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Information sheet 2

What are the Integrated Water Cycle Management water service targets?

Introduction

The Integrated Water Cycle Management (IWCM) process is about addressing urban water service related problems. These issues are defined by non-compliance with urban water service targets, both legal obligations and agreed levels of service. Urban water service targets are the responsibility of the local water utility. Designing targets, measuring achievements against these targets and developing actions to solve problems in not reaching targets is central to the IWCM process.

What are water service targets?

All urban water services will have targets which relate to legislation, contracts, standards and agreed levels of service. There are also community objectives which may also link to the urban water service in a way that reflects what the community would like the urban water service to have or do.

These community objectives are often about the things the community values and wishes to support and pay for (eg. higher levels of environmental protection or support of important local businesses or industries). These two types of targets, utility and community, are used differently in the IWCM process.

How targets and community objectives are used in the IWCM process

Utility targets are essentially those that must be met - either for health, level of service or environmental reasons and non-compliances are therefore described as IWCM issues. Community objectives relate to what the community considers important. Community objectives are considered when using the Triple Bottom Line (TBL) process to compare the ways the IWCM Strategy can address any problem areas. Only the community objectives which relate to the provision of the urban water service should be used in the IWCM process.

Key points to consider:

- If the requirement is a “must do” for the utility - it is an IWCM target.
- If the requirement is a “would like” - it is an IWCM community objective.

Can targets and community objectives be varied?

Most utility targets relate to legislative requirements and cannot be varied. These principally relate to water extraction, water processing, water discharge and waste disposal. One area that may be varied is the levels of service that the utility has agreed with its customers.

Under the IWCM process, customers can decide if they wish to change the agreed levels of service. Changing a level of service target may also change the list of IWCM issues, as issues and targets are interdependent.

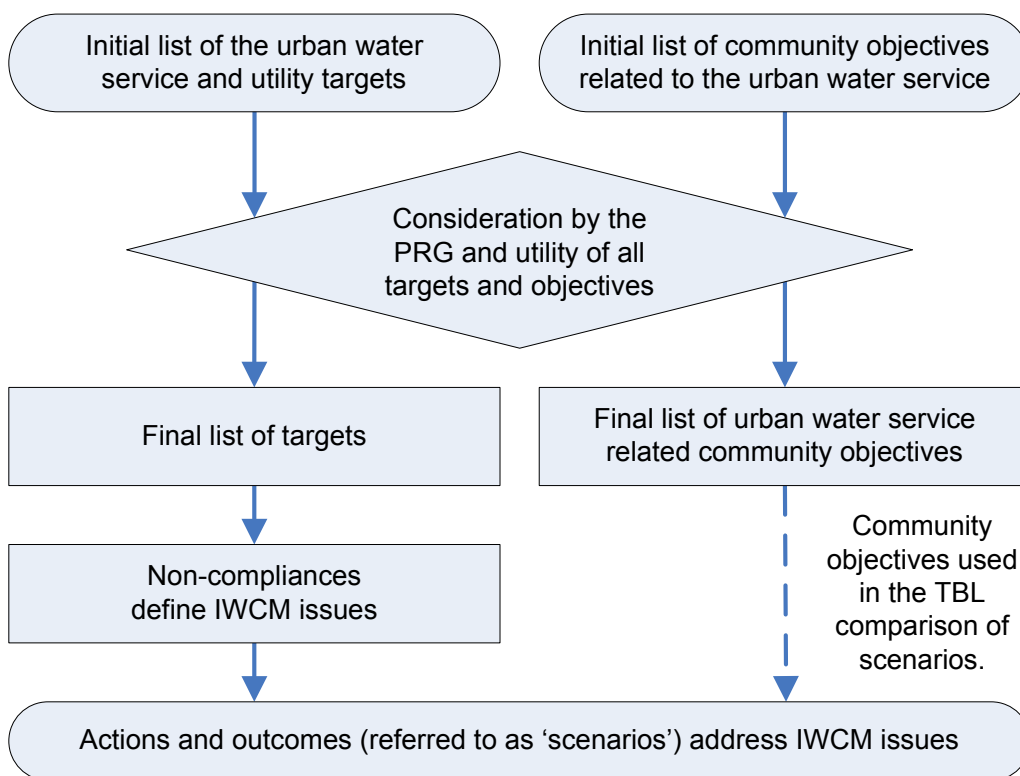
How are the urban water service requirements defined?

The Project Reference Group (PRG) and the utility should first clearly understand and define the ‘must do’ targets (eg. extraction licence conditions). They should then list the preferred ‘would like’ objectives (eg.



support for a specific local industry). By looking at all these requirements, the PRG and utility should be able to clearly define the services that must be provided, together with how the urban water service could support important community objectives.

Obligation flow chart



Further information

For further information, or to discuss any aspect of the Integrated Water Cycle Management process, please contact your nearest regional Water Utility Officer of the Department of Water and Energy. Contact details can be found on the 'Contact Us' page of www.dwe.nsw.gov.au. For more general IWCM inquiries or information email watercycle@dwe.nsw.gov.au.

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