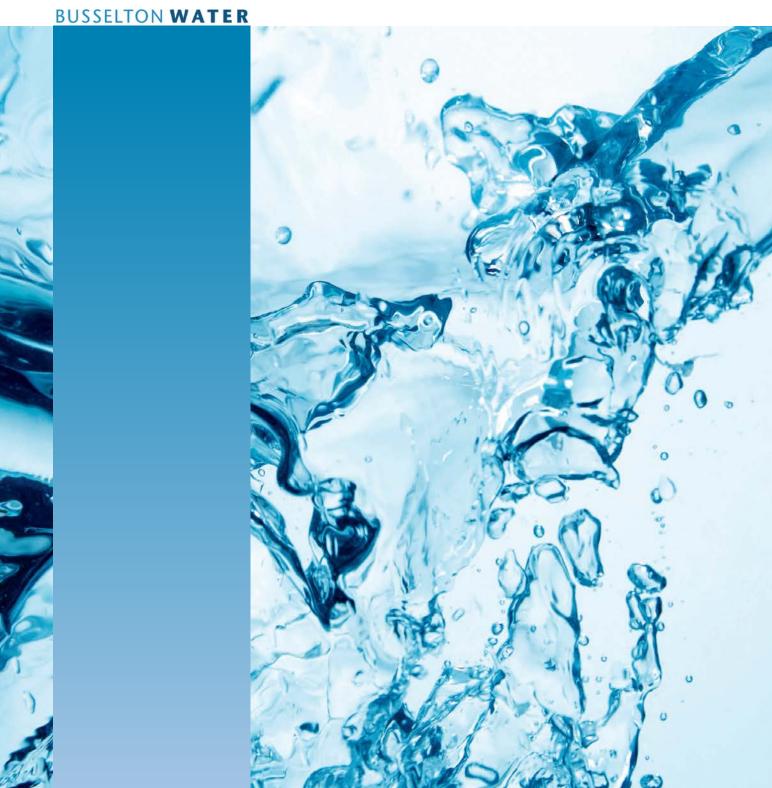


Quarterly Performance Report September 2016



Our Key Performance Outcomes

As at September 2016 **Business Performance** Actual Variance Status Target Year to Date **Customers and Other Stakeholder Outcomes** Number of complaints per 1000 customers On Target 0.41 <10 9.59 (rolling year average) Complaint resolution within 15 business days 100% >90% 10% On Target **Leadership and Governance Results** Adverse audit findings Nil Nil On Target **People Results** Number of reported hazards per month 13.9 ≥10 3.9 On Target (rolling year average) Staff participation in performance 100% 100% On Target management process **Operational Results** Drinking water quality compliance with health 100% 100% On Target standards Water efficiency target kL/pp/year 16.4 116 On Target **Society Outcomes** Increasing \$3,680 Investment in community On Target trend **Growth Outcomes** Subject to Government approval of proposal, Government complete consideration of detailed due **Dunsborough Water Supply** On Target proposal in diligence and progress implementation planning for Growth **Business** proposal. Government consideration of **Busselton Waterways** On Target proposal in progress

Comments

All results are on target.

Our Financial Forecast

	As at September 2016					
Financial Performance	Full Year Forecast	Actual	Budget YTD	Variance	SCI Budget	
Financial Results (\$m)						
Operating profit before income tax	2.27	(1.53)	(1.89)	0.36	2.27	
Operating profit after income tax	1.55	(1.61)	(1.97)	0.36	1.55	
Loan principal repaid	0.26	0.06	0.06	-	0.26	
Capital expenditure (incl. Capitalised Interest)	2.68	0.15	0.21	0.06	2.68	
Net Accruals to Government (\$'000s)						
Indirect tax (payroll tax)	145.00	34.86	34.99	(0.12)	145.00	
Income tax equivalents (NTER)	711.36	83.18	85.36	(2.19)	711.36	
Local Government rate equivalents	53.70	-	-	-	27.00	
Dividends provided	1,463.74	-	-	-	842.93	
Total accruals to Government	2,373.80	118.04	120.35	(2.31)	1,726.29	
Less: Payments from Government (Operating subsidies)	646.37	-	-	-	646.37	
NET ACCRUALS TO GOVERNMENT	1,727.43	118.04	120.35	(2.31)	1,079.91	

Comments

Operating Profit results are favourable to budget due to revenue from new connections, developer contributions and other miscellaneous income above year to date forecasts and year-to-date expenditure is tracking 10% under budget due to the timing of actual expenditure in comparison to budget phasing and staff vacancies.

Following a profitable year in 2015-16, the Board declared a dividend payment of \$1.5 million to be paid to the State Government by December 2016 resulting in an increase in net accruals to Government.

Overall, results are positive at the September quarter.

	As at September 2016				
Financial Performance Measures (%)	Full Year Forecast	Target	Variance		
Return on fixed assets	2.15	2.27	(0.12)		
Return on equity	2.17	2.34	(0.17)		
Debt to equity ratio	1.94	2.10	(0.16)		
Debt to total assets ratio	1.59	1.69	(0.10)		

Comments

Performance measures are under budget due to a revaluation of assets in 2015-16 which resulted in increased asset values and deferred tax liabilities.