

APPENDIX D: OVERVIEW OF SERVICE QUALITY AND PERFORMANCE - NON-NPR INDICATORS AND OTHER JURISDICTIONS / SAMPS

Appendix D lists the non-NPR indicators that are used by other regulators in State-based performance reporting and identifies indicators previously used by DEWS in strategic asset management plan (SAMP) reporting.

<i>Non-NPR Indicators</i>	<i>IPART</i>	<i>ESC</i>	<i>ERA</i>	<i>ICRC</i>	<i>OTTER (Tas)</i>	<i>DEWS - SAMPS</i>
LOSSES						
Sewer main breaks and chokes caused by tree-roots (Number)	-	-	-	YES	-	-
Sewer inflow and infiltration (ratio)	-	-	-	-	-	YES
CUSTOMERS						
Non-payment restrictions (days)	-	YES	-	-	YES	-
Debt levels for customers subject to restrictions and legal action (\$)	-	YES	-	-	YES (res and non-res)	-
Hardship grants (no)	-	YES	-	-	YES	-
Physical visits (no)	-	YES	-	-	-	-
Payments on time (%)	-	-	-	-	YES	-
Flexible payment plans (number)	-	-	-	-	YES	-
Number on payment plans restricted in previous 24 months	-	-	-	-	YES	-
Customers using direct debit (Number)	-	-	-	-	YES	-
Customers owing more than \$500	-	-	-	-	YES	-
Concession recipients (number)	-	-	-	-	YES	-
Water quality incidents (/1000 properties)	-	-	-	-	-	YES

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Unplanned interruptions - water	YES (min/customer)	-	-	YES (number)	-	-
Water pressure failure (no of properties)	YES	-	YES (% to standard)	-	-	YES (Minimum)
Bursts and leaks (Priority 1,2, 3)	-	YES	-	YES (damage to property)	YES	-
Responses within 24 hours	-	-	-	YES	-	-
Minutes to respond to bursts and leaks	-	YES	-	-	-	-
Time taken to rectify bursts and leaks (average minutes)	-	YES	-	-	-	YES
Water supply interruptions, planned and unplanned (/100km of water main)	-	YES	-	-	YES	-
Water supply restored within 5 hours (%)	-	YES	-	-	YES	YES
Customers receiving 1,2,3,4,5, and 6+ water supply interruptions in a year	-	YES	-	-	YES (>5)	YES (%>1)
Customers affected by interruptions longer than 5 hours	YES	YES	-	-	-	-
Customers affected by interruptions longer than 1 hour	YES	-	YES (% not affected)	-	-	-
Customers affected by planned interruptions in peak hours	-	YES	-	-	-	-
Non-revenue water (unaccounted for)	-	YES	-	YES (%)	YES (%)	-
Planned interruptions - water (number)	-	-	-	YES	-	-
Duration of planned water supply interruption (minutes)	-	-	-	YES	YES	YES
Planned interruptions per 1000 properties	-	-	-	YES	YES	-
Planned interruption average (minutes/property)	-	-	-	YES	YES	-
Planned interruptions relative to unplanned	-	-	-	-	-	YES
Unplanned interruptions - sewerage (number)	-	-	-	YES	-	--

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Sewerage outages per 1000 properties	-	-	-	YES	-	-
Total response time to sewerage blockage (minutes)	-	YES	-	-	YES	-
Time taken to repair sewerage blockage (minutes)	-	YES	-	-	-	-
Customers receiving 3 sewerage blockages in a year	-	YES	-	-	YES	-
Sewer spills from reticulation and branch sewers	-	YES	-	-	YES	-
Sewer spills from reticulation and branch sewers fully contained within 5 hours	-	YES	-	-	YES	-
Sewer spills to a customer's property	-	YES	-	-	-	YES
Sewer supply customer interruptions restored within x hours	-	YES	-	-	-	-
Customer sewer spills in a house not contained within 1 hour	-	YES	-	-	-	-
Number of events and volume of sewage spilt from emergency relief structures	-	YES	-	-	-	-
Sewerage treatment standards (% of samples compliant)	-	YES	-	-	-	-
Uncontrolled dry weather sewerage overflows (no of properties)	YES	-	-	-	-	-
Properties experiencing 3 or more dry weather overflows	YES	-	-	-	-	-
Sewerage spills (any) /100km main	-	-	-	-	-	YES
Call connect time to operator	-	YES	-	-	-	-
Flow rate complaints (/100 customers)	-	YES	-	-	-	YES (Minimum, % of connections)
Sewerage odour complaints (/100 customers)	YES (Number)	YES	-	YES (number)	-	YES (/1000 connections)
Other complaints (/100 customers)	-	YES	-	-	-	-
GSL payments or rebates paid (number)	-	YES	-	YES	-	-

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Value of Rebates (\$)	-	-	-	YES	-	-
Instalment plans (no)	-	YES	-	-	-	-
Complaints resolved within 10 days (% 2-10 days, %<2 days) (Sydney Water)	YES	-	-	-	-	-
Complaints with substantive response within 10 days (Hunter Water)	YES	-	-	-	-	-
Complaints referred to ombudsman (Number)	YES	-	-	-	-	-
Complaints - property damage - water	-	-	-	YES (number)	-	-
Complaints - property damage (sewerage)	-	-	-	YES (number)	-	-
Complaints - meters - water	-	-	-	YES (number)	-	-
Complaints - failure to provide notice - water	-	-	-	YES (number)	-	-
Complaints - failure to provide notice - sewerage	-	-	-	YES (number)	-	-
Complaints - unplanned interruptions - water	-	-	-	YES (number)	-	-
Complaints - unplanned interruptions - sewerage	-	-	-	YES (number)	-	-
Other complaints	-	-	-	YES (number)	-	-
Complaints - water acknowledged in 10 days	-	-	-	YES (number)	YES (%)	-
Complaints - water - responded to within 20 days	-	-	-	YES (number)	-	-
Complaints - sewerage- acknowledged in 10 days	-	-	-	YES (number)	-	-
Complaints - sewerage - responded to within 20 days	-	-	-	YES (number)	-	-
Response to non-urgent incident	-	-	-	-	-	YES
ENVIRONMENT						
Volume of trade waste collected (ML)	-	YES	-	-	-	-
Trade waste volume received (% of total volume)	-	YES	-	-	-	-

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Electricity consumption - water assets (kWh/ML)	YES	-	-	-	-	-
Electricity consumption - wastewater assets (kWh/ML)	YES	-	-	-	-	-
Electricity from renewable sources (%)	YES	-	-	-	-	-
PRICING AND FINANCE						
Revenue per property (total)	YES	-	-	-	-	-
Revenue variations from determination (%)	YES	-	-	-	-	-
Water sales variation from determination (%)	YES	-	-	-	-	-
COSTS						
Opex variations from Determinations (%)	YES	-	-	-	-	-
Total Capex/property	YES	-	-	-	-	-
Capex variations from determinations (%)	YES	-	-	-	-	-
PUBLIC HEALTH						
Drinking water standards (% of connections meeting standards)	-	YES	-	-	-	-
Reduction in N loads to Port Philip Bay (tonnes)	-	YES	-	-	-	-
River health - % of targets achieved	-	YES	-	-	-	-