

## Operational Performance Reporting Fact Sheet Minor and Intermediate Water Retailers

The operational performance reporting requirements of *Water Industry Guideline 3 – Regulatory Information Requirements (Water Guideline No. 3)* require Minor and Intermediate Retailers to report to the Commission each year on:

- customer complaints;
- restrictions & legal action for non-payment;
- financial support measures;
- infrastructure reliability; and
- relevant statistical information.

A minor retailer means a retailer which provides retail services to 500 or fewer connections, with minor licensee having the same meaning. An intermediate retailer means a retailer which provides retail services to more than 500 but fewer than 50,000 connections, with intermediate licensee having the same meaning.

The Commission requires operational performance monitoring and reporting for two key purposes:

- to monitor the adherence of retailers to certain customer information and supply obligations in the *Water Retail Code – Minor and Intermediate Retailers (Water Retail Code)*; and
- to inform customers about the quality and reliability of the services they receive (at an aggregate level) and identify reasons for poor performance.

The Commission will also use the data collected over time for the comparison of businesses, by gauging relative performance within an industry (comparative competition) or with businesses performing comparable operations in other industries. The data will identify baseline performance of individual businesses, providing incentives for improvement. Ultimately, operational performance reporting will provide the information and data required for developing service standards (or targets) and

for ongoing assessment of compliance with such standards.

Specifically, the Commission requires the following operational performance information:

- customer complaints by category;
- numbers of customers restricted or had legal action taken against them for non-payment of water and/or sewerage bills;
- number of customers receiving a concession, customers on a financial hardship program or on flexible payment arrangements;
- for water supplies - numbers of supply interruptions (and customers affected), average duration of unplanned interruptions, and numbers of main breaks; and
- for sewerage supplies - numbers of supply interruptions, average duration of unplanned interruptions, numbers of main breaks and chokes, and numbers of sewerage overflow events.

Retailers are also required to report on the number of customers by service, volume of water supplied, length of water and sewer mains, number of connections, and numbers of connected properties with residents requiring life support equipment.

Operational Performance Reports must be provided to the Commission annually by no later than 30 November each year.

## FURTHER INFORMATION

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Water Guideline No.3 and an explanatory memorandum are available on the Commission's website at: <http://www.escosa.sa.gov.au/water-overview/codes-guidelines/water-guidelines.aspx>

If you have any questions or would like to discuss any matter relating to regulatory reporting, please contact the Commission on 08 8463 4444 or at [escosa@escosa.sa.gov.au](mailto:escosa@escosa.sa.gov.au)



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THE ESSENTIAL SERVICES COMMISSION OF SOUTH AUSTRALIA  
Level 1, 151 Pirie Street Adelaide SA 5000 | GPO Box 2605 Adelaide SA 5001  
T 08 8463 4444 | E [escosa@escosa.sa.gov.au](mailto:escosa@escosa.sa.gov.au) | W [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)