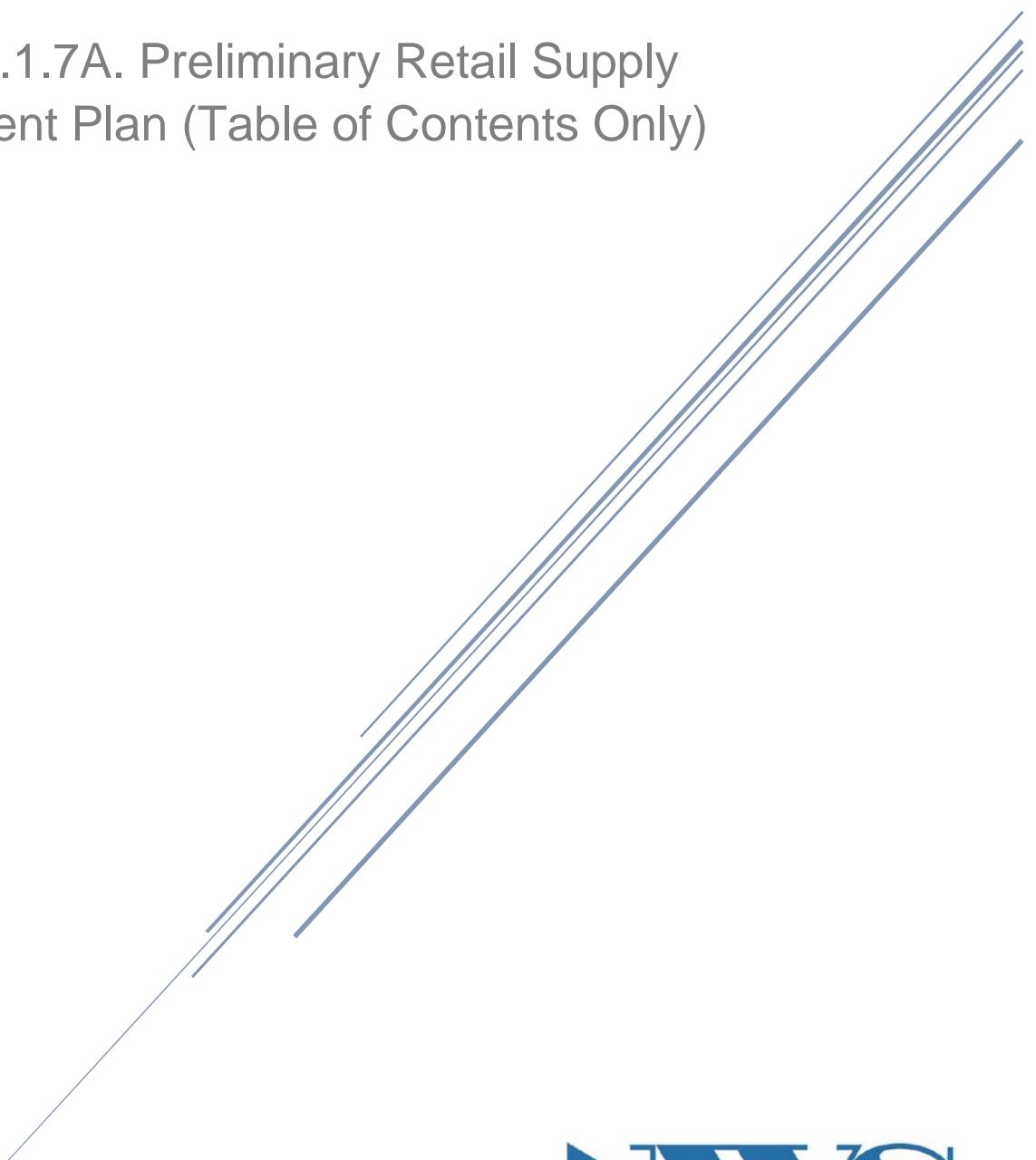


Appendix 5.1.7A. Preliminary Retail Supply Management Plan (Table of Contents Only)



NWS



Retail Supply Management Plan and Provider Systems September 2016



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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



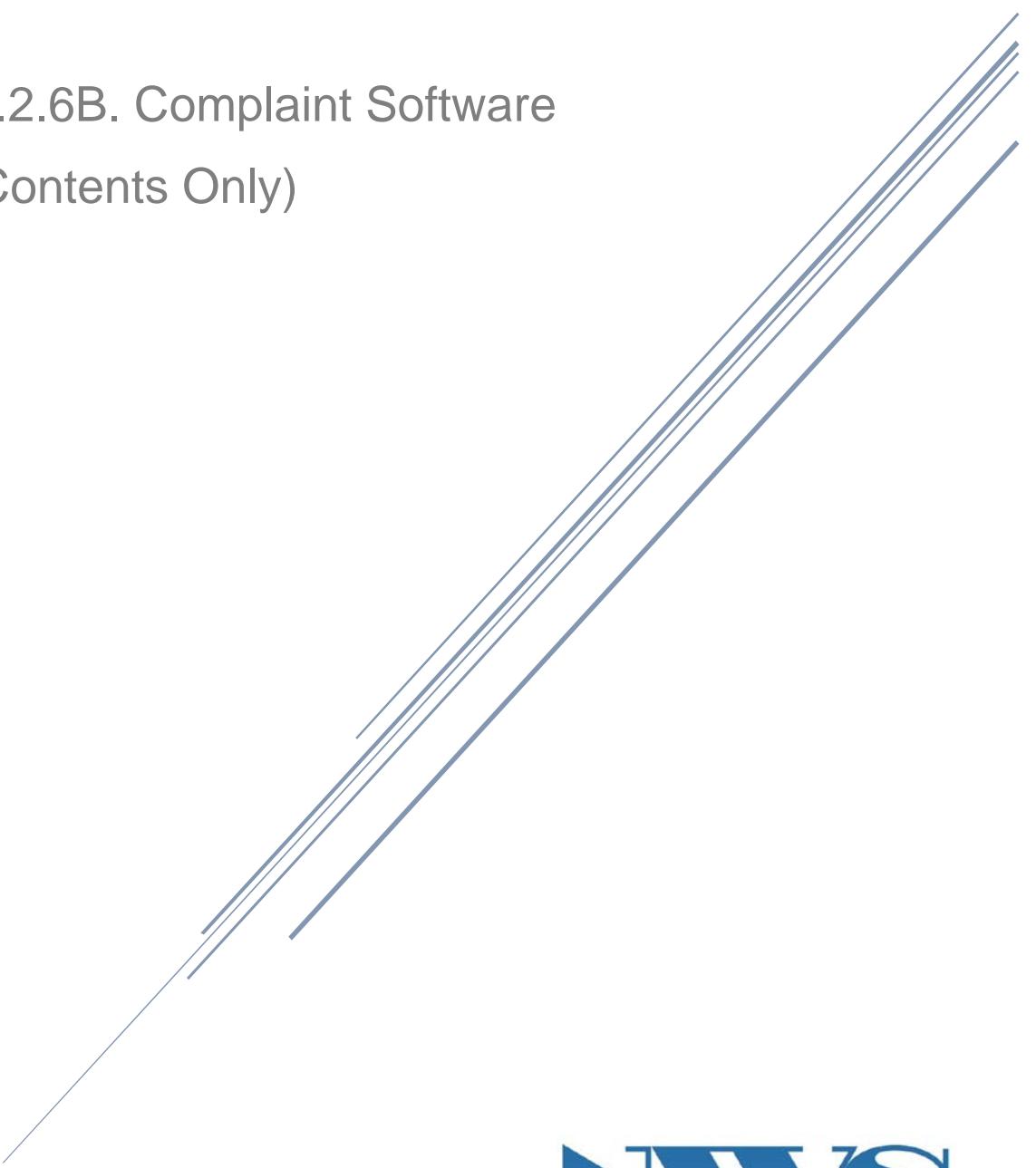
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Appendix 5.2.6B. Complaint Software (Table of Contents Only)



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Appendix 5.2.6(b)

Northern Water Solution Pty Ltd

Customer Complaints Procedures

September 2016



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