



Level 2, 35 Spring St
Melbourne 3000, Australia
Telephone +61 3 9651 0222
 +61 1300 664 969
Facsimile +61 3 9651 3688

RURAL PERFORMANCE REPORTING FRAMEWORK

FINAL DECISION

DECEMBER 2008

An appropriate citation for this paper is:

Essential Services Commission 2008, *Rural Performance Framework: Final Decision*, December.

CONTENTS

Contents	1
1 Introduction	1
1.1 Regulatory framework	1
1.2 Development of a performance framework	1
2 Performance indicators	1
2.1 Performance indicators	1
2.2 Issues with performance indicators	1
3 Reporting Arrangements	4
3.1 Scope of reporting	4
3.2 Issues with scope	4
3.3 Target setting	5
3.4 Data submission	6
3.5 Auditing of data	7
3.6 Reporting of data	7
3.7 Periodic review of indicators	8
4 Future steps	9
4.1 Development of templates	9
Appendix A	10
Appendix B	15
Appendix C	16

1.1 Regulatory framework

The Essential Services Commission's role in the water sector is established by the *Water Industry Regulatory Order 2003* (WIRO), an order issued under the *Water Industry Act 1994* (Water Industry Act).

Rural water services, as described in the WIRO, are predominantly delivered by four businesses – Goulburn-Murray Water, GWMWater, Lower Murray Water and Southern Rural Water. Melbourne Water, Coliban Water and Wannon Water provide rural water services on a smaller scale.

Section 16 of the WIRO covers performance monitoring and reporting, and directs the Commission to report publicly on the performance of the regulated water industry.

The development of a state performance framework assists Victoria in meeting its obligations under clause 75 of the National Water Initiative; to report independently, publicly and on an annual basis, to facilitate benchmarking of pricing and service quality for metropolitan, non-metropolitan and rural water services.¹ The Commission has entered into a Memorandum of Understanding with the National Water Commission, Department of Sustainability and Environment and interstate bodies setting out how reporting will be conducted to achieve the National Water Initiative reporting obligation.

1.2 Development of a performance framework

The Commission's Final Decision for the 2008 Water Price Review made reference to completing a performance framework to allow reporting on service standards during the regulatory period.

Development of a performance framework commenced following the Final Decision of the 2006 Rural Water Price Review, this identified the need to establish a performance reporting framework for providers of rural water services.

Following the release of a consultation paper in September 2006, Commission staff visited customer committees of rural water businesses to provide an overview and receive feedback from customers on the Commission's approach.

¹ Council of Australian Governments 2004 - *Intergovernmental Agreement on a National Water Initiative*, Canberra, <http://www.nwc.gov.au/resources/documents/Intergovernmental-Agreement-on-a-national-water-initiative.pdf>, accessed 4 September 2008.

Meetings with customers identified that a draft national benchmarking framework released by the National Water Commission in October 2006, should form the starting point for a state framework. The Draft Decision, released in November 2006, included national performance indicators and identified the need to include core service standards in the 2006 Water Price Review Final Decision but not included in the draft national framework.

With development of a national performance framework development and data collection continuing into the 2008 Water Price Review period the completion of a state reporting framework was delayed. However the Water Price Review's consultation process provided further opportunities for feedback on the core service indicators, including requiring businesses to propose targets for the core set of service standards (as relevant to their business).

Further to the core service standards, GWMWater, Goulburn-Murray Water and Southern Rural Water proposed additional services standards, which the Commission accepted.

An Issues Paper linking the 2006 Draft Decision and consultation process to the commentary in the 2008 Water Price Review was released in September 2008. Submissions were invited and a process to complete a state performance framework was put forward.

2 | PERFORMANCE INDICATORS

2.1 Performance indicators

The Issues Paper put forward that performance indicators should be formed from a combination of the National Benchmarking Framework, core service standards not included in the national reporting and additional service standards accepted by the Commission in the 2008 Water Price Review.

The performance indicators have been grouped into four sections:

- **Characteristics** – includes network characteristics such as system length, total water allocation and the number of customer accounts
- **Customer Service** – includes supply reliability, licensing and administration functions and customer service
- **Environmental** - comprises efficiency measures, greenhouse gas emissions and status of Environmental Management Plans.
- **Financial** – as included in the National Benchmarking Framework

The current list of national indicators is provided in Appendix A. Definitions of national indicators are contained in the National Water Commission's National Benchmarking Framework 2007-08 handbook.²

Performance indicators for core service standards but not included in the national framework are listed in Appendix B, with associated definitions in Appendix C.

2.2 Issues with performance indicators

Submissions were received in respect to performance indicators for administrative functions related to the transfer of licences and entitlements.

Melbourne Water's submission requested that a statement similar to "The timeframes for these indicators exclude such periods where the authority is awaiting responses from the applicant or other third parties" be included in the definition for V.S.2 to V.S.5.³ V.S.2 and V.S.3 include a definition of the application

² NWC 2008, *National Performance Reporting Framework, 2007-08 rural water performance reporting definitions and indicators*, National Water Commission, Canberra

³ The references V.S.2, V.S.3, V.S.4 and V.S.5 refer to indicator codes.

V.S.2 is indicator Applications for licences determined in [x] days

V.S.3 is indicator Processing permanent transfer of surface diversion or groundwater licences within [x] days

V.S.4 is indicator Processing temporary transfer of allocation in [x] days

V.S.5 is indicator to Processing permanent transfer of water shares in [x] days

timeframe being “The timeframe for these indicators commence from the day that the applicant satisfies all requirements of the business in order for the application to be considered”.⁴ The Commission considers that that the existing text reflects the concern raised by Melbourne Water and will be included in the definitions for indicators V.S.4 and V.S.5.

Melbourne Water also submitted that the definitions of indicators V.S.3 and V.S.4 be changed to allow separate reporting for bundled or unbundled entitlements, trade or transfer and part or full transactions. Goulburn-Murray Water submitted that the titles of the indicators should be changed to reflect unbundled entitlements.

For indicator V.S.4 Goulburn-Murray Water suggested that it should be changed from “Processing temporary transfer of water entitlement in [X] days” to read “Processing transfer of allocation in [x] days”.⁵

For indicator V.S.5 their suggestion is that it should be changed from “Processing of permanent transfer of water entitlement in [x] days” to read “Processing of water share in [x] days”.

The terminology put forward by Goulburn-Murray Water is relevant for systems with unbundled entitlements. Systems for Goulburn-Murray Water, Southern Rural Water and Lower Murray Water which would report under this indicator have been unbundled, while GWMWater systems have not. As the majority of the systems have been unbundled and the GWMWater systems will probably be unbundled in the future, the Commission’s will change the terminology of the indicators. The definition of the indicator will include an explanation of the equivalent bundled terminology for the indicator.

The Commission considers that the indicators provide adequate coverage the different trade and entitlements. Melbourne Water’s services standards within their Customer Charter for Diversion Services for transfer, trade and application for licences appear consistent with the performance indicators.⁶

⁴ Melbourne Water 2008a, *RE: Rural Performance Reporting Framework*, available at <http://www.esc.vic.gov.au/public/Water/Consultations/Rural+water+performance+reporting+framework/Rural+Water+Performance+Reporting+Framework.htm>

⁵ Goulburn-Murray Water 2008, *Rural Performance Reporting Framework Issues*, available at <http://www.esc.vic.gov.au/public/Water/Consultations/Rural+water+performance+reporting+framework/Rural+Water+Performance+Reporting+Framework.htm>

⁶ Melbourne Water 2008b, *Customer Charter for Diversion Services*, 1 March 2008, http://www.melbournewater.com.au/content/rivers_and_creeks/waterway_diverters/waterway_diverters.asp (accessed 20 November 2008)

Performance indicators – final decision

Performance indicators to be reported on by businesses as part of the State Reporting Framework will be a combination of:

- the national performance indicators
- core service standard indicators and
- additional service standard indicators.

The definition of National Performance Indicators will be as set out in the current or any subsequent National Water Commission's Rural Reporting Handbooks.

Definitions for performance indicators for core service standards not included in the national reporting are given in Appendix B

Additional service standard performance indicators will be as agreed to in the Final Decision for the 2008 Water Price Review, with the exception of Melbourne Water whose additional service standards, if any, will form part of the 2009 Water Price Review for Metropolitan Businesses.

3.1 Scope of reporting

In determining the scope of reporting the Commission has given consideration to both the submissions responding to the Issues Paper and the earlier consultation.

Goulburn-Murray Water, GWMWater, Southern Rural Water and Lower Murray Water who are included in the national reporting framework, will be expected to report on all relevant indicators to their rural water services.

Melbourne Water and Coliban Water will not be required to report on all performance indicators, with sections where full, part and no reporting are required, summarised in Table 3.1.

As Wannon Water has a small number of customers taking raw water off a supply transfer main, rather than an irrigation network, the Commission will not require them to report.

Table 3.1 **Scope of reporting**

	<i>Characteristics</i>	<i>Service</i>	<i>Environmental</i>	<i>Financial</i>
Coliban Water	Full	Part	Part	Not required
Goulburn-Murray Water	Full	Full	Full	Full
GWMWater	Full	Full	Full	Full
Lower Murray Water	Full	Full	Full	Full
Melbourne Water	Full	Part	Part	Not required
Southern Rural Water	Full	Full	Full	Full
Wannon Water	Not required	Not required	Not required	Not required

Businesses will also be required to report on any additional indicators approved by the Commission for the regulatory period, the progress of major projects and any further outputs approved through the 2008 Water Price Review.

3.1.1 Issues with scope

The Issues Paper asked for views on which of the indicators were relevant to Melbourne Water and Coliban Water. Melbourne Water's submission put forward

that national and specific Victorian core indicators comprising licensing, administration and customer service functions were of relevance.

Melbourne Water submitted that customer service indicators, related to complaints handling, are reported to the Commission annually for the whole of Melbourne Water and that it is not feasible report for rural services only.⁷

As complaint handling procedures for the diverters is consistent with the broader complaints handling by Melbourne Water, the Commission is satisfied that the overall customer complaint indicators are inclusive of diverters and are not required to be reported separately. The Commission considers this approach is also appropriate for Coliban Water.

Melbourne Water's submitted that they expected specific Victorian service standards for Licensing and Administration to be reported through the Victorian State Water Register. The Commission considers that the reporting of licensing and administration functions will form an important component of the performance report and expects businesses.

The Commission considers that there is little benefit for Melbourne Water and Coliban Water to report Greenhouse Gas Emissions for their rural services.

Reporting scope - final decision

Goulburn-Murray Water, GWMWater, Lower Murray Water and Southern Rural Water will be required to report on all indicators relevant to the rural water services they offer.

For the purposes of rural performance reporting, Melbourne Water will not be required to separately report on the financial indicators, customer complaint indicators or to report on greenhouse gas emissions for diversion services.

For the purposes of rural performance reporting, Coliban Water will not be required to separately report on the financial indicators, customer complaint indicators or to report on greenhouse gas emissions for their rural services.

3.2 Target setting

The Final Decision for the 2008 Water Price Review included a discussion on targets for core and additional service standards

GWMWater's and Lower Murray Water's core service standard targets for the 2008-2013 regulatory period were accepted, as were GWMWater's additional service standards.

Due to uncertainties for Goulburn-Murray Water and Southern Rural Water are required to submit revised revenue requirements for the second and subsequent

⁷ Melbourne Water 2008a, op. cit.

years of the regulatory period. The Final Decision also required them to submit revised targets for all of Southern Rural Water's and some of Goulburn-Murray Water's core service standards.

Melbourne Water's Diversion Services are incorporated in the 2009 Water Price Review for metropolitan water businesses. Targets for core service indicators will be developed during that process.

The release of the State Performance Framework Final Decision will assist businesses still to develop core service standard targets to take effect on 1 July 2009 and to develop robust reporting systems.

3.3 Data submission

The Issues Paper indicated that a standard template would be developed to collect data for both state and national reporting. Following data collection the Commission will forward relevant data to the National Water Commission. The Commission will provide standard templates to businesses in June.

In the Issues Paper the Commission put forward that submission of un-audited data would be required by the end of August. Goulburn-Murray Water and Melbourne Water both raised the timing of un-audited data in their submissions.

Goulburn-Murray Water considered that while the timing of the data submission may conflict with other reporting commitments it would be achievable. Melbourne Water put forward that the end of September date would be preferable for submission of un-audited data as it would conflict with other reporting commitments.⁸

The Commission believes that businesses should be able to submit un-audited data for characteristic, service and environmental indicators by the end of August, with financial indicators to be submitted by the end of October. Reporting on non-financial indicators by the end of August is consistent with the reporting requirements on urban businesses. Delaying submission of the financial indicators to the end of October will allow businesses to have completed their statutory accounts and regulatory accounts prior to submission of the performance indicators.

⁸ Goulburn-Murray Water 2008, op. cit.

Data Submission – final decision

The Commission will create a template to collect performance indicators and provide it to businesses in June 2009.

Businesses will be expected to provide un-audited data for characteristic, service and environmental indicators by the end of August.

Submission of data for financial performance indicators will be required by the end of October.

3.4 Reporting of data

The Commission will analyse the reported data in an annual performance report. In doing so, data which is deemed unsatisfactory by the auditor is excluded from the report. The Commission publicly releases its report only after each business has had an opportunity to comment on the draft report in order to verify and explain performance outcomes.

In the Issues Paper the Commission considered that mandatory reporting would commence for the 2008-09 financial year. Melbourne Water considered that as finalisation of the state framework is scheduled for December 2008, reporting should be voluntary in 2008-09 with mandatory reporting applying from 2009-10.⁹ The Commission will make reporting for the 2008-09 financial year voluntary for Coliban Water and Melbourne Water.

Reporting of data – final decision

Goulburn-Murray Water, GWMWater, Lower Murray Water and Southern Rural Water will be required to report on relevant indicators from 2008-09.

Coliban Water and Melbourne Water reporting for 2008-09 will be voluntary, with mandatory reporting commencing from 2009-10.

3.5 Auditing of data

The National Benchmarking Roundtable Group for rural water service providers is aiming for auditing of national performance data to commence for 2008-09. From 2008-09 the Commission's regulatory audits will be expanded to include verifying the accuracy and reliability of reported data. Systems and data will be audited according to the Commission's *Guideline for approving, conducting and reporting audits (June 2005)* or subsequent versions. This timing will fulfil the requirements under the national framework.

⁹ Melbourne Water 2008a, op. cit.

Expenditure for performance report auditing was included in business revenue requirements in the 2008 Water Price Review.

As Coliban Water's and Melbourne Water's reporting will be voluntary for 2008-09 they will not be subject to auditing.

3.6 Periodic review of indicators

The Commission's preference is that the review takes place only after at least two years' continuous data has been collected and reported. This is considered the minimum level of published information to permit reasonable assessment of an indicator's value.

Revisions of the National Benchmarking Framework may require re-issuing of the state framework. The Commission and the Department of Sustainability and Environment are represented on the National Water Commission's Rural Roundtable Group responsible for the development and stewardship of the national framework. Where practical, co-incident reviews of the national and state indicators will be pursued to reduce the administrative burden on businesses.

Small changes to individual indicators can be accommodated as issues arise, and the definitions adjusted to improve interpretation.

4 | FUTURE STEPS

4.1 Development of templates

The Commission will commence the development of reporting templates to facilitate performance reporting. Templates will need to encompass any additional service standards identified by Goulburn-Murray Water and Southern Rural Water in their updates of revenue requirement and Melbourne Water through the Metropolitan Water Price Review.

Templates for 2008-09 reporting will be provided for businesses by June 2009.

APPENDIX A

Table A.1 National Benchmarking Framework Indicators

Code	Description	Rural water service category or sub-category												
		Regulated River Supply Service	Gravity Irrigation Network Supply Service	Gravity Non-Irrigation Network Supply Service	Pressurised Irrigation Network Supply Service	Pressurised Non-Irrigation Network Supply Service	Surface Drainage Service	Piped Sub-Surface Drainage Service	Pumped Sub-Surface Drainage Service	Unregulated Surface Diversion Service	Regulated Surface Diversion Service	Surface Drainage Diversion Service	Groundwater Diversion Service	Reporting Entity or Provider
Characteristics														
C.1	Rural water services provided	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
C.2	Asset types and carrier length in regulated river, supply and drainage networks	✓	✓	✓	✓	✓	✓	✓						✓
C.3	Customer accounts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
C.4	Customer service points and supply service classifications	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
C.5	Water-on-order service characteristics	✓	✓	✓	✓	✓					✓			
C.6	Extent of remotely controlled customer service point	✓	✓	✓	✓	✓								✓
C.7	Area served by supply networks		✓	✓	✓	✓								
C.8	Area benefiting from drainage service provision						✓	✓	✓					
C.9	Capacity of supply network		✓	✓	✓	✓								

Code	Description	Rural water service category or sub-category												
		Regulated River Supply Service	Gravity Irrigation Network Supply Service	Gravity Non-Irrigation Network Supply Service	Pressurised Irrigation Network Supply Service	Pressurised Non-Irrigation Network Supply Service	Surface Drainage Service	Piped Sub-Surface Drainage Service	Pumped Sub-Surface Drainage Service	Unregulated Surface Diversion Service	Regulated Surface Diversion Service	Surface Drainage Diversion Service	Groundwater Diversion Service	Reporting Entity or Provider
C.10	Intended availability of supply network	✓	✓	✓	✓	✓								
C.11	Supply network intake volume		✓	✓	✓	✓								
C.12	Volume supplied at customer service points	✓	✓	✓	✓	✓				✓	✓	✓	✓	
C.13	Pressurised non-irrigation supply network on-property storage requirements					✓								
C.14	Power consumption to provide service	✓	✓	✓	✓	✓								
C.15	Minimum design residual head				✓	✓								
Service Indicators														
S.1	Water delivery as ordered		✓		✓						✓			
S.2	Timeliness of gravity stock and domestic delivery			✓										
S.3	Unavailability of pressurised stock and domestic network supply service					✓								
S.4	Availability of surface drainage service						✓							
S.5	Availability of sub-surface drainage service							✓						
S.6	Rural water service delivery complaints	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Code	Description	Rural water service category or sub-category												
		Regulated River Supply Service	Gravity Irrigation Network Supply Service	Gravity Non-Irrigation Network Supply Service	Pressurised Irrigation Network Supply Service	Pressurised Non-Irrigation Network Supply Service	Surface Drainage Service	Piped Sub-Surface Drainage Service	Pumped Sub-Surface Drainage Service	Unregulated Surface Diversion Service	Regulated Surface Diversion Service	Surface Drainage Diversion Service	Groundwater Diversion Service	Reporting Entity or Provider
S.7	Customer billing and account complaints													✓
S.8	Total customer complaints													✓
Environmental Indicators														
E.1	Customer service point measurement device	✓	✓	✓	✓	✓				✓	✓	✓	✓	
E.2	Customer service point supply volumes	✓	✓		✓					✓	✓	✓	✓	
E.3	Extraction above allocation	✓	✓	✓	✓	✓				✓	✓	✓	✓	
E.4	Supply network delivery efficiency		✓	✓	✓	✓								
E.5	Unaccounted water in supply network per unit carrier length		✓	✓	✓	✓								
E.6	Greenhouse gas emissions													✓
E.7	Environmental management plan or system													✓
E.8	Extent to which limits on irrigation application rates apply		✓		✓					✓	✓	✓	✓	
Financial Indicators														
F.1	Current asset replacement cost	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F.2	Written down replacement cost of fixed assets	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

Code	Description	Rural water service category or sub-category												
		Regulated River Supply Service	Gravity Irrigation Network Supply Service	Gravity Non-Irrigation Network Supply Service	Pressurised Irrigation Network Supply Service	Pressurised Non-Irrigation Network Supply Service	Surface Drainage Service	Piped Sub-Surface Drainage Service	Pumped Sub-Surface Drainage Service	Unregulated Surface Diversion Service	Regulated Surface Diversion Service	Surface Drainage Diversion Service	Groundwater Diversion Service	Reporting Entity or Provider
F.3	Revenue from rural water service provision	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F.4	Percentage of revenue for community service obligations													✓
F.5	Percentage of revenue for government natural resource management activities													✓
F.6	Equity contribution by government													✓
F.7	Capital works grants	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F.8	Regulated river supply service charge		✓	✓	✓	✓					✓		✓	✓
F.9	Operation expenditure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F.10	Maintenance expenditure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F.11	Administration expenditure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F.12	Regulated river supply service charge per ML		✓	✓	✓	✓					✓		✓	
F.13	Recurrent expenditure per diversion customer service point									✓	✓	✓	✓	
F.14	Network supply operation expenditure per ML		✓	✓	✓	✓								
F.15	Drainage operation expenditure per ha served						✓	✓	✓					
F.16	Maintenance expenditure as a percentage of current asset	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Code	Description	Rural water service category or sub-category												
		Regulated River Supply Service	Gravity Irrigation Network Supply Service	Gravity Non-Irrigation Network Supply Service	Pressurised Irrigation Network Supply Service	Pressurised Non-Irrigation Network Supply Service	Surface Drainage Service	Piped Sub-Surface Drainage Service	Pumped Sub-Surface Drainage Service	Unregulated Surface Diversion Service	Regulated Surface Diversion Service	Surface Drainage Diversion Service	Groundwater Diversion Service	Reporting Entity or Provider
	replacement cost													
F.17	Administration expenditure per customer account													✓
F.18	Revenue per tariff component	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F.19	Economic real rate of return													✓
F.20	Net debt to equity ratio													✓
F.21	Interest cover													✓
F.22	Capital expenditure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
F.23	Capital expenditure per current asset replacement cost	✓	✓	✓	✓	✓								✓

APPENDIX B

Table B.1 State specific indicators

Code	Description	Rural water service category or sub-category												
		Regulated River Supply Service	Gravity Irrigation Network Supply Service	Gravity Non-Irrigation Network Supply Service	Pressurised Irrigation Network Supply Service	Pressurised Non-Irrigation Network Supply Service	Surface Drainage Service	Piped Sub-Surface Drainage Service	Pumped Sub-Surface Drainage Service	Unregulated Surface Diversion Service	Regulated Surface Diversion Service	Surface Drainage Diversion Service	Groundwater Diversion Service	Reporting Entity or Provider
Service standards														
V.S.1	Bursts and leaks per 100 km		✓	✓	✓	✓								
V.S.2	Applications for licences determined in [x] days									✓	✓		✓	✓
V.S.3	Processing permanent transfer of surface diversion or groundwater licences within [x] days									✓	✓		✓	✓
V.S.4	Processing temporary transfer of allocation in [x] days									✓	✓		✓	✓
V.S.5	Processing permanent transfer of water shares in [x] days									✓	✓		✓	✓
V.S.6	Complaints to EWOV													✓
V.S.7	Telephone calls answered in 30 seconds													✓
Environmental indicators														
V.E.1	Annual compliance with storage operator obligations	✓												✓

APPENDIX C

V.S.1 Bursts and leaks per 100 km

Purpose

To provide an indication of the efficiency and condition of the water supply network

Definition

Burst or leak

A burst or leak is broadly defined as any unintended discharge from a channel or pipeline system. It should exclude flows through outfall structures and meters but extend to all malfunctions relating to automated gates and regulating structures which result in the release of unintended volumes of water released, including over-topping of banks.

Unit

Percentage (%)

Level of data and information provision for reporting

Code	Description	Rural water service category or sub-category			
		Gravity Irrigation Network Supply Service	Pressurised Irrigation Network Supply Service	Gravity Non-irrigation Network Supply Service	Pressurised Non-irrigation Network Supply Service
V.S.1	Bursts and leaks per 100 km (repeat for each network if applicable)				
	Number of bursts and leaks	no	no	no	no
	Length of network (from indicator C.2)	km	km	km	km

	<i>Channel bursts and leaks per 100 km</i>	<i>No/ (100km)</i>	<i>No/ (100km)</i>	<i>No/ (100km)</i>	<i>No/ (100km)</i>
	Explanatory comment of particulars	text	text	text	text

Calculation

Number of bursts and leaks per 100 km = Number of bursts and leaks/Length of network * 100

V.S.2 Applications for licences determined in [x] days

Purpose

To inform of the efficiency of processing applications for groundwater, surface water and supply by agreement licences

Definition

Licence

For the purposes of this indicator, licence refers to a water licence granted under section 51 of the Water Act and works licence granted under section 67 of the Water Act 1989.

Application timeframe

The timeframes for these indicators commence from the day that the applicant satisfies all requirements of the business in order for the application to be considered.

Separate target timeframes can be applied to the different applications.

The date that the application is submitted in accordance with all requirements is counted as day zero.

Unit

Percentage (%)

Level of data and information provision for reporting

Code	Description	Rural water service category or sub-category		
		Unregulated Surface Diversion Service	Groundwater Diversion Service	Reporting entity
V.S.2	Applications for licences determined in [x] days (repeat for each network if applicable)			
	Number of applications processed within target period	no.	no	no
	Total number of applications	no	no	no
	<i>Percentage processed within target period (%)</i>	%	%	%
	Explanatory comment of particulars	text	text	text

Calculation

Applications for licences processed in target period = Number of applications processed within target period/ Total number of applications processed * 100%

V.S.3 Processing permanent transfer of surface diversion or groundwater licences within [x] days

Purpose

To inform of the efficiency of processing permanent transfers of groundwater, surface water and supply by agreement licences

Definition

Licence

For the purposes of this indicator, licence refers to a water licence granted under section 51 of the Water Act and works licence granted under section 67 of the Water Act 1989.

Application timeframe

The timeframes for these indicators commence from the day that the applicant satisfies all requirements of the business in order for the application to be considered.

Separate target timeframes can be applied to the different applications.

The date that the application is submitted in accordance with all requirements is counted as day zero.

Unit

Percentage (%)

Level of data and information provision for reporting

Code	Description	Rural water service category or sub-category		
		Reporting entity	Groundwater Diversion Service	Reporting entity
V.S.3	Processing permanent transfer of surface diversion or groundwater licences within [x] days			
	Number of applications processed within target period	no.	no.	no.
	Total number of applications	no.	no.	no.
	Percentage processed within target period (%)	%	%	%
	Explanatory comment of particulars	text	text	text

Calculation

Permanent transfers processed in [x] days = Number of transfers processed within target period/ Total number of transfers processed * 100%

V.S.4 Processing transfer of allocation in [x] days

Purpose

To inform of the efficiency of processing transfers of water allocation for unbundled entitlements and temporary transfers of water entitlement for bundled entitlements.

Definition

Water entitlement

Declared Systems (Unbundled entitlements)

For the purposes of this indicator, the transfer of water allocation is the transfer of water allocation from a water share owner's allocation bank account.

Undeclared Systems (Bundled entitlements)

In undeclared (bundled systems) the transfer of allocation is to be considered as the temporary transfer of part of a water right linked to a take and use licence.

Unit

Percentage (%)

Level of data and information provision for reporting

Code	Description	Rural water service category or sub-category
		Reporting entity
V.S.4	Processing transfer of allocation in [x] days	
	Number of applications processed within target period	no.
	Total number of applications	no.
	<i>Percentage processed within target period (%)</i>	<i>no</i>
	Explanatory comment of particulars	text

Calculation

Transfer of allocation processed in [x] days = Number of transfers processed within target period/ Total number of transfers processed * 100%

V.S.5 Processing transfer of water share in [x] days

Purpose

To inform of the efficiency of processing of transfers of water shares in unbundled systems and the permanent transfer for entitlement in bundled systems.

Definition

Water Share

For the purposes of this indicator a water share, is the legally recognised share of the water available for a defined water systems. A water share is specified as the maximum volume of seasonal allocation that can be made against that share.¹⁰

Water Entitlement

For the purposes of this indicator, the permanent transfer of water entitlement is the transfer of part or all of a take and use licence.

Unit

Percentage (%)

Level of data and information provision for reporting

Code	Description	Rural water service category or sub-category
		Reporting entity
V.S.5	Processing transfer of water share in [x] days	
	Number of applications processed within target period	no.
	Total number of applications	no.
	Percentage processed within target period (%)	no
	Explanatory comment of particulars	text

¹⁰ DSE (Department of Sustainability and Environment) 2008, *Victorian Water Register Glossary*, Melbourne, <http://www.waterregister.vic.gov.au/Public/Glossary.aspx>

Calculation

Water share transfers processed in [x] days = Number of transfers processed within target period/ Total number of transfers processed * 100

V.S.6 Complaints to EWOV

Purpose

To provide information on the complaints received by EWOV

Definition

Since April 2001, the Energy and Water Ombudsman (Victoria) (EWOV) has been responsible for investigating complaints relating to water businesses. Its role is to facilitate the resolution of complaints and disputes between consumers and the providers of electricity, gas and water services in Victoria.

Complaints recorded by EWOV are split into three categories. These are complaints referred back to the water business, complaints referred to higher level contact within the water business and complaints received for full investigation.

Values for this indicator are reported by EWOV

Unit

Numbers

Level of data and information provision for reporting

Code	Description	Rural water service category or sub-category
		Reporting entity or agency
V.S.6	Complaints to EWOV	
	Cases	no.
	Enquiries	no.
	Complaints	no.
	Referred to Water Businesses	no.
	Referred to higher level contact	no.
	Received for full investigation	no.
	Referred elsewhere	no.
	Total	no.

Calculation

None

V.S.7 Telephone calls answered in 30 seconds

Purpose

To provide information on frequency that calls are answered promptly

Definition

The time is measured from the point that a call is connected to the customer service operator's phone system. It does not include calls that are resolved by an automated system or hang-ups.

Unit

Percentage (%)

Level of data and information provision for reporting

Code	Description	Rural water service category or sub-category
		Reporting Entity
V.S.7	Telephone calls answered in 30 seconds	
	Telephone calls answered in 30 seconds	no.
	Total telephone calls	no.
	<i>Percentage of calls answered in 30 seconds (%)</i>	%
	Explanatory comment of particulars	text

Calculation

Percentage of telephone calls answered in 30 seconds = Number of telephone calls answered in 30 seconds/ Total number of telephone calls * 100

V.E.1 Annual compliance with storage operator obligations**Purpose**

To inform on a providers ability to meet its bulk entitlement obligations

DefinitionStorage operator

For the purposes of this indicator, the storage operator is the person appointed by Instrument by the Minister of Water for each Bulk Entitlement.

The Reporting Requirements clause of the Bulk Entitlement requires the Storage Operator, jointly with the source Bulk Entitlement holder to report failures to comply with the provisions of the Bulk Entitlement.

Unit

Percentage (%)

Level of data and information provision for reporting

Code	Description	Rural water service category or sub-category
		Regulated river supply service
V.E.1	Annual compliance with storage operator obligations	
	<i>Number of Bulk Entitlement where failed to comply</i>	<i>no.</i>
	<i>Number of Bulk Entitlements as nominated storage Operator</i>	<i>no.</i>
	<i>Compliance (%)</i>	<i>%</i>
	Explanatory comment of particulars	text

Calculation

Compliance (per cent) = Number of Bulk Entitlement where failed to comply/
Number of Bulk Entitlements as nominated Storage Operator * 100