

NSW public and private water utilities performance indicators

5 March 2024

1 What are the performance indicators?

IPART monitors 3 major public water utilities, and 30 private water licensees^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 2012–13 to 2022–23.

We use performance indicators to measure each utilities' performance against the conditions of their licences, the requirements of the relevant legislation and regulation, and in making regulatory decisions.

^a As of 30 June 2023. During 2022–23, the licences of 2 licensees – Altogether Green Square Pty Ltd (15_031) and Suez Water and Treatment Solutions Pty Ltd (16_038 and 16_039R) were cancelled at their request. Licenses were approved for Kooragang Water Pty Ltd (22_046 and 22_047R).

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
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WaterNSW	
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Private water utilities – network licences (2022-23)

Altogether Central Park	Aquacell - Kurrajong
Altogether Cooranbong	Catherine Hill Bay Water Utility
Altogether Discovery Point	Kooragang Water Pty Ltd (licence approved 4 November 2022)
Altogether Green Square (licence cancelled on licensee request in 2022-23)	Kyeema Wastewater
Altogether Huntlee	Lend Lease Recycled Water
Altogether Operations-Box Hill	Narara Ecovillage Co-operative
Altogether Operations-Shepherds Bay	Orica Australia
Altogether Pitt Town	Rosehill Network
Altogether Glossodia	Suez Water and Treatment Solutions (licence cancelled 4 November 2022 on licensee request)
Aquacell – Bligh St	Sydney Desalination Plant

Private water utilities – retail licences (2022-23)

Altogether Group	Narara Ecovillage
Aquacell	Orica Australia
AquaNet Sydney	Solo Water
Kooragang Water Pty Ltd (licence approved 4 November 2022)	Suez Water and Treatment Solutions (licence cancelled 4 November 2022 on licensee request)
Kyeema Wastewater	Sydney Desalination Plant
Lendlease Recycled Water	

5 Next steps

Click [here](#) to go to the database and links to previously published databases which present performance indicators collected by IPART since 2009–10.

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