

# NSW public and private water utilities performance indicators

2 December 2024

## 1 What are the performance indicators?

IPART monitors 3 public water utilities, and 20 private water licensees (subject to 20 network operator licences and 12 retail suppliers licences) licensed under the *Water Industry Competition Act 2006* (WIC Act). We collect annual performance data from each utility.

## 2 Why do we monitor?

Licensees are responsible for complying with the conditions of their licence and other obligations under the WIC Act and WIC Regulation. Our aim in monitoring and reporting on the extent of their compliance with these obligations is to ensure the provision of safe, reliable water and sewerage services to their customers.

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 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
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### Private water utilities – network operator licences (2023-24)

Altogether - Box Hill	Altogether - Glossodia	Narara Ecovillage
Altogether - Central Park	Aquacell - Bligh St	Orica Australia
Altogether - Cooranbong	Aquacell - Kurrajong	Rosehill Network – Fairfield-Rosehill
Altogether - Discovery Point	Catherine Hill Bay Water Utility	Sydney Desalination Plant
Altogether - Huntlee	CPE Barangaroo Recycled Water	True Water DTR - Ashbourne
Altogether - Shepherds Bay	Kooragang Water - KIWS	Veolia Water Solutions & Technologies – Darling Quarter
Altogether - Pitt Town	Kyeema Water - Gundaroo	

**Private water utilities – retail supplier licences (2023-24)**

Altogether Group	Kooragang Water - KIWS	Solo Water – Catherine Hill Bay
Aquacell – Bligh St & Kurrajong	Kyeema Water - Gundaroo	Sydney Desalination Plant
AquaNet Sydney – Fairfield–Rosehill	Narara Ecovillage	True Water DTR - Ashbourne
CPE Barangaroo Recycled Water	Orica Australia	Veolia Water Solutions & Technologies – Darling Quarter

## 4 Next steps

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

Any enquiries about the database should be made to Maria Morahan on (02) 9113 7752.