



Water NSW reporting manual  
2024-2028

# Manual

September 2024

Water >>

---

## 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.

## Tribunal Members

The Tribunal members for this review are:

Carmel Donnelly PSM, Chair  
Deborah Cope  
Mike Smart

Enquiries regarding this document should be directed to a staff member:  
Christine Allen (02) 9290 8412  
Shweta Shrestha (02) 9113 7735

## 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](#).

---

# Contents

<b>1</b>	<b>Introduction</b>	<b>1</b>
1.1	Purpose of this reporting manual	1
1.2	Legislative framework	1
1.3	Definitions and interpretation	1
1.4	How to use this manual	2
1.5	Changing this reporting manual	3
<b>2</b>	<b>Summary of Water NSW's reporting obligations</b>	<b>5</b>
2.1	Annual reporting requirements	5
2.2	Other reporting requirements	6
2.3	Publicly available documents	6
<b>3</b>	<b>Management systems</b>	<b>8</b>
3.1	Annual reporting	8
3.2	Other reporting	9
<b>4</b>	<b>Performance standards</b>	<b>10</b>
4.1	Annual reporting	10
4.2	Other reporting	10
<b>5</b>	<b>Bulk water quality for drinking water suppliers</b>	<b>11</b>
5.1	Annual reporting	11
5.2	Other reporting	11
<b>6</b>	<b>Customer support and complaint management</b>	<b>12</b>
6.1	Annual reporting	12
6.2	Other reporting	12
<b>7</b>	<b>Catchment and river health</b>	<b>13</b>
7.1	Annual reporting	13
7.2	Other reporting	14
<b>8</b>	<b>Water conservation and planning</b>	<b>15</b>
8.1	Annual reporting	15
8.2	Other reporting	15
<b>9</b>	<b>Environment and climate reporting</b>	<b>16</b>
9.1	Annual reporting	16
9.2	Other reporting	16
<b>10</b>	<b>Performance monitoring and reporting</b>	<b>17</b>
10.1	Annual reporting	17
10.2	Other reporting	18
<b>A</b>	<b>Water quality management annual report</b>	<b>20</b>
<b>B</b>	<b>Environmental performance indicators</b>	<b>21</b>
B.1	2024 and 2025 reporting requirements	21
B.2	Reporting requirements commencing in 2026	21



# 1 Introduction

## 1.1 Purpose of this reporting manual

This reporting manual applies to Water NSW for the term of the 2024-2028 Operating Licence (Licence). The purpose of this document is to provide information to Water NSW on what, when, and who to report to. The reports Water NSW provides to us under this reporting manual assist us in monitoring and reporting on its compliance with its licence obligations.

The reporting manual does not reproduce all of Water NSW's obligations under the Licence. Water NSW 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 54 of the Licence, Water NSW is required to comply with all reporting requirements set out in this reporting manual. Water NSW is required to comply with the terms and conditions of the Licence and other applicable obligations under the *Water NSW Act 2014* (the Act) and the *Water NSW Regulation 2020*.

The Independent Pricing and Regulatory Tribunal of New South Wales (IPART) is responsible for preparing operational audits of Water NSW, and for monitoring and reporting to the Minister on Water NSW's compliance with the Licence.<sup>a</sup> Clause 55(1) of the Licence requires Water NSW to provide IPART with any information reasonably requested by IPART to enable IPART to review or investigate Water NSW'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 63 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.

---

<sup>a</sup> *Water NSW Act 2014*, s56-57.

## 1.4 How to use this manual

This reporting manual is structured as follows:

- Chapter 1 details how and when Water NSW is to report
- Chapter 2 provides an overview of Water NSW's reporting obligations
- Chapters 3 to 10 outline the specific reporting requirements for each part of the Licence.

### 1.4.1 When should the information be reported?

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

Table 3 identifies the documents that Water NSW must make publicly available under the Licence.

### 1.4.2 Water NSW must specify contact persons

When reporting to IPART, NSW Health, the Minister, the Department or Sydney Water, Water NSW must:

- provide the name and contact details (phone and email) of the primary contact at Water NSW
- provide an alternate contact for times when the primary contact is unavailable.

### 1.4.3 How should the information be reported?

#### Reporting to IPART

Water NSW should provide the required information to IPART in a clear and concise report (except where the Licence condition simply requires Water NSW to provide IPART with a copy of a document). Where Water NSW is required to submit similar reports on the same date, we encourage Water NSW to provide that information in a consolidated report.<sup>b</sup> However, Water NSW may choose to report the information in separate reports. Water NSW must:

- lodge each report or document electronically at [compliance@ipart.nsw.gov.au](mailto:compliance@ipart.nsw.gov.au)
- if requested, lodge hard copy reports at the below address, 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

<sup>b</sup> If Water NSW chooses to submit a consolidated report, it must ensure that that report clearly meets all aspects of reporting requirements as detailed in this Reporting Manual.

## Reporting to NSW Health

Water NSW must lodge:

- 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 Water NSW
- hard copy reports or documents, if requested, to the address specified by NSW Health at the time of request.

## Reporting to the Minister

Water NSW must lodge:

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

## Reporting to the Department

Water NSW must lodge:

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

## Reporting to Sydney Water

Water NSW must lodge:

- each report or document electronically to the last email address notified by Sydney Water to Water NSW
- hard copy reports or documents, if requested, to the address specified by Sydney Water 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 Water NSW must provide to IPART, NSW Health, the Department, the Minister or Sydney Water.

- improve the reporting process.

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



## 2 Summary of Water NSW's reporting obligations

### 2.1 Annual reporting requirements

**Table 1** summarises Water NSW's annual 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 Annual reporting requirements

When	Report to	Report on	Relevant part of the Licence/ reporting manual
30 April	IPART	Audit recommendations status report	Licence clause 54(2) RM section 10.1.2
1 September	IPART NSW Health	Water quality management report	Licence clause 9 RM section 3.1.2
	IPART	Statement of compliance	Licence clause 54(2) RM section 10.1.1
	IPART	Performance indicators reporting	Licence clause 54(2) RM section 10.1.3
30 September	IPART	Performance standards	Licence clause 15 RM section 4.1.1
1 October	IPART	Environmental performance indicators <sup>a</sup>	Licence clause 51 RM section 9.1.1
30 November	IPART NSW Health	Water quality monitoring	Licence clause 9(4) RM section 3.1.1
	IPART The Department	Water quality monitoring enhancements program <sup>b</sup>	Licence clause 21(3) RM section 5.1.1
	IPART	Catchment management report	Licence clause 32(2) RM section 7.1.1
	IPART	Community education	Licence clause 34(4) RM section 7.1.2
	The Department IPART	Water conservation plan <sup>c</sup>	Licence clause 37(2) RM section NA
	IPART	Customer relations	Licence clause 25-29 and 55(1) RM section 6.1.1
31 December	Minister	Greater Sydney Drought Response Plan	Licence clause 39(1) RM section NA

a. Reporting for a subset of the environmental performance indicators, as identified in section 9.1.1 and Appendix B, start in 2026.

b. The water quality monitoring enhancements program reporting requirements start in 2026.

c. The water conservation plan reporting requirements start in 2026.

**Note 1:** not all reporting requirements 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 Water NSW's other 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 2**.

Table 2 Other reporting requirements

When	Report to	Report on	Relevant part of the Licence/ reporting manual
30 June 2026 and if triggered	IPART	Review of system yield	Licence clause 36(4) RM section 8.2.1
At least once between 1 July 2024 and 30 June 2028 and on request of the Minister	Minister	Greater Sydney long-term capital and operational plan	Licence clause 41(2) RM section NA
30 November 2027	IPART	Catchment and river health research outcomes	Licence clause 33(4) RM section 7.2.1
As required	IPART NSW Health	Significant changes to water quality management system(s)	Licence clause 9(2) RM section 3.2.1

**Note 1:** not all 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 Water NSW must make available under its Licence. Water NSW must make these documents publicly available, free of charge, on its website.

Table 3 Publicly available documents

When	What does Water NSW need to make publicly available?	Relevant part of the Licence/ reporting manual
1 July 2024	Customer service charter	Licence clause 25 RM section NA
	Code of practice on payment difficulties	Licence clause 27(2) RM section NA
	Summary of external dispute resolution scheme	Licence clause 30(2) RM section NA
	System yield Report explaining how system yield was calculated Design criteria	Licence clause 35(5) RM section NA
	Memorandum of understanding with NSW Health	Licence clause 46(2) RM section NA
	Memorandum of understanding with EPA	Licence clause 47(2) RM section NA
	Licence	Licence clause 57 RM section NA

When	What does Water NSW need to make publicly available?	Relevant part of the Licence/ reporting manual
30 June 2025	Roles and responsibilities agreement with the Department, NRAR and WAMC	Licence clause 48(3) RM section NA
1 July 2025	Policy on raw water quality for drinking water suppliers	Licence clause 17 RM section NA
	Customer and community engagement policy	Licence clause 26(4) RM section NA
	Family violence policy	Licence clause 28(3) RM section NA
	Summary of internal complaints handling procedure	Licence clause 29(4) RM section NA
	Data governance and management policy Data quality policy Data sharing policy for sharing data with third parties (excluding NSW Government agencies) Data sharing policy for sharing data with NSW Government agencies User guides about how to access data and information	Licence clause 43(2) RM section NA
30 June 2026	Review of system yield report	Licence clause 36(4) RM section 8.2.1
1 July 2026	Summary of service commitments to drinking water suppliers	Licence clause 20 RM section NA
31 January annually	Greater Sydney Drought Response Plan	Licence clause 39(1) RM section NA
30 September annually	Performance standards	Licence clause 15 RM section 4.1.1
30 November annually	Annual water quality monitoring report	Licence clause 9(4) RM section 3.1.1
	Annual catchment management report	Licence clause 32(2) RM section 7.1.1
	Water conservation plan and report	Licence clause 37(2) RM section NA
	Climate-related disclosures	Licence clause 52(1) RM section NA

**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.

## 3 Management systems

This section explains Water NSW's reporting requirements in relation to Part 3 of the Licence.

### 3.1 Annual reporting

#### 3.1.1 Water quality monitoring report

The annual water quality monitoring report for the declared catchment, required under clause 9(4) of the Licence must, for the preceding financial year must:

- Summarise the monitoring program developed under the relevant water quality management system(s), including Water NSW's water quality objectives relating to monitoring and the applicable guidelines for water quality (e.g. the Australian Drinking Water Guidelines, or other requirements as approved by NSW Health or IPART in writing).
- Summarise the monitoring results and analyse if the results address Water NSW's water quality objectives. This includes:
  - routine monitoring results of the water quality characteristics identified in the water quality management system(s)
  - non-routine monitoring results (i.e. event-based and investigative monitoring), including a summary of water quality incidents identified during the financial year and actions taken to resolve, eliminate or mitigate the effect of those incidents, especially to protect public health during the incident.
- Provide quality assurance and quality control statements about the integrity of the reported data.

For water quality reports submitted in 2025 and 2028, Water NSW must also include an assessment of how on water quality in declared catchment areas during the preceding financial year compares with trends in water quality over the previous 10 years. The assessment must include an analysis of, and comparison to, trends over the previous 10 years:<sup>a</sup>

- at the inflows to any (downstream) water filtration plants
- within Water NSW's water storages
- at other locations as specified by NSW Health and the Department (including inflows into Water NSW's water storages).

#### 3.1.2 Water quality management annual report

For the purposes of monitoring Water NSW's compliance with clause 9 of the Licence, Water NSW must submit to IPART a water quality management annual report. The report must include, for the preceding financial year:

---

<sup>a</sup> We note that this aligns with the Water NSW's catchment audit cycle.

- the water quality management activities and programs completed by Water NSW to meet its water quality objectives, including the results and outcomes from those activities and programs
- the water quality management activities and programs that Water NSW 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 in the water quality management system(s)) in accordance with the Australian Drinking Water Guidelines, or other requirements as specified by NSW Health in writing
- an assessment of the review and continual improvement conducted over the previous 12-month period (as identified in the water quality management system(s)) in accordance with Element 12 of the Australian Drinking Water Guidelines, or other requirements as specified by NSW Health in writing
- details of any significant changes made to the water quality management system(s)
- any non-compliance with the water quality management system(s) 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).

Water NSW must use the template in Appendix A to prepare the water quality management annual report.

## 3.2 Other reporting

### 3.2.1 Notification of significant changes to the water quality management system(s)

Examples of significant changes that Water NSW must notify IPART (and NSW Health) of, under clause 9(2) of the Licence, 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
- change in discharge method of recycled water to the environment.

When deciding whether a change is significant, Water NSW should consider the resulting change in risks, or potential risks, to:

- public health through the supply of drinking water
- 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 Performance standards

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

### 4.1 Annual reporting

#### 4.1.1 Performance standards annual report

The performance standards annual report required under clause 15 of the Licence must, for the preceding financial year:

- explain how Water NSW has met or failed to meet the performance standards, including:
  - major factors (both positive and negative) that influenced Water NSW's performance – this includes factors that are both within and beyond Water NSW's control
  - reasons for any significant variation (both positive and negative) between Water NSW's performance in the financial year and performance over the past 5 years
- where the performance standard is calculated as a percentage, Water NSW must also report the level of performance achieved, also as a percentage
- justify why Water NSW considered any exclusions under clauses 14(1)(b) and 14(1)(c) of the Licence applied if Water NSW considers any exclusions applied during the reporting period.

Water NSW must include a copy of the performance standard data in an editable format (e.g. Microsoft Excel) to allow for year-to-year comparison of Water NSW's performance against the indicators.

### 4.2 Other reporting

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

## 5 Bulk water quality for drinking water suppliers

This section explains Water NSW's reporting requirements under Part 5 of the Licence.

### 5.1 Annual reporting

#### 5.1.1 Water quality monitoring enhancements program annual report

The water quality monitoring enhancements program annual report required under clause 21(3) of the Licence must:

- detail Water NSW's program-related activities for the preceding financial year including the cost of undertaking those activities
- identify locations where monitoring equipment still needs to be installed, replaced or relocated and the implementation timeline for outstanding activities
- explain how Water NSW has considered the matters set out in clause 21(2)(b) of the Licence.

### 5.2 Other reporting

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

## 6 Customer support and complaint management

This section explains Water NSW's reporting requirements under Part 7 of the Licence.

### 6.1 Annual reporting

#### 6.1.1 Customer relations annual report

For the purposes of monitoring Water NSW's compliance with clauses 25 to 29 of the Licence, Water NSW must by **1 September** each year submit to IPART an annual report detailing its relationships with customers and stakeholders. The customer relations annual report must, for the preceding financial year:

- Include an assessment of Water NSW's performance and compliance against clauses 25 to 29 in its Licence. Where Water NSW did not comply with obligations, it must describe the major factors that influenced its inability to comply with the Licence. This includes factors both in and out of Water NSW's control.
- Detail any significant issues identified from customer and community engagement and complaints.
- Provide trend data including (but not limited to):
  - the number of complaints received from customers and consumers
  - the number of complaints that Water NSW has resolved and any actions that Water NSW has taken to resolve customer and consumer complaints
  - the average time taken for Water NSW to resolve the complaints
  - any systemic problems arising from customer and consumer complaints and Water NSW's performance with managing these complaints
  - the number of customers 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.
- Describe any significant changes to the following, with justifications for those changes:
  - customer service charter
  - consultation policy
  - code of practice on payment difficulties
  - family violence policy.

### 6.2 Other reporting

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



## 7 Catchment and river health

This section explains Water NSW's reporting requirements under Part 8 of the Licence.

### 7.1 Annual reporting

#### 7.1.1 Annual catchment management report

The annual catchment management report, for declared catchment areas, required under clause 32(2) of the Licence must, for the preceding financial year:

- identify the impact of Water NSW's activities in and around the declared catchment areas (both positive and negative impacts) on catchment health
- outline the catchment control and management activities and programs proposed by Water NSW, including the expected outcomes, cost, scope and timeline for completion
- provide details of catchment control measures and activities (including outcomes and expenditure) that Water NSW implemented and any changes to the proposed activities
- outline any proposed research and education activities to improve catchment health in the declared catchment areas.

For catchment management reports submitted in 2025 and 2028, Water NSW must also provide a statement about how catchment health has improved or declined over the past 3 years.

#### 7.1.2 Education program annual report

The annual education program annual report required under clause 34(4) of the Licence must, for the preceding financial year:

- describe the community education activities that Water NSW had planned to undertake during the period, confirm those that it did undertake, and identify which program objectives set out in clause 34(3) of the Licence the relevant activity supported
- detail the outcomes of community education activities undertaken by Water NSW and associated expenditure
- identify educative activities Water NSW developed or implemented in response to any recommendations or findings of operational audits, catchment audits, or Water NSW's research or monitoring programs
- explain changes to community education activities/programs and expenditure since the previous reporting year, including justification for those changes.

## 7.2 Other reporting

### 7.2.1 Catchment and river health research report

The catchment and river health research report required under clause 33(4) of the Licence must explain the outcomes of Water NSW's research program by:

- explaining the research context for activities including by:
  - summarising key aspects of the research program required under clause 33(3) of the Licence
  - describing the activities it had planned to undertake as part of its ongoing research program
  - describing the actual research activities undertaken, including the key findings and outcomes of that research
  - detailing the associated expenditure for the research activities
- detailing the key risks, threats and opportunities identified from the research findings and outcomes and articulating which parts of Water NSW's system they apply to
- explain how Water NSW has applied, or proposes to apply, the findings and outcomes of its research to its activities in and around catchments and rivers

## 8 Water conservation and planning

This section explains Water NSW's reporting requirements under Part 9 of the Licence.

### 8.1 Annual reporting

There are no period reporting obligations under this part of this part of the Licence.

### 8.2 Other reporting

#### 8.2.1 System yield review report

The system yield review report required under clause 36(4) of the Licence must:

- attach the independent expert's report
- Water NSW's response to those findings, including:
  - Identifying opportunities for improvement Water NSW proposes to action, by when and the anticipated cost to do so
  - opportunities for improvement Water NSW does not propose to implement and explanation of the reasons for this
- explain how the review considered stakeholder input collected under clause 36(3) of the Licence.

## 9 Environment and climate reporting

This section explains Water NSW's reporting requirements under Part 12 of the Licence.

### 9.1 Annual reporting

#### 9.1.1 Environmental performance indicators

Water NSW must submit an annual environmental performance indicators report to IPART by **1 October** each year, for the preceding financial year. The annual environmental performance indicators report required under clause 51 of the Licence must include environment indicators as outlined in Appendix B. Water NSW must report against the environmental performance indicators in Table B.1 for the 2024 and 2025 reporting periods.<sup>a</sup> Water NSW must report against the environmental performance indicators in Table B.2 from 2026 onwards.

Water NSW must submit the data in Microsoft Excel format. The report must allow for year-to-year comparison of Water NSW's performance against the indicators.

Water NSW may choose to include an explanation of Water NSW's performance, which details:

- major factors (both positive and negative) that have influenced its performance, both in and out of Water NSW's control
- reasons for variance (both positive and negative) between Water NSW's performance from performance in prior years.

The annual performance indicators report must, for environmental indicator E11 (set out in Appendix B of this reporting manual), include a statement on Water NSW's projection and progress towards achieving net zero emissions which allows for year-to-year comparison.

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.

### 9.2 Other reporting

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

<sup>a</sup> The indicators in Table B.1 only apply to declared catchment areas.

## 10 Performance monitoring and reporting

This section explains Water NSW's reporting requirements under Part 13 of the Licence.

### 10.1 Annual reporting

#### 10.1.1 Statement of compliance

For the purposes of monitoring Water NSW's compliance under its Licence, Water NSW must submit, for each financial year, a statement of compliance by **1 September**. The statement of compliance must follow the form of Appendix C to this reporting manual.

Only Licence non-compliances must be reported in the statement of compliance. Schedule A of the template in Appendix C provides guidance for how to report non-compliance(s).

If there are no non-compliances in the financial year, the statement of compliance should state that to be the case.

#### 10.1.2 Audit recommendation status report

For the purposes of monitoring Water NSW's compliance under its Licence, Water NSW must submit a report to IPART annually 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.

Water NSW must submit the audit recommendations status report to IPART by **30 April** of each year (or at a later date agreed to by IPART).

Water NSW may, but is not required to, report to IPART on the implementation of any opportunities for improvement identified in our report to the Minister on the results of the audit. Water NSW should provide this information with the status update on audit recommendations if it chooses to report on opportunities for improvement. This information may be considered by an auditor in the subsequent annual audit.

### 10.1.3 Reporting against performance indicators

Water NSW must submit, for each financial year, a report on its performance against the National Performance Report (NPR) Indicator during the relevant financial year.<sup>a</sup>

Water NSW must submit the performance report to IPART by **1 September** following the end of the relevant financial year (or another date nominated by Water NSW and approved by IPART in writing). The report must allow for year-to-year comparison of Water NSW's performance against the indicators.

Water NSW may choose to include with the report an explanation of Water NSW's performance, which details:

- major factors (both positive and negative) that have influenced its performance, both in and out of Water NSW's control
- reasons for variance (both positive and negative) between Water NSW's performance from performance in prior years.

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.

## 10.2 Other reporting

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

---

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

# Appendices

---

## A Water quality management annual report

Table A.1 provides a template for Water NSW's implementation of its water quality management system(s), as set out in section 3.1.2 of this reporting manual.

Table A.1 Water quality management annual report

ADWG framework sub-element	Water quality objective	Activity/program	Results/outcomes
This section should refer to the relevant sub-element(s) of the ADWG.	This section should explain what the water quality objective is.	This section should outline the water quality management activities and programs completed by Water NSW to meet its water quality objectives.	This section should outline the results and outcomes of the activities and programs Water NSW undertook in the reporting period.
<b>Example:</b> 4.1 – operational procedures 7.2 – employee training	<b>Example:</b> Consistent management of water quality.	<b>Example:</b> Create a procedure for the routine data analysis process. Train staff in implementation of the procedure.	<b>Example:</b> New procedure created for data analysis. All data analysts trained in routine data analysis and respond consistently when new data arrives.



## B Environmental performance indicators

### B.1 2024 and 2025 reporting requirements

Water NSW must report against the environmental performance indicators in Table B.1 for the 2024 and 2025 reporting periods. The indicators in Table B.1 only apply to declared catchments.

Table B.1 Environmental performance indicators for 2024 and 2025 reporting

Indicator number	Indicator	Definition
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 electricity consumption	Electricity consumption from renewable resources or generated by the water utility expressed as a total percentage of electricity consumption 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.

### B.2 Reporting requirements commencing in 2026

Water NSW must report on the environmental performance indicators in Table B.2 from the 2026 reporting period onwards. The indicators in Table B.2 apply to Water NSW's area of operations.

Table B.2 Environmental performance indicators for 2026 reporting onwards

Indicator number	Indicator	Definition
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 electricity consumption	Electricity consumption from renewable resources or generated by the water utility expressed as a total percentage of electricity consumption 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.

Indicator number	Indicator	Definition
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.
WNSW E1	% PEW met for volume	Percentage of planned environmental water that is met at the location and times required in accordance with the applicable water sharing plan, the environmental water manager or the Minister with respect to volume.
WNSW E2	% PEW met for flow rates	Percentage of planned environmental water that is met at the location and times required in accordance with the applicable water sharing plan, the environmental water manager or the Minister with respect to flow rates.
WNSW E3	% PEW met for flow thresholds	Percentage of planned environmental water that is met at the location and times required in accordance with the applicable water sharing plan, the environmental water manager or the Minister with respect to flow thresholds.
WNSW E4	% HEW met for volume	Percentage of held environmental water that is met at the location and times required by the customer, with respect to volume.
WNSW E5	% HEW met for flow rates	Percentage of held environmental water that is met at the location and times required by the customer, with respect to flow rates.
WNSW E6	% HEW met for flow thresholds	Percentage of held environmental water that is met at the location and times required by the customer, with respect to flow thresholds.

## Definitions for environment performance indicators

**Held environmental water** means water allocated to a water access licence held for environmental purposes.

**Planned environmental water** means water committed for ecosystem health or other environmental purposes through rules in surface and groundwater sharing plans.

**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.

**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).

**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.

## C Statement of compliance template

Statement of compliance *[Insert Year]*

For 20\_ \_/ \_ \_

Submitted by Water NSW

To:

The Chief Executive Officer  
Independent Pricing and Regulatory Tribunal of NSW  
Level 16, 2-24 Rawson Place  
Sydney NSW 2000

Water NSW reports as follows:

1. This statement documents compliance during *[financial year]* with all obligations to which Water NSW is subject by virtue of its Licence.
2. This report has been prepared by Water NSW with all due care and skill, including to ensure that all information provided is true and correct, in full knowledge of conditions to which Water NSW is subject under the *Water NSW Act 2014*.
3. Schedule A provides information on all obligations with which Water NSW did not comply during *[financial year]*.
4. Other than the information provided in Schedule A, Water NSW 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 Water NSW / Duty authorised Board Member of Water NSW.

**DATE:**

Signed: .....

Name: .....

Designation: .....

**DATE:**

Signed: .....

Name: .....

Designation: .....

## Schedule A – non-compliances

#	Breached clause and brief description of the licence clause.	Describe:
1		<ol style="list-style-type: none"><li>1. Date or period of non-compliance</li><li>2. Nature and extent of non-compliance (including if/how many customers were impacted)</li><li>3. Results of any monitoring (where applicable)</li><li>4. Reasons for non-compliance</li><li>5. Remedial action taken</li><li>6. Actual/anticipated date of full compliance</li></ol>
2		
3		

Note: Water NSW should only report non-compliances that were identified in the reporting period.

© Independent Pricing and Regulatory Tribunal (2024).

With the exception of any:

- a. coat of arms, logo, trade mark or other branding;
- b. photographs, icons or other images;
- c. third party intellectual property; and
- d. personal information such as photos of people.

this publication is licensed under the Creative Commons Attribution-NonCommercial-NoDerivs 3.0 Australia Licence.



The licence terms are available at the [Creative Commons website](#)

IPART requires that it be attributed as creator of the licensed material in the following manner: © Independent Pricing and Regulatory Tribunal (2024).

The use of any material from this publication in a way not permitted by the above licence or otherwise allowed under the Copyright Act 1968 (Cth) may be an infringement of copyright. Where you wish to use the material in a way that is not permitted, you must lodge a request for further authorisation with IPART.

**Disclaimer**

Nothing in this document should be taken to indicate IPART's or the NSW Government's commitment to a particular course of action.

This document is published for the purpose of IPART fulfilling its statutory or delegated functions as set out in this document. Use of the information in this document for any other purpose is at the user's own risk, and is not endorsed by IPART.

**ISBN** 978-1-76049-717-0