

Sustainability scorecard

In the scorecard, we assess progress against our sustainability indicators each year, and reflect this in the ratings for a range of performance areas. We include performance data and commentary on the sustainability indicators in the Sydney Water Annual Report.

Sustainability indicator key

- ▲ **Expectations exceeded or met**
Indicators show a positive long-term trend towards the goal
- **Areas to improve**
Indicators show mixed results, positive trends for some indicators and negative trends for others towards the goal
- **Action required**
Indicators show a negative long-term trend towards the goal
- **Not applicable**
Performance area not reported.

Customer sustainability performance indicators	Progress rating				
	2012-13	2013-14	2014-15	2015-16	2016-17
Customer satisfaction: Customers have a positive view of the overall quality of service we deliver. We aim to resolve customer enquiries and complaints quickly, efficiently and to the customer's satisfaction.	▲	▲	▲	▲	▲
Social assistance: We continued to support customers in need by providing flexible payment arrangements and tailored assistance for customers experiencing financial hardship.	▲	▲	▲	▲	▲
Service quality and system performance: We maintained high levels of water and wastewater system performance and met our system performance standards.	▲	▲	▲	▲	▲
Water drawn: Customers are still using water efficiently, with water use in 2016-17 similar to the amount used in 2003-04 when the population was 20% lower than now and water restrictions were in place. Our customers have adopted water efficient practices as part of their everyday life.	▲	▲	▲	▲	▲
Recycled water: We support 23 recycled water schemes that provide recycled water for use in homes and businesses and for the irrigation of parks, farms and playing fields. We recycled 38 billion litres of water in 2016-17. This is a slight decrease from the 43 billion litres of water we recycled in 2015-16 which is primarily due to a temporary reduction in demand for recycled water from industry.	▲	▲	▲	▲	▲
Water conservation: Our water efficiency and recycled water initiatives saved more than 11 billion litres of drinking water in 2016-17. This is significantly less than reported in previous years as we have recalculated our baseline to account for long term change in performance of our program. We are continuing to implement a range of cost-effective water efficiency, leak management and recycled water programs that meet the needs of our customers.	▲	▲	▲	▲	▲
Water quality: We continue to supply drinking water to customers that has a high level of compliance with NSW Health requirements and <i>Australian Drinking Water Guidelines 2011</i> .	▲	▲	▲	▲	▲
Trade waste agreements: We managed trade waste agreements to meet wastewater discharge limits and ensure biosolids meet required standards.	▲	▲	▲	▲	▲

Business sustainability performance indicators	Progress rating				
	2012-13	2013-14	2014-15	2015-16	2016-17
Safety: Significant organisational changes have prevented us from realising safety improvements beyond those achieved in 2015-16. Our safety performance in 2016-17 has remained relatively static with a small increase in the number of injuries being recorded by our staff and contractors.	●	■	●	●	■
Diversity: We are committed to building a diverse and inclusive workforce that supports our strategic aspirations, reflects our values and is reinforced through our signature behaviours.	-	-	-	●	●
Capability: We provide diverse training programs and professional development opportunities to help improve staff skills and knowledge. We continue to receive a high number of applications for our entry level programs.	▲	▲	▲	▲	▲
Staff engagement: Employee engagement has declined in comparison with the high engagement result in 2015-16. Significant organisational changes occurring may be contributing to a lower result, particularly in relation to employees being willing to recommend Sydney Water to a friend as a place to work.	-	-	-	▲	●
Infrastructure management: We continue to invest in programs to renew, rehabilitate and maintain our infrastructure to reliably deliver essential services.	▲	▲	▲	▲	▲
Water leakage: We manage leaks by proactively finding concealed leaks, maintaining fast response times to reported leaks and breaks and renewing water mains. Our average water leakage was within the range of our Economic Level of Leakage.	▲	▲	▲	▲	▲
Profitability: Profitability was above target due to higher water usage and service charge income, lower core operating costs and reduced borrowing costs resulting from lower interest rates.	▲	▲	▲	▲	▲
Debt servicing: We managed our borrowing costs better. This was due to a combination of higher income, lower interest payments and lower interest charges.	▲	▲	▲	▲	▲
Return on assets and equity: Our return on assets and equity was marginally higher than the target. This was due to a combination of higher water usage and service charge income, operating cost efficiencies and lower borrowing costs.	▲	▲	▲	▲	▲

Environment sustainability performance indicators	Progress rating				
	2012-13	2013-14	2014-15	2015-16	2016-17
Wastewater treatment system discharges: We met environmental protection licence requirements, to help protect the local environment and public health.	▲	▲	▲	▲	▲
Environmental compliance: We received one penalty notice from the EPA during the reporting period for a dry weather overflow at Tahmoor. No proceedings or penalty notices were issued to Sydney Water contractors during 2016-17.	●	■	■	■	■
Heritage Compliance: We have processes in place to identify and conserve Aboriginal and built heritage sites. This indicator was introduced in 2015-16.	-	-	-	▲	▲
Environmental footprint: Our full supply chain carbon footprint and ecological footprint remained stable in 2015-16. Data for 2016-17 not available in time for publication in this report.	▲	▲	▲	▲	-
Energy use and greenhouse gas emissions: Our total gross greenhouse gas emissions decreased by 0.8% compared to 2015-16. Our energy generation was equivalent to 16% of electricity used.	▲	▲	▲	▲	▲
Environmental performance monitoring: Long-term monitoring results show that water quality and ecosystem health of inland and coastal waterways are being maintained.	▲	▲	▲	▲	▲
Flora and fauna: We revegetated disturbed land, resulting in a net cumulative gain of 24.26 hectares of native vegetation over the last five years.	▲	▲	▲	▲	▲
By-products: We continued to meet our target of beneficially using 100% of biosolids.	▲	▲	▲	▲	▲
Waste reduction: Our overall recycling rate was 70% which is consistent with our performance last year but is lower than the recycling rates we have achieved over much of the last five years. This is largely due to an increase in the amount of construction and demolition waste sent to landfill. We will continue to work with our contract partners to divert as much waste from landfill as possible.	●	▲	▲	●	●