



BN18/1471

Water Utility Performance Indicators Review  
Independent Pricing and Regulatory Tribunal  
PO Box K35  
Haymarket Post Shop NSW 1240

### **Submission to Water Utility Performance Indicators Review**

Thank you for the opportunity to make a submission to the issues paper of the Independent Pricing and Regulatory Tribunal's (IPART's) *Review of Water Utility Performance Indicators*.


The Department of Industry - Water (DoI Water) welcomes and supports this review and its purpose to eliminate duplication and modernise performance indicators in order to promote continuous improvement and comparative benchmarking of water utilities. DoI Water also supports the proposed methodology for the design of performance indicators.

DoI Water has been overseeing and monitoring performance outcomes for local water utilities in regional NSW for many decades. This includes reporting on a comprehensive set of performance indicators, as well as comparative assessment and improvement reports to individual local water utilities. The key indicators enable local water utilities to improve performance and productivity through continuous performance monitoring and benchmarking against the performance of other similar utilities.

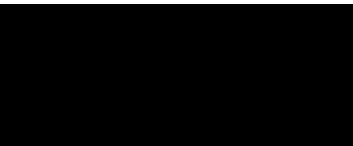
DoI Water is currently undertaking a review of its strategic oversight of, and regulatory role and functions with respect to, local water utilities in regional NSW. The purpose of the review is to improve the effectiveness and efficiency of DoI Water's regulatory activities. It is anticipated that a product of the review will be an evolution of DoI Water's performance monitoring.

IPART may wish to consider whether there is potential for improvements to alignment of performance indicators for all water utilities, including regional water utilities in NSW.

DoI Water looks forward to working with IPART on the next stages of its review and helping improve the performance of water utilities across NSW.

For further information please contact Michael Blackmore, Director Water Utilities on 

Yours sincerely



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