

## Water utility performance indicators review

**Public Hearing – Tuesday 20 March 2018  
Sydney – McKell Building – IPART Offices  
2-22 Rawson Place, Haymarket NSW 2000**

### AGENDA

Item	Time	Session
1	9.00 am	<b>Registration/Tea &amp; Coffee</b>
2	9.30 am	<b>Welcome (Chair, Ms Deborah Cope, IPART Tribunal Member)</b>
3	9.40 am	<b>Session 1: Performance areas</b>
		Water quality and quantity
		Assets
		Environment
		Customers
4	10.40 am	<b>Session 2: Approach to performance monitoring</b>
		Regulatory outcomes
		Incentivising performance
		Collection and reporting – format and frequency
		Applying a single set of performance indicators
5	11.25 am	<b>Closing remarks (Chair)</b>
6	11.30 am	<b>Close</b>

#### Roundtable participants

We will conduct the workshop as a roundtable discussion of key issues. Roundtable participants will include IPART, Flow Systems, Hunter Water, Sydney Water, WaterNSW and other key stakeholders.

#### Transcript of roundtable session

Transcribers will record the stakeholder roundtable discussions. We will make a copy of the transcript available on IPART's website shortly after the Stakeholder Roundtable.