

# National Performance Report 2024-25

## Guidance memo – water and wastewater service providers with more 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 more 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 – August 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](mailto: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](mailto: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](mailto:water@bom.gov.au).

### Change from last year's report

- Some indicators have been retired and some new indicators have been defined and included as a result of the NPR Indicator Review project. The indicators that are retained from the 2018 handbook, have also gone through some editorial changes to align the definitions and terminology across the 2023 handbook.

- For the list and detail of changes applied as a result of the NPR Indicator Review project please check the review report and NPR Release Notes for the 2023 handbook at [www.bom.gov.au/water/npr/framework-review](http://www.bom.gov.au/water/npr/framework-review)

**Further information**

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

## Attachment 1

### 2024–25 NPR Indicators for service providers with more 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
	A1—Number of water treatment plants providing full treatment	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
	IC18—Number of restrictions applied for non-payment of water accounts	Report
	CC_N1—Percentage of restriction for non-payment of water accounts removed within 3 business days	Report
	CC_N2—Percentage of restriction for non-payment of water accounts resulting in legal action	Report
	CC_N3—Number of residential customers on a hardship program as of 1 July of the reporting year	Report
	CC_N4—Number of residential customers entering a hardship program during the reporting year	Report
	CC_N5—Number of residential customers exiting a hardship program during the reporting year	Report

Category	Indicator	Status
	<b>CC_N6</b> —Percentage of residential customers in hardship program who met their instalment plan	Report
	<b>CC_N7</b> —Percentage of residential customers successfully exiting a hardship program during the reporting year	Report
	<b>C9</b> —Number of drinking water quality complaints per 1,000 properties	Derived
	<b>C10</b> —Number of drinking water service complaints per 1,000 properties	Derived
	<b>C11</b> —Number of wastewater service complaints per 1,000 properties	Derived
	<b>C12</b> —Number of drinking water and wastewater service billing and account complaints per 1,000 properties	Derived
	<b>C18</b> —Number of restrictions applied for non-payment of water accounts per 1,000 properties	Derived
Assets and operations	<b>IA8</b> —Number of water main breaks	Report
	<b>IA14</b> —Number of sewerage main breaks, leaks and chokes	Report
	<b>A15</b> —Number of property connection sewerage breaks, leaks and chokes per 1,000 properties	Report
	<b>C15</b> —Average duration of an unplanned interruption: drinking water supply	Report
	<b>IC17</b> —Number of unplanned interruptions: drinking water supply	Report
	<b>A9</b> —Infrastructure leakage index (ILI): drinking water supply system	Report
	<b>A10</b> —Real losses, per service connection, from the drinking water supply system	Report
	<b>A11</b> —Real losses, per kilometre of water main, from the drinking water supply system	Report
	<b>A8</b> —Number of water main breaks per 100 km of water mains	Derived
	<b>A14</b> —Number of sewerage main breaks, leaks and chokes per 100 km of sewer mains	Derived
	<b>C17</b> —Number of unplanned interruptions per 1,000 properties: drinking water supply	Derived
Finance and pricing	<b>FP_N1</b> —Residential drinking water supply tariff data	Report
	<b>FP_N2</b> —Residential wastewater services tariff data	Report
	<b>FP_N3</b> —Residential recycled water supply tariff data	Report
	<b>P2</b> —Annual residential customer bill based on 200 kL per annum: drinking water supply	Report
	<b>P3</b> —Typical residential customer bill: drinking water supply	Report
	<b>P5</b> —Annual residential customer bill based on 200 kL per annum: wastewater	Report
	<b>P6</b> —Typical residential customer bill: wastewater	Report
	<b>F1</b> —Revenue: drinking and non-drinking water	Report
	<b>F2</b> —Revenue: wastewater	Report
	<b>FP_N4</b> —Revenue: developer services charges levied as cash payments	Report
	<b>FP_N5</b> —Revenue: developer services charges levied as non-cash contributions	Report
Finance and pricing	<b>F3</b> —Total income for the service provider	Report
	<b>F26</b> —Capital works grants: water supply	Report
	<b>F27</b> —Capital works grants: wastewater	Report
	<b>F25</b> —Community service obligations	Report

Category	Indicator	Status
	FP_N6—Operating cost: purchase bulk drinking and non-drinking water	Report
	FP_N7—Operating cost: purchase bulk recycled water	Report
	IF11—Operating cost: water supply	Report
	FP_N9—Operating cost: bulk wastewater payments	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
	F16—Total capital expenditure: water supply and wastewater	Report
	F24—Net profit after tax (NPAT)	Report
	FP_N13— Earnings before interest, taxes, depreciation, and amortization (EBITDA)	Report
	F20—Dividends	Report
	F22—Net debt to equity ratio	Report
	FP_N14—Debt to assets ratio	Report
	FP_N15—Return on assets (ROA)	Report
	FP_N16—Return on equity (ROE)	Report
	FP_N17—Funds from operations (FFO) to net debt	Report
	FP_N18— Funds from operations (FFO) to net interest expense	Report
	P7—Total annual residential customer bill based on 200 kL per annum	Derived
	P8—Total typical residential customer bill	Derived
	F8— Community service obligations ratio	Derived
	FP_N8—Operating cost, excluding bulk water purchases, per property: water supply	Derived
	FP_N10—Operating cost, excluding bulk wastewater charges, per property: wastewater	Derived
	F28—Capital expenditure per property: water supply	Derived
	F29—Capital expenditure per property: wastewater	Derived
	F30—Net profit after tax (NPAT) ratio	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
	HE_N1—Total greenhouse gas emissions reported under the NGER scheme	Report
Public health and environment	HE_N2—Greenhouse gas emissions reduction target/s	Report
	E8—Percentage of biosolids reused	Report
	H1—Water quality risk management guidelines used	Report
	H5—External assessment of risk-based drinking water management plan	Report
	HE_N3—Date of last drinking water quality systems audit	Report
	H3—Percentage of the population where microbiological compliance was achieved	Report

Category	Indicator	Status
	<b>H4</b> — Percentage of the population where chemical compliance is met	Report
	<b>HE_N4</b> —Number of boil water alerts issued	Report
	<b>HE_N5</b> —Number of do not drink notices issued	Report
	<b>E1</b> —Percentage of wastewater only treated to a primary level	Derived
	<b>E2</b> —Percentage of wastewater only treated to a secondary level	Derived
	<b>E3</b> —Percentage of wastewater treated to a tertiary level	Derived
	<b>W27</b> —The percentage of treated effluent supplied as recycled water	Derived
Water resources	<b>W1</b> —Volume of water self-sourced from climate-dependent surface water sources	Report
	<b>W2</b> —Volume of water self-sourced from groundwater sources	Report
	<b>W3.1</b> —Volume of water self-sourced from marine or estuarine water sources	Report
	<b>W5.3</b> —Volume of drinking and non-drinking water, excluding recycled water, imported from other service providers	Report
	<b>W6</b> —Volume of recycled water imported from other service providers	Report
	<b>WR_N1</b> —Volume of stormwater harvested for supply as recycled water	Report
	<b>W8.3</b> —Volume of drinking and non-drinking water, excluding recycled water, supplied to residential customers	Report
	<b>W9.3</b> —Volume of drinking and non-drinking water, excluding recycled water, supplied to non-residential customers	Report
	<b>WR_N2</b> —Volume of drinking and non-drinking water, excluding recycled water, supplied for own use	Report
	<b>W14.3</b> —Volume of drinking and non-drinking water, excluding recycled water, exported to other service providers	Report
	<b>W31</b> —Volume of drinking and non-drinking water, excluding recycled water, returned to surface water	Report
	<b>W10.1</b> —Volume of non-revenue drinking and non-drinking water, excluding recycled water	Report
	<b>W20</b> —Volume of recycled water supplied to residential customers	Report
	<b>W21</b> —Volume of recycled water supplied to non-residential customers	Report
	<b>W15</b> —Volume of recycled water exported to other service providers	Report
	<b>WR_N3</b> —Volume of recycled water supplied for own use	Report
	<b>WR_N4</b> —Volume of non-revenue recycled water supplied for beneficial reuse	Report
	<b>W23</b> —Volume of recycled water supplied as environmental flows	Report
Water resources	<b>W25.1</b> —Volume of recycled water supplied to managed aquifer recharge	Report
	<b>W11.3</b> — Volume of drinking water produced for supply into the urban water supply system	Report
	<b>W16</b> —Volume of wastewater, excluding trade wastewater, collected	Report
	<b>W17</b> —Volume of trade wastewater collected	Report
	<b>W18.1</b> —Volume of wastewater exported to other service providers	Report
	<b>W18.2</b> —Volume of wastewater received from other service providers	Report
	<b>W18.3</b> —Volume of wastewater taken through sewer mining	Report

Category	Indicator	Status
	<b>W18.4</b> — Volume of wastewater inflow to wastewater treatment plants	Report
	<b>W18.5</b> —Volume of treated effluent outflow from wastewater treatment plants	Report
	<b>W29</b> —Volume of effluent discharged	Report
	<b>W30</b> —Volume of wastewater losses and spills	Report
	<b>WR_N5</b> —Number of days spent at level 1 restriction	Report
	<b>WR_N6</b> —Number of days spent at level 2 restriction	Report
	<b>WR_N7</b> —Number of days spent at or greater than level 3 restriction	Report
	<b>W5</b> —Total volume of drinking and non-drinking water, including recycled water, imported from other service providers	Derived
	<b>W7</b> —Total volume of drinking and non-drinking water, excluding recycled water, self-sourced and imported from other service providers	Derived
	<b>W11</b> —Total volume of water supplied to residential and non-residential customers	Derived
	<b>W12</b> —Average volume of residential water supplied per property	Derived
	<b>W26</b> —Total volume of recycled water supplied	Derived
	<b>W18</b> —Total volume of wastewater collected	Derived
	<b>W19</b> —Average volume of wastewater collected per property	Derived