

# National Performance Report 2024-25

## Guidance memo – water and wastewater service providers with less than 10,000 connection properties

### 2024–25 indicator set

- The 2024-25 NPR reports for the period 1 July 2024 to 30 June 2025.
- The indicator set, to be supplied by 31 October 2025 is provided in Attachment 1 and applied to water and wastewater service providers with less than 10,000 connection properties.
- Indicators are defined in the *2023 National Performance Report Framework: Water and wastewater service providers, performance indicators and definitions handbook – September 2023*.

### Data entry

- The data entry portal will open on 1 July 2025, and it will close on 31 October 2025.
- The Bureau will contact all individuals who currently have database access via email in mid-June 2025. Any enquires relating to the data entry portal and access to it, should be directed to [water@bom.gov.au](mailto:water@bom.gov.au).

### Changing data after submission deadline

- Data cannot be submitted or changed after the 31 October 2025. 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 2025 will only be considered in exceptional circumstances. Changes must be supported by your jurisdictional data coordinator and will be at the discretion of the Bureau of Meteorology. Request should be directed to [water@bom.gov.au](mailto:water@bom.gov.au).

### Changing historical data

- Changes to historic data, outside of the current reporting year, is at the discretion of the Bureau of Meteorology and must be approved by your jurisdictional data coordinator. Notification of errors or data quality issues should be directed to [water@bom.gov.au](mailto:water@bom.gov.au).

### Further information

- If you require further information or clarification of your reporting requirements or the performance indicators, please contact [water@bom.gov.au](mailto:water@bom.gov.au).

## Attachment 1

### 2024–25 NPR Indicators for service providers with less than 10,000 connection properties

Indicators shown as derived (highlighted with grey background) will be calculated from component indicators and are not reported by service providers.

Category	Indicator	Status
Contextual information	C1—Estimated population receiving water supply services	Report
	C2—Number of connected residential properties: water supply	Report
	C3—Number of connected non-residential properties: water supply	Report
	C6—Number of connected residential properties: wastewater	Report
	C7—Number of connected non-residential properties: wastewater	Report
	CI_N1—Number of connected residential properties: recycled water	Report
	CI_N2—Number of connected non-residential properties: recycled water	Report
	A4—Number of wastewater treatment plants	Report
	A2—Length of water supply mains	Report
	A5—Length of sewer mains	Report
	C4—Total number of connected properties: water supply	Derived
	C8—Total number of connected properties: wastewater	Derived
	CI_N3—Total number of connected properties: recycled water	Derived
	A3—Number of connected properties served per km of water main	Derived
	A6—Number of connected properties served per km of sewer main	Derived
Customer and communities	IC9—Number of drinking water quality complaints	Report
	IC10—Number of drinking water service complaints	Report
	IC11—Number of wastewater service complaints	Report
	IC12—Number of drinking water and wastewater service billing and account complaints	Report
	IC13—Total number of complaints	Report
	C9—Number of drinking water quality complaints per 1,000 properties	Derived
	C10—Number of drinking water service complaints per 1,000 properties	Derived
	C11—Number of wastewater service complaints per 1,000 properties	Derived
	C12—Number of drinking water and wastewater service billing and account complaints per 1,000 properties	Derived
Assets and operations	IA8—Number of water main breaks	Report
	IA14—Number of sewerage main breaks, leaks and chokes	Report
	A15—Number of property connection sewerage breaks, leaks and chokes per 1,000 properties	Report
	IC17—Number of unplanned interruptions: drinking water supply	Report

Category	Indicator	Status
Assets and operations	A11—Real losses, per kilometre of water main, from the drinking water supply system	Report
	A8—Number of water main breaks per 100 km of water mains	Derived
	A14—Number of sewerage main breaks, leaks and chokes per 100 km of sewer mains	Derived
	C17—Number of unplanned interruptions per 1,000 properties: drinking water supply	Derived
Finance and pricing	FP_N1—Residential drinking water supply tariff data	Report
	FP_N2—Residential wastewater services tariff data	Report
	FP_N3—Residential recycled water supply tariff data	Report
	P2—Annual residential customer bill based on 200 kL per annum: drinking water supply	Report
	P3—Typical residential customer bill: drinking water supply	Report
	P5—Annual residential customer bill based on 200 kL per annum: wastewater	Report
	P6—Typical residential customer bill: wastewater	Report
	F1—Revenue: drinking and non-drinking water	Report
	F2—Revenue: wastewater	Report
	F3—Total income for the service provider	Report
	F26—Capital works grants: water supply	Report
	F27—Capital works grants: wastewater	Report
	FP_N6—Operating cost: purchase bulk drinking and non-drinking water	Report
	IF11—Operating cost: water supply	Report
	IF12—Operating cost: wastewater	Report
	F14—Capital expenditure: water supply	Report
	FP_N11—Capital renewal expenditure: water supply	Report
	F15—Capital expenditure: wastewater	Report
	FP_N12—Capital renewal expenditure: wastewater	Report
	P7—Total annual residential customer bill based on 200 kL per annum	Derived
P8—Total typical residential customer bill	Derived	
F28—Capital expenditure per property: water supply	Derived	
F29—Capital expenditure per property: wastewater	Derived	
Public health and environment	IE1—Volume of wastewater only treated to a primary level	Report
	IE2—Volume of wastewater only treated to a secondary level	Report
	IE3—Volume of wastewater treated to a tertiary level	Report
	H1—Water quality risk management guidelines used	Report
	E1—Percentage of wastewater only treated to a primary level	Derived
	E2—Percentage of wastewater only treated to a secondary level	Derived
	E3—Percentage of wastewater treated to a tertiary level	Derived
Water resources	W1—Volume of water self-sourced from climate-dependent surface water sources	Report
	W2—Volume of water self-sourced from groundwater sources	Report
	W3.1—Volume of water self-sourced from marine or estuarine water sources	Report

Category	Indicator	Status
Water resources	<b>W5.3</b> —Volume of drinking and non-drinking water, excluding recycled water, imported from other service providers	Report
	<b>W6</b> —Volume of recycled water imported from other service providers	Report
	<b>WR_N1</b> —Volume of stormwater harvested for supply as recycled water	Report
	<b>W8.3</b> —Volume of drinking and non-drinking water, excluding recycled water, supplied to residential customers	Report
	<b>W9.3</b> —Volume of drinking and non-drinking water, excluding recycled water, supplied to non-residential customers	Report
	<b>WR_N2</b> —Volume of drinking and non-drinking water, excluding recycled water, supplied for own use	Report
	<b>W14.3</b> —Volume of drinking and non-drinking water, excluding recycled water, exported to other service providers	Report
	<b>W10.1</b> —Volume of non-revenue drinking and non-drinking water, excluding recycled water	Report
	<b>W18</b> —Total volume of wastewater collected	Report
	<b>W20</b> —Volume of recycled water supplied to residential customers	Report
	<b>W21</b> —Volume of recycled water supplied to non-residential customers	Report
	<b>W15</b> —Volume of recycled water exported to other service providers	Report
	<b>W23</b> —Volume of recycled water supplied as environmental flows	Report
	<b>W25.1</b> —Volume of recycled water supplied to managed aquifer recharge	Report
	<b>W29</b> —Volume of effluent discharged	Report
	<b>W5</b> —Total volume of drinking and non-drinking water, including recycled water, imported from other service providers	Derived
	<b>W11</b> —Total volume of water supplied to residential and non-residential customers	Derived
	<b>W12</b> —Average volume of residential water supplied per property	Derived
	<b>W26</b> —Total volume of recycled water supplied	Derived
	<b>W19</b> —Average volume of wastewater collected per property	Derived