



**IPART** Independent  
Pricing and Regulatory  
Tribunal | NSW

Sydney Water reporting manual  
2024-2028

# Manual

September 2024

Water >>

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## 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.

## Enquiries

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## 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](#).

## Amendment record

Issue no.	Date issued	Change log
A	1 July 2024	Version issued for the granted operating licence 2024-2028
B	30 September 2024	Change to dates for submission and publication of reports and clarifications to reporting on customer and consumer relationships.

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# 1 Introduction

## 1.1 Purpose of this reporting manual

This reporting manual applies 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 to.

The reports Sydney Water provides to us under this reporting manual assist us in monitoring and reporting on its compliance with its licence obligations.

This reporting manual does not reproduce all of Sydney Water's obligations under the Licence. Sydney Water should continue to refer to its Licence and to any legislation, statutory instrument or document referred to in the Licence for details of the obligations.

If there is any inconsistency between a requirement in the Licence with a requirement in this reporting manual, the Licence requirement prevails to the extent of the inconsistency.

## 1.2 Legislative framework

Under clause 40(1) 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 the terms and conditions of the Licence and other applicable obligations under the *Sydney Water Act 1994* (the Act) and the *Sydney Water Regulation 2017*.

The Independent Pricing and Regulatory Tribunal of New South Wales (IPART) is responsible for preparing operational audits of Sydney Water, and for monitoring and reporting to the Minister on Sydney Water's compliance with the Licence.<sup>a</sup> Clause 41(1) of the licence requires Sydney Water to provide IPART with any information reasonably requested by IPART to enable IPART to review or investigate Sydney Water's compliance with its obligations under the Licence.

## 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 under clause 49 of the Licence apply to this reporting manual. All references to the Licence in those provisions are taken to be references to this reporting manual.

For convenience, the definitions relevant to this reporting manual are included at Appendix D.

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<sup>a</sup> *Sydney Water Act 1994*, s31(2)(b).

## 1.4 How to use this manual

This reporting manual is structured as follows:

- Chapter 1 details how and when Sydney Water is to report
- Chapter 2 provides an overview of Sydney Water's reporting obligations
- Chapters 3 to 7 outline the specific reporting requirements for each part of the Licence
- Chapter 7 also outlines other general reporting requirements for Sydney Water that are not specifically connected to the Licence conditions.

### 1.4.1 When should the information be reported?

Table 1 and Table 2 summarise Sydney Water's reporting obligations under the Licence and this reporting manual. We group these reporting requirements into periodic reporting and other specific reports (or 'as required' reporting).

Table 3 identifies the documents 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, the Minister and the Department,<sup>b</sup> Sydney Water must:

- provide the name and contact details (phone and email) of the primary contact at Sydney Water
- provide an alternate contact for 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 (except where the Licence condition simply requires Sydney Water to provide IPART with a copy of a document). Where Sydney Water is required to submit similar reports on the same date, we encourage Sydney Water to provide that information in a consolidated report.<sup>c</sup> However, Sydney Water may choose to report the information in separate reports.

Sydney Water must send:

- each report or document electronically at [compliance@ipart.nsw.gov.au](mailto:compliance@ipart.nsw.gov.au)

<sup>b</sup> The Department of Climate Change, Energy, the Environment and Water at the time of publishing this reporting manual.

<sup>c</sup> If Sydney Water chooses to submit a consolidated report, that report should clearly meet all of the requirements in this Reporting Manual.

- hard copy reports or documents at the below address, if requested, 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

### Reporting to NSW Health

Sydney Water must send:

- each report or document electronically at [waterqual@health.nsw.gov.au](mailto:waterqual@health.nsw.gov.au) or to the last email address notified by NSW Health to Sydney Water
- hard copy reports or documents, if requested, to the address specified by NSW Health at the time of request.

### Notifications to Water NSW

Under clause 11.3 of the Licence, Sydney Water must notify Water NSW if it considers that future demand for water may exceed the system yield. Sydney Water must notify Water NSW at the last email address and/or telephone number notified by Water NSW to Sydney Water.

### Reporting to the Minister

Sydney Water must send:

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

### Reporting to the Department

Sydney Water must send:

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

## 1.5 Changing this reporting manual

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
- reflect changes to reporting requirements where appropriate

- include references to new Licence obligations
- remove references to Licence obligations that no longer apply
- amend the information that Sydney Water must provide to IPART, NSW Health, the Department or the Minister
- improve the reporting process.

We will consult with Sydney Water and other interested stakeholders before making any significant changes to the reporting requirements, indicators or Licence data. We will then notify Sydney Water and stakeholders of the revision and the commencement date of any new reporting requirements.

## 2 Summary of Sydney Water's reporting obligations

### 2.1 Periodic reporting requirements

**Table 1** summarises Sydney Water's periodic reporting requirements under the Licence and this reporting manual.

Chapter 1 of this reporting manual also contains general requirements relevant to periodic reports and should be referred to in addition to the specific parts of the Licence and reporting manual identified in Table 1.

Table 1 Periodic reporting requirements

When	Report to	Reporting on	Relevant part of the Licence/ reporting manual
<b>Quarterly</b>			
Within 6 weeks of the quarter's end	IPART NSW Health	Drinking water quality monitoring reports	Licence clause 12(7) RM section 3.1.1
Within 8 weeks of the quarter's end	IPART NSW Health	Exception reporting on drinking water and recycled water quality monitoring	Licence clause 12(7) RM section 3.1.1
<b>Annually</b>			
31 March	IPART	Audit recommendation status report	Licence clauses 40 & 41 RM section 7.1.1
30 April	IPART	Report on Sydney Water's progress towards achieving net zero emissions	Licence clause 42 RM section 7.1.3
1 September	IPART NSW Health	Water quality management reports	Licence clause 12 RM section 3.1.2
	IPART	Customer and consumer relationships reports	Licence Part 6 and clause 41 RM section 5.1.1
	IPART	WIC Act licensees and potential competitors relationships reports	Licence Part 8 and clause 41 RM section 6.1.1
	IPART	Report on performance against: <ul style="list-style-type: none"> <li>IPART performance indicators except the environmental indicators (Appendix A)</li> <li>Licence data (Appendix B)</li> <li>NPR performance indicators except the environmental indicators</li> </ul>	Licence clauses 40 & 41 RM section 7.1.2
	IPART	Statement of Compliance	Licence clause 40 RM section 7.1.4
1 October	IPART	Compliance and performance report on: <ul style="list-style-type: none"> <li>IPART environmental indicators except indicator E11 (Appendix A)</li> <li>NPR performance indicators that relate to the environment</li> </ul>	Licence clause 42 RM section 7.1.3
30 November	IPART Department	Water conservation plan Report outlining the outcomes of the review of the plan and the reasons for any changes to the plan	Licence clause 10.1 RM section NA



When	Report to	Reporting on	Relevant part of the Licence/ reporting manual
31 December	Minister	Greater Sydney drought response plan	Licence clause 11.2 RM section NA
<b>Biennially</b>			
1 September 2026 and 1 September 2028	IPART	Biennial asset management reports for the financial years ending 30 June 2026 and 30 June 2028	Licence clause 19(3) RM section 4

**Note:** not all reporting requirements under the Licence have corresponding sections in this manual. Where this is the case, we denote this with an "NA".

## 2.2 Other reporting requirements

**Table 2** summarises Sydney Water's other reporting requirements under the Licence and this reporting manual.

Chapter 1 of this reporting manual also contains general requirements relevant to Table 2 reporting requirements and should be referred to in addition to the specific parts of the Licence and reporting manual identified in Table 2.

Table 2 Other reporting or notification requirements

When	Report to or notify	Reporting on	Relevant part of the Licence/ reporting manual
30 days prior to implementing the changes	IPART NSW Health	Proposed significant changes to water quality management systems	Licence clause 12(4) RM section 3.2.1
Immediately upon occurrence of incident	NSW Health	Incident and emergency reporting – water quality	Licence clause 12(6) RM section NA
If triggered and as soon as reasonably possible	Minister Water NSW	If Sydney Water considers that future demand for water may exceed the system yield and when this exceedance might occur.	Licence clause 11.3(4) RM section NA
At least once between 1 July 2024 and 30 June 2028 and on request of the Minister	Minister	Long-term capital and operational plan and report	Licence clause 11.5 RM section NA
At least once each financial year	Residential customers	Notify residential customers that the following are publicly available: <ul style="list-style-type: none"> <li>Summaries of the Customer Contract</li> <li>Payment assistance policy</li> <li>Family violence policy</li> <li>Internal complains handling procedure (summary)</li> <li>External dispute resolution scheme (summary)</li> </ul>	Licence clauses 22, 23, 24, 26, 27 RM section NA

When	Report to or notify	Reporting on	Relevant part of the Licence/ reporting manual
Within one business day of identifying that the customer is experiencing payment difficulty	Residential customers	Payment assistance policy	Licence clause 23(4)(c) RM section NA

**Note:** not all public reporting requirements have corresponding sections in this manual. Where this is the case, we denote this with an "NA".

## 2.3 Publicly available documents

**Table 3** summarises the documents that Sydney Water must make available under its Licence. Sydney Water must make these documents publicly available on its website.

Table 3 Publicly available documents

When	What does Sydney Water need to make publicly available?	Relevant part of the Licence/ reporting manual
1 July 2024	Licence	Licence clause 44 RM section NA
	Customer Contract (any variations to the Customer Contract must be made publicly available on the date that the variation takes effect)	Licence clause 20 RM section NA
	Map of Sydney Water's area of operations	Licence clause 3 RM section NA
	Economic level of water conservation Current economic method Current economic method (summary)	Licence clause 10.2 RM section NA
	Summaries of the Customer Contract	Licence clause 22 RM section NA
	Payment assistance policy	Licence clause 23 RM section NA
	Family violence policy	Licence clause 24 RM section NA
	Internal complaints handling procedure (summary)	Licence clause 26 RM section NA
	External dispute resolution scheme (summary)	Licence clause 27 RM section NA
	Memoranda of understanding with the Water Administration Ministerial Corporation, NSW Health and the Environment Protection Authority	Licence clause 28 RM section NA
	Memorandum of understanding with Fire and Rescue NSW	Licence clause 29 RM section NA
	Servicing information	Licence clause 34 RM section NA
30 November 2024	Information for tenants who are consumers	Licence clause 21 RM section NA
30 June 2025	Report identifying the broad types of servicing information requested by WIC Act licensees or potential competitors Additional servicing information identified for publishing in the report	Licence clause 34 RM section NA

When	What does Sydney Water need to make publicly available?	Relevant part of the Licence/ reporting manual
31 January annually	Greater Sydney drought response plan summary	Licence clause 11.2 RM section NA
Within 10 business days of submitting the report to IPART	Customer and consumer relationships report	Licence Part 6 RM section 5.1.1
Within 10 business days of submitting the report to IPART	WIC Act licensees and potential competitors relationships report	Licence Part 8 RM section 6.1.1
Within 10 business days of updating the economic level of water conservation	Updated economic level of water conservation. Sydney Water must update the economic level of water conservation by 30 September annually. Sydney Water has 10 business days to make the updated economic level of water conservation publicly available.	Licence clause 10.2 RM section NA
Within 10 business days	Of reviewing and updating the current economic method	Licence clause 10.2 RM section NA
Within 10 business days of submitting the documents to the Department and IPART	<ul style="list-style-type: none"> <li>Updated water conservation plan following the annual review of the plan</li> <li>Report outlining the outcomes of the review of the plan and the reasons for any changes to the plan</li> </ul>	Licence clause 10.1 RM section NA
30 November annually (from 2026 onwards)	Climate-related disclosures	Licence clause 43 RM section NA
Within 10 business days of submitting the report to IPART and NSW Health	Drinking water quality monitoring quarterly reports	Licence clause 12(7) RM section 3.1.1

**Note 1:** not all public reporting requirements have corresponding sections in this manual. Where this is the case, we denote this with an "NA".

**Note 2:** where a document that is required to be made publicly available is revised, the revised version of the document should be made publicly available within 10 business days unless the Licence specifies an alternative period of time.

## 3 Performance standards for water quality

This section explains Sydney Water's reporting requirements under Part 4 of the Licence.

### 3.1 Periodic reporting

#### 3.1.1 Quarterly water quality monitoring report

The quarterly water quality monitoring report under clause 12(7) of the Licence must include information about drinking water quality monitoring and exception reporting on both drinking and recycled water quality monitoring.

Note: Sydney Water can produce 2 separate water quality monitoring reports for ease of publication and submissions to IPART and NSW Health. One publicly available report with the quarterly drinking water quality monitoring results and one report only to NSW Health with information on exceptions.

#### Drinking water quality monitoring

The quarterly water quality monitoring report must include details of 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 submit this information about the quarterly drinking water quality monitoring to IPART and NSW Health **within 6 weeks** following the end of the relevant quarter.

Sydney Water must make this information publicly available **within 10 business days** of submitting information about the drinking water quality monitoring to IPART and NSW Health.

Note: Nothing in this section 3.1.1 prevents Sydney Water from making the drinking water quality monitoring report publicly available more frequently than once every quarter (e.g. on a monthly basis).

To meet the requirements of clause 12(7) of the Licence, Sydney Water should send IPART the same quarterly report that it does to NSW Health.

#### Exception reporting – drinking and recycled water quality monitoring

The quarterly water quality monitoring report must also include details 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 this information about any exceptions to IPART and NSW Health **within 8 weeks** following the end of the relevant quarter.

The information about the exceptions must include details about the following:

- 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 control point and critical limit breached, and the action taken.

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

To meet the requirements of clause 12(7) of the Licence, Sydney Water should send IPART the same quarterly report that it does to NSW Health.

### 3.1.2 Water quality management annual report

For the purposes of monitoring Sydney Water's compliance with clause 12 of the Licence, Sydney Water must submit to IPART and NSW Health **by 1 September**, an annual report on Sydney Water's performance with managing the quality of drinking water and recycled water for the preceding financial year.

The report must include:

- 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.

## 3.2 As required reporting

### 3.2.1 Notification of proposed significant changes to the water quality management systems

Sydney Water must notify IPART and NSW Health of any proposed significant changes to its water quality management systems, under clause 12(3) of the Licence, **at least 30 days** prior to making these changes.

Examples of significant changes that Sydney Water must notify IPART and NSW Health of 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
- the environment
- safety.

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

## 4 Asset management

This section explains Sydney Water's reporting requirements under Part 5 of the Licence related to asset management. There are no reporting requirements related to the performance standards for service interruptions in the Licence.

### 4.1 Periodic reporting

#### 4.1.1 Biennial asset management reports

The first biennial asset management report under clause 19(3) of the Licence must be submitted to IPART by **1 September 2026**. This report must include:

- a description of each group of assets managed by Sydney Water
- asset performance and maintenance delivery trends
- an assessment of:
  - the health 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**
- a 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 this section 4.1.1, **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.

### 4.2 As required reporting

There are no 'as required' reporting obligations under this part of the Licence.

## 5 Customer and consumer relationships

This section explains Sydney Water's reporting requirements related to its customer and consumer relationships under Part 6 of the Licence.

### 5.1 Periodic reporting

#### 5.1.1 Customer and consumer relationships annual report

For the purposes of monitoring Sydney Water's compliance with Part 6 of the Licence, Sydney Water must submit a report to IPART **by 1 September** each year an annual report on Sydney Water's relationships with its customers and consumers for the preceding financial year.

Sydney Water must make this report publicly available **within 10 business days** of submitting the report to IPART.

The report must include:

- the total number of complaints that Sydney Water has received from customers and consumers
- the number of complaints that Sydney Water has received from customers and consumers that are identified as Sydney Water's responsibility
- the number of complaints received from customers and consumers that Sydney Water has resolved and are identified as Sydney Water's responsibility
- the key actions that Sydney Water has taken to resolve complaints received from customers and consumers that are identified as Sydney Water's responsibility and the average time taken for Sydney Water to resolve these complaints
- any systemic problems identified through analysis of complaints received from customers and consumers and the criteria for identifying a problem to be systemic
- the key actions taken by Sydney Water to resolve the identified systemic problems
- an assessment of the effectiveness of actions taken in the previous financial year in rectifying systemic problems identified in that year

Note: Examples of systemic problems include where the impact of the problem on customers and consumers is material in nature, even if only few customers are impacted or complain about them, or where a large number of customers are impacted by the problem, even if the impact is less material in nature.

- the number of customers and consumers identified as 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.



## 5.2 As required reporting

There are no 'as required' reporting obligations under this part of the Licence.

## 6 Information and services for competitors

This section explains Sydney Water's reporting requirements related to its relationships with licensees under the *Water Industry Competition Act 2006* (WIC Act) and potential competitors under Part 8 of the Licence.

### 6.1 Periodic reporting

#### 6.1.1 WIC Act licensees and potential competitors relationships annual report

For the purposes of monitoring Sydney Water's compliance with Part 8 of the Licence, Sydney Water must submit to IPART **by 1 September** each year an annual report on Sydney Water's relationships with WIC Act licensees and potential competitors for the preceding financial year.

Sydney Water must make this report publicly available **within 10 business days** of submitting the report to IPART.

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.

### 6.2 As required reporting

There are no 'as required' reporting obligations under this part of the Licence.

## 7 Performance monitoring and reporting

This section explains Sydney Water's reporting requirements under Part 10 of the Licence.

### 7.1 Periodic reporting

#### 7.1.1 Audit Recommendation Status Report

Under clauses 40 and 41 of the Licence, Sydney Water must submit to IPART by 31 March each year an annual report 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.

#### 7.1.2 Performance against IPART performance indicators and Licence data report

Under clauses 40 and 41 of the Licence, Sydney Water must submit to IPART by 1 September each year an annual report on Sydney Water's performance against the following indicators (except those that relate to environmental indicators) for the preceding financial year:

- IPART performance indicators set out in Appendix A of this reporting manual (except environmental indicators)
- Licence data set out in Appendix B of this reporting manual
- the National Performance Report (NPR) Indicators (except those that relate to the environment).<sup>d</sup>

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: 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.

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<sup>d</sup> The Bureau of Meteorology publishes the National Performance Report indicators set.

### 7.1.3 Annual – Reporting against environmental performance

Under clause 42 of the Licence, Sydney Water must submit to IPART **by 1 October** each year an annual report on Sydney Water's performance for the preceding financial year against:

- the IPART environmental performance indicators set out in Appendix A of this reporting manual (except for environmental performance indicator E11)
- NPR indicators that relate to the environment.

Sydney Water must also submit to IPART **by 30 April** each year an annual report on its progress towards achieving net zero emissions (i.e. its performance against environmental indicator E11 set out in Appendix A of this reporting manual).

Note: From time to time, IPART may review and change the environmental performance indicators. When that occurs, we will update this reporting manual accordingly and notify stakeholders of the changes.

### 7.1.4 Statement of Compliance

Under clause 40 of the Licence, Sydney Water must submit to IPART by 1 September each year an annual statement of compliance for the preceding financial year in the form of Appendix C to this reporting manual.

Sydney Water is only required to report on non-compliances with the Licence. Schedule A of the template in Appendix C 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.

## 7.2 As required reporting

There are no 'as required' reporting obligations under this part of the Licence.

# Appendices

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## A Performance indicators

Table A.1 in this Appendix A sets out the performance indicators developed by IPART that Sydney Water must report on.

Table A.1 IPART performance indicators

Indicator number	Indicator	Definition
<b>Assets</b>		
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 (other than public properties) that experience an uncontrolled wastewater overflow in dry weather	Number of properties (other than public properties) that experience an uncontrolled wastewater overflow in dry weather in the financial year.
A12	Number of properties (other than public properties) that experience three or more uncontrolled wastewater overflows in dry weather	Number of properties (other than public properties) that experience three or more uncontrolled wastewater overflows in dry weather in the financial year.
<b>Environment</b>		
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	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 CO <sub>2</sub> equivalent.. Include details on the greenhouse gases that are covered in the target.
<b>Water Conservation</b>		
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.

## B Licence data

We require the information outlined in this Appendix B to identify the number of customers to whom Sydney Water supplies recycled water.

Table B.1 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).



## C 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: <ul style="list-style-type: none"><li>i Date or period of non-compliance</li><li>ii Nature and extent of non-compliance (including whether and how many customers have been affected)</li><li>iii Results of any monitoring (where applicable)</li><li>iv Reasons for non-compliance</li><li>v Remedial action taken</li><li>vi Actual/anticipated date of full compliance</li><li>vii Any additional information as set out in sections O, 5.1.1, 7.1.2 and 7.1.3 of this reporting manual, as relevant to the non-compliance.</li></ul>

## D Dictionary

In this reporting manual, unless the contrary intention appears:

**Act** means the *Sydney Water Act 1994*.

**area of operations** means the area of operations to which this licence applies set out in Schedule A of the Licence.

**assets** mean the land, structures, plant, equipment, corporate and business systems of Sydney Water that enable Sydney Water to undertake its functions, deliver its services and further its objectives.

**biosolids** means the stabilised organic solids derived from wastewater treatment processes.

**business day** means a day that is not a Saturday, Sunday or public holiday in New South Wales.

**complaint** means an expression of dissatisfaction made to or about Sydney Water related to its actions, products, services, staff or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected or legally required.

**consumer** means any person who consumes or uses the services and includes a tenant or occupier.

**contact centre** means the call centre that Sydney Water's customers and consumers may contact for assistance.

**controlled wastewater overflow** is a sewage overflow that is directed by Sydney Water via a designed structure to a predetermined location such as a stormwater drainage system or waterway in order to prevent overloaded or blocked sewers from discharging at sensitive locations, on private property or within buildings (thus endangering public health or causing a public nuisance).

**current economic method** means:

- (a) the economic level of water conservation method approved by IPART on 21 December 2016 contained within the document titled "Determining Sydney Water's Economic Level of Water Conservation – Part A: The ELWC Methodology" and published by Sydney Water on its website, or
- (b) an economic method updated in accordance with the procedure in clause 10.2 of the Licence.

**customer** means any person who:

- (a) is taken (under section 55(1) of the Act) to have entered into a Customer Contract,
- (b) is taken (under section 55(2) of the Act) to have entered into a Customer Contract with Sydney Water on terms and conditions relating to the imposition and payment of charges imposed under sections 64 or 65 of the Act,
- (c) has entered into a contract or other arrangement with Sydney Water for the provision of services on terms and conditions specifically agreed to by the person and Sydney Water under section 57(1) of the Act, or
- (d) owns a property within the Rouse Hill stormwater catchment area.

**Customer Contract** means the Customer Contract as set out in Schedule B of this Licence.

**Department** means the Department of the Public Service responsible to the Minister.

**drinking water** means water intended primarily for human consumption and other personal, domestic or household uses such as bathing and showering, whether or not the water is used for other purposes.

**Environment Protection Authority** or **EPA** means the Environment Protection Authority established under section 5 of the *Protection of the Environment Administration Act 1991*.

**family violence** means domestic abuse within the meaning of section 8 of the *Intervention Orders (Prevention of Abuse) Act 2009 (SA)* as at 1 July 2024.

**financial year** means a period of 12 months commencing on 1 July.

**licence** means this operating licence granted under section 12 of the Act to Sydney Water or any renewal of it, as in force for the time being.

**management system** means a structured system to manage and document Sydney Water's policies, processes, procedures and governance arrangements to enable it to undertake its functions, deliver its services and further its objectives.

**Minister** means the Minister responsible for administering Part 5 of the Act.

**multiple occupancy property** means real property comprising more than one individual dwelling or individual premises capable of being separately occupied, which may be used for any purpose.

**NSW Health** means the Ministry of Health.

**operational audit** has the meaning given in clause 39 of the Licence.

**potential competitor** means a person who informs Sydney Water that they intend to carry out activities that would require a licence or approval under the WIC Act.

**property** means any real property that is:

- (a) connected to, or for which a connection is available to Sydney Water's water supply system or wastewater system,
- (b) within an area of land declared by an order of the Governor to be a stormwater drainage area under section 65 of the Act, or
- (c) within the Rouse Hill stormwater catchment area.

Note: For the purpose of the dry weather wastewater overflow standard, a multiple occupancy property may be counted as a single property.

**publicly available** means available to any person, free of charge:

- (a) on Sydney Water's website, and
- (b) on request to the contact centre.

**public property** means real property vested in or under the control of a Minister of the Crown or public authority excluding so much of such real property as is leased, licensed or used for private purposes.

**recycled** means waste materials converted into a usable product or resource. The process of recycling includes: the diversion or extraction of the material from the waste stream; the collection and sorting of recyclable materials; and the processing of those materials into products which can then be used (or sold for use). Materials are deemed to have been recycled when they are transferred to a facility for processing or manufacturing (e.g. a recycling centre). Energy recovery (or waste-to-energy) is another form of recycling, which involves recovery of latent energy rather than a physical resource.

**recycled water** means water that, upon appropriate treatment, is suitable for its intended re-use application.

**reporting manual** means the reporting manual published by IPART under clause 48(1)(a) of the Licence.

**residential customer** means a customer that owns a residential property.

**residential property** means a property that is categorised as residential under the *Local Government Act 1993* or is used by the relevant occupant as the occupant's principal place of residence.

**reused** means a diverted waste product which has been applied to a subsequent use which may be the same or different from the original purpose and which extends the life of the product, but without further manufacture. Beneficial re-use is generally taken to mean that the form of re-use delivers some benefit (economic, social or environmental).

**Rouse Hill stormwater catchment area** means the area of land located in the Rouse Hill stormwater catchment as identified in any determination made by IPART of maximum prices that may be levied by Sydney Water for stormwater services.

**services** means the services authorised by clause 8 of the Licence.

**stormwater drainage system** includes any artificial channel by which surface water is carried off, land and natural and modified waterways for drainage, stormwater pipes, stormwater detention structures, stormwater quality improvement devices, equipment for stormwater harvesting and reuse systems, and green infrastructure assets that retain stormwater in the landscape and improve the water quality, for the provision of stormwater services.

**solid waste** is any solid substance that is discarded, rejected, unwanted, in surplus or abandoned. It does not include gas, energy, water, wastewater, biosolids diverted for beneficial reuse and reuse water.

**Sydney Water** means the Sydney Water Corporation constituted as a corporation by the Act.

**uncontrolled wastewater overflow** is a wastewater overflow occurring in dry weather that is not a wastewater overflow that is directed by Sydney Water via a designed structure to a predetermined location such as a stormwater drainage system or waterway in order to prevent overloaded or blocked sewers from discharging at sensitive locations, on private property or within buildings (thus endangering public health or causing a public nuisance).

**unplanned water interruption** has the meaning given in clause 14 of the Licence.

**wastewater** means an effluent stream comprising elements such as sewage, trade waste discharges and grey water.

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**wastewater overflow** is the discharge of untreated or partially treated sewage from:

- (a) any part of Sydney Water's wastewater system, or
- (b) any part of a customer's wastewater system where the cause of the discharge is a problem with Sydney Water's wastewater system.

**Water NSW** means the corporation constituted under the *Water NSW Act 2014*.

**WIC Act** means the *Water Industry Competition Act 2006*.

**WIC Act licensee** means a person that holds a licence under the WIC Act.

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