



Urban National Performance Report



The Bureau's *Urban National Performance Report* provides an annual, independent benchmark of pricing and service quality of Australian urban water utilities.

What is included in the report?

The *Urban National Performance Report* compares water service provider performance. In 2014–15 the reporting process collected up to 180 performance indicators from 87 service providers; comprised of water utilities and councils, collectively referred to as utilities, and bulk water suppliers. Of the 87 service providers, 80 are customer-facing utilities and seven provide bulk water services. These utilities provide urban water services to over 20 million people across Australia. Performance indicators are from the following categories: water resources, finance, pricing, assets, health, environment and customers.

The reports are published on behalf of the regulators and lead water agencies in each State and Territory. Data is collected annually with data providers reporting a single annual value for each indicator based on their organisational boundary.

Part A of the report provides commentary and analysis for key indicators. It includes an overview of water performance drivers, including recent climatic conditions such as rainfall and temperature, utility size, and water source availability.

Part B of the report contains the complete dataset and includes all indicators reported from 2005–06 onwards. It can be downloaded for further use and analysis.

What are the benefits of the report?

The report provides an annual benchmark of a range of parameters that influence the cost and quality of urban water provision across Australia. The independent and public nature of the report helps consumers and government determine whether the water sector is operating in an efficient and cost effective manner.

Benchmarking informs customers, and provides a catalyst to support industry innovation, improved service delivery, and efficiency gains.

Valuable information provided includes:

- influence of recent climatic conditions on utility performance
- trends in use of alternative water sources such as desalinated and recycled water supplied by utilities
- diversification of water sources
- residential bill comparisons
- capital expenditure of utilities
- operating costs of utilities
- water quality compliance.

Jurisdiction	Bulk utility	100,000+	50,000–100,000	20,000–50,000	10,000–20,000	Total
Australian Capital Territory	0	1	0	0	0	1
New South Wales	4	2	2	10	14	32
Northern Territory	0	0	1	0	1	2
Queensland	2	4	3	6	7	22
South Australia	0	1	0	0	0	1
Tasmania	0	1	0	0	0	1
Victoria	1	4	5	5	2	17
Western Australia	0	1	0	1	9	11
Total	7	14	11	22	33	87

Table showing utilities reporting in the 2015 *Urban National Performance Report* by size group and jurisdiction. Size group refers to the number of connected properties. A full list of these water utilities can be found in the report.



Who can use the report?

The *Urban National Performance Report* is publicly available on the Bureau's website and anyone can use it—water authorities and utilities, business water users, government agencies, policy makers and the general public.

For example, using 2014–15 data, a residential customer could compare their water bill to the typical residential bill of other customers of their own utility, or alternatively they can contrast it to a similar size utility in another State or city.

The report also offers the ability to understand why residential water consumption might have increased or decreased in a particular year in different parts of the country. It explores recent climatic conditions and puts this water consumption information into context. For example in 2014–15, there was a decrease of 3 per cent in the nationwide median residential water use the previous year. This decrease can be explained, in part, by overall temperatures being cooler than in previous record-setting years, despite being above average. Additionally, a number of utilities introduced water restrictions in this period.

Why is the Bureau involved?

The Bureau's Improving Water Information Programme is building a comprehensive and reliable picture of Australia's water resources to support policy and planning.

It provides nationally consistent urban water information as part of its role and responsibilities under the *Water Act 2007*.

The *Urban National Performance Report* supports the commitments made by States and Territories under the National Water Initiative to report publicly and independently on the performance of water utilities.

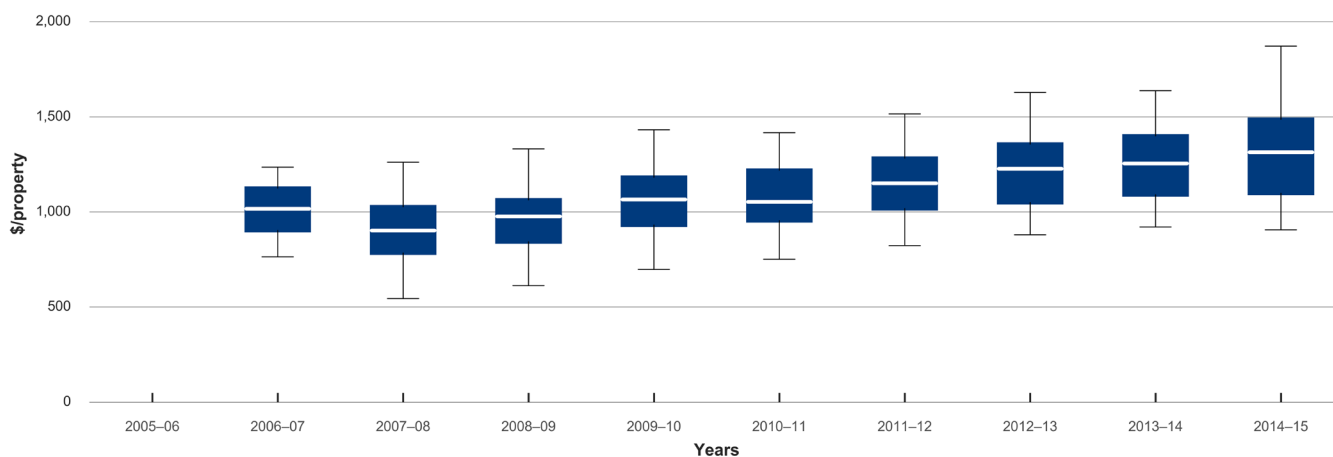


Diagram showing typical residential bill, based on average annual volume supplied, for water and sewerage (\$/property) from 2005–06 to 2014–15

FIND OUT MORE

To read the latest *Urban National Performance Report* visit www.bom.gov.au/water/npr or contact urban_npr@bom.gov.au

For more information about the Bureau's water information products and services please visit www.bom.gov.au/water

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Images: Aerial view of Australian luxury golf neighbourhood, Gold Coast, Queensland.