

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS

2017-18 ANNUAL REPORTS – QUESTIONS PRIOR TO HEARINGS

Aqwest Trading As Bunbury Water Corporation
The Committee asked:



1. How frequently do you review your
 - a) Key performance indicators
Answer: Annually
 - b) Key performance indicator targets?
Answer: Annually
2. When were your key performance indicators last reviewed?
Answer: 20 November 2017
3. Can you provide any documentation from your last review of your key performance indicators? Answer: Yes refer to *Attachment 1*.
4. Can you list any new key performance indicators for this year?
Answer: Yes – See below.

Internal Ref.No.	From 2017/18	To 2018/19
P2	Lost Time Injury Frequency Rate (LTIFR)	Replaced with a Safety Index
P3	Average time lost per injury (days)	Replaced with a Safety Index
CS1	Number of zones where micro biological compliance was achieved (Target 7/7)	Microbiological compliance (Target 100%)
S3	Average annual residential water supplied (kL/connected property) (Target 270kL)	Average annual residential water supplied (kL/connected property) (Target 260kL)

5. In relation to credit and debit card payments
 - a) Do you allow a person to pay for goods and services with credit and debit card?
Answer: Yes
 - b) If so, when a person pays a fee or fine by credit or debit card
 - (i) What surcharge do you apply to process that card payment?
Answer: None
 - (ii) Do you impose the same surcharge irrespective of which type of card is used?
Answer: Not applicable
 - (iii) Is that surcharge authorised by a legislative Instrument, for example, by regulations?
Answer: Not applicable
 - (iv) What steps have you taken to ensure compliance with Reserve Bank of Australia Standard No. 3 2016 titled 'Scheme rules relating to merchant pricing for credit, debit and prepaid card transactions'?
Answer: Not applicable

(v) As per the Standard, is your surcharge no greater than the average cost of acceptance of the lowest cost system, not an average of all cost systems?

Answer: Not applicable

Attached at Appendix "1" is a full copy of Aqwest's 2017/2018 Statement of Corporate Intent (SCI). The intention is to review this and modify as required for the 2018/2019 period.

Task	Feedback / Comments from Executive Staff	Page	Feedback / Comments from Strategic Planning Workshop
4 Review: <ul style="list-style-type: none"> Purpose Vision Values Guiding Principles 	Purpose Consider replacing "provide" with "maximise"	4	<ul style="list-style-type: none"> Agreed to replace 'provide' with 'maximise' Vision: include 'viable and competitive'. Guiding Principles: 'commercially focused'
8 Key Result Area Sustainability Review objectives Review performance indicators	Sustainability <ul style="list-style-type: none"> Reduce S3 target from <280 to <260 Align property terminology in S2, S3, S4 Remove KPI S5 Add new Objective - Review renewable energy across the business. Implement when cost effective. Change formula for KPI S4 <ul style="list-style-type: none"> Remove expenses relating to chargeable works from calculation Replace "change from last financial year" with "change from last 3 year average". 	5	Delete the sentence 'It is our intention to achieve best practice in the management of all identified risks'.
		8	<ul style="list-style-type: none"> Agreed to reduce S3 target from <280 to <270 Agreed that an information item for S2 Real Water Losses be prepared for the Board Budget Workshop on Wednesday 29 November 2017. Discussed losses, annual leak detection program and mains replacement program. Agreed to align property terminology in S2, S3 & S4. Agreed to remove KPI S5 on the basis that Aqwest makes no investment to influence S5. Delete bullet point 3 "Stay committed to State and Federal Government sustainability initiatives". Replace bullet point 3 with a new objective "Identify renewable energy initiatives that may be applicable to Aqwest and implement when cost effective". Agreed to remove chargeable works from the calculation formula for KPI S4. Agreed that the formula for KPI S4 can be discussed and resolved outside of today's workshop.

Page	Tasks	Feedback / Comment from Executive Staff	Page	Feedback / Comment from Strategic Planning Workshop						
8	<p>Key Result Area People Review objectives Review performance indicators The Executive Team recommend replacing the following Performance Indicators with a Safety Index;</p> <table border="1"> <thead> <tr> <th>Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>P2</td> <td>Lost Time Injury Frequency Rate (LTIFR)</td> </tr> <tr> <td>P3</td> <td>Average time lost per injury (days)</td> </tr> </tbody> </table> <p>Attached at Appendix "2" is an Information Sheet relating to the Safety Index.</p>	Number	Description	P2	Lost Time Injury Frequency Rate (LTIFR)	P3	Average time lost per injury (days)	<p>People Replace P2 and P3 with a Safety index.</p>	8	<ul style="list-style-type: none"> Agreed to replace P2 and P3 with the Safety Index. The accumulation of points for the Safety Index needs to be better explained. Agreed that a suitable agenda item, e.g. "This is how the Safety Index works" need to be prepared for the December 2018 Board Meeting. <p style="text-align: center;">17</p>
Number	Description									
P2	Lost Time Injury Frequency Rate (LTIFR)									
P3	Average time lost per injury (days)									
9	<p>Key Result Area Customer Service Review objectives Review performance indicators</p>	<p>Customer Service</p> <ul style="list-style-type: none"> Add new objective – Deliver better services through digital transformation Replace "Customer Services Code" with "Water Services code" Re-work CS1 FROM Number of zones where microbiological compliance was achieved 7/7 TO Microbiological compliance 100% 		<ul style="list-style-type: none"> Agreed to add new objective "Deliver better services through digital transformation." Agreed to replace "Customer Service Code" with "Water Services Code" The Manager Water Services provided additional background information in regards to microbiological compliance. The suggested change is in accordance with a Health Department request. The suggested change was agreed. Delete bullet point 4 "Plan and ultimately implement smart metering". Noted that this is effectively in the 						