



IPART Independent
Pricing and Regulatory
Tribunal | NSW

Sydney Water Reporting Manual

Draft Reporting Manual

2024-2028

Water >>

Acknowledgment of Country

IPART acknowledges the Traditional Custodians of the lands where we work and live. We pay respect to Elders both past and present.

We recognise the unique cultural and spiritual relationship and celebrate the contributions of First Nations peoples.

Tribunal Members

The Tribunal members for this review are:

Carmel Donnelly PSM, Chair
Jonathan Coppel

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Invitation for submissions

IPART invites comment on this document and encourages all interested parties to provide submissions addressing the matters discussed.

Submissions are due by Friday, 8 March 2024

We prefer to receive them electronically via our [online submission form](#).

You can also send comments by mail to:

Sydney Water Operating Licence Review
Independent Pricing and Regulatory Tribunal
PO Box K35
Haymarket Post Shop, Sydney NSW 1240

If you require assistance to make a submission (for example, if you would like to make a verbal submission) please contact one of the staff members listed above.

Late submissions may not be accepted at the discretion of the Tribunal. Our normal practice is to make submissions publicly available on our [website](#) as soon as possible after the closing date for submissions. If you wish to view copies of submissions but do not have access to the website, you can make alternative arrangements by telephoning one of the staff members listed above.

We may decide not to publish a submission, for example, if we consider it contains offensive or potentially defamatory information. We generally do not publish sensitive information. If your submission contains information that you do not wish to be publicly disclosed, please let us know when you make the submission. However, it could be disclosed under the *Government Information (Public Access) Act 2009* (NSW) or the *Independent Pricing and Regulatory Tribunal Act 1992* (NSW), or where otherwise required by law.

If you would like further information on making a submission, IPART's [submission policy](#) is available on our website.

The Independent Pricing and Regulatory Tribunal

IPART's independence is underpinned by an Act of Parliament. Further information on IPART can be obtained from [IPART's website](#).

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1 Introduction

1.1 Purpose

This Reporting Manual is applicable to the Sydney Water Corporation (Sydney Water) for the term of the 2024-2028 Operating Licence (Licence).

The purpose of this document is to provide information to Sydney Water on:

- what, when, and who to report information and
- how to report on compliance or other reporting requirements.

The reports Sydney Water provides to us under its reporting requirements in this Reporting Manual assist us in monitoring and reporting on its compliance.

This Reporting Manual does not reproduce all of Sydney Water's obligations under Licence. It is necessary for Sydney Water to refer to the Licence and to any legislation, statutory instrument or document referred to in the Licence for details of the obligations.

1.2 Legislative framework

Under clause 41 of the Licence, Sydney Water is required to comply with all reporting requirements set out in this Reporting Manual.

Sydney Water is required to comply with all of the terms and conditions of the Licence and other applicable obligations under the *Sydney Water Act 1994* (NSW) and the *Sydney Water Regulation 2017*.

The Independent Pricing and Regulatory Tribunal of New South Wales (IPART) is responsible for monitoring and reporting to the Minister on Sydney Water's compliance with the Licence.¹

1.3 Definitions and interpretation

Terms that are defined in the Licence have the same meaning in this Reporting Manual unless the terms are separately defined in this Reporting Manual.

The interpretation provisions in the Licence apply to this Reporting Manual, with all references to the Licence in those provisions taken to be references to this Reporting Manual.

Note: The interpretation provisions are contained in clause 46 of the Licence.

1.4 How to use this Reporting Manual

This Reporting Manual is structured as follows:

- Section 1 details how and when Sydney Water is to report.
- Sections 2 to 6 outline the specific reporting requirements for each part of the Licence.

- Section 6 also outlines other general reporting requirements for Sydney Water that are not specifically connected to the Licence conditions.

There are reporting requirements under Parts 4, 5, 6, 8 and 10 of the Licence. There are no reporting requirements under Parts 1, 2, 3, 7 and 9 of the Licence.

1.4.1 When should the information be reported?

The timing of Sydney Water's reporting under the Licence is summarised in Tables 1 and 2 in Appendix A. We have grouped these reporting requirements into:

- regular reporting under the Licence (or periodic reporting)
- other specific reports (or 'as required' reporting).

We have also included in each section (where relevant) the information that Sydney Water must make publicly available under the Licence.

1.4.2 Sydney Water must specify contact persons

When reporting to IPART, NSW Health, Department of Planning and Environment (DPE)¹ or the Minister for Water (the Minister), Sydney Water must:

- provide the name and contact details (phone and email) of the primary contact at Sydney Water for us to liaise with when assessing compliance
- provide an alternative contact for those times when the primary contact is unavailable.

1.4.3 How should the information be reported?

Reporting to IPART

Sydney Water should provide the required information to IPART in a clear and concise report. Where this Reporting Manual requires information on more than one area at the same time, we encourage Sydney Water to provide the information in a single report. However, Sydney Water may choose to report the information in separate reports. Sydney Water must:

- lodge each report electronically at compliance@ipart.nsw.gov.au
- if requested, lodge hard copy reports at the below address, or another address specified by IPART at the time a hard copy is requested:
 - Director, Regulation & Compliance Water
 - Independent Pricing and Regulatory Tribunal of NSW
 - Level 16, 2-24 Rawson Place
 - Sydney NSW 2000

¹ In January 2024, DPE will become the Department of Climate Change, Energy, the Environment and Water (DCCEEW). Our draft reporting manual references DPE but we will change to DCCEEW in our final reporting manual.

Reporting to NSW Health

Sydney Water must:

- lodge each report electronically at waterqual@health.nsw.gov.au or to the last email address notified by NSW Health to Sydney Water
- lodge hard copy reports, if requested, to the address specified by the Minister at the time of request.

Reporting to DPE

Sydney Water must:

- lodge each report electronically to the last email address notified by DPE to Sydney Water
- lodge hard copy reports, if requested, to the address specified by DPE at the time of request.

Reporting to the Minister

Sydney Water must:

- lodge each report electronically to the last email address notified by the Minister to Sydney Water.
- lodge hard copy reports, if requested, to the address specified by the Minister at the time of request.

1.5 Changing this Reporting Manual

Appropriate reporting requirements for Licence obligations may vary over time. We may change this Reporting Manual at any time to:

- reflect changes in the applicable law, including the Act
- reflect changes to reporting requirements where appropriate
- include references to new Licence obligations
- delete references to Licence obligations that no longer apply
- amend the information that Sydney Water must provide to IPART, NSW Health, DPE or the Minister, and
- improve the reporting process.

We will consult with Sydney Water and other interested stakeholders before making any significant revisions to reporting requirements, indicators or licence data. We will then notify Sydney Water and stakeholders of the revisions to this Reporting Manual and the commencement date of any new reporting arrangements. In determining the commencement for new reporting arrangements, we will allow a reasonable period for Sydney Water to implement the new arrangements.

2 Performance standards for water quality

This section explains Sydney Water's reporting requirements for performance standards for water quality.

2.1 Periodic reporting

2.1.1 Quarterly – Water Quality Monitoring Report – Drinking Water

Sydney Water must prepare, for each quarter, a report (the Water Quality Monitoring Report) on Sydney Water's performance against all health and aesthetic water characteristics and raw water operational characteristics identified in the reporting schedule under the Drinking Water Quality Management System (DWQMS).

Sydney Water must publish the Quarterly Water Quality Monitoring Report on its website **within 4 weeks** following the end of the relevant quarter.

Note: Nothing in this section 2.1.1 prevents Sydney Water from publishing the Water Quality Monitoring Report more frequently (e.g. on a monthly basis).

Under Licence clauses 14(1)(a), 14(2)(a) and 14(3)(a), Sydney Water must maintain and implement a Drinking Water Quality Management System, i.e., a Management System that is consistent with the Australian Drinking Water Guidelines and any health-based requirements which NSW Health reasonably specifies in writing. The Australian Drinking Water Guidelines provide a framework for the management of Drinking Water supplies (i.e. Framework for Management of Drinking Water Quality).

To comply with the Licence, the Drinking Water Quality Management System must include a monitoring program to confirm the effectiveness of the preventive measures and barriers to contamination, and to enhance Sydney Water's understanding of the performance of the Drinking Water network. This section 2.1.1 of the Reporting Manual requires Sydney Water to report on its monitoring of the quality of Drinking Water it supplies to Customers.

2.1.2 Quarterly – Exception reporting to NSW Health – Drinking Water and Recycled Water

Sydney Water must prepare, for each quarter, a report on any monitoring test result where Sydney Water's performance does not comply with:

- the relevant health or aesthetic guideline value for each Drinking Water quality characteristic (each as specified in the monitoring program developed as part of the DWQMS)
 - the relevant health or aesthetic guideline value for each Recycled Water quality characteristic (each as specified in monitoring program developed as part of the Recycled Water Quality Management System (RWQMS))
- (each, an **Exception**).

Sydney Water must submit the report to NSW Health **within 6 weeks** following the end of the relevant quarter.

The report must include the following information:

- test results and the date or period of non-compliance with the relevant health or aesthetic guideline values

- an appraisal of the Exception, including discussion of the extent and nature of the Exception and an analysis of the risks posed by the Exception
- an explanation of the causes of the Exception and any action taken to rectify the Exception and prevent it from re-occurring
- the relevant critical limit breached, and the action taken.

If there are no Exceptions in the quarter, the report should state that to be the case.

Note: Sydney Water must maintain and implement a DWQMS and RWQMS in accordance with the Licence.

Clause 14(1) and (2) of the Licence requires Sydney Water to maintain and implement:

- DWQMS consistent with the Australian Drinking Water Guidelines and any health-based requirements specified by NSW Health reasonably specifies in writing.
- RWQMS consistent with the Australian Guidelines for Water Recycling and any health-based requirements specified by NSW Health reasonably specifies in writing.

To comply with the Licence, Sydney Water's DWQMS and RWQMS must include programs for monitoring the quality of water it supplies to customers. This section 2.1.2 of the Reporting Manual requires Sydney Water to report on any breaches with the limits specified for characteristics in Sydney Water's monitoring programs.

2.1.3 Annual – performance reporting – Drinking Water and Recycled Water Quality Management

Sydney Water must prepare, for each financial year, a report on its performance with managing the quality of Drinking Water and Recycled Water.

Sydney Water must submit the annual performance report to IPART and NSW Health by **1 September** following the end of the relevant financial year (or another date nominated by Sydney Water and approved by IPART in writing).

The annual performance report must include the following:

- the Drinking Water and Recycled Water quality management activities and programs completed by Sydney Water in the financial year to meet its water quality objectives, including the results and outcomes from those activities and programs
- the Drinking Water and Recycled Water quality management activities and programs that Sydney Water proposes to undertake to meet its water quality objectives in the future, including the expected outcomes, scope and timetable for completion
- an assessment of the performance of critical control points, which must be identified by the Drinking Water Quality Management System and Recycled Water Quality Management System (each a Water Quality Management System) in accordance with the Australian Drinking Water Guidelines and the Australian Guidelines for Water Recycling (each, a Guideline) (as the case may be)
- an assessment of the review and continual improvement conducted over the previous 12-month period (as identified by the Water Quality Management Systems) in accordance with Element 12 of the relevant Guideline
- any significant changes made to the Water Quality Management Systems
- any non-compliance with a Water Quality Management System and the action(s) taken to resolve those non-compliances. If there are no non-compliances in the financial year, the report should state that to be the case.

Note: As explained above, Sydney Water is required to maintain and implement the Water Quality Management Systems in accordance with the Licence. This section 2.1.3 requires Sydney Water to report on how it complies with those Licence obligations.

The water quality objectives referred to in this section are objectives that Sydney Water would need to identify for the Water Quality Management Systems. Sydney Water's water quality objectives may be either:

- the broad objectives of the Water Quality Management Systems (e.g. to ensure consistent management of water quality). These objectives may cover all 12 elements of the Framework for Management of Drinking Water Quality or the Framework for Management of Recycled Water Quality, such as monitoring, operation maintenance, training, community consultation and research programs, or
- the target water quality criteria (i.e. operational water quality objectives for each operational water quality characteristic included in the monitoring program developed as part of the Water Quality Management Systems. For example, E. Coli numbers in raw water or sewage).

The activities and programs set out in the Water Quality Management Systems, which are referred to in this section 2.1.3 are those that Sydney Water would identify in its risk assessments as actions or programs that are required to manage or maintain a risk below a tolerable level.

Undertaking a risk assessment is part of the Framework for Management of Drinking Water Quality and the Framework for Management of Recycled Water Quality contained in the Guidelines, with which the relevant Water Quality Management System must be consistent.

2.2 As required reporting

2.2.1 Incident and emergency reporting – Drinking Water and Recycled Water

Sydney Water must **immediately** report to NSW Health any incident in the delivery of its Services which may adversely affect public health.

Sydney Water must report the 'incident' (as defined in a Water Quality Management System) in accordance with the reporting protocols developed in that Water Quality Management System.

Note: To comply with the Licence, each Water Quality Management System must define the word 'incident' and include protocols for external communications and reporting of any incident. This section 2.2.1 requires Sydney Water to report any incident in accordance with these protocols.

2.2.2 Notification of significant changes to Water Quality Management Systems

Sydney Water must notify IPART and NSW Health, in writing, of any significant changes that it proposes to make to a Water Quality Management System at least **30 days prior to implementing those changes**.

Sydney Water should determine whether a change is significant or not.

A significant change is likely to include:

- change in treatment process, such as the Critical Control Points
- change in monitoring and sampling of the Critical Control Points
- change in source water
- additional recycled water end-uses
- change in discharge method of recycled water to the environment.

When deciding whether a change is significant, Sydney Water should consider the resulting change in risks, or potential risks, to:

- public health through the supply of drinking water, recycled water or sewerage services
- reliability of Services to customers
- environment through the operation and maintenance of the scheme
- safety through the operation and maintenance of the scheme.

A change that would increase the risks to the above matters would also be a significant change.

2.3 Publicly Available documents

Sydney Water must make the Water Quality Monitoring Report (referred to in section 2.1.1 of this Reporting Manual) Publicly Available.

3 Performance standards for service interruptions and asset management

This section explains Sydney Water's reporting requirements for performance standards for service interruptions and asset management.

3.1 Periodic reporting

3.1.1 Annual – compliance and performance reporting

Sydney Water must prepare, for each financial year, a report on its compliance with the system performance standards for service interruptions which include:

- the Water Continuity Standard
- the Water Pressure Standard
- the Dry Weather Wastewater Overflow Standard.

Sydney Water must submit the report to IPART by **1 September** following the end of the relevant financial year (or another date nominated by Sydney Water and approved by IPART in writing).

The report must include:

- information on Sydney Water's compliance or non-compliance with the performance standards for service interruptions specified in Part 5 of the Licence in accordance with the guidance in Appendix B of this Reporting Manual
- an explanation of how Sydney Water has met or failed to meet the performance standards for service interruptions, which details:
 - major factors (both positive and negative) that have influenced Sydney Water's performance, including factors that are both within and beyond Sydney Water's control
 - reasons for any significant variation (both positive and negative) between Sydney Water's performance in the financial year and performance in the previous 5 years.

Note: Under Part 5 of the Licence, Sydney Water is required to comply with the Water Continuity Standard, Water Pressure Standard and Dry Weather Wastewater Overflow Standard.

3.1.2 2 yearly – State of assets report

Sydney Water must prepare a report on the state of its assets during the Licence term for the financial years ending:

- 30 June 2026
- 30 June 2028.

Sydney Water must submit the state of assets report to IPART by **1 September** following the end of the relevant financial year (or another date nominated by Sydney Water and approved by IPART in writing).

The state of assets report must include:

- a description of each group of assets managed by Sydney Water
- asset performance and maintenance delivery trends
- an assessment of:
 - the condition of assets
 - the ability of assets to meet service needs
 - compliance with the obligations under the Licence, Customer Contract, and all other applicable laws
 - changes in the profile of risk and opportunities that could constrain current and future performance of assets
 - any mitigations and maintenance completed or planned for **Major Assets**
- summary of overdue maintenance or replacement projects related to Major Assets, reasons for the deferment of works, any changes to risk profile due to the delay, including a description of any additional risk controls
- the strategies and expected costs of future investment in assets.

For the purposes of section 3.1, **Major Assets** are those assets that are a major single point of failure or for which failure would result in unacceptable risk to public health, environment or provision of Services.

3.2 As required reporting

There is no as required reporting obligation for performance standards for service interruptions and asset management.

3.3 Publicly Available documents

There is no public reporting requirement for performance standards for service interruptions or asset management.

4 Customer and stakeholder relations

This section explains Sydney Water's reporting requirements for its Customer and stakeholder relations.

4.1 Periodic reporting

4.1.1 Annual – Customer and stakeholder relations report

Sydney Water must prepare, for each financial year, a report about any systemic problems raised by Complaints and its performance with managing Complaints, including any actions taken to resolve them.

Sydney Water must submit the annual Customer and stakeholder relations report to IPART by **1 September** following the end of the relevant financial year (or another date nominated by Sydney Water and approved by IPART in writing).

The report must include:

- the number of Complaints received from Customers and Consumers
- the average time taken for Sydney Water to resolve complaints
- any systemic problems arising from Customer and Consumer Complaints and Sydney Water's performance with managing these Complaints
- any actions that Sydney Water has taken to resolve Customer and Consumer complaints
- the number of Customers affected by Family Violence
- the number of Customers on payment assistance programs
- the number of Customers on payment assistance programs who are also affected by Family Violence
- the number of Customers that have had their Services restricted because of non-payment.

4.2 As required reporting

There is no as required reporting obligation relating to Customers and stakeholder relations.

4.3 Publicly Available documents

Sydney Water must make the annual Customer and stakeholder relations report (referred to in section 4.1.1 of this Reporting Manual) Publicly Available.

5 Information and Services for competitors

This section explains Sydney Water's reporting requirements for providing information and Services for competitors.

5.1 Periodic reporting

5.1.1 Annual – Compliance and performance reporting

Sydney Water must prepare, for each financial year, a report about its compliance with the Licence conditions for providing information and Services to licensees under the *Water Industry Competition Act 2006* (WIC Act) (WIC Act Licensees) and Potential Competitors.

Sydney Water must submit the report to IPART by **1 September** following the end of the relevant financial year (or another date nominated by Sydney Water and approved by IPART in writing).

The report must include:

- the number of agreements for the provision of Services established with WIC Act Licensees and Potential Competitors
- the number of negotiations for the provision of Services commenced with WIC Act Licensees Potential Competitors that did not eventuate in an agreement and, where known to Sydney Water, the reasons for this outcome
- the type of information WIC Act Licensees and Potential Competitors requested in addition to information that is publicly available
- the time taken for Sydney Water to respond to requests for provision of information or Services and a timeline of each negotiation Sydney Water undertook with WIC Act Licensees and Potential Competitors (both successful and those that did not eventuate in an agreement), including reasons for any significant delays to those negotiations.

If there are no negotiations with, or requests for information from, or agreements reached with, WIC Act Licensees or Potential Competitors in the financial year, the report should state that to be the case.

Note: under Part 8 of the Licence, Sydney Water is required to negotiate with WIC Act Licensees and Potential Competitors, publish servicing information and establish a code of conduct with a WIC Act Licensee when required by a licence granted under the WIC Act.

5.2 As required reporting

There is no as required reporting obligation relating to information and Services for competitors.

5.3 Publicly available documents

Sydney Water must make the compliance and performance report on the provision of information and Services to WIC Act Licensees and Potential Competitors (referred to in section 5.1.1 of this Reporting Manual) Publicly Available.

6 Performance monitoring and reporting

This section explains Sydney Water's reporting requirements for performance monitoring and reporting.

6.1 Periodic reporting

6.1.1 Annual – Statement of Compliance

Sydney Water must prepare, for each financial year, a statement of compliance in the form of Appendix E to this Reporting Manual.

Sydney Water must submit the statement of compliance to IPART by **1 September** following the end of the relevant financial year (or another date nominated by Sydney Water and approved by IPART in writing).

Only licence non-compliances are required to be reported. Schedule A of the template in Appendix E provides guidance on descriptions for the reported non-compliance(s).

If there are no non-compliances in the financial year, the statement of compliance should state that to be the case.

Note: This section relates to Licence clause 40, under which IPART may undertake an Operational Audit on Sydney Water's compliance with the Licence. As part of the preparation for IPART's audit process, this section requires Sydney Water to provide a statement of compliance identifying non-compliances with the Licence that it has self-identified.

6.1.2 Annual – Audit Recommendation Status Report

Sydney Water must report to IPART annually on the status of any recommendations identified in a report prepared by IPART and provided to the Minister in relation to:

- the most recent Operational Audit
- any previous Operational Audit where the recommendations identified in IPART's audit report to the Minister had not been fully implemented at the time of the last audit recommendations status report.

Sydney Water must submit the audit recommendations status report to IPART by **31 March** of each year (or another date nominated by Sydney Water and approved by IPART in writing).

Note: Under Licence clause 40, IPART may undertake an Operational Audit. This section requires Sydney Water to report on the status of implementing recommendations identified in an Operational Audit.

6.1.3 Annual – Reporting against performance indicators and Licence data

Sydney Water must prepare, for each financial year, a report on Sydney Water's performance against the following indicators during the relevant financial year:

- IPART performance indicators set out in Appendix C of this Reporting Manual

- Licence data set out in Appendix D of this Reporting Manual
- the National Performance Report (NPR) Indicators.²

Sydney Water must submit the performance report to IPART by **1 September** following the end of the relevant financial year (or another date nominated by Sydney Water and approved by IPART in writing):

Sydney Water may choose to include with the report an explanation of Sydney Water's performance, which details:

- major factors (both positive and negative) that have influenced Sydney Water's performance, both within and beyond Sydney Water's control
- reasons for any variation (both positive and negative) between Sydney Water's performance in the financial year and with performance in prior years.

Note: Under clause 41(1) of the Licence, Sydney Water must comply with its reporting requirements in this Reporting Manual. This section requires Sydney Water to report on its performance against performance indicators set out in this Reporting Manual as well as NPR indicators.

IPART uses the data Sydney Water provides in this report, along with data provided by other water utilities, to publish performance data for all licenced water utilities in NSW. From time to time, IPART may review and change IPART performance indicators. When that occurs, we will update this Reporting Manual accordingly and notify stakeholders of the changes

6.2 As required reporting

There is no as required reporting requirement relating to performance monitoring and reporting.

6.3 Publicly available documents

There is no public reporting requirement relating to performance monitoring and reporting.

² The Bureau of Meteorology publishes the National Performance Report indicators set.

Appendices

A Timeline for reporting

Table 1 Timing of regular reporting under Sydney Water's Licence

Frequency	Report to	Reporting on	Relevant Section
Quarterly	NSW Health	Exception reporting on monitoring of Drinking Water and Recycled Water	2.1.2
Quarterly	Public	Water quality monitoring report on Drinking Water	2.3
Annually 31 March	IPART	Audit recommendation status report	6.1.2
Annually 1 September	IPART	<ul style="list-style-type: none"> Compliance and performance report on: <ul style="list-style-type: none"> Drinking Water and Recycled Water quality management performance standards for service interruptions information and Services to Potential Competitors IPART performance indicators (Appendix C) Licence Data (Appendix D) NPR performance indicators Customer and stakeholder relations report Statement of Compliance 	2.1.3 3.1.1 5.1.1 6.1.3 6.1.3 6.1.3
1 September 2026 and 2 September 2028	IPART	State of Assets report	3.1.2
Annually 1 September	Public	Compliance report on: <ul style="list-style-type: none"> system performance standard for service interruptions Compliance and performance report on provision of information and Services to Potential Customers 	3.3 5.3

Table 2 Timing of submission of other specific reports by Sydney Water

Frequency	Report to	Reporting on	Relevant Section
Immediately upon occurrence of incident	NSW Health	Incident water quality monitoring results	2.2.1
30 days prior to making significant changes to water quality management system	IPART and NSW Health	Notification of any significant changes that Sydney Water proposes to make to a Water Quality Management System at least 30 days, prior to implementing the changes	2.2.2

B Performance standards for service interruptions

The table in this Appendix B sets out the performance standards for service interruptions that must be reported to IPART.

Table 3 Performance standards for service interruptions

Standard number	Standard definition
PS1	The percentage of Properties (rounded to 2 decimal places) that Sydney Water supplies Drinking Water to that are unaffected by an Unplanned Water Interruption (the Water Continuity Standard).
PS2	The percentage of Properties (rounded to 2 decimal places) that Sydney Water supplies Drinking Water to that receive a Drinking Water supply service affected by fewer than 12 Water Pressure Failures (the Water Pressure Standard).
PS3	The percentage of Properties (rounded to 2 decimal places) that Sydney Water supplies a Wastewater service to (but excluding Public Properties) that receive a Wastewater service unaffected by an Uncontrolled Wastewater Overflow (together with PS 4, the Dry Weather Wastewater Overflow Standard).
PS4	The percentage of Properties (rounded to 2 decimal places) that Sydney Water supplies a Wastewater service to (but excluding Public Properties) that receive a Wastewater service affected by fewer than three Uncontrolled Wastewater Overflows (together with PS 3, the Dry Weather Wastewater Overflow Standard).

C IPART performance indicators

Table 4 in this Appendix C sets out the performance indicators developed by IPART that Sydney Water must report on.

Table 4 IPART performance indicators (for assets)

Indicator number	Indicator	Definition
Assets		
A1	Number of Properties that experience an Unplanned Water Interruption that lasts for more than five continuous hours	Number of Properties that experience an Unplanned Water Interruption that lasts for more than five continuous hours in the financial year.
A2	Number of Properties that experience three or more Unplanned Water Interruptions that each last for more than one hour	Number of Properties that experience three or more Unplanned Water Interruptions that each last for more than one hour in the financial year.
A10	Number of properties that experience a Water Pressure Failure	Number of Properties that experience a Water Pressure Failure in the financial year.
A11	Number of Properties that experience an Uncontrolled Wastewater Overflow in dry weather	Number of Properties that experience an Uncontrolled Wastewater Overflow in dry weather in the financial year.
A12	Number of Properties that experience three or more Uncontrolled Wastewater Overflows in dry weather	Number of Properties that experience three or more Uncontrolled Wastewater Overflows in dry weather in the financial year.
Environment		
E1	Total energy consumption by the water utility (electricity, fuel and gas) in units provided on energy bills	Total energy consumption by the water utility (electricity, fuel and gas) in units provided on energy bills in the financial year.
E2	Electricity consumption from renewable resources or generated by the water utility expressed as a total percentage of energy consumption	Electricity consumption from renewable resources or generated by the water utility expressed as a total percentage of electricity consumption in the financial year.
E3	Total number of controlled wastewater overflows that occur in dry weather that are discharged to the environment, per km of sewer main	Total number of controlled wastewater overflows that occur in dry weather that are discharged to the environment, per km of sewer main in the financial year.
E4	Total number of Uncontrolled Wastewater Overflows that occur in dry weather that are discharged to the environment, per km of sewer main	Total number of Uncontrolled Wastewater Overflows that occur in dry weather that are discharged to the environment, per km of sewer main in the financial year.
E5	Estimated total mass of Biosolids produced by the water utility	Estimated total mass of Biosolids produced by the water utility in the financial year.
E6	Percent of Solid Waste Recycled or Reused expressed as a percentage of Solid Waste generated	Percent of Solid Waste Recycled or Reused expressed as a percentage of Solid Waste generated in the financial year.
E7	Estimated total mass of Solid Waste generated by the water utility	Estimated total mass of Solid Waste generated by the water utility in the financial year.
E8	Total area of clearing of native vegetation	Total area of native vegetation that the water utility cleared in the financial year.
E9	Total area of native vegetation rehabilitated, including due to replanting, weeding and protection by the water utility	Total area of native vegetation rehabilitated, including due to replanting, weeding and protection by the water utility in the financial year.

Indicator number	Indicator	Definition
E10	Total area of native vegetation gain due to rehabilitation, replanting, weeding and protection by the water utility	Total area of native vegetation gain due to rehabilitation, replanting, weeding and protection by the water utility in the financial year.
E11	Progress towards achieving net zero emissions	<p>Net zero emissions target for scope 1, 2 and 3 greenhouse gas (GHG) emissions; and for each scope, projected pathway to net zero in years and actual annual GHG emissions. Emissions to be expressed as kilotonnes of CO₂ equivalent. This includes:</p> <ul style="list-style-type: none"> • which greenhouse gases are covered in the target. • all previously reported data under this obligation.
Water Conservation		
W1	Quantity of Drinking Water drawn by the water utility from all sources during the financial year, expressed in litres per person per day (observed)	Quantity of Drinking Water drawn by the water utility from all sources during the financial year, expressed in litres per person per day (observed) in the financial year.
W2	Quantity of Drinking Water drawn by the water utility from all sources during the financial year, expressed in litres per person per day (weather corrected)	Quantity of Drinking Water drawn by the water utility from all sources during the financial year, expressed in litres per person per day (weather corrected) in the financial year.

D Licence data

We require the information outlined in this Appendix D to identify the number of customers to whom Sydney Water supplies Recycled Water.

Table 5 Licence data – definitions

Data number	Licence data	Definition
L8	Connected residential properties – Recycled Water supply (000s)	The number of connected residential properties receiving Recycled Water Services from the utility during the reporting year (properties 000s).
L9	Connected non-residential properties – Recycled Water supply (000s)	The number of connected non-residential properties receiving Recycled Water Services from the utility during the reporting year (properties 000s).

E Statement of Compliance template

Statement of compliance *[Insert Year]*

For 20_ _/ _ _

Submitted by Sydney Water Corporation

To:

The Chief Executive Officer
Independent Pricing and Regulatory Tribunal of NSW
Level 16, 2-24 Rawson Place
Sydney NSW 2000

Sydney Water Corporation reports as follows:

1. This statement documents compliance during *[financial year]* with all obligations to which Sydney Water Corporation is subject by virtue of its Licence.
2. This report has been prepared by Sydney Water Corporation with all due care and skill, including to ensure that all information provided is true and correct, in full knowledge of conditions to which Sydney Water Corporation is subject under the *Sydney Water Act 1994*.
3. Schedule A provides information on all obligations with which Sydney Water Corporation did not comply during *[financial year]*.
4. Other than the information provided in Schedule A, Sydney Water Corporation has complied with all conditions to which it is subject.
5. This compliance report has been approved by the Managing Director (or equivalent) and the Chairman of the Board of Directors of Sydney Water Corporation / Duly authorised Board Member of Sydney Water Corporation.

DATE:

Signed:

Name:

Designation:

DATE:

Signed:

Name:

Designation:

Schedule A Non-Compliances

Table #	Clauses breached	Description
E.g. 1	List of clauses breached including a brief description of each clause.	Describe: i Date or period of non-compliance ii Nature and extent of non-compliance (including whether and how many customers have been affected) iii Results of any monitoring (where applicable) iv Reasons for non-compliance v Remedial action taken vi Actual/anticipated date of full compliance vii Any additional information as set out in sections 2.1.3, 3.1.1 and 4.1.1 of this Reporting Manual.

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ⁱ *Sydney Water Act 1994*, s 31(2)(b).