

Appendix 5.1.7A. Preliminary Retail Supply
Management Plan (Table of Contents Only)





Retail Supply
Management Plan
and Provider
Systems September
2016



Contents

Glossary of Terms.....	3
Executive Summary.....	3
1. Introduction	4
<i>Background</i>	4
<i>Licence</i>	4
2. ESRI.....	5
<i>Knowledge of ESRI</i>	7
<i>Action Plan</i>	8
3. Enterprise Asset Management System (EAMS)	8
<i>Types of Systems</i>	9
<i>Integration with ESRI</i>	10
<i>Issues</i>	10
4. Customer Management System (CMS)/Customer Relationship Management (CRM)	11
<i>Types of Systems</i>	11
5. Billing.....	12
<i>Types of Systems</i>	12
<i>Action Plan</i>	12
6. Moving Forward	12
7. Conclusion.....	12

Appendix 5.1.7B. Preliminary Retail Audit Procedures
(Table of Contents Only)





Appendix 5.1.7(b)

Northern Water Solution Pty Ltd

Pre: Commercial Operation Stage Audit Plans

For Network Operations & Retail Supply

September 2016



Table of Contents

1 Objectives.....	1
1.1 Audit Method	1
1.1.1 Audit Scope	1
1.1.2 Audit Standard	1
1.1.3 Audit Steps	2
2 Network Operators Licence	3
2.1 Infrastructure Operating Plan (IOP) Audit.....	3
2.2 Water Quality Plan (WQP) Audit	5
2.3 Sewage Management Plan (SMP) Audit.....	7
3 Retail Supplier Licence	9
3.1 Retail Supplier Management Plan (RSMP) Audit.....	9
4 Audit Grades	10
5 Reporting.....	11
6 Audit Structure.....	12
6.1 Audits before the Licensee Starts Commercial Operation	12
6.2 Audits once the Licensee has Commenced Commercial Operation (of a Scheme).....	12

Appendices

Appendix A Infrastructure Operating Plan (IOP) Audit.....	1
Appendix B Drinking Water Quality Plan (WQP dw) Audit.....	2
Appendix C Recycled Water Quality Plan (WQP rw) Audit	3
Appendix D Sewerage Management Plan (SMP) Audit.....	4
Appendix E Retail Supply Management Plant (RSMP) Audit	5

Appendix 5.2.6B. Complaint Software (Table of Contents Only)



Appendix 5.2.6(b)

Northern Water Solution Pty Ltd

Customer Complaints Procedures

September 2016



Table of Contents

1	Introduction	1
1.1	Purpose	1
1.2	Scope	1
2	Definitions	2
2.1	Complaint	2
2.2	Customer	2
2.3	Customer Management System (CMS)	2
2.4	EWON	2
2.5	Response	2
2.6	Wastewater Discontinuity	3
2.7	Wastewater Overflow	3
2.8	Water Discontinuity	3
2.9	Water Quality	3
2.10	Water Pressure Standard	3
3	Methods of Contact	4
3.1	Telephone	4
3.2	Face to face contact	4
3.3	Correspondence	4
3.4	Referral from third parties	4
3.5	Solo Water Contact numbers	4
4	Key Areas of Contact	5
4.1	Customer Contact Centre (General Calls)	5
4.2	Customer Contact Centre (Fault Calls)	5
4.3	Operational Staff	6
4.4	Other Field Staff	6
4.5	Operations and Asset Management	6
4.6	Other Referrals	7
4.7	Managing Director Complaints	8
4.8	Insurance claims	8
4.9	Allegations of fraud, corruption, mismanagement and serious water	8
5	Business Continuity	9
5.1	Contingency Plan	9
6	Work Instructions	10
6.1	Complaints Management Process Overview	10
6.2	Procedure for handling complaints relating to leaks and Faults	2
6.3	Compliance Reporting Procedure	4
6.4	Reporting	4
7	Skills of Customer Service Representative	5
7.1	How to deal with an “unreasonable” complainant	5
7.2	Skill of complaint handlers	5