

Independent Pricing and Regulatory Tribunal
New South Wales

Licence compliance under the *Water Industry Competition Act 2006* (NSW)

Report to the Minister



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1 Executive Summary

The licensing regime under the *Water Industry Competition Act 2006* (WIC Act) commenced in August 2008. The NSW Government introduced the legislation as part of its strategy for a sustainable water future.

Under the WIC Act, IPART administers the licensing regime on behalf of the Minister for Energy and Utilities (the Minister). We also monitor and assess licensees' compliance with their licence conditions and provide an annual report to the Minister.¹ We identify non-compliances with licence conditions through audits, licensees' self-reporting and our analysis. Our monitoring of licensees' compliance is critical to achieve the underlying objectives of the WIC Act, to:

- ▼ protect public health, public safety, consumers and the environment, and
- ▼ encourage competition in the market by maintaining market confidence and integrity.

This report sets out the extent to which licensees have complied with their licence conditions during the 2016-17 financial year. It includes our main findings regarding licensees' compliance with their licence conditions. It also summarises the operating statistics of the water and sewerage schemes licensed under the WIC Act.

1.1 Overall compliance of licensees continues to be good

We monitored 30 licences under our compliance program during the 2016-17 financial year.² This included 20 network operator's licences and 10 retail supplier's licences.

The majority of licensees demonstrated a high level of compliance with their licences in 2016-17, and the majority of identified non-compliances were insignificant in nature³.

However, the number of non-compliances increased substantially this financial year due to one audit identifying 24 insignificant non-compliances. The auditor identified eight groups of non-compliances, which constituted 24 separate breaches of licence clauses.

Also, for the first time, there were three current significant non-compliances identified in a pre-operational audit. In the past, our experience has been that pre-operational audits have not identified current breaches of licence conditions. This has generally been because the licensee must comply with the relevant requirement prior to commencing commercial operation. In practice, this has allowed the licensee to rectify potential breaches identified in a pre-operational audit prior to commencing commercial operation, thereby avoiding an actual breach of the licence.

¹ As required under section 89(1) of the WIC Act.

² As at 30 June 2017.

³ The non-compliances were either graded by the auditors as 'non-compliant insignificant' or assessed by IPART to be insignificant as they did not pose an immediate or significant risk to public health, consumers or the environment.

In total, we identified 40 non-compliances with licence conditions, as follows:

- ▼ 3 significant non-compliances identified during a pre-operational audit
- ▼ 28 insignificant non-compliances identified during operational audits, and
- ▼ 9 insignificant reporting non-compliances through our analysis of licensees' annual compliance returns.⁴

No additional non-compliances were identified by licensees in their annual compliance returns.

In comparison, we identified 11 non-compliances, only one of which was a significant non-compliance, in 2015-16.⁵

A new infrastructure audit (pre-operation) of the Catherine Hill Bay Water Utility Pty Ltd (CHBWU) network operator's licence identified three current significant non-compliances. These related to significant gaps in the licensee's infrastructure operating, water quality and sewage management plans. We served a notice of proposed action on CHBWU to rectify the non-compliances and undertake an audit to assess whether compliance had been achieved, prior to seeking approval to commence commercial operation from the Minister. CHBWU conducted a further new infrastructure audit that established all prior non-compliances had been rectified.

An operational audit of the Aquacell Pty Ltd (Aquacell) retail supplier's licence identified 24 insignificant non-compliances.⁶ These non-compliances mainly related to Aquacell not being a member of a relevant ombudsman scheme (EWON), not having a code of practice for customer complaints and debt recovery in place, and having deficiencies in its customer contract. The auditor considered the non-compliances to be insignificant as Aquacell has only one customer it supplies under contract and the contract provided a level of protection for this customer. Aquacell took immediate corrective action and we accepted a voluntary undertaking from Aquacell to rectify the outstanding non-compliances.

An operational audit of the Veolia Water Solutions and Technology (Australia) Pty Ltd (VWS&T) Bingara Gorge scheme identified one repeat insignificant non-compliance. The non-compliance resulted from customers connecting non-compliant plumbing to VWS&T's recycled water infrastructure.⁷ We have subsequently determined that VWS&T has appropriate controls in place to meet the intent of the relevant licence clause, and we intend to audit the clause again in a subsequent operational audit.

The three remaining non-compliances identified in operational audits were insignificant as they related to minor process and procedure deficiencies in the implementation of infrastructure operating and water quality plans.

⁴ These relate to late submission and incorrect reporting in relation to licensees' 2015-16 annual compliance returns, submitted in August 2016.

⁵ Two non-compliances identified through operational audits, three non-compliances identified from licensees' self-reporting and six identified through our analysis – see IPART, Licence compliance under the *Water Industry Competition Act 2006 (NSW)* - Report to the Minister, October 2016, p 1.

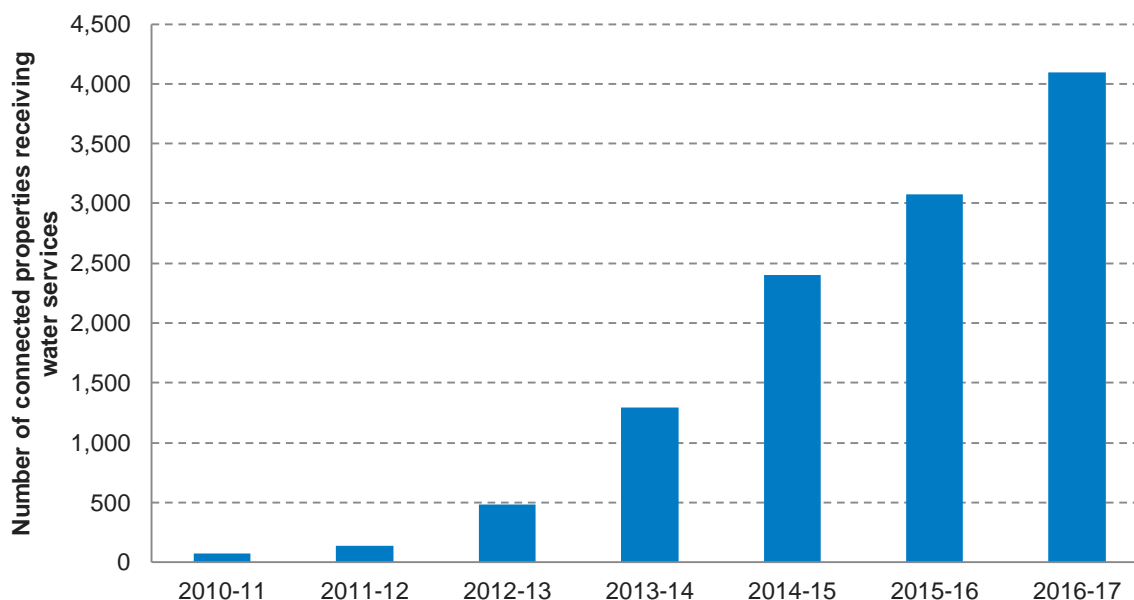
⁶ The auditor identified 8 groups of non-compliances which consisted of 24 separate breaches of licence clauses.

⁷ WIC Regulation Schedule 1, clause 11.

1.2 The number of customers serviced by licensees is increasing

The number of customers⁸ serviced by WIC Act licensees has steadily increased since the commencement of the WIC Act (Figure 1.1).

Figure 1.1 Growth in number of connected properties serviced by WIC Act licensees



Note: The first customers were serviced in 2010-11. Therefore, we have excluded the 2008-09 and 2009-10 reporting periods.
Source: IPART Analysis

In 2016-17, water and sewerage services were supplied by licensees to over 4,096 water and 4,185 sewerage customers through 143 km of water and sewer mains. In comparison, in 2015-16, licensees supplied 3,072 water and 3,067 sewerage connections through 160 km of mains. The total volume of non-potable (recycled) water supplied through licensed schemes increased by 3%. In 2016-17, network operators supplied 2,377 megalitres (ML) of recycled water to customers through licensed infrastructure, compared to 2,310 ML in 2015-16. Licensees collected 575 ML of sewage in 2016-17. This is a 40% increase on last year's total of 411 ML.

⁸ The number of connected properties is referred to as customers in this report.

2 Context of this annual compliance report

The WIC Act commenced in August 2008. The NSW Government introduced the legislation as part of its strategy for a sustainable water future. The stated aim of the WIC Act is to encourage competition in relation to the supply of water and the provision of sewerage services, and to facilitate the development of infrastructure for the production and reticulation of recycled water.⁹

The WIC Act establishes a licensing and compliance regime for water and sewerage service providers that are not public water utilities. We administer this regime on behalf of the Minister.¹⁰ Our monitoring of licensees' compliance protects public health, public safety, consumers and the environment, and encourages competition in the market by maintaining market confidence and integrity.

Two types of licences may be granted under the WIC Act:

- ▼ a network operator's licence to construct, operate and maintain water industry infrastructure,¹¹ and
- ▼ a retail supplier's licence to supply water, and/or provide sewerage services by means of water industry infrastructure.¹²

2.1 This report summarises the compliance of WIC Act licensees

We must prepare and forward a report to the Minister, on or before 31 October of each year. The report must identify the extent to which licensees complied, or failed to comply, with the conditions imposed on their licences during the 12 months ending on 30 June in that year.¹³

This is the ninth annual compliance report provided by IPART to the Minister. Our report tracks licensees' compliance over time.

2.2 The industry continues to grow

The report also summarises relevant operating statistics related to existing network operator's and retail supplier's licences to allow stakeholders to understand the schemes operating under the WIC Act.

⁹ WIC Act, long title.

¹⁰ Presently the Minister for Energy and Utilities is the Minister administering the WIC Act.

¹¹ WIC Act, section 6(1)(a).

¹² WIC Act, section 6(1)(b).

¹³ WIC Act, section 89(1).

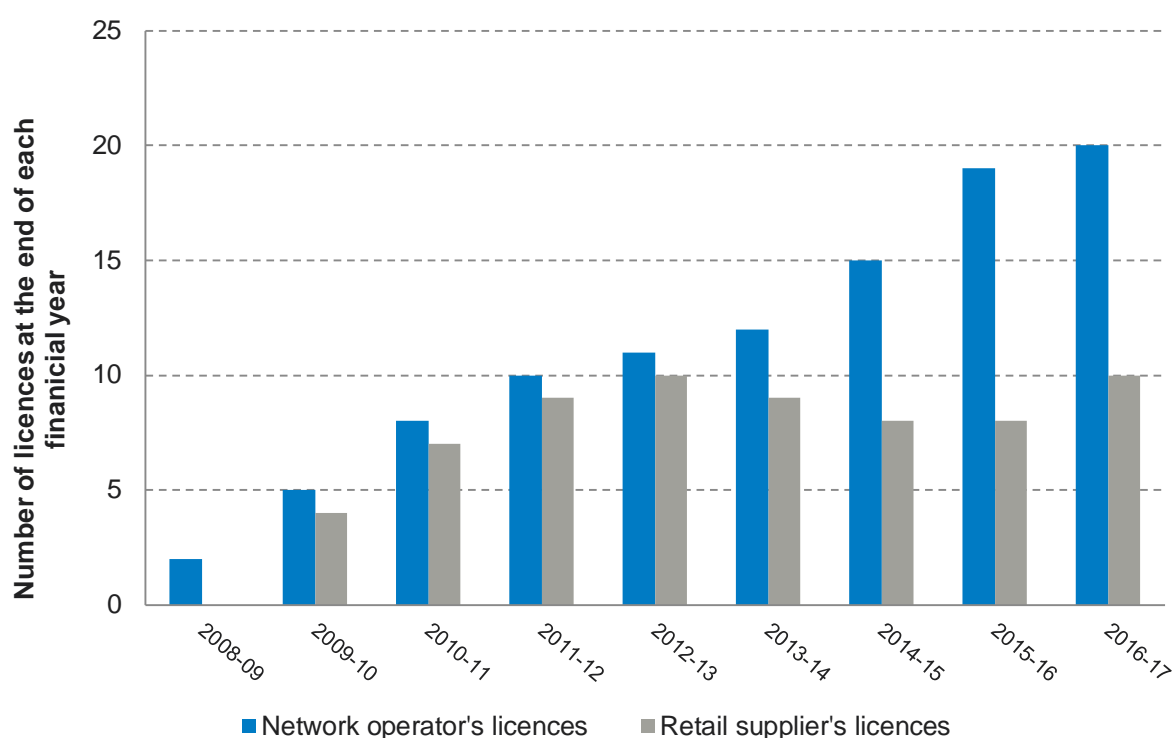
The following sections provide an overview of the licences, licensees and schemes currently licensed under the WIC Act.¹⁴

2.2.1 How has the industry changed over time?

There were 20 network operator's licenses and 10 retail supplier's licences in effect as at 30 June 2017.¹⁵

The total number of licences has increased overall since 2008 when the WIC Act commenced (Figure 2.1). The number of both network operator's and retail supplier's licences has increased in 2016-17. The number of retail supplier's licences is lower than the number of network operator's licences because retail suppliers tend to hold one retail supplier's licence across multiple schemes.¹⁶

Figure 2.1 Growth in the number of licences since the commencement of the WIC Act



Note: The number of retail supplier's licences has not increased as much as network operator's licences as retail suppliers tend to hold one retail supplier's licence across multiple schemes.

Source: IPART Analysis.

¹⁴ Full details of all network operator's and retail supplier's licensees and their relevant schemes are available at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/WICA-Licenses-Listing-pages/Current-licences>

¹⁵ As at 30 June 2017, 23 network operator's licences have been granted since the WIC Act commenced. The Minister has cancelled three of these licences at the licensees' request – Simmonds & Bristow (09_005, cancelled on 3 July 2013), Osmoflo Water Supply Pty Ltd (11_018, cancelled on 17 December 2012) and Mirvac (12_020, cancelled on 15 June 2016). Similarly, 14 retail supplier's licences have been granted since the WIC Act commenced. The Minister has cancelled four of these licences at the licensees' request – Simmonds & Bristow (09_006R, cancelled on 3 July 2013), Pitt Town Water Factory Pty Ltd (10_015R, cancelled on 15 December 2014), Osmoflo Water Supply Pty Ltd (11_019R, cancelled on 17 December 2012) and Mirvac (12_021R, cancelled on 15 June 2016).

¹⁶ When a new scheme is added, it is done so through a variation to their retail supplier's licence.

2.2.2 Who was licensed in 2016-17?

The Minister granted one new network operator's licence and two new retail supplier's licences in 2016-17, to the following utilities:

- ▼ network operator's licences:
 - Suez Water and Treatment Solutions Pty Ltd (16_038)
- ▼ retail supplier's licence:
 - Solo Water Pty Ltd (15_036R)
 - Suez Water and Treatment Solutions Pty Ltd (16_039R)

The Minister did not cancel or vary any licences in 2016-17.

As at 30 June 2017, three of the 20 network operators had not yet commenced commercial operation. Two of the 10 retail suppliers had not yet commenced retail activities.

We have summarised the existing network operator's licences and the activities they were authorised to undertake during 2016-17 in Table 2.1. Similarly, in Table 2.2 we have summarised the existing retail supplier's licences and the activities they were authorised to undertake during 2016-17.

Table 2.1 Network operator's licences as at 30 June 2017

Licence number	Date licence granted	Licensee	Scheme	Activities authorised		
				Non-potable water	Drinking water	Sewerage services
09_001	8 Apr 2009	Veolia Water Australia Pty Ltd	Fairfield-Rosehill ^a	X		
09_002	27 Apr 2009	SGSP Rosehill Network Pty Ltd	Fairfield-Rosehill	X		
09_003	2 Feb 2010	Aquacell Pty Ltd	1 Bligh St	X		
10_008	24 Jun 2010	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Darling Quarter ^b	X		
10_010	9 Aug 2010	Sydney Desalination Plant Pty Ltd	Sydney Desalination Plant		X	
10_012	9 Dec 2010	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Bingara Gorge	X		X
10_014	11 Nov 2010	Pitt Town Water Factory Pty Ltd	Pitt Town	X		X
12_016	23 Apr 2012	Orica Australia Pty Ltd	Orica groundwater scheme	X		
12_022	4 Jan 2013	Central Park Water Factory Pty Ltd	Central Park	X	X	X
13_023	21 July 2014	Aquacell Pty Ltd	Workplace 6	X		
13_025	4 Dec 2013	Discovery Point Water Factory Pty Ltd	Discovery Point	X	X	X
14_026	18 Jun 2014	Wyee Water Pty Ltd	Wyee	X	X	X
15_029	28 Feb 2015	Lend Lease Recycled Water (Barangaroo South) Pty Ltd	Barangaroo	X		X
15_030	3 Mar 2015	Huntlee Water Pty Ltd	Huntlee	X	X	X
15_031	25 Sep 2015	Green Square Water Pty Ltd	Green Square	X		
15_032	26 July 2015	Aquacell Pty Ltd	Kurrajong			X
15_033	6 Aug 2015	Cooranbong Water Pty Ltd	Cooranbong	X	X	X
16_035	22 Mar 2016	Catherine Hill Bay Water Utility Pty Ltd	Catherine Hill Bay	X	X	X
16_037	12 May 2016	Flow Systems Operations Pty Ltd	Box Hill North	X		X
16_038	12 Dec 2016	Suez Water and Treatment Solutions Pty Ltd	Kooragang	X		

^a Also known as Camellia.

^b Also known as Darling Walk.

Source: IPART, Register of licences granted under the WIC Act - <https://www.ipart.nsw.gov.au/files/sharedassets/website/shared-files/licensing-wica-administrative-ipart-website-private-sector-licensing-website-documents/wica-licence-register-july-2017.pdf>

Table 2.2 Retail supplier licences as at 30 June 2017

Licence number	Date licence granted	Licensee	Scheme	Activities authorised		
				Non-potable water	Drinking water	Sewerage services
09_004R	2 Feb 2010	Aquacell Pty Ltd	1 Bligh Street	X		
			Workplace 6	X		
10_01R	10 Mar 2010	AquaNet Sydney Pty Ltd	Fairfield-Rosehill ^a	X		
10_009R	24 Jun 2010	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Darling Quarter ^b	X		
10_011R	9 Aug 2010	Sydney Desalination Plant Pty Ltd	Sydney Desalination Plant		X	
10_013R	1 Mar 2011	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Bingara Gorge	X		X
12_017R	23 Apr 2012	Orica Australia Pty Ltd	Orica groundwater scheme	X		
13_001R	17 Apr 2013	Flow Systems Pty Ltd	Pitt Town	X		X
			Central Park	X	X	X
			Discovery Point	X	X	X
			Wyee	X	X	X
			Cooranbong	X	X	X
			Huntlee	X	X	X
			Green Square	X		X
			Box Hill North	X		X
15_034R	13 July 2015	Lend Lease Recycled Water (Barangaroo South) Pty Ltd	Barangaroo	X	X	X
15_036R	22 Sept 2016	Solo Water Pty Ltd	Catherine Hill Bay	X	X	X
16_039R	12 Dec 2016	Suez Water and Treatment Solutions Pty Ltd	Kooragang	X	X	

^a Also known as Camellia.

^b Also known as Darling Walk.

Source: IPART, Register of licences granted under the WIC Act - <https://www.ipart.nsw.gov.au/files/sharedassets/website/shared-files/licensing-wica-administrative-ipart-website-private-files-sector-licensing-website-documents/wica-licence-register-july-2017.pdf>

2.3 We monitor licensees' compliance with their licence requirements

The WIC Act, *Water Industry Competition (General) Regulation 2008* (NSW) (WIC Regulation), and the Minister (through the licence) impose licence conditions on licensees. Compliance is the responsibility of the licensee.

IPART aims to keep licensees accountable in relation to their regulatory requirements. We monitor licensees' compliance with their regulatory requirements and identify non-compliances using a number of proactive and responsive measures such as:

- ▼ independent periodic audits

- ▼ annual exception reporting by licensees (ie, licensees' annual compliance returns)
- ▼ immediate incident reporting by licensees¹⁷, and
- ▼ our analysis of licensees' annual compliance returns.

The Minister or IPART may take enforcement action against any licensee that fails to comply with its obligations under the WIC Act, WIC Regulation or conditions of its licence.¹⁸ Such enforcement action includes imposing a monetary penalty or requiring the licensee to take certain actions.

Where relevant, as part of our risk-based audit program, we re-audit any licence conditions where a licensee was previously found to be non-compliant, to check that the licensee has rectified the non-compliances in a timely manner.

2.3.1 What are independent periodic audits?

We monitor licensees' compliance against the WIC Act, WIC Regulations and their licence conditions through periodic, risk-based operational audits which we initiate.¹⁹ The licensee selects independent auditors to undertake the operational audits from a panel of auditors approved by IPART.

Licensees are also required under their licence conditions to undertake the following pre-operational audits:

- ▼ New infrastructure audit – undertaken prior to the Minister granting commercial operation, to determine if the infrastructure is safe to operate, and to check that the new infrastructure complies with all licensing and legislative requirements. A network operator must pass its new infrastructure audit before the Minister can grant approval for the licensee to commence commercial operation.²⁰ This audit applies to network operators' licences.
- ▼ Licence plan audit – conducted to review the adequacy of licensees' water quality, sewage management, infrastructure operating and retail supply management plans. Licence plan audits are undertaken prior to commencing commercial operation, as directed by IPART or in response to a significant change to the plan(s).²¹ This audit applies to both network operators' and retail suppliers' licences.

The auditors must undertake all audits in accordance with our audit guidelines.²²

The audit grades from the audit guidelines are presented in Figure 2.2.

¹⁷ Note: Incidents do not necessarily also involve licence non-compliances.

¹⁸ WIC Act, section 16.

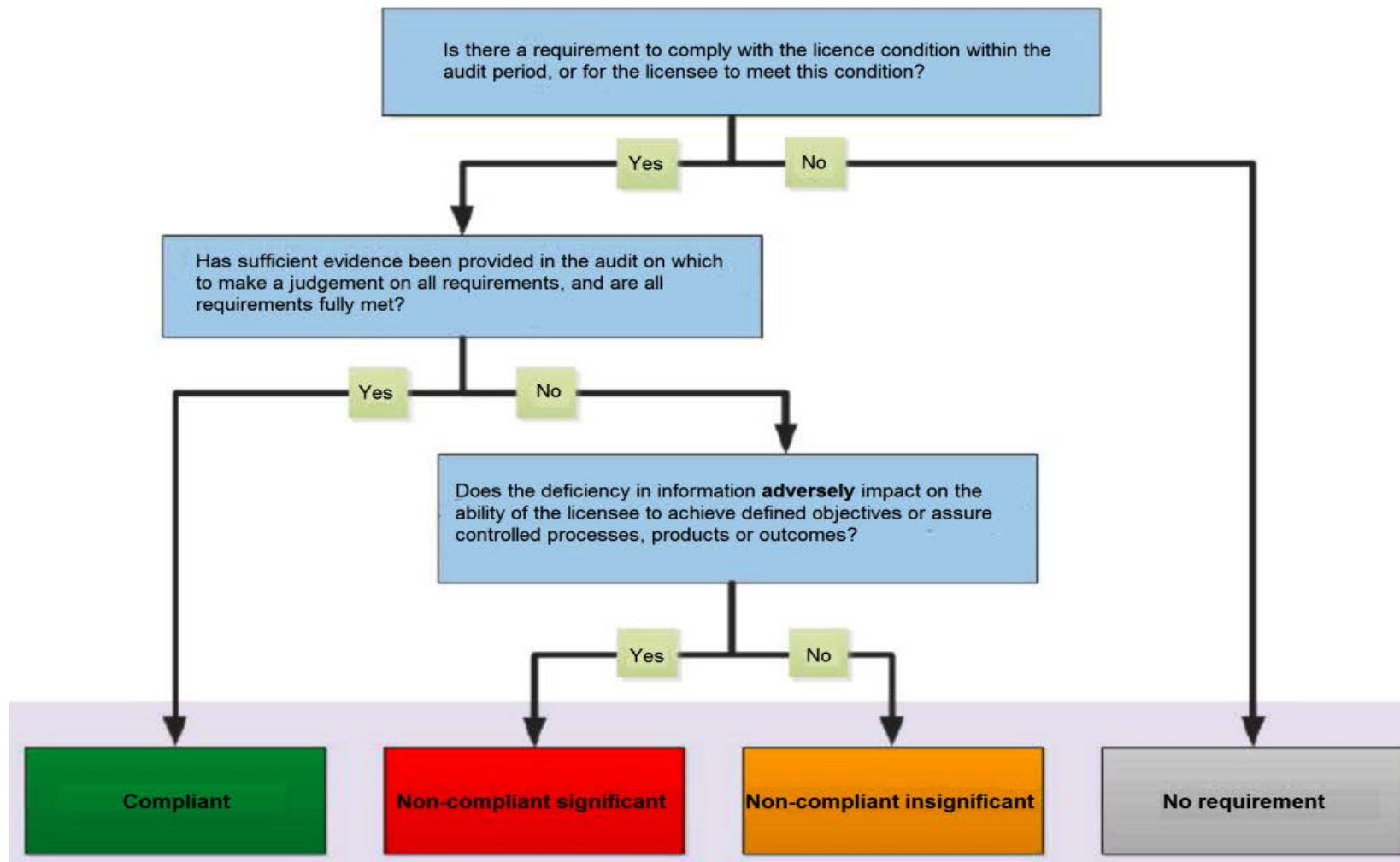
¹⁹ Refer to Appendix A Compliance framework for details.

²⁰ See WIC Regulation, Schedule 1, clause 2(2).

²¹ See WIC Regulation, Schedule 1, clauses 6, 7, 13 and 14 and Schedule 2, clause 7A.

²² Our Audit Guidelines are available at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Audit-Guidelines-Technical-Services-Audit-Panel>

Figure 2.2 WIC Act audit grades



Source: IPART, Audit Guideline for Greenfield Schemes, July 2013 and IPART, Audit Guideline for Brownfield Schemes, July 2013.

2.3.2 What is exception reporting?

Exception reporting means a licensee is only required to report any non-compliance with its licence conditions. The licensee primarily provides this information in their annual compliance returns, which are submitted by 31 August each year. Licensees must prepare their annual returns in accordance with the relevant reporting manual published by IPART.²³

Licensees are also required to immediately report all non-compliances that could potentially have a serious impact on water quality, continuity of supply, public health, safety, other licensees or the Government's policy objectives.²⁴ We did not receive any immediate reports in this reporting period.

2.3.3 What is immediate incident reporting?

Licensees must immediately report incidents that occur in the conduct of a licensee's activities that threaten, or could threaten, water quality, public health or safety, in accordance with the relevant reporting manual. A reported incident will not necessarily involve licence non-compliances. We received three incident reports during 2016-17 but none of the incidents reported involved a breach of licence conditions.

²³ Our network supplier's and retail supplier's reporting manuals are available on our website at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Licence-Compliance-Reporting>

²⁴ We have classified which licence conditions, if breached, are required to be reported 'immediately' to IPART in our reporting manuals available on our website at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Licence-Compliance-Reporting>

3 Licensee compliance in 2016-17

Overall, the majority of licensees demonstrated a high level of compliance with their licences in 2016-17, and the majority of non-compliances identified were insignificant in nature²⁵. However, the number of non-compliances increased substantially from 2015-16 to 2016-17, from 11 to 40 respectively. This increase was due to:

- ▼ one operational audit identifying 24 insignificant non-compliances, and
- ▼ three significant non-compliances identified in a pre-operational audit.

Prior to 2015-16 we reported on potential non-compliances identified in licence plans, new infrastructure and operational audits. However, we revised our approach last year to reporting only on non-compliances identified in operational audits. We did so to ensure we only reported on licensees' compliance with their licence conditions and to reduce duplicative reporting, based on the following considerations:

- ▼ section 89 of the WIC Act requires IPART to provide a report to the Minister on the compliance of licensees with their licence conditions
- ▼ pre-operational audits - new infrastructure audits and licence plan audits - do not identify breaches of licence conditions but rather potential breaches should the issue not be rectified by the time the Minister grants commercial operation, and
- ▼ any issues (also referred to as non-compliances) identified in a licence plan or new infrastructure audit are followed up in subsequent operational audits until they are closed out.

In the past, our experience has been that pre-operational audits have not identified current breaches of licence conditions. This has generally been because the licensee must comply with the requirement prior to commencing commercial operation. In practice, this has allowed the licensee to rectify any potential non-compliances identified in the pre-operational audit prior to commencing commercial operation thereby avoiding an actual breach of the licence. If a licence plan audit or new infrastructure audit identifies significant non-compliances, the licensee is unable to obtain the Minister's approval to commence commercial operation.

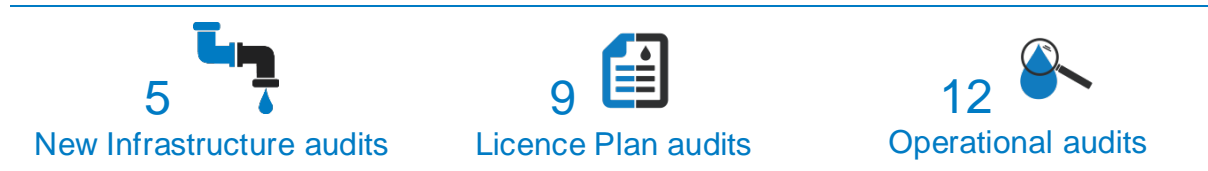
However, for the first time this financial year, the auditors identified three current significant non-compliances in a pre-operational audit. We have therefore included a discussion of these non-compliances in this report. We will continue to include such a discussion in our reports should any non-compliances be identified in future pre-operational audits.

²⁵ The non-compliances were either graded by the auditors as 'non-compliant insignificant' or assessed by IPART to be insignificant as they did not pose an immediate or significant risk to public health, consumers or the environment.

3.1 Independent auditors conducted 26 audits

Independent auditors completed a total of 26 audits relating to the 2016-17 reporting period compared to 23 audits relating to the 2015-16 reporting period. A breakdown of the types of audits undertaken is shown in Figure 3.1 below.

Figure 3.1 WIC Act audits completed relating to the 2016-17 reporting period



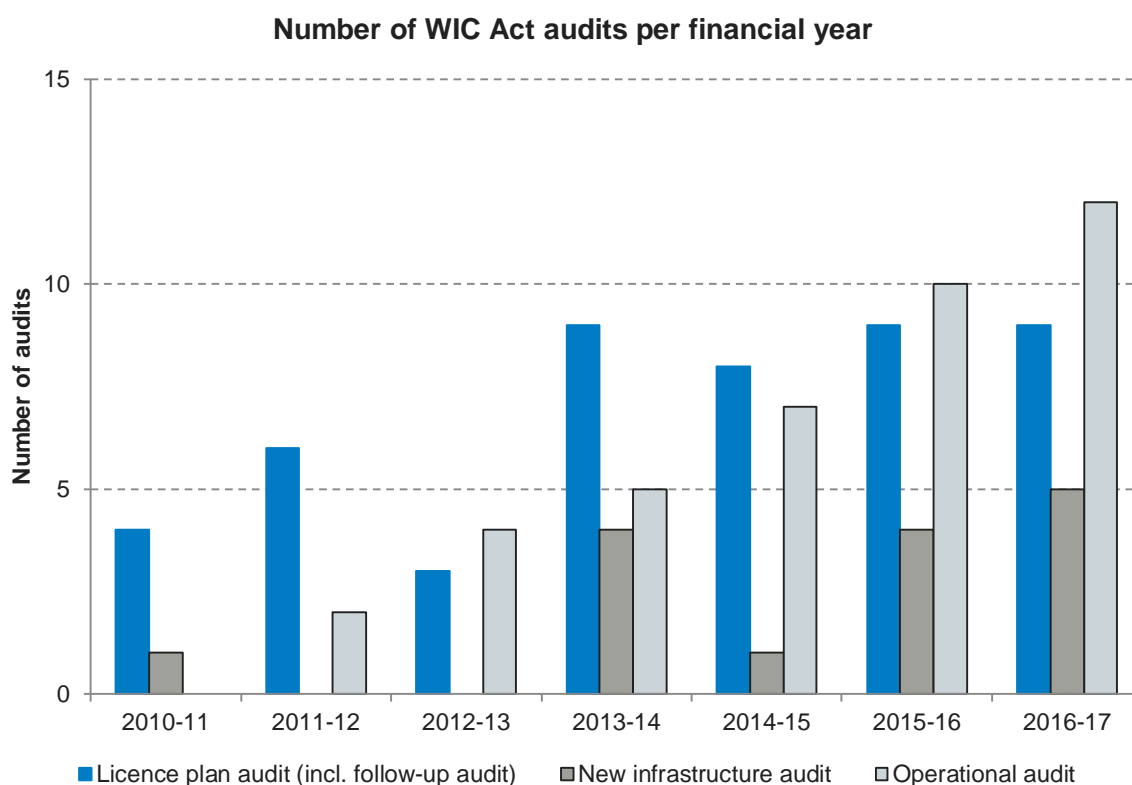
Note: The number of licence plan audits includes new and follow-up licence plan audits.

Note: The number of new infrastructure audits is for both new schemes, and additional new infrastructure at existing schemes.

Source: IPART Analysis.

The number of audits undertaken has continued to increase since the first audits were conducted in 2010-11 (Figure 3.2).

Figure 3.2 Number of WIC Act audits 2010-11 to 2016-17



Note: The first audits were conducted in 2010-11. Therefore the 2008-09 and 2009-10 reporting periods are excluded.

Source: IPART Analysis.

We have received auditors' reports in relation to the operational audits as outlined in Table 3.1. The table includes details of audits that also related to the 2015-16 reporting period, but the final audit report was not received in time for inclusion in the 2015-16 compliance report (italicised in the table).

Table 3.1 Operational audits relating to the 2016-17 reporting period

Licence number	Licensee	Scheme	Audit period	Date final audit report received
Network operators				
09_002	SGSP Rosehill Network Pty Ltd	Fairfield-Rosehill	1 August 2016 – 31 July 2017	27 September 2017
09_003	Aquacell Pty Ltd	1 Bligh St	1 March 2016 – 28 April 2017	19 July 2017
10_008	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Darling Quarter	1 April 2016 – 31 May 2017	22 September 2017
10_012	<i>Veolia Water Solutions and Technologies (Australia) Pty Ltd</i>	<i>Bingara Gorge</i>	<i>1 March 2015 – 31 July 2016</i>	<i>23 October 2016^a</i>
12_016	Orica Australia Pty Ltd	Orica groundwater scheme	1 July 2015 – 31 October 2016	16 January 2017
12_022	<i>Flow Systems Pty Ltd</i>	<i>Central Park</i>	<i>1 May 2015 – 31 May 2016</i>	<i>15 September 2016^b</i>
12_022	Flow Systems Pty Ltd	Central Park	1 June 2016 – 30 April 2017	13 July 2017
13_025	Flow Systems Pty Ltd	Discovery Point	1 November 2015 – 30 April 2017	13 July 2017
15_030	Flow Systems Pty Ltd	Huntlee	1 April 2016 – 30 September 2016	12 January 2017
15_032	Aquacell Pty Ltd	Kurrajong	26 July 2015 – 30 November 2016	10 March 2017
15_033	Flow Systems Pty Ltd	Cooranbong	15 April 2016 – 30 September 2016	12 January 2017
Retail suppliers				
09_004R	Aquacell Pty Ltd	Multiple	1 July 2015 – 31 October 2016	31 March 2017

^a Veolia Water Solutions and Technologies (Australia) Pty Ltd (Bingara Gorge scheme) audit report was not available to discuss findings in the 2015-16 annual compliance report to the Minister.

^b Flow Systems Pty Ltd (Central Park scheme) audit report was not available to discuss findings in the 2015-16 annual compliance report to the Minister.

Source: IPART Analysis

3.2 Auditors identified 31 non-compliances

The auditors identified three significant non-compliances and 28 insignificant non-compliances in audits undertaken for the 2016-17 period. The auditors found that:

- ▼ CHBWU had three significant non-compliances with its licence
- ▼ Central Park Water Factory Pty Ltd (Central Park Water) had two insignificant non-compliances with its licence
- ▼ VWS&T (Darling Quarter) had one insignificant non-compliance with its licence,
- ▼ VWS&T (Bingara Gorge) had a repeat insignificant non-compliance with its licence, and
- ▼ Aquacell had 24 insignificant non-compliances with its licence.

For the first time, an auditor identified three current significant non-compliances in a new infrastructure audit of the Catherine Hill Bay scheme (CHBWU). These related to significant gaps in the licensee's infrastructure operating, water quality and sewage management plans.

CHBWU rectified the non-compliances and subsequently re-audited the infrastructure. The auditor found the previous non-compliances were rectified.

An auditor identified 24 insignificant non-compliances during an operational audit of Aquacell's retail supplier's licence. The auditor identified eight groups of non-compliances, which constituted 24 separate breaches of licence clauses. The key non-compliances related to Aquacell not being a member of a relevant ombudsman scheme (EWON), not having a code of practice for customer complaints and debt recovery in place during the audit period, and having deficiencies in the customer contract. The auditor considered the non-compliances to be insignificant given:

- ▼ the nature of Aquacell's customer
- ▼ the presence of a customer contract affording a level of protection, and
- ▼ a readily available back-up supply of potable water, should the customer be disconnected from the non-potable water supply service.

The licensee took immediate corrective action. We also accepted a voluntary undertaking from Aquacell to rectify any outstanding non-compliances.

An auditor identified one repeat insignificant non-compliance during an operational audit of VWS&T's network operator's licence for its Bingara Gorge scheme. The non-compliance resulted from customers connecting non-compliant plumbing to VWS&T's recycled water infrastructure.²⁶ We have subsequently determined that VWS&T has appropriate controls in place to meet the intent of the relevant licence clause, and we intend to audit the clause again in a subsequent operational audit.

The three remaining non-compliances identified by auditors in operational audits were insignificant as they did not pose an immediate or significant risk to public health, consumers or the environment. In summary, these non-compliances related to minor process and procedure deficiencies in the implementation of infrastructure operating and water quality plans (VWS&T (Darling Quarter) and Central Park Water).

3.3 We identified nine reporting non-compliances through our analysis

We identified nine reporting non-compliances through our analysis of licensee's annual compliance returns. These were insignificant in nature as they related to licensees failing:

- ▼ to submit their annual compliance returns for the previous 2015-16 reporting period before 31 August 2016. This counts as a non-compliance in 2016-17 because that is when it occurred, and
- ▼ to report in accordance with the reporting manuals.

We wrote to all licensees in June 2017, and again in July 2017, to remind them of their obligation to report in accordance with the reporting manuals. No licensees submitted their annual returns for the 2016-17 reporting period late this year. However, one licensee failed to report in accordance with the reporting manual again this reporting period (VWS&T). As this is a repeat non-compliance, we will seek a voluntary undertaking from VWS&T to

²⁶ WIC Regulation Schedule 1, clause 11.

rectify this non-compliance. We will assess compliance through a subsequent operational audit of VWS&T.

3.4 Network operators' compliance in 2016-17

This section provides an overview of non-compliances relating to network operators' licences and outlines how the non-compliances were addressed. Table 3.2 provides an overview of non-compliances reported in 2016-17.

Table 3.2 Network operators' non-compliance summary

Licensee	Licence Number	Scheme	Non-compliance identified by			
			Licensee	Audit ^a	IPART	Total
Veolia Water Australia Pty Ltd	09_001	Fairfield-Rosehill	0	NA	0	0
SGSP Rosehill Network Pty Ltd	09_002	Fairfield-Rosehill	0	0	0	0
Aquacell Pty Ltd	09_003	1 Bligh St	0	0	0	0
Veolia Water Solutions and Technologies (Australia) Pty Ltd	10_008	Darling Quarter	0	1	1	2
Sydney Desalination Plant Pty Ltd ^b	10_010	Sydney Desalination Plant	0	NA	0	0
Veolia Water Solutions and Technologies (Australia) Pty Ltd	10_012	Bingara Gorge	0	1	1	2
Pitt Town Water Factory Pty Ltd	10_014	Pitt Town	0	0	0	0
Orica Australia Pty Ltd	12_016	Orica groundwater scheme	0	0	0	0
Central Park Water Factory Pty Ltd	12_022	Central Park	0	2	0	2
Aquacell Pty Ltd	13_023	Workplace 6	0	NA	0	0
Discovery Point Water Factory Pty Ltd	13_025	Discovery Point	0	0	0	0
Wyee Water Pty Ltd	14_026	Wyee	Nil	NA	0	0
Lend Lease Recycled Water (Barangaroo South) Pty Ltd	15_029	Barangaroo	0	NA	1	1
Huntlee Water Pty Ltd	15_030	Huntlee	0	0	0	0
Green Square Water Pty Ltd	15_031	Green Square	0	NA	1	1
Aquacell Pty Ltd	15_032	Kurrajong	0	0	0	0
Cooranbong Water Pty Ltd	15_033	Cooranbong	0	0	1	1
Catherine Hill Bay Water Utility Pty Ltd ^c	16_035	Catherine Hill Bay	Nil	3	0	3
Flow Systems Operations Pty Ltd	16_037	Box Hill North	0	NA	1	1
Suez Water and Treatment Solutions Pty Ltd	16_038	Kooragang	Nil	NA	0	0
Total			0	7	6	13

^a NA indicates that a licensee was not subject to an operational audit in this reporting period.

^b Sydney Desalination Plant was not operating during the reporting period.

^c A new infrastructure audit of Catherine Hill Bay Water Utility Pty Ltd found three current significant non-compliances.

Note: The schemes highlighted in grey indicate where a licensee reported a nil return as it did not engage in any retail activities authorised under the WIC Act in 2016-17.

Source: IPART Analysis

Table 3.3 identifies network operators that did not report any non-compliances and IPART's analysis did not identify any non-compliances.

Table 3.3 Network operators who exhibited full compliance in 2016-17

Licensee	Licence number	Scheme
Veolia Water Australia Pty Ltd	09_001	Fairfield-Rosehill
SGSP Rosehill Network Pty Ltd	09_002	Fairfield-Rosehill
Aquacell Pty Ltd	09_003	1 Bligh St
Sydney Desalination Plant Pty Ltd	10_010	Sydney Desalination Plant ^a
Pitt Town Water Factory Pty Ltd	10_014	Pitt Town
Orica Australia Pty Ltd	12_016	Orica groundwater scheme
Aquacell Pty Ltd	13_023	Workplace 6
Discovery Point Water Factory Pty Ltd	13_025	Discovery Point
Flow Systems Operations Pty Ltd	16_037	Box Hill North
Huntlee Water Pty Ltd	15_030	Huntlee
Aquacell Pty Ltd	15_032	Kurrajong

^a Sydney Desalination Plant was not operating during the reporting period.

Note: These network operators reported no non-compliances and IPART's analysis did not identify any non-compliances.

Source: IPART Analysis

3.4.1 Which network operator licensees were non-compliant?

This section details how network operators who were non-compliant with conditions, other than the requirement to report in accordance with the network operator's reporting manual, breached their licence conditions.

16_035 CHBWU (Catherine Hill Bay scheme)

A new infrastructure audit (pre-operation) of the CHBWU network operator's licence identified three significant non-compliances. These related to:

- ▼ A lack of demonstrated technical or operational capacity to undertake commercial operation given the significant gaps in the licensee's infrastructure operating, water quality and sewage management plans.
- ▼ The level of documentation provided by CHBWU was insufficient to demonstrate the safe design, operation and maintenance of the infrastructure.
- ▼ A failure to demonstrate that NSW Health was consulted in developing incident and emergency response protocols (as outlined in the Australian Drinking Water Guidelines and Australian Guidelines for Water Recycling).

We served a notice of proposed action on CHBWU to rectify the non-compliances and to undertake an audit to assess whether compliance had been achieved. CHBWU conducted a further new infrastructure audit in August 2017 that established all prior non-compliances had been rectified.

12_022 Central Park Water (Central Park scheme)

The auditor concluded that there was no formalised process nor any stated intent to notify IPART should Central Park Water cease to have the technical, financial or organisational capacity to carry out the activities authorised by the licence. This constituted two non-compliances, as it related to both its water²⁷ and sewerage²⁸ infrastructure licence conditions.

A subsequent operational audit (also within the 2016-17 period) assessed Central Park Water to have demonstrated full compliance with the two obligations.

10_012 VWS&T (Bingara Gorge scheme)

The licensee was found to have customer's installations connected to its water main that were not code²⁹ compliant (within the meaning of the *Plumbing and Drainage Act 2011* (Plumbing Act)).

A requirement of the WIC Regulation is that a WIC Act network operator licensee must not allow a customer's installation to be connected to the licensee's water main unless the installation is code compliant (within the meaning of the Plumbing Act).³⁰ While a licensee can refuse to connect a household, they have no authority to require non-compliant plumbing to be rectified after the property has been connected. They also have no authority to undertake inspections on private property.

Our assessment of the requirements of the WIC Regulation and the Plumbing Act is that a licensee is limited in the steps it can take to ensure that plumbing attached to their infrastructure remains compliant with the Plumbing Code of Australia. The primary public health risks from non-compliant plumbing are that the drinking water and recycled water plumbing will become cross connected or that recycled water from private property may backflow into the utility's drinking water supply. The risk of cross-connection is directly controlled under the Plumbing Code of Australia. The intention of the WIC Regulation requirement is to protect against the risk of the WIC Act licensee's drinking water network becoming contaminated from recycled water backflow from private properties.

We requested additional information to be satisfied that VWS&T had the appropriate controls in place to meet the intent of the clause. VWS&T provided documentation to evidence the controls it has in place to appropriately protect its scheme. The clause will be audited again in a subsequent operational audit.

10_008 VWS&T (Darling Quarter scheme)

The auditor found that the licensee was operating and maintaining the non-potable water scheme in accordance with the assessed audit criteria, with the exception of one insignificant non-compliance relating to its water quality plan. The auditor has recommended additional reporting measures be put in place. We will seek a voluntary undertaking from the licensee to address this shortcoming, and re-audit in the next scheduled operational audit.

²⁷ WIC Regulation Schedule 1 clause 6(2)(a).

²⁸ WIC Regulation Schedule 1 clause 13(2)(a).

²⁹ Plumbing Code of Australia.

³⁰ WIC Regulation, Schedule 1, clause 11.

3.5 Retail suppliers' compliance in 2016-17

This section provides an overview of non-compliances with retail supplier's licence conditions. One operational audit of Aquacell Pty Ltd was undertaken for retail supplier licensees in 2016-17. Table 3.4 provides an overview of non-compliances reported in 2016-17.

Table 3.4 Retail suppliers' non-compliance summary 2016-17

Licensee	Licence Number	Scheme	Non-compliance identified by			
			Licensee	Audit	IPART	Total
Aquacell Pty Ltd	09_004R	Multiple	0	24 ^a	0	24
AquaNet Sydney Pty Ltd	10_01R	Fairfield - Rosehill	0	NA	0	0
Veolia Water Solutions and Technologies (Australia) Pty Ltd	10_009R	Darling Quarter	Nil ^b	NA	1	1
Sydney Desalination Plant Pty Ltd	10_011R	Sydney Desalination Plant ^c	0	NA	0	0
Veolia Water Solutions and Technologies (Australia) Pty Ltd	10_013R	Bingara Gorge	0	NA	1	1
Orica Australia Pty Ltd	12_017R	Orica groundwater scheme	0	NA	0	0
Flow Systems Pty Ltd	13_001R	Multiple	0	NA	0	0
Lend Lease Recycled Water (Barangaroo South) Pty Ltd	15_034R	Barangaroo	0	NA	1	1
Solo Water Pty Ltd	15_036R	Catherine Hill Bay	Nil	NA	0	0
Suez Water and Treatment Solutions Pty Ltd	16_039R	Kooragang	Nil	NA	0	0
Total			0	24	3	27

^a Aquacell reported 8 groups of non-compliances as detailed in the audit report, or 24 individual non-compliances.

^b Veolia Water Solutions and Technologies (Australia) Pty Ltd (Darling Quarter scheme) submitted a nil return in error.

^c Sydney Desalination Plant was not operational during the reporting period.

Note: The schemes highlighted in grey indicate where licensees reported a nil return as it did not engage in any retail activities authorised under the WIC Act in 2016-17.

Source: IPART Analysis

Table 3.5 identifies retail suppliers that did not report any non-compliances and IPART's analysis did not identify any non-compliances.

Table 3.5 Retail suppliers who exhibited full compliance in 2016-17

Licensee	Licence number	Scheme
Sydney Desalination Plant Pty Ltd	10_011R	Sydney Desalination Plant ^a
AquaNet Sydney Pty Ltd	10_01R	Fairfield - Rosehill
Flow Systems Pty Ltd	13_001R	Pitt Town
		Central Park
		Discovery Point
		Wyee
		Cooranbong
		Huntlee
		Green Square
		Box Hill North
Orica Australia Pty Ltd	12_017R	Orica groundwater scheme

^a Sydney Desalination Plant was not operating during the reporting period.

Note: These retailers reported no non-compliances and IPART analysis did not indicate any non-compliances.

Source: IPART Analysis

3.5.1 Which retail supplier licensees were non-compliant?

This section details how retail suppliers who were non-compliant with conditions, other than the requirement to report in accordance with the network operator's reporting manual, breached their licence conditions.

09_004R Aquacell Pty Ltd

An operational audit of Aquacell's retail supply licence undertaken in March 2017 identified 24 insignificant non-compliances. The auditor identified eight groups of non-compliances, which constituted 24 separate breaches of licence clauses. Eight non-compliances required follow up actions.

All of the insignificant non-compliances related to the supply of services to its single small retail customer.³¹ Under Aquacell's retail supply licence the customer, Dexus³², is considered a small retail customer.

Aquacell was not a member of a relevant ombudsman scheme (EWON), and did not have a code of practice for customer complaints and debt recovery in place during the audit period. Aquacell was supplying services under contract. The contract provided a level of protection for the direct customer but not the consumers (end-users). The contract did not cover disconnections from the water main due to non-payment of debt, nor did it disclose circumstances in which the customer's premises might be disconnected from the water main.

³¹ A small retail customer is defined in the *Water Industry Competition (General) Regulation (2008)* as a person in relation to water supply if the maximum rate at which water is supplied pursuant to one or more water supply contracts, to all premises that person owns, leases or occupies is <15ML/year and as a person in relation to the provision of sewerage services if the maximum rate at which sewage is discharge, pursuant to one or more sewerage service contracts, from all premises that person owns, leases or occupies is <10.5ML/year.

³² Dexus is the building owner at 1 Bligh Street.

The auditor considered the non-compliances to be insignificant given:

- ▼ the nature of Aquacell's customer (ie, Dexus) not being a small vulnerable customer
- ▼ the presence of a customer contract with Dexus covering dispute resolution and therefore affording it a level of protection, and
- ▼ a readily available back-up supply of potable water, should Dexus be disconnected from the non-potable water supply service.

Aquacell took immediate corrective action to establish a code of practice for customer complaints and debt recovery. We also accepted a voluntary undertaking from Aquacell to implement further actions to rectify four outstanding non-compliances, which included becoming a member of EWON by no later than 1 October 2018. We will follow up Aquacell's compliance with its voluntary undertaking in its next operational audit.

3.6 We identified nine reporting-related non-compliances for 2016-17

We identified nine insignificant non-compliances related to the 2016-17 reporting period in the process of collating licensees' 2015-16 annual compliance returns. These were reported in our 2015-16 report to the Minister, but we did not count these non-compliances in that report as the breaches fell within the 2016-17 reporting period. Six network operators and three retail suppliers submitted annual returns that were either late or in a form that was inconsistent with our reporting manual requirements as:

- ▼ licensees failed to report all non-compliances in their annual compliance returns³³
- ▼ annual compliance returns were submitted using old reporting templates
- ▼ annual compliance returns were not signed by the appropriate person(s), and
- ▼ incorrect performance statistics were submitted.

Table 3.6 identifies network operators and retail suppliers that did not submit their 2015-16 annual compliance returns in accordance with the reporting manuals.³⁴

³³ All non-compliances identified in a reporting period must be reported in a licensee's annual return regardless of whether they have previously been reported in an immediate licence breach report, as the annual return requests additional information eg, action taken and date of compliance. The annual return must also include non-compliances identified in operational audits covering the relevant reporting period.

³⁴ Our network supplier's and retail supplier's reporting manuals are available on our website at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Licence-Compliance-Reporting>

Table 3.6 Licensees that had reporting related non-compliances in the 2016-17 reporting period

Licensee	Licence Number	Scheme
Cooranbong Water Pty Ltd	15_033	Cooranbong
Flow Systems Operations Pty Ltd	16_037	Box Hill North
Green Square Water Pty Ltd	15_031	Green Square
Lend Lease Recycled Water (Barangaroo South) Pty Ltd	15_029	Barangaroo
Lend Lease Recycled Water (Barangaroo South) Pty Ltd	15_034R	Barangaroo
Veolia Water Solutions and Technologies (Australia) Pty Ltd	10_008	Darling Quarter
Veolia Water Solutions and Technologies (Australia) Pty Ltd	10_012	Bingara Gorge
Veolia Water Solutions and Technologies (Australia) Pty Ltd	10_009R	Darling Quarter
Veolia Water Solutions and Technologies (Australia) Pty Ltd	10_013R	Bingara Gorge

Source: IPART, Licence compliance under the *Water Industry Competition Act 2006* (NSW) – Report to the Minister, October 2016, p 22.

3.7 We identified two reporting-related non-compliances for 2017-18

We identified two insignificant non-compliances related to the 2017-18 reporting period in the process of collating licensees’ 2016-17 annual compliance returns. One network operator and one retail supplier submitted annual returns in a form that was inconsistent with our reporting manual requirements as:

- ▼ not all non-compliances were reported in their annual compliance returns³⁵, and
- ▼ the incorrect reporting template was used.

No licensees submitted their 2016-17 annual compliance returns late.

Table 3.7 identifies licensees that did not submit their 2016-17 annual compliance returns in accordance with the retail supplier’s reporting manual.

Table 3.7 Licensees who submitted incorrect annual returns in August 2017 (2017-18 reporting period)

Licensee	Licence number	Scheme
Veolia Water Solutions and Technologies (Australia) Pty Ltd	10_012	Bingara Gorge
Veolia Water Solutions and Technologies (Australia) Pty Ltd	10_009R	Darling Quarter

Source: IPART Analysis

We have not counted these non-compliances in the numbers for this annual report, as the breaches fall within the 2017-18 reporting period. However, as one of these non-compliances is a repeat non-compliance, we will seek a voluntary undertaking from VWS&T to take action to ensure it can report in accordance with the relevant reporting manuals next reporting period. We will also follow this up in a subsequent operational audit.

³⁵ All non-compliances identified in a reporting period must be reported in a licensee’s annual return regardless of whether they have previously been reported in an immediate licence breach report, as the annual return requests additional information eg, action taken and date of compliance. The annual return must also include non-compliances identified in operational audits covering the relevant reporting period.

4 Operating statistics

We collate the operating statistics provided by licensees as part of licensees' annual compliance returns.³⁶ This chapter summarises the key statistics. The data relating to network operators is provided in Appendix B. Similarly, retail supplier data is provided in Appendix C.

In total, the operating statistics for 2016-17 indicate:

- ▼ Licensed utilities sourced 5,017 ML of water in this reporting period. This was 1% greater than last years' total of 4,959 ML.
- ▼ Licensees collected 575 ML of sewage which is a 43% increase on last year's total of 401 ML. This increase was primarily due to the addition of the Barangaroo scheme, the expansion of residential schemes at Bingara Gorge, and across the greenfield schemes at Huntlee, Cooranbong and Box Hill North.
- ▼ There was an increase in non-potable water supplied in this reporting period. The volume this year (2,377 ML) was 3% more than last year's total of 2,304 ML.
- ▼ WIC Act licensees supplied services to 4,096 water and 4,185 sewerage connections. This constitutes an increase of close to 35% for both connected properties receiving water services and connected properties receiving sewerage services.
- ▼ The length of water mains increased by 23.8 km (33%), from 72.2 km last year to 96.0 km this year.
- ▼ Similarly, the length of sewer mains increased by 7.3 km, from 57.2 km in 2015-16 to 64.6 km this year. This represents a 13% increase in length. The increase was primarily due to the expansion of residential sewerage systems at Bingara Gorge, Huntlee, Cooranbong, and Box Hill North.
- ▼ The total number of customer complaints increased from 6 last year to 10 this year. As a percentage of the number of customers, complaints have remained steady at 0.2%.

³⁶ We undertake a high-level review of the numbers and where necessary, we clarify data with licensees. We do not audit the data and rely on the licensees' quality assurance processes to ensure it provides accurate information.



Appendices



A Compliance framework

We monitor licence compliance by various means, including periodic self-reporting, audits, information from other regulators and complaints to the Energy and Water Ombudsman NSW.

A.1 Periodic self-reporting

We have developed two reporting manuals, one for each licence type (ie, network operator and retail supplier). These manuals explain our approach to compliance monitoring and clarify reporting requirements for licensees. The reporting manuals can be found on our website at:

<https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Licence-Compliance-Reporting>

A.1.1 Classification of conditions

The reporting manuals prioritise compliance reporting by classifying all licence obligations as requiring either 'immediate' or 'annual' reporting, based on an assessment of the potential impact of a breach of the obligation.

Immediate reporting is limited to those licence obligations where a breach could have serious consequences or have a critical impact on the NSW Government's policy objective(s). Annual reporting is required for all other obligations.

A.1.2 Immediate licence compliance reporting

Where a licence breach requires immediate reporting, the licensee is required to initially telephone and email IPART and within five business days follow-up with written confirmation using the template provided in the reporting manual. Reporting must occur as soon as a licensee becomes aware that a breach is likely to occur or has occurred.

Licensees are also required, as a standard condition of their licence, to immediately notify IPART, the Minister and potentially affected licensed network operators, retail suppliers or public water utilities of any incident in the conduct of the licensee's activities that threatens, or could threaten, water quality, public health or safety. There is an Incident Notification procedure guide for licensees to follow in order to comply with this licence requirement.³⁷ Such incidents may or may not involve a licence breach.

³⁷ Refer to *Incident Notification by Network Operators and Retail Suppliers – Water Industry Competition Act 2006* on our website at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Licence-Compliance-Reporting/Incident-Notification-Incident-Notification-by-Network-Operators-and-Retail-Suppliers-March-2016>

Licensees are required to include details in their annual compliance returns of any breach that was already reported in accordance with either the immediate licence compliance reporting or immediate incident notification requirements.³⁸

A.1.3 Annual licence compliance report

Licensees are required to submit annual compliance returns certifying that they have complied with their licence obligations.³⁹ Licensees that have breached a licence obligation are required to provide an exception report which details the:

- ▼ date or period of licence breach
- ▼ extent and nature of the licence breach (including whether and how many customers and/or other licensees have been affected)
- ▼ results of any monitoring (where applicable)
- ▼ reasons for licence breach
- ▼ actions taken to rectify the breach and to prevent it re-occurring, and
- ▼ actual/anticipated date of full compliance.

Annual operating statistics must also be provided as part of the annual compliance returns.

A.2 Licensing and regulatory compliance audits

Risk based auditing forms a critical component of our compliance and monitoring framework. The key objectives of the audit framework are to:

- ▼ support the policy objectives of the legislative framework
- ▼ minimise the risk of supply failure
- ▼ assist the Minister or IPART in monitoring compliance with the requirements of the legislation and licence conditions
- ▼ assist the Minister or IPART to review licences
- ▼ ensure licensees develop adequate Infrastructure Operating Plans, Water Quality Plans, Sewage Management Plans or Retail Supply Management Plans (as relevant)
- ▼ ensure infrastructure is maintained in a satisfactory condition, and
- ▼ support the general transparency and integrity of the scheme.

The WIC Act does not prescribe the frequency of audits that we may require as part of our compliance reporting or licence review process. We use a risk based approach to determine when and how often a compliance audit must be conducted, based on the nature, scale and potential impacts of the licensed activity being undertaken and the licensee's record of compliance. It is possible that compliance audits will be required annually for some

³⁸ IPART, *Network Operator's Reporting Manual under the Water Industry Competition Act 2006*, June 2016, and *Retail Suppliers' Reporting Manual under the Water Industry Competition Act 2006*, June 2016.

³⁹ IPART, *Network Operator's Reporting Manual under the Water Industry Competition Act 2006*, June 2016 and *Retail Suppliers' Reporting Manual under the Water Industry Competition Act 2006*, June 2016.

licensees. At a minimum, an audit will be required at least every five years to assist in the licence review process.

A.3 Other audits

Audits are also conducted for other aspects of the licensing regime. In particular, audits are carried out to assess the following:

- ▼ Licence plan audits and subsequent licence plan audits are conducted to review the adequacy of plans.⁴⁰
- ▼ New infrastructure audits are conducted to determine if new infrastructure is capable of operating safely and complies with all licensing and legislative requirements.

A.4 Audit panel

Only an approved auditor can conduct audits on behalf of the Minister, IPART or a licensee for the purposes of the licensing scheme under the WIC Act. An approved auditor is a person nominated by IPART, chosen by the licensee from a panel of persons nominated by IPART, or nominated by the licensee and approved by IPART.⁴¹

The Water Licensing Audit and Technical Services Panel (the Panel) was established in 2008-09 by IPART as the preferred approach to the appointment of auditors.

Auditors may apply to become a member of the Panel at any time, subject to satisfying the selection criteria. A list of approved auditors on the Panel is available on our website at:

<https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Audit-Guidelines-Technical-Services-Audit-Panel/Water-Licensing-Audit-and-Technical-Services-Panel-List-of-approved-Auditors-and-Area-Specialists-December-2016>

A.5 Audit guidelines

The audit guidelines, which include the audit approach, detailed audit scopes and reporting templates for each type of audit, can be found on our website at:

<https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Audit-Guidelines-Technical-Services-Audit-Panel>

⁴⁰ Licence plans may include infrastructure operating plans, water quality plans, sewage management plans or retail supply management plans, as relevant to the licence.

⁴¹ WIC Regulation, clause 31.

B Annual operating statistics – network operators

Table B.1 shows key statistics for the 20 network operators.

B.1 Operating statistics for WIC Act network operators in 2016-17

Licence Number	Licensee	Scheme	Source volume (ML)		Recycled water supplied (ML)	Length of mains (km)	
			Water	Sewerage		Water	Sewer
09_001	Veolia Water Australia Pty Ltd	Fairfield-Rosehill ^a	2,697.0	-	0.0	-	-
09_002	SGSP Rosehill Network Pty Ltd	Fairfield-Rosehill	0.0	-	1,965.0	20.2	0.2
09_003	Aquacell Pty Ltd	1 Bligh St	-	10.1	3.9	-	0.1
10_008	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Darling Quarter ^b	-	44.2	33.0	-	-
10_010	Sydney Desalination Plant Pty Ltd	Sydney Desalination Plant	0.0	-	-	-	-
10_012	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Bingara Gorge	-	141.2	112.8	18.5	23.6
10_014	Pitt Town Water Factory Pty Ltd	Pitt Town	38.7	53.6	85.9	12.7	11.3
12_016	Orica Australia Pty Ltd	Orica groundwater scheme	1,897.9	-	0.0	1.0	-
12_022	Central Park Water Factory Pty Ltd	Central Park	192.0	158.9	139.0	4.0	3.0
13_023	Aquacell Pty Ltd	Workplace 6	0.0	0.0	0.0	0.0	0.0
13_025	Discovery Point Water Factory Pty Ltd	Discovery Point	160.0	45.0	37.5	4.0	3.0
14_026	Wyee Water Pty Ltd	Wyee	0.0	0.0	0.0	0.0	0.0
15_029	Lend Lease Recycled Water (Barangaroo South) Pty Ltd	Barangaroo	-	110.2	-	-	1.0
15_030	Huntlee Water Pty Ltd	Huntlee	16.8	11.1	0.0	18.5	9.4
15_031	Green Square Water Pty Ltd	Green Square	5.5	0.0	0.0	1.0	0.0
15_032	Aquacell Pty Ltd	Kurrajong	-	0.9	-	-	2.0
15_033	Cooranbong Water Pty Ltd	Cooranbong	9.1	0.0	0.0	9.5	4.8
16_035	Catherine Hill Bay Water Utility Pty Ltd	Catherine Hill Bay	0.0	0.0	0.0	0.0	0.0
16_037	Flow Systems Operations Pty Ltd	Box Hill North	0.0	0.0	0.0	6.7	6.1

Licence Number	Licensee	Scheme	Source volume (ML)		Recycled water supplied (ML)	Length of mains (km)	
			Water	Sewerage		Water	Sewer
16_038	Suez Water and Treatment Solutions Pty Ltd	Kooragang	0.0	0.0	0.0	0.0	0.0
Total			5,017.0	575.1	2,377.1	96.0	64.6

a Examples include potable water, recycled water, surface water, groundwater, desalinated water.

b Sources of sewage include residential sewage, non-residential sewage, trade waste, and non-trade waste.

c This includes drinking water and non-potable water mains.

d Value adjusted to 0 to avoid double counting the recycled water volume supplied to the Fairfield-Rosehill scheme. The volume is captured under SGSPRN's licence as it is responsible for the network infrastructure. Veolia is responsible for the treatment plant that supplies the network.

e Values for individual schemes have been rounded off to the nearest digit. Figures used for sum total calculations were not rounded off.

Note: The schemes highlighted in grey were not operating in 2016-17.

The annual operating statistics provided to us in 2016-17 by licensed network operators are included in the following tables. Operating statistic definitions are available in our network operator's reporting manual.

B.2 09_001 Veolia Water Australia Pty Ltd (Fairfield-Rosehill)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced:		
	Other (ML)(Please Specify)	WICA#1	2697
	Total volume of water sourced (ML)	NWI W7	2697
Volume of water supplied (uses of water supplied)	Volume of water supplied – on-site (ML)	WICA#2	0.2
	Volume of bulk water exports (ML)	NWI W14	1795
	Total volume of water supplied (ML)	WICA#3	1795
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	1795
	Volume of recycled water supplied – on-site (ML)	NWI W24	0.2
	Total of recycled water supplied (ML)	NWI W26	1795
Infrastructure	Number of recycled water treatment plants	NWI A7	1
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0
	Average duration of planned interruption – water (minutes)	WICA#6	0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of planned interruption –water	WICA#11	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of planned interruption – non-potable water	WICA#15	0
Water Quality	Number of zones where microbiological compliance was achieved (e.g. 23/24)	NWI H2	1/1
	Percent (%) of population where microbiological compliance was achieved	NWI H3	100%
	Number of zones where chemical compliance was achieved (e.g. 23/24)	NWI H4	1/1

B.3 09_002 SGSP Rosehill Network Pty Ltd (Fairfield-Rosehill)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Other (ML)(Purchased from Veolia – Fairfield Rosehill plant)	WICA#1	1,954.958
	Total volume of water sourced (ML)	NWI W7	1,954.958
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	1,965.031
	Total of recycled water supplied (ML)	NWI W26	1,965.031
Infrastructure	Length of water mains (km)	NWI A2	20.169
	Length of non-potable water mains (km)	WICA#5	20.169
	Length of sewerage mains and channels (km)	NWI A5	0.203
Infrastructure Performance	Number of water main breaks (per 100km water main)	NWI A8	1
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0
	Average duration of planned interruption – water (minutes)	WICA#6	0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of planned interruption –water	WICA#11	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0
Water Quality	Number of zones where microbiological compliance was achieved (e.g. 23/24)	NWI H2	3/3

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Percent (%) of population where microbiological compliance was achieved	NWI H3	100%
	Number of zones where chemical compliance was achieved (e.g. 23/24)	NWI H4	3/3

B.4 09_003 Aquacell Pty Ltd (1 Bligh St)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	10.07
	Total volume of sewage collected (ML)	NWI W18	10.07
Volume of water supplied (uses of water supplied)	Total volume of water supplied (ML)	WICA#3	0
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied – on-site (ML)	NWI W24	3.87
	Volume of recycled water supplied – other (ML)	NWI W25	0
	Total of recycled water supplied (ML)	NWI W26	3.87
Infrastructure	Length of sewerage mains and channels (km)	NWI A5	0.1
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	1
	Number of sewage treatment plants	NWI A4	0
Infrastructure Performance	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0

B.5 10_008 Veolia Water Solutions and Technologies (Australia) Pty Ltd (Darling Quarter)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	44.160
	Total volume of sewage collected (ML)	NWI W18	44.160
Volume of water supplied (uses of water supplied)	Volume of water supplied – other (ML)	NWI W10	45.430
	Total volume of water supplied (ML)	WICA#3	45.430
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied – other (ML)	NWI W25	32.96
	Total of recycled water supplied (ML)	NWI W26	32.96
Infrastructure	Number of recycled water treatment plants	NWI A7	1
	Number of sewage treatment plants	NWI A4	1
Infrastructure Performance	Number of sewage treatment plants compliant at all times (e.g. 5/6)	NWI E5	1/1
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	42000
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	18720
	Average sewerage interruption (minutes)	NWI C16	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	10 times over 12 months
	Average frequency of planned interruption – non-potable water	WICA#15	52 times over 12 months
	Average frequency of unplanned interruption – sewerage	WICA#16	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Environmental	Percent of sewage volume treated that was compliant (%)	NWI E4	100%
Water Quality	Number of zones where microbiological compliance was achieved (e.g. 23/24)	NWI H2	All zones
	Percent (%) of population where microbiological compliance was achieved	NWI H3	100%
	Number of zones where chemical compliance was achieved (e.g. 23/24)	NWI H4	All zones

B.6 10_010 Sydney Desalination Plant Pty Ltd(Sydney Desalination Plant)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0
	Groundwater (ML)	NWI W2	0
	Desalination (ML)	NWI W3	0
	Recycling (ML)	NWI W4	0
	Bulk Supplier (ML)	NWI W5	0
	Volume of bulk recycled water purchased (ML)	NWI W6	0
	Other (ML)(Please Specify)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	0
Volume of water supplied (uses of water supplied)	Volume of water supplied – other (ML)	NWI W10	0
	Volume of water supplied – on-site (ML)	WICA#2	12.1
	Volume of water supplied for environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#3	12.1

Note: The Sydney Desalination Plant was not operating in 2016-17

B.7 10_012 Veolia Water Solutions and Technologies (Australia) Pty Ltd (Bingara Gorge)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	141.177
	Total volume of sewage collected (ML)	NWI W18	141.177
Volume of water supplied (uses of water supplied)	Volume of water supplied – other (ML)	NWI W10	112.833
	Total volume of water supplied (ML)	WICA#3	0
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied – on-site (ML)	NWI W24	0
	Volume of recycled water supplied – other (ML)	NWI W25	112.833
	Total of recycled water supplied (ML)	NWI W26	112.833
Infrastructure	Length of water mains (km)	NWI A2	18.46
	Length of potable water mains (km)	WICA#4	
	Length of non-potable water mains (km)	WICA#5	18.46
	Length of sewerage mains and channels (km)	NWI A5	23.64
	Number of water treatment plants providing full treatment	NWI A1	
	Number of recycled water treatment plants	NWI A7	1
	Number of sewage treatment plants	NWI A4	1
Infrastructure Performance	Number of water main breaks (per 100km water main)	NWI A8	0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Number of sewage treatment plants compliant at all times (e.g. 5/6)	NWI E5	1/1
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average sewerage interruption (minutes)	NWI C16	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0
	Percent of sewage volume treated that was compliant (%)	NWI E4	100%
	Compliance with environmental regulator – sewerage (yes/no)	NWI E7	Yes
	Percent of bio-solids reused	NWI E8	0
Water Quality	Number of zones where microbiological compliance was achieved (e.g. 23/24)	NWI H2	All zones
	Percent (%) of population where microbiological compliance was achieved	NWI H3	100%
	Number of zones where chemical compliance was achieved (e.g. 23/24)	NWI H4	All zones

B.8 10_014 Pitt Town Water Factory Pty Ltd (Pitt Town)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0
	Groundwater (ML)	NWI W2	0
	Desalination (ML)	NWI W3	0
	Recycling (ML)	NWI W4	0
	Bulk Supplier (ML)	NWI W5	38.7
	Volume of bulk recycled water purchased (ML)	NWI W6	0
	Other (ML)(Please Specify)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	38.7
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	53.6
	Volume of sewage collected - trade waste (ML)	NWI W17	0
	Total volume of sewage collected (ML)	NWI W18	53.6
Volume of water supplied (uses of water supplied)	Volume of water supplied – other (ML)	NWI W10	85.91
	Volume of water supplied – on-site (ML)	WICA#2	85.91
	Volume of water supplied for environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#3	0
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Volume of recycled water supplied – environmental flows (ML)	NWI W23	0
	Volume of recycled water supplied – on-site (ML)	NWI W24	85.91
	Volume of recycled water supplied – other (ML)	NWI W25	0
	Total of recycled water supplied (ML)	NWI W26	85.91
Infrastructure	Length of water mains (km)	NWI A2	12.7
	Length of potable water mains (km)	WICA#4	0
	Length of non-potable water mains (km)	WICA#5	12.7
	Length of sewerage mains and channels (km)	NWI A5	11.3
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	1
Infrastructure Performance	Number of water main breaks (per 100km water main)	NWI A8	0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0
	Average duration of planned interruption – water (minutes)	WICA#6	0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	60
	Average sewerage interruption (minutes)	NWI C16	0
	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of planned interruption –water	WICA#11	0
	Average frequency of unplanned interruption – potable water	WICA#12	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of planned interruption – potable water	WICA#13	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0
	Percent of bio-solids reused	NWI E8	0%

B.9 12_016 Orica Australia Pty Ltd (Orica groundwater scheme)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0
	Groundwater (ML)	NWI W2	1890.8
	Desalination (ML)	NWI W3	0
	Recycling (ML)	NWI W4	0
	Bulk Supplier (ML)	NWI W5	7.1
	Volume of bulk recycled water purchased (ML)	NWI W6	0
	Other (ML)(Please Specify)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	1897.9
Volume of water supplied (uses of water supplied)	Volume of water supplied – other (ML)	NWI W10	1485.2
	Volume of water supplied – on-site (ML)	WICA#2	0
	Volume of water supplied for environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#3	0
Infrastructure	Length of water mains (km)	NWI A2	1
	Length of non-potable water mains (km)	WICA#5	1
	Number of water treatment plants providing full treatment	NWI A1	1
Infrastructure Performance	Number of water main breaks (per 100km water main)	NWI A8	1
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	1

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	479
	Average duration of planned interruption – water (minutes)	WICA#6	30231
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	479
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	30231
	Average frequency of unplanned interruption – water	NWI C17	18
	Average frequency of planned interruption –water	WICA#11	2
	Average frequency of unplanned interruption – non-potable water	WICA#14	18
	Average frequency of planned interruption – non-potable water	WICA#15	2
Water Quality	Number of zones where microbiological compliance was achieved (e.g. 23/24)	NWI H2	1/1
	Percent (%) of population where microbiological compliance was achieved	NWI H3	100%
	Number of zones where chemical compliance was achieved (e.g. 23/24)	NWI H4	1/1

B.10 12_022 Central Park Water Factory Pty Ltd (Central Park)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0
	Groundwater (ML)	NWI W2	0
	Desalination (ML)	NWI W3	0
	Recycling (ML)	NWI W4	0
	Bulk Supplier (ML)	NWI W5	192
	Volume of bulk recycled water purchased (ML)	NWI W6	0
	Other (ML)(Please Specify)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	192
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	158.9
	Volume of sewage collected - trade waste (ML)	NWI W17	0
	Total volume of sewage collected (ML)	NWI W18	158.9
Volume of water supplied (uses of water supplied)	Volume of water supplied – other (ML)	NWI W10	338.3
	Volume of water supplied – on-site (ML)	WICA#2	0
	Volume of water supplied for environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#3	0
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Volume of recycled water supplied – environmental flows (ML)	NWI W23	0
	Volume of recycled water supplied – on-site (ML)	NWI W24	138.95
	Volume of recycled water supplied – other (ML)	NWI W25	0
	Total of recycled water supplied (ML)	NWI W26	138.95
Infrastructure	Length of water mains (km)	NWI A2	4
	Length of potable water mains (km)	WICA#4	1
	Length of non-potable water mains (km)	WICA#5	3
	Length of sewerage mains and channels (km)	NWI A5	3
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	1
Infrastructure Performance	Number of water main breaks (per 100km water main)	NWI A8	0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	120
	Average duration of planned interruption – water (minutes)	WICA#6	0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average sewerage interruption (minutes)	NWI C16	0
	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of planned interruption –water	WICA#11	0
	Average frequency of unplanned interruption – potable water	WICA#12	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of planned interruption – potable water	WICA#13	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0
	Percent of bio-solids reused	NWI E8	0%

B.11 13_023 Aquacell Pty Ltd (Workplace 6)

Nil Return

Licensee no longer operates the scheme at Workplace 6. The request to cancel the licence was with the Minister at the end of the reporting period.

B.12 13_025 Discovery Point Water Factory Pty Ltd (Discovery Point)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0
	Groundwater (ML)	NWI W2	0
	Desalination (ML)	NWI W3	0
	Recycling (ML)	NWI W4	0
	Bulk Supplier (ML)	NWI W5	160
	Volume of bulk recycled water purchased (ML)	NWI W6	0
	Other (ML)(Please Specify)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	160
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	45
	Volume of sewage collected - trade waste (ML)	NWI W17	0
	Total volume of sewage collected (ML)	NWI W18	45
Volume of water supplied (uses of water supplied)	Volume of water supplied – other (ML)	NWI W10	187.4
	Volume of water supplied – on-site (ML)	WICA#2	0
	Volume of water supplied for environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#3	0
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Volume of recycled water supplied – environmental flows (ML)	NWI W23	0
	Volume of recycled water supplied – on-site (ML)	NWI W24	37.5
	Volume of recycled water supplied – other (ML)	NWI W25	0
	Total of recycled water supplied (ML)	NWI W26	37.5
Infrastructure	Length of water mains (km)	NWI A2	4
	Length of potable water mains (km)	WICA#4	1
	Length of non-potable water mains (km)	WICA#5	3
	Length of sewerage mains and channels (km)	NWI A5	3
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	1
Infrastructure Performance	Number of water main breaks (per 100km water main)	NWI A8	0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0
	Average duration of planned interruption – water (minutes)	WICA#6	0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average sewerage interruption (minutes)	NWI C16	0
	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of planned interruption –water	WICA#11	0
	Average frequency of unplanned interruption – potable water	WICA#12	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of planned interruption – potable water	WICA#13	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0
	Percent of bio-solids reused	NWI E8	0%

B.13 14_026 Wyee Water Pty Ltd (Wyee)

Nil Return

Wyee Water Pty Ltd did not engage in any activities authorised under its network operators' licence in 2016-17.

B.14 15_029 Lend Lease Recycled Water (Barangaroo South) Pty Ltd (Barangaroo)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	109.49
	Volume of sewage collected - trade waste (ML)	NWI W17	0.73
	Total volume of sewage collected (ML)	NWI W18	110.22
Infrastructure	Length of sewerage mains and channels (km)	NWI A5	1.023
Infrastructure Performance	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0
Service Interruptions	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0
	Compliance with environmental regulator – sewerage (yes/no)	NWI E7	Yes

B.15 15_030 Huntlee Water Pty Ltd (Huntlee)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0
	Groundwater (ML)	NWI W2	0
	Desalination (ML)	NWI W3	0
	Recycling (ML)	NWI W4	0
	Bulk Supplier (ML)	NWI W5	16.8
	Volume of bulk recycled water purchased (ML)	NWI W6	0
	Other (ML)(Please Specify)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	16.8
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	11.1
	Volume of sewage collected - trade waste (ML)	NWI W17	0
	Total volume of sewage collected (ML)	NWI W18	11.1
Volume of water supplied (uses of water supplied)	Volume of water supplied – other (ML)	NWI W10	14.93
	Volume of water supplied – on-site (ML)	WICA#2	0
	Volume of water supplied for environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#3	0
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Volume of recycled water supplied – environmental flows (ML)	NWI W23	0
	Volume of recycled water supplied – on-site (ML)	NWI W24	0
	Volume of recycled water supplied – other (ML)	NWI W25	0
	Total of recycled water supplied (ML)	NWI W26	0
Infrastructure	Length of water mains (km)	NWI A2	18.5
	Length of potable water mains (km)	WICA#4	9
	Length of non-potable water mains (km)	WICA#5	9.5
	Length of sewerage mains and channels (km)	NWI A5	9.4
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	0
Infrastructure Performance	Number of water main breaks (per 100km water main)	NWI A8	0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	100
	Average duration of planned interruption – water (minutes)	WICA#6	480
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average sewerage interruption (minutes)	NWI C16	0
	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of planned interruption –water	WICA#11	0
	Average frequency of unplanned interruption – potable water	WICA#12	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of planned interruption – potable water	WICA#13	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0
	Percent of bio-solids reused	NWI E8	0%

B.16 15_031 Green Square Water Pty Ltd (Green Square)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0
	Groundwater (ML)	NWI W2	0
	Desalination (ML)	NWI W3	0
	Recycling (ML)	NWI W4	0
	Bulk Supplier (ML)	NWI W5	5.5
	Volume of bulk recycled water purchased (ML)	NWI W6	0
	Other (ML)(Please Specify)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	5.5
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	0
	Volume of sewage collected - trade waste (ML)	NWI W17	0
	Total volume of sewage collected (ML)	NWI W18	0
Volume of water supplied (uses of water supplied)	Volume of water supplied – other (ML)	NWI W10	5.5
	Volume of water supplied – on-site (ML)	WICA#2	0
	Volume of water supplied for environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#3	0
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Volume of recycled water supplied – environmental flows (ML)	NWI W23	0
	Volume of recycled water supplied – on-site (ML)	NWI W24	0
	Volume of recycled water supplied – other (ML)	NWI W25	0
	Total of recycled water supplied (ML)	NWI W26	0
Infrastructure	Length of water mains (km)	NWI A2	1
	Length of potable water mains (km)	WICA#4	0
	Length of non-potable water mains (km)	WICA#5	1
	Length of sewerage mains and channels (km)	NWI A5	0
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	0
Infrastructure Performance	Number of water main breaks (per 100km water main)	NWI A8	0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0
	Average duration of planned interruption – water (minutes)	WICA#6	0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average sewerage interruption (minutes)	NWI C16	0
	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of planned interruption –water	WICA#11	0
	Average frequency of unplanned interruption – potable water	WICA#12	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of planned interruption – potable water	WICA#13	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0
	Percent of bio-solids reused	NWI E8	0%

B.17 15_032 Aquacell Pty Ltd (Kurrajong)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	0.908
	Total volume of sewage collected (ML)	NWI W18	0.908
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied – other (ML)	NWI W25	Nil
Infrastructure	Length of sewerage mains and channels (km)	NWI A5	2
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	0
	Number of sewage treatment plants	NWI A4	1
Infrastructure Performance	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0
	Number of sewage treatment plants compliant at all times (e.g. 5/6)	NWI E5	1/1
Service Interruptions	Average sewerage interruption (minutes)	NWI C16	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0
	Percent of sewage volume treated that was compliant (%)	NWI E4	100%
	Compliance with environmental regulator – sewerage (yes/no)	NWI E7	Yes

^a NWI W16 reading estimated as meter was not read on 1 July 2017

B.18 15_033 Cooranbong Water Pty Ltd (Cooranbong)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0
	Groundwater (ML)	NWI W2	0
	Desalination (ML)	NWI W3	0
	Recycling (ML)	NWI W4	0
	Bulk Supplier (ML)	NWI W5	9.05
	Volume of bulk recycled water purchased (ML)	NWI W6	0
	Other (ML)(Please Specify)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	9.05
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	0
	Volume of sewage collected - trade waste (ML)	NWI W17	0
	Total volume of sewage collected (ML)	NWI W18	0
Volume of water supplied (uses of water supplied)	Volume of water supplied – other (ML)	NWI W10	9.05
	Volume of water supplied – on-site (ML)	WICA#2	0
	Volume of water supplied for environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#3	0
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0
	Volume of recycled water supplied – environmental flows (ML)	NWI W23	0
	Volume of recycled water supplied – on-site (ML)	NWI W24	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Volume of recycled water supplied – other (ML)	NWI W25	0
	Total of recycled water supplied (ML)	NWI W26	0
Infrastructure	Length of water mains (km)	NWI A2	9.5
	Length of potable water mains (km)	WICA#4	4.7
	Length of non-potable water mains (km)	WICA#5	4.8
	Length of sewerage mains and channels (km)	NWI A5	4.8
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	0
Infrastructure Performance	Number of water main breaks (per 100km water main)	NWI A8	0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	1320
	Average duration of planned interruption – water (minutes)	WICA#6	0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average sewerage interruption (minutes)	NWI C16	0
	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of planned interruption –water	WICA#11	0
	Average frequency of unplanned interruption – potable water	WICA#12	0
	Average frequency of planned interruption – potable water	WICA#13	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of planned interruption – non-potable water	WICA#15	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0
	Percent of bio-solids reused	NWI E8	0%

B.19 16_035 Catherine Hill Bay Water Utility Pty Ltd (Catherine Hill Bay)

Nil Return

Catherine Hill Bay Water Utility Pty Ltd did not engage in any activities authorised under its network operators' licence in 2016-17.

B.20 16_037 Flow Systems Operations Pty Ltd(Box Hill North)

Indicator Set		Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced:			
		Surface Water (ML)	NWI W1	0
		Groundwater (ML)	NWI W2	0
		Desalination (ML)	NWI W3	0
		Recycling (ML)	NWI W4	0
		Bulk Supplier (ML)	NWI W5	0
		Volume of bulk recycled water purchased (ML)	NWI W6	0
		Other (ML)(Please Specify)	WICA#1	0
		Total volume of water sourced (ML)	NWI W7	0
Sewage Collected	Volume of sewage collected - residential sewage, non-residential sewage and non-trade waste (ML)			
		Volume of sewage collected - trade waste (ML)	NWI W17	0
		Total volume of sewage collected (ML)	NWI W18	0
Volume of water supplied (uses of water supplied)	Volume of water supplied – other (ML)			
		Volume of water supplied – on-site (ML)	WICA#2	0
		Volume of water supplied for environmental flows (ML)	NWI W13	0
		Volume of bulk water exports (ML)	NWI W14	0
		Total volume of water supplied (ML)	WICA#3	0
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)			
		NWI W15	0	

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Volume of recycled water supplied – environmental flows (ML)	NWI W23	0
	Volume of recycled water supplied – on-site (ML)	NWI W24	0
	Volume of recycled water supplied – other (ML)	NWI W25	0
	Total of recycled water supplied (ML)	NWI W26	0
Infrastructure	Length of water mains (km)	NWI A2	6.7
	Length of potable water mains (km)	WICA#4	0
	Length of non-potable water mains (km)	WICA#5	6.7
	Length of sewerage mains and channels (km)	NWI A5	6.1
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	0
Infrastructure Performance	Number of water main breaks (per 100km water main)	NWI A8	0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0
	Average duration of planned interruption – water (minutes)	WICA#6	0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average sewerage interruption (minutes)	NWI C16	0
	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of planned interruption –water	WICA#11	0
	Average frequency of unplanned interruption – potable water	WICA#12	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of planned interruption – potable water	WICA#13	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0
	Percent of bio-solids reused	NWI E8	0%

B.21 16_038 Suez Water and Treatment Solutions Pty Ltd (Kooragang)

Nil Return

Suez Water and Treatment Solutions Pty Ltd did not engage in any activities authorised under its network operators' licence in 2016-17.

C Annual operating statistics – retail suppliers

Table C.1 shows key statistics for the 10 retail supply licensees.

C.1 Operating statistics for WIC Act retail suppliers in 2016-17

Licence Number	Licensee	Scheme	Number of connections		Number of Customer Complaints ^a
			Water	Sewerage	
09_004R	Aquacell Pty Ltd	1 Bligh Street	2	0	0.00
10_01R	AquaNet Sydney Pty Ltd	Fairfield – Rosehill	10	-	0
10_009R	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Darling Quarter ^b	-	-	-
10_011R	Sydney Desalination Plant Pty Ltd	Sydney Desalination Plant ^c	1	-	-
10_013R	Veolia Water Solutions and Technologies (Australia) Pty Ltd	Bingara Gorge	583	583	0.0052
12_017R	Orica Australia Pty Ltd	Orica groundwater scheme	7	-	0
13_001R	Flow Systems Pty Ltd	Pitt Town, Central Park, Discovery Point, Wyee, Huntlee, Green Square, Cooranbong, Box Hill North	3,493	3,424	0.0020
15_034R	Lend Lease Recycled Water (Barangaroo South) Pty Ltd	Barangaroo South	-	178	0.00
15_036R	Solo Water Pty Ltd	Catherine Hill Bay	-	-	-
16_039R	Suez Water and Treatment Solutions Pty Ltd	Kooragang	-	-	-
Total			4,096	4,185	0.0072

^a Types of complaints include water quality, service, billing and account, other water and sewerage complaints.

^b Veolia Water Solutions and Technologies (Australia) Pty Ltd submitted a nil return for the Darling Quarter scheme in error.

^c The Sydney Desalination Plant was not operating to supply drinking water to customers in 2016-17.

Note: The schemes highlighted in grey indicate where licensees reported a nil return as it did not engage in any retail activities authorised under the WIC Act in 2016-17.

The annual operating statistics provided to us in 2016-17 by licensed retail suppliers are included in the following tables. Operating statistic definitions are available in our retail suppliers' reporting manual.

C.2 09_004R Aquacell Pty Ltd (1 Bligh Street)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non trade waste (ML)	NWI W16	10.07
	Total volume of sewage collected (ML)	NWI W18	10.07
Uses of recycled water	Volume of recycled water supplied – on-site (ML)	NWI W24	3.87
	Volume of recycled water supplied – other (ML)	NWI W25	
	Volume of bulk recycled water exports (ML)	NWI W15	
	Total of recycled water supplied (ML)	NWI W26	3.87
Customers - water	Number of connected residential properties – water supply	NWI C2	0
	Number of connected non-residential properties – water supply	NWI C3	2
	Total number of connected properties – water supply	NWI C4	2
Customers - sewage	Number of connected residential properties - sewerage	NWI C6	0
	Number of connected non-residential properties - sewerage	NWI C7	0
	Number of connected non-residential properties – trade waste	WICA#19	0
	Total number of connected properties - sewerage	NWI C8	0
Small customers	Number of small retail customers in relation to water supply	WICA#20	2
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	0
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0
	Number of sewerage service complaints	NWI C11	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Number of billing and account complaints – water and sewerage	NWI C12	0
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average sewerage interruptions (minutes)	NWI C16	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0

Note: The statistics do not include the Workplace 6 scheme as Aquacell did not operate the scheme during the reporting period.

C.3 10_01R AquaNet Sydney Pty Ltd (Fairfield-Rosehill)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced from a public water utility (ML)	WICA#17	
	Volume of water sourced from Veolia Water Australia (ML)		1954.958
	Volume of water sourced:		
	Recycling (ML)	NWI W4	1954.958
	Other (ML)(Please Specify)	WICA#1	
	Total volume of water sourced (ML)	NWI W7	1954.958
Uses of recycled water	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	42.118
	Volume of bulk recycled water exports (ML)	NWI W15	1922.913
	Total of recycled water supplied (ML)	NWI W26	1965.031
Customers - water	Number of connected residential properties – water supply	NWI C2	0.00
	Number of connected non-residential properties – water supply	NWI C3	10.00
	Total number of connected properties – water supply	NWI C4	10.00
Small customers	Number of small retail customers in relation to water supply	WICA#20	1
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0
	Number of billing and account complaints – water and sewerage	NWI C12	0
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0
	Average duration of planned interruption – water (minutes)	WICA#6	0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of planned interruption –water	WICA#11	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0

C.4 10_009R Veolia Water Solutions and Technologies (Australia) Pty Ltd (Darling Quarter)

Nil Return

VWS&T submitted a nil return in error.

C.5 10_011R Sydney Desalination Plant Pty Ltd (Sydney Desalination Plant)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced from a public water utility (ML)	WICA#17	0
	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0
	Groundwater (ML)	NWI W2	0
	Desalination (ML)	NWI W3	0
	Recycling (ML)	NWI W4	0
	Other (ML)(Please Specify)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	0
Uses of Water supplied	Volume of water supplied - residential (ML)	NWI W8	0.00
	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	12.10
	Volume of water supplied – other (ML)	NWI W10	0.00
	Volume of water supplied for environmental flows (ML)	NWI W13	0.00
	Volume of bulk water exports (ML)	NWI W14	0.00
	Total volume of water supplied (ML)	WICA#18	12.10
Customers - water	Number of connected non-residential properties – water supply	NWI C3	1
	Total number of connected properties – water supply	NWI C4	1
Small customers	Number of small retail customers in relation to water supply	WICA#20	0.00

C.6 10_013R Veolia Water Solutions and Technologies (Australia) Pty Ltd (Bingara Gorge)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced from a public water utility (ML)	WICA#17	40.848
	Volume of water sourced:		
	Total volume of water sourced (ML)	NWI W7	40.848
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non trade waste (ML)	NWI W16	141.177
	Total volume of sewage collected (ML)	NWI W18	141.770
Uses of Water supplied	Volume of water supplied - residential (ML)	NWI W8	40.848
	Total volume of water supplied (ML)	WICA#18	40.848
Uses of recycled water	Volume of recycled water supplied - residential (ML)	NWI W20	0.00
	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	0.00
	Volume of recycled water supplied – on-site (ML)	NWI W24	0.00
	Volume of recycled water supplied – other (ML)	NWI W25	112.833
	Total of recycled water supplied (ML)	NWI W26	112.833
Customers - water	Number of connected residential properties – water supply	NWI C2	578
	Number of connected non-residential properties – water supply	NWI C3	5
	Total number of connected properties – water supply	NWI C4	583
Customers - sewage	Number of connected residential properties - sewerage	NWI C6	578
	Number of connected non-residential properties - sewerage	NWI C7	5
	Number of connected non-residential properties – trade waste	WICA#19	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Total number of connected properties - sewerage	NWI C8	583
Small customers	Number of small retail customers in relation to water supply	WICA#20	1
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	1
Complaints	Number of water quality complaints	NWI C9	0.00
	Number of water service complaints	NWI C10	0.0017
	Number of sewerage service complaints	NWI C11	0.00
	Number of billing and account complaints – water and sewerage	NWI C12	0.0035
	Number of other complaints – water and sewerage	WICA#22	0.00
	Total water and sewerage complaints	NWI C13	0.0052
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0.00
	Number of customers to which disconnections applied	WICA#23	0.00
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0.00
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.00
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.00
	Average sewerage interruptions (minutes)	NWI C16	0.00
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.00
	Average frequency of planned interruption – non-potable water	WICA#15	0.00
	Average frequency of unplanned interruption – sewerage	WICA#16	0.00

C.7 12_017R Orica Australia Pty Lt (Orica groundwater scheme)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced from a public water utility (ML)	WICA#17	0.00
	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0.00
	Groundwater (ML)	NWI W2	1890.80
	Desalination (ML)	NWI W3	0.00
	Recycling (ML)	NWI W4	0.00
	Other (ML)(Please Specify)	WICA#1	7.10
	Total volume of water sourced (ML)	NWI W7	1897.90
Uses of Water supplied	Volume of water supplied - residential (ML)	NWI W8	0.00
	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	1485.20
	Volume of water supplied – other (ML)	NWI W10	0.00
	Volume of water supplied for environmental flows (ML)	NWI W13	0.00
	Volume of bulk water exports (ML)	NWI W14	0.00
	Total volume of water supplied (ML)	WICA#18	1485.20
Customers - water	Number of connected residential properties – water supply	NWI C2	0
	Number of connected non-residential properties – water supply	NWI C3	7
	Total number of connected properties – water supply	NWI C4	7
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Number of billing and account complaints – water and sewerage	NWI C12	0
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	479.00
	Average duration of planned interruption – water (minutes)	WICA#6	30231.00
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	479.00
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	30231.00
	Average frequency of unplanned interruption – water	NWI C17	18.00
	Average frequency of planned interruption –water	WICA#11	2.00
	Average frequency of unplanned interruption – non-potable water	WICA#14	18.00
	Average frequency of planned interruption – non-potable water	WICA#15	2.00

C.8 13_001R Flow Systems Pty Ltd (Pitt Town, Central Park, Discovery Point, Wyee, Huntlee, Green Square, Cooranbong, and Box Hill North)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced from a public water utility (ML)	WICA#17	422.10
	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0.00
	Groundwater (ML)	NWI W2	0.00
	Desalination (ML)	NWI W3	0.00
	Recycling (ML)	NWI W4	0.00
	Other (ML)(Please Specify)	WICA#1	0.00
	Total volume of water sourced (ML)	NWI W7	422.10
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non trade waste (ML)	NWI W16	268.60
	Volume of sewage collected - trade waste (ML)	NWI W17	0.00
	Total volume of sewage collected (ML)	NWI W18	268.60
Uses of Water supplied	Volume of water supplied - residential (ML)	NWI W8	388.70
	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	253.40
	Volume of water supplied – other (ML)	NWI W10	0.00
	Volume of water supplied for environmental flows (ML)	NWI W13	0.00
	Volume of bulk water exports (ML)	NWI W14	0.00
	Total volume of water supplied (ML)	WICA#18	642.00
Uses of recycled water	Volume of recycled water supplied - residential (ML)	NWI W20	185.23
	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	158.60
	Volume of recycled water supplied - agriculture (ML)	NWI W22	0.00

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Volume of recycled water supplied – environmental flows (ML)	NWI W23	0.00
	Volume of recycled water supplied – on-site (ML)	NWI W24	0.00
	Volume of recycled water supplied – other (ML)	NWI W25	0.00
	Volume of bulk recycled water exports (ML)	NWI W15	0.00
	Total of recycled water supplied (ML)	NWI W26	267.30
Customers - water	Number of connected residential properties – water supply	NWI C2	3450.00
	Number of connected non-residential properties – water supply	NWI C3	43.00
	Total number of connected properties – water supply	NWI C4	3493.00
Customers - sewage	Number of connected residential properties - sewerage	NWI C6	3383.00
	Number of connected non-residential properties - sewerage	NWI C7	41.00
	Number of connected non-residential properties – trade waste	WICA#19	19.00
	Total number of connected properties - sewerage	NWI C8	3424.00
Small customers	Number of small retail customers in relation to water supply	WICA#20	3493.00
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	3424.00
Complaints	Number of water quality complaints	NWI C9	0.003
	Number of water service complaints	NWI C10	0.003
	Number of sewerage service complaints	NWI C11	0.000
	Number of billing and account complaints – water and sewerage	NWI C12	0.0012
	Number of other complaints – water and sewerage	WICA#22	0.0006
	Total water and sewerage complaints	NWI C13	0.0020
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0.00
	Number of customers to which disconnections applied	WICA#23	0.00
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0.00

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	5.90
	Average duration of planned interruption – water (minutes)	WICA#6	6.50
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	5.90
	Average duration of planned interruption – potable water (minutes)	WICA#8	3.04
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.00
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.14
	Average sewerage interruptions (minutes)	NWI C16	0.00
	Average frequency of unplanned interruption – water	NWI C17	0.01
	Average frequency of planned interruption –water	WICA#11	0.00
	Average frequency of unplanned interruption – potable water	WICA#12	0.01
	Average frequency of planned interruption – potable water	WICA#13	0.01
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.00
	Average frequency of planned interruption – non-potable water	WICA#15	0.00
	Average frequency of unplanned interruption – sewerage	WICA#16	0.00

C.9 15_034R Lend Lease Recycled Water (Barangaroo South) Pty Ltd (Barangaroo South)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non trade waste (ML)	NWI W16	109.49
	Volume of sewage collected - trade waste (ML)	NWI W17	0.73
	Total volume of sewage collected (ML)	NWI W18	110.22
Customers - sewage	Number of connected residential properties - sewerage	NWI C6	159.00
	Number of connected non-residential properties - sewerage	NWI C7	10.00
	Number of connected non-residential properties – trade waste	WICA#19	9.00
	Total number of connected properties - sewerage	NWI C8	178.00
Small customers	Number of small retail customers in relation to the provision of sewerage services	WICA#21	159.00
Complaints	Number of sewerage service complaints	NWI C11	0.00
	Number of billing and account complaints – water and sewerage	NWI C12	0.00
	Number of other complaints – water and sewerage	WICA#22	0.00
	Total water and sewerage complaints	NWI C13	0.00
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0.00
	Number of customers to which disconnections applied	WICA#23	0.00
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0.00
Service Interruptions	Average sewerage interruptions (minutes)	NWI C16	0.00

C.10 15_036R Solo Water Pty Ltd (Catherine Hill Bay)

Nil Return

Solo Water Pty Ltd did not engage in any activities authorised under its network operators' licence in 2016-17.

C.11 16_039R Suez Water and Treatment Solutions Pty Ltd (Kooragang)

Nil Return

Suez Water and Treatment Solutions Pty Ltd did not engage in any activities authorised under its network operators' licence in 2016-17.

Glossary

Aquacell	Aquacell Pty Ltd
Catherine Hill Bay	Catherine Hill Bay Water Utilities Pty Ltd
Central Park	Central Park Water Factory Pty Ltd
Flow Systems	Flow Systems Pty Ltd
IPART	Independent Pricing and Regulatory Tribunal of NSW
Kooragang	Kooragang Industrial Water scheme
Minister	Minister for Energy and Utilities
Panel	Technical Services and Water Licensing Audit Panel
SGSPRN	SGSP-Rosehill Network Pty Ltd
VWS&T	Veolia Water Solutions and Technologies (Australia) Pty Ltd
WIC Act	<i>Water Industry Competition Act 2006 (NSW)</i>
WIC Regulation	<i>Water Industry Competition (General) Regulation 2008 (NSW)</i>