

Appendix D Performance indicators

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to:		
				Bulk	Very small	Major, Large, Medium, Small
Assets and operations	Reliability	A8	Number of water main breaks per 100 km of water mains	+	+	+
Assets and operations	Losses	A9	Infrastructure leakage index (ILI): drinking water supply system			+
Assets and operations	Losses	A10	Real losses, per service connection, from the drinking water supply system			+
Assets and operations	Losses	A11	Real losses, per kilometre of water main, from the drinking water supply system		+	+
Assets and operations	Reliability	A14	Number of sewerage main breaks, leaks and chokes per 100 km of sewer mains	+	+	+
Assets and operations	Reliability	A15	Number of property connection sewerage breaks, leaks and chokes per 1000 properties		+	+
Assets and operations	Reliability	C15	Average duration of an unplanned interruption: drinking water supply			+
Assets and operations	Reliability	C17	Number of unplanned interruptions per 1,000 properties: drinking water supply		+	+
Assets and operations	Reliability	IA8	Number of water main breaks	+	+	+
Assets and operations	Reliability	IA14	Number of sewerage main breaks, leaks and chokes	+	+	+
Assets and operations	Reliability	IC17	Number of unplanned interruptions: drinking water supply		+	+
Contextual information	Treatment plants	A1	Number of water treatment plants providing full treatment	+		+
Contextual information	Pipe networks	A2	Length of water supply mains	+	+	+
Contextual information	Pipe networks	A3	Number of connected properties served per km of water main		+	+
Contextual information	Treatment plants	A4	Number of wastewater treatment plants	+	+	+
Contextual information	Pipe networks	A5	Length of sewer mains	+	+	+
Contextual information	Pipe networks	A6	Number of connected properties served per km of sewer main		+	+
Contextual information	Population	C1	Estimated population receiving water supply services		+	+
Contextual information	Connections	C2	Number of connected residential properties: water supply	+	+	+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to:		
				Bulk	Very small	Major, Large, Medium, Small
Contextual information	Connections	C3	Number of connected non-residential properties: water supply	+	+	+
Contextual information	Connections	C4	Total number of connected properties: water supply	+	+	+
Contextual information	Connections	C6	Number of connected residential properties: wastewater		+	+
Contextual information	Connections	C7	Number of connected non-residential properties: wastewater		+	+
Contextual information	Connections	C8	Total number of connected properties: wastewater		+	+
Contextual information	Connections	CI_N1	Number of connected residential properties: recycled water		+	+
Contextual information	Connections	CI_N2	Number of connected non-residential properties: recycled water	+	+	+
Contextual information	Connections	CI_N3	Total number of connected properties: recycled water		+	+
Customers and communities	Complaints	C9	Number of drinking water quality complaints per 1,000 properties		+	+
Customers and communities	Complaints	C10	Number of drinking water service complaints per 1,000 properties		+	+
Customers and communities	Complaints	C11	Number of wastewater service complaints per 1,000 properties		+	+
Customers and communities	Complaints	C12	Number of drinking water and wastewater service billing and account complaints per 1,000 properties		+	+
Customers and communities	Billing	C18	Number of restrictions applied for non-payment of water accounts per 1,000 properties			+
Customers and communities	Billing	CC_N1	Percentage of restriction for non-payment of water accounts removed within 3 business days			+
Customers and communities	Billing	CC_N2	Percentage of restriction for non-payment of water accounts resulting in legal action			+
Customers and communities	Hardship	CC_N3	Number of residential customers on a hardship program as of 1 July of the reporting year			+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to:		
				Bulk	Very small	Major, Large, Medium, Small
Customers and communities	Hardship	CC_N4	Number of residential customers entering a hardship program during the reporting year			+
Customers and communities	Hardship	CC_N5	Number of residential customers exiting a hardship program during the reporting year			+
Customers and communities	Hardship	CC_N6	Percentage of residential customers in hardship program who met their instalment plan			+
Customers and communities	Hardship	CC_N7	Percentage of residential customers successfully exiting a hardship program during the reporting year			+
Customers and communities	Complaints	IC9	Number of drinking water quality complaints		+	+
Customers and communities	Complaints	IC10	Number of drinking water service complaints		+	+
Customers and communities	Complaints	IC11	Number of wastewater service complaints		+	+
Customers and communities	Complaints	IC12	Number of drinking water and wastewater service billing and account complaints		+	+
Customers and communities	Complaints	IC13	Total number of complaints		+	+
Customers and communities	Billing	IC18	Number of restrictions applied for non-payment of water accounts			+
Finance and pricing	Revenue	F1	Revenue: drinking and non-drinking water	+	+	+
Finance and pricing	Revenue	F2	Revenue: wastewater	+	+	+
Finance and pricing	Revenue	F3	Total income for the service provider	+	+	+
Finance and pricing	Revenue	F8	Community service obligations ratio	+		+
Finance and pricing	Costs	F14	Capital expenditure: water supply	+	+	+
Finance and pricing	Costs	F15	Capital expenditure: wastewater	+	+	+
Finance and pricing	Costs	F16	Total capital expenditure: water supply and wastewater	+	+	+
Finance and pricing	Performance	F20	Dividends	+		+
Finance and pricing	Performance	F22	Net debt to equity ratio	+		+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to:		
				Bulk	Very small	Major, Large, Medium, Small
Finance and pricing	Performance	F24	Net profit after tax (NPAT)	+		+
Finance and pricing	Revenue	F25	Community service obligation	+		+
Finance and pricing	Revenue	F26	Capital works grants: water supply	+	+	+
Finance and pricing	Revenue	F27	Capital works grants: wastewater	+	+	+
Finance and pricing	Costs	F28	Capital expenditure per property: water supply		+	+
Finance and pricing	Costs	F29	Capital expenditure per property: wastewater		+	+
Finance and pricing	Performance	F30	Net profit after tax (NPAT) ratio	+		+
Finance and pricing	Tariffs	FP_N1	Residential drinking water supply tariff data		+	+
Finance and pricing	Tariffs	FP_N2	Residential wastewater services tariff data		+	+
Finance and pricing	Tariffs	FP_N3	Residential recycled water supply tariff data		+	+
Finance and pricing	Revenue	FP_N4	Revenue: developer services charges levied as cash payments	+		+
Finance and pricing	Revenue	FP_N5	Revenue: developer services charges levied as non-cash contributions	+		+
Finance and pricing	Costs	FP_N6	Operating cost: purchase bulk drinking and non-drinking water		+	+
Finance and pricing	Costs	FP_N7	Operating cost: purchase bulk recycled water			+
Finance and pricing	Costs	FP_N8	Operating cost, excluding bulk water purchases, per property: water supply			+
Finance and pricing	Costs	FP_N9	Operating cost: bulk wastewater payment			+
Finance and pricing	Costs	FP_N10	Operating cost, excluding bulk wastewater charges, per property: wastewater			+
Finance and pricing	Costs	FP_N11	Capital renewal expenditure: water supply	+	+	+
Finance and pricing	Costs	FP_N12	Capital renewal expenditure: wastewater	+	+	+
Finance and pricing	Performance	FP_N13	Earnings before interest, taxes, depreciation, and amortization (EBITDA)	+		+
Finance and pricing	Performance	FP_N14	Debt to assets ratio	+		+
Finance and pricing	Performance	FP_N15	Return on assets (ROA)	+		+
Finance and pricing	Performance	FP_N16	Return on equity (ROE)	+		+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to:		
				Bulk	Very small	Major, Large, Medium, Small
Finance and pricing	Performance	FP_N17	Funds from operations (FFO) to net debt	+		+
Finance and pricing	Performance	FP_N18	Funds from operations (FFO) to net interest expenses	+		+
Finance and pricing	Costs	IF11	Operating cost: water supply	+	+	+
Finance and pricing	Costs	IF12	Operating cost: wastewater	+	+	+
Finance and pricing	Annual bill	P2	Annual residential customer bill based on 200 kL per annum: drinking water supply		+	+
Finance and pricing	Annual bill	P3	Typical residential customer bill: drinking water supply		+	+
Finance and pricing	Annual bill	P5	Annual residential customer bill based on 200 kL per annum: wastewater		+	+
Finance and pricing	Annual bill	P6	Typical residential customer bill: wastewater		+	+
Finance and pricing	Annual bill	P7	Total annual residential customer bill based on 200 kL per annum		+	+
Finance and pricing	Annual bill	P8	Total typical residential customer bill (drinking water supply and wastewater)		+	+
Finance and pricing	Revenue	E1	Percentage of wastewater only treated to a primary level		+	+
Public health and environment	Discharges and emissions	E2	Percentage of wastewater only treated to a secondary level		+	+
Public health and environment	Discharges and emissions	E3	Percentage of wastewater treated to a tertiary level		+	+
Public health and environment	Discharges and emissions	E8	Percentage of biosolids reused	+		+
Public health and environment	Water efficiency and reuse	H1	Water quality risk management guidelines used	+	+	+
Public health and environment	Water quality risk management	H3	Percentage of the population where microbiological compliance was achieved			+
Public health and environment	Water quality compliance	H4	Percentage of the population where chemical compliance is met			+
Public health and environment	Water quality compliance	H5	External assessment of risk-based drinking water management plan	+		+
Public health and environment	Water quality risk management	HE_N1	Total greenhouse gas emissions reported under the NGER scheme	+		+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to:		
				Bulk	Very small	Major, Large, Medium, Small
Public health and environment	Discharges and emissions	HE_N2	Greenhouse gas emissions reduction target/s	+		+
Public health and environment	Discharges and emissions	HE_N3	Date of last drinking water quality systems audit	+		+
Public health and environment	Water quality risk management	HE_N4	Number of boil water alerts issued			+
Public health and environment	Water quality compliance	HE_N5	Number of do not drink notices issued			+
Public health and environment	Water quality compliance	IE1	Volume of wastewater only treated to a primary level		+	+
Public health and environment	Discharges and emissions	IE2	Volume of wastewater only treated to a secondary level	+	+	+
Public health and environment	Discharges and emissions	IE3	Volume of wastewater treated to a tertiary level	+	+	+
Public health and environment	Discharges and emissions	W27	The percentage of treated effluent supplied as recycled water			+
Water resources	Sources and imports	W1	Volume of water self-sourced from climate-dependant surface water sources	+	+	+
Water resources	Sources and imports	W2	Volume of water self-sourced from groundwater sources	+	+	+
Water resources	Sources and imports	W3.1	Volume of water self-sourced from marine or estuarine water sources	+	+	+
Water resources	Sources and imports	W5	Total volume of drinking and non-drinking water, including recycled water, imported from other service providers	+	+	+
Water resources	Sources and imports	W5.3	Volume of drinking and non-drinking water, excluding recycled water, imported from other service providers	+	+	+
Water resources	Sources and imports	W6	Volume of recycled water imported from other service providers	+	+	+
Water resources	Sources and imports	W7	Total volume of drinking and non-drinking water, excluding recycled water, self-sourced and imported from other service providers	+		+
Water resources	Supply and exports	W8.3	Volume of drinking and non-drinking water, excluding recycled water, supplied to residential customers	+	+	+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to:		
				Bulk	Very small	Major, Large, Medium, Small
Water resources	Supply and exports	W9.3	Volume of drinking and non-drinking water, excluding recycled water, supplied to non-residential customers	+	+	+
Water resources	Supply and exports	W10.1	Volume of non-revenue drinking and non-drinking water, excluding recycled water	+	+	+
Water resources	Supply and exports	W11	Total volume of water supplied to residential and non-residential customers	+	+	+
Water resources	Production	W11.3	Volume of drinking water produced for supply into the urban water supply system	+		+
Water resources	Supply and exports	W12	Average volume of residential water supplied per property		+	+
Water resources	Supply and exports	W14.3	Volume of drinking and non-drinking water, excluding recycled water, exported to other service providers	+	+	+
Water resources	Supply and exports	W15	Volume of recycled water exported to other service providers	+	+	+
Water resources	Wastewater	W16	Volume of wastewater, excluding trade wastewater, collected	+	+	+
Water resources	Wastewater	W17	Volume of trade wastewater collected	+	+	+
Water resources	Wastewater	W18	Total volume of wastewater collected	+	+	+
Water resources	Wastewater	W18.1	Volume of wastewater exported to other service providers	+	+	+
Water resources	Wastewater	W18.2	Volume of wastewater received from other service providers	+	+	+
Water resources	Wastewater	W18.3	Volume of wastewater taken through sewer mining	+	+	+
Water resources	Wastewater	W18.4	Volume of wastewater inflow to wastewater treatment plants	+	+	+
Water resources	Wastewater	W18.5	Volume of treated effluent outflow from wastewater treatment plants	+	+	+
Water resources	Wastewater	W19	Average volume of wastewater collected per property		+	+
Water resources	Supply and exports	W20	Volume of recycled water supplied to residential customers	+	+	+
Water resources	Supply and exports	W21	Volume of recycled water supplied to non-residential customers	+	+	+

Indicator theme	Indicator subtheme	Indicator code	Indicator name	Applies to:		
				Bulk	Very small	Major, Large, Medium, Small
Water resources	Supply and exports	W23	Volume of recycled water supplied as environmental flows	+	+	+
Water resources	Supply and exports	W25.1	Volume of recycled water supplied to manage aquifer recharge	+	+	+
Water resources	Supply and exports	W26	Total volume of recycled water supplied	+	+	+
Water resources	Wastewater	W29	Volume of effluent discharged	+	+	+
Water resources	Wastewater	W30	Volume of wastewater losses and spills	+	+	+
Water resources	Supply and exports	W31	Volume of drinking and non-drinking water, excluding recycled water, returned to surface water	+		+
Water resources	Sources and imports	WR_N1	Volume of stormwater harvested for supply as recycled water	+	+	+
Water resources	Supply and exports	WR_N2	Volume of drinking and non-drinking water, excluding recycled water, supplied for own use	+	+	+
Water resources	Supply and exports	WR_N3	Volume of recycled water supplied for own use	+	+	+
Water resources	Supply and exports	WR_N4	Volume of non-revenue recycled water supplied for beneficial reuse	+	+	+
Water resources	Restrictions	WR_N5	Number of days spent at level 1 restriction			+
Water resources	Restrictions	WR_N6	Number of days spent at level 2 restriction			+
Water resources	Restrictions	WR_N7	Number of days spent at or greater than level 3 restriction			+