

Making your SWIM data work for you

Performance Reporting

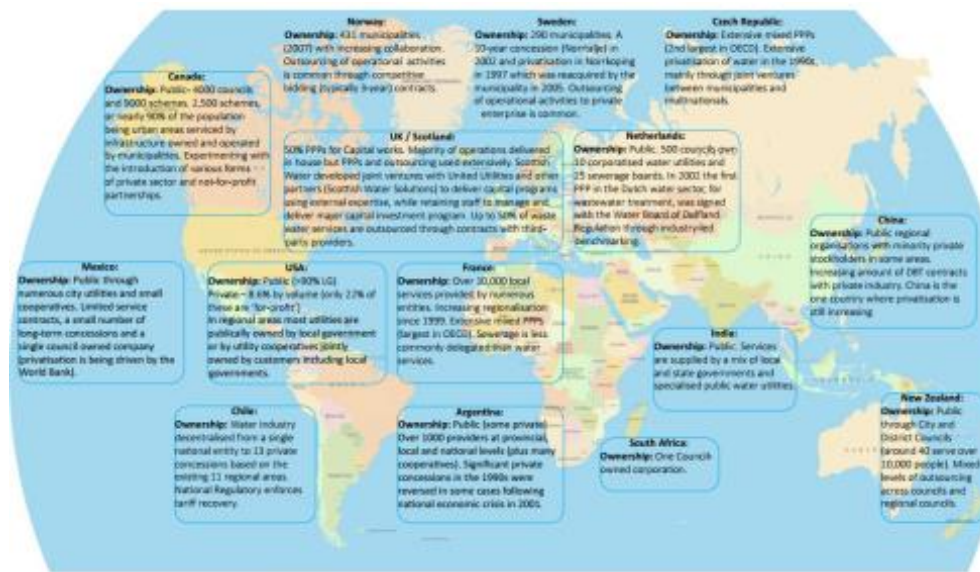


International: common in many jurisdictions

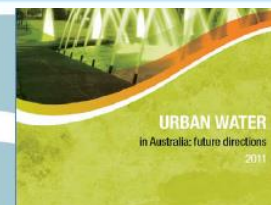
- ➔ Performance benchmarking,
- ➔ Competition by comparison
- ➔ Comparative efficiency analysis.

National: NPR reporting, OTTER analysis,
State-wide comparative reports

State: Various performance reporting
schemes in the last decade, QCA monitoring
in SEQ, new KPI framework.



**Infrastructure
Australia**

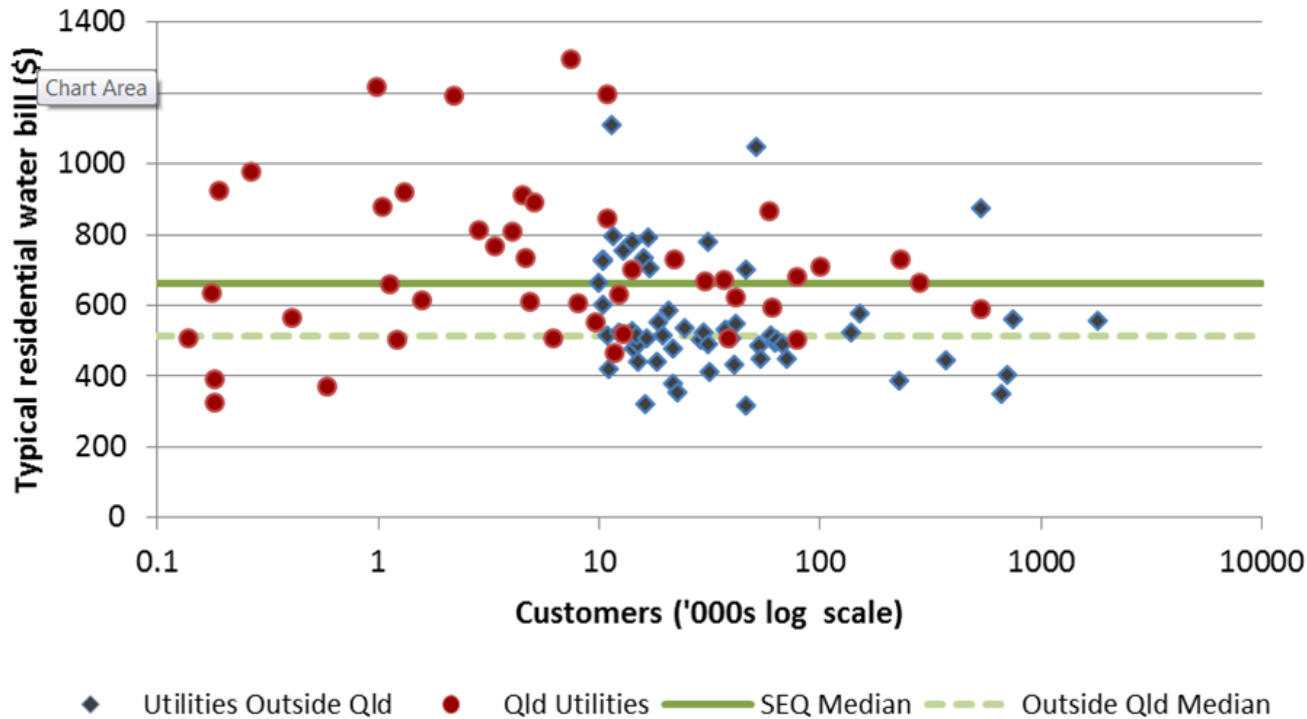


**National Water
Commission**



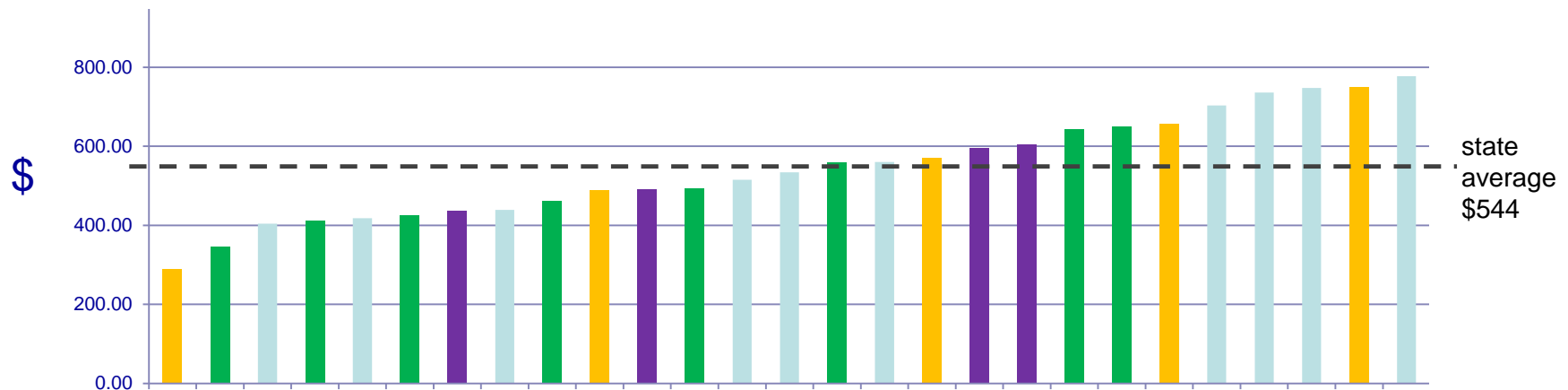
- Performance reporting is typical
- Methodologies are varied
- Queensland is catching up

Typical bills are higher in Qld



- 40% Qld communities > SEQ
- 60% > national median

Typical Residential Water Bill



Utility Size (connections)

Very Small < 1,000

Small 1 – 10,000

Medium 10- 50,000

Large > 50,000

Performance Reporting - WSP

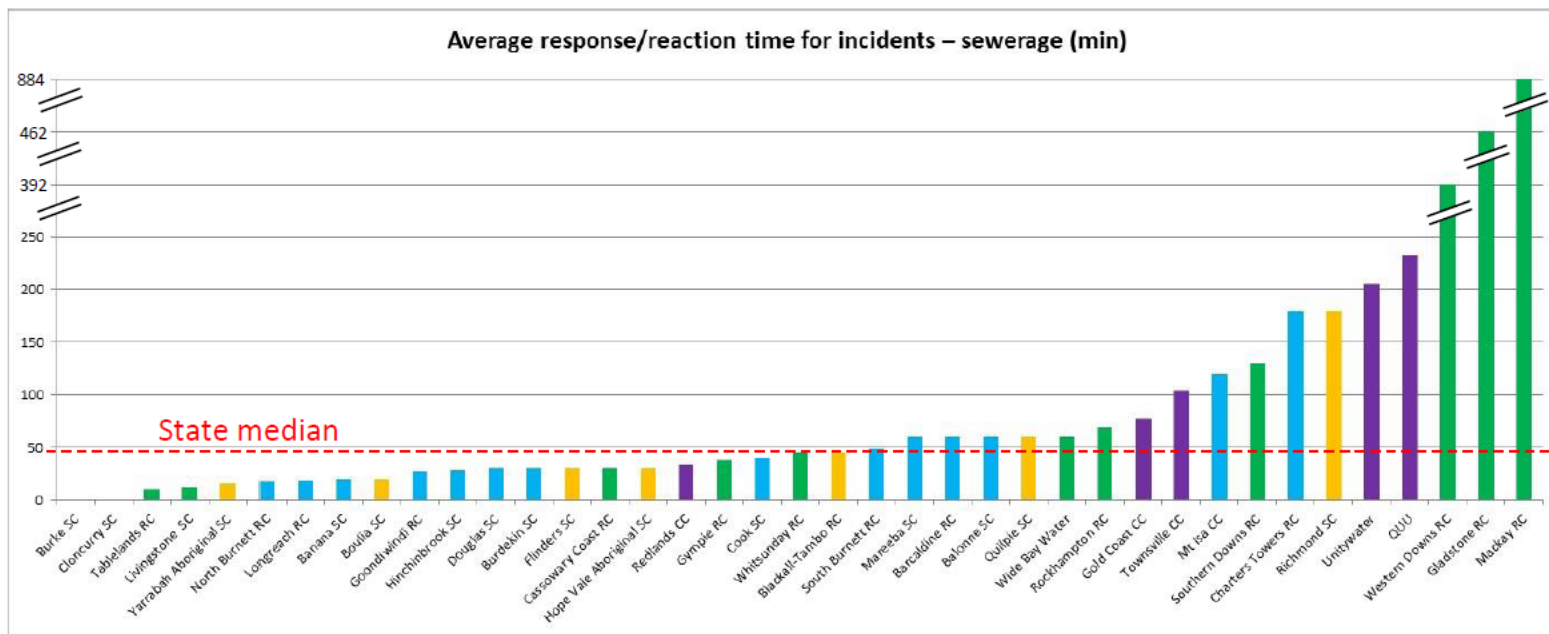


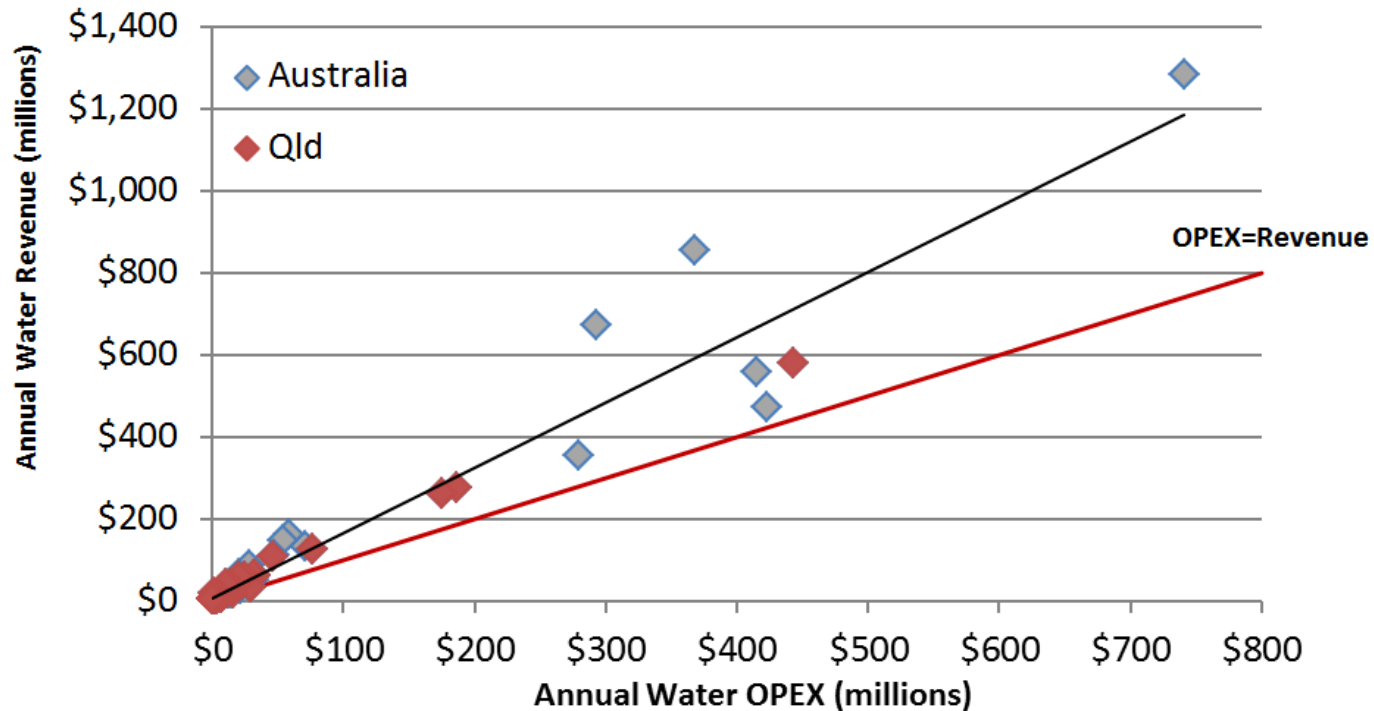
Figure 7. Average response/reaction time for incidents – sewerage (min).

Note: This figure shows ranked values for the average response/reaction time for incidents – sewerage (min) for each Service Provider (SP) who reported in 2014/15 in 4 groups based on the number of connected properties served – small SP with less than 1,000 connections (orange), medium SP with between 1,000 and 9,999 connections (blue), large SP with between 10,000 and 50,000 connections (green), and extra-large SP with more than 50,000 connections (purple). The 2014/15 Statewide median value for the (average) response/reaction time for incidents (sewerage) is 45 minutes. Each bar represents one SP.

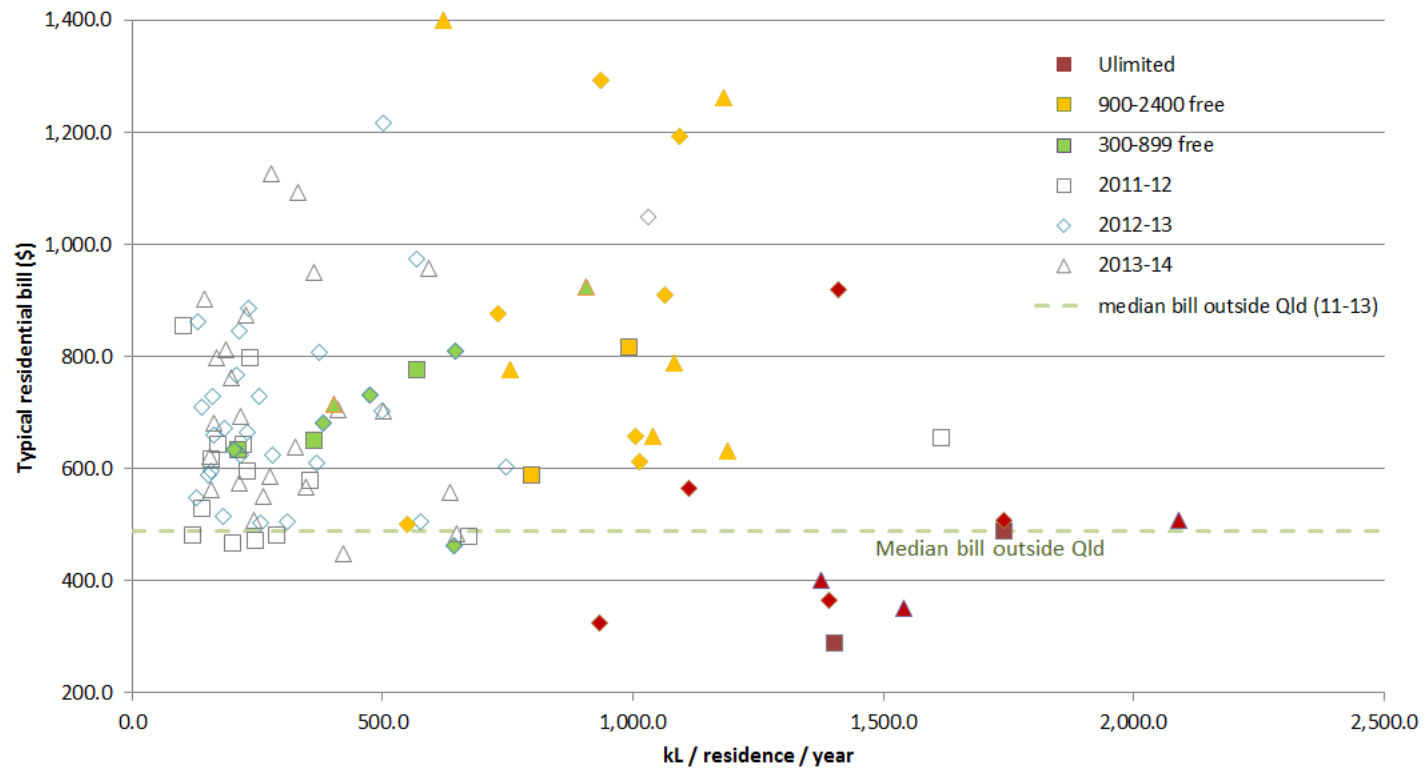
Water Financial Sustainability



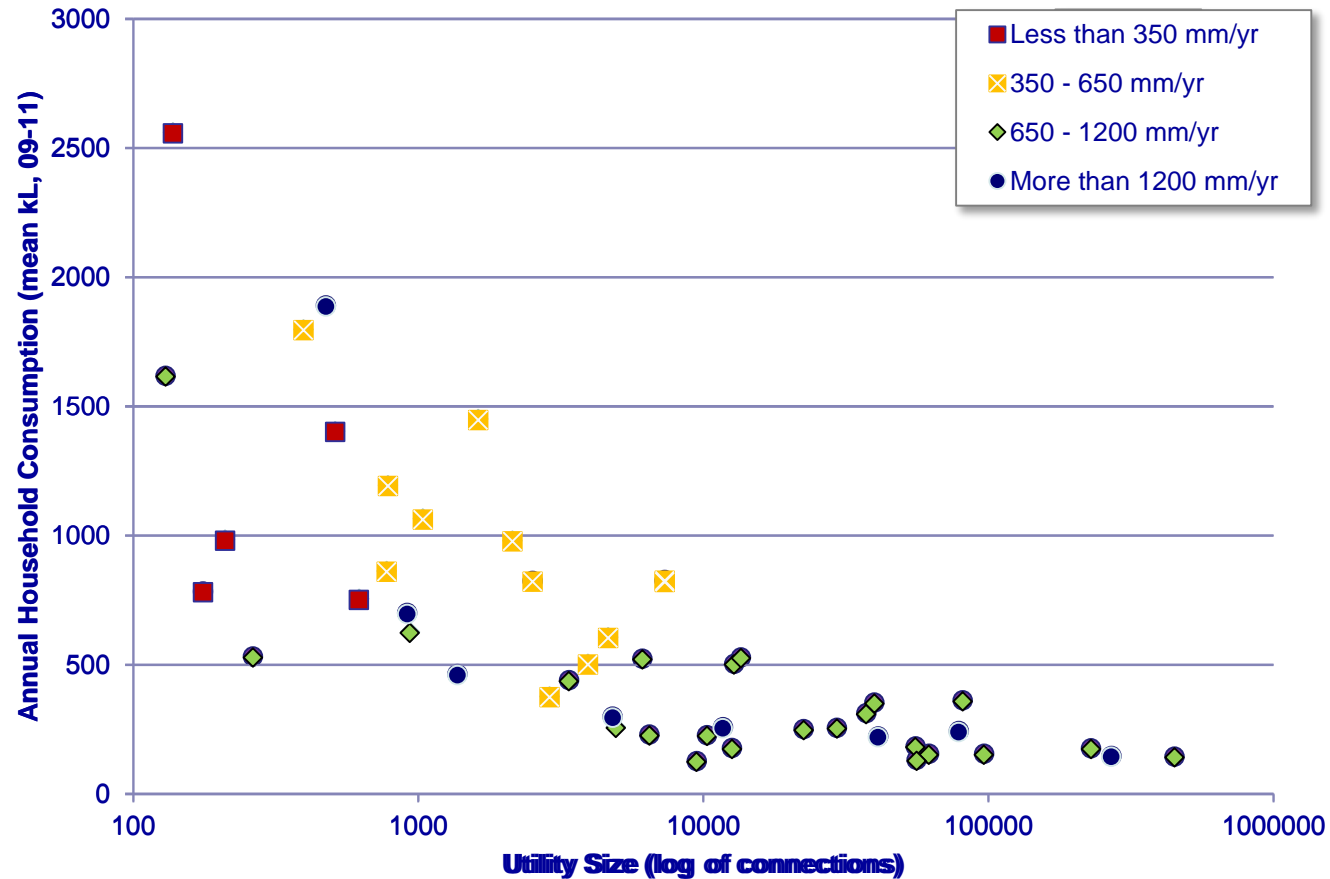
Australian Water Providers 13/14



Bills – Pricing – Water use

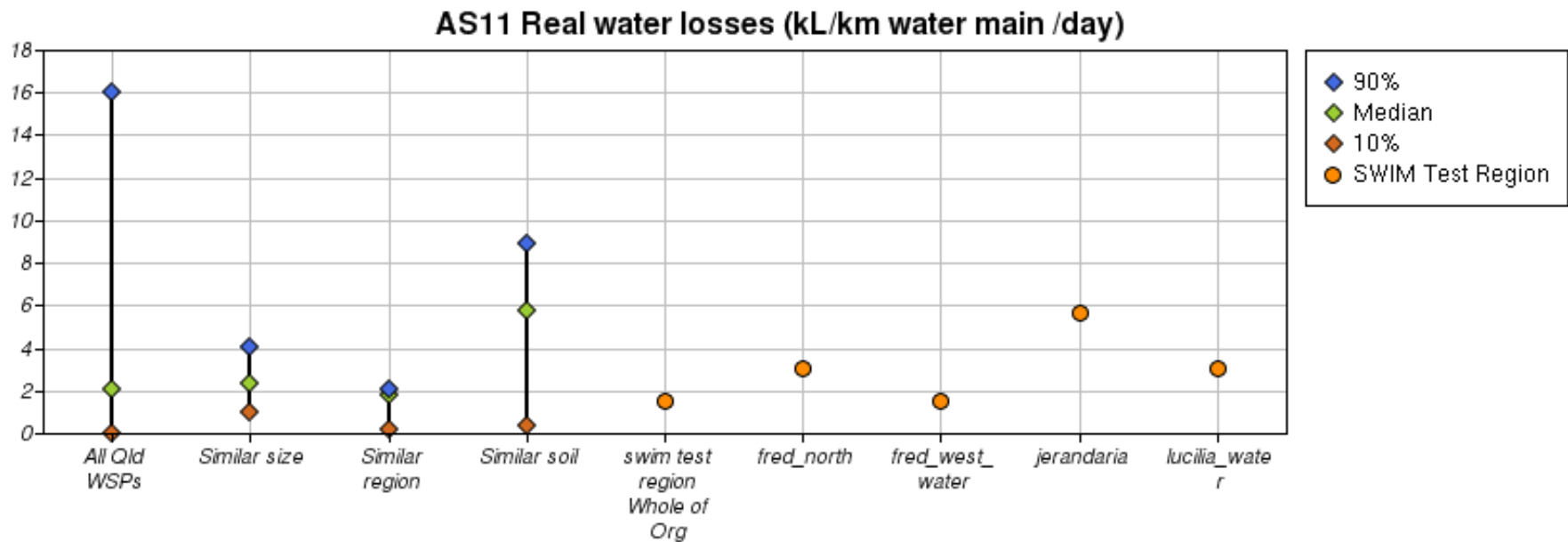


Water Security



Source: SWIM & NPR data

SWIM comparative reports

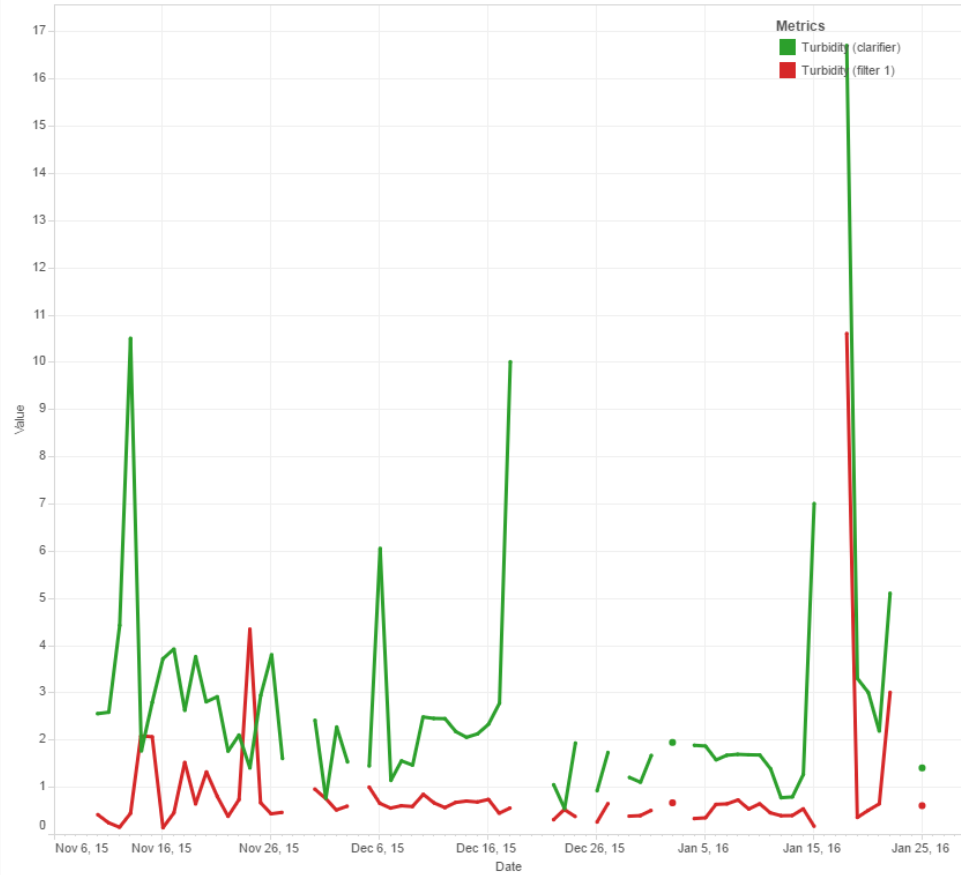


Tableau



Slider allows selection of date range

WAllMetrics



Select Date Range

11/10/2015 1/25/2016

Select Metrics

- ☐ (All)
- ☐ Free Chlorine (Dickson St)
- ☐ Free Chlorine (blue tank)
- ☐ Free chlorine (silver tank)
- ☐ Number of Records
- ☐ Turbidity (Dickson St)
- ☐ Turbidity (blue tank)
- ☒ Turbidity (clarifier)
- ☒ Turbidity (filter 1)
- ☐ Turbidity (filter 2)
- ☐ pH (blue tank)

Tick-boxes allow selection of metrics

Initial date range could be single day, week or month

Tableau



Red line indicates critical limit

'preferred' band set using target maximum

Min target and critical limit

Target and limit represented as 'preferred' band

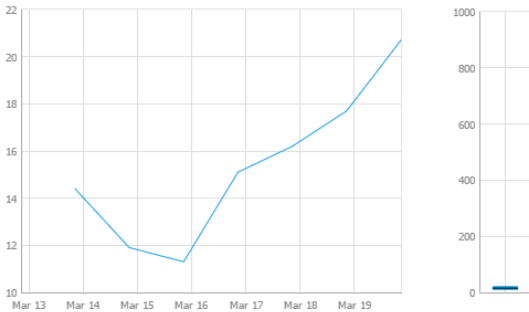
Initial date range e.g. using last 10 days

VIEW THE LATEST 30m 1hr 8hr 1day 3days 1wk 1mth 3mths 6mths 12mths

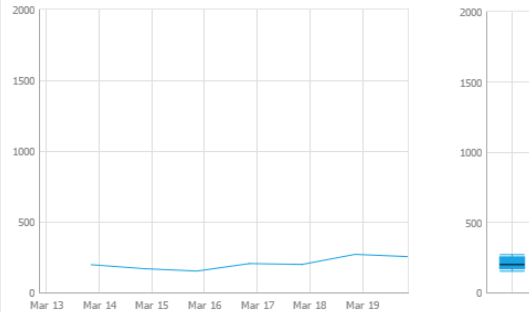
VIEW From: 12/03/2016 at 9:01 pm To: 19/03/2016 at 9:01 pm Apply

[Export this Dashboard](#)

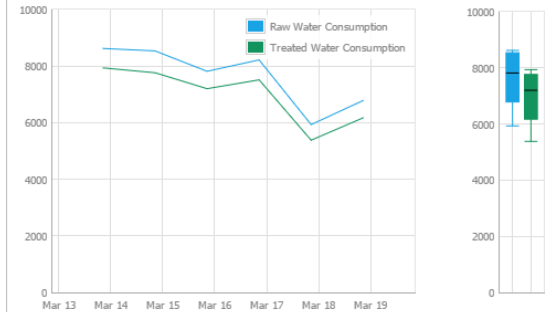
Inlet Turbidity (NTU)



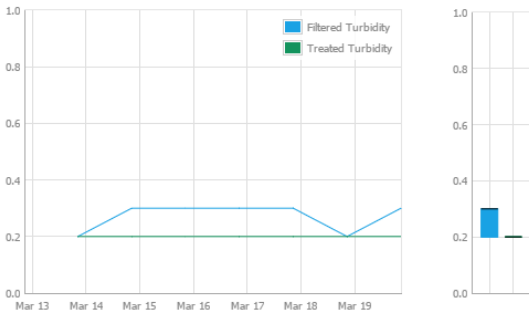
Inlet Colour (H)



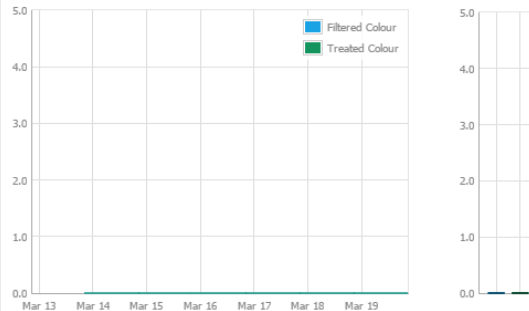
Flow (m3/d)



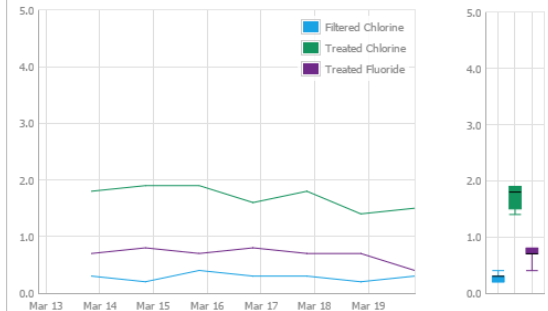
Treated Turbidity (NTU)



Treated Colour (H)



Chlorine & Fluoride (mg/L)



pH



Alkalinity (mg/L as CaCO3)



Statistics

Minimum	Average	Maximum	Standard Deviation

Multiple graphs with statistical summaries

SWIM



Currently used to report to:

- ABS
- NPR
- BoM (both Annual and 'Daily')
- QG KPI
- MDB (monthly data reported annually)

Future ?:

- *E. coli* (DEWS and DoH)
- WaTERS (DSITIA)
- Who else is asking you for data?
- Critical infrastructure (Qld Audit Office and Federal Agencies) – Location and Risk
- How do we get better data?

qldwater is an initiative of:



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