

Appendix F Jurisdictional summaries

Jurisdictional summaries are provided to document the institutional arrangements within each state and territory for the planning and management of water supply and wastewater services. These summaries are written by the states and territories and updated annually.

F1 Australian Capital Territory

F1.1 Introduction

The ACT Government has several water management roles and responsibilities including monitoring, reporting, regulation and policy development. In 2022, the ACT Government established the Office of Water within the Environment, Planning and Sustainable Development Directorate to provide a single point of contact within government on water management issues. The Office of Water leads in water policy and planning functions, along with the implementation of a suite of governance reforms to improve coordination, accountabilities and capability of the ACT water sector. The Office of Water has worked closely with the Commonwealth Government on key water reform initiatives through the National Water Reform Committee and under the Murray–Darling Basin Plan.

Reporting and compliance obligations for the ACT water sector exist under the following national and Territory legislation: *Water Act 2007*, *Corporations Act 2001*, and *Privacy Act 1988*, the *Independent Competition and Regulatory Commission Act 1997*, *Territory-Owned Corporations Act 1990*, *Work Safety Act 2008*, *Utilities Act 2000*, *Water Resources Act 2007*, *Environment Protection Act 1997*, *Water and Sewerage Act 2000* (for plumbing and sanitation services), and *Public Health Act 1997*.

F1.2 Water utilities in the ACT

Icon Water is the only water and wastewater utility in the ACT and is owned by the ACT Government. It manages the region's network of dams, water treatment plants, sewage treatment plants, reservoirs, water and sewage pumping stations, pipes and other related infrastructure – an asset base valued at around \$3.4 billion. Icon Water also manages an investment, valued at around \$1.0 billion, in the ActewAGL joint venture operating in the energy sector. This investment is managed through 2 subsidiary companies, Icon Retail Investments Limited and Icon Distribution Investments Limited.

Icon Water provides water and wastewater services to approximately 200,000 connected properties, with over 3,400 km of water mains. Icon Water also provided water services to Queanbeyan–Palerang Regional Council under the Queanbeyan Water Supply Agreement 2008.

F1.3 Operation and regulation of water utilities

The ACT Health Directorate regulates water quality under the Territory's *Public Health Act 1997*. Water quality testing is undertaken in accordance with the Australian Drinking Water Guidelines 2011. Icon Water achieved 100 compliance with the Public Health (Drinking Water) Code of Practice (2007) in 2022–23.¹³ Icon Water also published its Annual drinking water quality report 2022–23 in accordance with the code in 2023.

¹³ Icon Water Limited 2023, *2022–23 Annual report to the ACT Government*, Canberra

The *Utilities Act 2000* provides for the Independent Competition and Regulatory Commission (ICRC) to issue licences and determine industry codes. The ICRC determines price directions for water utilities and regulates access agreements. A new price direction was issued in May 2023 for the next price path period up to 30 June 2028.¹⁴ An annual fee adjustment is made for water and sewerage services, taking into account the forecast rate of inflation and the significant increase in Icon Water's capital expenditure program (particularly for sewerage services). Prices are updated annually for actual inflation, the cost of debt and any approved pass-through costs.

Icon Water's activity is also regulated by the Utilities Technical Regulator (UTR) under the *Utilities (Technical Regulation) Act 2014*, and the Environment Protection Authority under the *Water Resources Act 2007* and the *Environment Protection Act 1997*.

F1.4 Performance reporting

The 2023–24 to 2026–27 Business Strategy sets out Icon Water's strategic objectives, priorities and performance indicators. The statement was approved by the voting Shareholder in May 2023. Quarterly reports of progress on the priorities and performance indicators are provided to the voting Shareholders throughout the year.

The Icon Water annual report to the ACT Government 2022–23 was provided to the ACT Government in October 2023. The report provides information on the strategic priorities, performance indicators and financial performance.

Annual performance and compliance reports are also provided to ICRC and UTR.

F2 New South Wales

F2.1 Introduction


In New South Wales, urban water supply and sewerage services are provided by 3 state-owned water utilities, 93 local water utilities (LWUs)¹⁵ and a number of privately owned utilities.

Various regulatory agencies have responsibility for the establishment and operation of the water utilities. The Independent Pricing and Regulatory Tribunal (IPART) is the licence-compliance and price regulator for the 3 major state-owned water utilities in New South Wales: Hunter Water Corporation, Sydney Water Corporation, and WaterNSW (bulk water services in metropolitan and regional New South Wales). IPART is also the licence-compliance regulator for private water utilities in NSW and the price regulator that determines the maximum prices that 2 regional LWUs – Central Coast Council and Essential Energy (Broken Hill) – and one private water utility (the Sydney Desalination Plant) can charge their customers for the provision of water services.

The NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCEEW) oversees and monitors water utility performance and is the primary policy maker for all water utilities and regulator for the 93 regional LWUs, which provide services to a total urban population of 2.04 million (with coverage of 98 for water supply and 96 for sewerage). The infrastructure current replacement cost for regional LWUs is \$27.5 billion and annual revenue is \$1.5 billion as reported last financial year.

¹⁴ ICRC 2023, *Regulated water and sewerage services 2023–28*, Final Report, Canberra

¹⁵ In addition to 92 LWUs in regional New South Wales, Hawkesbury City Council provides sewerage services only within Sydney Water's area of operation.



A number of other agencies, including NSW Health, the NSW Environment Protection Authority (EPA), the Office of Local Government, SafeWork NSW, the Natural Resource Access Regulator and Dam Safety NSW, are each responsible for aspects of the regulation of New South Wales water utilities.

The state's water utilities have obligations under Australian and New South Wales legislation, including the *Australian Government's Corporations Act 2001*, *Privacy Act 1988*, and *Water Act 2007*, and the following New South Wales legislation: *Water Management Act 2000*, *Water Act 1912*, *Protection of the Environment Operations Act 1997*, *Independent Pricing and Regulatory Tribunal Act 1992*, *Environmental Planning and Assessment Act 1979*, *State Owned Corporations Act 1989*, *Dams Safety Act 2015*, *Local Government Act 1993*, *Fisheries Management Act 1994*, *Public Health Act 2010*, *Fluoridation of Public Water Supplies Act 1957*, *Work Health and Safety Act 2011*, *Public Finance and Audit Act 1983*, *Water Industry Competition Act 2006*, *Hunter Water Act 1991*, *Sydney Water Act 1994*, and the *Water NSW Act 2014*.

F2.2 Establishment of water utilities

The 3 New South Wales state-owned utilities, (Sydney Water Corporation, WaterNSW, and Hunter Water Corporation), are created by and derive their responsibilities and areas of operations from their respective Acts (the *Sydney Water Act*, the *Water NSW Act*, and the *Hunter Water Act*) and operate as major utilities under the *Water Management Act*.

The 90 LWUs derive their responsibilities from and operate mainly under the *Local Government Act*. Four LWUs (Central Coast Council, Essential Energy, WaterNSW [but only in relation to the Fish River water supply scheme] and Cobar Water Board) operate as water supply authorities under the *Water Management Act*.

F2.3 Operation of water utilities

The regulatory oversight of water utilities in New South Wales is shared between different agencies. IPART regulates operating licences that have been issued to Sydney Water Corporation (under Part 5 of the *Sydney Water Act*), Hunter Water Corporation (under Part 5 of the *Hunter Water Act*), and WaterNSW (under Part 2 of the *Water NSW Act*). The operating licences include obligations relating to water quality, water conservation, performance standards, environmental/catchment management, asset management, customer relations, compliance, and performance reporting. IPART also determines the maximum prices these utilities can charge their customers for water services.

IPART conducts operational audits each year. These identify any areas of non-compliance and make recommendations to improve performance. It also undertakes end-of-term reviews of operating licences and makes recommendations to the relevant minister on the terms for renewal of the licences.

The NSW DCCEEW is the primary regulator of LWUs, under sections 56ff and 409(6) of the *Local Government Act* and administers the New South Wales Government's comprehensive Regulatory and Assurance Framework for Local Water Utilities. The legislation and the framework are the key policy and regulatory framework for strategic service planning, pricing, performance reporting and continuing performance improvement of the LWUs. A LWU paying a dividend to council's general fund needs to comply with section 4 of the Framework.

Under section 5 of the Regulatory and Assurance Framework for LWUs the NSW DCCEEW establishes expectations on, and provides assurance of, the effectiveness of LWU strategic planning.

Proposed construction or modification of water or sewage treatment works or for the development of a water-recycling system by LWUs in New South Wales requires ministerial [approval under section 60 of the *Local Government Act*](#). The approval ensures that the proposed infrastructure is fit for purpose and can manage relevant risks. Under section 61 of the *Local Government Act*, the NSW DCCEEW conducts regular inspections of LWU treatment works and provides feedback and mentoring to the LWU operators.

The NSW DCCEEW conducts operator-training courses for LWU water and sewage treatment works operators.

The annual performance of each of the LWUs activities and outcomes is publicly reported via the interactive [performance monitoring data dashboard](#) and the NSW Water supply and sewerage benchmarking reports.

NSW Health regulates water quality in New South Wales and administers functions relating to water suppliers (Sydney Water Corporation, Hunter Water Corporation, and the regional LWUs) under the *Public Health Act*. NSW Health also enters into memoranda of understanding with the metropolitan water utilities (including WaterNSW) to facilitate interaction between the agencies and to establish the scope of drinking water management plans and procedures for communicating the results of water quality programs. NSW Health also conducts the NSW Drinking Water Quality Program, which tests and monitors the water quality of samples collected by the LWUs in accordance with the Australian Drinking Water Guidelines 2011.

Under the *Public Health Act*, each water supplier needs to prepare and implement a risk-based drinking water management system in accordance with the Australian Drinking Water Guidelines 2011. The water quality management system is regulated by NSW Health.

F2.4 Water utilities in New South Wales

Sydney Water Corporation, a statutory corporation wholly owned by the New South Wales Government, is Australia's largest water utility, with an area of operations covering almost 13,000 km². It provides drinking water, recycled water, wastewater services, and some stormwater services to more than 5 million people in Sydney, the Illawarra, and the Blue Mountains. Drinking water is sourced from a network of dams managed by WaterNSW, from the Hawkesbury River, and from the desalination plant at Kurnell before it is treated and delivered to customers.

WaterNSW is a state-owned corporation established in 2015 by the *Water NSW Act* through the merging of State Water Corporation and the Sydney Catchment Authority. WaterNSW supplies raw water in bulk. The urban component of WaterNSW reporting is based on the former Sydney Catchment Authority area of operations as defined in its operating licence and includes catchments in the Blue Mountains, Shoalhaven, Warragamba, upper Nepean, and Woronora areas. WaterNSW also provides bulk water services in regional New South Wales and operates the Fish River water supply scheme.

Hunter Water Corporation is a wholly state-owned corporation providing drinking water, recycled water, wastewater, and some stormwater services to more than 600,000 people in the lower Hunter region. The Hunter Water area of operations covers the local government areas of

Cessnock, Lake Macquarie, Maitland, Newcastle, Port Stephens and Dungog and parts of Singleton.

Regional New South Wales currently has 93 LWUs. Ninety of these LWUs are either general purpose local government councils or county councils, which are separate local government entities for the specific purpose of providing urban water services. Other LWUs operate as water supply authorities under the *Water Management Act*, including the Cobar Water Board, Essential Energy and WaterNSW for the Fish River Water Supply.¹⁶ The 93 regional LWUs in New South Wales range in area from 285 km² (Orange City Council) to over 50,000 km² (Central Darling Shire Council), while the population served ranges from 1,000 (Central Darling Shire Council) to over 340,000 (Central Coast Council). There are 28 LWUs that serve 10,000 or more connected properties.

Performance monitoring and reporting are considered important for public accountability and have been strongly endorsed by the New South Wales Government, IPART and the Productivity Commission.¹⁷

The state-owned water utilities are required to report on the performance indicators in their operating licences and this reporting is audited through the operating licence audit. The operational audit report is presented to the responsible minister. These utilities also report the National Water Initiative (NWI) performance indicators required for the Urban NPR.

IPART audits roughly one-third of the auditable NWI indicators each year. The audit is conducted concurrently with the annual operating licence audits.

LWUs are required to annually report the fair value and the current replacement cost depreciation of their water supply and sewerage assets in their audited annual financial statements.

NSW DCCEEW annually reports the performance of all the New South Wales utilities by way of its NSW Performance Monitoring and Reporting System.

- The audit of the 30 NWI financial performance indicators is affected by the annual independent audit of the financial statements of each of the 93 regional LWUs.
- All the auditable non-financial performance indicators are independently audited every 3 years for each of the 28 regional NSW utilities that are required to report nationally.

The remainder of the information reported in the NSW Performance Monitoring and Reporting System is not independently audited. However, to assure data accuracy and reliability, the data are subject to a comprehensive quality assurance process.

The NSW Performance Monitoring and Reporting System functions as a 'one stop shop' to minimise red tape and to avoid duplication in reporting. The NSW Performance Monitoring and Reporting System provides LWU performance data to the Bureau of Meteorology annually (for the Urban NPR) and the Australian Bureau of Statistics, as well as for the NSW State of the Environment Report.

Private water utilities

¹⁶ Councils exercising water supply and/or sewerage functions do so under the *Local Government Act*, including under a division generally administered by the minister responsible for water. Central Coast Council exercises its functions under both the *Local Government Act* and as a water supply authority under the *Water Management Act*. The Cobar Water Board, Essential Energy and WaterNSW (for the Fish River Water Supply) carry out their functions under the *Water Management Act*.

¹⁷ Productivity Commission 2011, *Australia's urban water sector*, Report No. 55, Final Inquiry Report, Canberra.

In New South Wales, private utilities can also provide water and sewerage services if licensed under the *Water Industry Competition Act (WIC Act)*. The *WIC Act* is designed to encourage competition in the supply of water and wastewater services and facilitate private sector delivery of recycled water infrastructure. The Act sets out a licensing and compliance framework and establishes strict rules to ensure drinking water meets Australian standards, recycled water is 'fit for purpose', and all services are delivered safely, reliably and with minimal environmental impacts.

The Minister for Water administers the *WIC Act* and is advised by the NSW DCCEEW. IPART administers the licensing regime, which includes assessing licence applications and making recommendations to the Minister on whether to grant a licence, as well as auditing and enforcing licences.

The *WIC Act* commenced operation on 8 August 2008. There are 20 private water schemes licensed to operate in NSW. As of 30 June 2024, these schemes were providing services to 8,347 drinking water customers, 10,930 recycled water customers and 10,700 sewage customers. Comprehensive reforms of the licensing framework were enacted in 2021 and commenced on 1 March 2024 along with the supporting regulations. These reforms include:

- narrowing the focus of regulation on higher-risk utility-like schemes such as large-scale drinking water production, recycling and sewerage schemes or those servicing 30 or more residential or small business customers
- separating the licensing of operators and retailers from the approval of individual schemes so operators don't need to apply for a new licence for each scheme they operate
- requiring more rigorous assessment of the financial viability of proposed schemes to check their longevity and affordability and minimise the risk of last-resort events
- strengthening customer protection by introducing a deemed standard customer contract and new operator of last-resort arrangements to protect customers if an operator should fail financially.

Existing schemes are required to be transitioned to the new licensing framework by 1 March 2025.

F3 Northern Territory

F3.1 Introduction

The Northern Territory's *Water Supply and Sewerage Services Act 2000* provides the regulatory framework for the territory's water and sewerage industry. The NT Department of Treasury and Finance and the Northern Territory Treasurer are responsible for administering this Act insofar as it relates to economic regulation; the Northern Territory Minister for Essential Services in terms of its relationship to licensed supply and service; and the Department of Health (NT) in terms of its relationship to water quality standards.

The objectives of the *Water Supply and Sewerage Services Act* are:

- to promote the safe and efficient provision of water supply and sewerage services
- to establish and enforce standards of service in water supply and sewerage services
- to facilitate the provision of financially viable water supply and sewerage services
- to protect the interests of customers.

Among other things, this Act provides for the following:

- that the supply of water and sewerage services be licensed, and that licences issued by the Utilities Commission are for defined, gazetted, geographical areas
- that the Minister be responsible for the declaration of water supply and sewerage service licence areas (by notice in a government gazette).

Power and Water Corporation (the licensed utility) is subject to water quality monitoring programs and emergency directions issued by the Chief Health Officer (Department of Health).

The Northern Territory Utilities Commission is the independent industry regulator. It has responsibility for the licensing functions conferred by the *Water Supply and Sewerage Services Act*.

Statutory conditions of water and sewerage licences issued under this Act include:

- that the licensee monitors and reports to the Utilities Commission on compliance with the licence
- that the licensee procures an audit, if required by the Utilities Commission, of its compliance with the terms of the licence.

The *NT Water Act 1992* is another major piece of legislation pertaining to the regulation of water in the territory. This Act provides for the investigation, allocation, use, control, protection, management and administration of water resources, and for related purposes. The *Water Act* also allows for the issue of waste discharge licences and water extraction licences by the Controller of Water Resources (Department of Lands, Planning and Environment [NT]).

F3.2 Operation of water utilities

Power and Water Corporation is responsible for monitoring the quality of drinking water in line with its Drinking Water Operational and Verification Monitoring Program and reports the results to the Chief Health Officer. The program is based on the Australian Drinking Water Guidelines 2011.

While Power and Water Corporation has primary responsibility for providing safe drinking water, several government agencies are also involved. The Department of Health applies the guidelines and monitors compliance with them in the interest of public health, and the Department of Lands, Planning and Environment and the Northern Territory Environment Protection Authority (NT EPA) also have roles in protecting water quality, including the regulation and management of water resources and the regulation of pollution control.

The NT Department of Lands, Planning and Environment has a major role in protecting water quality through land-use planning in the territory. In addition, NT legislation such as the *Water Act* and the *Land Acquisition Act 1978* contain provisions for infrastructure and land use relating to water supply.

A condition of the waste discharge licences issued to Power and Water Corporation is the submission to the NT EPA of annual audit and compliance reports related to environmental impacts that discharged water may cause, and the assessment of water-recycling schemes. The corporation also investigates and reports to the NT EPA on pollution incidents under the *NT Waste Management and Pollution Control Act 1998*.

Water and sewerage tariffs and charges for the Power and Water Corporation are regulated by the NT Government via a Water and Sewerage Pricing Order issued by the Treasurer as Regulatory Minister. The Utilities Commission monitors compliance with the Pricing Order and enforces it

under section 23 of the *NT Utilities Commission Act 2000*. The Commission is also required to investigate any complaints made by customers about non-compliance with the prices outlined in the order.

F3.3 Water utilities in the Northern Territory

In the Northern Territory, Power and Water Corporation's water and sewerage business is licensed and is responsible for the supply of water and sewerage services to the territory's 5 major centres (Darwin, Katherine, Tennant Creek, Alice Springs and Yulara) and 13 minor centres.

No significant distinction between urban and rural areas is made under the legislation or the licensing framework under which Power and Water Corporation operates. Geographical coordinates (latitude and longitude) define the declared water supply and sewerage service licence.

F3.4 Performance reporting

Urban NPR data is gathered within the Power and Water Corporation by a central coordinator, who collates the report with information supplied by other areas in the organisation. Some key NPR indicators are provided to Power and Water Corporation's executive management, board and shareholders on a regular basis. Performance data that is publicly available are reviewed and/or signed off at the senior management level. NPR data are signed off at the senior management level. Some NPR indicators are audited at an aggregate level.

F4 South Australia

F4.1 Introduction

The South Australia [Water Industry Act 2012](#) and [Water Industry Regulations 2012](#) establish the regulatory framework for the water and sewerage industry, covering licencing of retail services, economic regulation, technical regulation, water planning, and customer complaint handling. The Act commenced on 1 July 2012 and governs all water industry entities providing 'retail services' to SA customers.

[The Essential Services Commission](#) (the Commission) is the independent economic regulator of water and sewerage retail services in the state. The Commission's primary objective is to protect the long-term interests of SA consumers with respect to the price, quality and reliability of those services. The Commission's role includes industry licencing, consumer protection, retail pricing regulation and performance monitoring.

The [Department for Environment and Water \(DEW\)](#) is responsible for the management of the state's water resources through administering the *Landscape South Australia Act 2019*; it also has a role in policy development relevant to the *Water Industry Act 2012*. Regional landscape boards are responsible for developing water allocation plans for prescribed water resource areas as required by the *Landscape South Australia Act 2019*.

The [Office of the Technical Regulator \(OTR\)](#) and DEW share the role of jurisdictional coordinator for National Performance Reporting, with DEW taking the lead on policy and OTR responsible for all other operational matters.

The OTR, which sits within the Department for Energy and Mining, has the following main functions under the *Water Industry Act 2012*:

- development of technical standards in connection with the water industry
- monitoring and regulating technical standards with respect to water and sewerage infrastructure and associated equipment, products and materials (including on the customer's side of any connection point) and plumbing
- providing advice in relation to safety or technical standards in the water industry to the Commission at its request, and in the plumbing industry
- fulfilling any further function assigned to the Technical Regulator under the Act.

[SA Health ensures that drinking water](#) is delivered to consumers according to the requirements of the [Safe Drinking Water Act 2011](#) and the [Safe Drinking Water Regulations 2012](#). Under the *Safe Drinking Water Act 2011*, all drinking water providers must:

- register as a drinking water provider
- implement a risk management plan
- report water quality incidents to SA Health
- provide water quality results to consumers
- undertake commission audits and inspections.

Under the [SA Public Health Act 2011](#) and [SA Public Health \(Wastewater\) Regulations 2013](#), [SA Health](#) protects public health through the development and administration of prescribed codes, protocols, guidelines and public health policy for wastewater management, treatment, disposal, and recycled water use. The [Australian Guidelines for Water Recycling](#) are also applied to South Australian recycled water schemes.

SA Health assess and approve the design, installation and ongoing operation of:

- community wastewater management systems (CWMS)
- CWMS wastewater treatment plants
- recycled water supply and use from CWMS and SA Water networks
- on-site wastewater systems >40 equivalent persons.

Under the [Environment Protection Act 1993](#), the [SA Environment Protection Authority](#) licences the following activity:

Schedule 1(3)(4): Resource recovery, waste disposal and related activities – Wastewater treatment.

The conduct of wastewater treatment works, being sewage treatment works, a CWMS, winery wastewater treatment works or any other wastewater treatment works with the capacity to treat, during a 12 month period –

- in the case of works located wholly or partly within a water protection area – more than 5 megalitres of wastewater; or
- in the case of works located wholly outside of a water protection area – more than 50 megalitres of wastewater.

F4.2 Water utilities in South Australia

Any person or entity providing 'water retail services' to SA customers is required to be licensed by the Commission. The Commission has determined separate regulatory obligations for major retailers (those providing retail services to 50,000 or more connections) and small-scale networks (also known as minor and intermediate water retailers, with less than 50,000 connections). SA

Water Corporation is the only major retailer in SA, and there are currently 68 other retailers (mainly council-run operations and some private businesses). SA Water Corporation is a government entity and, as the state's main supplier of urban water, is required to deliver, monitor and report on its primary functions concerning:

- supply of water by reticulated systems
- storage, treatment and supply of bulk water
- removal and treatment of wastewater.

SA Water Corporation provides drinking water to approximately 837,410 connections, servicing around 99% of the state's drinking water customers. SA Water Corporation also provides sewerage services to approximately 661,480 connections, servicing around 87% of the state's sewerage customers.

Mount Barker District Council operates the largest Council wastewater treatment plant and recycled water scheme in SA. As an intermediate retailer Mount Barker District Council provides a retail service to over 14,300 connections across 7 townships in the Adelaide Hills Region.

F4.3 Operation of water utilities

Section 35 of the *Water Industry Act 2012* empowers the Commission to make a determination under the *SA Essential Services Commission Act 2002*, regulating prices, conditions relating to prices and price-fixing factors for water retail services.

The Commission made its final revenue determination for the *South Australian Water Corporation Act 1994* in June 2024, setting maximum allowed revenues for drinking water and sewerage retail services for the 4-year period from 1 July 2024 to 30 June 2028. SA Water Corporation and the South Australian Government are responsible for setting specific prices (such as supply and usage charges for residential and non-residential customers); however, those prices must comply with the Commission's allowed revenues.


A different, proportional approach to price regulation has been applied to other water retailers through a combination of pricing principles and a price-monitoring framework.

Pursuant to Part 4 of the *Essential Services Commission Act 2002*, the Commission is empowered to make industry codes and rules regulating the conduct or operations of a regulated industry or regulated entities. The Commission has devised a Water Retail Code for major retailers that sets out the minimum requirements to be complied with by SA Water Corporation when dealing with its customers, and it includes obligations relating to customer connections and the quality, safety and reliability of water and sewerage supply. SA Water Corporation is required to meet several operational service standards relating to customer service, service interruptions and new connections.

A water retail code for minor and intermediate retailers has been devised which sets out the behavioural standards and minimum requirements to be complied with by small scale networks when engaging with their customers.

F4.4 Performance reporting

Under the Commission's Monitoring and Evaluating Performance Framework, the [SA Water Corporation is required to publicly report quarterly](#) on its performance in meeting the annual service standards and provide annual performance self-assessments, supported by a system of verified



trust and accountability around that reporting. The SA Water Corporation also includes the following measures in its public reports:

- compliance with the Australian Drinking Water Guidelines 2011
- the Water Quality Management Index
- compliance with water and sewerage services targets
- the Incident Response Index.

To supplement SA Water's reporting, the Commission publishes an annual report identifying longer-term trends and systemic issues, as well as reporting on specific events where material or major issues arise.

The Commission also publishes annually on the performance of small-scale water networks. The focus of reporting is on residential retail services, and it informs customers about the quality and reliability of the services they receive at an aggregate level. The Commission places a strong emphasis on licensees constantly monitoring performance, outcomes and trends. Small-scale water networks are expected to regularly examine, identify, report on and explain performance outcomes, to provide greater transparency to consumers and stakeholders.

F5 Tasmania

F5.1 Introduction

The key piece of legislation governing the water and sewerage industry is the *Tasmanian Water and Sewerage Industry Act 2008* (the *Industry Act*). The *Industry Act* requires any persons or entities owning and/or operating water and/or sewerage infrastructure, or supplying water and/or sewerage services to others, to be licensed, unless exempted.

The Tasmanian Water and Sewerage Corporation Pty Ltd (TasWater) is the only licensed water utility in the state.

Industry regulators for the sector are the: Tasmanian Economic Regulator (TER), responsible for licensing, price regulation and service standards; Director, Environment Protection Authority (EPA) Tasmania, responsible for regulating wastewater treatment plants; Director of Public Health, responsible for regulating water quality and fluoridation; and the Secretary of the Tasmanian Department of Natural Resources and Environment Tasmania¹⁸, responsible for water licence allocations and regulating dam safety.

In addition to the *Industry Act*, regulatory requirements are imposed by Tasmanian legislation including the *Environmental Management and Pollution Control Act 1994*, the *Public Health Act 1997* and the *Water Management (Safety of Dams) Regulations 2015*.

F5.2 Water utilities in Tasmania

Since 1 July 2013, TasWater has owned, controlled and operated water supply and sewerage systems in Tasmania. As the only licensed water utility in the state, TasWater manages all aspects of the water supply chain, from dams and reservoirs to customer property connections, and from customer sewer connections to wastewater treatment and disposal.

¹⁸ On 1 December 2021, the then Tasmanian Department of Primary Industries, Parks, Water and Environment became the Department of Natural Resources and Environment Tasmania.

The licensing requirements place several regulatory obligations on TasWater through reference to various regulatory instruments such as codes and guidelines, as well as requiring the preparation of management plans in relation to matters such as asset and emergency management and compliance.

TasWater's objectives, as prescribed by the *Water and Sewerage Corporation Act 2012*, are to:

- efficiently provide water and sewerage functions in Tasmania
- encourage water conservation, the demand management of water and the reuse of water on an economic and commercial basis
- be a successful business and, to this end:
 - operate its activities in accordance with good commercial practice
 - deliver sustainable returns to its members
 - deliver water and sewerage services to customers in the most cost-efficient manner.

TasWater is owned by Tasmania's 29 councils, with the Tasmanian Government also becoming a shareholder in early 2019.

F5.3 Operation of water utilities

TasWater is subject to various economic, environmental, public health and customer service regulatory requirements.


The economic regulatory framework, established under the *Industry Act*, is focused on ensuring competitive market outcomes from the sector in relation to both price and service, ensuring the financial sustainability of the water and sewerage industry, and providing sufficient funding for capital expenditure to improve compliance with regulatory obligations and ensure operational efficiencies.

EPA Tasmania administers and enforces the provisions of the *Environmental Management and Pollution Control Act*, which is principally concerned with the prevention, reduction and remediation of environmental harm. The Director of Public Health is responsible for drinking water quality and safety through the application of drinking water quality guidelines and for the fluoridation of drinking water through the application of a code of practice. The Dam Safety Regulator monitors TasWater's performance against its dam safety regulatory obligations and guideline requirements to ensure that the dams TasWater is responsible for do not pose an unacceptable level of risk to the public.

Independent regulation of water and sewerage prices in Tasmania commenced on 1 July 2012.

Price reform of the industry is designed to transition customers to a single set of tariffs across the whole state by the statutory due date of 1 July 2020 (that is, customers are required to be paying the same price for the same service by this date). As previously reported, at the end of 2021–22 a small number of customers were still to be transitioned to consistent pricing. All of these remaining customers were transitioned during 2022–23. Price reform has also introduced two-part pricing for water (a fixed charge based on the size of the connection and a variable charge reflecting metered water consumption) and sewerage charges based on the assessed equivalent tenements (that is, the estimated demand placed on the system) of each property.

F5.4 Performance reporting



One of the TER's functions is to monitor and report on the state of the Tasmanian water and sewerage industry.¹⁹ The performance indicators reported on are based on the National Performance Reporting (NPR) Framework with some additional Tasmanian-based measures, as set out in the TER's Tasmanian Water and Sewerage Industry Performance and Information Reporting Guideline, Version 1.7.

TasWater is required to carry out regular independent audits (performance appraisals) to assess:

- its compliance with, and the adequacy of, its management and compliance plans; and
- the quality and accuracy of its regulatory information, including the procedure for reporting performance information.

The NPR Audit Handbook requires independent audits of TasWater's performance indicators to be conducted at least once every 3 years. As a result, TasWater's performance indicators are audited in 3 tranches over a 3-year period.

The third tranche of TasWater's performance indicator was audited in September 2024 (with regard to 2023–24 performance indicators). This concludes the current audit cycle. A new 3-year cycle will commence in 2025 (with regard to 2024–25 performance indicators).

The TER's approach to regulatory reporting is set out in its Regulatory Reporting Guideline Version 5. Its approach to managing non-compliance is outlined in its Compliance Enforcement Policy Version 3.

F6 Queensland

F6.1 Introduction

Regulation of the urban water sector is undertaken by a number of Queensland Government departments with the aim of providing communities with access to safe and reliable water and sewerage services and ensuring efficient business operations, efficient water use, water security, protection of the environment, competition and the prevention of monopoly pricing.

F6.2 Water utilities in Queensland

There are 211 registered service providers in Queensland. Most are private entities and water boards that supply non-potable water for irrigation, commercial or stock and domestic purposes.

Drinking water services are provided to communities by:

- 4 bulk water entities (Seqwater, SunWater, Gladstone and Mount Isa Water Board)
- 2 distributor-retailers in South East Queensland (SEQ) (Urban Utilities, Unitywater)
- 3 local governments in SEQ (Gold Coast, Logan and Redland City Council)
- 66 local governments outside SEQ
- 8 private providers.

Despite the large number of drinking water service providers, 95% of connected properties receive water and sewerage services from the 22 service providers that report for the National Performance Reporting Framework. The remaining 5% of connected properties mostly receive

¹⁹ The TER's annual water and sewerage state of the industry reports are available from www.economicregulator.tas.gov.au.

services from 53 small and very small service providers. In general, the communities these providers supply services to are very small and often geographically isolated.

This variation in scale means that there are significant differences in capacity and capability across the urban water sector in Queensland.

In addition to drinking water and sewerage service provision, there are 174 registered recycled water schemes in Queensland. Most of these schemes are managed by a local government (although a small number of recycled water schemes are run by a private entity).

F6.3 Operation of water utilities

Water and sewerage service provision is regulated by the *Water Supply (Safety and Reliability) Act 2008 (Water Supply Act)*. The purpose of the *Water Supply Act* is to provide for the safety and reliability of water supply across Queensland. The Department of Local Government, Water and Volunteers is the water supply regulator under the *Water Supply Act*.

The powers and obligations for service provision, performance reporting, drinking water management, and recycled water management apply to registered service providers according to the services provided.

To protect public health, the Department of Local Government, Water and Volunteers closely monitors and regulates drinking water in Queensland.

Drinking water service providers are required to have an approved drinking water quality management plan and must comply with the plan and any conditions placed upon the plan. Water quality monitoring and reporting are integral components of the plan. Drinking water service providers are responsible for ensuring the safe supply of drinking water to the community and managing incidents that compromise drinking water quality.

The *Public Health Act 2005* and the *Public Health Regulation 2018* include provisions relating to drinking water quality. As the administrator of the *Public Health Act* and the *Public Health Regulation*, Queensland Health has:

- set specific standards for drinking water quality in the Public Health Regulation
- the power to respond when drinking water supplied by a provider may present a risk to public health or be considered unsafe.

In addition to these provisions, Queensland Bulk Water Supply Authority (Seqwater) also has specific powers and obligations under the *Water Act 2000*, and SEQ services providers (Urban Utilities, Unitywater, City of Gold Coast, Logan City Council and Redland City Council) have powers and obligations under the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*.

Other Acts that regulate one or more aspects of service provision include the:

- *Water Act 2000*
- *Public Health Act 2005*
- *Water Fluoridation Act 2008*
- *Environmental Protection Act 1994*
- *Local Government Act 2009*
- *Planning Act 2016*
- *Plumbing and Drainage Act 2018*

- *Queensland Competition Authority Act 1997.*

F6.4 Performance reporting

Urban water service providers are required to report on their performance under the Queensland Government Key Performance Indicator (KPI) Framework in the *Water Supply Act*. The KPI Framework captures almost all drinking water and sewerage service providers in Queensland and requires them to monitor and report on key performance indicators and publish an annual performance report. Larger providers (those with over 10,000 connections) are also required to report for the National Performance Reporting framework.

F7 Victoria

F7.1 Introduction

The Victorian Department of Energy, Environment and Climate Action (DEECA) has overall governance oversight, on behalf of the Victorian Minister for Water, for the establishment of water utilities and their performance in this state. This responsibility pertains to certain aspects of water utility performance and is also shared with the Victorian departments of Treasury and Finance (DTF, regarding business financial risks), Department of Health (DoH, regarding water quality), the Victorian Environment Protection Authority (EPA, regarding environmental performance), and the Essential Services Commission (ESC, regarding price regulation and service standards).

Reporting and compliance obligations are imposed by *Victorian legislation including the Water Act 1989, the Water Industry Act 1994, the Financial Management Act 1994, the Safe Drinking Water Act 2003, and the Environment Protection Act 1970*. In addition, regulatory instruments such as the Statement of Obligations (2015), the Water Industry Regulatory Order 2014, and the State Environment Protection Policy (SEPP) (Waters of Victoria) also impose some compliance and reporting obligations.

F7.2 Establishment of water utilities

The Victorian water sector is made up of 18 water utilities constituted under the *Victorian Water Act*. The key aspects of the frameworks governing drinking water quality, environmental protection, price regulation and consumer protection are the same across all 18 water utilities.

Under section 41 of the *Water Industry Act*, water utilities are subject to statements of obligations, issued by the Minister for Water following consultation with the Treasurer and the ESC, that impose obligations in relation to the performance of their functions and the exercise of their powers.

F7.3 Operation of water utilities

Apart from DEECA, 4 other agencies jointly oversee the regulation of water utility operation in Victoria.

The DTF oversees governance of the water utilities' proposed strategic directions and business management activities in terms of their potential for financial risk to the utility and its implications for the Victorian Government, focusing on the state's budget, net debt position and credit rating.

The DoH oversees governance of water quality under the *Safe Drinking Water Act* and the *Safe Drinking Water Regulations 2005*. This provides a framework for drinking water quality that

includes risk management obligations, a set of standards for key water quality parameters, and information disclosure requirements for water utilities. The Regulations establish an auditing framework.²⁰ Under the legislation, the DoH is required to publish an annual water quality report that is tabled in parliament by the Victorian Minister for Health.

The EPA regulates the environmental performance of the water utilities, particularly as it relates to treated wastewater quality, through a corporate licence (previously, each wastewater treatment plant was licensed). The level of wastewater treatment required usually depends on the type of waterway into which the treated wastewater is discharged. Under the licence provisions, water utilities must regularly sample and monitor wastewater quality and advise the EPA if there are specific incidents of non-compliance. A corporate licence also includes a requirement to submit an annual performance statement to the EPA.

Most wastewater treatment plants operated by the water utilities are subject to the SEPP (Waters of Victoria) schedules, which are developed and administered by the EPA. The schedules require wastewater treatment plant operators to ensure that the sustainable reuse of treated effluent and biosolids is maximised wherever possible.

Water utilities are also subject to EPA works approval permits before construction of new treatment plants or major alterations can begin.

The ESC is responsible for price regulation and setting service standards for water services in Victoria under Part 1A of the *Water Industry Act*, the *Essential Services Commission Act 2001* and the Water Industry Regulatory Order. The legislative framework provides the ESC with powers and functions to:

- make price determinations
- regulate standards and conditions of service and supply
- require regulated businesses to provide information.


F7.4 Water utilities in Victoria

The Victorian Government owns all 18 water utilities in the state. There are 4 water utilities in metropolitan Melbourne: Melbourne Water, Greater Western Water, South East Water Ltd and Yarra Valley Water Corporation. The 3 retailers (Greater Western Water, South East Water Ltd and Yarra Valley Water Corporation) deliver retail water supply and sewerage services to customers in the Melbourne metropolitan area. The 3 retailers also provide some localised sewerage services to their customers not connected to the Melbourne sewerage network.

Melbourne Water provides bulk water and bulk sewerage services in the Melbourne metropolitan area and manages rivers, creeks and major drainage systems in the Port Phillip and Westernport regions. Melbourne Water also controls the catchment for most of its supply.

Outside Melbourne, 12 regional urban water utilities provide water and sewerage services (Barwon Water, Central Gippsland Water, Central Highlands Water, Coliban Water, East Gippsland Water, Goulburn Valley Water, GWMWater (Grampians Wimmera Mallee Water), Lower Murray Water, North East Water, South Gippsland Water, Wannon Water and Westernport Water).

²⁰ Details of the drinking water regulatory framework, the audit arrangements and the annual drinking water quality report are available at <https://www.health.vic.gov.au/water/drinking-water-quality-annual-reports>.



Lower Murray Water also provides rural water services such as irrigation and stock and domestic supplies. GMMWater and Coliban Water also provide a piped rural water service for stock and domestic use.

Additionally, 2 rural water utilities (Goulburn–Murray Water and Southern Rural Water) provide irrigation and rural water services.

Most water utilities in regional Victoria have their own bulk water supplies. Goulburn–Murray Water, Southern Rural Water and GMMWater also provide both bulk and retail services.

Although owned by the Victorian Government, all 18 water utilities act as stand-alone entities and are responsible for their own management and performance. Each water utility has a chairperson and a board of directors appointed by the Minister for Water. The board has a range of responsibilities, including:

- setting the entity's strategic direction and steering the entity
- setting objectives and performance targets
- ensuring compliance with legislation and government policy.

Public sector directors must comply with the statutory directors' duties in the *Victorian Public Administration Act 2004*, the Directors' Code of Conduct, and common law directors' duties. In addition, directors of water utilities must also comply with requirements as set out in the *Water Act*.

Each water utility's board appoints a managing director who is responsible for the day-to-day management of the water utility under delegation from the board.

Each managing director sits on the board and is the primary link between the board and the water utility's management and staff. The managing directors are responsible for communicating board priorities and policies to management and staff and for presenting reports, submissions and budgets to the board. The board of each water utility reports to the Minister for Water via DEECA. In turn, the Minister for Water is responsible for reporting to parliament on the performance of each water utility. To assist with the management of the water industry, the Minister for Water is supported by the Water and Catchments Group within DEECA.

The *Financial Management Act* is the principal legislation governing financial reporting by water utilities. The Victorian Minister for Finance (through DTF) issues financial reporting directions under the *Financial Management Act* for the preparation of annual reports. The Minister for Water issues ministerial reporting directions to water utilities for performance reporting and other specific reporting requirements as part of their annual reports. DEECA is responsible for reviewing the annual reports of the water utilities and advising the Minister for Water on tabling the reports in parliament.

The Victorian Auditor-General's Office is responsible for auditing the annual financial statements and performance reports of water utilities. Some data reported in the NPR for Victorian water utilities are either taken directly from the published annual reports or derived from the annual reports.

In accordance with the *Water Act*, each water utility must submit an annual corporate plan that provides a statement of corporate intent, lists expected activities, and provides a financial forecast for the following 5 years. The Minister for Water (through DEECA) issues guidelines to the water utilities for the preparation of the corporate plans. DEECA and DTF are responsible for reviewing

the corporate plans (and business cases for major capital projects above a threshold value) and for advising the Minister for Water and the Treasurer, respectively.

Each water utility will also make periodic price submissions to the ESC. The regulatory period of a price determination typically covers a period of between 3–5 years but can cover a longer regulatory period. Price submissions include details about proposed revenue requirements and tariffs and pricing structures and are assessed by the Essential Services Commission. The process requires extensive customer engagement by the water utilities and the ESC.

F7.5 Performance reporting

One of the ESC's regulatory functions is to monitor and report publicly on the performance of the Victorian water utilities. The ESC's annual water performance reports are available on its website (www.esc.vic.gov.au/Water/Performance-reports/).

Under the Water Industry Regulatory Order, the ESC has the function of auditing:

- the compliance of a regulated water utility with the standards and conditions of service and supply specified by the ESC in any code or set out in the utility's price determination, and the systems and processes established by the water utility to ensure such compliance
- the reliability and quality of information reported by a water utility to the ESC, and the conformity of that information with any specification issued by the ESC
- the compliance of a water utility with asset management obligations imposed in any statement of obligations issued to it.

The annual audits are an important element of the regulatory framework. They verify that the information collected and reported by water utilities is accurate and reliable and provide evidence to customers and other stakeholders that regulatory obligations are being complied with. Most Victorian data reported in the NPRs are audited under those arrangements.


The audit approach is set out in the ESC's guideline for approving, conducting and reporting audits, which is available from the ESC's website (www.esc.vic.gov.au/Water/Codes-and-Guidelines).

F8 Western Australia

F8.1 Introduction

The WA Department of Water and Environmental Regulation has prime responsibility for water resource policy, planning, management and regulation, as well as the administration of water entitlements and water rights within the state. The reporting of water utility performance is the responsibility of the Economic Regulation Authority (ERA); however, the WA Department of Health and the Western Australian Environmental Protection Authority also have some reporting responsibilities.

Reporting and compliance obligations are imposed by Australian Government legislation including the *Corporations Act 2001* and the *Privacy Act 1988*, and by Western Australian legislation including the *Water Services Act 2012*, the *Metropolitan Water Supply, Sewerage and Drainage Act 1909*, the *Health (Miscellaneous Provisions) Act 1911* (which is being replaced by the new *Public Health Act 2016* over the next few years), the *Rights in Water and Irrigation Act 1914*, the



Country Areas Water Supply Act 1997, the Environmental Protection Act 1986 and the Planning and Development Act 2005.

F8.2 Establishment of utilities

In Western Australia's legislative framework, water utilities are referred to as 'water service providers'.

Under the *Water Services Act*, the ERA is the independent regulator responsible for administering the licensing scheme for water services and for reporting on industry performance. To obtain a licence, a water service provider has to demonstrate that it has the financial and technical capacity to provide the service or services that are to be covered by a licence and that the grant of the licence is not contrary to the public interest.

F8.3 Operation of water utilities

The ERA and other agencies jointly oversee the operation of water service providers in Western Australia.

The Department of Health sets standards for drinking water quality and regulates the public health aspects of water supply (both potable and non-potable), pursuant to the *Health (Miscellaneous Provisions) Act*. The department also supports the Advisory Committee for the Purity of Water, which advises the WA ministers for Health and Water on issues associated with protecting public drinking water. The department has recently introduced new standards that regulate the public health aspects of sewerage services pursuant to the *Health (Miscellaneous Provisions) Act*.

The licence terms and conditions for service providers that supply drinking water require them to enter into a memorandum of understanding with the Department of Health for compliance with the health-related criteria in the Australian Drinking Water Guidelines.

The licence terms and conditions for service providers that provide sewerage services to more than 400 connections require them to enter into a memorandum of understanding with the Department of Health for compliance with the required public health standards.

Each memorandum of understanding is reviewed every 3 years, unless agreed otherwise.

The Department of Water and Environmental Regulation's responsibilities include the collection and analysis of water resources information, the protection of water quality and water resources, and water industry planning and policy, management, and regulation. The department also regulates the environmental impacts of water service providers through the *Environmental Protection Act*. The Act prescribes an environmental registration and licensing scheme, which sets limits on the type and volume of waste that can be discharged from a site. In some circumstances, the water service providers may be required to arrange for audits of their compliance with the conditions attached to their registration and provide a copy of the audit report to the department. The water service providers must notify the department if there is an unauthorised discharge of waste from registered premises.

The Environmental Protection Authority is an independent adviser to the WA Government on a broad range of environmental matters. The functions of the authority include conducting environmental impact assessments, preparing statutory policies for environmental protection, publishing guidelines for managing environmental impacts, and providing strategic advice to the WA Minister for Environment.

The Western Australian Planning Commission, a statutory authority that operates with the support of the Department of Planning, Lands and Heritage, oversees the land-use planning implications of the operations of the water service providers, according to requirements of the *Planning and Development Act*.

Prices for drinking water and sewerage services provided by the Water Corporation, Bunbury Water Corporation (trading as Aqwest), and Busselton Water Corporation (trading as Busselton Water) are set by the Minister for Water. The WA Government may request the ERA to undertake an independent review of pricing for the water corporations to provide advice to the government (the ERA has carried out 14 inquiries related to water pricing to date). Charges for sewerage services provided by local government authorities are set for each local government area and applied using a formula that depends on the type of property. Prices charged by private water and sewerage service providers are unregulated.

The *Water Services Act* requires licensees to arrange for an operational audit and a review of asset management system effectiveness at least once every 2 years (or longer, at the ERA's discretion). Independent auditors appointed by the ERA conduct the audit and review. The ERA approves the final audit and review reports, arranges for their publication on its website, and provides a copy of each report to the WA Minister for Water.

The Water Services Code of Conduct (Customer Service Standards) 2024 prescribes the customer service standards applicable to water and sewerage licensees. The Code is administered by the ERA in consultation with the Water Code Consultative Committee comprising representatives from industry, consumer representative organisations and government.

The *Water Services Code of Practice (Family Violence) 2020* came into effect on 8 December 2020 and prescribes minimum requirements for water service providers to support their residential customers who have been affected by family violence.


F8.4 Water utilities in Western Australia

Several water service providers are involved in delivering water supply and sewerage services in Western Australia. This report covers the larger service providers (the Water Corporation, Aqwest, Busselton Water and the City of Kalgoorlie–Boulder). There are other water supply and sewerage services that are delivered by privately owned operators and local government authorities.

The Water Corporation is a government trading enterprise operating under the *WA Water Corporations Act 1995* and the *WA Government Trading Enterprises Act 2023* that provides potable and non-potable water, bulk water, sewerage services, and drainage services to most areas of Western Australia. It also undertakes catchment management activities under delegation from the Department of Water and Environmental Regulation according to an operational agreement for catchment management between the 2 organisations. The Water Corporation is the principal supplier of water, sewerage and drainage services to hundreds of thousands of homes, businesses and farms, and provides bulk water to farms and growers' cooperatives for irrigation. Its services, projects and activities span more than 2.5 million km². It has regional offices in Perth, Bunbury, Albany, Karratha, Geraldton, Northam and Kalgoorlie.

Aqwest and Busselton Water are government trading enterprises operating under the *WA Water Corporations Act* and the *WA Government Trading Enterprises Act*.

The Aqwest licence permits the supply of potable water to the greater Bunbury region.



The Busselton Water licence permits the supply of potable water to the regional centre of Busselton, approximately 200 km south of Perth, and the Busselton–Capel and Blackwater groundwater areas. Busselton Water also supplies bulk water to the Water Corporation in Dunsborough.

The state-owned corporations (Aqwest, Busselton Water and the Water Corporation) are subject to performance reporting requirements under the *WA Financial Management Act 2006*. The annual reports prepared by Aqwest, Busselton Water and the Water Corporation include non-financial performance indicators that are independently audited by the WA Office of the Auditor General.

The City of Kalgoorlie–Boulder provides sewerage and non-potable water services to Kalgoorlie–Boulder, located 550 km east of Perth in the Goldfields district. The non-potable water supplied to customers is sourced from recycled effluent.

There are also several small licensed or exempted water service providers in the state. The licensed service providers include Aquasol Aqua Ferre (Muchea) (trading as Muchea Water), Athena Water Solutions, BHP Nickel West, BHP Iron Ore, Country Heights, Hamersley Iron, Lancelin South, Moore River Water Services, the Rottnest Island Authority, Robe River Mining Company, Peel Water, TMC Witchcliffe, WA Sewage, and Water West North Dandalup.

F8.5 Performance reporting

Licensees are required to provide the Economic Regulation Authority with data for performance monitoring purposes, as set out in the licence and the ERA's Performance indicators and definitions handbook – water service providers. Licensees are required to submit completed performance reports to the ERA for each year ending 30 June. Where possible, the performance indicators for licensees who are not required to report under the National Water Initiative Agreement have been aligned with the NPR indicator set for consistency.

The ERA's Water compliance reporting manual requires licensees to report to the ERA on their compliance with the terms and conditions of their licence for each year ending 30 June. The ERA uses the compliance reports to monitor the overall level of compliance by licensees. The content of each report is confidential to the licensee and the ERA.

The ERA publishes performance data provided by licensed urban service providers that do not report under the Urban NPR and 3 of WA's largest rural water service providers²¹. Most of the urban performance indicators are consistent with those of the NPR. Except for the licensees that report under the Urban NPR, licensees are not subject to the data audit requirements of the NPRs. For those licensees not reporting under the NPR, confirmation of the accuracy of the performance data they report to the ERA is assessed in the operational audits.

²¹ [Water, sewerage and irrigation performance data \(2019 – onwards\) - Economic Regulation Authority Western Australia](#)