



PERFORMANCE MONITORING & REPORTING

CENTRAL HIGHLANDS WATER (“CHW”)

COMMENTS ON DRAFT PERFORMANCE INDICATORS

CHW welcomes the opportunity to provide the following further comments on the draft Performance Reporting Framework for consideration by the Commission:

Baseline Explanatory Data

- Volume of sewage treated (ML) – CHW suggests an amendment to definition to clarify Split. Suggest change definition to read “...*only* primary treatment...*up to* secondary treatment...*up to* tertiary treatment...”.
- Sewage treatment plants – amend definition to clarify Split as above.

Customer Responsiveness and Service

- Sewage odours complaints – CHW requests clarification that measure is to be expressed as a % of all customers.

Water Conservation, Reuse, Recycling

- Effluent reuse (ML) – Include definitions for potable water substitution, raw water substitution, environmental flow and new water.
- Biosolids reuse (Tonne) – need to define “dry weight”. Clarify whether “Mass stored” means “stockpiled”.

Environmental Performance

- Volume of Sewage spilt from ERS and Pumping Stations - Clarification is required regarding the accepted method of measurement of sewage spilt from emergency relief structures (ERS).

CHW does not currently measure sewage spilt from emergency relief structures (ERS) on site. The cost of accurately measuring sewage spilt from ERS on site would be considerable including both Capital costs and ongoing operating cost.

An alternative method of measurement is to estimate sewage spilt from ERS using hydraulic computer models. This method would only incur minor internal labour costs.

- Volume of Sewage spilt from ERS and Pumping Stations - Measurement of sewage spilt from pumping stations is an estimate only based on average daily inflow patterns or from hydraulic computer models. Clarification is sought regarding the acceptance of this level of accuracy.
- Sewage treatment standards – CHW requests clarification on the difference between the first two definitions provided.
- Trade Waste volume received – CHW requests clarification if Industrial customers means major customers only. Define how it is proposed to measure % of use for commercial customers who may not have a flow meter.