

National Performance Report 2024-25

Guidance memo – water and wastewater service providers with less than 10,000 connection properties

2024–25 indicator set

- The 2024-25 NPR reports for the period 1 July 2024 to 30 June 2025.
- The indicator set, to be supplied by 31 October 2025 is provided in Attachment 1 and applied to water and wastewater service providers with less than 10,000 connection properties.
- Indicators are defined in the *2023 National Performance Report Framework: Water and wastewater service providers, performance indicators and definitions handbook – September 2023*.

Data entry

- The data entry portal will open on 1 July 2025, and it will close on 31 October 2025.
- The Bureau will contact all individuals who currently have database access via email in mid-June 2025. 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 2025. 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 2025 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.

Further information

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

Attachment 1

2024–25 NPR Indicators for service providers with less than 10,000 connection properties

Indicators shown as derived (highlighted with grey background) will be calculated from component indicators and are not reported by service providers.

| Category | Indicator | Status |
|--------------------------------------|---|---------|
| Contextual information | C1—Estimated population receiving water supply services | Report |
| | C2—Number of connected residential properties: water supply | Report |
| | C3—Number of connected non-residential properties: water supply | Report |
| | C6—Number of connected residential properties: wastewater | Report |
| | C7—Number of connected non-residential properties: wastewater | Report |
| | CI_N1—Number of connected residential properties: recycled water | Report |
| | CI_N2—Number of connected non-residential properties: recycled water | Report |
| | A4—Number of wastewater treatment plants | Report |
| | A2—Length of water supply mains | Report |
| | A5—Length of sewer mains | Report |
| | C4—Total number of connected properties: water supply | Derived |
| | C8—Total number of connected properties: wastewater | Derived |
| | CI_N3—Total number of connected properties: recycled water | Derived |
| | A3—Number of connected properties served per km of water main | Derived |
| | A6—Number of connected properties served per km of sewer main | Derived |
| Customer and communities | IC9—Number of drinking water quality complaints | Report |
| | IC10—Number of drinking water service complaints | Report |
| | IC11—Number of wastewater service complaints | Report |
| | IC12—Number of drinking water and wastewater service billing and account complaints | Report |
| | IC13—Total number of complaints | Report |
| | C9—Number of drinking water quality complaints per 1,000 properties | Derived |
| | C10—Number of drinking water service complaints per 1,000 properties | Derived |
| | C11—Number of wastewater service complaints per 1,000 properties | Derived |
| | C12—Number of drinking water and wastewater service billing and account complaints per 1,000 properties | Derived |
| Assets and operations | IA8—Number of water main breaks | Report |
| | IA14—Number of sewerage main breaks, leaks and chokes | Report |
| | A15—Number of property connection sewerage breaks, leaks and chokes per 1,000 properties | Report |
| | C15—Average duration of an unplanned interruption: drinking water supply | Report |
| | IC17—Number of unplanned interruptions: drinking water supply | Report |
| Assets and operations | A11—Real losses, per kilometre of water main, from the drinking water supply system | Report |
| | A8—Number of water main breaks per 100 km of water mains | Derived |
| | A14—Number of sewerage main breaks, leaks and chokes per 100 km of sewer mains | Derived |
| | C17—Number of unplanned interruptions per 1,000 properties: drinking water supply | Derived |
| Finance and pricing | FP_N1—Residential drinking water supply tariff data | Report |
| | FP_N2—Residential wastewater services tariff data | Report |
| | FP_N3—Residential recycled water supply tariff data | Report |
| | P2—Annual residential customer bill based on 200 kL per annum: drinking water supply | Report |
| | P3—Typical residential customer bill: drinking water supply | Report |
| | P5—Annual residential customer bill based on 200 kL per annum: wastewater | Report |
| | P6—Typical residential customer bill: wastewater | Report |
| | F1—Revenue: drinking and non-drinking water | Report |
| | F2—Revenue: wastewater | Report |
| | F3—Total income for the service provider | Report |
| | F26—Capital works grants: water supply | Report |
| F27—Capital works grants: wastewater | Report | |

| Category | Indicator | Status |
|-------------------------------|---|---------|
| | FP_N6—Operating cost: purchase bulk drinking and non-drinking water | Report |
| | IF11—Operating cost: water supply | Report |
| | IF12—Operating cost: wastewater | Report |
| | F14—Capital expenditure: water supply | Report |
| | FP_N11—Capital renewal expenditure: water supply | Report |
| | F15—Capital expenditure: wastewater | Report |
| | FP_N12—Capital renewal expenditure: wastewater | Report |
| | P7—Total annual residential customer bill based on 200 kL per annum | Derived |
| | P8—Total typical residential customer bill | Derived |
| | F28—Capital expenditure per property: water supply | Derived |
| | F29—Capital expenditure per property: wastewater | Derived |
| Public health and environment | IE1—Volume of wastewater only treated to a primary level | Report |
| | IE2—Volume of wastewater only treated to a secondary level | Report |
| | IE3—Volume of wastewater treated to a tertiary level | Report |
| | H1—Water quality risk management guidelines used | Report |
| | E1—Percentage of wastewater only treated to a primary level | Derived |
| | E2—Percentage of wastewater only treated to a secondary level | Derived |
| | E3—Percentage of wastewater treated to a tertiary level | Derived |
| Water resources | W1—Volume of water self-sourced from climate-dependent surface water sources | Report |
| Water resources | W2—Volume of water self-sourced from groundwater sources | Report |
| | W3.1—Volume of water self-sourced from marine or estuarine water sources | Report |
| | W5.3—Volume of drinking and non-drinking water, excluding recycled water, imported from other service providers | Report |
| | W6—Volume of recycled water imported from other service providers | Report |
| | WR_N1—Volume of stormwater harvested for supply as recycled water | Report |
| | W8.3—Volume of drinking and non-drinking water, excluding recycled water, supplied to residential customers | Report |
| | W9.3—Volume of drinking and non-drinking water, excluding recycled water, supplied to non-residential customers | Report |
| | WR_N2—Volume of drinking and non-drinking water, excluding recycled water, supplied for own use | Report |
| | W14.3—Volume of drinking and non-drinking water, excluding recycled water, exported to other service providers | Report |
| | W10.1—Volume of non-revenue drinking and non-drinking water, excluding recycled water | Report |
| | W20—Volume of recycled water supplied to residential customers | Report |
| | W21—Volume of recycled water supplied to non-residential customers | Report |
| | W15—Volume of recycled water exported to other service providers | Report |
| | W23—Volume of recycled water supplied as environmental flows | Report |
| | W25.1—Volume of recycled water supplied to managed aquifer recharge | Report |
| | W29—Volume of effluent discharged | Report |
| | W5—Total volume of drinking and non-drinking water, including recycled water, imported from other service providers | Derived |
| | W11—Total volume of water supplied to residential and non-residential customers | Derived |
| | W12—Average volume of residential water supplied per property | Derived |
| | W26—Total volume of recycled water supplied | Derived |
| | W18—Total volume of wastewater collected | Derived |
| | W19—Average volume of wastewater collected per property | Derived |