

ASHBOURNE NETWORK OPERATOR APPLICATION

ATTACHMENT

A.4. TRUE WATER - REFERENCES

Contents

1. Wagner Corporation – Wellcamp Airport and Business Park (QLD)
2. Australian Defence Staff – Igam Barracks (Lae, Papua New Guinea)
3. Glencore Coal Assets Australia – Rolleston Mine (QLD)
4. Glencore Coal Assets Australia – Ulan Mine (NSW)
5. Australian Department of Defence – Aboriginal Community Assistance Program (NSW)
6. Retail Fuel Developments – Brighton Service Station (TAS)
7. Scott PDI – Chinderah Service Station (NSW)
8. Hinchinbrook Shire Council – Forrest Beach (QLD)



WAGNER CORPORATION



1 Airport Drive, 1511 Toowoomba Cecil Plains Road,
Wellcamp, QLD, Australia, 4350
PO Box 2005, Toowoomba, QLD, Australia, 4350
Ph: +61 7 4614 3200 | www.wellcamp.com.au
ABN 42 623 195 335

To Whom It May Concern,

Wagner's is a large family company based in Toowoomba, Australia. We needed the world's most reliable, high quality sewage solution for the Brisbane West Wellcamp Airport and Wellcamp Business Park. The Wellcamp Airport and Business Park offer world class infrastructure and facilities and have a focus on the highest environmental performance possible.

True Water Australia was chosen after discussions with each of the leading providers in Australia. We made this decision as True Water displayed many of the traits that made Wagner's successful, namely innovation, attention to detail, focus on quality, dedication and customer service.

Wagner's is extremely happy with the quality and performance of True Water Australia's works and the Kubota STP.

Regards,

Denis Wagner
Director, Wagner Corporation

AUSTRALIAN DEFENCE STAFF – PAPUA NEW GUINEA



Australian Government
Department of Defence
Intelligence, Security and International Policy

Australian Defence Staff
Australian High Commission
Locked Bag 129
WAIGANI NCD
PAPUA NEW GUINEA
Telephone: (675) 325 9333
Facsimile: (675) 325 9068

To Whom It May Concern

Truewater Australia in 2016 supplied, installed and commissioned a municipal type Kubota Sewage Treatment Plant in Igam Barracks Lae, Papua New Guinea (PNG). Truewater currently successfully manages the systems maintenance and sustainment.

Truewater Australia is a trusted and proven service provider to the Defence Cooperation Program PNG. They have held contracts with the DCP PNG for the past four years as a result of high performance. Observed Truewater attributes are as follows:

- They are capable and able to operate in remote areas abroad unsupervised
- They are trusted and hold international accredited STP certification
- They employ a vast amount of highly trained and technical personal
- They have demonstrated the ability to harvest indigenous entities to partner in their deliverables. (Nation Building)
- They are sensitive to diverse cultural environments abroad
- Their provision of goods and services are at the highest standard, meeting equipment and user life cycle needs.
- They produce comprehensive and accurate reporting
- Their customer service, response time, quality of maintenance services and professionalism is excellent.

Truewater have been selected in accordance with the Australian Commonwealth Procurement Rules (CPR) under a Micro Works Contract international. Their results from the CPR objectives presents very good value for money. Truewater are classified as a Tier 1 service provider for the ADF in PNG. Tier 1 Service providers, produce goods and or services at or above relevant AS/NZ standards. They honor guarantees and have proven to deliver fit for purpose work on time and to budget.

The quality and performance of the current treatment plant is exceptional. Truewater treatment capability and system designs are ideal for high security locations with extreme climatic conditions. The system has operated well under duress for over 4 years, during which time operating conditions have exceeded design parameters.

A handwritten signature in black ink, appearing to read 'Matthew Tritton'.

Matthew Tritton
Warrant Officer Class Two
Works Supervisor
Australian Defence Staff
Papua New Guinea

07 May 20

Mob: +675 72016884
Email: wofac.ads@outlook.com



GLENCORE COAL ASSETS AUSTRALIA

To Whom It May Concern,

We've recently contracted True Water Australia to design, construct (through Kubota), supply and oversee both the installation and commissioning of a new Sewage Treatment Plant at Rolleston Coal for our 1000 man accommodation village in 2018.

During the tender process we found TWA's technical knowledge, proven working STP systems elsewhere, and compliance to government regulations to be far superior to the other tenderers, through consistency in results, testing and reporting data they supplied during that process. Their teams subject matter experts in all aspects from pricing, design and contract management have been extremely professional and smooth sailing to date with all milestones met and delivered without issue or incident.

We also installed a smaller unit 6 months ago at our MIA (Mine Industrial Area) which is performing well, meeting our EA requirements on site, and has reduced our ongoing maintenance outputs and costs.

Regards,

Jim Bernstein

*Accommodation Superintendent
Rolleston Open Cut – A Glencore Managed Company*

*Telephone: +61 749 889 169
Mobile: +61 0400 260 829*

*Email: james.bernstein@glencore.com.au
www.glencore.com.au*

GLENCORE

GLENCORE COAL ASSETS AUSTRALIA

To Whom It May Concern

In 2020 True Water designed, supplied, installed and commissioned a Kubota Sewage Treatment Plant for Glencore Coal Assets' Ulan Surface Operations in Ulan NSW. The previous system had come to the end of its operational life and True Water delivered a system that provides a higher level of treatment, meeting the environmental standards and ensuring long-term compliance.

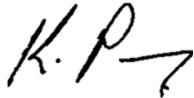
True Water worked closely with Project Management to achieve beneficial project outcomes throughout the project life cycle. Observed True Water attributes are as follows:

- They demonstrate a detailed knowledge of wastewater treatment and regulatory parameters
- Their provision of goods and services are at the highest standard, meeting equipment and user life cycle needs
- Their customer service, response time, quality of maintenance services and professionalism is excellent

True Water were awarded the contract after a thorough tender assessment process. The tender assessment included contacting project referees such as United Wambo Joint Venture (Glencore) and Rolleston Mine (Glencore). The True Water tender submission presented value for money, while supplying high quality technology and project outcomes.

Since delivering the new treatment system, True Water have continued to provide valuable support and advice in the day-to-day management of the infrastructure. From scheduled maintenance of the STP, water sampling and lab testing / analysis, to 24hr support and ongoing education of onsite staff.

Yours Sincerely



Kevin Parry
Engineering Project Manager
Ulan Open Cut - A Glencore managed company

AUSTRALIAN DEPARTMENT OF DEFENCE



Australian Government
Department of Defence

To Whom It Concerns

The Army's 6th Engineer Support Regiment recently conducted a construction project as part of the Army Aboriginal Community Assistance Programme (AACAP 2017). The project focused on delivery of health and living conditions of the isolated indigenous community at Toomelah NSW, while facilitating an opportunity for Army construction agencies to train.

Truewater Australia was engaged to provide the temporary waste treatment provisions for the Construction Camp (Camp Birt) of up to 200 soldiers. Truewater worked closely with Army personnel to install the infrastructure including grease arrestors, waste pipes, pump stations, pressure pipework, through to the discharge treatment area.

Additionally, Truewater was instrumental in providing the final treated waste termination point within the Construction Camp. They supported the installation from council approvals, through to the initial commissioning and subsequent decommissioning. Throughout the project Truewater's dedication and customer service was outstanding. They diligently supported the requirements of the Army, in their ongoing maintenance and dependable, reactive and programmed service regime.

Truewater's innovation, attention to detail, focus on quality, dedication and customer service are above reproach. I am extremely happy with the quality and professionalism displayed by the company and its employees.

A handwritten signature in blue ink, appearing to read 'B. Matthews'.

Brett Matthews
Warrant Officer Class Two
Supervisor of Engineering Services

6th Engineer Support Regiment
Department of Defence
RAAF Amberley QLD 4306
0406 238 732
brett.matthews@defence.gov.au

06 December 2017

RETAIL FUEL DEVELOPMENTS



Suite 11.02, 205 Pacific Hwy
St Leonards NSW 2065
Ph:0413941 595

To Whom It May Concern

Re: Highway Service Centre 40 Brighton Road, Brighton Tasmania

We are the Development Managers for the Highway Service Centre located at 40 Brighton Road, Brighton, Tasmania.

True Water recently provided a fit for purpose wastewater treatment system for the Highway Service Centre in Brighton, Tasmania. They were involved in every stage of the infrastructure delivery, from liaising with regulators to facilitate the approval, to designing and installing the complete wastewater treatment management system for the project.

This wastewater management system is the first of its kind to be installed in Tasmania. We appreciate the effort and industry knowledge that True Water's consultancy team utilised to have the system approved by the Tasmanian government regulators. Being a first of its kind in Tasmania the approval process was not easy. True Water's Design went through a number of peer reviews resulting in a successful approval.

The challenges of delivery of this unique project under the limitations of the COVID pandemic meant communication was essential. True Water worked with us every step of the way to make sure the manufacture and installation of the system proceeded with minimal interference to the other onsite contractors.

True Water has provided valuable ongoing support since the installation of the system to ensure the Kubota STP's are treating the high-level commercial waste to the required levels. We look forward to working with them to maintain compliance and keep the infrastructure working at its best for many years to come.

We are looking forward to working again with True Water on future projects.

Yours Faithfully,

Steve McLeod
Retail Fuel Developments Pty Ltd

Retail Fuel Developments Pty Ltd ABN 78 493 099 285

CHINDERAH SERVICE STATION



Commercial Asset Management Services Pty Ltd
ABN 88 009 967 275
Email mail@camspl.com
Telephone +61 7 5537 8544
Facsimile +61 7 5537 9522
Address P.O. Box 520 Runaway Bay
Queensland 4216 Australia

To whom it may concern,

Scott PDI engaged True Water Australia to provide the new sewage treatment system for our Service Centre on the Pacific Highway south of the Gold Coast.

True Water stepped in to help engineers and environmental consultants with design challenges and played a key role in securing council approval. They undertook works in close coordination with Hutchinson's Builders to deliver the project on budget and on time.

At every stage the dealings with True Water have been professional. Their focus on achieving the best outcome for the project has given the service centre a system that can manage the challenges presented by fast food outlets, allows for increased usage in the future and has proven reliable during even the heaviest holiday usage.

Since opening the Service Centre, True Water have provided a range of services which have helped in the general operation of the site. From maintenance of the STP, lab testing and analysis of water, ongoing advice and education to commercial tenants and 24hour support, True Water have addressed every need.

At each stage, True Water have exceeded expectations and standards. Their involvement has provided ScottPDI with confidence that our treatment plant will operate to a high level well into the future.

Yours sincerely



Bernadette Hook
Property Manager



HINCHINBROOK SHIRE COUNCIL



Your Ref: Reference
Our Ref: PM:HG

15 February 2022

Mr Dale James
True Water Australia
PO Box 351
MACLEAN NSW 2463

To Whom It May Concern

True Water Australia - Reference

Hinchinbrook Shire Council recently completed an infrastructure project to deliver a sewage treatment solution for the Forrest Beach Caravan Park. The project formed part of the redevelopment of the Forrest Beach foreshore area using funding secured through the Works for Queensland (W4Q) program.

Following an extensive tender process, True Water were contracted to design, manufacture and install a complete wastewater treatment system for the project. The Kubota sewage treatment system featured in the True Water submission offered a good solution for the site. True Water refined the tender design to improve the financial, operational, and environmental outcomes.

We have found the True Water team to be extremely experienced and knowledgeable in all areas of wastewater. Throughout the consultancy and design phase, their clear communication and approach to working with regulators was critical in obtaining swift ERA63 approval from the QLD Department of Environment and Science.

During project delivery True Water worked closely with Council staff and contractors to ensure all project requirements were achieved. Installation of the system was quick and trouble free, with onsite works being completed within a 2-week period.

True Water have continued to provide valuable support and advice since the installation of the system. I have no hesitation in recommending True Water to anyone seeking a reliable, professional, and dedicated wastewater solutions company

Yours sincerely

James Stewart
Director Infrastructure and Utility Services



25 Lannercost Street
INGHAM QLD 4850



PO Box 366 INGHAM QLD 4850
ABN 46 291 971 168



4776 4600
4776 3233



council@hinchinbrook.qld.gov.au
HinchinbrookShireCouncil

