

ESC Reporting

Simplifying regulatory reporting and providing greater operational awareness

The Problem

One of the challenges common to all Victorian water corporations is the requirement to provide a standard report to the Essential Services Commission. This is typically a time-consuming manual process involving capture of data from many sources into a spreadsheet prepared monthly and submitted to the ESC annually.

In addition to the inefficiency of the manual process, the use of the data is retrospective i.e. the opportunity to take corrective action to meet targets is gone by the time the report is produced.

The GTS Application

We capture and organise data from disparate local systems, pulling together all the data needed to build an ESC report, and we deliver that data to the central GTS Hosted data store. We perform analysis, add your targets, and present the data in a dynamic dashboard (example pictured below) providing updates as they arrive.

Additionally, Excel-based reports can be semi-automatically generated by using an Excel plug-in to pull the data from local storage.

The Benefits

Something that typically takes a person several weeks per year to manually generate is simplified into a review and approval role giving time back to more meaningful tasks.

A dynamic 'live' dashboard gives managers an instant view of operational performance against KPIs in order to understand and respond to current events.

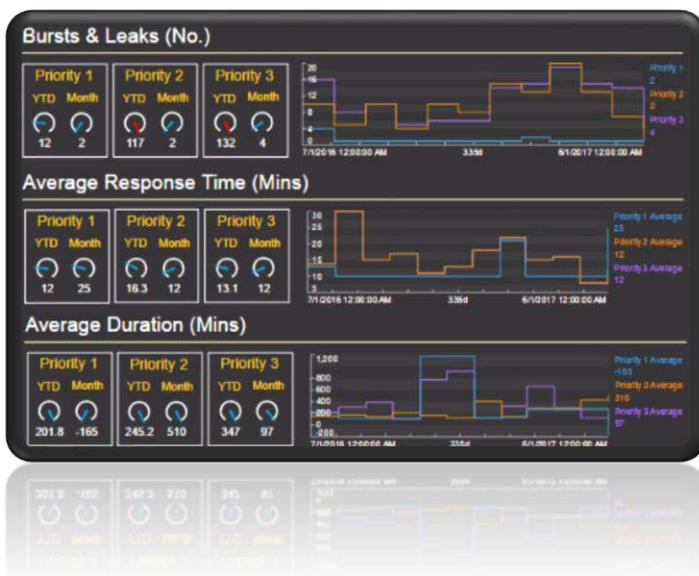
It also becomes simple to see data spanning numerous years for strategic analysis of past performance, such as looking for specific conditions or particular periods that require a change in management strategy or capital investment.

Dashboards are easily user-configurable through drag-and-drop tools allowing managers to tailor screens to suit themselves, for example to highlight information most critical to them or to bring in other operational data that may impact on incidents.

Alerts can be configured to send an email to managers when KPI targets are getting close or have been exceeded.

Compliance with regulator reporting becomes simpler, as long as all the raw data is provided, regulators may fetch data themselves (subject to agreement) and format it in any way they require rather than requesting water corporations provide formatted data year on year.

Thinking beyond the ESC, the solution could also be used to generate regulatory and other reports for the DoH, BOM or EPS using the same infrastructure.



The solution originally developed for the IWN Trial automates reporting to regulators and provides a real time dashboard supporting customer performance objectives.

