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MEDIA RELEASE

Spotlight on urban water utilities, but what about rural water?

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The Australian Water Association (AWA) welcomes the release by the Bureau of Metrology of the 2013-14 Urban National Performance Report (NPR), a report comparing the performance of 78 nation-wide urban water utilities.

The report highlighted slight increases in residential supply per property, for the third year running, and a modest increase in the national median typical annual residential water bill.

Nationally, the overall increase in the median typical annual residential water bill was 2%. However, notably almost a quarter of utilities (17) reported a decrease in their typical residential water bill.

AWA Chief Executive, Jonathan McKeown, said that while AWA are pleased to see the continuation of ensuring transparency of the urban water sector through this report, it is disappointing for the sector that the rural NPR has been discontinued.

“Not having a rural NPR will disproportionately affect rural and regional areas as the utilities operating in these locations will not have the advantage of being able to undertake the same level of peer reviews and benchmarking, which provides increased transparency that leads to improved customer services”, said Mr McKeown.

Media Contact:
National Manager – Communications and Policy, Amanda White
02 9467 8416
awhite@awa.asn.au