

# NSW public and private water utilities performance indicators

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## 1 What are the performance indicators?

IPART monitors 3 major public water utilities, and 22 private water utilities licensed under the *Water Industry Competition Act 2006* (WIC Act) in NSW to check 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 2014-2015 to 2020-2021.

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	

### Private water utilities

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 Group	Orica Australia
Altogether Huntlee	SGSP Rosehill Network
Altogether Operations	Solo Water
Altogether Pitt Town	SUEZ Water and Treatment Solutions
Altogether Wyee	Sydney Desalination Plant
Aquacell	Veolia Water Australia
AquaNet Sydney	Veolia Water Solutions and Technologies

## 5 Section outlining next steps/call to action

Click [here](#) to go to the Excel workbook (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: Director, Regulation and Compliance on (02) 9290 8412.