What are the Integrated Water Cycle Management water service targets?

ABOUT THE PROCESS
The Integrated Water Cycle Management (IWCM) process addresses 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 are central to the IWCM process.

WHAT ARE WATER SERVICE TARGETS?
All urban water services will have targets that relate to legislation, contracts, standards and agreed levels of service. There are also community objectives which may 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 often relate to community values and what the community is prepared to support and pay for, e.g. higher levels of environmental protection, or support of important local businesses and 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 – 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 those community objectives that 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 targets relate principally to water extraction, water processing, water discharge and waste disposal. However, the levels of service that the utility has agreed with its customers may be varied.

Under the IWCM process, customers can decide if they wish to change the agreed levels of service. As issues and targets are interdependent, changing a level of service target may also change the list of IWCM issues.
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, e.g. extraction licence conditions. They should then list the preferred ‘would like’ objectives, e.g. 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

![Obligation flow chart](image)

FURTHER INFORMATION

For further information, or to discuss any aspect of the Integrated Water Cycle Management process, please contact your NSW Office of Water regional Water Utility Officer. Contact details can be found on the ‘Contact Us’ page of www.water.nsw.gov.au. For more general IWCM enquiries or information email information@water.nsw.gov.au.