Our vision	Reliable, efficient and sustainable water and energy supply and services for all New South Wales		
Key results	Secure and sustainable allocation of water between communities, industry, farmers and the environment	Urban water supplies are reliable and sustainable and services are well managed, efficient and equitable across NSW	Energy supplies are reliable and sustainable, services are safe and efficient and vulnerable customers are protected
Performance indicators	♦ % water extraction covered by WSPs ♦ % water licences converted to tradeable WALs ♦ Level of compliance with legislation ♦ % Snowy and Living Murray targets/milestones achieved ♦ % analysis and reporting targets/milestones achieved	♦ % Metropolitan Water Plan targets/milestones achieved ♦ % LWUs complying with Best-Practice Management Guidelines ♦ No. of people benefiting from water supply and sewerage systems improvements in non-metropolitan NSW	♦ % national energy reform commitments achieved ♦ % reliability targets /milestones achieved ♦ % renewable energy targets /milestones achieved ♦ % energy customer support payments processed within agreed standards
Outcomes	▪ Cooperative interstate water management - fulfilling National Water Initiative commitments (State Plan Priorities - P6, E1, E4) ▪ Water sharing plans implemented with clear and enforced water rights supporting a viable water market - promoting secure rights and sustainable extraction (SP- P6, E1, E4) ▪ Industry adjusted and water environments improved - achieving economic and environmental sustainability (SP- P6, E1) ▪ Informed decisions on use, protection and management costs (SP- P6, E4)	▪ Water supplies diversified and balanced with demand - improving reliability of supply (State Plan Priority – E1) ▪ Enhanced LWU performance and management - improving reliability of supply and quality (SP – E1) ▪ Value-for-money water infrastructure - contributing to State Plan reliability and investment priorities (SP – E1, P6) ▪ Water education, conservation and recycling programs in place - to achieve State Plan water recycling and savings targets (SP – E1) ▪ Equitable access to water services and protected customers	▪ NSW participating in efficient national energy market contributing to more efficient investment and reduction in red tape (State Plan Priorities - P2, P3) ▪ Network operators comply with improved regulatory framework and contribute to State Plan energy reliability targets (SP- E2) ▪ Renewable energy and efficiency incentive programs in place supporting State Plan renewable energy and greenhouse targets (SP- E2, E3) ▪ Vulnerable customers protected
Key services	Water management ▪ Management of interstate water sharing arrangements ▪ Development and implementation of Water Sharing Plans ▪ Administration of water licensing and supporting the market framework ▪ Management of structural adjustment, funding support and works programs ▪ Advice on plans for protection of water ecosystems ▪ Monitoring, advice and science and information provision	Urban water utilities ▪ Planning and policy development for urban water industries ▪ Provision of technical guidance and assistance to LWUs ▪ Overseeing and monitoring utility performance ▪ Provision of water and sewerage infrastructure funding ▪ Education and promotion of water conservation and recycling ▪ Payments for water and sewerage customer rebates	Energy supply and use ▪ Policy development and analysis for national energy markets, supply and demand forecasting ▪ Promoting and maintaining competition in energy supply markets ▪ Electricity and gas network and licensed pipeline regulation and performance monitoring ▪ Promotion of renewable energy and energy efficiency and saving schemes ▪ Implementation of customer protection strategies

Organisational capability

Performance indicators	♦ Level of client satisfaction with service quality	♦ Percentage of line managers trained in OHS	♦ Number of workplace injuries and incidents	♦ Staff turnover	♦ Extent of achievement of EEO targets
Outcomes	**Service Delivery** High quality cost-effective services supporting increased client satisfaction (State Plan Priority – S8)	**Governance and Risk** A safe, healthy work environment with minimal risk in decisions and activities	**People and Culture** Retaining and attracting the best people in a fair professional workplace	**Systems, Processes and Information Resources** Uniform, efficient and cost-effective information, systems and procedures	**Financial and Asset Management** Efficient, accurate and informative financial and asset management

Our values act with integrity | act professionally | work safely | work collaboratively | focus on client service | promote sustainability

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