

National Performance Report 2024-25

Guidance memo – bulk water authorities

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 bulk water authorities.
- 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.

Change from last year's report

- For the current bulk authorities 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](#).

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 bulk water authorities

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	C2—Number of connected residential properties: water supply	Report
	C3—Number of connected non-residential properties: water supply	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
Assets and operations	IA8—Number of water main breaks	Report
	IA14—Number of sewerage main breaks, leaks and chokes	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
Finance and Pricing	F1—Revenue: drinking and non-drinking water	Report
	F2—Revenue: wastewater	Report
	FP_N4—Revenue: developer services charges levied as cash payments	Report
	FP_N5—Revenue: developer services charges levied as non-cash contributions	Report
	F3—Total income for the service provider	Report
	F26—Capital works grants: water supply	Report
	F27—Capital works grants: wastewater	Report
	F25—Community service obligations	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
	F16—Total capital expenditure: water supply and wastewater	Report

Category	Indicator	Status
Finance and Pricing	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
	F8— Community service obligations ratio	Derived
	F30—Net profit after tax (NPAT) ratio	Derived
Public health and environment	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
	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
Water resources	W1—Volume of water self-sourced from climate-dependent surface water sources	Report
	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
	W31—Volume of drinking and non-drinking water, excluding recycled water, returned to surface water	Report

Category	Indicator	Status
Water resources	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
	WR_N3 —Volume of recycled water supplied for own use	Report
	WR_N4 —Volume of non-revenue recycled water supplied for beneficial reuse	Report
	W23 —Volume of recycled water supplied as environmental flows	Report
	W25.1 —Volume of recycled water supplied to managed aquifer recharge	Report
	W11.3 —Volume of drinking water produced for supply into the urban water supply system	Report
	W16 —Volume of wastewater, excluding trade wastewater, collected	Report
	W17 —Volume of trade wastewater collected	Report
	W18.1 —Volume of wastewater exported to other service providers	Report
	W18.2 —Volume of wastewater received from other service providers	Report
	W18.3 —Volume of wastewater taken through sewer mining	Report
	W18.4 —Volume of wastewater inflow to wastewater treatment plants	Report
	W18.5 —Volume of treated effluent outflow from wastewater treatment plants	Report
	W29 —Volume of effluent discharged	Report
	W30 —Volume of wastewater losses and spills	Report
	W5 —Total volume of drinking and non-drinking water, including recycled water, imported from other service providers	Derived
	W7 —Total volume of drinking and non-drinking water, excluding recycled water, self-sourced and imported from other service providers	Derived
	W11 —Total volume of water supplied to residential and non-residential customers	Derived
	W26 —Total volume of recycled water supplied	Derived
W18 —Total volume of wastewater collected	Derived	