator covers transfers from organisations other than bulk utilities.

W14.3—Volume of water, excluding recycled water, exported to other service providers or operational areas within the urban water supply system

The new indicator W14.3 merges W14.1 and W14.2. This merger removes the potable/non-potable divide and the revised definition explicitly aligns the indicator across both the Bureau's Category 7 urban water information requirements and the NPR framework. The revised definition clarifies that the indicator covers transfers to organisations other than bulk utilities.

W8.3—Volume of water supplied to non-residential customers

The new indicator W8.3 merges W8.1 and W8.2. This merger removes the potable/non-potable divide, conforms to the residential/non-residential disaggregation model and explicitly aligns the indicator across both the Bureau's Category 7 urban water information requirements and the NPR framework.

W9.3—Volume of water supplied to non-residential customers

The new indicator W9.3 merges W 9.1 and W 9.2, W10.1 and W10.2. This merger removes the potable/non-potable divide, conforms to the residential/non-residential disaggregation model and explicitly aligns the indicator across both the Bureau's Category 7 urban water information requirements and the NPR framework.

Unbilled authorised consumption, unauthorised consumption and real and apparent losses from the non-potable system are a component of W9.3 but cannot be explicitly resolved. Unbilled authorised consumption, unauthorised consumption and real and apparent losses from the potable system are also reported as a standalone indicator under W10.1

⊕ **W28.5—Volume of urban stormwater supplied to non-residential customers**

Added to capture the non-residential breakdown of urban stormwater supplied.

⊕ **W30— Volume of wastewater losses and spills**

W30 captures treated and untreated losses and spills from the wastewater treatment system. This separation facilitates alignment between the Bureau's Category 7 urban water information requirements and the NPR framework.

⊕ **W31—Volume of water returned to surface water or groundwater from the urban water supply system**

W31 is a new indicator to account for the return of potable water back to surface water and managed aquifer recharge.

⊕ **P1.3a–P1.7a** Upper bound of usage: step 1–step 5

The intent of indicator "*P1—Tariff structure: water supply*" is to capture the pricing structure used by the utility for water pricing. In most cases the actual pricing steps have not been provided by utilities when reporting P1. The addition of indicators P1.3a–P1.7a explicitly address this issue. These indicators capture the volumetric range of the pricing tariff structure in a readably accessible data structure.

The indicator "*P1.1—Free water allowance*" has been removed from the indicator set and any free water allowances should be captured as the first step of the tariff structure and associated with a \$0 price.

⊕ **H4a—Total number of zones**

The indicator "*H4a—Total number of zones*" has been introduced to facilitate the numerical capture of zone based chemical compliance data.

Historically data provided for the indicator "*H4—Number of zones where chemical compliance was achieved*" was in the form of text specifying the number of compliant zones out of the total number of zones (e.g. 23 of 24).

From 2017–18 onwards the number of complaint zones should be reported against Indicator H4 and the total number of zones reported against "*H4a—Total number of zones*".

For example:

<i>Current</i>	<i>H4 = "23 of 24" or "23/24"</i>
<i>2017–18 onwards</i>	<i>H4 =23</i>
	<i>H4a = 24</i>

Attachment 1—2017–18 Urban NPR Indicators

Indicators shown as derived will be calculated from component indicators and are not reported by utilities.

Category	Indicator	Status
Water resources	W1 —Volume of water sourced from surface water	Report
	W2 —Volume of water sourced from groundwater	Report
	W3.1 —Volume of water sourced from desalinated marine waters	Report
	W5.3 —Volume of water, excluding recycled water, received from other service providers or operational areas within the urban water supply system	Report
	W14.3 —Volume of water, excluding recycled water, exported to other service providers or operational areas within the urban water supply system	Report
	W11.3 —Volume of potable water produced for supply into the urban water supply system	Report
	W8.3 —Volume of water supplied to residential customers	Report
	W9.3 —Volume of water supplied to non-residential customers	Report
	W31 —Volume of water returned to surface water and groundwater from the urban water supply system	Report
	W13 —Volume of water returned as environmental flows from outside of the urban water supply system	Report
	W10.1 —Volume of non-revenue water	Report
	W16 —Volume of wastewater, excluding trade waste, collected	Report
	W17 —Volume of trade waste collected	Report
	W18.4 —Volume of wastewater inflow to wastewater treatment plants	Report
	W18.2 —Volume of wastewater received from other service providers or operational areas within the urban wastewater system	Report
	W18.1 —Volume of wastewater exported to other service providers or operational areas within the urban wastewater system	Report
	W18.3 —Volume of wastewater taken through sewer mining	Report
	W18.5 —Volume of treated effluent outflow from wastewater treatment plants	Report
	W29 —Volume of treated wastewater disposals	Report
	W30 —Volume of wastewater losses and discharges	Report
	W6 —Volume of recycled water received from other service providers or operational areas within the urban water supply system	Report
W15 —Volume of recycled water exported to other service providers or operational areas within the urban water supply system	Report	
W20 —Volume of recycled water supplied to residential customers	Report	
W21 —Volume of recycled water supplied to non-residential customers	Report	

Category	Indicator	Status
Water resources	W23—Volume of recycled water supplied as environmental flows	Report
	W25.1—Volume of recycled water supplied to managed aquifer recharge	Report
	W7—Total volume of water sourced	Derived
	W5—Total volume of water received from other service providers or operational areas within the urban water system	Derived
	W14—Total volume of water exported to other service providers or operational areas within the urban water supply system	Derived
	W8—Total volume of water supplied to residential customers	Derived
	W9—Total volume of water supplied to non-residential customers	Derived
	W11—Total volume of urban water supplied	Derived
	W12—Average volume of residential water supplied per property	Derived
	W18—Total volume of wastewater collected	Derived
	W19—Average volume of wastewater collected per property	Derived
	W26—Total volume of recycled water supplied	Derived
	W27— Recycled water as a percentage of total wastewater collected	Derived
	Assets	A1—Number of water treatment plants providing full treatment
A2—Length of water mains		Report
A3—Number of properties served per km of water main		Derived
A4—Number of wastewater treatment plants		Report
A5—Length of sewer mains and channels		Report
A6—Number of properties served per km of sewer main		Derived
IA8—Number of water main breaks, bursts and leaks		Report
A8—Number of water main breaks, bursts and leaks, per 100 km of water mains		Derived
A9—Infrastructure leakage index		Report
A10—Real losses: service connections		Report
A11—Real losses: water mains		Report
A14—Number of sewer mains breaks and chokes per 100 km		Report
A15—Number of property connection sewer breaks and chokes per 1,000 properties		Report
Customers		C1—Population receiving services: water supply
	C2—Number of connected residential properties: water supply	Report
	C3—Number of connected non-residential properties: water supply	Report
	C4—Total number of connected properties: water supply	Derived
	C6—Number of connected residential properties: wastewater	Report
	C7—Number of connected non-residential properties: wastewater	Report
	C8—Total number of connected properties: wastewater	Derived
	IC9—Number of water quality complaints: water supply	Report

Category	Indicator	Status	
Customers	C9—Number of water quality complaints per 1,000 properties: water supply	Derived	
	IC10—Number of water service complaints	Report	
	C10—Number of water service complaints per 1,000 properties	Derived	
	IC11—Number of sewerage service complaints	Report	
	C11—Number of sewerage service complaints per 1,000 properties	Derived	
	IC12—Number of billing and account complaints: water supply and sewerage	Report	
	C12—Number of billing and account complaints per 1,000 properties: water supply and sewerage	Derived	
	IC13—Number of water and sewerage complaints	Report	
	C13—Number of water and sewerage complaints per 1,000 properties	Derived	
	C14—Percentage of calls answered by an operator within 30 seconds	Report	
	C15—Average duration of an unplanned interruption: water supply	Report	
	IC17—Number of unplanned interruptions: water supply	Report	
	C17—Number of unplanned interruptions per 1,000 properties	Derived	
	IC18—Number of restrictions for non-payment of water bills	Report	
	C18—Number of restrictions for non-payment of water bills per 1,000 properties	Derived	
	Environment	IE1—Volume of wastewater treated to a primary level	Report
		E1—Percentage of wastewater treated to a primary level	Derived
IE2—Volume of wastewater treated to a secondary level		Report	
E2—Percentage of wastewater treated to a secondary level		Derived	
IE3—Volume of wastewater treated to a tertiary level		Report	
E3—Percentage of wastewater treated to a tertiary level		Derived	
E8—Percentage of biosolids reused		Report	
IE9—Net greenhouse gas emissions: water supply		Report	
E9—Net greenhouse gas emissions per 1,000 properties: water supply		Derived	
E9.1—Net greenhouse gas emissions per ML: water supply—bulk utility		Derived	
IE10—Net greenhouse gas emissions: wastewater		Report	
E10—Net greenhouse gas emissions per 1,000 properties: wastewater		Derived	
E10.1—Net greenhouse gas emissions per ML: wastewater—bulk utility		Derived	
IE11—Net greenhouse gas emissions: other		Report	
E11—Net greenhouse gas emissions per 1,000 properties: other		Derived	
E11.1—Net greenhouse gas emissions per ML: other—bulk utility		Derived	
IE12—Total net greenhouse gas emissions		Derived	

Category	Indicator	Status
	E12 —Total net greenhouse gas emissions per 1,000 properties	Derived
	E12.1 —Total net greenhouse gas emissions per ML: bulk utility	Derived
Pricing	P1 —Tariff structure: water supply	Report
	P1.2 —Fixed charge: water supply	Report
	P1.3- P1.7 —Usage charge: step 1 to 5	Report
	P1.3a- P1.7a Upper bound of usage: step 1 to 5	Report
	P1.12 —Special levies: water supply	Report
	P1.13 —Income from special levies retained by the utility: water supply	Report
	P2 —Annual residential bill based on 200 kL per annum: water supply	Report
	P3 —Typical residential bill: water supply	Report
	P4 —Tariff structure: wastewater	Report
	P4.1 —Fixed charge: wastewater	Report
	P4.2 —Usage charge: wastewater	Report
	P4.3 —Special levies: wastewater	Report
	P4.4 —Income from special levies retained by the utility: wastewater	Report
	P5 —Annual residential bill based on 200 kL per annum: wastewater	Report
	P6 —Typical residential bill: wastewater	Report
	P7 —Total annual residential bill based on 200 kL per annum	Derived
	P8 —Total typical residential bill	Derived
Finance	F1 —Total revenue: water supply	Report
	F2 —Total revenue: wastewater	Report
	F3 —Total income for the utility	Report
	F4 —Percentage of residential revenue from usage charges: water supply	Report
	F5 —Revenue per property: water supply	Derived
	F5.1 —Revenue per ML: water supply—bulk utility	Derived
	F6 —Revenue per property: wastewater	Derived
	F6.1 —Revenue per ML: wastewater—bulk utility	Derived
	F7 —Total income per property	Derived
	F7.1 —Total income per ML: bulk utility	Derived
	F8 —Community service obligations ratio	Derived
	F9 —Written-down replacement cost of fixed water supply assets	Report
	F10 —Written-down replacement cost of fixed wastewater assets	Report
	IF11 —Operating cost: water supply	Report
	F11 —Operating cost per property: water supply	Derived
F11.1 —Operating cost per ML: water supply—bulk utility	Derived	
IF12 —Operating cost: wastewater	Report	

Category	Indicator	Status
Finance	F12—Operating cost per property: wastewater	Derived
	F12.1—Operating cost per ML: wastewater—bulk utility	Derived
	F13—Combined operating cost per property: water supply and wastewater	Report
	F13.1—Combined operating cost per ML: water supply and wastewater—bulk utility	Report
	F14—Capital expenditure: water supply	Report
	F15—Capital expenditure: wastewater	Report
	F16—Total capital expenditure: water supply and wastewater	Derived
	F17—Economic real rate of return: water supply	Report
	F18—Economic real rate of return: wastewater	Report
	F19—Economic real rate of return: water supply and wastewater	Report
	F20—Dividend	Report
	F21—Dividend payout ratio	Derived
	F22—Net debt to equity ratio	Report
	F23—Interest cover ratio	Report
	F24—Net profit after tax (NPAT)	Report
	F25—Community service obligation (\$)	Report
	F26—Capital works grants: water supply	Report
	F27—Capital works grants: wastewater	Report
	F28—Capital expenditure per property: water supply	Derived
	F28.1—Capital expenditure per ML: water supply—bulk utility	Derived
F29—Capital expenditure per property: wastewater	Derived	
F29.1—Capital expenditure per ML: wastewater—bulk utility	Derived	
F30—Net profit after tax ratio	Derived	
Public health	H1—Water quality guidelines	Report
	H3—Percentage of population where microbiological compliance was achieved	Report
	H4—Number of zones where chemical compliance was achieved	Report
	H4a—Total number of zones	Report
	H5—Risk-based drinking water management plan externally assessed	Report