



Urban national performance report

The *National Performance Report: urban water utilities* (Urban national performance report) provides an annual, independent benchmark of pricing and service quality of Australian urban water and wastewater service providers.

What is included in the report?

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

The report is in 2 parts:

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 service providers
- water quality compliance
- governance and regulation of water and wastewater service providers in each state and territory.

Part B contains the complete dataset, including all indicators reported from 2002–03 onwards. It contains data on the following for all utilities:

- asset base
- customers and customer service
- environmental performance

- financial operation
- service delivery
- regulatory compliance
- pricing
- sources of water supply.

Who reports data?

Service providers from across Australia provide the data informing the report. Providers include water utilities, wastewater service providers and councils, and bulk water authorities.

Currently, urban water service providers (for water supply and/or wastewater services) that serve more than 10,000 properties are required to report under the National Performance Reporting Framework. From the 2024–25 reporting year, service providers with fewer than 10,000 connected properties will also be required to report.

What are the benefits of the report?

The report benchmarks different factors that influence the cost and quality of urban water and wastewater services supply across Australia.

An independent and public report helps consumers and governments determine if the water sector is operating in an efficient and cost-effective manner.

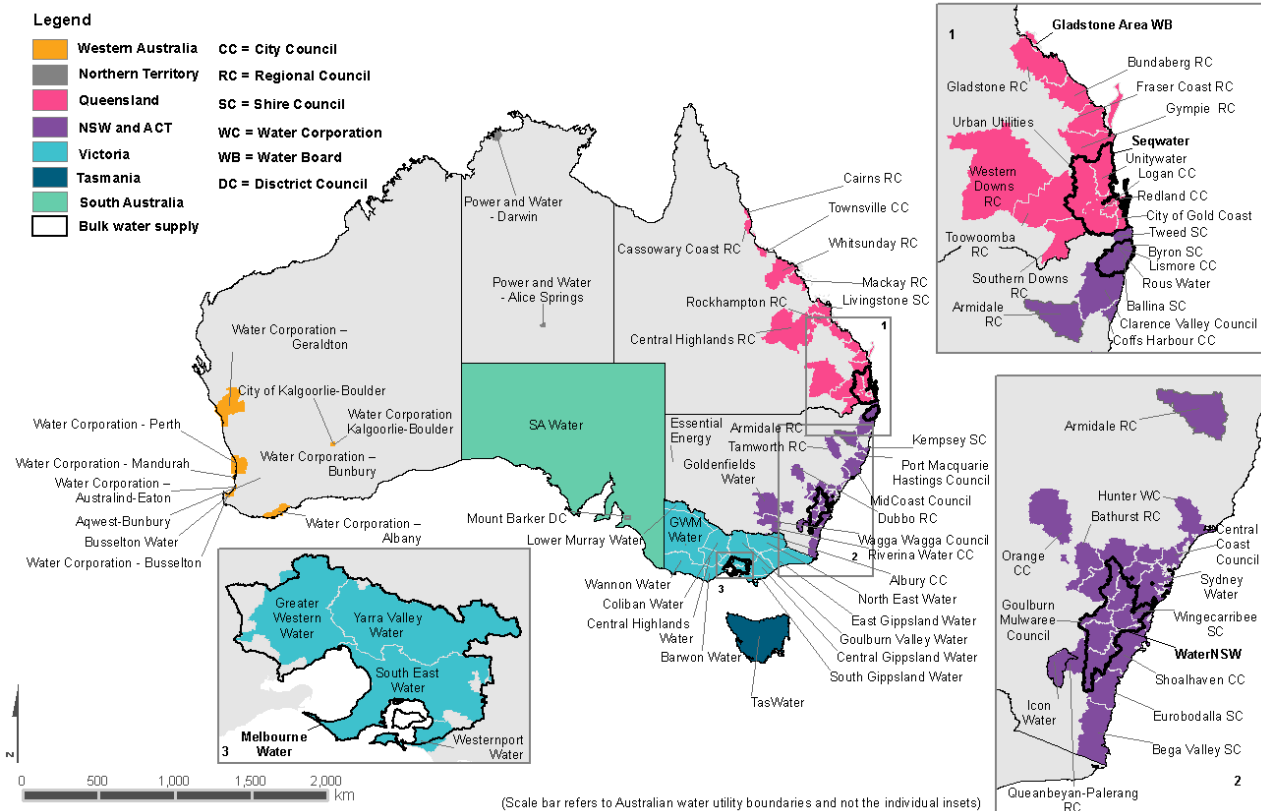


Figure 1 Service providers reporting to the *Urban National Performance Report 2023–24*.

The National Performance Reporting Framework is a key element of urban water reform. It provides an overview of the performance of Australia’s water and wastewater service providers against a range of indicators and allows comparison of service providers and identification of areas for improvement and innovation.

Who can use the report?

The report is available on the Bureau website and is accessible to everyone. This includes water authorities, utilities and regulators, business water users, government agencies, policy makers and the community.

Who produces the report?

The report is jointly produced by the Bureau and a technical reference group made up of representatives from lead water agencies and regulators in each state and territory.

Why is the Bureau involved?

The Bureau provides a comprehensive analysis of Australia’s water resources to support policy and planning.

The Bureau also provides nationally consistent annual water information as part of its role and responsibilities under the *Water Act 2007*.

Find out more

Read the latest Urban national performance report at www.bom.gov.au/water/npr

Find the Bureau’s water information products and services at www.bom.gov.au/water

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