

# WATER REGULATORY INFORMATION REQUIREMENTS

*Water Industry Guideline No. 2 (WG2/01)*

December 2012



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#### *Amendment Record*

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The Essential Services Commission of South Australia is the independent economic regulator of the electricity, gas, ports, rail and water industries in South Australia. The Commission's primary objective is the *protection of the long-term interests of South Australian consumers with respect to the price, quality and reliability of essential services*. For more information, please visit [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au).

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# 1. NATURE OF THE GUIDELINE

## 1.1 *Role of the Guideline*

- 1.1.1. The **Commission** is established under the **ESC Act** as a regulator of certain essential services in South Australia, with a primary objective of protecting the long-term interests of South Australian consumers with respect to the price, quality and reliability of those essential services.
- 1.1.2. The **Water Industry Act** provides that the water industry is declared to constitute a regulated industry for the purposes of the **ESC Act**. This declaration serves to enliven the **Commission's** general regulatory powers under the **ESC Act**.
- 1.1.3. The **Water Industry Act** provides that the **Commission** must make a **licence** subject to conditions determined by the **Commission**, which includes requiring:
  - (a) compliance with applicable codes or rules made under the **ESC Act** in force from time to time;
  - (b) the **licensee** to monitor and report as required by the **Commission** on indicators of service performance determined by the **Commission**; and
  - (c) the **licensee** to provide, in the manner and form determined by the **Commission**, such other information as the **Commission** may from time to time require.
- 1.1.4. The **Commission** has made this Guideline to specify requirements for **licensees** in relation to the manner in which specified operational data is collected, allocated, recorded and reported to the **Commission** by all **licensees**, in accordance with the operational reporting requirements schedule contained in this Guideline.

## 1.2 *Application*

- 1.2.1. This Guideline applies to **SA Water** (which has been issued with a **retail service licence** pursuant to Part 4 of the **Water Industry Act**) except to the extent that the **Commission** agrees in writing to alternative reporting arrangements.
- 1.2.2. This Guideline is a minimum requirement and the obligation of the **licensee** to comply with this Guideline is additional to any obligation imposed under any other law applying to the **licensee's** business and does not derogate from such an obligation.

- 1.2.3. The **ESC Act, retail service licences and industry codes** issued and made by the **Commission** also provide specific information gathering provisions to facilitate the provision of information to the **Commission** by **licensees**.
- 1.2.4. In particular, each **retail service licence** provides that the **licensee** must:
- (a) monitor and report to the **Commission** on its levels of compliance with the applicable **Water Retail Code** provisions and minimum service standards; and
  - (b) from time to time as required by the **Commission** and in a manner and form determined by the **Commission**, provide to the **Commission** such other information as the **Commission** may require.

### 1.3 *Definitions and Interpretation*

- 1.3.1. For the purposes of interpreting this Guideline:
- (a) words and phrases presented in a bold font such as **this** are defined in the Glossary;
  - (b) a word or phrase not defined in the Glossary will have the meaning given by the **Water Industry Act**, the **ESC Act**, the **industry codes** (as the case may be) or any other relevant regulatory instrument;
  - (c) a reference to this Guideline includes its appendices, annexures and schedules;
  - (d) words importing the singular include the plural and vice versa;
  - (e) any heading, index or table of contents is for convenience only and does not affect the construction or interpretation of this Guideline;
  - (f) a reference to any legislation or regulatory instrument includes:
    - i) all regulations, orders or instruments issued under the legislation or regulatory instrument; and
    - ii) any modification, consolidation, amendment, re-enactment, replacement or codification of such legislation or regulatory instrument;
  - (g) a reference to a **licensee** includes, without limitation, that **licensee's** administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns; and
  - (h) where an act is required to be done pursuant to this Guideline on, or by, a stipulated day which is not a **business day**, the act may be done on the following **business day**.
- 1.3.2. Explanations in this Guideline as to why certain information is required are for guidance only. They do not, in any way, limit the **Commission's** objectives, functions or powers.

## 1.4 Confidentiality

- 1.4.1 The confidentiality provisions set out in Part 5 of the **ESC Act** (“Collection and Use of Information”) will apply to any information collected by the **Commission** in accordance with this Guideline.

## 1.5 Processes for Revision

- 1.5.1. The **Commission** may, at its absolute discretion, amend or vary this Guideline from time to time when it considers such action necessary in order to meet the needs of a **licensee**, South Australian water industry customers or the **Commission**.
- 1.5.2. The **Commission** will undertake appropriate consultation with relevant **licensees** and other stakeholders as necessary in accordance with the **Commission’s** Charter of Consultation and Regulatory Practice before making any significant revisions to this Guideline.<sup>1</sup>
- 1.5.3. For all revisions to this Guideline, a commencement date will be nominated on the Amendment Record on the inside front page. The **Commission** will generally give **licensees** not less than 45 days’ prior notice of the commencement of any significant revisions of this Guideline. If the amendments are of a routine nature, or required by law, the **Commission** may elect to modify the Guideline without consultation.

## 1.6 Input from Interested Parties

- 1.6.1 The **Commission** welcomes comments, discussion, or suggestions for amendments to this Guideline from any interested party. Any contributions in this regard should be addressed to:

*Essential Services Commission of South Australia*  
*GPO Box 2605*  
*Adelaide SA 5001*  
*Facsimile: (08) 8463 4449*  
*E-mail: [escosa@escosa.sa.gov.au](mailto:escosa@escosa.sa.gov.au)*

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<sup>1</sup> The Charter can be viewed at <http://www.escosa.sa.gov.au>

## 2 INFORMATIONAL REQUIREMENTS

### 2.1 *Use of Proformas to Report Information*

- 2.1.1. The Operational Performance Proformas in Schedule 1 set out the categories of statistical information that have been identified by the **Commission** as necessary for the purpose of performing its statutory functions.
- 2.1.2. Those Operational Performance Proformas specify how and when information is to be reported to the **Commission**, including general guidance notes where relevant.
- 2.1.3. Clauses 2.3 and 2.4 detail the **Commission's** timing requirements for the provision of reports to the **Commission** by **licensees**.
- 2.1.4. Where the **Commission** needs to change the nature, context or scope of routine information it requires **licensees** to provide, it will provide additional or amended Operational Performance Proformas in Schedule 1.

### 2.2 *Additional Information Requirements*

- 2.2.1 The **Commission** may from time to time require additional performance measures to be reported by a **licensee** outside of those specified in the Operational Performance Proformas.
- 2.2.2 When seeking such information, the **Commission** will provide a **licensee** with a notice in writing setting out:
  - (a) the **Commission's** information requirements;
  - (b) the scope of any quality assurance that may be required; and
  - (c) the time by which the information is to be provided.

### 2.3 *Reporting requirements for licensees required to submit quarterly returns*

- 2.3.1 The **Commission** has determined that certain classes of **licensees**, as identified in Schedule 1, must provide the required information regularly (i.e. quarterly), in which case the required Operational Performance Proforma reports must be provided to the **Commission** in a given financial year on the following basis:
  - (a) four Quarterly Reports (in respect of the September, December, March and June quarters) in accordance with the requirements of clause 2.3.2; and

- (b) one Annual Return (in respect of the 12 month period 1 July to 30 June in any year) in accordance with the requirements of clause 2.3.3.

2.3.2 In respect of the Quarterly Report the **licensee** must:

- (a) by no later than one calendar month after the end of that quarter, submit to the **Commission**:
  - i) an electronic copy of the report using the **Commission's** spreadsheet template; and
  - ii) for the September, December, March and June quarters, a signed hard copy **responsibility statement** in accordance with clause 2.5.
- (b) ensure that the report conforms with the relevant Operational Performance Proformas and guidance notes in Schedule 1.

2.3.3 In respect of an Annual Return the **licensee** must:

- (a) unless agreed in writing with the **Commission**, by no later than 31 August immediately following the end of each regulatory year, submit to the **Commission** an electronic copy of:
  - i) a draft of the report; and
  - ii) any other report or information identified by the **Commission**;
- (b) unless agreed in writing with the **Commission**, by no later than 30 September immediately following the end of each regulatory year, submit to the **Commission** a **hardcopy** copy of:
  - i) the report;
  - ii) a signed **responsibility statement** in accordance with the requirements of clause 2.5; and
  - iii) any other report or information identified by the **Commission**;
- (c) ensure that the report sets out the full year data for the **licensee** as required under the relevant Operational Performance Proformas (i.e., data separately reported for the September, December, March and June quarters and the annual aggregate total); and
- (d) ensure that the report conforms with the relevant Operational Performance Proformas and guidance notes in Schedule 1.

## 2.4 *Reporting Requirements for licensees required to submit annual returns only*

2.4.1 The **Commission** has determined that certain classes of **licensees**, as identified in Schedule 1, need only provide an Annual Return to the **Commission** in respect of each 12 month period 1 July to 30 June.

- 2.4.2 In respect of the Annual Return, the **licensee** must:
- (a) unless agreed in writing with the **Commission**, by no later than 31 August immediately following the end of each regulatory year, submit to the **Commission**:
    - i) an electronic copy of the report using the **Commission's** spreadsheet template;
    - ii) ensure that the report conforms with the relevant Operational Performance Proformas and guidance notes in Schedule 1; and
    - iii) any other report or information identified by the **Commission**; and
  - (b) provide a signed **responsibility statement** in accordance with the requirements of clause 2.5, together with a **hardcopy** of the report.

## 2.5 *Responsibility Statement*

- 2.5.1 A **licensee** is required to provide a **responsibility statement** (in the form specified in Operational Performance Proforma OP5) evidencing responsibility for information provided to the **Commission**.
- 2.5.2 The annual **responsibility statement** must be signed and dated by:
- (a) the Chief Executive Officer of the **licensee**; or
  - (b) a person holding an equivalent position to Chief Executive Officer of the **licensee**; or
  - (c) a person to whom the Board of the **licensee** has formally delegated the exercise of the power and functions of the **licensee** at a level equivalent to that held by a Chief Executive Officer; or
  - (d) the person acting as Chief Executive Officer or equivalent position during an absence of the substantive office-holder.
- 2.5.3 A quarterly **responsibility statement** may be signed and dated:
- (a) in accordance with clause 1.1.2.5.2; or
  - (b) by a senior officer other than the Chief Executive Officer, as agreed in writing with the **Commission**.
- 2.5.4 A **responsibility statement** will be taken as evidence that the data provided by the **licensee** has been verified, is accurate and can be relied upon by the **Commission** in furtherance of the **Commission's** statutory objectives.

## 2.6 Quality Assurance Requirements

- 2.6.1 Except as expressly otherwise provided for in this Guideline or by the **Commission**, all data provided to the **Commission** under this Guideline must present a true and accurate representation of relevant circumstances, transactions or events as at the final day of a relevant reporting period.
- 2.6.2 The **retail service licences** provide that:
- (a) a **licensee** must undertake periodic audits of its operations authorised by the **retail service licence** and of its compliance with its obligations under the **retail service licence** and any applicable **industry codes** in accordance with the requirements of any applicable guideline issued by the **Commission** for this purpose;
  - (b) the **Commission** may require that the audits be undertaken by an independent expert or auditors approved by the **Commission**; and
  - (c) the results of the audits must be reported to the **Commission**, in a manner approved by the **Commission**.
- 2.6.3 Where the **Commission** requires independent assurance, on any information submitted under this Guideline, the **Commission** will give written notice to a **licensee** specifying the required scope of independent assurance and the time by which that assurance is to be provided.
- 2.6.4 Where independent assurance is required, a **licensee** must submit a report to the **Commission** in the form of an **agreed-upon procedures report** unless the **Commission** notifies the **licensee** in writing of a requirement for another form of report.
- 2.6.5 Independent assurance that is to be obtained by the **Commission** under this Guideline should be consistent with the requirements, where relevant, of Water Industry Guideline No. 1 “Compliance Systems and Reporting”.
- 2.6.6 For the purposes of this Guideline, substance is to prevail over legal form, which means that:
- (a) **regulatory reporting statements** must report the substance of transactions and events; and
  - (b) where substance and form differ, the substance rather than the legal form of a transaction or event must be reported.
- 2.6.7 A **licensee** must maintain reporting and record keeping arrangements which ensure that information provided in the **regulatory reporting statements** can be verified by the **Commission**.

## 2.7 *Data Variations*

- 2.7.1 A **licensee** must report a variation to data previously submitted to the **Commission** in either its Quarterly Report or the Annual Return in circumstances where an error has been discovered in the data previously reported.
- 2.7.2 A **licensee's** data variation report must:
- (a) be in the format advised by the **Commission**;
  - (b) be acknowledged and explained, including reasons for the variation, in a covering letter accompanying the data variations template.
- 2.7.3 The data variation template, should be sent:
- (a) electronically to [escosa@escosa.sa.gov.au](mailto:escosa@escosa.sa.gov.au); and
  - (b) in **hardcopy** to:  
Essential Services Commission of South Australia  
GPO Box 2605  
Adelaide SA 5001

# SCHEDULE 1 - OPERATIONAL PERFORMANCE PROFORMAS

The following table outlines the reporting obligations by the defined class of **licensee**.

**TABLE 1 – REPORTING RESPONSIBILITIES**

Proforma Reference	Performance Measure	Major	Intermediate	Minor
<b><u>Customer Service</u></b>				
OP1.1	Timeliness of response to telephone calls	●		
OP1.2	Customer complaints	●		
OP1.3	Timeliness of response to complaints	●		
OP1.4	Timeliness of response to water quality complaints	●		
OP1.5	Timeliness of connection	●		
OP1.6	Timeliness of processing trade waste applications	●		
<b><u>Financial</u></b>				
OP2.1	Restrictions & legal action for non-payment	●		
OP2.2	Financial support measures	●		
OP2.3	Price movements	●		
<b><u>Reliability</u></b>				
OP3.1	Water infrastructure reliability	●		
OP3.2	Timeliness of attendance at water breaks, bursts & leaks	●		
OP3.3	Timeliness of water service restoration	●		
OP3.4	Sewerage infrastructure reliability	●		
OP3.5	Timeliness of sewerage service restoration	●		
OP3.6	Timeliness of sewerage overflow attendance	●		
OP3.7	Timeliness of sewerage overflow clean up	●		
<b><u>Statistical</u></b>				
OP4.1	Statistical Information	●		
<b><u>Assurance</u></b>				
OP5	Responsibility Statement	●		

Legend:

- Full requirement
- Partial Requirement
- X Not required at this time

**Licenses** are classified according to the following three reporting classes, based on licence categories determined by the Treasurer for annual licence fee purposes (Table 2).<sup>2</sup>

**TABLE 2 – REPORTING CLASS**

Reporting Class	Licence Category	Total Connections
Major	Major	Greater than 50,000
Intermediate	Large	5,001 to 50,000
	Medium	501 to 5,000
Minor	Small	101 to 500
	Very Small	Less than 100

*Note: Unless otherwise indicated, those classes of licensee that would only be required to submit a single annual return would need to provide an annual total for the relevant metric in the 'APR-JUN' column of the Proforma.*

*The specific reporting requirements for Intermediate and Minor classes have yet to be determined.*

Where a business is unable to report a particular indicator, the cell should be left blank. Where a business has recorded no occurrences of an indicator, zero should be entered. Please do not put text in any cells except for the designated comments field provided in Proforma OP5.

Any questions relating to the performance indicators in the Guideline can be sent to: [escosa@escosa.sa.gov.au](mailto:escosa@escosa.sa.gov.au).

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<sup>2</sup> A copy of the Treasurer's licence application and licence fees for retail services advice to the Commission (August 2012) is available at <http://www.escosa.sa.gov.au/library/120831-WaterLicenceApplicationFeeandAnnualLicenceFee-Treasurer.pdf>. Note that, as for licence fee purposes, the number of connections for a retailer is determined by the sum of connections for each retail service provided. For example, a retailer providing 30,000 water services and 25,000 sewerage services would be determined to have 55,000 connections.

## PROFORMA OP1.1 – Timeliness of response to telephone calls

	QUARTER			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of <b>telephone calls</b> answered by a telephone operator				
Number of <b>telephone calls</b> answered within 30 seconds				
Percentage of <b>telephone calls</b> answered within 30 seconds (standard 85%)				
Average waiting time before a <b>telephone call</b> is answered (seconds)				
Total number of <b>abandoned telephone calls</b>				
Percentage of <b>telephone calls</b> abandoned				

### Reporting Responsibility:

- Major – quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

### General Guidance:

1. The definition requirements are as per the **NPF definitions handbook**.
2. Percentages must be provided to at least one decimal place.
3. Average waiting time before a **telephone call** is answered means the total time waited by callers before their **telephone call** was answered by the telephone operator divided by the number of calls answered.
4. Percentage of **telephone calls** abandoned means that percentage of the total number of **telephone calls** received where the caller hung up before the call was answered. The treatment of calls abandoned before 30 seconds should be in accordance with the **NPF definitions handbook** requirements.

## PROFORMA OP1.2 – Customer complaints

	QUARTER			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Number of <b>billing and account complaints</b> (water & sewerage/CWMS)				
Number of <b>water service complaints</b>				
Number of <b>drinking water flow rate or pressure complaints</b>				
Number of <b>drinking water quality complaints</b>				
Number of <b>sewerage service complaints</b> (including CWMS)				
Number of other <b>complaints</b>				
<b>Total water and sewerage service complaints</b> (including CWMS)				

### Reporting Responsibility:

- Major – quarterly.
- Intermediate - to be determined.
- Minor – to be determined.

### General Guidance:

1. Unless otherwise specified, the definitions for these statistics or performance measure are the same as adopted by the **NPF definitions handbook**.
2. The categories of 'Number of **water service complaints**' & 'Number of **drinking water flow rate or pressure complaints**' combined will provide the **NPF definitions handbook** 'water service complaints' indicator (refer indicator C10 in the 2011-12 **NPF definitions handbook**). Water Guideline No.2 seeks to separate out the 'Number of **drinking water flow rate or pressure complaints**', in lieu of establishing a separate service standard.
3. The category of '**total water and sewerage service complaints** (including CWMS)' above should match the equivalent **NPF definitions handbook** indicator (refer indicator C13 in the 2011-12 **NPF definitions handbook**), noting that the **NPF definitions handbook** indicator includes 'other' complaints.
4. The **Commission** will convert to 'complaints per 100 **customers**' using the number of account holders statistic collected under the Statistical Information component of this Guideline.

## PROFORMA OP1.3 – Timeliness of response to complaints

	QUARTER			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of <b>written complaints</b> received that do not require investigation				
Number of <b>written complaints</b> that do not require investigation <b>responded</b> to within 10 <b>business days</b>				
Percentage of <b>written complaints</b> that do not require investigation <b>responded</b> to within 10 <b>business days</b> (standard 95%)				
Total number of <b>complaints</b> received that require investigation				
Number of <b>complaints</b> where an investigation is required <b>responded</b> to within 20 <b>business days</b>				
Percentage of <b>complaints</b> where an investigation is required <b>responded</b> to within 20 <b>business days</b> (standard 95%)				

### Reporting Responsibility:

- Major – quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

### General Guidance:

1. The specification of ‘not require investigation’ above is required to avoid double counting should some **written complaints** that require investigation happen to be **responded** to within 10 **business days**. It will also ensure a correctly reported responsiveness to a non-investigation written complaint measure, by not including complaints that require investigation that have a standard that permits a **response** over a longer time period (i.e. 20 days rather than 10).
2. The second category of complaints (i.e. those requiring an investigation) does not specify mode of delivery, noting that some complaints requiring investigation will be made verbally (e.g. to a call centre operator).

*PROFORMA OP1.4 – Timeliness of response to water quality complaints*

DRINKING WATER	QUARTER							
	ADELAIDE METROPOLITAN				REGIONAL			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of Priority 1 <b>complaints</b>								
Number of Priority 1 <b>complaints responded to</b>								
<ul style="list-style-type: none"> <li>within 1 hour</li> </ul>								
Percentage of Priority 1 <b>complaints responded to:</b>								
<ul style="list-style-type: none"> <li>within 1 hour (standard 99%)</li> </ul>								
Total number of Priority 2 <b>complaints</b>								
Number of Priority 2 <b>complaints responded to:</b>								
<ul style="list-style-type: none"> <li>within 2 hours</li> </ul>								
<ul style="list-style-type: none"> <li>within 12 hours</li> </ul>								
Percentage of Priority 2 <b>complaints responded to:</b>								
<ul style="list-style-type: none"> <li>within 2 hours (standard 95%)</li> </ul>								
<ul style="list-style-type: none"> <li>within 12 hours (standard 99%)</li> </ul>								
Total no. of Priority 3 <b>complaints</b> where <b>licensee</b> has determined no further action is required								
Total number of Priority 3 <b>complaints</b> where further action is required								
No. of Priority 3 <b>complaints</b> where further action is required and the <b>customer</b> is contacted within 2 hours to negotiate <b>attendance</b> within 24 hours								
Percentage of Priority 3 <b>complaints</b> where further action is required and the <b>customer</b> is contacted within 2 hours to negotiate <b>attendance</b> within 24 hours (standard 99%)								

**Reporting Responsibility:**

- Major – quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

**General Guidance:**

1. The prioritisation of complaints is as follows:
  - Priority 1: Where there is a potential for serious risk to human health
  - Priority 2: Where there is the potential for low risk to human health
  - Priority 3: All other cases.
2. Where there are multiple measures for a category (e.g. Priority 2 – 95% responded to within 2 hours and 99% responded to within 12 hours), then the number of incidents are cumulative (e.g. the 99% responded to within 12 hours will include statistics relating to the 95% responded to within 2 hours).

## PROFORMA OP1.5 – Timeliness of connection

	QUARTER			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of <b>standard water connections</b> installed				
Number of <b>standard water connections</b> installed, within 25 <b>business days</b> of application processed and fees received				
Percentage of <b>standard water connections</b> installed, within 25 <b>business days</b> of application processed and fees received (standard 95%)				
Total number of <b>non-standard water connections</b> installed				
Number of <b>non-standard water connections</b> installed, within 35 <b>business days</b> of application processed and fees received				
Percentage of <b>non-standard water connections</b> installed, within 35 <b>business days</b> of application processed and fees received (standard 95%)				
Total number of <b>standard sewer connections</b> installed				
Number of <b>standard sewer connections</b> installed, within 30 <b>business days</b> of application processed and fees received				
Percentage of <b>standard sewer connections</b> installed, within 30 <b>business days</b> of application processed and fees received (standard 95%)				
Total number of <b>non-standard sewer connections</b> installed				
Number of <b>non-standard sewer connections</b> installed, within 50 <b>business days</b> of application processed and fees received				
Percentage of <b>non-standard sewer connections</b> installed, within 50 <b>business days</b> of application processed and fees received (standard 95%)				

**Reporting Responsibility:**

- Major – quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

**General Guidance:**

1. References to sewer should be read to include **CWMS**.

*PROFORMA OP1.6 – Timeliness of processing trade waste applications*

	QUARTER			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of <b>trade waste</b> applications received				
Number of <b>trade waste</b> applications processed within 10 <b>business days</b>				
Percentage of <b>trade waste</b> applications processed within 10 <b>business days</b> (standard 99%)				

**Reporting Responsibility:**

- Major - quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

**General Guidance:**

## PROFORMA OP2.1 – Restrictions & legal action for non-payment

	QUARTER			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of <b>water restrictions applied for non-payment</b> of water bill: • <b>residential:</b> ▲ Total – <b>financial hardship</b> program – concession – tenant • <b>non-residential</b>				
Total number of <b>water restrictions applied for non-payment</b> removals at the same premises in the same name within 7 days of <b>restrictions</b> applied for non-payment of water bill: • <b>residential</b> ▲ Total – <b>financial hardship</b> program – concession – tenant • <b>non-residential</b>				
Total number of legal actions applied for non-payment of water or sewerage (including <b>CWMS</b> ): • <b>residential</b> ▲ Total – <b>financial hardship</b> program – concession – tenant • <b>non-residential</b>				

### Reporting Responsibility:

- Major - quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

## General Guidance:

1. Section 25 of the **Water Retail Code** sets out the obligations of **licensees** in respect of **restriction** of water services due to non-payment.
2. Water **restrictions** cover the **restriction** of any water services (e.g. **drinking water**, **recycled water** and **non-potable water**).
3. For the purposes of this measure **CWMS** is treated as if it were a sewerage service.
4. The definition requirements are as per the **NPF definitions handbook**, which may include specifications as to how to treat instances where a business threatens to restrict a supply but does not undertake the fitting of a restrictor, threats of legal action which do not proceed and whether multiple **restrictions** and legal actions for one **customer** should be counted as separate occasions.
5. This metric requires measures for **residential customers** to be categorised as follows:
  - Total – as indicated represents the total number of **residential customers** affected by the action, including those **customers** that do not fit into any of the categories following, as well as including those **customers** in the categories following.
  - **financial hardship** program – represents those **customers** that are either in a **financial hardship** program, or were in a **financial hardship** program, immediately prior to the action occurring (i.e. **restriction** or legal action)
  - concession – those **customers** incurring the action (i.e. **restriction** or legal action) that were in receipt of a State Government concession at the time the action was undertaken.
  - tenants – those **customers** incurring the action (i.e. **restriction** or legal action) that are tenants.

It is feasible that one **customer** could fit into more than one category. For example, a **residential customer** receiving a concession and in a hardship program would be recorded in three places (including the Total line). [In the case of **water restrictions applied for non-payment**, as an example, this metric should be read as of the total number of **water restrictions applied for non-payment to residential customers**, how many were also in a hardship program, received a concession and/or where a tenant.]

PROFORMA OP2.2 – Financial support measures

	QUARTER							
	ADELAIDE METROPOLITAN				REGIONAL			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of <b>residential customers</b> participating in a <b>financial hardship</b> program during the quarter								
Number of <b>residential customers</b> who entered the <b>financial hardship</b> program during the quarter								
Average amount of bill debt (all services combined) for <b>residential customers</b> participating in a <b>financial hardship</b> program as at the end of the quarter (\$)								
Number of <b>residential customers</b> who successfully exited the <b>financial hardship</b> program during the quarter								
Total number of <b>instalment payment plans</b> operating during the quarter:								
<ul style="list-style-type: none"> <li>• <b>residential</b></li> <li>• <b>non-residential</b></li> </ul>								
Total number of <b>residential customers</b> receiving a <b>water concession</b> during the quarter								
Total number of <b>residential customers</b> receiving a <b>sewerage concession</b> during the quarter								

### Reporting Responsibility:

- Major – quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

### General Guidance:

1. The **Water Retail Code** (section 9) sets out obligations on **licensees** to have an approved hardship policy.
2. The **Water Retail Code** (section 24) sets out obligations on **licensees** to offer a range of assistance measures prior to undertaking a **restriction** of water services.
3. The total number of **residential customers** receiving a concession means all **customers** receiving a concession, including **residential customers** participating in a **financial hardship** (customer hardship) program.

## PROFORMA OP2.3 – Price movements

	ANNUAL (30 JUNE)	
	ADELAIDE METROPOLITAN	REGIONAL
Value of a typical <b>residential</b> bill based on average water consumption:		
• value of a typical <b>residential drinking water</b> annual component		
• value of a typical <b>residential</b> sewerage annual component (including <b>CWMS</b> )		
• value of a typical <b>residential</b> water and sewerage bill (total)		
Value of <b>residential</b> bill based on set water consumption:		
• annual average <b>residential drinking water</b> component (based on set water consumption)		
• annual average <b>residential</b> sewerage component (including <b>CWMS</b> )		
• annual average <b>residential</b> water and sewerage bill (total)		

### Reporting Responsibility:

- Major - annually.
- Intermediate – to be determined.
- Minor – to be determined.

### General Guidance:

1. The method for calculating the value of the **drinking water** bill and sewerage components for a typical **residential customer** is as per the **NPF definitions handbook**.
2. Some **customers** may live in areas which have **drinking water** supplied by a water utility, but effluent managed through a **CWMS** supplied by a separate body, or both water and **CWMS** supplied by the same utility. In the case of separate **CWMS** operations, if this reporting is required for non-**SA Water licensees**, the weighted average **CWMS** bill would need to be recorded.
3. The method for calculating the value of an annual average **residential drinking water** bill and sewerage components based on a set annual water consumption is as per the **NPF definitions handbook**, with the set water consumption equal to that applying in the most recent edition of the **NPF definitions handbook** prior to the relevant Water Industry Guideline No.2 reporting year (e.g. for 2012/13 would be set at the 200kL level specified in the 2011-12 National Performance Framework, published in June 2012).
4. The value of the annual average sewerage component should be consistent with that charged to a **residential customer** with the set annual water consumption.

PROFORMA OP3.1 – Water infrastructure reliability

	QUARTER							
	ADELAIDE METROPOLITAN				REGIONAL			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
<b>Drinking Water</b>								
Total number of <b>planned interruptions</b>								
Total number of <b>unplanned water supply interruptions</b>								
Number of <b>customers</b> with 3 or more <b>unplanned water supply interruptions</b> per year - annual								
Average duration of an <b>unplanned water supply interruption</b> (minutes) – annual								
Average frequency of <b>unplanned water supply interruptions</b> (number per 1000 <b>customers</b> ) - annual								
Water main breaks (total number per 100km of water main) – annual								
Water loss - annual:								
• Infrastructure leakage index								
(1) .....								
(2) .....								
(3) .....								
(4) .....								
(5) .....								
• Real losses (L/service connection/day)								
• Real Losses (kL/km water main/day)								

<b>Recycled Water</b>								
Total number of <b>planned interruptions</b>								
Total number of <b>unplanned water supply interruptions</b>								
Number of <b>customers</b> with 3 or more <b>unplanned water supply interruptions</b> per year - annual								
Average duration of an <b>unplanned water supply interruption</b> (minutes) – annual								
Average frequency of <b>unplanned water supply interruptions</b> (number per 1000 <b>customers</b> ) - annual								
Water main breaks (total number per 100km of water main) – annual								
<b>Non-potable water</b>								
Total number of <b>planned interruptions</b>								
Total number of <b>unplanned water supply interruptions</b>								
Number of <b>customers</b> with 3 or more <b>unplanned water supply interruptions</b> per year - annual								
Average duration of an <b>unplanned water supply interruption</b> (minutes) – annual								
Average frequency of <b>unplanned water supply interruptions</b> (number per 1000 <b>customers</b> ) - annual								
Water main breaks (total number per 100km of water main) - annual								

### Reporting Responsibility:

- Major - quarterly (unless otherwise indicated).
- Intermediate – to be determined.
- Minor – to be determined.

### General Guidance:

1. Unless otherwise indicated, the measures should be derived using the definitions and approach outlined in the **NPF definitions handbook**. Note that in the case of this metric, separate details are sought for **recycled water**.
2. Where it is not possible to distinguish between individual water types (e.g. **non-potable water** is supplied through the same pipes as **drinking water** and reporting system cannot report metrics separately), then the details required of Proforma OP3.1 should be completed for the predominant water type, with separate advice provided to the **Commission** that specific information covers more than one water type, listing the water types and the estimated proportion of each water type (e.g. 'non-potable component of **drinking water** estimated to be less than 5%').
3. The Infrastructure Leakage Index (ILI) is calculated on discrete systems, on a risk-basis, rather than in aggregate. In the absence of an aggregate figure, Proforma OP3.1 allows for the water loss measures to be reported by major regional centre.
4. Where a data box is shaded the **licensee** need only provide the data annually, in which case the APR-JUN column should be used to report the annual value.

*PROFORMA OP3.2 – Timeliness of attendance at water breaks, bursts & leaks*

ALL WATER TYPES	QUARTER							
	ADELAIDE METROPOLITAN				REGIONAL			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of Priority 1 events								
Number of Priority 1 <b>complaints attended</b> : <ul style="list-style-type: none"> <li>• <b>Adelaide metropolitan</b> –within 1 hour</li> <li>• <b>regional</b> – within 1 hour</li> <li>• <b>regional</b> – within 2 hours</li> </ul>								
Percentage of Priority 1 <b>complaints attended</b> : <ul style="list-style-type: none"> <li>• <b>Adelaide metropolitan</b> – within 1 hour (standard 99%)</li> <li>• <b>regional</b> – within 1 hour (standard 95%)</li> <li>• <b>regional</b> – within 2 hours (standard 99%)</li> </ul>								
Total number of Priority 2 events								
Number of Priority 2 <b>complaints attended</b> : <ul style="list-style-type: none"> <li>• within 5 hours</li> <li>• within 12 hours</li> </ul>								
Percentage of Priority 2 <b>complaints attended</b> : <ul style="list-style-type: none"> <li>• within 5 hours (standard 95%)</li> <li>• within 12 hours (standard 99%)</li> </ul>								

**Reporting Responsibility:**

- Major - quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

### General Guidance:

1. The reference to 'all water types' in the table heading (column 1) means that the statistics provided should be combined for all water services provided by the **licensee** (e.g. include drinking or **potable water**, **recycled water** and **non-potable water**).
2. The prioritisation of **attendance** is as follows:
  - Priority 1: a leak or burst that:
    - results, or may result, in a total loss of supply to a **customer**;
    - results, or may result in, a major loss of water;
    - causes, or may cause, damage to property; or
    - poses, or may pose, an immediate danger to people or the environment.
  - Priority 2: any other burst or system failure.
3. Where there are multiple measures for a category (e.g. Priority 2 – 95% **attended** within 5 hours and 99% **attended** within 12 hours), then the number of incidents are cumulative (e.g. the 99% **attended** within 12 hours will include statistics relating to the 95% **attended** within 5 hours).

PROFORMA OP3.3 – Timeliness of water service restoration

ALL WATER TYPES	QUARTER							
	ADELAIDE METROPOLITAN				REGIONAL			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of Category 1 events								
Number of Category 1 events <b>restored</b> :								
• <b>Adelaide metropolitan</b> –within 5 hours								
• <b>regional</b> – within 5 hours								
• <b>regional</b> – within 12 hours								
Percentage of Category 1 events <b>restored</b> :								
• <b>Adelaide metropolitan</b> – within 5 hours (standard 99%)								
• <b>regional</b> – within 5 hours (standard 95%)								
• <b>regional</b> – within 12 hours (standard 99%)								
Total number of Category 2 events								
Number of Category 2 events <b>restored</b> :								
• <b>Adelaide metropolitan</b> - within 5 hours								
• <b>Adelaide metropolitan</b> - within 18 hours								
• <b>regional</b> – within 5 hours								
• <b>regional</b> – within 18 hours								
Percentage of Category 2 events <b>restored</b> :								
• <b>Adelaide metropolitan</b> - within 5 hours (standard 99%)								
• <b>regional</b> - within 5 hours (standard 95%)								
• <b>regional</b> - within 18 hours (standard 99%)								

Total number of Category 3 events								
Number of Category 3 events <b>restored</b> : • within 12 hours								
Percentage of Category 3 events <b>restored</b> : • within 12 hours (standard 99%)								

### Reporting Responsibility:

- Major - quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

### General Guidance:

1. Events dealt with under this proforma are confined to events that cause a total loss of water supply to one or more **customers**.
2. The reference to ‘all water types’ in the table heading (column 1) means that the statistics provided should be combined for all water services provided by the **licensee** (e.g. include drinking or **potable water**, **recycled water** and **non-potable water**).
3. The prioritisation of **restoration** is as follows:
  - Category 1: Where the interruption could be life threatening or otherwise have serious consequences (e.g. impacting critical needs **customers**, hospitals, nursing homes, schools, child care centres etc.)
  - Category 2: Where the interruption causes a disruption to a **customer’s** business activities.
  - Category 3: All other cases.
4. Where there are multiple measures for a category (e.g. Category 2 **regional** – 95% **restored** within 5 hours and 99% **restored** within 18 hours), then the number of incidents are cumulative (e.g. the 99% **restored** within 18 hours will include statistics relating to the 95% **restored** within 5 hours).

## PROFORMA OP3.4 – Sewerage infrastructure reliability

	QUARTER							
	ADELAIDE METROPOLITAN				REGIONAL			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
SEWERAGE								
Total number of <b>planned interruptions</b>								
Total number of <b>unplanned interruptions</b>								
Number of <b>customers</b> with 3 or more unplanned full loss events per year - annual								
Average sewerage interruption (minutes) - annual								
Sewerage mains breaks and chokes (number per 100 km of sewer main) - annual								
Property connection sewer breaks and chokes (number per 1000 properties) - annual								

### Reporting Responsibility:

- Major – quarterly (unless otherwise indicated).
- Intermediate – to be determined.
- Minor – to be determined.

### General Guidance:

1. Unless otherwise indicated, the measures should be derived using the definitions and approach outlined in the **NPF definitions handbook**.
2. Where a data box is shaded the **licensee** need only provide the data annually, in which case the APR-JUN column should be used to report the annual value.
3. For the purposes of this measure **CWMS** is treated as if it were a sewerage service.

*PROFORMA OP3.5 – Timeliness of sewerage service restoration*

SEWERAGE	QUARTER							
	ADELAIDE METROPOLITAN				REGIONAL			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of Category 1 events								
Number of Category 1 events <b>restored</b> :								
• within 5 hours								
Percentage of Category 1 events <b>restored</b> :								
• within 5 hours (standard 99%)								
Total number of Category 2 events								
Number of Category 2 events <b>restored</b> :								
• within 5 hours								
• within 18 hours								
Percentage of Category 2 events <b>restored</b> :								
• within 5 hours (standard 95%)								
• within 18 hours (standard 99%)								
Total number of Category 3 events								
Number of Category 3 events <b>restored</b> :								
• within 12 hours								
• within 24 hours								
Percentage of Category 3 events <b>restored</b> :								
• within 12 hours (standard 95%)								
• within 24 hours (standard 99%)								

Total number of <b>partial loss</b> events								
Number of <b>partial loss</b> events <b>restored</b> :								
	• within 18 hours							
• within 36 hours								
Percentage of <b>partial loss</b> events <b>restored</b> :								
	• within 18 hours (standard 95%)							
• within 36 hours (standard 99%)								

**Reporting Responsibility:**

- Major - quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

**General Guidance:**

1. The prioritisation of **restoration** is as follows:
  - Full Loss Category 1: where the interruption could be life threatening or otherwise have serious consequences (e.g. impacting critical needs **customers** such as hospitals, nursing homes etc. or organisations such as schools, child care centres etc.).
  - Full Loss Category 2: where the interruption causes a disruption to a **customer's** business activities.
  - Full Loss Category 3: all other cases.
  - Partial Loss: all cases (without reference to a full loss of service).
2. For the purposes of this measure **CWMS** is treated as if it were a sewerage service.
3. Where there are multiple measures for a category (e.g. Category 2 – 95% **restored** within 5 hours and 99% **restored** within 18 hours), then the number of incidents are cumulative (e.g. the 99% **restored** within 18 hours will include statistics relating to the 95% **restored** within 5 hours).

## PROFORMA OP3.6 – Timeliness of sewerage overflow attendance

SEWERAGE	QUARTER							
	ADELAIDE METROPOLITAN				REGIONAL			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of inside building overflow events								
Number of inside building overflows <b>attended</b> : • within 1 hour								
Percentage of inside building overflows <b>attended</b> : • within 1 hour (standard 99%)								
Total number of outside building (on <b>customer's</b> property) overflow events								
Number of outside building overflows <b>attended</b> : • within 2 hours								
Percentage of outside building overflows <b>attended</b> : • within 2 hours (standard 99%)								
Total number of external overflow events								
Number of external overflows <b>attended</b> : • within 4 hours								
Percentage of external overflows <b>attended</b> : • within 4 hours (standard 99%)								

### Reporting Responsibility:

- Major - quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

### General Guidance:

1. For the purposes of this measure **CWMS** is treated as if it were a sewerage service.

*PROFORMA OP3.7 – Timeliness of sewerage overflow clean up*

SEWERAGE	QUARTER							
	ADELAIDE METROPOLITAN				REGIONAL			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
Total number of inside building clean up events								
Number of inside building clean ups completed:								
• within 4 hours								
Percentage of inside building clean ups completed:								
• within 4 hours (standard 99%)								
Total number of outside building (on <b>customer's</b> property) clean up events								
Number of outside building (on property) clean ups completed:								
• within 6 hours								
• within 15 hours								
Percentage of outside building clean ups completed:								
• within 6 hours (standard 95%)								
• within 15 hours (standard 99%)								
Total number of external clean up events								
Number of external clean ups completed:								
• within 8 hours								
• within 15 hours								
Percentage of external clean ups completed:								
• within 8 hours (standard 95%)								
• within 15 hours (standard 99%)								

**Reporting Responsibility:**

- Major – quarterly.
- Intermediate – to be determined.
- Minor – to be determined.

**General Guidance:**

1. The time to complete a clean up is recorded from **restoration** of service. This measure excludes sewer spills caused by faults in the service **connection** or house **connection** branch and the property drain.
2. For the purposes of this measure **CWMS** is treated as if it were a sewerage service.
3. Where there are multiple measures for a category (e.g. **Adelaide metropolitan** inside building clean up events – 99% completed within 4 hours and 99% completed within 15 hours), then the number of incidents are cumulative (e.g. the 99% completed within 15 hours will include statistics relating to the 99% **restored** within 4 hours).

*PROFORMA OP4.1 – Statistical Information*

OP4.1(A) CUSTOMER NUMBERS	QUARTER (AT THE END OF QUARTER)			
	JUL - SEPT	OCT - DEC	JAN - MAR	APR - JUN
<b>Drinking water</b>				
<u>Residential</u>				
- Adelaide metropolitan				
- regional				
<u>Non-residential</u>				
- Adelaide metropolitan				
- regional				
<b>Recycled water</b>				
<u>Residential</u>				
- Adelaide metropolitan				
- regional				
<u>Non-residential</u>				
- Adelaide metropolitan				
- regional				
<b>Non-potable water</b>				
<u>Residential</u>				
- Adelaide metropolitan				
- regional				
<u>Non-residential</u>				
- Adelaide metropolitan				
- regional				
<b>Urban stormwater</b>				
- Adelaide metropolitan				
- regional				
<b>Sewerage (including CWMS)</b>				
<u>Residential</u>				
- Adelaide metropolitan				
- regional				
<u>Non-residential</u>				
- Adelaide metropolitan				
- regional				
<b>Trade waste</b>				
<u>Metered</u>				
- Adelaide metropolitan				
- regional				
<u>Unmetered</u>				
- Adelaide metropolitan				
- regional				

OP4.1(B)	ANNUAL (1 JULY TO 30 JUNE)
<b>SALES (ML)</b>	
Volume of <b>drinking water</b> supplied	
<u>Residential</u>	
- Adelaide metropolitan	
- regional	
<u>Non-residential</u>	
- Adelaide metropolitan	
- regional	
Volume of <b>recycled water</b> supplied	
<u>Residential</u>	
- Adelaide metropolitan	
- regional	
<u>Non-residential</u>	
- Adelaide metropolitan	
- regional	
Volume of <b>non-potable water</b> supplied	
<u>Residential</u>	
- Adelaide metropolitan	
- regional	
<u>Non-residential</u>	
- Adelaide metropolitan	
- regional	
Total volume <sup>(1)</sup> of <b>urban stormwater</b> used	
- Adelaide metropolitan	
- regional	
Total volume of <b>water supplied other</b>	
- Adelaide metropolitan	
- regional	
Total volume of sewage (including <b>CWMS</b> ) collected <sup>(2)</sup>	
- Adelaide metropolitan	
- regional	
Total volume of <b>trade waste</b> collected <sup>(3)</sup>	
- Adelaide metropolitan	
- regional	

(1) 'Total volume' means the total across all users.

(2) Excluding metered **trade waste**.

(3) From **customers** that have **trade waste** meters.

<b>OP4.1(c)</b>	<b>ANNUAL (AS AT 30 JUNE)</b>
<b>ASSETS</b>	
<b>Drinking water</b>	
Length of mains (km)	
- <b>Adelaide metropolitan</b>	
- <b>regional</b>	
<b>Recycled water</b>	
Length of mains (km)	
- <b>Adelaide metropolitan</b>	
- <b>regional</b>	
<b>Non-potable water</b>	
Length of mains (km)	
- <b>Adelaide metropolitan</b>	
- <b>regional</b>	
<b>Urban Stormwater</b>	
Length of mains (km)	
- <b>Adelaide metropolitan</b>	
- <b>regional</b>	
<b>Sewerage (including CWMS)</b>	
Length of mains (km)	
- <b>Adelaide metropolitan</b>	
- <b>regional</b>	

OP4.1(D)	ANNUAL (AS AT 30 JUNE)
<b>MISCELLANEOUS</b>	
Life support	
Number of connected properties registered pursuant to section 8 of the <b>Water Retail Code</b>	
- <b>Adelaide metropolitan</b>	
- <b>regional</b>	

### Reporting Responsibility:

Where quarterly data is required:

- Major – quarterly (unless otherwise indicated).
- Intermediate – to be determined.
- Minor – to be determined.

### General Guidance:

1. Unless otherwise stated, the statistics are to be reported as at the last day of the quarter, or as at 30 June in the case of a statistic only required annually. That is, most of these statistics are for a 'point in time'
2. Unless otherwise specified, where available, **NPF definitions handbook** definitions should be used for individual metrics. For the purposes of this metric, the number of **customers** is determined by the number of account holders. Note that in the case of this metric, separate details are sought for **recycled water** and **urban stormwater**.
3. In the case of **CWMS**, the volume of 'sewerage' reported would cover the volume of effluent collected through the system plus the amount of sewerage collected through emptying septic tanks.
4. In the case of multiple water services being provided through shared infrastructure (e.g. **non-potable water** is supplied through the same pipes as **drinking water**), then the details required of Proforma OP4.1 (OP4.1(A) to (C)) should be completed for the predominant water type, with separate advice provided to the **Commission** that specific information covers more than one water type, listing the water types and the estimated proportion of each water type (e.g. 'non-potable component of **drinking water** estimated to be less than 5%').
5. The volume of '**water supplied other**' in relation to OP4.1B means all other water supplied other than to **residential** or **non-residential customers** (i.e. a catch all or 'remainder'). This is an aggregate figure and is not required to be disaggregated into the various water types, or **customer** categories.
6. Volume of **recycled water** supplied includes agricultural use (**NPF definitions handbook** Indicator W22), but excludes **recycled water** supplied for environmental (W23), on-site (W24), and other (W25). To the extent of any inconsistency in this note with the **NPF definitions handbook** (e.g. due to subsequent revision of **NPF definitions handbook**), the **NPF definitions handbook** at the time of completion of the proforma is to apply.

## PROFORMA OP5 – Responsibility Statement

Having reviewed the information contained in the attached Quarterly Report / Annual Return [strike out as appropriate] containing the operational results of ..... [insert name of licensee] for the period ended [insert period end], in my opinion this report:

1. has been prepared in a manner that meets the requirements of Water Industry Guideline No. 2 (“the Guideline”);
2. presents fairly and accurately all information concerning operational performance as required by the **Water Retail Code** for the period ended [insert period end];
3. contains a fair and accurate description of, and reasons for:
  - a. all marked deteriorations in operational performance (including all failures to meet service standards); and
  - b. all significant variations in the data from one period to the next or from this reporting period to the same period last year; and
4. contains information concerning plans to improve performance (where required) so as to meet the service standards.

### Reporting Variations and Failure to Meet Service Standards

A detailed explanation must be provided by a licensee in the format below, where there is:

1. a failure by a licensee to meet service standards; or
2. a marked variation in any reported statistics from the previous quarter or year for a particular measure.

The explanation must include the reason(s) for the variation or failure to meet the service standard and in the event of failure to meet the service standard, how and when the licensee intends to improve performance to meet the service standard.

<i>PROFORMA REFERENCE</i>	<i>METRIC DESCRIPTION</i>	<i>EXPLANATION OF VARIATION/FAILURE TO MEET SERVICE STANDARD OR MARKED VARIATION IN REPORTED STATISTICS</i>	<i>HOW PERFORMANCE WILL BE IMPROVED</i>	<i>BY WHEN</i>
<b>OP1</b>				
<b>OP2</b>				
<b>OP3</b>				
<b>OP4</b>				

Signed: \_\_\_\_\_

Name of Chief Executive/  
Approved Senior Officer \_\_\_\_\_

Licensee: \_\_\_\_\_

Date: \_\_\_\_\_

## GLOSSARY

**abandoned telephone calls** has the same meaning as defined in the **NPF definitions handbook**

**Adelaide metropolitan** means the reporting area with boundary concurrent with the private contractor boundary as defined from time to time, with a map of the boundary at the time of the publication of this Guideline provided as Schedule 2

**agreed-upon procedures report** means an agreed-upon procedure engagement report, prepared in accordance with Australian Auditing Standards AUS904. The objective is for the auditor to carry out procedures of an audit nature specified by the **Commission** and to report on actual findings

**attend** or **attendance** means the time from when the **licensee** was first notified of a service fault, or becomes aware of a service fault, to when a representative of the **licensee** arrives on site

**best endeavours** means to act in good faith and use all reasonable efforts, skill and resources

**billing and account complaints** has the same meaning as defined in the **NPF definitions handbook**

**business day** means a day that is not a Saturday, a Sunday or a public holiday in the State of South Australia

**Commission** means the Essential Services Commission established under the **ESC Act**

**complaint** has the same meaning as defined in the **NPF definitions handbook**

**customer** has the same meaning as defined in the **Water Retail Code**

**connection** has the same meaning as defined in the **Water Retail Code**

**CWMS** means Community Wastewater Management System

**drinking water** means **potable water**

**drinking water flow rate or pressure complaints** includes **complaints** concerning water flow rate and/or pressure

**drinking water quality complaints** has the same meaning as defined in the **NPF definitions handbook**

**enquiry** means a written or verbal approach by a person (who may or may not be a **customer**) which can be satisfied by providing information, advice, assistance, clarification, explanation or referral about a matter and is not a **complaint**

**ESC Act** means the Essential Services Commission Act 2002 (SA)

**financial hardship** means a situation where a **customer** desires to pay an account, but is unable to pay all or some of the account by the due date due to financial difficulty. Section 9 of the **Water Retail Code** sets out the requirements for a **licensee's** hardship policy

**hardcopy** has its common use language meaning, but where the provision of a hardcopy of material is specified, this can also be met through the electronic provision of a Portable Document Format (PDF) file of the entire material as a single PDF file, including the signed **responsibility statement**

**industry codes** means the South Australian **Water Retail Code** and any other industry code, made by the **Commission** pursuant to the provisions of Part 4 of the **ESC Act**

**Industry Ombudsman** means the Ombudsman appointed under the scheme approved by the **Commission** in accordance with the provisions of the **Water Industry Act**, being the Energy & Water Ombudsman SA

**instalment payment plan** means an arrangement between a **licensee** and a **customer** under which the **customer** pays arrears only or arrears and continued usage on its account, according to an agreed payment schedule and capacity to pay

**licence** means a licence issued to a person pursuant to Part 4 of the **Water Industry Act** and, where an Exemption from the requirement to hold such a licence has been granted to a person containing a condition that requires that person to report against certain obligations specified by the **Commission**

**licensee** means a **water industry entity** and the holder of a **retail service licence** and has the same meaning as 'retailer' under the **Water Retail Code**

**major retailer** has the same meaning as defined in the **Water Retail Code**, with major licensee having the same meaning.

**non-potable water** has the same meaning as defined in the **NPF definitions handbook**

**non-residential** means a **customer** other than **residential**

**non-standard sewer connection** means a **connection** that requires an extension or specific construction requirements. For **water industry entities** providing **CWMS**, 'sewer' should be taken to incorporate **CWMS**

**non-standard water connection** means a **connection** that requires an extension or specific construction requirements. Such **connections** cover **drinking water** and non-drinking water (**recycled water** and **non-potable water**)

**NPF definitions handbook** means the 'National Performance Framework: Urban performance reporting indicators and definitions handbook', as published from time to time by the National Water Commission (<http://www.nwc.gov.au/>)

**NPR** means National Performance Reports for urban water utilities and rural water service providers (refer <http://www.nwc.gov.au/>)

**partial loss** means when the discharge of **wastewater** takes up to 10 minutes to drain away from a toilet or floor drain (e.g. shower) but no overflow from the toilet or drain is visible around the premises

**planned interruption** means an interruption to or curtailment of supply or service to a **customer** in the circumstances permitted under clause 16.7.1 of the **Water Retail Code**

**potable water** has the same meaning as defined in the **NPF definitions handbook**

**recycled water** has the same meaning as defined in the **NPF definitions handbook**

**regional** means not **Adelaide metropolitan**. Large regional centres (e.g. Whyalla, Mt Gambier) are reported as part of the **regional** statistics

**regulatory reporting statement** means any regulatory report prepared by the **licensee** and submitted to the **Commission** in accordance with this Guideline

**residential** means acquired primarily for domestic use

**respond** or **response** means an action to resolve a **water service complaint**, **sewerage service complaint** or other **complaint** by communicating with the **customer** by phone or personal attendance dependent on the appropriate action required to resolve the issue. Where the complaint cannot be resolved within the set timeframes, “responded to” means the customer has been advised of the **licensee’s** suggested course of action, identified when the action will be taken and the name of the appropriate contact person for further enquiries

**responsibility statement** means a statement in the form specified in OP5 of this Guideline signed and dated by the Chief Executive of the **licensee** (or senior officer as agreed in writing with the **Commission**) evidencing responsibility for information provided to the **Commission**

**restore** or **restoration** means rectifying the fault such that a water supply is restored to the original flow rates (i.e. the rate prior to the event) or when a sewerage (or **CWMS**) system is discharging effectively – when ‘normal’ service is restored. Where the loss of water supply is due to the shutdown of a section of water main, the water supply interruption begins when the water supply is shut off and ends when the main is fully recharged. In general, restoration time covers total job duration, including time from receiving first notification or becoming aware, responding to, and rectifying the fault. However, where a separate service standard applies for attendance at a property, restoration time will commence once attendance at property has occurred.

**restriction** has the same meaning as defined in the **NPF definitions handbook**

**retail service** has the same meaning as defined in the **Water Retail Code**

**retailer** has the same meaning as defined in the **Water Retail Code**

**SA Water** means the South Australian Water Corporation established under the South Australian Water Corporation Act 1994

**sewerage concession** means a **customer** in receipt of a South Australian Government sewerage concession (as at the end of the relevant reporting period), including both permanent concession cardholders and beneficiaries

**sewerage service complaints** has the same meaning as defined in the **NPF definitions handbook**. For **water industry entities** providing **CWMS**, 'sewerage' should be taken to incorporate **CWMS**

**standard sewer connection** means a sewer **connection** that is readily available from existing network adjacent to the property and where there is no extension of mains/network or specific construction required. For **water industry entities** providing **CWMS**, 'sewerage' should be taken to incorporate **CWMS**

**standard water connection** means a water **connection** that is readily available from existing network adjacent to the property and where there is no extension of mains/network or specific construction required

**telephone call** means a call made to any of the **licensee's** telephone numbers identified in the **licensee's customer** enquiries and complaints procedures approved by the **Commission** pursuant to clauses 3.1 and 3.2 of the **Water Retail Code**

**total water and sewerage service complaints** has the same meaning as defined in the **NPF definitions handbook**. For **water industry entities** providing **CWMS**, 'sewerage' should be taken to incorporate **CWMS**

**trade waste** has the same meaning as defined in the **NPF definitions handbook**. A **trade waste customer** means a **customer** who has entered into a **trade waste** agreement with the **licensee**, or has received the **water industry entity's** consent to discharge **trade waste** to the sewer

**unplanned sewerage supply interruption** has the same meaning as defined in the **NPF definitions handbook**

**unplanned water supply interruption** has the same meaning as defined in the **NPF definitions handbook**

**urban stormwater** used has the same meaning as defined in the **NPF definitions handbook**

**wastewater** means water/waste from toilets, baths/showers, sinks, washing machines – and other sources – that drains into the sewerage system

**water concession** means a **customer** in receipt of a South Australian Government water concession (as at the end of the relevant reporting period), including both permanent concession cardholders and beneficiaries

**Water Industry Act** means the Water Industry Act 2012 (SA), as in force from time to time and, where the context allows, includes all regulations made under that Act

**water industry entity** means a person licensed under the **Water Industry Act (licensee)** to provide **retail services**

**water restrictions applied for non-payment** means each occasion on which a **customer's** supply has been restricted (i.e. reduced from normal flow to a level deemed to allow basic health requirements to be met) due to that **customer's** failure to pay amount owed, including in respect of vacant premises

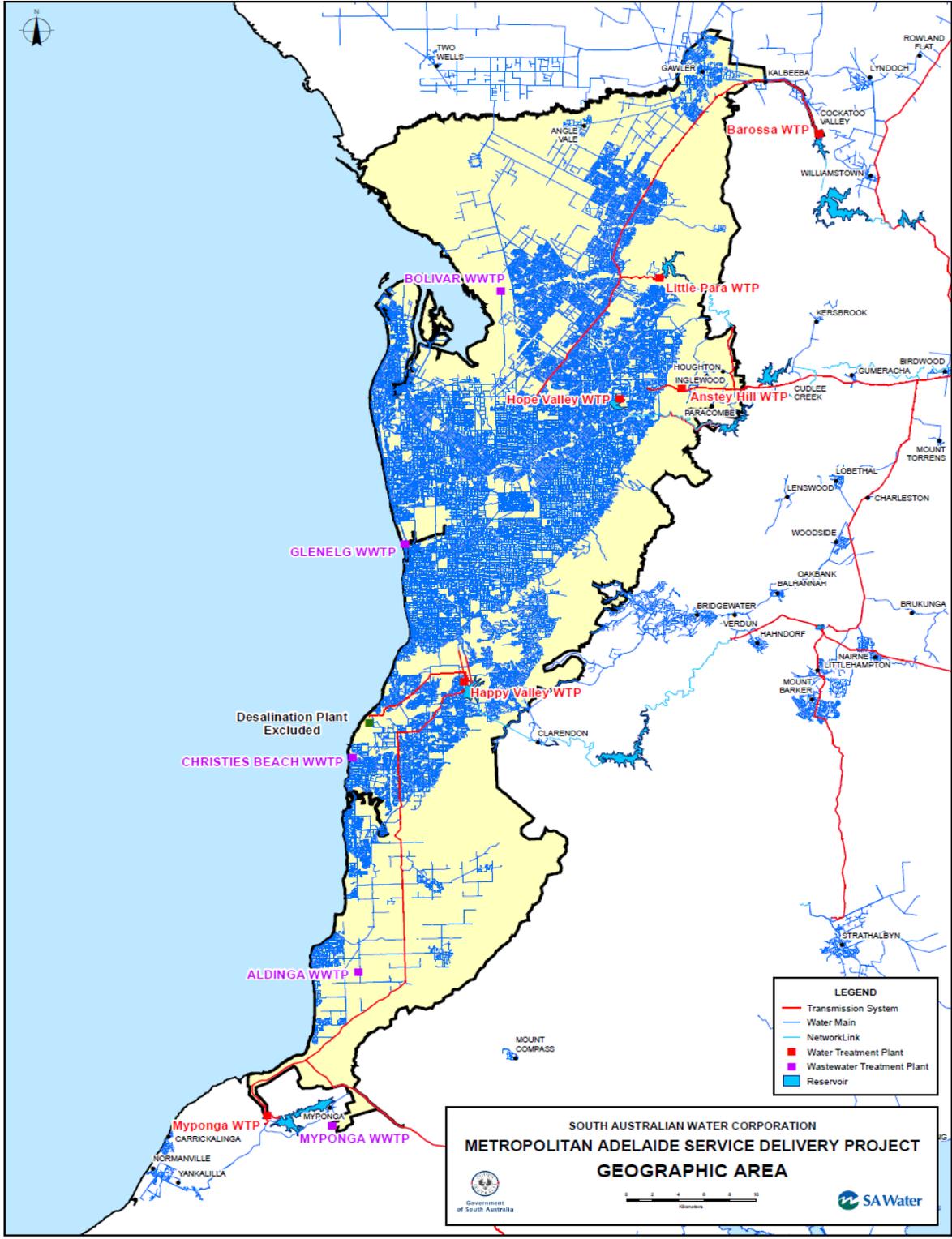
**Water Retail Code** means the Water Retail Code-Major Retailers made by the **Commission** pursuant to the provisions of Part 4 of the **ESC Act**, and for the purposes of this Water Guideline No.2 (WG2/01) means Water Retail Code-Major Retailers (WRC-MR/01)

**water service complaints** includes **complaints** concerning bursts, leaks, service interruptions, adequacy of service, water pressure and water reliability, but does not include **complaints** concerning flow rate or water pressure as these latter complaint types are captured under the **drinking water flow rate or pressure complaints** definition. These two definitions combined should be consistent with the **NPF definitions handbook** definition for water service complaints

**water supplied other** means in relation to Proforma OP4.1B all other water supplied other than to **residential** or **non-residential customers**

**written complaints** means all **complaints** received by the **licensee** via mail, facsimile, e-mail, or other electronic means

# SCHEDULE 2 – ADELAIDE METROPOLITAN REGION





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