

**LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL  
OPERATIONS**  
**2017-18 ANNUAL REPORTS – QUESTIONS PRIOR TO HEARINGS**

**Busselton Water Corporation**

**The Committee asked:**

1. How frequently do you review your
  - (a) key performance indicators  
Answer: Key performance indicators are reviewed annually.
  - (b) key performance indicator targets?  
Answer: Key performance indicator targets are reviewed annually.
2. When were your key performance indicators last reviewed?  
Answer: January 2018
3. Can you provide any documentation from your last review of your key performance indicators?  
Answer: Yes, shown at *Attachment A* is page 11 from Busselton Water's Statement of Corporate Intent (SCI) 2018-19 which shows financial forecasts and key performance outcomes.
4. Can you list any new key performance indicators for this year?  
Answer: Yes, Growth – number of new water services was added.
5. In relation to credit and debit card payments
  - (a) Do you allow a person to pay for goods and services with credit or 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: 0.481% for Visa and MasterCard credit cards.
    - (ii) Do you impose the same surcharge irrespective of which type card is used  
Answer: Yes, Busselton Water only accepts Master and Visa credit cards.
    - (iii) Is that surcharge authorised by a legislative Instrument, for example, by regulations  
Answer: Yes, by *Water Services (Water Corporations Charges) Regulations 2014* Section 15A.
    - (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: Busselton Water establishes its surcharge based on compliance with the standard.
    - (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: Yes



## Our financial forecast

Financial Performance	2018-19 budgeted
<b>WATER TARIFFS (%)</b>	
Residential	6.00
Commercial	6.00
<b>FINANCIAL RESULTS (\$m)</b>	
Operating Profit before Income Tax	2.23
Operating Profit after Income Tax	1.45
Loan Principal Repaid	0.28
Capital Expenditure	3.72
<b>NET ACCRUALS TO GOVERNMENT (\$'000s)</b>	
Income Tax Equivalents (NTER)	779.08
Local Government Rate Equivalents	62.29
Dividends Provided	1,130.00
Total Accruals to Government	1,971.37
Less Payments from Government (Operating Subsidies)	696.00
<b>NET ACCRUALS TO GOVERNMENT</b>	<b>1,275.37</b>

## Our key performance outcomes

Target Area	Measure	2018-19 Target
Leadership	Residential water efficiency KL/pp/year (rolling year)	113
Strategy and Planning	SDP/SCI submitted to Minister	By 30 April 2019
Information and Knowledge	Deliver Year 1 of the Information and Knowledge five-year program	>85%
People	Number of reported hazard per month (rolling year average)	>10
Customer and Other Stakeholders	Number of complaints/1000 customers (rolling year average)	<10
Process Management, Improvement and Innovation	Drinking water quality compliance with health standards	100%
Results and Sustainable Performance	Operating profit after tax	\$1.45m
Growth	Number of new water services	150