



Urban national performance report



The *Urban national performance report* provides an annual, independent benchmark of pricing and service quality of Australian urban water utilities.

What is included in the report?

The *Urban national performance report* benchmarks and compares the pricing and service quality of Australian water utilities.

Part A provides commentary and analysis of key performance measures and their drivers. It includes information on:

- influences of climatic conditions on utility performance
- trends in the use of alternative water sources—desalinated and recycled water
- residential bill comparisons
- capital and operating expenditure of utilities
- water quality compliance
- governance and regulation of water utilities in each State and Territory.

Part B contains the complete dataset and includes all indicators reported from 2006–07 onwards. It contains data on utilities’:

- asset base
- customers and customer service
- environmental performance
- financial operation
- service delivery
- regulatory compliance
- pricing
- sources of water and water use.

Who reports data?

The reporting process collects performance indicators from service providers; comprised of water utilities and councils (collectively referred to as utilities) and bulk water authorities.

Any urban water service provider (water supply and/or sewage services) that serves more than 10,000 properties is required to report under the National performance reporting framework.

What are the benefits of the report?

The report benchmarks a range of parameters that influence the cost and quality of urban water and sewerage services provision across Australia.

Its independent and public nature helps consumers and government determine whether the water sector is operating in an efficient and cost effective manner.

Benchmarking informs customers, and provides a catalyst to support industry innovation, improved service delivery and efficiency gains.

Who can use the report?

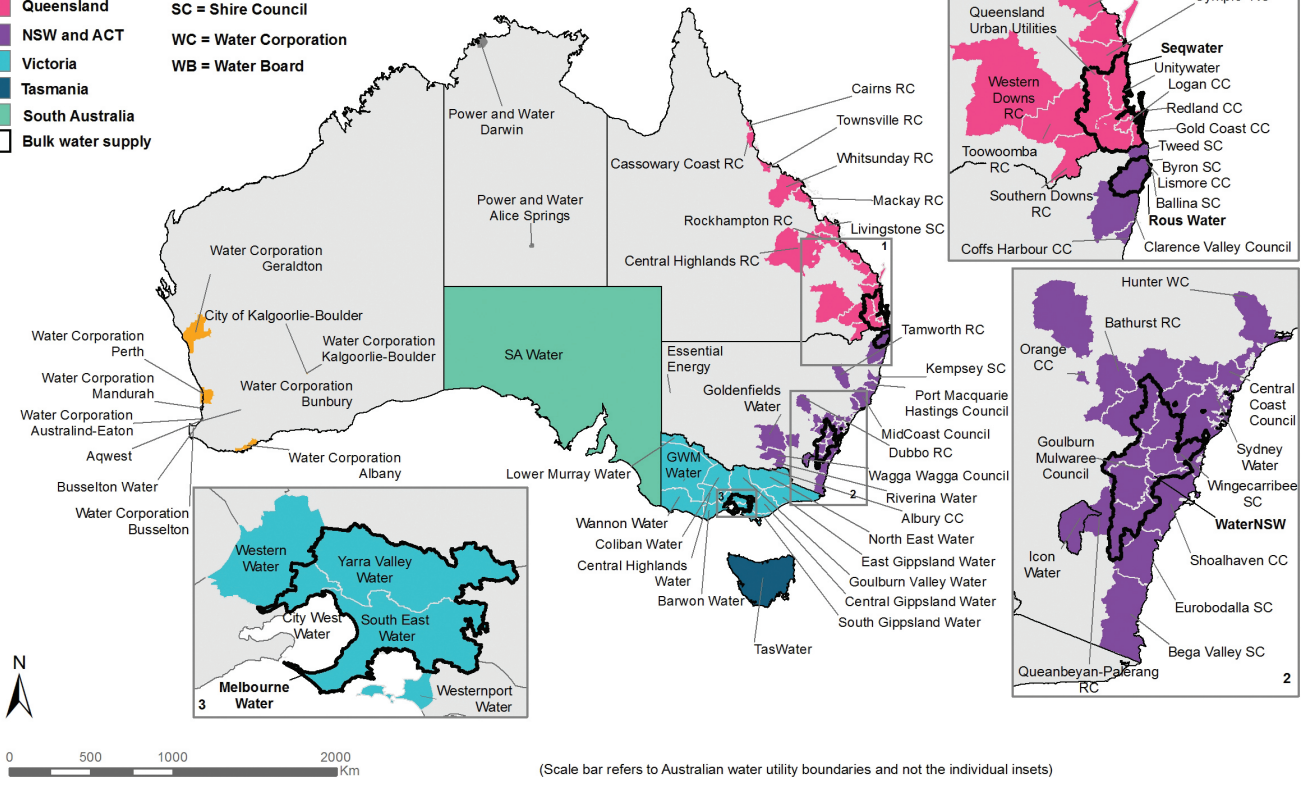
The yearly report is available on the Bureau’s website and anyone can use it—water authorities and utilities, business water users, government agencies, policy makers and the general public.

For example a residential customer of a utility can compare their water bill to the typical bill of other customers in their utility, or compare it to a similar size utility in another State or city.



Legend

- Western Australia **CC = City Council**
- Northern Territory **RC = Regional Council**
- Queensland **SC = Shire Council**
- NSW and ACT **WC = Water Corporation**
- Victoria **WB = Water Board**
- Tasmania
- South Australia
- Bulk water supply



(Scale bar refers to Australian water utility boundaries and not the individual insets)

Figure showing utilities reporting to the *Urban national performance report 2016–17*.

Why is the Bureau involved?

The Bureau of Meteorology’s (the Bureau) Water program provides a comprehensive and independent analysis of Australia’s water resources to support policy and planning.

Underpinned by the *Water Act 2007*, the Water program provides nationally consistent urban water information as part of its role and responsibilities.

Urban water utility performance reporting supports the commitments made by States and Territories under the National Water Initiative to report publicly and independently on the performance of water utilities.

The Bureau and a steering committee jointly produce the report.

The committee is comprised of representatives from lead water agencies and regulators in each State and Territory.



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