



OFFICIAL

# National Performance Report (NPR) Subset Consultation Report

For South Australian Water Industry Entities with <10,000 Connected Properties



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#### Acknowledgement of Country

As guests here on Kaurna land, we acknowledge everything this department does impacts on Aboriginal country, the sea, the sky, its people and their spiritual and cultural connection which have existed since the first sunrise. Our responsibility is to share our collective knowledge, recognise a difficult history, respect the relationships made over time, and create a stronger future. We are ready to walk, learn and work together.

Date:	Comment:
19/04/2023	Final version
08/05/2023	Update to include derived indicators in Figure 2 and Appendix A

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## National Performance Reporting Background

The National Performance Report (NPR) framework supports commitments made by states and territories under the [National Water Initiative](#) (NWI), to report publicly and independently on the performance of urban water utilities. The NPR is published annually by the Bureau of Meteorology.

A major review of the NPR framework was undertaken in 2019 and as a result a set of recommendations were delivered to ensure the NPR's relevance and value into the future. In response to some of the recommendations an [Indicator Review](#) was undertaken in 2021 which sought to identify a set of nationally relevant and future focused themes, outcome areas and reporting metrics.

The Indicator Review was undertaken by Hydrology and Risk Consulting (HARC) in partnership with Aither and Risk Edge Consulting. The Review engaged with existing and potential users through consultation, workshops, and briefing papers. Local government, privately owned and state-owned corporation service providers with less than 10,000 connected properties do not currently report under the Framework. The Review considered whether reporting should be extended to include service providers with less than 10,000 connected properties.

The [National Performance Reporting Framework Indicator Review Report](#) recommends that all entities, regardless of their number of connections, report under the Framework and that the Framework adopts a tiered reporting approach, such that small providers are only required to report on a subset of the indicators.

The Office of the Technical Regulator (OTR) is one of two Jurisdictional Coordinators for NPR Reporting in South Australia in conjunction with the Department for Environment and Water. The OTR recognises that whilst the introduction of performance reporting for smaller water entities brings many benefits, it is essential that the data being requested is relevant and valuable for the stakeholders that use the data.

## Targeted Consultation Process

It was identified that further work was required to determine a balanced subset for potential reporting by South Australian water industry entities with <10,000 connections. If future NPR reporting is required by smaller water industry entities in South Australia it could see the inclusion of over 60 water industry entities that provide water, wastewater and/or non-drinking water services.

Targeted consultation started early in January 2023 and responses were received up until early March 2023. A draft performance reporting indicator subset for water entities with <10,000 connections was provided for the consultation process. Stakeholders were asked to identify whether the data from the indicators would be of relevance to their organisation through a traffic light system: Green: we would use, Orange: we may use and Red: we would

not use. There was also the opportunity to provide further feedback and comments. The draft subset provided to stakeholders consisted of 93 reported indicators (excluding derived indicators) which is the recommended subset for service providers with <10,000 connections in the [NPR Framework Indicator Review Report](#). In contrast the NPR Framework Indicator Review Report for >10,000 connected properties has 100 directly reported indicators (excluding derived indicators).

Key water industry stakeholder groups were identified for the targeted consultation. These groups were identified because the proposed indicator subset for NPR reporting may either directly impact them through the requirement to report or being a data user. The stakeholders included South Australian water industry entities, researchers, private organisations, industry associations and committees and state government agencies.

The objective of the consultation was to gain insight into how useful and relevant the data would be to data users as well as identifying opportunities to streamline data collection to avoid duplication in reporting.

## Responses Received

There were 45 consultation responses submitted, 30 of which were from water industry entities. Participants completed the traffic light system to indicate the usefulness of data for their organisation. The main themes that came through in the additional feedback echoed comments previously received in the SA NPR trials. Figure 1 outlines the profile of participants.

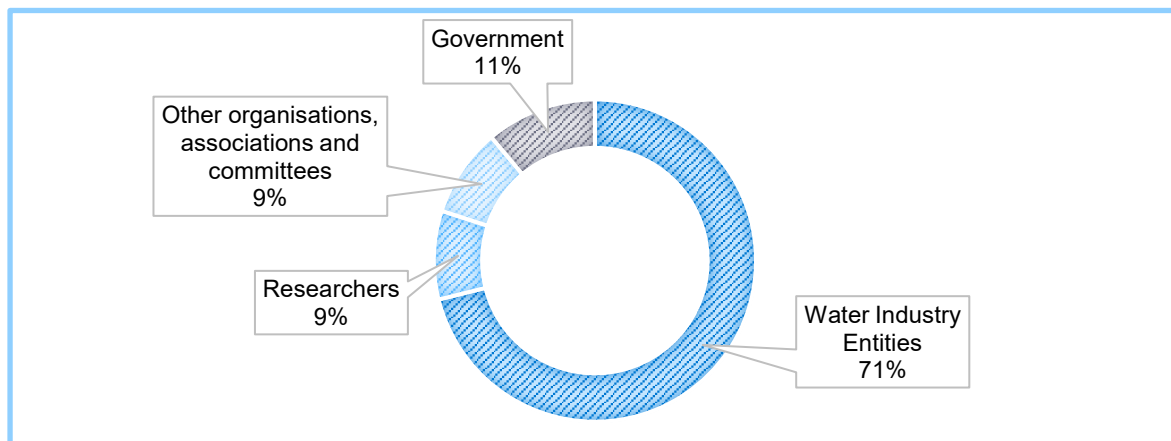


Figure 1 Consultation responses - profile of participants.

## Consultation Outcomes

The OTR sought to interrogate the current NPR Indicator Review recommended subset of 93 directly reported indicators for <10,000 connections to ensure that useful and valuable information is collected for stakeholders, whilst minimizing the regulatory reporting burden on South Australian water entities.

## National Performance Report (NPR) Subset Consultation Report – for South Australian Water Industry Entities with <10,000 Connections

The consultation feedback received, along with feedback from the [South Australian NPR Trials](#) has helped shape and further reduce the draft indicator subset for <10,000 connections in South Australia. The OTR has proposed that the South Australian indicator subset be reduced from 93 reported indicators to 60 reported indicators (excluding derived indicators), which is a 35% reduction from the recommended subset in the NPR Indicator Review Report as outlined in Figure 2. Derived indicators are calculated from other information and are not directly reported by service providers, this means they do not increase the reporting burden for water industry entities. The proposed subset will retain 27 derived indicators of the 34 derived indicators in the NPR Indicator Review recommended subset.

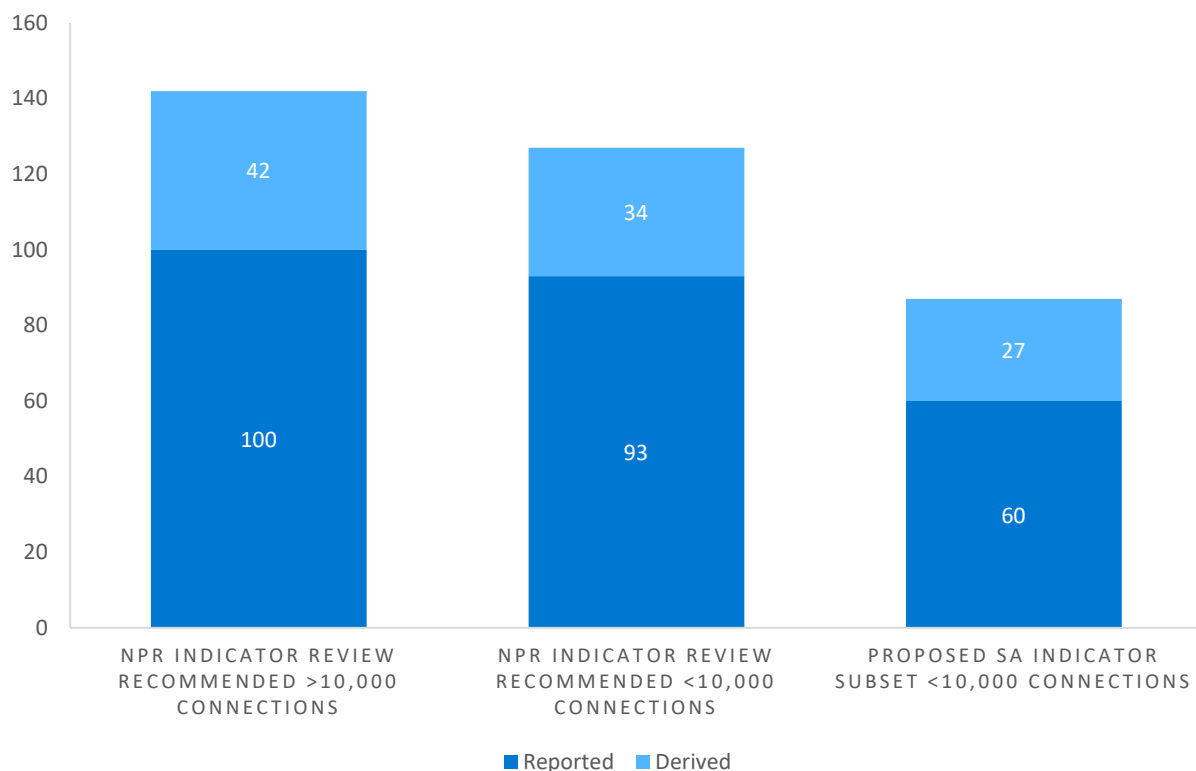


Figure 2 Comparison of NPR Indicator Review recommended indicators and proposed SA <10,000 indicator subset.

The below points outline the processes undertaken in order to streamline and reduce the number of directly reported indicators from 93 to the proposed subset of 60 indicators for <10,000 connections in South Australia.

- Reviewing, analysing and considering results and feedback received from the targeted consultation and SA NPR Trials.
- Comparison of reporting alignments and similarities with other state and federal water industry reporting requirements.

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- Discussions with subject matter experts to further assess relevance of some indicators for smaller water entities in South Australia.
- Ensuring the indicators selected are representative of commitments made under the NWI to report publicly and independently on the performance of water utilities through benchmarking of pricing and service quality.

Of the proposed 60 reported indicators for <10,000 connections it was identified that there are 36 indicators which either directly align or are similar with other industry reporting requirements. Only where a water entity provides all service types would they then be required to report on all 60 proposed indicators. For a complete list of the proposed SA Indicator Subset, refer to Appendix A. Figure 3 demonstrates the number of indicators from the proposed subset that a water industry entity in South Australia may be required to report against based on the type of service they provide.

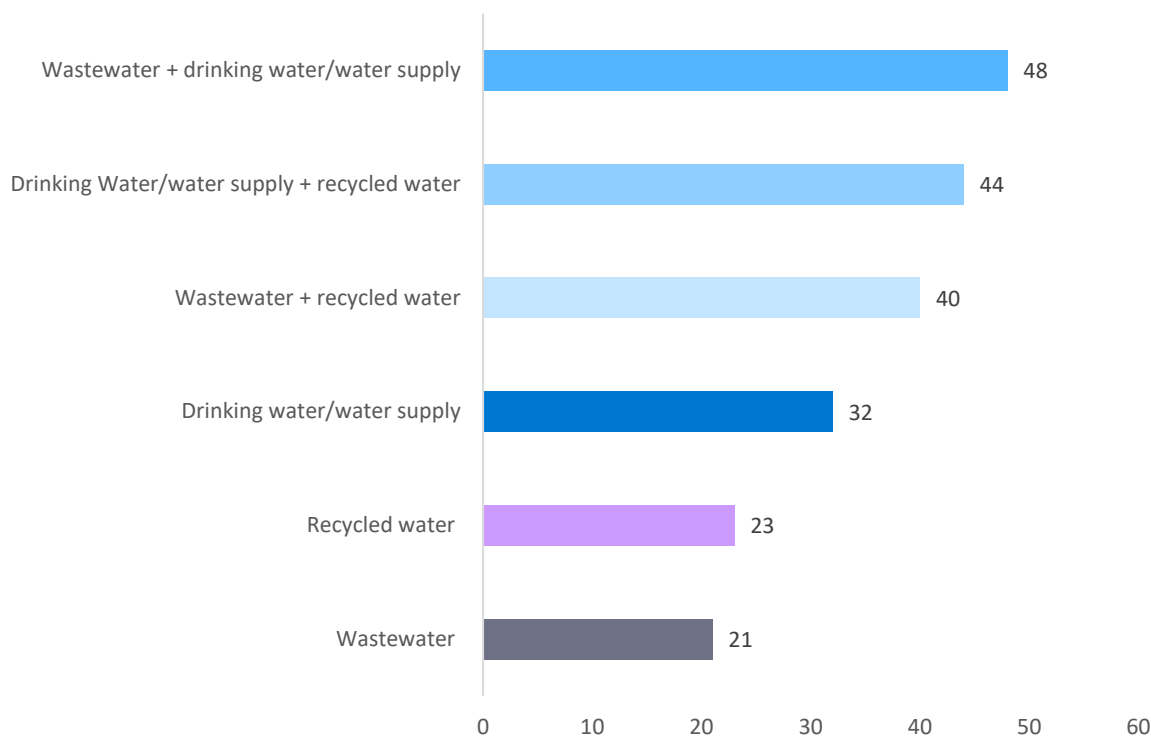


Figure 3 Proposed <10,000 subset of reportable indicators for SA - breakdown by service types.

The reporting requirements based on the service being provided is an important factor, especially considering the nature of water entities with <10,000 connections in South Australia. In South Australia the majority of water industry entities with <10,000 connections provide a wastewater service with very few schemes supplying drinking water.

As part of the SA NPR trials, OTR used the Queensland SWIM (Statewide Water Information Management) system which enables 'one stop shop' reporting for various State and Commonwealth agencies that require data. It is critical that any NPR reporting is as streamlined as possible. One of the main aims with the possible introduction of NPR reporting for <10,000 connections in South Australia is to explore all avenues that simplify

and streamline reporting as well as ensuring that the data collected is useful for stakeholders. Further information on the SWIM trial can be found in the [Summary of the South Australian NPR Trial Report](#).

## Conclusion

The OTR extends its thanks to all participants who shared their insights and knowledge as part of this targeted consultation. The information received has helped shape and further reduce the draft indicator subset for <10,000 connections in South Australia.

This consultation has ensured that the proposed SA subset is relevant, valuable, and balanced for those using the data whilst minimizing duplicate reporting and regulatory burden on entities who are reporting.

If you wish to discuss any of the details in this report, please contact the Water and Sewerage Infrastructure Team at the OTR using the contact details provided on the last page of this report. The OTR will continue to communicate with stakeholders as further information about the NPR is finalised.

*For South Australian NPR updates visit <https://otr.sa.gov.au/>*

*For NPR updates visit <http://www.bom.gov.au/water/npr>*



## Appendix A – Proposed SA <10,000 Subset

NPR Indicator Review subset for <10,000s with proposed subset for South Australia.

Units	Old NPR Code	New NPR Code	Category	Sub-category	New NPR Indicator	Proposed SA Subset	Data Source
Count	IA8	IA8	Assets and operations	Reliability	Number of water main breaks	include	reported
mains breaks/100 km	A8	A8	Assets and operations	Reliability	Number of water main breaks per 100km of water mains	include	derived
L/service connection/day	A10	A10	Assets and operations	Losses	Real losses, per service connection, from the drinking water supply system	exclude	reported
kL/km water main/day	A11	A11	Assets and operations	Losses	Real losses, per kilometre of water main, from the drinking water supply system	include	reported
per 100 km sewer mains	A14	A14	Assets and operations	Reliability	Number of sewerage mains breaks, leaks and chokes per 100 km of sewerage mains	include	reported
per 1000 connections	A15	A15	Assets and operations	Reliability	Number of property connection sewer breaks, leaks and chokes per 1,000 properties	include	reported
Count	IC17	IC17	Assets and operations	Reliability	Number of unplanned interruptions: drinking water supply	include	reported
Interruptions/ 1,000 properties	C17	C17	Assets and operations	Reliability	Number of unplanned interruptions per 1,000 properties: drinking water supply	include	derived
mins	C15	C15	Assets and operations	Reliability	Average duration of an unplanned interruption: drinking water supply	include	reported
000s	C1	C1	Contextual information	Population	Estimated population receiving water supply services	exclude	reported

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Units	Old NPR Code	New NPR Code	Category	Sub-category	New NPR Indicator	Proposed SA Subset	Data Source
000s	C2	C2	Contextual information	Connections	Number of connected residential properties: water supply	include	reported
000s	C3	C3	Contextual information	Connections	Number of connected non-residential properties: water supply	include	reported
properties	C4	C4	Contextual information	Connections	Total number of connected properties: water supply	include	derived
000s	C6	C6	Contextual information	Connections	Number of connected residential properties: wastewater	include	reported
000s	C7	C7	Contextual information	Connections	Number of connected non-residential properties: wastewater	include	reported
properties	C8	C8	Contextual information	Connections	Total number of connected properties: wastewater	include	derived
		CI_N 1	Contextual information	Connections	Number of connected residential properties: recycled water	include	reported
		CI_N 2	Contextual information	Connections	Number of connected non-residential properties: recycled water	include	reported
km	A2	A2	Contextual information	Piped networks	Length of water supply mains	include	reported
properties/km	A3	A3	Contextual information	Piped networks	Number of properties served per km of water main	include	derived
Count	A1	A1	Contextual information	Treatment plants	Number of water treatment plants providing full treatment	exclude	reported
Count	A4	A4	Contextual information	Treatment plants	Number of wastewater treatment plants	include	reported
km	A5	A5	Contextual information	Piped networks	Length of sewer mains and channels	include	reported
properties/km	A6	A6	Contextual information	Piped networks	Number of properties served per km of sewer main	include	derived
Count	IC11	IC11	Customer and communities	Complaints	Number of wastewater	include	reported

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Units	Old NPR Code	New NPR Code	Category	Sub-category	New NPR Indicator	Proposed SA Subset	Data Source
					service complaints		
Complaints/ 1,000 properties	C11	C11	Customer and communities	Complaints	Number of wastewater service complaints per 1,000 properties	include	derived
Count	IC9	IC9	Customer and communities	Complaints	Number of drinking water quality complaints: water supply	include	reported
Complaints/ 1,000 properties	C9	C9	Customer and communities	Complaints	Number of drinking water quality complaints per 1,000 properties: water supply	include	derived
Count	IC10	IC10	Customer and communities	Complaints	Number of drinking water service complaints	include	reported
Complaints/ 1,000 properties	C10	C10	Customer and communities	Complaints	Number of drinking water service complaints per 1,000 properties	include	derived
Count	IC18	IC18	Customer and communities	Billing	Number of restrictions for non-payment of water bills	include	reported
Restrictions/ 1,000 properties	C18	C18	Customer and communities	Billing	Number of restrictions for non-payment of water bills per 1,000 properties	include	derived
		CC_N 1	Customer and communities	Billing	Percentage of restriction for non-payment of water bills removed within 3 days	exclude	reported
Count	IC19	CC_N 2	Customer and communities	Billing	Percentage of restriction for non-payment of bills resulting in legal action	exclude	reported
Count	IC12	IC12	Customer and communities	Complaints	Number of drinking water and wastewater billing and account complaints	include	reported
Complaints/ 1,000 properties	C12	C12	Customer and communities	Complaints	Number of drinking water and wastewater billing and account complaints per 1,000 properties	include	derived

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Units	Old NPR Code	New NPR Code	Category	Sub-category	New NPR Indicator	Proposed SA Subset	Data Source
Count	IC13	IC13	Customer and communities	Complaints	Total number of complaints	include	reported
\$,000	F1	F1	Finance and pricing	Revenue	Revenue: drinking and non-drinking water	include	reported
\$,000	F2	F2	Finance and pricing	Revenue	Revenue: wastewater	include	reported
		FP_N 4	Finance and pricing	Revenue	Revenue: developer services charges levied as cash payments	include	reported
		FP_N 5	Finance and pricing	Revenue	Revenue: developer services charges levied as non-cash contributions	include	reported
\$,000	F3	F3	Finance and pricing	Revenue	Total income for the service provider	include	reported
\$,000	F25	F25	Finance and pricing	Revenue	Community service obligation	exclude	reported
	F8	F8	Finance and pricing	Revenue	Community service obligation ratio	exclude	derived
		FP_N 6	Finance and pricing	Costs	Operating cost: purchase bulk potable and raw water	include	reported
		FP_N 7	Finance and pricing	Costs	Operating cost: purchase bulk recycled water	exclude	reported
\$/property		FP_N 8	Finance and pricing	Costs	Operating cost, excluding bulk water purchases, per property: water supply	include	derived
\$,000	IF11	IF11	Finance and pricing	Costs	Operating cost: water supply	include	reported
\$,000	IF12	IF12	Finance and pricing	Costs	Operating cost: wastewater	include	reported
\$,000	F14	F14	Finance and pricing	Costs	Capital expenditure: water supply	include	reported
		FP_N 11	Finance and pricing	Costs	Capital renewal expenditure: water supply	include	reported
\$,000	F15	F15	Finance and pricing	Costs	Capital expenditure: wastewater	include	reported
		FP_N 12	Finance and pricing	Costs	Capital renewal expenditure: wastewater	include	reported
\$,000	F26	F26	Finance and pricing	Revenue	Capital works grants: water supply	include	reported

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Units	Old NPR Code	New NPR Code	Category	Sub-category	New NPR Indicator	Proposed SA Subset	Data Source
\$,000	F27	F27	Finance and pricing	Revenue	Capital works grants: wastewater	include	reported
\$/property	F28	F28	Finance and pricing	Costs	Capital expenditure per property: water supply	include	derived
\$/property	F29	F29	Finance and pricing	Costs	Capital expenditure per property: wastewater	include	derived
\$,000	F16	F16	Finance and pricing	Costs	Total capital expenditure: water supply and wastewater	exclude	reported
\$,000	F20	F20	Finance and pricing	Performance	Dividend	exclude	reported
\$,000	F24	F24	Finance and pricing	Performance	Net profit after tax (NPAT)	exclude	reported
	F30	F30	Finance and pricing	Performance	Net profit after tax (NPAT) ratio	exclude	derived
%	F22	F22	Finance and pricing	Costs	Net debt to equity	exclude	reported
		FP_N 9	Finance and pricing	Costs	Operating cost: bulk wastewater charges	exclude	reported
\$/property		FP_N 10	Finance and pricing	Costs	Operating cost, excluding bulk water purchases, per property: wastewater supply	include	derived
		FP_N 13	Finance and pricing	Performance	Earnings Before Interest, Taxes, Depreciation, and Amortization (EBITDA)	exclude	reported
		FP_N 14	Finance and pricing	Performance	Debt to assets ratio	exclude	reported
		FP_N 15	Finance and pricing	Performance	Return on assets (ROA)	exclude	reported
		FP_N 16	Finance and pricing	Performance	Return on equity (ROE)	exclude	reported
		FP_N 17	Finance and pricing	Performance	Funds from operations (FFO) to net debt	exclude	reported
		FP_N 18	Finance and pricing	Performance	Funds from operating (FFO) to net interest expenses	exclude	reported
Text	P1	FP_N 1	Finance and pricing	Pricing	Residential Drinking water supply tariff data	include	reported
\$/kL	P1.12	FP_N 2	Finance and pricing	Pricing	Residential wastewater services tariff data	include	reported

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Units	Old NPR Code	New NPR Code	Category	Sub-category	New NPR Indicator	Proposed SA Subset	Data Source
\$/KL	P4.2	FP_N 3	Finance and pricing	Pricing	Residential recycled water supply tariff data	include	reported
\$	P2	P2	Finance and pricing	Annual Bill	Annual residential customer bill based on 200 KL per annum: drinking water supply	include	derived
\$	P5	P5	Finance and pricing	Annual Bill	Annual residential customer bill based on 200 KL per annum: wastewater	include	derived
\$	P7	P7	Finance and pricing	Annual Bill	Total annual residential customer bill based on 200 KL per annum	include	derived
\$	P3	P3	Finance and pricing	Annual Bill	Typical residential customer bill: drinking water supply	include	derived
\$	P6	P6	Finance and pricing	Annual Bill	Typical residential customer bill: wastewater	include	derived
\$	P8	P8	Finance and pricing	Annual Bill	Total typical residential customer bill	include	derived
ML	IE1	IE1	Public health and environment	Discharges and emissions	Volume of wastewater treated to a primary level	exclude	reported
%	E1	E1	Public health and environment	Discharges and emissions	Percentage of wastewater treated to a primary level	exclude	derived
ML	IE2	IE2	Public health and environment	Discharges and emissions	Volume of wastewater treated to a secondary level	exclude	reported
%	E2	E2	Public health and environment	Discharges and emissions	Percentage of wastewater treated to a secondary level	exclude	derived
ML	IE3	IE3	Public health and environment	Discharges and emissions	Volume of wastewater treated to a tertiary level	exclude	reported
%	E3	E3	Public health and environment	Discharges and emissions	Percentage of wastewater treated to a tertiary level	exclude	derived
Text	H1	H1	Public health and environment	Water Quality Risk Management	Water quality risk management guidelines	include	reported

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Units	Old NPR Code	New NPR Code	Category	Sub-category	New NPR Indicator	Proposed SA Subset	Data Source
%	H3	H3	Public health and environment	Water Quality Compliance	Percentage of the population where microbiological compliance was achieved	exclude	reported
Count	H4	H4	Public health and environment	Water Quality Compliance	Percentage of the population provided with chemically compliant drinking water	exclude	reported
yes/no	H5	H5	Public health and environment	Water Quality Risk Management	External assessment of risk-based drinking water management plan	exclude	reported
		HE_N3	Public health and environment	Water Quality Risk Management	Date of last drinking water quality systems audit	exclude	reported
		HE_N4	Public health and environment	Water Quality Compliance	Number of boil water alerts issued	exclude	reported
		HE_N5	Public health and environment	Water Quality Compliance	Number of do not drink notices issued	exclude	reported
%	E8	E8	Public health and environment	Efficiency	Percentage of biosolids reused	exclude	reported
%	W27	W27	Public health and environment	Efficiency	The percentage of treated effluent supplied as recycled water	exclude	derived
		WR_N1	Water resources	Sources and imports	Volume of stormwater harvest for supply as recycled water	include	reported
		WR_N2	Water resources	Supply and exports	Volume of drinking and non-drinking water, excluding recycled water, supplied for own use	include	reported
		WR_N3	Water resources	Supply and exports	Volume of recycled water supplied for own use	include	reported
		WR_N4	Water resources	Supply and exports	Volume of non-revenue recycled water supplied for beneficial reuse	include	reported
ML	W1	W1	Water resources	Sources and imports	Volume of water self-sourced from climate-dependent	include	reported

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Units	Old NPR Code	New NPR Code	Category	Sub-category	New NPR Indicator	Proposed SA Subset	Data Source
					surface water sources		
ML	W2	W2	Water resources	Sources and imports	Volume of water self-sourced from groundwater sources	include	reported
ML	W3.1	W3.1	Water resources	Sources and imports	Volume of water self-sourced from marine or estuarine water sources	include	reported
ML	W7	W7	Water resources	Sources and imports	Total volume of drinking and non-drinking water, including recycled water, self sourced and imported from other service providers	exclude	derived
ML	W6	W6	Water resources	Sources and imports	Volume of recycled water imported from other service providers	include	reported
ML	W5.3	W5.3	Water resources	Sources and imports	Volume of drinking and non-drinking water, excluding recycled water, imported from other service providers	include	reported
ML	W5	W5	Water resources	Sources and imports	Total volume of drinking and non-drinking water, including recycled water, imported from other service providers	include	derived
ML	W16	W16	Water resources	Wastewater	Volume of wastewater, excluding trade wastewater, collected	include	reported
ML	W17	W17	Water resources	Wastewater	Volume of trade wastewater collected	include	reported
ML	W18.3	W18.3	Water resources	Wastewater	Volume of wastewater taken through sewer mining	exclude	reported
ML	W18.2	W18.2	Water resources	Wastewater	Volume of wastewater received from other service providers	exclude	reported



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Units	Old NPR Code	New NPR Code	Category	Sub-category	New NPR Indicator	Proposed SA Subset	Data Source
ML	W18.1	W18.1	Water resources	Wastewater	Volume of wastewater exported to other service providers	exclude	reported
ML	W18	W18	Water resources	Wastewater	Total volume of wastewater collected	include	derived
ML/property	W19	W19	Water resources	Wastewater	Average volume of wastewater collected per property	include	derived
ML	W29	W29	Water resources	Wastewater	Volume of effluent discharged	include	reported
ML	W20	W20	Water resources	Supply and exports	Volume of recycled water supplied to residential customers	include	reported
ML	W21	W21	Water resources	Supply and exports	Volume of recycled water supplied to non-residential customers	include	reported
ML	W23	W23	Water resources	Supply and exports	Volume of recycled water supplied as environmental flows	include	reported
ML	W25.1	W25.1	Water resources	Supply and exports	Volume of recycled water supplied to managed aquifer recharge	include	reported
ML	W15	W15	Water resources	Supply and exports	Volume of recycled water exported to other service providers	include	reported
ML	W26	W26	Water resources	Supply and exports	Total volume of recycled water supplied	include	derived
ML	W11.3	W11.3	Water resources	Production	Volume of drinking water produced for supply into the urban water system	exclude	reported
ML	W11	W11	Water resources	Supply and exports	Total volume of urban water supplied	include	derived
ML/property	W12	W12	Water resources	Supply and exports	Average volume of residential water supplied per property	include	derived
ML	W10.1	W10.1	Water resources	Supply and exports	Volume of non-revenue drinking and non-drinking water, excluding recycled water	include	reported

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Units	Old NPR Code	New NPR Code	Category	Sub-category	New NPR Indicator	Proposed SA Subset	Data Source
ML	W31	W31	Water resources	Supply and exports	Volume of drinking and non-drinking water, excluding recycled water, returned to surface water	exclude	reported
ML	W8.3	W8.3	Water resources	Supply and exports	Volume of drinking and non-drinking water, excluding recycled water, supplied to residential customers	include	reported
ML	W9.3	W9.3	Water resources	Supply and exports	Volume of drinking and non-drinking water, excluding recycled water, supplied to non-residential customers	include	reported
ML	W14.3	W14.3	Water resources	Supply and exports	Volume of drinking and non-drinking water, excluding recycled water, exported to other service providers	include	reported

## Further information

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