

Annual Performance Standards Report

2026



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Introduction

Who we are

WaterNSW is a State-Owned Corporation established under the *Water NSW Act 2014* and operates under an Operating Licence issued by the Minister for Water and monitored/audited by the Independent Pricing and Regulatory Tribunal (IPART).

WaterNSW operates the state's dams, capturing and storing water, and then supplying it ready for distribution – for the environment, agriculture, industry and the community. With 41 major dams and hundreds of waterways across the state, we play a vital role at the source of the state's water, delivering two thirds of all water used in NSW.

Our customers include farmers, irrigators, industry, small family businesses and environmental water holders like the state and Australian governments, who use our water to protect ecosystems and keep rivers flowing.

WaterNSW has a number of main functions established under the *Water NSW Act 2014*:

- we manage dams like Warragamba and protect the Greater Sydney drinking water catchment
- we supply water to customers, communities and the environment
- we build, maintain and operate essential infrastructure
- we service customers – from irrigators to local councils – providing support for water licensing and approvals, trades and billing, to meet their water needs
- we own and operate the largest surface and groundwater monitoring network in the southern hemisphere.

Our purpose and vision

Our purpose

Water, delivered when and where it matters.

Our vision

To support the resilience of NSW communities through our leadership in delivering water services, for generations to come.

Purpose of the report

The purpose of this report relates to reporting obligations under Part 4 of our Operating Licence.

Under clause 15 of the Operating Licence, WaterNSW must, by 30 September each year:

- a) submit an annual report to IPART on its compliance with the performance standards during the preceding financial year that includes, at a minimum, the information set out in the reporting manual, and
- b) make that report publicly available online at the same time it submits it to IPART.

This report has been provided to IPART and published on the WaterNSW website to meet this requirement.

Information on the following performance standards is included in this report:

- Standards for direct water supply services, including:
 - Water quality performance standards
 - Service interruption performance standards
- Standards for water release services, including:
 - Water quality performance standards
 - Water delivery performance standards
 - Service interruption performance standards
- Standards for the Fish River water supply scheme (FRWSS), including:
 - Water quality performance standards
- Standards for trades, including:
 - Account processing standards.

Standards for direct water supply services

The following information outlines WaterNSW's performance against the standards for *direct water supply services* under Part 4 of the Operating Licence.

In the licence, a *direct water supply service* means 'the service of supplying raw water directly to a customer through a pipe, channel or canal (in declared catchment areas) or a pipe (in non-declared catchment areas), including direct supply of raw water:

- (a) taken from the State's water rights under Water NSW's water access licences, and
- (b) under a licence held by the customer.

Water quality performance standards

D-WQ-1 - 100% avoidance of water quality incidents for all raw water supplied for the final end use as drinking water

Result = 100%, meeting the target of 100%

WaterNSW met the performance standard for D-WQ-1 during the period 1 July 2025 – 30 June 2026, based on routine samples of agreed health related characteristics set out in the Water Monitoring Program (CD2011/179). This result is consistent with previous years for raw water supplied for treatment.

Note: The licence defines a *water quality incident* as an impact on water quality resulting, in whole or part, from a non-compliance with the water quality management system maintained under clause 9.

Service interruption performance standards

Under clause 14 (2) of the Operating Licence, the following definitions apply:

- *planned service interruption* means any service interruption that is not an unplanned service interruption
- *unplanned service interruption* means any service interruption where it is not possible for Water NSW to provide customers with at least 7 days of notice of the service interruption.

D-SI-1 - For 100% of planned service interruptions, all affected customers are notified at least 7 days before commencement of the interruption

Result = 100%, meeting the target of 100%

During 2025-26, two planned outages were undertaken. Customers were notified of each outage within the required timeframe using the contact details held by WaterNSW. One planned outage facilitated the cleaning and inspection of the Oberon Intake Tower, while the other enabled filtration maintenance activities to be undertaken at Duckmaloi Water Filtration Plant.

D-SI-2 – For 95% of unplanned service interruptions, all affected customers are notified of the expected rectification time within 24 hours of Water NSW becoming aware that an interruption has occurred

Result = 100%, meeting the target of 95%

During 2025-26, there were eight unplanned raw water outages. Customers were notified of each outage within the required timeframe using the contact details held by WaterNSW. The expected rectification time was included in all notifications, representing an improvement on last year's performance.

As a relatively new metric, WaterNSW has implemented updated processes to support consistent and effective communication of unplanned outage information, both internally and through the website. For outages occurring outside business hours, Early Warning Notifications (EWNs) are issued to inform customers promptly and help to ensure timely delivery of outages and any subsequent updates.

D-SI-3 – For 100% of unplanned service interruptions where Water NSW is unable to meet the expected rectification time notified under D-SI-2, all affected customers are notified of the revised expected rectification time before expiration of the original expected rectification time

Result = 100%, meeting the target of 100%

During the reporting period, four unplanned service interruptions required an extension to the expected completion time. In each case, customers were notified within the original advised timeframe and provided with a revised expected completion date.

Table 1 – five yearly performance – direct water supply services

Performance standard	D-WQ-1	D-SI-1	D-SI-2	D-SI-3
KPI	100%	100%	>95%	100%
2025-26	100%	100%	100%	100%
2024-25	100%	100%	50%	Not applicable
2023-24	100%	Not reported ¹	Not reported ¹	Not reported ¹
2022-23	100%	Not reported ¹	Not reported ¹	Not reported ¹
2021-22	100%	Not reported ¹	Not reported ¹	Not reported ¹

Note:

1. D-SI-1, D-SI-2 and D-SI-3 are new reporting requirements in the 2024-2028 Operating Licence.

Standards for water release services

The following information outlines WaterNSW's performance against the standards for water release services under Part 4 of the Operating Licence.

In the licence, a *water release service* means the service of making raw water available by passively, or actively releasing water from a work into a river, stream, channel or canal (in a non-declared catchment area) or a river or stream (in a declared catchment area) for:

- (a) the customer to extract,
- (b) the purposes of cultural flows, or
- (c) the purposes of environmental flows.

Water quality performance standards

R-WQ-1 - From 1 July 2026, 100% of persons registered for advance notifications are notified in accordance with the early warning system

Result: Not applicable for 2025-2026

Water delivery performance standards

R-WD-1 - For at least 95% of non-complying water orders, customers are contacted to rectify that order within one business day

Result = 90%* against the target of > 95%

* The variance was attributable to limitations in the previous reporting processes. Subsequent review identified that the report did not capture the most appropriate data point for assessing performance against the standard.

Importantly, these limitations did not impact customer service delivery or the timely management of non-complying water orders. WaterNSW continued to contact and support customers in relation to non-complying orders throughout the reporting period.

To improve the accuracy and reliability of future reporting, WaterNSW is implementing enhancements to its reporting systems.

R-WD-2 - Raw water for at least 99% of water orders is released within one day of the scheduled day of release

Result = 100%, meeting the target of > 99%

WaterNSW water planning and delivery operations were effective during 2025-26 with the team actively managing river operations. 100% of water orders were released within one day of the scheduled day of release unless we made prior contact with the customer about the need to reschedule any orders.

Service interruption performance standards

R-SI-1 - 100% of water orders that are rescheduled at Water NSW's initiative, are rescheduled in consultation with an affected customer within one day of Water NSW becoming aware of an expected water shortage or other relevant reason

Result = data not available

WaterNSW was unable to report against this measure due to limitations in historical performance data capture. Importantly, this did not impact customer service delivery or operational performance. Enhancements have since been implemented to improve data capture and enable accurate reporting in future periods.

R-SI-2 - At least 95% of affected customers are notified no less than 7 days before Water NSW ceases to, or becomes unable to, release water

Result = 100%, meeting a target of at least 95%

WaterNSW identified five instances where it forecast a potential inability to deliver water to customers. In each instance, the affected customers were notified 7 days in advance through Water Insights.

Northern region

1. Border Rivers valley - on 28 October 2025, we notified customers of the requirement to conduct maintenance at Glenlyon Dam from 7 November to 13 November 2025, impacting on delivery to customers downstream of Glenlyon dam and upstream of the Macintyre and Dumaresq River junction.
2. Namoi valley - on 9 September 2026, we notified customers of the requirement to conduct maintenance on Gunidgera gates on 17 September 2026, impacting delivery to Pian.
3. Namoi valley - notification of works at the Mollee and Gunidgera Weirs for annual winter maintenance activities was provided to customers through Water Insights on 23 April 2026 with the shutdown commencing on 23 May 2026.

Southern region

1. Lachlan valley - on 18 January 2026, we notified customers of the requirement to close the inlet/outlet of Lake Cargelligo in response to an emergency service operation. WaterNSW deems this meets the criteria of an extreme event and is excluded from the reported results.
2. Lachlan valley - on 30 March 2026, we notified customers of the requirement to undertake critical maintenance of Lake Cargelligo's inlet regulator with the shutdown commencing from 7 April 2026.

All valleys

The following events required customer notification that expected water order volumes were likely to exceed channel delivery capacity due to forecast channel constraints:

1. Lower Gwydir – on 30 October 2025, and
2. Namoi valley – on 4 November 2025.

To manage these potential constraints, customers were notified that water deliveries may need to be rostered. Delivery operations were subsequently managed to ensure channel capacity limits were not exceeded.

Table 3 - five yearly performance water release services

Performance standard (Previous clause)	R-WD-1 (4.3.2)	R-WD-2 (4.3.3)	R-SI-1 (4.3.4)	R-SI-2 (new metric)
KPI	>95%	99%	100%	>95%
2025-26	90%*	100%	Not available	100%
2024-25	100%	100%	100%	100%
2023-24	0^	100%	100%	Not reported
2022-23	6^	100%	100%	Not reported
2021-22	98.2%	100%	100%	Not reported

**Timeframes for 385 cases were calculated using the "last updated" date rather than the "first contacted" date and therefore may not accurately reflect actual processing performance.*

^for the 22-24 Operating Licence, this KPI was "no more than 5", however from 2024-25 the metric is "at least 95%"

Standards for Fish River water supply scheme

The following information outlines WaterNSW's performance against the standards for the Fish River water supply scheme under Part 4 of the Operating Licence.

Water quality performance standards

FR-WQ-1 - 100% avoidance of water quality incidents for all drinking water supplied

Result = 100%, meeting the target of 100%

Performance in FY26 was 100% based on routine samples of characteristics set out in the Water Monitoring Program CD2011/179 for which there is a health guideline in ADWG. The result is in line with the previous year and represents an improvement since FY24. This improvement is attributed to the ongoing water quality improvement activities and enhanced staff training and awareness programs.

Note: Under the Operating Licence, a *water quality incident* is defined as an impact on water quality resulting, in whole or part, from a non-compliance with the water quality management system maintained under clause 9.

Table 4 - five yearly performance Fish River Water Supply Scheme

Performance standard	D-WQ-1
KPI	100%
2025-26	100%
2024-25	100%
2023-24	99%
2022-23	99%
2021-22	97.83%

Standards for trades

The following information outlines WaterNSW's performance against the standards for trades under Part 4 of the Operating Licence.

Account processing standards

T-AP-1 – No less than 90% of complying trade applications for temporary trades within the State are approved or rejected within 5 business days of Water NSW's receipt of the application

Result = 98.25%, meeting the target of no less than 90%

During the reporting period, the number of compliant 71T temporary trades across the state increased to 6,103 in FY26, up from 5,457 in FY25. Despite this increase in trade volumes, 98.25% were processed within five working days, maintaining performance levels consistent with previous years.

T-AP-2 – No less than 90% of complying trade applications for interstate temporary trades (except to South Australia) are approved or rejected within 10 business days of Water NSW's receipt of the application

Result = 98.8%, meeting the target of no less than 90%

During the reporting period, 1,431 compliant 71V interstate temporary trades (excluding South Australia) were processed, representing an increase from 942 in FY25. Despite the higher volume of applications, 98.8% were processed within 10 working days, with performance remaining consistent with previous years.

T-AP-3 – No less than 90% of complying trade applications for interstate temporary trades to South Australia are approved or rejected within 20 business days of Water NSW's receipt of the application

Result = 94.27%, meeting the target of no less than 90%

During the reporting period, 157 compliant 71V interstate temporary trades (to or from South Australia) were processed, compared with 174 in FY25. Despite the slight reduction in volume, 94.27% were processed within 20 working days, reflecting a slight improvement in performance compared with the previous year.

T-AP-4 – At least 95% of customers who place a non-complying trade application are contacted to rectify that application within 5 business days

Result = data not available

The variance was attributable to limitations in the previous reporting processes. Subsequent review identified that the report did not capture the most appropriate data point for assessing performance against the standard.

Importantly, these limitations did not impact customer service delivery or the timely management of non-complying water orders. WaterNSW continued to contact and support customers in relation to non-complying orders throughout the reporting period.

To improve the accuracy and reliability of future reporting, WaterNSW is implementing enhancements to its reporting systems.

Five yearly performance - water ordering and trades

Performance standard (Previous clause)	T-AP-1 (4.3.5)	T-AP-2 (4.3.6)	T-AP-3 (4.3.7)	T-AP-4 (new metric)
KPI	>90%	>90%	>90%	>95%
2025-26	98.25%	98.8%	94.27%	Not available
2024-25	99.4%	98.5%	93.1%	100%
2023-24	99.63%	98.56%	95.24%	N/A
2022-23	98.79%	97.08%	99.31%	N/A
2021-22	99.36%	97.72%	99.33%	N/A

**For the 22-24 Operating licence, this KPI was "no more than 5". It has been amended to "at least 95%" for the 2024-28 version.*