

Appendix N

Information Template

ESC urban water price review 2008-09 to 2012-13 Western Water

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General Cover Notes:

This model applies to the regional/urban businesses for the second ESC price review

Version 1.4.1

10 September 2007

Financing and price control assumptions

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2003-04 2004-05 2005-06 2006-07 2007-08 2008-09 2009-10 2010-11 2011-12 2012-13

Inflation assumptions

March quarter annual CPI	141.3	144.1	147.5	151.9	155.6						
Inflation		1.98%	2.36%	2.98%	2.44%	3.15%	3.15%	3.15%	3.15%	3.15%	3.15%
Inflation factor	0.930	0.949	0.971	1.000	1.024	1.057	1.090	1.124	1.160	1.196	

WACC assumptions

Parameters	1st period	Forecast
Risk Free Rate (Real)	2.67%	2.61%
Debt Premium	1.16%	1.11%
Equity Premium	6.00%	6.00%
Equity Beta	0.8	75%
Gearing (Debt/Assets)	60.00%	60.00%
Forecast Inflation	2.55%	3.15%
Franking credit value	0.5	0.5
'Vanilla' After Tax WACC (Real)	5.20%	5.10%

Form of price control selected

- Price caps
- Tariff basket (x factor)
- Use this option for Revenue Cap

Operating Expenditure forecast

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2004-05 2005-06 2006-07 2007-08 2008-09 2009-10 2010-11 2011-12 2012-13

Operating Expenditure Summary

Business as Usual	22.23	21.80	25.35	26.34	31.30	34.73	38.44	44.05	50.35
Licence fees	0.18	0.22	0.12	0.18	0.13	0.13	0.13	0.13	0.14
Environment Levy	1.02	1.34	1.30	1.27	1.27	1.27	1.27	1.27	1.27
Total prescribed BAU opex	23.43	23.35	26.77	27.78	32.70	36.13	39.84	45.44	51.76
<i>June 2005 Final decision</i>		25.80	24.17	23.96					

Total BAU operating expenditure

\$m, 1/1/07

Water

Operations & Maintenance	2.93	2.90	3.52	3.66	4.22	4.33	4.46	4.76	4.87
Bulk charges	6.97	6.07	6.48	6.68	8.61	11.05	14.35	18.80	24.81
Treatment	1.88	1.80	1.79	1.94	2.24	2.63	2.82	3.24	3.42
Customer Service and billing	0.51	0.82	0.84	1.14	1.15	1.16	1.17	1.18	1.19
GSL Payments	-	-	-	-	-	-	-	-	-
Licence Fees	-	-	-	-	-	-	-	-	-
Corporate	2.81	2.86	3.96	3.83	4.38	4.51	4.58	4.69	4.74
Other operating expenditure	-	-	-	-	-	-	-	-	-
Total Water	15.10	14.45	16.59	17.24	20.60	23.68	27.38	32.66	39.03

Sewerage

Operations & Maintenance	1.78	1.70	1.94	1.99	2.24	2.23	2.27	2.30	2.28
Bulk charges	-	-	-	-	-	-	-	-	-
Treatment	2.15	2.12	2.39	2.32	2.70	2.87	2.93	3.04	2.87
Customer Service and billing	0.41	0.67	0.69	0.93	0.94	0.95	0.95	0.96	0.97
GSL Payments	-	-	-	-	-	-	-	-	-
Licence Fees	-	-	-	-	-	-	-	-	-
Corporate	2.30	2.34	3.24	3.10	3.55	3.65	3.72	3.81	3.85
Other operating expenditure	-	-	-	-	-	-	-	-	-
Total Sewerage	6.65	6.82	8.25	8.35	9.43	9.70	9.87	10.11	9.97

Bulk water

Operations & Maintenance	-	-	-	-	-	-	-	-	-
Bulk charges	-	-	-	-	-	-	-	-	-
Treatment	-	-	-	-	-	-	-	-	-
Customer Service and billing	-	-	-	-	-	-	-	-	-
GSL Payments	-	-	-	-	-	-	-	-	-
Licence Fees	-	-	-	-	-	-	-	-	-
Corporate	-	-	-	-	-	-	-	-	-
Other operating expenditure	-	-	-	-	-	-	-	-	-
Total Bulk water	-	-	-	-	-	-	-	-	-

Recycled water

	0.48	0.53	0.50	0.75	1.27	1.34	1.19	1.28	1.35
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Rural water

	-	-	-	-	-	-	-	-	-
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Licence fees

Essential Services Commission	0.05	0.12	0.03	0.08	0.04	0.04	0.04	0.04	0.05
Department of Human Services	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03
Environment Protection Authority	0.12	0.08	0.07	0.07	0.07	0.07	0.07	0.07	0.07

Total Licence fees

	0.18	0.22	0.12	0.18	0.13	0.13	0.13	0.13	0.14
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Environment Levy

	1.02	1.34	1.30	1.27	1.27	1.27	1.27	1.27	1.27
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Capital Expenditure forecast by Asset Category

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FIRST REG PERIOD					SECOND REG PERIOD				
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2004-05 2005-06 2006-07 2007-08 2008-09 2009-10 2010-11 2011-12 2012-13

Capital Expenditure Summary									
Water	7.74	10.41	9.27	6.99	7.39	8.10	16.05	8.44	5.40
Sewerage	13.43	14.12	11.72	25.11	28.70	23.75	5.82	4.90	4.08
Bulk water	-	-	-	-	-	-	-	-	-
Recycled water	0.81	0.67	1.47	2.36	2.06	1.53	2.38	3.57	6.41
Rural water	-	-	-	-	-	-	-	-	-
Total prescribed BAU capex	21.99	25.20	22.47	34.46	38.15	33.38	24.25	16.92	15.88
<i>June 2005 Final Decision</i>	25.58	27.04	17.96	28.35					
Government contributions	-	-	3.50	-	-	-	-	-	-
Customer contributions	11.74	2.83	1.58	1.67	3.60	3.73	3.83	3.88	4.01
Gifted Assets	11.05	14.36	10.32	10.57	10.33	10.47	10.57	10.69	10.73
Proceeds from disposals	0.79	1.70	0.78	0.93	0.77	0.77	0.77	0.77	0.77

Total BAU capital expenditure

\$m, 1/1/07 inclusive of government and customer contributions

Water

Headworks	1.50	5.70	0.37	0.13	0.21	0.50	0.35	0.43	0.23
Pipelines/network	4.08	2.76	3.38	3.85	5.13	5.76	12.30	5.44	3.14
Treatment	0.88	0.80	2.99	2.27	1.30	0.83	0.95	0.36	1.28
Corporate	1.28	1.16	2.53	0.74	0.75	1.01	2.46	2.22	0.76
Total Water	7.74	10.41	9.27	6.99	7.39	8.10	16.05	8.44	5.40

Sewerage

Headworks	-	-	-	-	-	-	-	-	-
Pipelines/network	8.74	6.20	2.54	7.40	9.73	5.49	2.61	2.71	2.78
Treatment	2.48	6.34	7.07	15.07	16.10	15.52	2.29	1.21	0.49
Corporate	2.22	1.58	2.11	2.64	2.87	2.73	0.92	0.98	0.81
Total Sewerage	13.43	14.12	11.72	25.11	28.70	23.75	5.82	4.90	4.08

Bulk water

Headworks	-	-	-	-	-	-	-	-	-
Pipelines/network	-	-	-	-	-	-	-	-	-
Treatment	-	-	-	-	-	-	-	-	-
Corporate	-	-	-	-	-	-	-	-	-
Total Bulk water	-	-	-	-	-	-	-	-	-

Recycled water

	0.81	0.67	1.47	2.36	2.06	1.53	2.38	3.57	6.41
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Rural water

	-	-	-	-	-	-	-	-	-
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Above figures include contributions from:

Government contributions

Headworks	-	-	-	-	-	-	-	-	-
Pipelines/network	-	-	-	-	-	-	-	-	-
Treatment	-	-	3.50	-	-	-	-	-	-
Corporate	-	-	-	-	-	-	-	-	-
Recycled water	-	-	-	-	-	-	-	-	-
Rural water	-	-	-	-	-	-	-	-	-
Total Government contributions	-	-	3.50	-	-	-	-	-	-

Customer contributions

Headworks	11.74	2.79	1.58	1.67	3.60	3.73	3.83	3.88	4.01
Pipelines/network	-	-	-	-	-	-	-	-	-
Treatment	-	-	-	-	-	-	-	-	-
Corporate	-	-	-	-	-	-	-	-	-
Recycled water	-	0.03	-	-	-	-	-	-	-
Rural water	-	-	-	-	-	-	-	-	-
Total Customer contributions	11.74	2.83	1.58	1.67	3.60	3.73	3.83	3.88	4.01

Gifted Assets

	11.05	14.36	10.32	10.57	10.33	10.47	10.57	10.69	10.73
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Asset disposals

Proceeds from disposals	0.79	1.70	0.78	0.93	0.77	0.77	0.77	0.77	0.77
Written down value of assets disposed	0.88	1.47	1.18	-	0.98	0.98	0.97	0.97	0.96

Capital Expenditure forecast by Cost Driver - from 1/7/8

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	FIRST REG PERIOD				SECOND REG PERIOD				
	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
					1	2	3	4	5

Capital Expenditure Summary									
Net capital expenditure - renewals					7.66	7.03	6.45	5.38	6.55
Net capital expenditure - growth					26.04	19.74	12.34	7.08	3.38
Net capital expenditure - improved service					0.18	1.27	0.98	0.18	1.52
Net capital expenditure - compliance					0.67	1.62	0.66	0.41	0.43
Government contributions					-	-	-	-	-
Customer contributions					3.60	3.73	3.83	3.88	4.01
Total prescribed BAU capex					38.15	33.38	24.25	16.92	15.88
Regulatory Depreciation					0.36	1.04	1.56	1.92	2.18
Return on assets					0.87	2.47	3.68	4.45	4.98
Gifted Assets		14.36	10.32	10.57	10.33	10.47	10.57	10.69	10.73
Proceeds from disposals					0.77	0.77	0.77	0.77	0.77

Total BAU capital expenditure

\$m, 1/1/07

Renewal of existing infrastructure

Total

Gross capital expenditure	7.66	7.03	6.45	5.38	6.55
Government contributions	-	-	-	-	-
Customer contributions	-	-	-	-	-
Net capital expenditure	7.66	7.03	6.45	5.38	6.55
Regulatory Depreciation	0.08	0.24	0.39	0.51	0.64
Return on assets	0.19	0.56	0.89	1.17	1.44

Growth

Total

Gross capital expenditure	29.65	23.46	16.17	10.96	7.39
Government contributions	-	-	-	-	-
Customer contributions	3.60	3.73	3.83	3.88	4.01
Net capital expenditure	26.04	19.74	12.34	7.08	3.38
Regulatory Depreciation	0.27	0.75	1.08	1.28	1.39
Return on assets	0.66	1.80	2.57	3.00	3.20

Improvement in service

Total

Gross capital expenditure	0.18	1.27	0.98	0.18	1.52
Government contributions	-	-	-	-	-
Customer contributions	-	-	-	-	-
Net capital expenditure	0.18	1.27	0.98	0.18	1.52
Regulatory Depreciation	0.00	0.02	0.04	0.05	0.07
Return on assets	0.00	0.04	0.10	0.12	0.16

Compliance

Total

Gross capital expenditure	0.67	1.62	0.66	0.41	0.43
Government contributions	-	-	-	-	-
Customer contributions	-	-	-	-	-
Net capital expenditure	0.67	1.62	0.66	0.41	0.43
Regulatory Depreciation	0.01	0.03	0.05	0.07	0.07
Return on assets	0.02	0.07	0.13	0.15	0.17

Gifted Assets

	11.05	14.36	10.32	10.57	10.33	10.47	10.57	10.69	10.73
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Asset disposals

Proceeds from disposals	0.77	0.77	0.77	0.77	0.77
Written down value of assets disposed	0.98	0.98	0.97	0.97	0.96

New obligations forecast

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2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
				1	2	3	4	5

New Obligations Summary									
Operating expenditure				0.29	0.31	0.26	0.26	0.26	
Gross capital expenditure				-	-	-	-	-	
Government contributions				-	-	-	-	-	
Customer contributions				-	-	-	-	-	
Net capital expenditure on new obligations				-	-	-	-	-	
Regulatory Depreciation				-	-	-	-	-	
Return on assets				-	-	-	-	-	

Catchment & Land Protection Act & Flora									
Other Compliance									
Operating expenditure				0.20	0.20	0.20	0.20	0.20	
Capital expenditure									
Asset life (years)	0.00								
Depreciation method	0.00								
Gross capital expenditure				-	-	-	-	-	
Government contributions				-	-	-	-	-	
Customer contributions				-	-	-	-	-	
Net capital expenditure				-	-	-	-	-	

GHG/Carbon Trading									
Other Compliance									
Operating expenditure				0.05	0.05	0.05	0.05	0.05	
Capital expenditure									
Asset life (years)	0.00								
Depreciation method	0.00								
Gross capital expenditure				-	-	-	-	-	
Government contributions				-	-	-	-	-	
Customer contributions				-	-	-	-	-	
Net capital expenditure				-	-	-	-	-	

DRP Review									
Water [Cost Driver]									
Operating expenditure				0.03	-	-	-	-	
Capital expenditure									
Asset life (years)	0.00								
Depreciation method	0.00								
Gross capital expenditure				-	-	-	-	-	
Government contributions				-	-	-	-	-	
Customer contributions				-	-	-	-	-	
Net capital expenditure				-	-	-	-	-	

WSDS - restriction review									
Water Growth									
Operating expenditure				-	0.05	-	-	-	
Capital expenditure									
Asset life (years)	0.00								
Depreciation method	0.00								
Gross capital expenditure				-	-	-	-	-	
Government contributions				-	-	-	-	-	
Customer contributions				-	-	-	-	-	
Net capital expenditure				-	-	-	-	-	

Terrorism Act									
Water Compliance									
Operating expenditure				0.01	0.01	0.01	0.01	0.01	
Capital expenditure									
Asset life (years)	0.00								
Depreciation method	0.00								
Gross capital expenditure				-	-	-	-	-	
Government contributions				-	-	-	-	-	
Customer contributions				-	-	-	-	-	
Net capital expenditure				-	-	-	-	-	

Rolled forward regulatory asset base

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	FIRST REG PERIOD				SECOND REG PERIOD				
	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
					1	2	3	4	5
Rolled forward asset base									
Opening asset base	91.38	95.19	110.74	122.35	148.75	145.72	142.70	139.68	136.65
Closing asset base	95.19	110.74	122.35	148.75	145.72	142.70	139.68	136.65	133.63
Weighted Average Asset life (yrs)					46.83				
Regulatory depreciation - Existing	5.49	4.55	3.98	3.98	3.02	3.02	3.02	3.02	3.02
Regulatory depreciation - New Assets	0.16	0.57	1.01	1.48	0.36	1.04	1.56	1.92	2.18
Regulatory depreciation - Total	5.65	5.12	4.99	5.46	3.39	4.06	4.59	4.94	5.20

Rolled forward asset base

\$m, 1/1/07

Opening asset base	91.38	95.19	110.74	122.35	148.75	179.14	203.95	219.01	226.35
plus Gross capex	21.99	25.20	22.47	34.46	38.15	33.38	24.25	16.92	15.88
less Government contributions	-	-	3.50	-	-	-	-	-	-
less Customer contributions	11.74	2.83	1.58	1.67	3.60	3.73	3.83	3.88	4.01
less Proceeds from disposals	0.79	1.70	0.78	0.93	0.77	0.77	0.77	0.77	0.77
less Regulatory depreciation	5.65	5.12	4.99	5.46	3.39	4.06	4.59	4.94	5.20
Closing asset base	95.19	110.74	122.35	148.75	179.14	203.95	219.01	226.35	232.24

Depreciation of asset base as at 1/7/08

Asset class	Remaining Life	Book Value	% of total						
Land	-	4.09	2.4%	0.00	0.00	0.00	0.00	0.00	0.00
Furniture & Fittings	48.00	0.01	0.0%	0.00	0.00	0.00	0.00	0.00	0.00
Motor Vehicles	48.00	-	0.0%	0.00	0.00	0.00	0.00	0.00	0.00
Plant & Equipment	48.00	4.59	2.7%	0.08	0.08	0.08	0.08	0.08	0.08
Computers	48.00	-	0.0%	0.00	0.00	0.00	0.00	0.00	0.00
Infrastructure	48.00	53.13	31.6%	0.98	0.98	0.98	0.98	0.98	0.98
Buildings	48.00	1.78	1.1%	0.03	0.03	0.03	0.03	0.03	0.03
Site Improvements	48.00	5.58	3.3%	0.10	0.10	0.10	0.10	0.10	0.10
-	-	-	0.0%	0.00	0.00	0.00	0.00	0.00	0.00
Land	-	-	0.0%	0.00	0.00	0.00	0.00	0.00	0.00
Furniture & Fittings	48.00	2.04	1.2%	0.04	0.04	0.04	0.04	0.04	0.04
Motor Vehicles	48.00	4.57	2.7%	0.08	0.08	0.08	0.08	0.08	0.08
Plant & Equipment	48.00	3.99	2.4%	0.07	0.07	0.07	0.07	0.07	0.07
Computers	48.00	5.80	3.5%	0.11	0.11	0.11	0.11	0.11	0.11
Infrastructure	48.00	81.97	48.8%	1.51	1.51	1.51	1.51	1.51	1.51
Buildings	48.00	0.11	0.1%	0.00	0.00	0.00	0.00	0.00	0.00
Site Improvements	48.00	-	0.0%	0.00	0.00	0.00	0.00	0.00	0.00
Adj to capex bf	48.00	0.30	0.2%	0.01	0.01	0.01	0.01	0.01	0.01

Expenditure Summary

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FIRST REG PERIOD					SECOND REG PERIOD				
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2004-05 2005-06 2006-07 2007-08 2008-09 2009-10 2010-11 2011-12 2012-13

Operating Expenditure									
Total Operating Expenditure		23.35	26.77	27.78	32.99	36.44	40.10	45.70	52.02
Capex by Asset Category									
Total Gross Capital Expenditure	21.99	25.20	22.47	34.46	38.15	33.38	24.25	16.92	15.88
Total Government Contributions	-	-	3.50	-	-	-	-	-	-
Total Customer Contributions	11.74	2.83	1.58	1.67	3.60	3.73	3.83	3.88	4.01
Total Net Capital Expenditure	10.25	22.38	17.39	32.79	34.55	29.65	20.42	13.05	11.87
Gifted Assets	11.05	14.36	10.32	10.57	10.33	10.47	10.57	10.69	10.73
Proceeds from disposals	0.79	1.70	0.78	0.93	0.77	0.77	0.77	0.77	0.77
Capex by Class									
Total Gross Capital Expenditure		-	-	-	38.15	33.38	24.25	16.92	15.88
Total Government Contributions		-	-	-	-	-	-	-	-
Total Customer Contributions		-	-	-	3.60	3.73	3.83	3.88	4.01
Total Net Capital Expenditure		-	-	-	34.55	29.65	20.42	13.05	11.87
Total Regulatory Depreciation on new assets		-	-	-	0.36	1.04	1.56	1.92	2.18
Gifted Assets		14.36	10.32	10.57	10.33	10.47	10.57	10.69	10.73
Proceeds from disposals		-	-	-	0.77	0.77	0.77	0.77	0.77
Capex for Tax									
					36.97	32.52	23.11	15.82	14.78

Adjustments required from first period

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FIRST REG PERIOD					SECOND REG PERIOD				
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2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
				1	2	3	4	5

Adjustments Summary

Additional expenses incurred to be carried forward	-	-	-					
Allocation of carried forward expenses (NPV of cash flows should equate to net present cost to recover)				-	-	-	-	-

Non-prescribed services

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FIRST REG PERIOD				SECOND REG PERIOD			
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2005-06 2006-07 2007-08 2008-09 2009-10 2010-11 2011-12 2012-13

Non Prescribed Services Summary

Revenue	-	-	-	-	-	-	-	-
Operating expenditure	-	-	-	-	-	-	-	-
Gross capital expenditure	-	-	-	-	-	-	-	-
Government contributions	-	-	-	-	-	-	-	-
Customer contributions	-	-	-	-	-	-	-	-
Net capital expenditure - non-prescribed	-	-	-	-	-	-	-	-
Gifted Assets	-	-	-	-	-	-	-	-
Proceeds from disposals	-	-	-	-	-	-	-	-

Cash, debt and tax assumptions

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2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
				1	2	3	4	5

Finance and tax summary									
Opening cash balance	14.40	13.23	0.94	4.41	1.76	1.85	1.74	1.85	1.76
Interest earned	0.80	0.31	0.09	0.10	0.10	0.11	0.11	0.10	0.10
Opening debt balance	2.11	1.80	5.50	19.76	40.93	67.79	90.82	102.75	106.06
Interest incurred	0.14	0.21	0.94	2.21	4.50	5.74	6.91	7.57	8.04
Book depreciation	10.76	11.00	11.60	11.80	12.07	12.27	12.39	12.52	12.50
Tax depreciation - existing	21.98	19.43	18.74	18.65	16.65	14.65	13.12	11.28	10.31
Tax depreciation - new					1.00	2.70	3.90	4.84	5.20
Tax losses brought forward									

Cash and Debt \$m, 1/1/07

Opening cash balance	14.40	13.23	0.94	4.41	1.76	1.85	1.74	1.85	1.76
Interest earned	0.80	0.31	0.09	0.10	0.10	0.11	0.11	0.10	0.10
Opening debt balance	2.11	1.80	5.50	19.76	40.93	67.79	90.82	102.75	106.06
Interest incurred	0.14	0.21	0.94	2.21	4.50	5.74	6.91	7.57	8.04

Depreciation \$m, MOD

Tax losses brought forward (enter a positive value)									
Book depreciation	10.76	11.00	11.60	11.80	12.07	12.27	12.39	12.52	12.50
Tax depreciation - existing assets	21.98	19.43	18.74	18.65	16.65	14.65	13.12	11.28	10.31

Tax depreciation on capital expenditure (incl non-prescribed)

Low Value Pool									
Asset life (years)	8.00								
Depreciation method	Declining Balance	1.50	declining balance multiple						
Gross capital expenditure	No		switch to straight line?	0.12	0.12	0.12	0.12	0.12	0.12
Tax Depreciation - new				0.01	0.03	0.05	0.06	0.07	
Inf. Water									
Asset life (years)	60.00								
Depreciation method	Declining Balance	1.50	declining balance multiple						
Gross capital expenditure	No		switch to straight line?	6.35	7.01	13.25	6.14	4.08	
Tax Depreciation - new				0.08	0.24	0.49	0.72	0.83	
Inf. Sewer Inc Rec Water									
Asset life (years)	80.00								
Depreciation method	Declining Balance	1.50	declining balance multiple						
Gross capital expenditure	No		switch to straight line?	27.66	22.48	6.66	6.72	7.85	
Tax Depreciation - new				0.26	0.72	0.98	1.09	1.21	
Computers									
Asset life (years)	3.00								
Depreciation method	Declining Balance	1.50	declining balance multiple						
Gross capital expenditure	No		switch to straight line?	1.89	1.96	2.13	1.89	1.83	
Tax Depreciation - new				0.47	1.20	1.62	1.99	1.93	
Motor Vehicles									
Asset life (years)	6.33								
Depreciation method	Declining Balance	1.50	declining balance multiple						
Gross capital expenditure	No		switch to straight line?	1.03	1.06	1.10	1.14	1.18	
Tax Depreciation - new				0.12	0.34	0.52	0.66	0.78	
P&E Avg Rate									
Asset life (years)	15.00								
Depreciation method	Declining Balance	1.50	declining balance multiple						
Gross capital expenditure	No		switch to straight line?	0.41	0.41	0.41	0.41	0.46	
Tax Depreciation - new				0.02	0.06	0.09	0.13	0.16	
P&E Security, Corp. Signage									
Asset life (years)	6.33								
Depreciation method	Declining Balance	1.50	declining balance multiple						
Gross capital expenditure	No		switch to straight line?	0.05	0.05	0.05	0.05	0.05	
Tax Depreciation - new				0.01	0.02	0.02	0.03	0.04	
P&E OH&S									
Asset life (years)	5.00								
Depreciation method	Declining Balance	1.50	declining balance multiple						
Gross capital expenditure	No		switch to straight line?	0.05	0.05	0.05	0.05	0.05	
Tax Depreciation - new				0.01	0.02	0.03	0.04	0.04	
P&E SCADA & Telemetry									
Asset life (years)	10.00								
Depreciation method	Declining Balance	1.50	declining balance multiple						
Gross capital expenditure	No		switch to straight line?	0.24	0.24	0.24	0.24	0.24	
Tax Depreciation - new				0.02	0.05	0.08	0.10	0.12	
GHG Strategy Implementation									
Asset life (years)	50.00								
Depreciation method	Declining Balance	1.50	declining balance multiple						
Gross capital expenditure	No		switch to straight line?	0.20	0.20	0.20	0.20	0.10	
Tax Depreciation - new				0.00	0.01	0.01	0.02	0.02	

Reconciliation to Water Plan (prescribed services only)

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	FIRST REG PERIOD					SECOND REG PERIOD				
	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13		

Summary - Template										
Revenue				43.59	50.02	56.32	64.54	72.43		
Operating expenditure				32.99	36.44	40.10	45.70	52.02		
Gross capital expenditure				38.15	33.38	24.25	16.92	15.88		
Government contributions				-	-	-	-	-		
Customer contributions				3.60	3.73	3.83	3.88	4.01		
Net capital expenditure				<u>34.55</u>	<u>29.65</u>	<u>20.42</u>	<u>13.05</u>	<u>11.87</u>		
Gifted Assets				10.33	10.47	10.57	10.69	10.73		
Proceeds from disposals				0.77	0.77	0.77	0.77	0.77		
Adjustments from 1st regulatory period				-	-					

Summary - Water Plan											Source page(s) in WP
				WATER PLAN FORECAST							
Revenue				43.59	50.02	56.32	64.54	72.43			132
Operating expenditure				32.99	36.44	40.10	45.70	52.02			7, 77, 78, 80
Gross capital expenditure				38.15	33.38	24.25	16.92	15.88			9, 78, 89, 90
Government contributions				-	-	-	-	-			
Customer contributions				3.60	3.73	3.83	3.88	4.01			9, 78, 90
Net capital expenditure on new obligations											
Gifted Assets				10.33	10.47	10.57	10.69	10.73			78, 90
Proceeds from disposals				0.77	0.77	0.77	0.77	0.77			90
Adjustments from 1st regulatory period											

Variances										
Revenue				(0.00)	0.00	0.00	0.00	0.00		
Operating expenditure				(0.00)	(0.00)	0.00	0.00	0.00		
Gross capital expenditure				(0.00)	-	(0.00)	0.00	0.00		
Government contributions				-	-	-	-	-		
Customer contributions				0.00	(0.00)	0.00	(0.00)	0.00		
Net capital expenditure on new obligations				<u>(0.00)</u>	<u>0.00</u>	<u>(0.00)</u>	<u>0.01</u>	<u>(0.00)</u>		
Gifted Assets				(0.00)	0.00	(0.00)	0.00	(0.00)		
Proceeds from disposals				0.00	0.00	0.00	0.00	0.00		
Adjustments from 1st regulatory period				-	-					

Revenue requirement detail

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2004-05 2005-06 2006-07 2007-08 2008-09 2009-10 2010-11 2011-12 2012-13

Revenue requirement and RAV outputs

Revenue requirement												
Operating expenditure					32.99	36.44	40.10	45.70	52.02			
Return on assets to 30/6/08					7.49	7.30	7.10	6.91	6.71			
Regulatory depreciation of assets to 30/6/08					3.02	3.02	3.02	3.02	3.02			
Return on new assets					0.87	2.47	3.68	4.45	4.98			
Regulatory depreciation of new assets					0.36	1.04	1.56	1.92	2.18			
Adjustments from last period					-	-	-	-	-			
Benchmark tax liability					0.37	0.72	1.02	1.35	1.60			
Total revenue requirement					36.49	35.41	36.48	45.11	50.99	56.49	63.35	70.52

Revenue requirement detail										
WACC detail										
Risk Free Rate (Real)										2.6%
Debt Premium										1.1%
Equity Premium										6.0%
Equity Beta										75.0%
Gearing (Debt/Assets)										60.0%
Forecast Inflation										3.2%
Franking credit value										0.5
'Vanilla' After Tax WACC (Real)										5.1%
Existing assets detail										
Opening asset base	91.38	95.19	110.74	122.35	148.7	144.95	141.15	137.36	133.56	
plus capital expenditure	21.99	25.20	22.47	34.46						
less customer contributions	11.74	2.83	1.58	1.67						
less government contributions	-	-	3.50	-						
less regulatory depreciation	5.65	5.12	4.99	5.46	3.02	3.02	3.02	3.02	3.02	
less disposals	0.79	1.70	0.78	0.93	0.77	0.77	0.77	0.77	0.77	
Closing asset base	95.19	110.74	122.35	148.75	144.95	141.15	137.36	133.56	129.77	
Average asset base	93.28	102.96	116.55	135.55	146.85	143.05	139.26	135.46	131.66	
Return on assets	4.95	5.56	6.25	7.06	7.49	7.30	7.10	6.91	6.71	
Return on and of existing assets	10.60	10.68	11.24	12.52	10.51	10.32	10.13	9.93	9.74	
New capital expenditure										
Opening asset base					-	34.19	62.80	81.65	92.78	
plus capital expenditure					38.15	33.38	24.25	16.92	15.88	
less customer contributions					3.60	3.73	3.83	3.88	4.01	
less government contributions					-	-	-	-	-	
less regulatory depreciation					0.36	1.04	1.56	1.92	2.18	
less disposals (all disposals included in existing assets)										
Closing asset base					34.19	62.80	81.65	92.78	102.48	
Average asset base					17.09	48.49	72.23	87.22	97.63	
Return on assets (new)					0.87	2.47	3.68	4.45	4.98	
Return on and of new assets					1.23	3.51	5.25	6.36	7.16	
Rolled forward RAV										
Opening asset base	91.38	95.19	110.74	122.35	148.75	179.14	203.95	219.01	226.35	
plus capital expenditure	21.99	25.20	22.47	34.46	38.15	33.38	24.25	16.92	15.88	
less customer contributions	11.74	2.83	1.58	1.67	3.60	3.73	3.83	3.88	4.01	
less government contributions	-	-	3.50	-	-	-	-	-	-	
less regulatory depreciation	5.65	5.12	4.99	5.46	3.39	4.06	4.59	4.94	5.20	
less disposals	0.79	1.70	0.78	0.93	0.77	0.77	0.77	0.77	0.77	
Rolled forward RAV	95.19	110.74	122.35	148.75	179.14	203.95	219.01	226.35	232.24	

Revenue requirement detail

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2004-05 2005-06 2006-07 2007-08 2008-09 2009-10 2010-11 2011-12 2012-13

Revenue requirement and RAV outputs

Revenue requirement												
Operating expenditure					32.99	36.44	40.10	45.70	52.02			
Return on assets to 30/6/08					7.49	7.30	7.10	6.91	6.71			
Regulatory depreciation of assets to 30/6/08					3.02	3.02	3.02	3.02	3.02			
Return on new assets					0.87	2.47	3.68	4.45	4.98			
Regulatory depreciation of new assets					0.36	1.04	1.56	1.92	2.18			
Adjustments from last period					-	-	-	-	-			
Benchmark tax liability					0.37	0.72	1.02	1.35	1.60			
Total revenue requirement					36.49	35.41	36.48	45.11	50.99	56.49	63.35	70.52

Benchmark tax liability									
Parameters									
Forecast inflation	2.0%	2.4%	3.0%	2.4%	3.2%	3.2%	3.2%	3.2%	3.2%
Inflation factor	0.949	0.971	1.000	1.024	1.057	1.090	1.124	1.160	1.196
Gearing	60%	60%	60%	60%	60%	60%	60%	60%	60%
Tax rate	30%	30%	30%	30%	30%	30%	30%	30%	30%
Risk free rate (real)				2.6%					
Debt premium				1.1%					
Cost of debt (nominal)				7.0%					
Franking credit value				0.5					
Taxation calculation									
\$m, 1/1/07									
Revenue requirement					44.74	50.27	55.47	62.00	68.92
Customer contributions					3.60	3.73	3.83	3.88	4.01
Government contributions					-	-	-	-	-
Gifted assets					10.33	10.47	10.57	10.69	10.73
Operating & maintenance expenditure					32.99	36.44	40.10	45.70	52.02
Average RAV					163.94	191.54	211.48	222.68	229.29
Debt (60% of ARAV)					98.36	114.93	126.89	133.61	137.58
\$m (MOD)									
Revenue requirement					47.27	54.79	62.37	71.90	82.44
Customer contributions					3.81	4.06	4.31	4.49	4.80
Government contributions					-	-	-	-	-
Gifted assets					10.91	11.41	11.88	12.40	12.83
Operating & maintenance expenditure					34.86	39.71	45.08	53.00	62.23
Tax depreciation (new)					1.00	2.70	3.90	4.84	5.20
Tax depreciation (existing)					16.65	14.65	13.12	11.28	10.31
Interest					7.26	8.75	9.97	10.83	11.50
Tax losses brought forward					-	-	-	-	-
Before tax net income					2.22	4.45	6.48	8.84	10.83
Benchmark gross tax liability					0.78	1.57	2.29	3.12	3.82
Franking benefit					0.39	0.79	1.14	1.56	1.91
Benchmark tax liability (MOD)					0.39	0.79	1.14	1.56	1.91
Benchmark tax liability (real)					0.37	0.72	1.02	1.35	1.60

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2005-06 2006-07 2007-08 2008-09 2009-10 2010-11 2011-12 2012-13

Dividends - whole of business

\$m, MOD

Dividend plus tax equivalents benchmark 65%

Revenue from ordinary activities

Prescribed revenue	34.23	34.89	36.74	46.17	54.63	63.44	74.96	86.76
(less income not received)	0.05	0.06	0.06	0.11	0.11	0.11	0.12	0.12
Government and developer contributed assets	13.94	10.32	10.82	10.91	11.41	11.88	12.40	12.83
Developer cash contributions	2.74	1.58	1.71	3.81	4.06	4.31	4.49	4.80
Government cash contributions	-	3.50	-	-	-	-	-	-
Investment income	0.30	0.13	(0.06)	0.11	0.14	0.17	0.18	0.21
Proceeds from asset disposal	1.65	0.78	0.95	0.82	0.84	0.87	0.90	0.92
Other non-prescribed revenue	-	-	-	-	-	-	-	-
Revenue adjustments ¹	-	-	-	-	-	-	-	-
Total revenue from ordinary activities	52.81	51.15	50.11	61.70	70.98	80.54	92.81	105.41

Expenditure from ordinary activities

Operating expenditure (prescribed)	22.67	26.77	28.46	34.86	39.71	45.08	53.00	62.23
Operating expenditure (non-prescribed)	-	-	-	-	-	-	-	-
Book depreciation	11.00	11.60	11.80	12.07	12.27	12.39	12.52	12.50
Interest expense	0.21	1.25	2.68	5.74	7.56	9.27	10.58	11.78
Written down value of assets disposed	1.43	1.18	-	1.04	1.06	1.09	1.12	1.15
Expenditure adjustments ²	-	-	-	-	-	-	-	-
Total expenditure from ordinary activities	35.31	40.80	42.94	53.71	60.61	67.84	77.22	87.66

Profit from ordinary activities (before tax)

	17.51	10.35	7.17	7.99	10.37	12.71	15.60	17.75
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Prima facie income tax expense

	5.25	3.11	2.15	2.40	3.11	3.81	4.68	5.32
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Return to government

	11.38	6.73	4.66	5.19	6.74	8.26	10.14	11.54
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Dividend payments (offset)

	8.23	6.46	4.56	4.16	4.83	5.51	6.20	6.77
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Retained revenue

	4.03	0.79	0.45	1.44	2.42	3.39	4.71	5.65
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Adjusted cash flow statement

\$m, MOD

Operating Activities

Total prescribed revenue	34.23	34.89	36.74	46.17	54.63	63.44	74.96	86.76
Non-prescribed revenue	-	-	-	-	-	-	-	-
Customer cash contributions	2.74	1.58	1.71	3.81	4.06	4.31	4.49	4.80
Government cash contributions	-	3.50	-	-	-	-	-	-
Revenue not collected	(0.05)	(0.06)	(0.06)	(0.11)	(0.11)	(0.11)	(0.12)	(0.12)
Payments to suppliers and employees (opex)	(22.67)	(26.77)	(28.46)	(34.86)	(39.71)	(45.08)	(53.00)	(62.23)
Income tax paid	(3.15)	(0.27)	(0.10)	(1.04)	(1.91)	(2.75)	(3.93)	(4.77)
Interest received	0.30	0.13	(0.06)	0.11	0.14	0.17	0.18	0.21
Interest paid	(0.21)	(1.25)	(2.68)	(5.74)	(7.56)	(9.27)	(10.58)	(11.78)
Operating Adjustments ³	-	-	-	-	-	-	-	-
Net cash inflows from operating activities	11.19	11.76	7.10	8.33	9.54	10.69	12.01	12.88

Investing activities

Payment for property, plant, equipment and WIP (capex)	(24.47)	(22.47)	(35.30)	(40.31)	(36.38)	(27.27)	(19.62)	(19.00)
Proceeds from sale of property, plant and equipment	1.65	0.78	0.95	0.82	0.84	0.87	0.90	0.92
Investing adjustments ⁴	-	-	-	-	-	-	-	-
Net cash (outflow) from investing activities	(22.82)	(21.69)	(34.34)	(39.50)	(35.54)	(26.40)	(18.73)	(18.08)

Dividend payable

	(8.23)	(6.46)	(4.56)	(4.16)	(4.83)	(5.51)	(6.20)	(6.77)
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Net cash (outflow) for cash or debt

	(19.86)	(16.38)	(31.81)	(35.32)	(30.84)	(21.21)	(12.92)	(11.97)
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2005-06 2006-07 2007-08 2008-09 2009-10 2010-11 2011-12 2012-13

Adjusted cash and debt

Target cash balance

Target Cash (\$)	1.71	1.74	1.84	2.31	2.73	3.17	3.75	4.34
Cash at the beginning of the financial year	12.84	1.71	1.74	1.84	2.31	2.73	3.17	3.75
Increase in Cash	(11.13)	0.03	0.09	0.47	0.42	0.44	0.58	0.59
Cash at the end of the financial year	1.71	1.74	1.84	2.31	2.73	3.17	3.75	4.34
Debt at the beginning of the financial year	1.75	10.48	26.89	58.80	94.59	125.85	147.50	161.00
Increase in Debt	8.73	16.42	31.90	35.79	31.26	21.65	13.50	12.56
Debt at the end of the financial year	10.48	26.89	58.80	94.59	125.85	147.50	161.00	173.56

TAX PAYABLE CALCULATION

Revenue from ordinary activities	52.81	47.65	50.11	61.70	70.98	80.54	92.81	105.41
less Opex	(22.67)	(26.77)	(28.46)	(34.86)	(39.71)	(45.08)	(53.00)	(62.23)
less Interest	(0.21)	(1.25)	(2.68)	(5.74)	(7.56)	(9.27)	(10.58)	(11.78)
less Tax Depreciation	(19.43)	(18.74)	(18.65)	(17.65)	(17.35)	(17.02)	(16.12)	(15.51)
less Tax Losses brought forward	-	-	-	-	-	-	-	-
Taxable Income	10.50	0.89	0.32	3.45	6.35	9.17	13.11	15.89
Tax Payable	3.15	0.27	0.10	1.04	1.91	2.75	3.93	4.77

Interest adjustments

Marginal Interest Rate - Borrowings :

Marginal Interest Rate - Cash :

Forecast Cash (opening)	12.84	0.94	4.52	1.86	2.02	1.95	2.15	2.10
Adjusted Cash	12.84	1.71	1.74	1.84	2.31	2.73	3.17	3.75
Forecast Interest Earned	0.30	0.09	0.10	0.11	0.12	0.12	0.12	0.12
Adjusted Interest Earned	0.30	0.13	(0.06)	0.11	0.14	0.17	0.18	0.21
Forecast Debt (opening)	1.75	5.50	20.24	43.25	73.88	102.11	119.15	126.87
Adjusted Debt	1.75	10.48	26.89	58.80	94.59	125.85	147.50	161.00
Forecast Interest Paid	0.21	0.94	2.26	4.76	6.25	7.77	8.78	9.62
Adjusted Interest Paid	0.21	1.25	2.68	5.74	7.56	9.27	10.58	11.78

FIRST REG PERIOD				SECOND REG PERIOD			
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2005-06 2006-07 2007-08 2008-09 2009-10 2010-11 2011-12 2012-13

Financial indicators

Funds from operations (\$m)

Total prescribed revenue	34.23	34.89	36.74	46.17	54.63	63.44	74.96	86.76
plus non-prescribed revenue	-	-	-	-	-	-	-	-
less Income not received	(0.05)	(0.06)	(0.06)	(0.11)	(0.11)	(0.11)	(0.12)	(0.12)
less Total operating expenditure	(22.67)	(26.77)	(28.46)	(34.86)	(39.71)	(45.08)	(53.00)	(62.23)
less Income tax paid	(3.15)	(0.27)	(0.10)	(1.04)	(1.91)	(2.75)	(3.93)	(4.77)
plus Interest revenue	0.30	0.13	(0.06)	0.11	0.14	0.17	0.18	0.21
less Interest expense	(0.21)	(1.25)	(2.68)	(5.74)	(7.56)	(9.27)	(10.58)	(11.78)

Funds from operations	8.44	6.68	5.38	4.53	5.47	6.38	7.52	8.08
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FFO interest cover (times)

FFO	8.44	6.68	5.38	4.53	5.47	6.38	7.52	8.08
plus Interest expense	0.21	1.25	2.68	5.74	7.56	9.27	10.58	11.78
less Interest revenue	(0.30)	(0.13)	0.06	(0.11)	(0.14)	(0.17)	(0.18)	(0.21)
divided by Net interest expense	(0.09)	1.12	2.74	5.64	7.43	9.10	10.40	11.57

Min 1.5-3.0 times	(88.83)	6.97	2.96	1.80	1.74	1.70	1.72	1.70
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FFO/Net debt

FFO	8.44	6.68	5.38	4.53	5.47	6.38	7.52	8.08
(divided by Non-current interest bearing liabilities	1.75	10.48	26.89	58.80	94.59	125.85	147.50	161.00
plus Current interest bearing liabilities	-	-	-	-	-	-	-	-
less cash assets)	(12.84)	(1.71)	(1.74)	(1.84)	(2.31)	(2.73)	(3.17)	(3.75)

Min 10%	-76.1%	76.2%	21.4%	7.9%	5.9%	5.2%	5.2%	5.1%
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Gearing (Net Debt to RAV)

Interest bearing liabilities	1.75	10.48	26.89	58.80	94.59	125.85	147.50	161.00
less cash assets	(12.84)	(1.71)	(1.74)	(1.84)	(2.31)	(2.73)	(3.17)	(3.75)
divided by Average regulatory asset base	99.98	116.55	138.85	173.22	208.77	237.76	258.23	274.28

Max 45%60%	-11.1%	7.5%	18.1%	32.9%	44.2%	51.8%	55.9%	57.3%
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Internal financing ratio (%)

FFO	8.44	6.68	5.38	4.53	5.47	6.38	7.52	8.08
less Dividends	(8.23)	(6.46)	(4.56)	(4.16)	(4.83)	(5.51)	(6.20)	(6.77)
(divided by Gross capital expenditure	24.47	22.47	35.30	40.31	36.38	27.27	19.62	19.00
less Customer cash contributions	(2.74)	(1.58)	(1.71)	(3.81)	(4.06)	(4.31)	(4.49)	(4.80)
less Government cash contributions)	-	(3.50)	-	-	-	-	-	-

Min 35%	1.0%	1.3%	2.4%	1.0%	2.0%	3.8%	8.7%	9.2%
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Key business metrics

Western Water

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Figures in tables displayed in Real dollars ▼

WESTERN WATER INDICATIVE INCOME STATEMENT

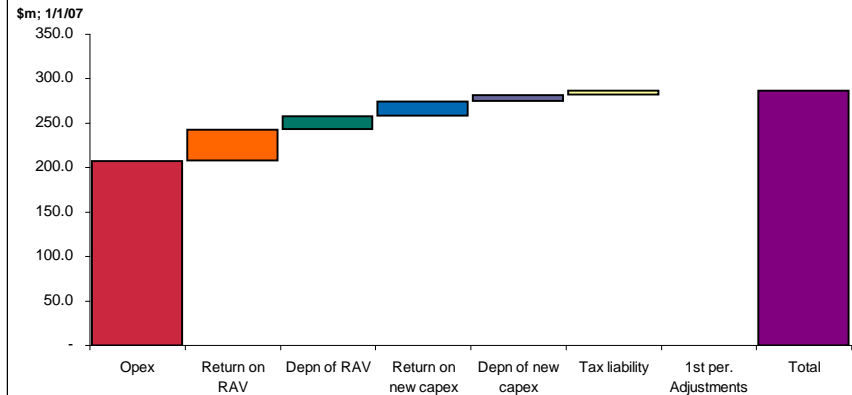
Financial Year	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Prescribed revenue	35.2	34.8	35.8	43.6	50.0	56.3	64.5	72.4
Contributions and gifted assets	17.2	15.4	12.2	13.9	14.2	14.4	14.6	14.7
Other revenue *	2.0	0.9	0.9	0.9	0.9	0.9	0.9	0.9
Total revenue	54.4	51.2	48.9	58.4	65.1	71.6	80.0	88.1
Prescribed operating expenditure	23.4	26.8	27.8	33.0	36.4	40.1	45.7	52.0
Other operating expenditure	-	-	-	-	-	-	-	-
WDV of assets disposed	1.5	1.2	-	1.0	1.0	1.0	1.0	1.0
Total expenditure	24.8	27.9	27.8	34.0	37.4	41.1	46.7	53.0
EBITDA	29.6	23.2	21.1	24.4	27.7	30.6	33.4	35.1
Book depreciation	11.3	11.6	11.5	11.4	11.3	11.0	10.8	10.5
EBIT	18.2	11.6	9.6	13.0	16.5	19.5	22.6	24.7
Interest expense *	0.2	0.9	2.2	5.4	6.9	8.2	9.1	9.8
NPBT	18.0	10.7	7.4	7.6	9.5	11.3	13.4	14.8
Income tax expense *	5.4	3.1	2.1	2.3	2.9	3.4	4.0	4.5
NPAT	12.6	7.6	5.3	5.3	6.7	7.9	9.4	10.4

WESTERN WATER PRESCRIBED REVENUE & OPERATING EXPENSES

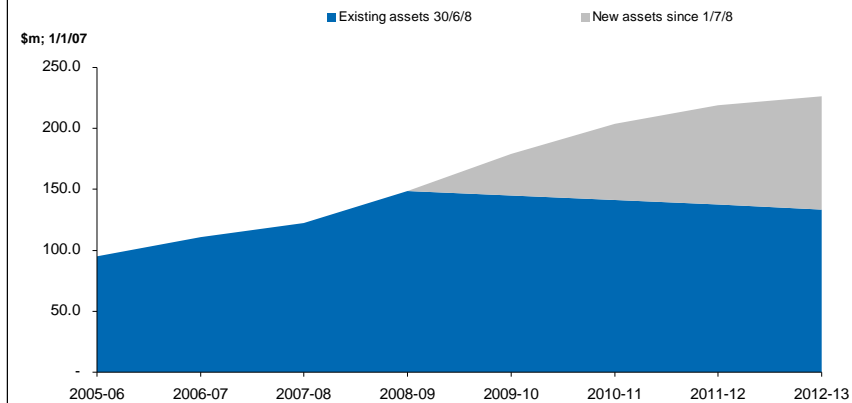
Financial Year	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
REVENUE								
Water	17.6	16.4	17.0	23.3	28.1	32.7	39.1	44.8
Sewerage	15.4	16.3	16.5	17.5	18.6	19.8	21.1	22.5
Bulk water	-	-	-	-	-	-	-	-
Recycled water	0.1	0.3	0.5	0.7	1.1	1.5	2.0	2.5
Rural water	-	-	-	-	-	-	-	-
Other	2.1	1.9	1.8	2.1	2.2	2.3	2.4	2.6
TOTAL REVENUE	35.2	34.8	35.8	43.6	50.0	56.3	64.5	72.4
OPEX								
Water	14.4	16.6	17.2	20.6	23.7	27.4	32.7	39.0
Sewerage	6.8	8.3	8.3	9.4	9.7	9.9	10.1	10.0
Bulk water	-	-	-	-	-	-	-	-
Recycled water	0.5	0.5	0.7	1.3	1.3	1.2	1.3	1.4
Rural water	-	-	-	-	-	-	-	-
New obligations	-	-	-	0.3	0.3	0.3	0.3	0.3
Licence fees / Enviro levy	1.6	1.4	1.4	1.4	1.4	1.4	1.4	1.4
TOTAL OPEX	23.4	26.8	27.8	33.0	36.4	40.1	45.7	52.0

* Note: interest earned and interest expense (which impacts income tax expense) have been imputed for the second regulatory period based on forecast revenue and expenditure. Refer to the Indicators worksheet, Interest Adjustments section for assumptions.

Composition of revenue requirement for regulatory period



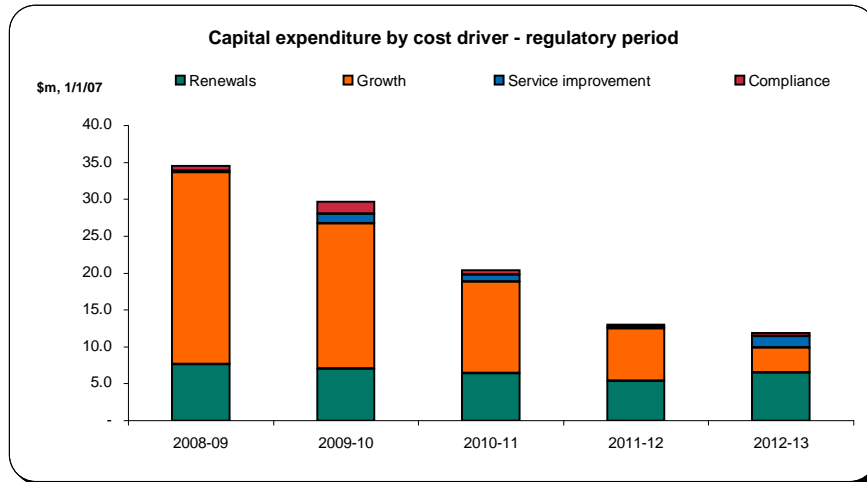
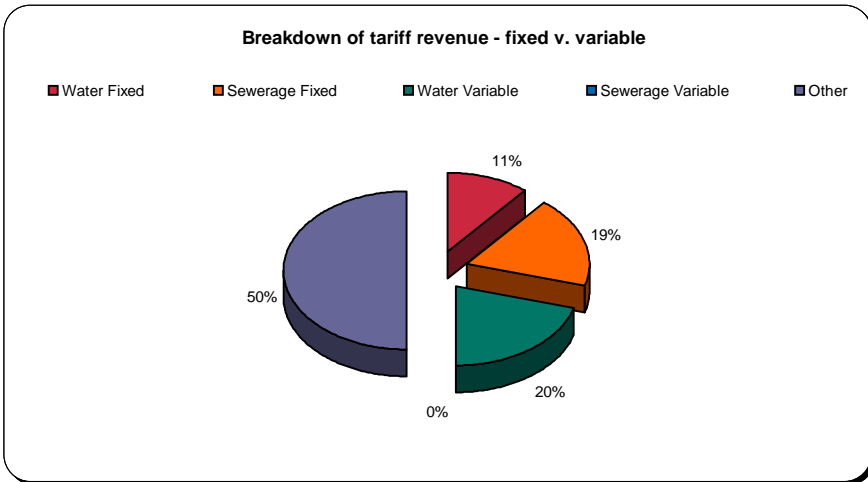
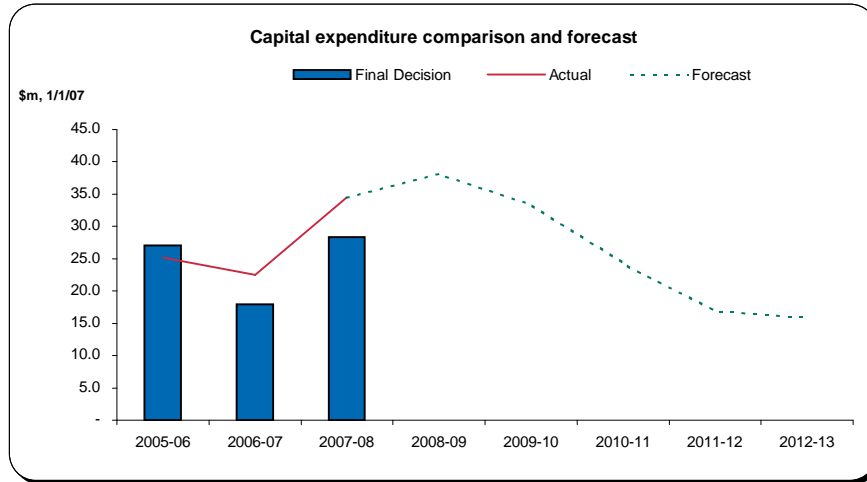
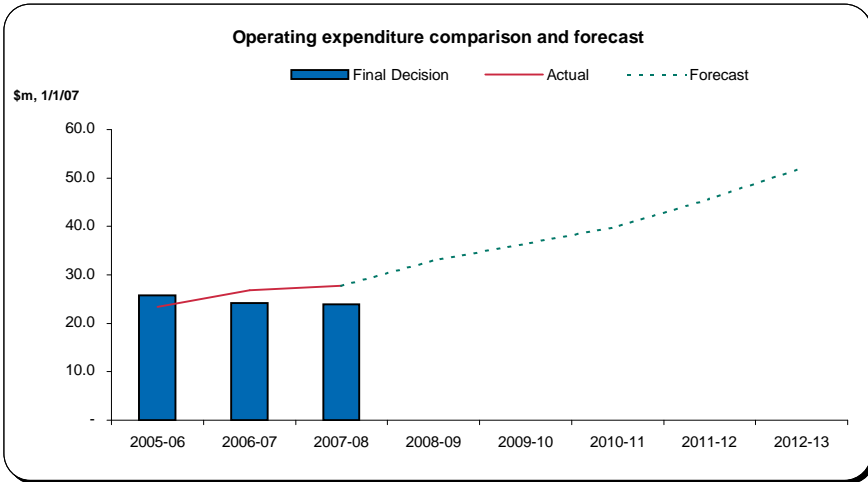
Composition of RAV



Key business metrics

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Service Standards and GSLs

Western Water

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FIRST REG PERIOD					SECOND REG PERIOD				
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2003-04 2004-05 2005-06 2006-07 2007-08 2008-09 2009-10 2010-11 2011-12 2012-13

ACTUALS	APPROVED	FORECAST							
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3 Year Act Avg 5 Year Fcst Avg

Water

Unplanned water supply interruptions (per 100km)	20.40	22.60	23.20	27.10	21.60	22.00	21.50	21.00	20.50	20.00
Average time taken to attend bursts and leaks (priority 1)	15.00	16.50	16.50	16.00	16.00	15.00	15.00	15.00	15.00	15.00
Average time taken to attend bursts and leaks (priority 2)	23.00	23.00	24.50	23.50	23.00	23.00	23.00	23.00	23.00	23.00
Average time taken to attend bursts and leaks (priority 3) (minutes)	0.96	0.97	0.98	0.98	0.98	0.98	0.98	0.98	0.98	0.98
Unplanned water supply interruptions restored within 5 hours (per cent)	0.97	0.81	0.82	0.79	0.87	0.90	0.90	0.90	0.90	0.90
Planned water supply interruptions restored within 5 hours (per cent)	16.10	16.70	17.40	18.10	16.30	16.70	16.70	16.70	16.70	16.70
Average unplanned customer minutes off water supply	5.10	14.30	12.10	6.10	8.60	10.50	10.50	10.50	10.50	10.50
Average planned customer minutes off water supply	0.08	0.19	0.18	0.17	0.17	0.15	0.15	0.15	0.15	0.15
Average unplanned frequency of water supply interruptions	0.02	0.06	0.06	0.03	0.04	0.05	0.05	0.05	0.05	0.05
Average planned frequency of water supply interruptions	85.00	78.00	87.00	87.00	84.00	83.00	83.00	83.00	83.00	83.00
Average duration of unplanned water supply interruptions (minutes)	173.00	215.00	280.00	248.00	229.00	223.00	223.00	223.00	223.00	223.00
Average duration of planned water supply interruptions (minutes)	2.00	3.00	1.00	1.00	1.00	2.00	2.00	2.00	2.00	2.00
Number of customers experiencing more than 5 unplanned water supply interruptions in the year	0.12	0.12	0.10	0.11	0.11	0.10	0.10	0.10	0.09	0.09
Unaccounted for water										

22.1	21.0
15.8	15.0
23.0	23.0
1.0	1.0
0.9	0.9
16.7	16.7
10.5	10.5
0.2	0.2
0.0	0.1
83.3	83.0
222.7	223.0
2.0	2.0
0.1	0.1

Sewerage

Sewerage blockages (per 100km)	36.10	32.10	28.20	30.30	28.20	32.00	31.50	31.00	30.50	30.00
Average time to attend sewer spills and blockages (minutes)	41.00	33.50	27.10	26.10	32.00	33.00	32.00	31.00	30.00	30.00
Average time to rectify a sewer blockage (minutes)	101.00	106.00	103.00	112.00	106.00	103.00	103.00	103.00	103.00	103.00
Spills contained within 5 hours (per cent)	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Customers receiving more than 3 sewer blockages in the year	4.00	2.00	4.00	5.00	3.00	3.00	3.00	3.00	3.00	3.00

32.1	31.0
33.9	31.2
103.3	103.0
1.0	1.0
3.3	3.0

Customer service

Complaints to EWQV	0.06	0.39	0.39	0.39	0.39	0.35	0.34	0.30	0.30
Telephone calls answered within 30 seconds	0.88	0.89	0.87	0.88	0.88	0.89	0.89	0.90	0.90

0.2	0.3
0.9	0.9

Minimum flow rates

20mm	20
25mm	35
32mm	60
40mm	90
50mm	160

Additional service standards

% of Information Statements turned around in 5 days	86	79	85	86	87	88	90	90	90
CO2 / Green energy target*					25				50
Recycled water target	84	92	100	100	88	90	92	95	100
Biosolids reuse	40.3	52.4	59.8	142	86	86	100	92	97
Environmental discharge indicator	99.3	98.6	98.8	99.2	100	100	100	100	100
Drinking water quality indicators - E.coli	99.8	99.8	99.9	100	100	100	100	100	100
Drinking water quality indicators - Turbidity	98.9	99.4	94.8	100	100	100	100	100	100

82.5	89
	37.5
88	93
50.833333	93
	98.9
99.833333	100
	100
97.7	100

* Draft targets subject to Board endorsement at October 2007 Board meeting.

Guaranteed Service Levels

	GSL Value - 08/09					Number of GSL applicable events for each GSL indicator				
Failure to notify of planned water supply interruption						180	170	160	140	100
Planned interruptions during peak hours						8	6	6	6	6
Planned water supply interruption longer than notification given						40	20	20	12	8
More than three sewer interruptions in 12 months						12	12	12	4	4
Sewerage spills inside a house not stopped within 1 hour of notification						5	4	3	3	3