



National Performance Report: water and wastewater service providers (NPR)

The National Performance Report: water and wastewater service providers (NPR) provides an annual, independent benchmark of pricing and service quality of Australian water and wastewater service providers.

What is included in the report?

The 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.

Following the expansion of the National Performance Reporting Framework, from the 2024–25 reporting year 300 entities are required to report. This includes 211 service providers with less than 10,000 connected properties.

What are the benefits of the report?

The report benchmarks different factors that influence the cost and quality of 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.

Legend

- Reporting regions included in the NPR Framework
- State boundary
- Bulk water authorities

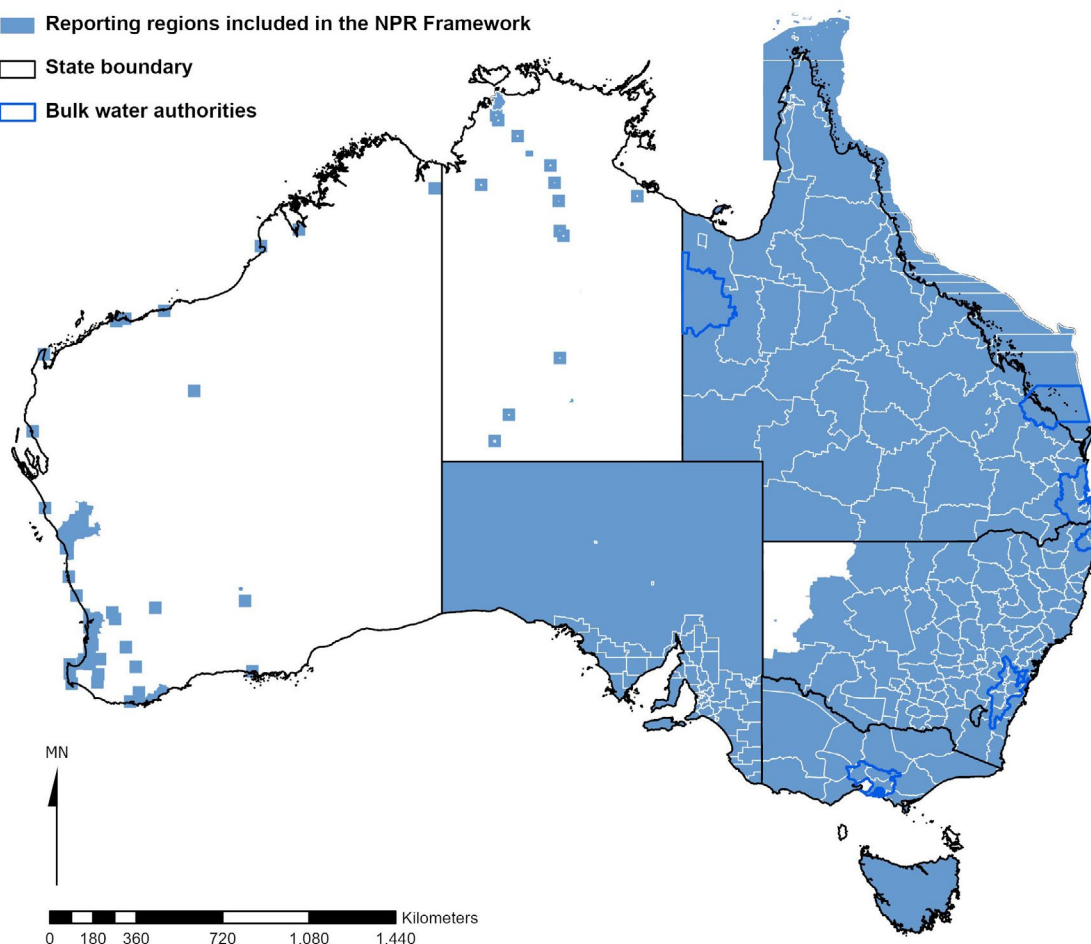


Figure 1. The map shows the approximate locations of the reporting regions for service providers included in the National Performance Report Framework for the 2024–25 reporting year.

The National Performance Reporting Framework is a key element of 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 National Performance Report at www.bom.gov.au/water/npr

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