

National performance report 2023–24: urban water utilities—reporting guidance memo

2023–24 indicator set

- The 2024 Urban NPR reports for the period 1 July 2023 to 30 June 2024.
- The indicator set, to be supplied by 31 October 2024 is provided in Attachment 1.
- Indicators are defined in the *2018 National Performance Framework: Urban performance reporting indicators and definitions handbook – January 2018 – V1.1*

Data entry

- The data entry portal will open on 1 July 2024 and it will close on 31 October 2024.
- The Bureau will contact all individuals who currently have database access via email in mid-June 2024. Any enquires relating to the data entry portal and access to it, should be directed to water@bom.gov.au.

Changing data after submission deadline

- Data cannot be submitted or changed after the 31 October 2024. Unless prior arrangements have been made for the submission of data after this date further submissions or changes to indicator data, outside of the validation process, will not be accepted.
- Changes after 31 October 2024 will only be considered in exceptional circumstances. Changes must be supported by your jurisdictional data coordinator and will be at the discretion of the Bureau of Meteorology. Request should be directed to water@bom.gov.au.

Changing historical data

- Changes to historic data, outside of the current reporting year, is at the discretion of the Bureau of Meteorology and must be approved by your jurisdictional data coordinator. Notification of errors or data quality issues should be directed to water@bom.gov.au.

Change from last year report

Indicators C13, C14, C19, F11.1, F12.1, F13, F13.1, F28.1, F29.1, H4a and W14 have been retired as a result of the NPR Indicator Review project. Other indicators that had been identified to be retired will be retired in the next reporting year as their retirement is dependent on the introduction of new indicators.

Further information

- If you require further information or clarification of your reporting requirements or the performance indicators, please contact Bureau's water team water@bom.gov.au.

Attachment 1—2023–23 Urban NPR Indicators

Indicators shown as derived will be calculated from component indicators and are not reported by utilities.

Category	Indicator	Status
Water resources	W1 —Volume of water sourced from surface water	Report
	W2 —Volume of water sourced from groundwater	Report
	W3.1 —Volume of water sourced from desalinated marine waters	Report
	W5.3 —Volume of water, excluding recycled water, received from other service providers or operational areas within the urban water supply system	Report
	W14.3 —Volume of water, excluding recycled water, exported to other service providers or operational areas within the urban water supply system	Report
	W11.3 —Volume of potable water produced for supply into the urban water supply system	Report
	W8.3 —Volume of water supplied to residential customers	Report
	W9.3 —Volume of water supplied to non-residential customers	Report
	W31 —Volume of water returned to surface water and groundwater from the urban water supply system	Report
	W13 —Volume of water returned as environmental flows from outside of the urban water supply system	Report
	W10.1 —Volume of non-revenue water	Report
	W16 —Volume of wastewater, excluding trade waste, collected	Report
	W17 —Volume of trade waste collected	Report
	W18.4 —Volume of wastewater inflow to wastewater treatment plants	Report
	W18.2 —Volume of wastewater received from other service providers or operational areas within the urban wastewater system	Report
	W18.1 —Volume of wastewater exported to other service providers or operational areas within the urban wastewater system	Report
	W18.3 —Volume of wastewater taken through sewer mining	Report
	W18.5 —Volume of treated effluent outflow from wastewater treatment plants	Report
	W29 —Volume of treated wastewater disposals	Report
	W30 —Volume of wastewater losses and discharges	Report
	W6 —Volume of recycled water received from other service providers or operational areas within the urban water supply system	Report
	W15 —Volume of recycled water exported to other service providers or operational areas within the urban water supply system	Report
	W20 —Volume of recycled water supplied to residential customers	Report
	W21 —Volume of recycled water supplied to non-residential customers	Report

Category	Indicator	Status
Water resources	W23 —Volume of recycled water supplied as environmental flows	Report
	W25.1 —Volume of recycled water supplied to managed aquifer recharge	Report
	W28.4 —Volume of urban stormwater supplied to residential customers	Report
	W28.5 —Volume of urban stormwater supplied to non-residential customers	Report
	W7 —Total volume of water sourced	Derived
	W5 —Total volume of water received from other service providers or operational areas within the urban water system	Derived
	W8 —Total volume of water supplied to residential customers	Derived
	W9 —Total volume of water supplied to non-residential customers	Derived
	W11 —Total volume of urban water supplied	Derived
	W12 —Average volume of residential water supplied per property	Derived
	W18 —Total volume of wastewater collected	Derived
	W19 —Average volume of wastewater collected per property	Derived
	W26 —Total volume of recycled water supplied	Derived
	W27 — Recycled water as a percentage of total wastewater collected	Derived
Assets	A1 —Number of water treatment plants providing full treatment	Report
	A2 —Length of water mains	Report
	A3 —Number of properties served per km of water main	Derived
	A4 —Number of wastewater treatment plants	Report
	A5 —Length of sewer mains and channels	Report
	A6 —Number of properties served per km of sewer main	Derived
	IA8 —Number of water main breaks, bursts and leaks	Report
	A8 —Number of water main breaks, bursts and leaks, per 100 km of water mains	Derived
	A9 —Infrastructure leakage index	Report
	A10 —Real losses: service connections	Report
	A11 —Real losses: water mains	Report
	A14 —Number of sewer mains breaks and chokes per 100 km	Report
	A15 —Number of property connection sewer breaks and chokes per 1,000 properties	Report
Customers	C1 —Population receiving services: water supply	Report
	C2 —Number of connected residential properties: water supply	Report
	C3 —Number of connected non-residential properties: water supply	Report
	C4 —Total number of connected properties: water supply	Derived
	C6 —Number of connected residential properties: wastewater	Report
	C7 —Number of connected non-residential properties: wastewater	Report
	C8 —Total number of connected properties: wastewater	Derived

Category	Indicator	Status
	IC9 —Number of water quality complaints: water supply	Report
	IC10 —Number of water service complaints	Report
	C10 —Number of water service complaints per 1,000 properties	Derived
	IC11 —Number of sewerage service complaints	Report
	C11 —Number of sewerage service complaints per 1,000 properties	Derived
	IC12 —Number of billing and account complaints: water supply and sewerage	Report
	C12 —Number of billing and account complaints per 1,000 properties: water supply and sewerage	Derived
	IC13 —Number of water and sewerage complaints	Report
	C15 —Average duration of an unplanned interruption: water supply	Report
	IC17 —Number of unplanned interruptions: water supply	Report
	C17 —Number of unplanned interruptions per 1,000 properties	Derived
	IC18 —Number of restrictions for non-payment of water bills	Report
	C18 —Number of restrictions for non-payment of water bills per 1,000 properties	Derived
	IC19 —Number of legal actions taken for non-payment of water bills	Report
	C19 —Number of legal actions taken for non-payment of water bills per 1000 properties	Derived
Environment	IE1 —Volume of wastewater treated to a primary level	Report
	E1 —Percentage of wastewater treated to a primary level	Derived
	IE2 —Volume of wastewater treated to a secondary level	Report
	E2 —Percentage of wastewater treated to a secondary level	Derived
	IE3 —Volume of wastewater treated to a tertiary level	Report
	E3 —Percentage of wastewater treated to a tertiary level	Derived
	E8 —Percentage of biosolids reused	Report
	IE9 —Net greenhouse gas emissions: water supply	Report
	E9 —Net greenhouse gas emissions per 1,000 properties: water supply	Derived
	E9.1 —Net greenhouse gas emissions per ML: water supply—bulk utility	Derived
	IE10 —Net greenhouse gas emissions: wastewater	Report
	E10 —Net greenhouse gas emissions per 1,000 properties: wastewater	Derived
	E10.1 —Net greenhouse gas emissions per ML: wastewater—bulk utility	Derived
	IE11 —Net greenhouse gas emissions: other	Report
	E11 —Net greenhouse gas emissions per 1,000 properties: other	Derived
	E11.1 —Net greenhouse gas emissions per ML: other—bulk utility	Derived
	IE12 —Total net greenhouse gas emissions	Derived
	E12 —Total net greenhouse gas emissions per 1,000 properties	Derived
	E12.1 —Total net greenhouse gas emissions per ML: bulk utility	Derived

Category	Indicator	Status
Pricing	P1 —Tariff structure: water supply	Report
	P1.2 —Fixed charge: water supply	Report
	P1.3- P1.7 —Usage charge: step 1 to 5	Report
	P1.3a- P1.7a Upper bound of usage: step 1 to 5	Report
	P1.12 —Special levies: water supply	Report
	P1.13 —Income from special levies retained by the utility: water supply	Report
	P2 —Annual residential bill based on 200 kL per annum: water supply	Report
	P3 —Typical residential bill: water supply	Report
	P4 —Tariff structure: wastewater	Report
	P4.1 —Fixed charge: wastewater	Report
	P4.2 —Usage charge: wastewater	Report
	P4.3 —Special levies: wastewater	Report
	P4.4 —Income from special levies retained by the utility: wastewater	Report
	P5 —Annual residential bill based on 200 kL per annum: wastewater	Report
	P6 —Typical residential bill: wastewater	Report
	P7 —Total annual residential bill based on 200 kL per annum	Derived
	P8 —Total typical residential bill	Derived
Finance	F1 —Total revenue: water supply	Report
	F2 —Total revenue: wastewater	Report
	F3 —Total income for the utility	Report
	F4 —Percentage of residential revenue from usage charges: water supply	Report
	F5 —Revenue per property: water supply	Derived
	F5.1 —Revenue per ML: water supply—bulk utility	Derived
	F6 —Revenue per property: wastewater	Derived
	F6.1 —Revenue per ML: wastewater—bulk utility	Derived
	F7 —Total income per property	Derived
	F7.1 —Total income per ML: bulk utility	Derived
	F8 —Community service obligations ratio	Derived
	F9 —Written-down replacement cost of fixed water supply assets	Report
	F10 —Written-down replacement cost of fixed wastewater assets	Report
	IF11 —Operating cost: water supply	Report
	F11 —Operating cost per property: water supply	Derived
	IF12 —Operating cost: wastewater	Report
	F12 —Operating cost per property: wastewater	Derived
	F14 —Capital expenditure: water supply	Report
	F15 —Capital expenditure: wastewater	Report

Category	Indicator	Status
	F16 —Total capital expenditure: water supply and wastewater	Derived
	F17 —Economic real rate of return: water supply	Report
	F18 —Economic real rate of return: wastewater	Report
	F19 —Economic real rate of return: water supply and wastewater	Report
	F20 —Dividend	Report
	F21 —Dividend payout ratio	Derived
	F22 —Net debt to equity ratio	Report
	F23 —Interest cover ratio	Report
	F24 —Net profit after tax (NPAT)	Report
	F25 —Community service obligation (\$)	Report
	F26 —Capital works grants: water supply	Report
	F27 —Capital works grants: wastewater	Report
	F28 —Capital expenditure per property: water supply	Derived
	F29 —Capital expenditure per property: wastewater	Derived
	F30 —Net profit after tax ratio	Derived
Public health	H1 —Water quality guidelines	Report
	H3 —Percentage of population where microbiological compliance was achieved	Report
	H4 —Number of zones where chemical compliance was achieved	Report
	H5 —Risk-based drinking water management plan externally assessed	Report