



Water

## Fact Sheet



# National Performance Report 2018-19 for urban water utilities- key points

## Background

South Australia is a signatory to the National Water Initiative Agreement. Under the agreement, the signatories agreed to report independently, publicly, and on an annual basis, benchmarking data on the pricing and service quality of urban water utilities.

The Bureau of Meteorology (**BOM**) produces annual National Performance Reports (**NPR**) on Australia's water industry on behalf of State and Territory Governments. The 2018-19 NPR was released by the BOM on 27 February 2020 and is the fourteenth in the series of national performance reports.

The Essential Services Commission (**Commission**) also separately reports on other SA Water matters such as customer service and operational performance against service standards. That report should be read along with the NPR to provide a complete picture of SA Water's performance.

### Further information

National performance report 2018-19: urban water utilities

- ▶ <http://www.bom.gov.au/water/npr/>

Regulatory performance reports

- ▶ <https://www.escosa.sa.gov.au/industry/water/regulatory-reporting/regulatory-performance-reports>

## Discussion

The NPR compares the performance of 85 water utilities (those with more than 10,000 connected properties) against 166 performance indicators covering pricing, customer service, water resources, network reliability, environmental factors (for example, greenhouse gas emissions) and health.

The report segregates utility performance against metrics by utility size. SA Water is the only South Australian NPR reporting entity and is compared against other major water utilities and against the other capital cities (excluding Hobart) in the capital city comparison.

### Comparison of major water utilities (100,000+ connected properties category)

Table 1 compares SA Water with other major utilities. Not all 15 utilities in the major group category reported against each metric.

### Comparison of major water urban centres

Table 2 is a capital city comparison, showing SA Water performance for Adelaide against the combined results of the water utilities supplying seven other capital cities

Table 1: SA Water (all South Australia) NPR results against other major Australian water utilities

Category		SA Water 2018-19 result	Change from prior year	NPR median result	SA Water ranking (highest =1)
Pricing	Typical customer bill (water and sewerage combined)	\$1,293	+2.1%	\$1,204	6 out of 15
Finance	Operational costs: water and sewerage combined (\$/property connection)	\$698	+4.8%	\$931	11 out of 14
	Capital expenditure: water (\$/property connection)	\$426	+37.9%	\$166	1 out of 14
	Capital expenditure: sewerage (\$/property connection)	\$346	+62.6%	\$249	2 out of 14
Asset	Duration of unplanned water interruptions (average minutes of interruption)	240.4 minutes	+6.2%	126.3 minutes	2 out of 14
	Water main breaks (no. per 100 km of main)	15.0 breaks	+10.3%	19.9 breaks	9 out of 15
	Water losses (litres/connection/day).	78 litres	+2.6%	69.3 litres	6 out of 15
	Sewer main breaks and chokes (no. per 100 km main)	46.0 breaks	+7.0%	36.6 breaks	4 out of 15
	Property connection sewer breaks and chokes (no. per 1,000 properties)	28 breaks	unchanged	4.4 breaks	1 out of 14
Customer	Total complaints: water and sewerage combined (no. per 1,000 properties)	2.0 complaints	-9.1%	3.5 complaints	13 out of 15

Table 2: SA Water (only Adelaide) NPR rank - Australian capital cities comparison

Category		SA Water 2018-19 result	Change from prior year	NPR median result (seven capital cities)	SA Water ranking (highest =1)
Pricing	Typical customer bill (water and sewerage combined)	\$1,316	+1.9%	\$1,316	4 out of 7
Finance	Operational costs: water and sewerage combined (\$/property connection)	\$584	+5.0%	\$886	6 out of 7
Asset	Duration of unplanned water interruptions (average minutes of interruption)	243 minutes	+3.0%	129.5 minutes	1 out of 6
Customer	Total complaints: water and sewerage combined (no. per 1,000 properties)	2.1 complaints	-16.0%	2.8 complaints	6 out of 7

The Essential Services Commission is an independent statutory authority with functions in a range of essential services including water, sewerage, electricity, gas, rail and maritime services, and also has a general advisory function on economic matters. For more information, visit [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au).

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