



Hunter Water Reporting Manual

# Reporting Manual

2022-2027

Water >>

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## Tribunal Members

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## The Independent Pricing and Regulatory Tribunal (IPART)

Further information on IPART can be obtained from IPART's [website](#).

## Acknowledgment of Country

IPART acknowledges the Traditional Custodians of the lands where we work and live. We pay respect to Elders, past, present and emerging.

We recognise the unique cultural and spiritual relationship and celebrate the contributions of First Nations peoples.

## Amendment record

Revision number	Date issued	Change log
0	1 July 2022	Version issued for the granted operating licence 2022-2027.
1	15 June 2024	Chapter 2 – removed periodic (annual) water conservation requirements.

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# 1 Introduction

## 1.1 Purpose

This Reporting Manual is applicable to the Hunter Water Corporation (Hunter Water).

The purpose of this document is to provide Hunter Water:

- information on what to, when to, and who to report information, and
- instructions on how to report on compliance or other reporting obligations.

This Reporting Manual does not reproduce Hunter Water's obligations under the Hunter Water Operating Licence 2022-2027 (Licence). It is necessary for Hunter Water to refer to the Licence and to any legislation, statutory instrument or document referred to in the Licence for details of the obligations.

## 1.2 Legislative framework

Hunter Water is required to comply with all Licence conditions and other applicable obligations under the *Hunter Water Act 1991* and the *Hunter Water Regulation 2015*.

The Independent Pricing and Regulatory Tribunal of New South Wales (IPART) is responsible for monitoring and reporting on Hunter Water's compliance with the Licence. Under clause 39(1) of the Licence, we (IPART) have the function of determining Hunter Water's reporting and auditing obligations and publishing these obligations in a reporting manual.

Hunter Water must comply with any reporting obligations set out in this Reporting Manual, which are in addition to those set out in the Licence.

## 1.3 Definitions and interpretation

Terms that are defined in the Licence have the same meaning in this Reporting Manual, unless the terms are separately defined in this Reporting Manual. All defined terms are capitalised in this Reporting Manual.

The interpretation provisions in the Licence apply to this Reporting Manual, with all references to the Licence in those provisions taken to be references to this Reporting Manual.

*[Note: The interpretation provisions are contained in clause 41 of the Licence.]*

## 1.4 How to use this Reporting Manual

This Reporting Manual is structured as follows:

- Section 1 details how and when Hunter Water must report.
- Sections 2 to 6 outline the specific reporting requirements for each part of the Licence.

- Section 6 also outlines other general reporting obligations with which Hunter Water must comply.

There are reporting requirements under Parts 3, 4, 5, 6, 7, 9 and 10 of the Licence.

#### 1.4.1 When should the information be reported?

The timing of Hunter Water's reporting under the Licence is summarised in Tables 1 and 2 in Appendix A. We have grouped these reporting requirements into:

- regular reporting under the Licence (or periodic reporting), and
- other specific reports (or 'as required' reporting).

We have described this in the relevant sections of this Reporting Manual, specifying the information that Hunter Water must make publicly available under the Licence.

#### 1.4.2 How should the information be reported?

##### **Reporting to IPART**

Hunter Water should provide the required information to IPART in a clear and concise report. Where this Reporting Manual requires information on more than one area at the same time, we encourage Hunter Water to provide the information in a single report. However, Hunter Water may choose to report the information in separate reports.

Any report must be approved by Hunter Water's Managing Director. The Statement of Compliance (Appendix D) requires approval by Hunter Water's Managing Director and a Board member.

Hunter Water must lodge each report electronically. When lodging a report, Hunter Water must provide the name and contact details (phone and email) of the primary contact at Hunter Water with whom IPART may liaise with when assessing compliance, and an alternative contact for those times when the primary contact is unavailable.

Electronic reports must be emailed to [compliance@ipart.nsw.gov.au](mailto:compliance@ipart.nsw.gov.au).

Hard copy reports, if requested, must be sent to:

The Chief Executive Officer  
Independent Pricing and Regulatory Tribunal of NSW  
Level 16, 2-24 Rawson Place  
Sydney NSW 2000

or to another address specified by IPART at the time a hard copy is requested.

##### **Reporting to NSW Health**

Hunter Water must provide reports to NSW Health as outlined in this Reporting Manual.

Hunter Water must lodge each report electronically. When lodging a report with NSW Health, Hunter Water must also provide the name and contact details (phone and email) of the primary contact at Hunter Water with whom NSW Health may liaise with, and an alternative contact for those times when the primary contact is unavailable.

Electronic reports must be emailed to: [waterqual@health.nsw.gov.au](mailto:waterqual@health.nsw.gov.au), or to the last email address notified by NSW Health to Hunter Water.

Hardy copy reports, if requested, must be sent to the address specified by NSW Health at the time of request.

## Reporting to DPE

Hunter Water must provide reports to the Department of Planning and Environment (DPE) as outlined in this Reporting Manual.

Hunter Water must lodge each report electronically. When lodging a report with DPE, Hunter Water must also provide the name and contact details (phone and email) of the primary contact at Hunter Water with whom DPE may liaise with, and an alternative contact for those times when the primary contact is unavailable.

Electronic reports must be emailed to the last email address notified by DPE to Hunter Water.

Hardy copy reports, if requested, must be sent to the address specified by DPE at the time of request.

## 1.5 Process for revision

Appropriate reporting requirements for Licence obligations may vary over time. We may change this Reporting Manual at any time to:

- reflect changes in the applicable law, including the Act,
- reflect changes to reporting obligations where appropriate,
- include references to new Licence obligations,
- delete references to Licence obligations that no longer apply,
- amend the information that Hunter Water must provide to IPART, NSW Health or DPE, and
- improve the reporting process.

We will consult with Hunter Water and other interested stakeholders before making any significant revisions to reporting requirements, indicators or licence data. We will then notify Hunter Water and stakeholders of the revisions to this Reporting Manual and the commencement date of any new reporting arrangements. In determining the commencement for new reporting arrangements, we will allow a reasonable period for Hunter Water to implement the new arrangements.

## 2 Water conservation and planning

This section is on Hunter Water's reporting obligations relating to water conservation and planning.

### 2.1 Periodic reporting

There is no periodic reporting obligation relating to water conservation and planning.

### 2.2 As required reporting

#### 2.2.1 Notification of changes to the Current Economic Method

Hunter Water must notify DPE and IPART within 14 days of:

- receiving written approval from the Minister of any updates Hunter Water makes to the Current Economic Method,
- receiving a direction from the Minister to revise the Current Economic Method, and
- receiving written approval from the Minister of the revised Current Economic Method.

*[Note: This requirement relates to clauses 13(3), 13(4) and 13(6) of the Licence.]*

### 2.3 Publicly available documents

There is no public reporting obligation relating to water conservation and planning.

*[Note: Hunter Water must make the Current Economic Method and a plain English summary of that method available to any person free of charge under clause 13(1) of the Licence.]*



## 3 Performance standards for water quality

This section is on Hunter Water's reporting obligations relating to performance standards for water quality.

### 3.1 Periodic reporting

#### 3.1.1 Quarterly – Water Quality Monitoring Report – Drinking Water

Hunter Water must prepare, for each quarter, a report that summarises the results of routine monitoring of Drinking Water quality, which is undertaken each month under the monitoring program developed as part of the Drinking Water Quality Management System (**Quarterly Water Quality Monitoring Report**).

Hunter Water must publish the Quarterly Water Quality Monitoring Report on its website **within 4 weeks** following the end of the relevant quarter.

*[Note: Nothing in this section 3.1.1 prevents Hunter Water from publishing the Water Quality Monitoring Report more frequently (e.g. on a monthly basis).*

*Under Licence clauses 15(1) and 15(3), Hunter Water must maintain and implement a Drinking Water Quality Management System, i.e., a Management System that is consistent with the Australian Drinking Water Guidelines and any additional requirements specified by NSW Health. The Australian Drinking Water Guidelines provide a framework for the management of Drinking Water supplies (i.e. Framework for Management of Drinking Water Quality). One of the central aspects of the framework is the use of monitoring to confirm the effectiveness of the preventive measures and barriers to contamination, and to enhance Hunter Water's understanding of the performance of the Drinking Water network.*

*To comply with the Licence, the Drinking Water Quality Management System must include a monitoring program. This section 3.1.1 of the Reporting Manual requires Hunter Water to report on aspects of its monitoring of Drinking Water quality to Customers.*

*In line with clause 15(3) of the Licence, Hunter Water must ensure that the Drinking Water Quality Management System is implemented and that all relevant activities are carried out to the satisfaction of NSW Health.]*

#### 3.1.2 Quarterly – exception reporting to NSW Health – Drinking Water and Recycled Water

Hunter Water must prepare, for each quarter, a report on Hunter Water's monitoring of Drinking Water and Recycled Water. Reporting is exception-based. This means that only non-compliances with the performance standards for water quality are required to be reported (**Quarterly Exception Report to NSW Health**).



Hunter Water must submit the Quarterly Exception Report to NSW Health **within 6 weeks** following the end of the relevant quarter.

The Quarterly Exception Report to NSW Health must include the following information for the relevant quarter:

- details of any monitoring test result that does not comply with:
  - the relevant health or aesthetic guideline value for each Drinking Water quality characteristic (each as specified in the monitoring program developed as part of the Drinking Water Quality Management System), and
  - the relevant health or aesthetic guideline value for each Recycled Water quality characteristic (each as specified in monitoring program developed as part of the Recycled Water Quality Management System),
 (each, an **Exception**), and
  - the relevant critical control point critical limited exceedance, and the action taken.

The details must include the following:

- test results and the date or period of non-compliance with the relevant health or aesthetic guideline values,
- an appraisal of the Exception, including discussion of the extent and nature of the Exception and an analysis of the risks posed by the Exception, and
- an explanation of the causes of the Exception and any action taken to rectify the Exception and prevent it from re-occurring.

If there are no Exceptions in the quarter, the report should state that to be the case.

*[Note: As explained in the Note to section 3.1.1 above, Hunter Water must maintain and implement a Drinking Water Quality Management System in accordance with the Licence. Hunter Water must also maintain and implement a Recycled Water Quality Management System, being a Management System that is consistent with the Australian Guidelines for Water Recycling, in accordance with Licence clauses 16(1) and 16(3). The Australian Guidelines for Water Recycling provide a framework for good management of Recycled Water quality (i.e. the Framework for Management of Recycled Water Quality and Use). To comply with the Licence, the Drinking Water Quality Management System and the Recycled Water Quality Management System (each, a Water Quality Management System) must each include a monitoring program. This section requires Hunter Water to report on aspects of the quality of Drinking Water and Recycled Water under such monitoring programs.]*

### 3.1.3 Monthly – Fluoridation Report – Drinking Water

Hunter Water must prepare, for each month, a report containing fluoride monitoring information required by the Code of Practice for the Fluoridation of Public Water Supplies or specified by NSW Health (**Monthly Fluoridation Report**).

Hunter Water must submit the Monthly Fluoridation Report to NSW Health **within 2 weeks** following the end of the relevant month.

*[Note: Hunter Water must report on its fluoride monitoring on the basis that: (a) its performance programs must comply with monitoring requirements in the Code of Practice for the Fluoridation of Public Water Supplies, and (b) NSW Health has specified (as it is authorised to do under Licence clause 15(1)) that the monitoring and reporting of fluoridation in the Drinking Water Quality Management System must be consistent with the Code of Practice for the Fluoridation of Public Water Supplies.]*

### 3.1.4 Annual – performance reporting - Drinking Water and Recycled Water Quality Management

Hunter Water must prepare, for each financial year, a report on its performance with managing the quality of Drinking Water and Recycled Water (**Annual Performance Report on Water Quality Management**).

Hunter Water must submit the Annual Performance Report on Water Quality Management to IPART and NSW Health by **1 September** following the end of the relevant financial year (or at another date approved in writing by IPART).

The Annual Performance Report on Water Quality Management must include:

- the Drinking Water and Recycled Water quality management activities and programs completed by Hunter Water in the financial year to meet its water quality objectives, including the results and outcomes from those activities and programs,
- the Drinking Water and Recycled Water quality management activities and programs proposed to be undertaken by Hunter Water to meet its water quality objectives in the future, including the expected outcomes, scope and timetable for completion,
- an assessment of the performance of critical control points (as identified by the Drinking Water Quality Management System and the Recycled Water Quality Management System) over the long-term in accordance with the Australian Drinking Water Guidelines and the Australian Guidelines for Water Recycling (each, a Guideline) (as the case may be),
- an assessment of the review and continual improvement conducted over the previous 12-month period (as identified by the Water Quality Management Systems) in accordance with Element 12 of the relevant Guideline,
- any significant changes made to a Water Quality Management System, and
- any non-compliance with a Water Quality Management System and the action(s) taken to resolve those non-compliances.

*[Note: As explained above, Hunter Water is required to maintain and implement the Water Quality Management Systems in accordance with the Licence. This section requires Hunter Water to report on how it complies with those Licence requirements.]*

*The water quality objectives referred to in this section are objectives that Hunter Water would need to identify for the Water Quality Management Systems. Hunter Water's water quality objectives may be either:*

- *the broad objectives of the Water Quality Management Systems (e.g. to ensure consistent management of water quality). These objectives may cover all 12 elements of the Framework for Management of Drinking Water Quality or the Framework for Management of Recycled Water Quality, such as monitoring, operation maintenance, training, community consultation and research programs; or*
- *the target water quality criteria (i.e. operational water quality objectives for each operational water quality characteristic included in the monitoring program developed as part of the Water Quality Management Systems (e.g. E. Coli numbers in raw water or sewage).*

*The activities and programs set out in the Water Quality Management Systems, which are referred to in this section are those that Hunter Water would identify in its risk assessments as actions or programs that are required to manage or maintain a risk below a tolerable level. Undertaking a risk assessment is part of the Framework for Management of Drinking Water Quality and the Framework for Management of Recycled Water Quality, with which the relevant Water Quality Management System must be consistent.]*

## 3.2 As required reporting

### 3.2.1 Incident and emergency reporting – Drinking Water and Recycled Water

Hunter Water must immediately report to NSW Health any incident in the delivery of its Services which may adversely affect public health.

Hunter Water must report the 'incident' (as defined in a Water Quality Management System) in accordance with the reporting protocols developed in that necessary Water Quality Management System.

*[Note: To comply with the Licence, each Water Quality Management System must define 'incident' and include protocols for external communications and reporting. This section requires Hunter Water to report incidents in accordance with these protocols.]*

### 3.2.2 Notification of significant changes to Water Quality Management Systems

Hunter Water must notify IPART and NSW Health, in writing, of any significant changes that it proposes to make to a Water Quality Management System at least 30 days prior to implementing those changes.

Hunter Water should determine whether a change is significant or not. When deciding whether a change is significant, Hunter Water should consider the resulting change in risks, or potential risks, on:

- public health through the supply of Drinking Water, Recycled Water or sewerage services,
- reliability of Services to Customers,
- environment through the operation and maintenance of the scheme, and
- safety through the operation and maintenance of the scheme.

We generally consider a change that would increase the risks on the above aspects a significant change.

A significant change is likely to include:

- change in treatment process, such as the Critical Control Points,
- change in monitoring and sampling of the Critical Control Points,
- change in source water,
- change in disposal method of treated sewage to the environment, and
- additional Recycled Water end-uses.

### 3.3 Publicly available documents

Hunter Water must make the Quarterly Water Quality Monitoring Report and Annual Performance Report on Water Quality Management (referred to in sections 3.1.1 and 3.1.4 of this Reporting Manual) available to any person, free of charge:

- on its website, and
- upon request made through the General Enquiry Process.

## 4 Customers and stakeholder relations

This section is on Hunter Water's periodic reporting obligations relating to Customers and stakeholder relations.

### 4.1 Periodic reporting

#### 4.1.1 Annual – performance reporting - Complaints

Hunter Water must prepare, for each financial year, a report about any systemic problems arising from Complaints and its performance with managing Complaints, including any actions taken to resolve them (**Annual Performance Report on Complaints**).

Hunter Water must submit the Annual Performance Report on Complaints to IPART by **1 September** following the end of the relevant financial year (or another date approved in writing by IPART).

### 4.2 As required reporting

There is no other reporting obligation relating to Customers and stakeholder relations.

### 4.3 Publicly available documents

There is no public reporting obligation relating to Customers and stakeholder relations.

*[Note: Hunter Water must make the following information available to any person free of charge under Part 6 of the Licence:*

- *a copy of the Customer Contract, as well as communications about the rights and obligations of Customers under the Contract,*
- *information about the Assistance Options for Payment Difficulties and Actions for Non-Payment,*
- *information about Hunter Water's family violence policy,*
- *a clear summary of Hunter Water's Community Consultation Procedure,*
- *information about internal Complaints handling, and*
- *a copy of communications about the external dispute resolution scheme.]*

## 5 Information and Services for competitors

This section is on Hunter Water's reporting obligations relating to information and Services for competitors.

### 5.1 Periodic reporting

#### 5.1.1 Annual – performance reporting - Provision of Information and Services

Hunter Water must prepare, for each financial year, a report about its performance with providing information and Services to licensees under the WIC Act and Potential Competitors (**Annual Performance Report for Provision of Information and Services**).

Hunter Water must submit the Annual Performance Report for Provision of Information and Services to IPART by **1 September** following the end of the relevant financial year (or another date approved in writing by IPART).

The Annual Performance Report for Provision of Information and Services must include the following:

- the number of agreements for the provision of Services established with WIC Act licensees and Potential Competitors,
- the number of negotiations for the provision of Services commenced with WIC Act licensees and Potential Competitors that did not eventuate in an agreement and, where known to Hunter Water, the reasons for this outcome,
- a timeline of each negotiation Hunter Water undertook with WIC Act licensees and Potential Competitors (both successful and those that did not eventuate in an agreement) and reasons for any significant delays to those negotiations,
- the type of information WIC Act licensees and Potential Competitors requested in addition to information that is publicly available, and
- the time taken for Hunter Water to respond to requests for provision of information or Services.

If there were no negotiations with, or requests for information from, or agreements reached with, WIC Act licensees or Potential Competitors in the financial year, the report should state that to be the case.

*[Note: under Part 8 of the Licence, Hunter Water is required to negotiate with WIC Act licensees and Potential Competitors, publish Servicing Information and establish a code of conduct with a WIC Act licensee required under a WIC Act licence.]*

## 5.2 Publicly available documents

Hunter Water must make the Annual Performance Report for Provision of Information and Services (referred to in section 5.1.1 of this Reporting Manual) available to any person, free of charge:

- on its website, and
- upon request made through the General Enquiry Process.



## 6 Performance monitoring and reporting

This section is on Hunter Water's obligations relating to performance monitoring and reporting.

### 6.1 Periodic reporting

#### 6.1.1 Annual – statement of compliance

Hunter Water must prepare, for each financial year, a statement of compliance in the form of Appendix D in this Reporting Manual.

Hunter Water must submit the statement of compliance to IPART by **1 September** following the end of the relevant financial year (or another date approved in writing by IPART).

The statement of compliance is an exception-based report. This means that only licence non-compliances are required to be reported. Schedule A of the template in Appendix D provides guidance on descriptions for the reported non-compliance(s).

If there are no exceptions in the financial year, the statement of compliance should state that to be the case.

*[Note: This section relates to Licence clause 38, under which IPART may undertake an Operational Audit on Hunter Water's compliance with the Licence. As part of the preparation for IPART's audit process, this section requires Hunter Water to provide a statement of compliance which identifies any non-compliance with the Licence of which Hunter Water is aware.]*

#### 6.1.2 Annual – audit recommendation status report

Hunter Water must report to IPART annually on the status of any recommendations identified in a report prepared by IPART and provided to the Minister in relation to:

- the most recent Operational Audit, and
- any previous Operational Audit where the recommendations identified in IPART's audit report to the Minister had not been fully implemented at the time of the last audit recommendations status report.

Hunter Water must submit the audit recommendations status report to IPART by **30 June** of each year (or another date approved in writing by IPART).

*[Note: Under Licence clause 38, IPART may undertake an Operational Audit. This section requires Hunter Water to report on the status of implementing recommendations identified in an Operational Audit.]*

### 6.1.3 Annual – reporting against performance indicators

Hunter Water must submit 2 performance reports to IPART each year:

- A report by **1 September** following the end of the relevant financial year (or another date approved in writing by IPART) on the following:
  - Hunter Water's performance against the IPART performance indicators set out in Appendix B of this Reporting Manual for the relevant financial year,
  - Hunter Water's performance against the Licence data set out in Appendix C of this Reporting Manual for the relevant financial year, and
  - Hunter Water's performance against the NPR Indicators) (other than those that relate to environment indicators).
- A report by **1 October** following the end of the relevant financial year (or another date approved in writing by IPART) on Hunter Water's performance against the NPR Indicators that relate to the environment.

Hunter Water may choose to include with each report an explanation of Hunter Water's performance, which details:

- major factors (both positive and negative) that have influenced Hunter Water's performance, both within and beyond Hunter Water's control, and
- reasons for any variation (both positive and negative) between Hunter Water's performance in the financial year and with performance in prior years.

*[Note: Under clause 39 of the Licence, Hunter Water must comply with its reporting obligations in this Reporting Manual. This section requires Hunter Water to report on its performance against performance indicators set out in this Reporting Manual. From time to time, IPART may review and change IPART performance indicators. When that occurs, we will update this Reporting Manual accordingly and notify stakeholders of the changes.]*

## 6.2 As required reporting

There is no other reporting obligation relating to performance monitoring and reporting.

## 6.3 Publicly available documents

There is no public reporting obligation relating to performance monitoring and reporting.

# Appendices



## A Timeline for reporting

Table 1 Timing of regular reporting under Hunter Water's Licence

Date	Report to	Reporting on	Reporting Manual Section
Monthly	NSW Health	Fluoride monitoring report	3.1.3
Quarterly	Public	Quality Water Monitoring Report	3.1.1
Quarterly	NSW Health	Exception reporting on Hunter Water's monitoring of Drinking Water and Recycled Water	3.1.2
Annually 30 June	IPART	Audit recommendation status report	6.1.2
Annually 1 September	IPART	<ul style="list-style-type: none"> <li>• Performance report on:               <ul style="list-style-type: none"> <li>- Annual Performance Report on Water Quality Management</li> <li>- Annual Performance Report for Provision of Information and Services</li> <li>- IPART performance indicators (Appendix B)</li> <li>- Licence data (Appendix C)</li> <li>- NPR performance indicators (except for environment indicators)</li> </ul> </li> <li>• Statement of Compliance</li> </ul>	3.1.4
			5.1.1
			6.1.3
			6.1.3
			6.1.3
			6.1.1
Annually 1 September	NSW Health Public	Annual Performance Report on Water Quality Management	3.1.4
Annually 1 September	Public	Annual Performance Report for Provision of Information and Services	5.1.1
Annually 1 October	IPART	Performance report on NPR environment Indicators	6.1.3

Table 2 Timing of submission of other specific reports by Hunter Water

Date	Report to	Reporting on	Reporting Manual Section
Within 14 days of Ministerial approval or direction	IPART DPE	Notification of changes to the Current Economic Method	2.2.1
Immediately upon occurrence of incident	NSW Health	Notification of incidents and emergencies including any incident in the delivery of Hunter Water's Services which may adversely affect public health.	3.2.1
30 days prior to implementing significant changes to a Water Quality Management System	IPART NSW Health	Notification of any significant changes that Hunter Water proposes to make to a Water Quality Management System at least 30 days, prior to implementing the changes	3.2.2

## B IPART performance indicators

Table 3 in this Appendix B sets out the performance indicators developed by IPART that Hunter Water must report on.

Table 3 IPART performance indicators (for assets)

Indicator number	Indicator	Definition
A1	Number of Properties that experience an Unplanned Water Interruption that lasts for more than five continuous hours	Number of Properties that experience an Unplanned Water Interruption that lasts for more than five continuous hours in the financial year.
A2	Number of Properties that experience three or more Unplanned Water Interruptions that each last for more than one hour	Number of Properties that experience three or more Unplanned Water Interruptions that each last for more than one hour in the financial year.
A10	Number of Properties that experience a Water Pressure Failure	Number of Properties that experience a Water Pressure Failure in the financial year.
A11	Number of Properties that experience an Uncontrolled Wastewater Overflow in dry weather	Number of Properties that experience an Uncontrolled Wastewater Overflow in dry weather in the financial year.
A12	Number of Properties that experience three or more Uncontrolled Wastewater Overflows in dry weather	Number of Properties that experience three or more Uncontrolled Wastewater Overflows in dry weather in the financial year.

### Definitions for Appendix B

The following definitions are the same as those used in the Licence but have been reproduced here for convenience.

**Area of Operations** means the area referred to in section 16(1)(a) to (c) of the Act and specified in Schedule A to the Licence, but excludes the area referred to in section 16(2) of the Act.

**Consumer** means any person who consumes or uses the Services and includes, but is not limited to, a tenant or occupier of a Property.

**Controlled Wastewater Overflow** is an overflow of Wastewater that is directed by Hunter Water via a designed structure to a predetermined location, such as a drainage system or waterway, in order to prevent overloaded or blocked sewers from discharging at sensitive locations, on private property or within buildings (thus endangering public health or causing public nuisance).

**Drinking Water** has the meaning given in the *Public Health Act 2010* (NSW).

**Planned Water Interruption** means an event which:

- a) commences when the supply of Drinking Water at the first cold water tap of a Property is interrupted following receipt by the Customer or Consumer of a prior water interruption notice from Hunter Water; and
- b) ceases when a normal supply of Drinking Water is restored to the Property referred to in paragraph (a).

**Property** means any real property that is connected to, or for which a connection is available to Hunter Water's Water Supply System or Sewerage System or is within a Drainage Area. This also includes strata titles properties.

**Services** means the provision, construction, operation, management and maintenance by Hunter Water of systems and services for:

- a) supplying water,
- b) providing sewerage and drainage services, and
- c) disposing of Wastewater.

**Sewerage System** means the sewer mains, pipes, treatment plants and other equipment provided, constructed, managed, operated and maintained by Hunter Water to provide sewerage services under its operating licence including the collection, transportation, treatment and disposal of Wastewater and sewage.

**Uncontrolled Wastewater Overflow** means is a Wastewater Overflow occurring in dry weather that is not a Controlled Wastewater Overflow.

**Unplanned Water Interruption** means an event, where, in relation to a Property:

- a) the supply of Drinking Water at the first cold water tap of the Property is interrupted without the Customer or Consumer having received prior notice of that interruption from Hunter Water; and
- b) it takes more than 5 continuous hours for normal supply of Drinking Water to be restored to the Property.

**Wastewater** means any discarded water, whether clean or contaminated, that is discharged into the Sewerage System.

**Water Pressure Failure** means a situation in which a Property experiences water pressure of less than 20 metres head for a continuous period of 30 minutes or more measured at the point of connection of the Property to the Water Supply System (usually at the point of connection known as the 'main tap'), but does not include a situation in which the Property experiences low water pressure on a day when peak day demand exceeds 370 megalitres per day.



## C Licence data

We require the information outlined in this Appendix C to identify the number of Customers to whom Hunter Water supplies Recycled Water.

Table 4 Licence data – definitions

Data number	Licence data	Definition
L8	Connected residential properties – Recycled Water supply (000s)	The number of connected residential properties receiving Recycled Water services from the utility during the reporting year (properties 000s).
L9	Connected non-residential properties – Recycled Water supply (000s)	The number of connected non-residential properties receiving Recycled Water services from the utility during the reporting year (properties 000s).

### Definitions for Appendix C

**Connected non-residential properties** include:<sup>a</sup>

- commercial and municipal properties
- shopping centres
- schools, universities, and technical colleges (TAFEs)
- hospitals and nursing homes
- shopping centres with separate connections for each shop are to be counted as one non-residential connection.

**Connected residential properties** include:<sup>b</sup>

- each apartment in a high-rise apartment complex
- each property in a department of housing unit complex
- each individual stand-alone residential property within a retirement village.

**Drinking Water** has the meaning given in Appendix B.

**Recycled Water** means water that has been treated to a standard suitable for its intended end use such as industrial, commercial and/or household applications but is not intended for use as Drinking Water.

**Property** has the meaning given in Appendix B.

<sup>a</sup> Supporting notes to NPR indicator C3, *ibid*

<sup>b</sup> Supporting notes to NPR indicator C2, *National urban water utility performance reporting framework: indicators and definitions handbook*, January 2018

## D Statement of Compliance template

Statement of compliance *[Insert Year]*

For 20\_ \_/ \_ \_

Submitted by Hunter Water Corporation

To:

The Chief Executive Officer  
 Independent Pricing and Regulatory Tribunal of NSW  
 Level 16, 2-24 Rawson Place  
 Sydney NSW 2000

Hunter Water Corporation reports as follows:

1. This statement documents compliance during *[financial year]* with all obligations to which Hunter Water Corporation is subject to by virtue of its operating licence.
2. This report has been prepared by Hunter Water Corporation with all due care and skill, including to ensure that all information provided is true and correct, in full knowledge of conditions to which Hunter Water Corporation is subject under the *Hunter Water Act 1991*.
3. Schedule A provides information on all obligations with which Hunter Water Corporation did not comply during *[financial year]*.
4. Other than the information provided in Schedule A, Hunter Water Corporation has complied with all conditions to which it is subjected to.
5. This compliance report has been approved by the Chief Executive Officer (or equivalent) and the Chairman of the Board of Directors of Hunter Water Corporation/Duly authorised Board Member of Hunter Water Corporation.

DATE:	DATE:
Signed .....	Signed .....
Name: .....	Name: .....
Designation: .....	Designation: .....

## Schedule A Non-Compliances

Table #	Licence clauses breached	Description
E.g. 1	List of Licence clauses breached including a brief description of each clause.	Describe: <ol style="list-style-type: none"> <li>i date or period of non-compliance</li> <li>ii nature and extent of non-compliance (including whether and how many Customers have been affected)</li> <li>iii results of any monitoring (where applicable)</li> <li>iv reasons for non-compliance including, where applicable, major factors that influenced Hunter Water's performance (including factors that are both within and beyond Hunter Water's control) and reasons for any significant variation between Hunter Water's performance in the financial year and performance in the previous 5 years</li> <li>v remedial action taken</li> <li>vi actual/anticipated date of full compliance.</li> </ol>

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With the exception of any:

- a. coat of arms, logo, trade mark or other branding;
- b. photographs, icons or other images;
- c. third party intellectual property; and
- d. personal information such as photos of people.

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