

NSW public and private water utilities performance indicators

30 November 2022

1 What are the performance indicators?

IPART monitors 3 major public water utilities, and 31 private water utilities^a licensed under the *Water Industry Competition Act 2006* (WIC Act) in NSW to check that they comply with their licence conditions. We collect annual performance data from each utility.

2 Why do we monitor?

We publish the annual performance data to ensure transparency, improve public confidence, provide additional incentives to the utilities to perform to expectations, and enable identification of areas for improvement.

3 How do we monitor?

The Excel workbook (database) presents performance indicator data from 2014–15 to 2021–22.

As the nature and scale of operations vary between utilities, comparisons of performance indicator data can be difficult. Therefore, we do not attempt to provide commentary or draw comparisons between the utilities' data.

4 Who do we monitor?

Information presented in the database relates to the following regulated water utilities:

Public water utilities

Hunter Water Corporation

Sydney Water Corporation

WaterNSW

^a During 2021–22, the licences of 4 licensees – Veolia Water Australia Pty Ltd (09_001), Veolia Water Solutions and Technologies Pty Ltd (10_012 and 10_013R), and Wyee Water Pty Ltd (14_026), were cancelled at their request.

Private water utilities – network licences

Altogether Central Park	Catherine Hill Bay Water Utility
Altogether Cooranbong	Kyeema Wastewater
Altogether Discovery Point	Lend Lease Recycled Water
Altogether Green Square	Narara Ecovillage Co-operative
Altogether Huntlee	Orica Australia
Altogether Operations-Box Hill	Rosehill Network
Altogether Operations-Shepherds Bay	SUEZ Water
Altogether Pitt Town	Sydney Desalination Plant
Altogether Glossodia	Veolia Water Solutions and Technologies-Darling Quarter
Aquacell – Bligh St	Veolia Water Solutions and Technologies-Bingara Gorge
Aquacell - Kurrajong	

Private water utilities – retail licences

Altogether Group	Sydney Desalination Plant
Aquacell	Orica Australia
AquaNet Sydney	Lendlease Recycled Water
Veolia Water Solutions and Technologies – Darling Quarter	Solo Water
Veolia Water Solutions and Technologies – Bingara Gorge	Suez Water
Narara Ecovillage	Kyeema Wastewater

Note: Bingara Gorge licences were cancelled at the request of the licensee when Sydney Water took ownership of the scheme.

5 Next steps

Click [here](#) to go to the database. There are also links to previously published databases which present performance indicators collected by IPART since 2005–06.

Any enquiries about the database should be made to IPART: Christine Allen, Director, Regulation and Compliance on (02) 9290 8412.