



Network Operator's Licence
Water Industry Competition Act 2006

Licensee: ALTOGETHER OPERATIONS
PTY LTD

ACN: 603 106 305

Licence #: 16_037

This licence was issued to Flow Systems Operations Pty Ltd in 2016.
Flow Systems Operations Pty Ltd was renamed Altogether Operations
Pty Ltd in 2021.

References in the licence to Flow Systems Operations Pty Ltd should
be read as references to Altogether Operations Pty Ltd.

Issued by: The Minister administering the *Water
Industry Competition Act 2006*

Issued on: 12 May 2016

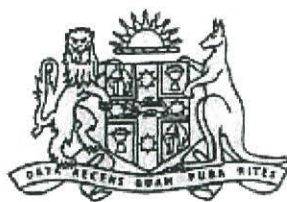


**NEW SOUTH WALES
GOVERNMENT**

*WATER INDUSTRY COMPETITION ACT 2006
(NSW)*

NETWORK OPERATOR'S LICENCE
Licence no. 16_037

Flow Systems Operations Pty Ltd
(ACN 603 106 305)



New South Wales

Water Industry Competition Act 2006

Section 10(5)

Notice of Decision - Application for a Network Operator's licence by Flow Systems Operations Pty Ltd

I, the Hon. Niall Blair MLC, Minister for Lands and Water, have considered the advice and recommendations made by the Independent Pricing and Regulatory Tribunal (**IPART**) in its report to me on the application for a network operator's licence under the *Water Industry Competition Act 2006* (**Act**) from Flow Systems Operations Pty Ltd (ACN 603 106 305) (**Applicant**). I attach a copy of IPART's report (**Attachment A**).

Based on my consideration of IPART's report and additional advice from the Department of Primary Industries:

- (a) I am satisfied that the Applicant is not a disqualified corporation for the purposes of section 10(3)(a) of the Act;
- (b) I am satisfied that the Applicant is not a corporation that is a related entity (within the meaning of the *Corporations Act 2001* (Cth)) of a disqualified corporation that would have a direct or indirect interest in, or influence on, the carrying out of the activities that the licence authorises, for the purposes of section 10(3)(b) of the Act;
- (c) I am satisfied as to each of the criteria set out in section 10(4) of the Act; and
- (d) I have had regard to the licensing principles set out in section 7 of the Act in determining whether or not to grant the licence and what conditions should be imposed on any such licence granted.

For the reasons set out above, I have determined to grant a network operator's licence to the Applicant, subject to the conditions in licence number 16_037, the Act and the *Water Industry Competition (General) Regulation 2008*. I attach a copy of the licence (**Attachment B**).

This is notice of my reasons and decision for the purposes of section 10(5) of the Act.

The Hon. Niall Blair, MLC
Minister for Lands and Water

Dated this 12th day of May 2016

LICENCE SCOPE

ACTIVITIES AUTHORISED UNDER THE LICENCE AND AREA OF OPERATIONS

S1 Activities authorised - non-potable water

S1.1 This Licence authorises the Licensee and any authorised persons specified in Table 1.1 to construct, maintain and operate the water industry infrastructure which is specified in Table 1.2, and is substantially consistent with water industry infrastructure described in the Water Centre REF or the Systems REF, as applicable:

- a) for one or more of the authorised purposes specified in Table 1.3; and
- b) within the applicable area of operations specified in Table 1.4, subject to the conditions imposed by or under the Act, the Regulation and Schedules A and B of this Licence.

Table 1.1 Authorised persons

Flow Systems Pty Ltd (ACN 136 272 298)

Table 1.2 Water industry infrastructure

- 1) A treatment plant for non-potable water and other water infrastructure used, or to be used, in connection with the treatment plant, where components of the treatment plant or other water infrastructure may also be used for one or more of the following:
 - a) production of non-potable water;
 - b) treatment of non-potable water;
 - c) filtration of non-potable water;
 - d) storage of non-potable water; and
 - e) conveyance of non-potable water.
 - 2) A reticulation network for non-potable water and other water infrastructure used, or to be used, in connection with the reticulation network, where components of the reticulation network or other water infrastructure may also be used for one or more of the following:
 - a) storage of non-potable water;
 - b) conveyance of non-potable water; and
 - c) treatment of non-potable water.
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Table 1.3 Authorised purposes

Toilet flushing, clothes washing, water features, irrigation and dust suppression.

Table 1.4 Area of operations

- 1) For the water industry infrastructure described in Table 1.2(1), the south-eastern corner of Lot 10 of DP 593517 on Red Gables Road, Box Hill North, identified as proposed Lot 1 on the map at Attachment A to this Licence.
- 2) For the water industry infrastructure described in Table 1.2(2), the land situated under the following folio identifiers:

Lot	DP
421	1183810
422	1183810
423	1183810
424	1183810
425	1183810
1	253552
2	253552
3	253552
4	253552
15	255616
16	255616
17	255616
18	255616
21	255616
22	255616
23	255616
24	255616
25	255616
26	255616
27	255616
28	255616
29	255616
30	255616
31	255616
40	255616
41	255616
43	255616
44	255616
45	255616
46	255616
47	255616
10	593517
9	593517
1	207750
1	11126
2	11126
3	11126
4A & 4B	135304
5	658286
1	564211
1	567785
1	782360
101	1208879
102	1208879
7	39157

S2 Activities authorised – drinking water

[Not applicable]

Table 2.1 Authorised persons

[Not applicable]

Table 2.2 Water industry infrastructure

[Not applicable]

Table 2.3 Authorised purposes

[Not applicable]

Table 2.4 Area of operations

[Not applicable]

S3 Activities authorised – sewerage services

S3.1 This Licence authorises the Licensee and any authorised persons specified in Table 3.1 to construct, maintain and operate the water industry infrastructure which is specified in Table 3.2, and is substantially consistent with water industry infrastructure described in the Water Centre REF or the Systems REF, as applicable:

- a) for one or more of the authorised purposes specified in Table 3.3; and
- b) within the applicable area of operations specified in Table 3.4, subject to the conditions imposed by or under the Act, the Regulation and Schedules A and B of this Licence.

Table 3.1 Authorised persons

Flow Systems Pty Ltd (ACN 136 272 298)

Table 3.2 Water industry infrastructure

- 1) A treatment plant for sewage and other sewerage infrastructure used, or to be used, in connection with the treatment plant, where components of the treatment plant or other sewerage infrastructure may also be used for one or more of the following:
 - a) production of treated non-potable water from sewage;
 - b) treatment of sewage;
 - c) filtration of sewage;
 - d) storage of sewage; and
 - e) conveyance of sewage.
- 2) A reticulation network for sewage and other sewerage infrastructure used, or to be used, in connection with the reticulation network, where components of the reticulation network or other water infrastructure may also be used for one or more of the following:
 - a) storage of sewage; and
 - b) conveyance of sewage.

Table 3.3 Authorised purposes

Sewage collection, sewage transport, sewage treatment, sludge/waste disposal.

Table 3.4 Area of operations

- 1) For the water industry infrastructure described in Table 3.2(1), the south-eastern corner of Lot 10 of DP 593517 on Red Gables Road, Box Hill North, identified as proposed Lot 1 on the map at Attachment A to this Licence.
- 2) For the water industry infrastructure described in Table 3.2(2), the land situated under the following folio identifiers:

Lot	DP
421	1183810
422	1183810
423	1183810
424	1183810
425	1183810
1	253552
2	253552
3	253552
4	253552
15	255616
16	255616
17	255616
18	255616
21	255616
22	255616
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28	255616
29	255616
30	255616
31	255616
40	255616
41	255616
43	255616
44	255616
45	255616
46	255616
47	255616
10	593517
9	593517
1	207750
1	11126
2	11126
3	11126
4A & 4B	135304
5	658286
1	564211
1	567785
1	782360
101	1208879

102	1208879
7	39157

SCHEDULE A – SPECIAL MINISTERIALLY-IMPOSED LICENCE CONDITIONS FOR FLOW SYSTEMS OPERATIONS PTY LTD'S NETWORK OPERATOR'S LICENCE

This schedule sets out the conditions which the Minister imposes pursuant to section 13(1)(b) of the Act. In addition to these special Ministerially-imposed conditions, the Licensee is subject to obligations imposed by the Act, the Regulation and the standard Ministerially-imposed licence conditions set out in Schedule B. The Minister may vary the conditions in this schedule or impose new conditions, provided there is no inconsistency with the conditions imposed by the Act or the Regulation.

- A1 If a party to an Agreement proposes to:
- terminate the Agreement;
 - novate the Agreement;
 - assign or transfer any of its rights or obligations under such an Agreement to any other person; or
 - alter the Agreement in any way that materially reduces the Licensee's technical, financial or organisational capacity to carry out the activities authorised by this Licence,

the Licensee must provide IPART with written notice as soon as practicable, but no later than 3 months, before the time when the proposed action is to occur. The written notice must include details of how the service provided under the Agreement will be provided subsequent to the proposed termination, novation, assignment, transfer or alteration.

- A2 Where the Licensee carries out any activities under clause S1 or clause S3, the Licensee must implement environmental mitigation measures substantially consistent with the environmental risk mitigation measures identified in the Water Centre REF and the Systems REF.

- A3 The Licensee must not commence, or authorise the commencement of, construction of any water industry infrastructure which is described in:

- clause S1 and Table 1.2(1); or
- clause S3 and Table 3.2(1)

(Relevant Recycling Infrastructure),

until after the Licensee has:

- provided a Construction Environmental Management Plan (**CEMP**), and IPART has provided written approval of the CEMP to the Licensee; and
- provided a report on the Licensee's proposed strategy for managing sludge and/or sludge cake to be produced by the infrastructure specified in clause S3.1 and Table 3.2(1), and the Minister has provided written approval of the report.

The report must:

- be prepared by a suitably qualified person
- identify and analyse reasonably available disposal/reuse options, including Appropriate Facilities
- recommend a preferred approach that will deliver the most efficient outcome having regard to financial and economic considerations

- A4 In addition to any requirements imposed by or under the Act or the Regulation, the Licensee must not commence commercial operation of, or authorise commercial operation of, the Relevant Recycling Infrastructure until the Licensee has provided:
- a) a report addressing how the environmental mitigation measures identified in the CEMP have been implemented during the design and construction of the Relevant Recycling Infrastructure (**Report**); and
 - b) an Operational Environmental Management Plan (**OEMP**),
- to IPART, and IPART has provided written approval of the Report and the OEMP to the Licensee.
- A5 The Licensee must operate and maintain the Relevant Recycling Infrastructure consistently with the OEMP.
- A6 If the Licensee proposes to vary its environmental mitigation measures referred to in clause A2, it must first notify IPART in accordance with the Reporting Manual. The Licensee must not vary its environmental mitigation measures without the prior written approval of IPART.
- A7 The infrastructure specified in clause S1 and S3 is not to be used for the treatment, filtration, storage or conveyance of stormwater.
- A8 The Licensee must not commence construction of the infrastructure specified in clause S1.1 and Table 1.2(1) in excess of capacity of 3,300 equivalent tenements, until after the Licensee has provided a report on the Licensee's proposed strategy for managing excess recycled water to be produced by the infrastructure specified in clause S1.1 and Table 1.2(1), and the Minister has provided written approval of the report. The report must:
- be prepared by a suitably qualified person
 - identify and analyse reasonably available disposal/reuse options, including Appropriate Facilities
 - recommend a preferred approach that will deliver the most efficient outcome having regard to financial and economic considerations

SCHEDULE B - STANDARD MINISTERIALLY-IMPOSED LICENCE CONDITIONS FOR ALL LICENSED NETWORK OPERATORS UNDER THE ACT

This schedule sets out the standard conditions which the Minister imposes on the Licensee and all other licensed network operators pursuant to section 13(1)(b) of the Act. In addition to these standard Ministerially-imposed conditions, the Licensee is subject to obligations imposed by the Act, the Regulation and the special Ministerially-imposed licence conditions set out in Schedule A. The Minister may vary the conditions in this schedule or impose new conditions, provided there is no inconsistency with the conditions imposed on the Licensee by the Act or the Regulation.

B1 Ongoing capacity to operate

B1.1 The Licensee must have the technical, financial and organisational capacity to carry out the activities authorised by this Licence. If the Licensee ceases to have this capacity, it must report this to IPART immediately in accordance with the Reporting Manual.

B2 Obtaining appropriate insurance

B2.1 Before commencing to commercially operate the Specified Water Industry Infrastructure under this Licence, the Licensee must:

- a) obtain insurance that is appropriate for the size and nature of the activities authorised under this Licence;
- b) provide a copy of each certificate of currency of the insurance obtained to IPART; and
- c) demonstrate that the insurance obtained is appropriate for the size and nature of the activities authorised under this Licence by providing a report to IPART from an Insurance Expert that:
 - i) certifies that in the Insurance Expert's opinion, the type and level of the insurance obtained by the Licensee is appropriate for the size and nature of the activities authorised under the Licence; and
 - ii) is in the form prescribed by the Reporting Manual.

B2.2 *[Not applicable]*

B3 Maintaining appropriate insurance

B3.1 The Licensee must maintain insurance that is appropriate for the size and nature of the activities authorised under this Licence.

B3.2 The Licensee must provide a copy of each certificate of currency of the insurance maintained by the Licensee to IPART in accordance with the Reporting Manual.

B3.3 If there is, or is to be, a change in:

- a) the insurer or underwriting panel in respect of an insurance policy held by the Licensee; or
 - b) the type, scope or limit on the amount of insurance held by the Licensee,
- in relation to the activities authorised under this Licence, the Licensee must provide a report to IPART in accordance with the Reporting Manual.

B3.4 From time to time when requested in writing by IPART, the Licensee must provide a report to IPART, in the manner, form and time specified by IPART, from an Insurance Expert certifying that in the Insurance Expert's opinion the type, scope or limit on the

amount of the insurance held by the Licensee is appropriate for the size and nature of the activities authorised under this Licence.

[Note: The circumstances in which IPART may request a report under clause B3.4 include (but are not limited to) the following:

- *where IPART has reason to believe that there may be a change in the type, scope or limit on the amount of insurance held by the Licensee in relation to activities authorised under this Licence;*
- *where there is a change in the type or extent of activities authorised under this Licence; or*
- *where IPART or an approved auditor has reason to believe that the type, scope or limit on the amount of insurance held by the Licensee may not be appropriate for the size and nature of the activities authorised under this Licence.]*

B3.5 The Licensee must maintain professional indemnity insurance during the Design Phase and for a minimum period of 6 years from the date of the completion of the Design Phase.

B4 Complying with NSW Health requirements

B4.1 The Licensee must carry out the activities authorised by this Licence in compliance with any requirements of NSW Health that:

- a) IPART has agreed to; and
- b) are notified from time to time to the Licensee by IPART in writing.

B5 Complying with Audit Guidelines from IPART

B5.1 The Licensee must comply with any Audit Guidelines issued by IPART.

B6 Reporting in accordance with the Reporting Manual

B6.1 The Licensee must prepare and submit reports in accordance with the Reporting Manual.

B7 Reporting information in relation to the Register of Licences

B7.1 Within 14 days of any change in relation to the following, the Licensee must notify IPART, and provide IPART with details, of the change in accordance with the Reporting Manual:

- a) any source from which the water handled by the Specified Water Industry Infrastructure is derived;
- b) the Authorised Purposes of the water handled by the Specified Water Industry Infrastructure;
- c) the identity of each licensed retail supplier or public water utility that has access to the infrastructure services provided by the Specified Water Industry Infrastructure for the purpose of supplying water to its customers;
- d) any other water infrastructure to which the Specified Water Industry Infrastructure is connected;
- e) the identity of each licensed retail supplier or public water utility that has access to infrastructure services provided by the Specified Water Industry Infrastructure for the purpose of providing sewerage services to its customers;

- f) any other sewerage infrastructure to which the Specified Water Industry Infrastructure is connected;
- g) the arrangements for the disposal of waste from the Specified Water Industry Infrastructure.

B8 Monitoring

- B8.1 The Licensee must undertake any monitoring that is required for the purposes of this Licence, any Plan, the Act or the Regulation in accordance with this clause B8.
- B8.2 The Licensee must keep the following records of any samples taken for monitoring purposes specified in the Water Quality Plan:
- a) the date on which the sample was taken;
 - b) the time at which the sample was collected;
 - c) the point or location at which the sample was taken; and
 - d) the chain of custody of the sample (if applicable).
- B8.3 The Licensee must ensure that analyses of all samples taken for the purposes of Verification Monitoring are carried out by a laboratory accredited for the specified tests by an independent body that is acceptable to NSW Health, such as the National Association of Testing Authorities or an equivalent body.

B9 Provision of copy of Plan

- B9.1 Whenever the Licensee makes a significant amendment to a Plan, the Licensee must provide a copy of the amended Plan to IPART at the same time that it provides a copy to the approved auditor engaged to prepare a report as to the adequacy of the amended Plan, as required under the Regulation.

B10 Delineating responsibilities – interconnections

- B10.1 If a code of conduct has not been established under clause 25 of the Regulation, the Licensee must (by a date specified by IPART) establish a code of conduct (**Licensee's Code of Conduct**) in accordance with this clause B10.
- B10.2 The Licensee's Code of Conduct must set out the respective responsibilities of:
- a) the Licensee; and
 - b) each licensed network operator, licensed retail supplier and/or public water utility that:
 - (i) supplies water or provides sewerage services by means of; or
 - (ii) constructs, maintains or operates,any water industry infrastructure that is connected to the Specified Water Industry Infrastructure,
- by, at a minimum, providing for:
- A. who is responsible for repairing, replacing or maintaining any pipes, pumps, valves, storages or other infrastructure connecting the Specified Water Industry Infrastructure to the other water industry infrastructure;
 - B. who is responsible for water quality;
 - C. who is liable in the event of the unavailability of water;
 - D. who is liable in the event of failure of the Specified Water Industry Infrastructure;

- E. the fees and charges payable in respect of the use of the Specified Water Industry Infrastructure; and
- F. who is responsible for handling customer complaints.

B10.3 Before the Licensee brings the Specified Water Industry Infrastructure into commercial operation or by a later date specified by IPART (if any), the Licensee's Code of Conduct must be agreed in writing between the Licensee and the other licensed network operators, licensed retail suppliers and/or public water utilities referred to in clause B10.2.

B10.4 [Not applicable]

B10.5 The Licensee must not contravene the Licensee's Code of Conduct to the extent that it makes the Licensee responsible or liable for the matters set out in it.

B11 Notification of changes to end-use

B11.1 If the Licensee proposes to operate the Specified Water Industry Infrastructure to supply water for an end-use which is not set out in the most recent Water Quality Plan provided to IPART, the Licensee must notify IPART in writing at least 3 months before commencing such operation.

B12 Notification of changes to Authorised Person

B12.1 If an Authorised Person ceases, proposes to cease, or receives notification to cease providing any of the services relating to the activities authorised by this Licence, the Licensee must provide IPART with written notice as soon as practicable but no later than 28 days before the date of cessation of the services. The written notice must include details of how the services previously undertaken by the Authorised Person will continue to be undertaken.

B13 Notification of commercial operation

B13.1 This clause B13 applies each time the Licensee has brought any of the Specified Water Industry Infrastructure into commercial operation.

B13.2 The Licensee must:

- a) notify IPART in accordance with the Reporting Manual that it has brought the relevant Specified Water Industry Infrastructure into commercial operation; and
- b) provide such notification within 10 days after it has brought the relevant Specified Water Industry Infrastructure into commercial operation.

INTERPRETATION AND DEFINITIONS

1. Interpretation

- 1.1 In this Licence, unless the context requires otherwise:
- a) the singular includes the plural and vice versa;
 - b) headings are used for convenience only and do not affect the interpretation of this Licence;
 - c) a reference to a document includes the document as modified from time to time and any document replacing it;
 - d) a reference to a person includes a natural person and any body or entity whether incorporated or not;
 - e) a reference to a clause is to a clause in this Licence;
 - f) a reference to a schedule is to a schedule to this Licence;
 - g) a reference to a law or statute includes regulations, rules, codes and other instruments under it, and consolidations, amendments, re-enactments or replacements of them; and
 - h) explanatory notes do not form part of this Licence, but in the case of uncertainty may be relied on for interpretation purposes.

2. Definitions

- 2.1 Expressions used in this Licence that are defined in the Act or the Regulation have the meanings set out in the Act or the Regulation.

- 2.2 In this Licence:

Act	means the <i>Water Industry Competition Act 2006</i> (NSW).
Agreement	means any agreement or deed provided to IPART in connection with the Licensee's application for this Licence.
Appropriate Facilities	means (as applicable): <ul style="list-style-type: none">- a facility or facilities with the capacity to accept sludge and/or sludge cake produced by the Water Industry Infrastructure specified in clause S3.1 and Table 3.2(1)- a facility or facilities with the capacity to accept excess recycled water produced by the Water Industry Infrastructure specified in clause S1.1 and Table 1.2(1)
Audit Guidelines	means the document entitled "Audit Guideline – Water Industry Competition Act 2006" which is prepared by IPART and is available on IPART's website at www.ipart.nsw.gov.au , and any other guidelines issued by IPART in relation to audits under the Act.
Authorised Person	means the authorised persons specified in, as applicable: <ul style="list-style-type: none">a) clause S1, Table 1.1;b) clause S2, Table 2.1; andc) clause S3, Table 3.1.
Authorised Purposes	means the authorised purposes specified in, as applicable: <ul style="list-style-type: none">a) clause S1, Table 1.3;b) clause S2, Table 2.3; andc) clause S3, Table 3.3.

Construction Environmental Management Plan (CEMP)	means a site or project specific plan which, in relation to construction works: a) complies with the basic structure detailed in the "Guideline for the Preparation of Environmental Management Plans", Department of Infrastructure, Planning and Natural Resources (2004); and b) identifies the environmental risks associated with the licensed activities and the mitigation measures to be implemented.
Design Phase	means the period during which any design works are carried out in relation to the water industry infrastructure that the Licensee is authorised to construct, maintain and operate under this Licence.
Insurance Expert	means an insurance broker which holds an Australian financial services licence under Part 7.6 of the <i>Corporations Act 2001</i> (Cth) that authorises the broker to provide financial product advice for, and deal in, contracts of insurance within the meaning of Chapter 7 of that Act.
IPART	means the Independent Pricing and Regulatory Tribunal of New South Wales established under the <i>Independent Pricing and Regulatory Tribunal Act 1992</i> (NSW).
Licence	means this network operator's licence granted under section 10 of the Act.
Licensee	means Flow Systems Operations Pty Ltd (ACN 603 106 305).
Licensee's Code of Conduct	has the meaning given in Schedule B, clause B10.1.
Minister	means the Minister responsible for Part 2 of the Act.
NSW Health	means the Water Unit of NSW Ministry of Health and any of the local health districts as defined by the NSW Ministry of Health.
Operational Environmental Management Plan (OEMP)	means a site or project specific plan which, in relation to the operational phase: a) complies with the basic structure detailed in the "Guideline for the Preparation of Environmental Management Plans", Department of Infrastructure, Planning and Natural Resources (2004); and b) identifies the environmental risks associated with the licensed activities and the mitigation measures to be implemented.
Plan	means any infrastructure operating plan, water quality plan or sewage management plan that the Licensee is required to prepare under the Regulation.
Regulation	means the <i>Water Industry Competition (General) Regulation 2008</i> (NSW).

Relevant Recycling Infrastructure	has the meaning given in Schedule A, clause A3.
Report	has the meaning given in Schedule A, clause A4(a).
Reporting Manual	means the document entitled "Network Operator's Reporting Manual" which is prepared by IPART and is available on IPART's website at www.ipart.nsw.gov.au .
Specified Water Industry Infrastructure	means the water industry infrastructure specified in, as applicable: <ul style="list-style-type: none"> a) clause S1, Table 1.2; b) clause S2, Table 2.2; and c) clause S3, Table 3.2.
Systems REF	means the "Review of Environmental Factors for the Proposed Sewage, Recycled Water Reticulation Systems, Box Hill North Precinct New South Wales" (RPS Australia East Pty Ltd, Version 7, March 2016).
Verification Monitoring	means verification monitoring as described in the document entitled "Australian Drinking Water Guidelines" or the document entitled "Australian Guidelines for Water Recycling", as the case may be.
Water Centre REF	means the "Review of Environmental Factors for the Proposed Local Water Centre, Box Hill North Precinct New South Wales" (RPS Australia East Pty Ltd, Version 4, March 2016).
Water Quality Plan	means the water quality plan that the Licensee is required to prepare under the Regulation.

Attachment A

Drawing No	Revision	Date
997603/DA71	E	28 October 2015