

## Appendix D Urban performance indicators

Indicator category	Indicator subcategory	Indicator code	Indicator name
Asset	Water treatment plants	A1	Number of water treatment plants providing full treatment (no.)
Asset	Other water assets	A2	Length of water mains (km)
Asset	Other water assets	A3	Properties served per km of water main (no./km)
Asset	Other water assets	A4	Number of sewage treatment plants (no.)
Asset	Other water assets	A5	Length of sewerage mains and channels (km)
Asset	Sewerage assets	A6	Properties served per km of sewer main (no./km)
Asset	Water main breaks	A8	Water main breaks (no. per 100 km of water main)
Asset	Water main breaks	IA8	Total number of water main breaks
Asset	Water losses	A9	Infrastructure leakage index (ILI)
Asset	Water losses	A10	Real losses (L/service connection/d)
Asset	Water losses	A11	Real losses (kL/km water main/d)
Asset	Sewerage breaks and chokes	A14	Sewerage mains breaks and chokes (no. per 100 km sewer main)
Asset	Sewerage breaks and chokes	A15	Property connection sewer breaks and chokes (no. per 1,000 properties)
Customers	Connected properties and population	C1	Population receiving water supply services (000s)
Customers	Connected properties and population	C2	Connected Residential properties—water supply (000s)
Customers	Customers	C3	Connected non-residential properties—water supply (000s)
Customers	Connected properties and population	C4	Total connected properties—water supply (000s)
Customers	Connected properties and population	C5	Population receiving sewage services (000s)
Customers	Connected properties and population	C6	Connected residential properties—sewerage (000s)
Customers	Connected properties and population	C7	Connected non-residential properties—sewerage (000s)
Customers	Connected properties and population	C8	Total connected properties—sewerage (000s)
Customers	Water quality complaints	C9	Water quality complaints (per 1,000 properties)
Customers	Water quality complaints	IC9	Total number of water quality complaints
Customers	Water service complaints	C10	Water service complaints (per 1,000 properties)
Customers	Water service complaints	IC10	Total number of water service complaints
Customers	Sewerage service complaints	C11	Sewerage service complaints (per 1,000 properties)
Customers	Sewerage service complaints	IC11	Total number of sewerage service complaints
Customers	Billing and account complaints	C12	Billing and account complaints—water and sewerage (per 1,000 properties)
Customers	Billing and account complaints	IC12	Total number of billing and account complaints—water and sewerage
Customers	Total water and sewerage complaints	C13	Total water and sewerage complaints (per 1,000 properties)
Customers	Total water and sewerage complaints	IC13	Total number of water and sewerage complaints for the reporting period
Customers	Connect time to a telephone operator	C14	Percentage of calls answered by an operator within 30 seconds (%)
Customers	Average duration of unplanned water supply interruptions	C15	Average duration of an unplanned interruption—water (minutes)

Indicator category	Indicator subcategory	Indicator code	Indicator name
Customers	Average Sewerage interruption	C16	Average sewerage interruption (minutes)
Customers	Water interruption frequency	C17	Average frequency of unplanned interruptions—water (no per 1,000 properties)
Customers	Water interruption frequency	IC17	Total number of unplanned interruptions
Customers	Restrictions or legal action for non-payment of water bill	C18	Number of restrictions applied for non-payment of water bill (per 1,000 properties)
Customers	Restrictions or legal action for non-payment of water bill	IC18	Total number of customers to which restrictions applied for non-payment of water bill
Customers	Restrictions or legal action for non-payment of water bill	C19	Number of legal actions applied for non-payment of water bill (per 1,000 properties).
Customers	Restrictions or legal action for non-payment of water bill	IC19	Total number of customers to which legal action applied for non-payment of water bill
Environment	Comparative sewage treatment levels	E1	Percentage of sewage treated to a primary level (%)
Environment	Comparative sewage treatment levels	IE1	Total volume of sewage treated only to a primary level (ML)
Environment	Comparative sewage treatment levels	E2	Percentage of sewage treated to a secondary level (%)
Environment	Comparative sewage treatment levels	IE2	Total volume of sewage treated to a secondary level but not to a tertiary level (ML)
Environment	Comparative sewage treatment levels	E3	Percentage of sewage treated to a tertiary or advanced level (%)
Environment	Comparative sewage treatment levels	IE3	Total volume of sewage treated to a tertiary level (ML)
Environment	Biosolids reuse	E8	Percent of biosolids reused (%)
Environment	Net greenhouse gas emissions	E9	Greenhouse gas emissions —water (tonnes CO <sub>2</sub> equivalents per 1,000 properties)
Environment	Net greenhouse gas emissions	IE9	Greenhouse gas emissions—water (tonnes CO <sub>2</sub> equivalents)
Environment	Net greenhouse gas emissions	E9.1	Greenhouse gas emissions—bulk utility (tonnes CO <sub>2</sub> equivalents per ML)
Environment	Net greenhouse gas emissions	E10	Greenhouse gas emissions—sewerage (tonnes CO <sub>2</sub> equivalents per 1,000 sewerage properties)
Environment	Net greenhouse gas emissions	IE10	Greenhouse gas emissions—sewerage (tonnes CO <sub>2</sub> equivalents)
Environment	Net greenhouse gas emissions	E10.1	Greenhouse gas emissions—bulk utility sewerage (tonnes CO <sub>2</sub> equivalents per ML)
Environment	Net greenhouse gas emissions	E11	Net greenhouse gas emissions other (net tonnes CO <sub>2</sub> equivalents per 1,000 properties)
Environment	Net greenhouse gas emissions	IE11	Net greenhouse gas emissions—other (net tonnes CO <sub>2</sub> equivalents)
Environment	Net greenhouse gas emissions	E11.1	Net greenhouse gas emissions—other: bulk utility (net tonnes CO <sub>2</sub> equivalents per ML)
Environment	Net greenhouse gas emissions	E12	Total net greenhouse gas emissions (net tonnes CO <sub>2</sub> equivalents per 1,000 connected water properties)
Environment	Net greenhouse gas emissions	IE12	Total net greenhouse gas emissions (net tonnes CO <sub>2</sub> equivalents)
Environment	Net greenhouse gas emissions	E12.1	Total net greenhouse gas emissions—bulk utility (net tonnes CO <sub>2</sub> equivalents per ML)
Environment	Sewer overflows	E13	Sewer overflows reported to the environmental regulator (no. per 100 km of sewer main)
Environment	Sewer overflows	IE13	Total number of sewer overflows reported to the environmental regulator
Finance	Revenue	F1	Total revenue—water (\$000)
Finance	Revenue	F2	Total revenue—sewerage (\$000)

Indicator category	Indicator subcategory	Indicator code	Indicator name
Finance	Revenue	F3	Total Income for utility (\$000)
Finance	Revenue	F4	Residential revenue from usage charges—water (%)
Finance	Revenue	F5	Revenue per property for water supply services (\$/property)
Finance	Revenue	F5.1	Revenue for water supply services: bulk utility (\$/ML)
Finance	Revenue	F6	Revenue per property for sewerage services (\$/property)
Finance	Revenue	F6.1	Revenue for sewerage services—bulk utility (\$/ML)
Finance	Revenue	F7	Income per property for utility (\$/property)
Finance	Revenue	F7.1	Income for utility: bulk utility (\$/ML)
Finance	Revenue from community service obligations (CSOs)	F8	Revenue from Community Service Obligations (%)
Finance	Written-down replacement costs of fixed assets	F9	Written-down value of fixed water supply assets (\$000s)
Finance	Written down replacement costs of fixed assets	F10	Written-down value of fixed sewerage assets (\$000s)
Finance	Costs	F11	Operating cost—water (\$/property)
Finance	Costs	IF11	Operating cost—water (000s)
Finance	Costs	F11.1	Operating cost—water: bulk utility (\$/ML)
Finance	Costs	F12	Operating cost—sewerage (\$/property)
Finance	Costs	IF12	Operating cost—sewerage (000s)
Finance	Costs	F12.1	Operating cost—sewerage: bulk utility (\$/ML)
Finance	Costs	F13	Combined operating cost—water and sewerage (\$/property)
Finance	Costs	F13.1	Combined operating cost—water and sewerage: bulk utility (\$/ML)
Finance	Capital expenditure	F14	Total water supply capital expenditure (\$000s)
Finance	Capital expenditure	F15	Total sewerage capital expenditure (\$000s)
Finance	Capital expenditure	F16	Total capital expenditure for water and sewerage (\$000s)
Finance	Economic real rate of return	F17	Economic real rate of return—water (ratio)
Finance	Economic real rate of return	F18	Economic real rate of return—sewerage (ratio)
Finance	Economic real rate of return	F19	Economic real rate of return—water and sewerage (ratio)
Finance	Dividends	F20	Dividend (\$000s)
Finance	Dividends	F21	Dividend payout ratio (%)
Finance	Net debt to equity	F22	Net debt to equity (%)
Finance	Interest cover	F23	Interest cover (ratio)
Finance	Net profit after tax	F24	Net profit after tax (\$000s)
Finance	Community service obligations (CSOs)	F25	Community service obligations (\$000s)
Finance	Capital works grants	F26	Capital works grants—water (\$000s)
Finance	Capital works grants	F27	Capital works grants—sewerage (\$000s)
Finance	Capital expenditure	F28	Water supply capital expenditure (\$/property)
Finance	Capital expenditure	F28.1	Water supply capital expenditure: bulk utility (\$/ML)
Finance	Capital expenditure	F29	Sewerage capital expenditure (\$/property)
Finance	Capital expenditure	F29.1	Sewerage capital expenditure—bulk utility (\$/ML)
Finance	Net profit after tax	F30	NPAT ratio (%)
Health	Water quality compliance	H1	Water quality guidelines (text)
Health	Water quality compliance	H3	Percentage of population where microbiological compliance was achieved (%)
Health	Water quality compliance	H4	Number of zones where chemical compliance was achieved (e.g. 23/24)
Health	Water quality compliance	H5	Risk-based drinking water management plan externally assessed? (yes/no)
Pricing	Residential tariff structure	P1	Tariff structure—water (text)

Indicator category	Indicator subcategory	Indicator code	Indicator name
Pricing	Residential tariff structure	P1.1	Free water allowance— water (kL/property)
Pricing	Residential tariff structure	P1.2	Fixed charge— water (\$/property))
Pricing	Residential tariff structure	P1.3	Usage charge 1st step (\$/kL)
Pricing	Residential tariff structure	P1.4	Usage charge 2nd step (\$/kL)
Pricing	Residential tariff structure	P1.5	Usage charge 3rd step (\$/kL)
Pricing	Residential tariff structure	P1.6	Usage charge 4th step (\$/kL)
Pricing	Residential tariff structure	P1.7	Usage charge 5th step (\$/kL)
Pricing	Residential tariff structure	P1.8	Usage charge 6th step (\$/kL)
Pricing	Residential tariff structure	P1.9	Usage charge 7th step (\$/kL)
Pricing	Residential tariff structure	P1.10	Usage charge 8th step (\$/kL)
Pricing	Residential tariff structure	P1.11	Usage charge 9th step (\$/kL)
Pricing	Residential tariff structure	P1.12	Special levies— water (\$)
Pricing	Residential tariff structure	P1.13	Income from special levies reported by utility? — water (yes/no)
Pricing—annual bill	Annual bill (based on 200 kL residential water supplied)	P2	Annual bill based on 200kL/a— water (\$)
Pricing	Residential tariff structure	P2.1	Average annual residential water supplied (kL/property)
Pricing—annual bill	Annual bill (based on 200 kL residential water supplied)	P3	Typical residential bill— water (\$)
Pricing	Residential tariff structure	P4	Tariff structure— sewerage (text)
Pricing	Residential tariff structure	P4.1	Fixed charge— sewerage (\$/property)
Pricing	Residential tariff structure	P4.2	Usage charge— sewerage (\$/kL)
Pricing	Residential tariff structure	P4.3	Special levies— sewerage (\$/property))
Pricing	Residential tariff structure	P4.4	Income from special levies reported by utility? — sewerage (yes/no)
Pricing—annual bill	Annual bill (based on 200 kL residential water supplied)	P5	Annual bill based on 200 kL/a— sewerage (\$)
Pricing—annual bill	Annual bill (based on average residential annual water supplied)	P6	Typical residential bill— sewerage
Pricing—annual bill	Annual bill (based on 200 kL residential water supplied)	P7	Annual bill based on 200 kL/a— water and sewerage (\$)
Pricing—annual bill	Annual bill (based on average residential annual water supplied)	P8	Typical residential bill— water and sewerage (\$)
Water resources	Sources of water	W1	Volume of water sourced from surface water (ML)
Water resources	Sources of water	W2	Volume of water sourced from groundwater (ML)
Water resources	Sources of water	W3.1	Volume of water sourced from desalination of marine water (ML)
Water resources	Sources of water	W4	Volume of water sourced from recycling (ML)
Water resources	Sources of water	W5	Volume of water received from bulk supplier (ML)
Water resources	Sources of water	W5.1	Volume of potable water received from bulk supplier (ML)
Water resources	Sources of water	W5.2	Volume of non-potable water received from bulk supplier (ML)
Water resources	Sources of water	W6	Volume of bulk recycled water purchased (ML)
Water Resources	Sources of water	W7	Total sourced water (ML)
Water resources	Uses of water supplied	W8	Volume of water supplied— residential (ML)
Water resources	Uses of water supplied	W8.1	Volume of potable water supplied— residential
Water resources	Uses of water supplied	W8.2	Volume of non-potable water supplied— residential
Water resources	Uses of water supplied	W9	Volume of water supplied— commercial, municipal and industrial (ML)
Water resources	Uses of water supplied	W9.1	Volume of potable water supplied— commercial, municipal and industrial (ML)
Water resources	Uses of water supplied	W9.2	Volume of non-potable water supplied— commercial, municipal and industrial (ML)

Indicator category	Indicator subcategory	Indicator code	Indicator name
Water resources	Uses of water supplied	W10	Volume of water supplied—other (ML)
Water resources	Uses of water supplied	W10.1	Volume of potable water supplied—other (ML)
Water resources	Uses of water supplied	W10.2	Volume of non-potable water supplied—other (ML)
Water resources	Uses of water supplied	W10.3	Volume of water supplied—managed aquifer recharge (ML)
Water resources	Uses of water supplied	W10.4	Volume of water supplied—agricultural irrigation (ML)
Water resources	Uses of water supplied	W11	Total urban water supplied (ML)
Water resources	Uses of water supplied	W11.1	Total urban potable water supplied (ML)
Water resources	Uses of water supplied	W11.2	Total urban non-potable water supplied (ML)
Water resources	Uses of water supplied	W11.3	Total volume of potable water produced (ML)
Water resources	Uses of water supplied	W12	Average annual residential water supplied (kL/property)
Water resources	Uses of water supplied	W13	Volume of water supplied—environmental flows (ML)
Water resources	Uses of water supplied	W14	Volume of bulk water exports (ML)
Water resources	Uses of water supplied	W14.1	Volume of potable bulk water exports (ML)
Water resources	Uses of water supplied	W14.2	Volume of non-potable bulk water exports (ML)
Water resources	Uses of water supplied	W15	Volume of bulk recycled water exports (ML)
Water resources	Sewage collected	W16	Volume of waste collected—residential sewage, non-residential sewage and non-trade waste (ML)
Water resources	Sewage collected	W17	Volume of waste collected—trade waste (ML)
Water resources	Sewage collected	W18	Total sewage collected (ML)
Water resources	Sewage collected	W18.1	Volume of sewage supplied to other infrastructure operators (ML)
Water resources	Sewage collected	W18.2	Volume of sewage taken from other infrastructure operators (ML)
Water resources	Sewage collected	W18.3	Volume of sewage taken from sewer mining (ML)
Water resources	Sewage collected	W18.4	Volume of sewage measured at inlet to treatment works (ML)
Water resources	Sewage collected	W18.5	Volume of sewage treated effluent (ML)
Water resources	Sewage collected	W19	Sewage collected per property (kL/property)
Water resources	Uses of recycled water and stormwater	W20	Volume of recycled water supplied—residential (ML)
Water resources	Uses of recycled water and stormwater	W21	Volume of recycled water supplied—commercial, municipal and industrial (ML)
Water resources	Uses of recycled water and stormwater	W22	Volume of recycled water supplied—agricultural (ML)
Water resources	Uses of recycled water and stormwater	W23	Volume of recycled water supplied—environmental (ML)
Water resources	Uses of recycled water and stormwater	W24	Volume of recycled water supplied—on-site (ML)
Water resources	Uses of recycled water and stormwater	W25	Volume of recycled water supplied—other (ML)
Water resources	Uses of recycled water and stormwater	W25.1	Volume of recycled water supplied—managed aquifer recharge (ML)
Water resources	Uses of recycled water and stormwater	W26	Total recycled water supplied (ML)
Water resources	Uses of recycled water and stormwater	W27	Recycled water (per cent of effluent recycled)
Water resources	Uses of recycled water and stormwater	W28.1	Volume of urban stormwater supplied to other infrastructure operators (ML)
Water resources	Uses of recycled water and stormwater	W28.4	Volume of urban stormwater used (ML)
Water resources	Uses of recycled water and stormwater	W29	Total volume of treated and untreated sewage discharges from a sewage discharge point (ML)