

WIC Act licence application

August 2021

About this document

Use this form to apply for a network operator's licence and/or a retail supplier's licence under the *Water Industry Competition Act 2006* (WIC Act). You must attach all supporting documentation as indicated in this form.

Please read the **WIC Act Licence Application Guide** document before you begin to fill in the application form. If you need further help in preparing your application, visit the IPART website, or email wica@ipart.nsw.gov.au or phone (02) 9290 8412.

Meaning of icons in this form



Indicates an instruction for completing this form.



Indicates a document or supporting evidence to be provided with the application.



Important information to assist you with completing the application.




Indicates the legislative instrument or administrative reason/s for the question.

How to complete this application form

1. Provide a response to all required questions.
2. Where an attachment is required, provide the complete file name for the attachment in the file name field in this form (include in the file name the number of the question to which the file relates and the document extension). If included as part of a larger document, please specify the relevant pages in that document in this form.
3. This form will become a public document. Confidential or commercially sensitive information should be provided as attachments and clearly labelled as 'Confidential' in the file name.
4. Review the completed application form and supporting documentation to ensure that they are concise, complete, relevant and accurate.


About the application

1. Name and location of the proposed scheme

 Provide the details as specified in the table.


Name of applicant corporation	Altogether Group Pty Ltd (formerly called Flow Systems Pty Ltd)
Scheme name	Huntlee
Local government area(s) where the proposed scheme is located.	Cessnock City and Singleton LGA


2. Are you applying for a new licence or a variation to an existing licence?

 Check the box that is applicable. You can only check one box.

<input type="checkbox"/>	New licence	Go to Question 3
<input checked="" type="checkbox"/>	Variation to an existing licence	Go to Question 5

3. What type of new licences and services are you applying for?

 A retail supplier's licence authorises the licensee to supply water or provide sewerage services by means of water industry infrastructure. A network operator's licence authorises the licensee to construct, maintain and operate water industry infrastructure.

 Check the boxes that are applicable.

Retail supplier's licence

<input type="checkbox"/>	Supply non-potable water
<input type="checkbox"/>	Supply drinking water
<input type="checkbox"/>	Sewerage service

Network operator's licence

<input type="checkbox"/>	Non-potable water infrastructure
<input type="checkbox"/>	Drinking water infrastructure
<input type="checkbox"/>	Sewerage infrastructure

4. What type of properties are you proposing to service?



We use property type and number estimates to understand the scheme you are proposing when assessing the application. The information provided here may be indicative only. The type and number of properties will not be restricted by a licence.

A property means any single real property proposed to be connected to the system and a charge for the service is levied on the owner of the real property. For example, residential properties include single dwellings and each apartment in a high-rise residential complex. Shopping centres with separate connections for each shop are to be counted as one commercial property.



Indicate what type of customers you expect to service by checking the applicable boxes for each licence type (retail, network or both). Provide an estimate of the number of properties for each customer type.

Retail Supplier's Licence

<input type="checkbox"/>	Non-potable services to small retail customers (i.e. less than 15ML/year/customer)	No. of properties:
<input type="checkbox"/>	Non-potable services to customers other than small retail customers	No. of properties:
<input type="checkbox"/>	Drinking water services to small retail customers (i.e. less than 15ML/year/customer)	No. of properties:
<input type="checkbox"/>	Drinking water services to customers other than small retail customers	No. of properties:
<input type="checkbox"/>	Sewerage services to small retail customers (i.e. less than 10.5 ML/year/customer)	No. of properties:
<input type="checkbox"/>	Sewerage services to customers other than small retail customers	No. of properties:


Network Operator's Licence

<input type="checkbox"/>	Residential properties	No. of properties:
<input type="checkbox"/>	Commercial properties	No. of properties:
<input type="checkbox"/>	Industrial properties	No. of properties:
<input type="checkbox"/>	Other customer type	Specify customer type and no. of properties:



Go to **Question 8**.

5. Which licence requires a variation and for which activities?



Check the boxes that are applicable. Provide the licence number of the licence that requires the variation.

Retail supplier's licence

☒

Non-potable water activities authorised

Go to **Question 6**

☒

Drinking water activities authorised

Go to **Question 6**

☒

Sewerage services activities authorised

Go to **Question 6**

Network operator's licence

☐

Non-potable water activities authorised

Go to **Question 7**

☐

Drinking water activities authorised

Go to **Question 7**

☐

Sewerage services activities authorised

Go to **Question 7**

Licence no.: 13_001R

Licence no.:

6. What are the proposed licence scope variations in your retail supplier's licence?



A proposed variation to the activities authorised in the licence is a 'licence scope variation'.



Check the boxes that are applicable to your proposed variations.

Activities authorised	Authorised persons	Persons or classes of persons	Area of operations	Authorised purposes	Others
Non-potable water	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drinking water	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sewerage services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>




Describe the proposed change to each of the variations that you have identified above. Add more rows if required.


Type of change	Activity currently authorised	Activity currently in operation	Activity proposed to be varied
<i>E.g. area of operations for non-potable water service</i>	<i>E.g. area specified in Table 1.4 of the licence</i>	<i>E.g. all of the area as specified in Table 1.4 of the licence</i>	<i>E.g. expansion of the area of operations to service an additional 100 lots to the west of the area of operations</i>
Persons or classes of persons within varied area of operations	Altogether Group Pty Ltd (Altogether) has approval to supply potable water, non-potable water and sewerage services to persons within the area of operations detailed at Tables C.2, Table C.1 and Table C3 of RSL 13_001R.	Altogether Group Pty Ltd (Altogether) currently supply potable water, non-potable water and sewerage services to end users customers within all developed area of operations detailed at Tables C.2, Table C.1 and Table C3 of RSL 13_001R.	Altogether Group Pty Ltd seeks variation in its RSL13_001R to extend the provision of drinking water, recycled water and sewerage services to end user customers in the area of operations proposed in the second variation of NOL 15_030 (NOLV2) – Huntlee Scheme application. This application also seeks approval for supply of drinking water to end-users customers located at Lot 351.
Area of Operations for drinking water supply, recycled water supply and sewerage services	Altogether Group Pty Ltd (Altogether) has approval to supply potable water, non-potable water and sewerage services at all areas specified in the, respective Tables C.2, Table C.1 and Table C3 of RSL 13_001R.	Altogether Group Pty Ltd (Altogether) supply potable water, non-potable water and sewerage services at all developed areas specified in the, respective Tables C.2, Table C.1 and Table C3 of RSL 13_001R.	Altogether Group Pty Ltd seeks variation in its RSL13_001R to extend the provision of drinking water, recycled water and sewerage services to end user customers in the area proposed in the second variation of NOL 15_030 – Huntlee Scheme. This application also seeks approval to include area of Lot 351 to allow supply of drinking water to end-users' customers located at this area. The proposed additional area for the service of drinking water, recycled water and sewerage applied for in this application presented at the Appendix 27.

Additional end uses of non-potable water	<ul style="list-style-type: none">• Toilet flushing• Clothes washing• Irrigation• Car washing• Dust suppression	All of the authorised end uses	Include additional end uses: <ul style="list-style-type: none">•General wash down (for residential and industrial use on hard surfaces)•Street cleaning•Process water at recycled water treatment plant (process water would not be provided to or retailed to any end user customers).•Ornamental water features - this is limited to water features that do not encourage physical interaction with the water feature (i.e. splash parks and interactive fountains are classified as swimming pools under the <i>Public Health Act NSW</i> and cannot be connected to recycled water).
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7. What are the proposed licence scope variations in your network operator’s licence?




A proposed variation to the activities authorised in the licence is a 'licence scope variation'.



Check the boxes that are applicable to your proposed variations.

Activities authorised	Authorised persons	Infrastructure and purposes	Area of operations	Authorised purposes	Others
Non-potable water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drinking water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sewerage services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>




Describe the proposed change to each of the variations that you have identified above. Add more rows if required.


Type of change	Activity currently authorised	Activity currently in operation	Activity proposed to be varied
<i>E.g. end uses of non-potable water</i>	<i>E.g. toilet flushing and washing machines</i>	<i>E.g. all of the authorised end uses</i>	<i>E.g. include additional end use for ornamental water features</i>

About the applicant


Questions for all applicants

 All applicants must provide answers to **Questions 8 to 16**.

8. Which corporation is applying for a licence?




Under section 8(1) of the WIC Act, an application for a licence can only be made by, or on behalf of, a corporation.



Provide information about the applicant corporation.


Corporation name	Altogether Group Pty Ltd (Altogether)
ABN (not required if providing ACN)	28 136 272 298
ACN (not required if providing ABN)	136 272 298
Address of registered office	Level 1, 73 Miller Street, North Sydney, NSW 2060
Address of principal place of business	As above

9. Who are your contacts for this application?




Provide details of your primary and secondary contacts.

Contact	Primary contact	Secondary contact
Full name	Ned Campbell	Darren Wharton
Job title	Network Engineering Manager	Executive Manager, Sustainable Utility Services
Contact number		
Email address		




We may have questions regarding the financial information you provide to support your application.




Provide contact details for an authorised representative to clarify financial information provided in the application (e.g. accountant, Financial Controller, CFO or external Auditor),

Contact	Authorised representative
Full name	Yvonne van Wijk
Job title/ Relationship with applicant	External auditor
Firm name (if applicable)	Deloitte
Contact number	
Email address	
If required, may we contact this authorised representative to clarify any information provided?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

10. Is the applicant or its related entities a disqualified corporation?

- 


We will use the information to check the status of **each Director and person concerned in the management of** the applicant corporation, and related entities that would have a direct or indirect interest in, or influence on, the carrying out of the activities that the licence would authorise if granted during the application assessment.

If the applicant or related entities (in some circumstances) are disqualified corporations then do not proceed with this application before contacting us to discuss. Refer to the [WIC Act Licence Application Guide](#) for more information on disqualified corporations, the definition of a related entity, the definition of "person concerned in the management of" and applications under the WIC Act.
- 

Provide the following information specified in the table. Include information for the applicant corporation and any related entity of the applicant corporation that would have a direct or indirect interest in, or influence on, the carrying out of the activities that the licence would authorise if granted. Add more rows if required.

Company name	ABN/ ACN	Name and position title
Applicant corporation name	Confidential version only	Name: Position title: <i>e.g. Director, CFO or COO</i>
Applicant corporation name		Name: Position title:
Relevant related entity's name		Name: Position title:
Relevant related entity's name		Name: Position title:
Attachment		

11. What is the level of expertise of senior personnel in your corporation?

- 

We use this information to establish the applicant's level of organisational capacity. One aspect of organisational capacity can be demonstrated through the level of experience and abilities of senior personnel in the corporation who will be responsible to manage the licensed activities. This question asks for evidence of expertise of senior personnel in managing a corporation or working within the water or any other industry.

Examples of senior personnel may include Executive Directors, CEO, CFO, COO or Senior Managers.


Expertise might include relevant local and international experience, competence or qualifications in the water industry or other industries.




Attach the following information:

Details of senior personnel	See attached document
Resumes/CVs/ experience and role descriptions	Appendix 11(a) Position Descriptions

12. How is your corporation organised?

- 

We use this information to support the applicant's claim of organisational capacity.
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Attach the following information:

Organisation chart outlining corporate structure	Confidential Only
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13. How is your corporate ownership structured?



The corporate group ownership information must identify any related entities that would have a direct or indirect interest in, or influence on, the carrying out of the activities that the licence would authorise if granted. The term 'related entity' is defined in the Corporations Act 2001 (Cth).



Describe the ownership structure of the applicant corporation, listing related entities and entities that have an ownership interest in the applicant corporation.

Describe the ownership structure of the applicant corporation

See attached document



Provide a corporate group chart that outlines the relationship between the applicant corporation and its ultimate holding company, including the names of any intermediate holding companies and other related entities.



Attach the following information:

Corporate Group chart

Appendix 13(a) Altogether Group Ownership Structure
Appendix 13(b) Change of Name Certificate Altogether Group

14. Third party activities



We use this information to assess organisational capacity.



For **network operator and retail licence applications**, provide details of all third parties who will undertake activities for which the applicant corporation is seeking a licence, (e.g. construction or operation of the reticulation network, management of the billing system), Insert more lines if required.

Corporation name

Altogether Solutions Pty Ltd

ABN/ ARBN/ ACN

51 130 008 196

Corporation's registered office address

Level 1, 73 Miller Street, North Sydney, NSW 2060

Provide a detailed description of the activities that the third party, named above, will undertake on the applicant corporation's behalf

- Altogether Solutions Pty Ltd

Altogether Solutions Pty Ltd is a wholly owned subsidiary of Altogether Group. Altogether Solutions provides customer service, billing and collections activities on behalf of Altogether Group.

- Altogether Huntlee Pty Ltd (AH)

Altogether Group Pty Ltd (**Altogether**) has established Altogether Huntlee Pty Ltd (**AH**). Network Operator's Licence number 15_030 (Existing NOL) under the Water Industry Competition Act 2006 (WICA). The original licence was granted to AH on the 3rd March 2015 to provide drinking water services to the Huntlee development precinct Stage 1 Development Area (the Development). The licence was varied (NOLV1) to include recycled water and sewerage services on 27th August 2015. A variation application (NOLV2 Application) has been submitted to IPART which seeks a second variation to the NOL to expand the area of operations to include the high level storage tanks for drinking and recycled water located at part of Lot 471 DP 1201681 of Huntlee Stage 1 development, also to seek expansion of NOL area of operations boundaries to include area of lots according to the most recently Huntlee Stage 1 project development approval (MP10_0137). Altogether will rely on AH to ensure access to services delivered through AH to provide sewerage, drinking water and recycled water services to end user customers.

15. What insurance arrangements have been made?



It is a requirement for licensees to have appropriate insurance. See the [WIC Act Licence Application Guide](#) before answering this question.

Describe the types of insurance the applicant corporation has or intends to obtain for the activities to be licensed (including the level of cover (amount) the applicant corporation has or intends to have) for the:

- Construction phase
- Operations phase.

Provide a summary of itemised inclusions and exclusions for each type of insurance the applicant corporation holds.

Confidential version only

Explain why the type and level of cover provided or proposed by the applicant corporation's insurer is sufficient and appropriate for the size and nature of the applicant corporation's proposed activities across all phases of the scheme.

Is the applicant corporation a subsidiary of another corporation and covered by the parent corporation's insurance policies?

Yes.



Attach the following information:

Letter or report from insurance broker or expert (required)

Certificates of currency for all existing insurance policies (if applicable)

Policy schedules and wording for all existing or proposed policies (if applicable)

Parent company's insurance (include certificates of currency, relevant policy schedules, policy wording demonstrating that the subsidiary will be covered by the parent company's policies (if applicable))

16. Does the applicant corporation have financial capacity?



It is a requirement that the applicant has, and will continue to have, the financial capacity to carry out the activities that the licence (if granted) would authorise.



See the Financial Capacity section of the [WIC Act Licence Application Guide](#) for further detail before attaching a response to this section.



Attach the following information:

Follow the Financial Capacity section of the WIC Act Licence Application Guide and attach a response that supports the applicant's claim of continuing financial capacity.

Confidential version only


The following questions are for applicants for a retail supplier's licence



Skip to **Question 23** and continue if you are applying for a **network operator's licence only**. Provide answers to **Questions 17 to 22 and 26** in this section if you are applying for a **retail supplier's licence**.

In order to recommend licences, we need to determine that the applicant has the financial and technical capacities to undertake the activities that will be authorised under the licence. The applicant may hold the relevant technical expertise or engage suitable expertise to meet this requirement.

17. Estimated cost of services to customers

 For **retail supplier's licence applications**, we use this question to determine if the applicant will service small retail customers.


Is the applicant corporation applying for a retail supplier's licence to supply water or provide sewerage service to small retail customers (i.e. provide water at less than 15ML/year/customer or sewerage services at less than 10.5 ML/year/customer)?

Yes

☒

No

☐

 If the answer is **Yes**, please indicate how much the applicant corporation will charge for its services.


 Attach the following information:


The proposed price levels and structure for the first 10 years of operation.

Residential Price Fact Sheet_Communities (altogethergroup.com.au)

https://information.altogethergroup.com.au/governance/Huntlee/Residential%20Price%20Fact%20Sheet_Huntlee.pdf

18. What is your retail supplier experience?


- 

We use this information to assess the applicant's technical capacity. Capacity can be demonstrated through experience or expertise in the water utilities or related industries in Australia or internationally.
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Provide the information specified in the table.

For the applicant corporation, outline any current or past experience which demonstrates technical capacity for retail supply of water or sewerage services (and, if you are relying on third party for technical capacity (refer to your answer in **Question 14**), the nominated third parties' experience)

Provide names of key personnel (including nominated third parties) and outline their technical capacity for retail supply of water or sewerage services

- 

Attach the following information:

Full and complete details of corporation's experience outlined above (where relevant, the third parties experience)

Resumes/CVs for key personnel outlined above

Altogether Group holds the RSL in relation to the supply of the services outlined below:

- Box Hill - recycled water and sewerage services
- Central Park Water - drinking water, recycled water and sewerage services
- Cooranbong Water - drinking water, recycled water and sewerage services
- Discovery Point Water - drinking water, recycled water and sewerage services
- Glossodia – recycled water and sewerage services
- Green Square – recycled water only
- Huntlee – drinking water, recycled water and sewerage services
- Pitt Town Water – recycled water and sewerage services
- Shepherds Bay – drinking water, recycled water and sewerage services



Altogether Group is also an authorised energy retailer approved by the Australian Energy Regulator (AER). As at 31 March 2022, Altogether Group is retailing energy services to 15,000 customers with a pipeline of several thousand additional customers..

See attached.

Appendix 18 Scheme overview and retail supplier experience

Appendix 11(a) Position Descriptions

19. What management systems and processes will you have in place?

-  We use this information to assess the applicant's technical capacity.
-  Provide the information specified in the table.

Outline the systems and processes the applicant corporation will have in place to manage the retail services.

Altogether has created a seamless and information-rich electronic environment for its customers. It is designed to be user-friendly and is supported by customer service staff where human intervention and response is required.

Altogether has also created a comprehensive Retail Supply Management Plan for all its projects. This plan is based on Altogether's group-wide customer utility platform that Altogether implements for all of its projects across all of its subsidiaries.

Altogether will provide group-wide customer contact services and support for all its customers across all the Altogether communities through its web-based customer platform. Customers will have online access to all relevant information relating to:

- Water usage
- Billing and general customer account information
- Diagrams and site maps relating to the customer's property

In addition, Altogether will offer phone and email customer contact capabilities ensuring all customer enquiries and complaints are dealt with efficiently.

Customer Billing

Customers will be required to register on-line; they access all information through their community website, they receive monthly invoices electronically and can interrogate the invoice to assess water usage and the like and are encouraged to provide feedback and otherwise lodge enquiries or complaints on-line.

Meter Reading

Customer's meter readings are used to calculate the relevant charge for the billing period.

Billing

Fixed service fee charges are payable monthly in advance, whilst usage charges are billed monthly in arrears (based on meter readings). Each month, the customer will be emailed an electronic bill advising of the previous month's bill which comprises the fixed charge component for the following month and the usage charge for the preceding month. The customer's nominated account will be direct debited 14 days after the end of each monthly billing period.

Customer Enquiries and Complaints

Altogether has developed a Code of Practice for Customer Complaints which is consistent with the Australian Standard for complaints handling AS ISO 10002—2014. Altogether is committed to treating complaints promptly, fairly, equitably, confidentially and professionally and it is Altogether Group intention to incorporate and implement the relevant water industry code of conduct once it is finalised.

Missed Payments and Debt Recovery

Altogether has developed a Code of Practice for Missed Payments and Debt Recovery. The Code specifies steps that Altogether will take in relation to overdue bills, unpaid bills and disputes. The Code of Practice for Missed Payments and Debt Recovery is available on the website and customers will be made aware of the Code prior to commencement of supply.

Document Control System

Altogether uses a Document Control System to control all documents that form part of the Altogether Business Management System such as policies, procedures,

management plans, work instructions and forms. All Altogether staff have access to this system, this is where staff will find information on the Altogether position on all business related business activities including Retail Supply Management Plan, Retail policies, how the policies will be implemented (procedures), step by step instructions (work instructions), and where to record information (forms).



Attach the following information:

A draft or an existing Retail Supply Management Plan,

Appendix 19(a) Altogether Group Retail Supply Management Plan (Table of Content)
Appendix 19(b) Altogether Group Complaints and Dispute Resolution Policy
Appendix 19(c) Altogether Group Missed Payments Policy
Appendix 19(d) Incident Management Plan (Table of Content)

20. Risk assessment



We use this information to assess the applicant's technical capacity. Refer to the [WIC Act Licence Application Guide](#) for further explanation of what the risk assessment should include.



Attach the following information:

Provide the risk assessment for the retail supplier activities related to the scheme

Altogether has already undertaken a full risk assessment in relation to its retail supplier operations in connection with its RSL. Additionally, Altogether manages and reviews its risk profile at strategic and operational levels in accordance with its risk management and compliance management procedures. Continuing risk assessment in relation to its retail supplier operations is part of that framework. These assessments are designed to identify and establish processes to mitigate any health and environmental risks and ensure that interruptions are minimised.

Appendix 20 Huntlee Risk Register (Summary)
Appendix 22 Altogether Infrastructure Operating Plan (Table of Content)

21. Which water industry infrastructure will you use and at what volumes?



We need to identify which water utilities' infrastructure are you proposing will deliver the water and/or sewage services that you will retail. For example, it can be an existing network operator's infrastructure, an applicant for a network operator's licence, a public water utility or a local water utility.



Identify the owner of the infrastructure, the capacity of water source and the (allowable) daily extraction rate from the water source. You may refer to the attachments provided in **Question 30** if you are also applying for a network operator's licence at the same time.

Non-potable water infrastructure

Altogether will access the drinking water and recycled water supply from AH's networks for the purposes of delivering these services to its end-user customers.

AH has approval to commercially operate and maintain the drinking water and recycled water reticulation infrastructure to end-user customers within the existing NOL area of operations .

The recycled water will be sourced from AH's LWC based primarily on residential sewage from the Development.

No changes to the treatment capacity of the LWC are proposed under this RSL variation application.

Drinking water infrastructure

Altogether will access the drinking water supply from AH's networks for the purposes of delivering these services to its end-user customers.

All drinking water is being and will be sourced from Hunter Water's existing drinking water system.

All of the Scheme's drinking water infrastructure ultimately connects to Hunter Water infrastructure at or within the boundary of the Scheme area.

There is an existing, licensed connection point (bulk water meter) within the existing NOL area, located at Wine Country Drive, which has sufficient capacity to serve the development as approved, including supply of drinking water to Lot 351, sought to be included to this RSLV area of operations, which will not represent a significant change in development yield within the contributing catchment, given that Lot 351 will increase only one ET to be serviced. what represents a negligible additional demand to the development.

Sewerage services infrastructure

Altogether will access AH's sewerage infrastructure and networks for the purposes of delivering these services to its customers.

AH has approval to commercially operate and maintain the sewerage infrastructure within the existing NOL area of operations. The sewerage infrastructure network is being constructed in stages in line with the Development.



We are required to have regard to the sustainability of water resources in assessing your application.

If you are proposing to supply drinking water or non-potable water, sufficient quantities of the water supplied will have to be obtained from sources other than a public water utility.



Attach the following information:

Evidence to demonstrate that the volume to be extracted from the water source to supply non-potable water is allowed (e.g. agreement with the water source owner)

N/A

Evidence to demonstrate that the volume to be extracted from the water source to supply drinking water is allowed (e.g. agreement with the water source owner, water access licence)

N/A

Evidence to demonstrate that the volume to be discharged to the receiving sewerage infrastructure to provide sewerage services is allowed (e.g. agreement with the receiving sewerage infrastructure owner)

N/A

22. Continuity of services



We are required to have regard to the protection of public health and consumers generally in assessing your application. This includes continuity of services. For example, we need to know how you would manage a disruption to a customer service centre that provided access to essential information about services. You may refer to the attachments provided in **Question 20** if the risk assessment has addressed the continuity of services.



Provide the information specified below:

Describe how the applicant corporation will ensure continuity of services to customers.

Include situations where the continuity of services could be disrupted, and how would these situations be managed.

Altogether provides and will continue to provide water supply, and sewerage services to end-users under the RSL on the basis that AH holds the NOL in relation to the relevant network infrastructure through which Altogether supplies services to the end-user customers.

As AH is a wholly-owned subsidiary of Altogether, it is in a position to ensure that the network has sufficient redundancy and back-up supply sources to mitigate against interruption to supply to end user customers. As such, it is Altogether's policy to commit to the uninterrupted supply of services to its customers to the extent practically possible in the event of any incidents in AH's network. AH's network is designed to ensure that in the event of any incident, the chance of interruption to the retail supply of services is minimised by virtue of redundancy and back-up / stand-by features.

AH has detailed contingency plans in the event of infrastructure failure. These contingency plans are a component of the Altogether Group Infrastructure Operating Plan and include:

- Minimisation of demand through customer notifications.
- Rapid response to infrastructure failure.
- Top-up from Hunter Water's drinking water supply
- On-site storage and boosting.
- Storage in the permanent flow balance tank at the LWC
- Critical equipment at the LWC is installed in duty/standby configuration to ensure adequate redundancy
- Remote monitoring of failure alarms on critical infrastructure at the LWC
- AH has developed detailed contingency plans in the event of infrastructure failure
- Minimisation of sewage production through customer notifications
- Rapid response to infrastructure failure
- Trucking of sewage off-site via an approved waste management contractor.

Risk Assessment

Altogether has already undertaken a full risk assessment in relation to its retail supplier operations in connection with its RSL. Additionally, Altogether manages and reviews its risk profile at strategic and operational levels in accordance with its risk management and compliance management procedures. Continuing risk assessment in relation to its retail supplier operations is part of that framework.

These assessments are designed to identify and establish processes to mitigate any health and environmental risks and ensure that interruptions are minimised.

Interruption Due to Incidents or Operational Problems:

AH's network design includes a level of redundancy to ensure that it can operate reliably and so that loss of supply due to operating problems will be rare.

AC's network will be monitored on a 24-hour basis, seven days per week with early warning alarms and equipment condition tested through monitoring of critical control points.

Early warning alarms will allow the operators to identify and follow any short-term trend and take appropriate

corrective action to rectify any recycled water quality or supply issues and avoid interruption to supply.

Maintenance regimes will be implemented to ensure that AC's network operates continually and reliably. Planned maintenance that necessitates a partial or full shutdown of equipment will be scheduled in periods of low demand so that supply can be maintained wherever possible.

To the extent that there are interruptions due to operating problems, these issues will be temporary and corrected as specified in the infrastructure operating plans as submitted in connection with the existing NOL.

If any part of AH's network is damaged by any party or a force majeure event, then supply may need to be interrupted while the damage is repaired. Reasonable precautions will be taken to prevent such occurrences, such as dial before you dig, condition monitoring, network surveillance and site security.

Interruptions to Recycled Water Supply:

AH's recycled water network infrastructure is designed such that it can reliably and consistently supply recycled water to the required specification so that the probability of interruption due to supply issues is low. The following incidents have been identified as a possible cause for interruption to recycled water supply: nil supply, leakage, and water quality. The probability of each of these incidents is low.

In each case, AH will have both systems and redundancy measures in place to prevent or minimise the disruption of supply. Early detection systems include real-time telemetry data, alarms triggered through via a SCADA system and notification by Customers. Through AH's Incident and Emergency Response Management planning, a water event would be triggered.

Arrangements will also be in place with the relevant incumbent water utility service provider to top up supply.

Interruptions to Sewage Supply

The following incidents have been identified as possible causes for interruption to sewage supply to the LWC: nil supply, overflow in street or house, and odour detection. The probability of each of these incidents is low. In each case systems and redundancy measures will be in place to prevent or minimise the disruption of supply. Early detection systems will include real-time telemetry data, alarms triggered through the SCADA system and notification by end user customers.

Through AH's Incident and Emergency Response Management planning, an effluent event would trigger an emergency response call-out team. Further, AH will be able to isolate the incident and switch to network redundancy; spare parts and/or arrange alternative supply of services via pump outs/cartage are further back-up arrangements to minimise disruption in delivery of services to end user customers.

Disruptions to Customer Centre:

Altogether has established a utility platform for servicing customers in connection with all of its licenced schemes. The platform covers all customer-facing services, including enquiries, complaints, billing, account information, infrastructure-related property information, and the like. This platform will be used for the purposes of providing all customer facing retail services across all projects, including this Development. If there is an internet failure and customers were unable to use the Customer Centre to access their accounts, customers would be able to use the 1300 enquiries telephone number.

Explanation of Terms:

Network redundancy – Sewage and water mains will have redundancy built into the master plan design for each network. Different routes can be utilised to bring wastewater to the local water centre and to deliver water to customers, should a main be affected or out of service for any reason.

Systems redundancy – Smaller systems such as pump sets, blowers, tanks, UV systems etc. will be in duplicate. If one unit becomes unavailable, then standby equipment will be available to keep the process running.

Storage of recycled water and drinking water top-up will be used should the LWC be unable to meet the recycled water demand (e.g., insufficient wastewater, or LWC shutdown).

The Scheme also has the potential for sourcing stormwater but this does not form part of this application. Drinking water would top up the recycled water storage tanks and would be delivered through the recycled water mains network. Should the recycled water main become unavailable, a maintenance contract will be in place to immediately repair the pipes on a 24-hour, seven day/week basis.



Attach the following information:

Plans or reports on how continuity of services will be managed.

Appendix 20 Huntlee Risk Register (Summary)
Appendix 22 Altogether Infrastructure Operating Plan
(Table of Content)



If you are applying for a **retail supplier's licence only**, skip to **Question 26** and continue. If you are applying for a **network operator's licence** at the same time, continue to complete this section of the form.

The following questions apply to applicants for a network operator's licence



Provide answers to **Questions 23 to 26** if you are applying for a **network operator's licence**.

23. What is your network operator experience?



In order to recommend licences, we need to determine that the applicant has the technical capacity to undertake the activities that will be authorised under the licence. The applicant may hold the relevant technical expertise or engage suitable expertise to meet this requirement.



Provide information as specified in the table

For the applicant corporation, describe any current or past (and, where relevant, the nominated third parties') experience in:

- Construction, maintenance and operation of infrastructure (water or other)
- Identifying and managing environmental impacts. impacts relevant to the construction of water infrastructure

Provide names of key personnel (including nominated third parties) and necessary skills for each of the following activities:

- Construction, maintenance and operation of infrastructure (water or other)
- Identifying and managing environmental impacts. impacts relevant to the construction of water infrastructure.



Evidence of identification and management of environmental impacts may include extracts from environmental impact assessments, construction environmental management plans, operational environmental management plans, environmental management systems.



Attach the following information:


Evidence of the applicant corporation experience (where relevant, the third party's experience) in infrastructure management and in identification and management of environmental impacts.

Resumes/ CVs for key personnel in infrastructure management and in identification and management of environmental impacts.

Insert complete file name of attachment(s).

Insert complete file name of attachment(s).

24. How will you manage water quality?

- 


You are required to demonstrate your capacity to manage water quality, consistent with

 - the *Australian Drinking Water Guidelines*, and/or
 - the *Australian Guidelines for Water Recycling*.

Your response should include a clear description of how and where the risk assessment has informed/will inform your water quality management plans(s).

You are also required to demonstrate your capacity to manage sewage conveyance, treatment and disposal, including:


 - Undertake health and ecological assessments and address any concerns arising from any such assessment, and
 - Dispose waste from the infrastructure.




Provide information as specified in the table

Describe the management systems and processes that the applicant corporation will have in place to manage drinking water, non-potable water quality.

Describe the management systems and processes that the applicant corporation will have in place to for sewage management.

- 

You need to provide evidence that you can develop compliant management plans such as a Water Quality Management Plan (based on the 12 elements of the relevant framework) for water infrastructure, and sewage management plan for sewerage infrastructure.



Attach the following information:


A draft or an existing Water Quality Management Plan.

A draft or an existing Sewage Management Plan.

Insert complete file name of attachment(s).


Insert complete file name of attachment(s).

25. How will you manage water industry infrastructure?

- 


You are required to demonstrate technical capacity in managing water industry infrastructure, including

 - design, construct, operate and maintain the infrastructure (including life span of infrastructure, system redundancy and renewal of infrastructure)
 - ensure continued safe and reliable performance of the infrastructure
 - ensure continuity of supply of water or sewerage services
 - provide alternative water supplies when the infrastructure is inoperable
 - undertake the maintenance, monitoring and reporting of standards of service.



Provide information as specified in the table

Describe the management systems and processes that applicant corporation will have in place to manage drinking water, non-potable water, and/or sewerage infrastructure.



Attach the following information:

Evidence of the applicant corporation's capacity to develop and implement relevant management plans such as a draft Infrastructure Operating Plan for water and sewerage infrastructure.

Insert complete file name of attachment(s).

26. Provide other supporting information



If you would like to provide further information to support the applicant corporation's organisational, financial and technical capacities, please outline it here. This applies to **both network operator and retailer supplier applicants**.

Outline the applicant corporation's organisational, financial and technical capacities to undertake the activities that the licence will authorise.

See attached document



Attach the following information:

Details of attached additional supporting information.

Appendix 26(a) ISO verification

About the scheme



If you are applying for a **retail supplier's licence**, please provide answers to **Questions 27 and 28**, and then proceed to sign the statutory declaration and acknowledgement in **Questions 40 and 41**. If you are applying for a **network operator's licence**, please provide answers to **all the questions** in the remainder of this form.

27. Area of operations



We use this information to define the area of operations in the licence. See the [WIC Act Licence Application Guide](#) for further explanation of what the descriptions and attachments should include.



Describe the area of operations for each type of infrastructure or service where applicable.

Area of operations for your network operator's licence

Area of operations for your retail supplier's licence

Altogether Group Pty Ltd seeks variation in its RSL 13_001R to extend the provision of drinking water, recycled water and sewerage services to end user customers in the area proposed in the second variation of NOLV2 15_030 – Huntlee Scheme.

This application also seeks approval to include area of Lot 351 to allow provision of drinking water to end-users' customers located at this area.

The proposed additional area for the service of drinking water, recycled water and sewerage applied for in this application presented at the Appendix 27.



Attach the following information:

Map(s) of the area of operations in PDF for network and/or retail licence.

ESRI Shapefile(s) (or other ArcGIS/QGIS compatible files) of the area of operations that contains as a minimum:

- the proposed boundary of the area of operations
- the lot boundary with lot and DP numbers
- street names
- local government area boundary

Coordinates (using MGA zone 56) for the boundary of the area of operations.

Appendix 27(a) Existing and Proposed RSLV area of operations

Appendix 27(b) ShapeFiles_ Existing and Proposed RSLV area of operations

See attached zip. file above

28. End uses for non-potable water



Refer to [WIC Act Licence Application Guide](#) for examples of end uses that are commonly used in WIC Act schemes. .



Provide details of the end uses that you proposed to provide. We use the information to define the authorised purposes for non-potable water in the licence.


End uses for non-potable water

The authorised purposes / end uses for the recycled water licensed under the RSL and Existing NOL are:



- Toilet flushing
- Clothes washing
- Irrigation
- Car washing
- Dust suppression

This RSLV application seeks to expand those authorised purposes / end uses for the recycled water to also include:

- General wash down (for residential and industrial use on hard surfaces)
- Street cleaning
- Process water at recycled water treatment plant (process water would not be provided to or retailed to any end user customers).
- Ornamental water features - this is limited to water features that do not encourage physical interaction with the water feature (i.e. splash parks and interactive fountains are classified as swimming pools under the *Public Health Act NSW* and cannot be connected to recycled water).


 If you are applying for a **retail supplier's licence only**, go to **Questions 40 and 41** to sign the statutory declaration and acknowledgement. Please continue if you are applying for a **network operator's licence** at the same time.

29. Staging of the scheme and the infrastructure

-  We use information about staging of the scheme and infrastructure to assess the applicant's technical capacity to service the scheme.
-  Provide details on the proposed **staging of the scheme and water industry infrastructure** if relevant. Attach relevant supporting documents below.

Describe the staging of the proposed scheme and the water industry infrastructure. Please include:

- Major milestone dates
- Which stage(s) of the proposed scheme is proposed to be constructed, maintained and operated under this licence application?
- What is the scale of the scheme (e.g. by number of connections, customers) in each stage?
- What is the scale of infrastructure (e.g. by length of reticulation, volumetric units of treatment plant) in each stage?

 Attach the following information:

Works program that supports the proposed staging of the scheme and water industry infrastructure described. It must include, as a minimum, the items listed above.

Insert complete file name of attachment(s).

30. Water industry infrastructure, source water and volumes



We use this information to define the water industry infrastructure and purposes of the infrastructure in the network operator's licence. We will also have regard to the sustainability of water resources in assessing your application. We will list each water source in a publicly available Licence Register and use maximum capacities to determine licence fees.



Describe the infrastructure that you proposed to construct, operate and maintain for the capture, storage, conveyance/ reticulation and treatment of water and/or sewage and provide the details specified in the table.

Volume generated is the volume expected to be supplied to customers after treatment for drinking water or non-potable water services. For an applicant that provides sewerage services only, volume generated is the volume expected to be disposed of to the environment or to other licensed facilities after treatment. Please specify the unit (e.g. kL/day).

Average and maximum capacities refer to the treatment process capacities. Please specify the unit (e.g. kL/day).

Describe the proposed infrastructure to supply **non-potable**

Water source(s), including water for top-up

Describe the proposed treatment processes

Volume generated

Average capacity

Maximum capacity

Describe the proposed infrastructure to supply **drinking water**

Water source(s)

Describe the proposed treatment processes

Volume generated

Average capacity

Maximum capacity


Describe the proposed infrastructure to provide **sewerage services**

Describe the proposed treatment processes





Volume generated

Average capacity


Maximum capacity


 Attach the following information:	
Process flow diagram, schematic or drawing of general arrangements.	Insert complete file name of attachment(s).
Relevant concept design drawings and site plans.	Insert complete file name of attachment(s).
Evidence to demonstrate that the type of source water has the available quantity (e.g. flow analysis).	Insert complete file name of attachment(s).
Evidence to demonstrate that the type of source water has the available quality (e.g. characteristics studies).	Insert complete file name of attachment(s).
Evidence to demonstrate that the volume to be extracted from the water source is allowed (e.g. agreement with the water source owner, water access licence).	Insert complete file name of attachment(s).
Evidence to support the proposed volumes of water and/or sewage expected to be generated and used (e.g. water balance report).	Insert complete file name of attachment(s).

31. Interconnections

 We are required to describe any other water infrastructure to which the infrastructure is connected in the Licence Register. We also require this information to determine if a Code of Conduct is necessary to delineate responsibilities of different parties involved in or interconnected to the scheme, if a licence is granted.	
 We are required to have regard to the protection of consumers generally in assessing your application.	
 Provide details of any interconnections with another party's water infrastructure, and connection point to customers.	
Describe any interconnections between the proposed water industry infrastructure and other water infrastructure not part of this scheme (e.g. interconnections with public water utilities or other licenced network operators).	
Who is responsible for the construction, operation and maintenance for each piece of infrastructure described above?	
Describe the connection point to customers or end users (e.g. customer connection point may be a water meter).	
Who is responsible for the construction, operation and maintenance for each piece of infrastructure described above?	
 Attach the following information:	
Diagram (e.g. a process flow diagram) that shows all interconnections with other infrastructure and/or end users.	Insert complete file name of attachment(s).

32. Waste products generated and disposal

 Waste products can include screenings, waste sludge, brine, etc. Please provide details about the disposal of effluent in **Question 33** in this application form.


 Provide information as specified in the table

Describe the waste products generated from the infrastructure

Identify the volume of the each of the waste products

Describe your proposed disposal options of each of the waste products

Do any disposal options require Environment Protection Licences (EPLs) or other regulatory approvals or licences?

 Attach the following information:


Evidence to support the proposed volume of waste products generated (e.g. calculations, modelling results).

Insert complete file name of attachment(s).

Evidence to demonstrate the disposal options are viable (e.g. agreements with third parties, regulatory approvals or licences held).

Insert complete file name of attachment(s).


33. Effluent disposal options

 Describe how effluent, or treated wastewater, is proposed to be disposed. You do not need to answer this question if you are not applying for a network operator's licence to provide sewerage services.

Identify the volume of effluent generated from the proposed scheme

Describe your proposed disposal options

Do any disposal options require Environment Protection Licences (EPLs) or other regulatory approvals or licences?

 Attach the following information:

Evidence to support the proposed volume of effluent generated (e.g. calculations, modelling results).

Insert complete file name of attachment(s).

Evidence to demonstrate the disposal options are viable (e.g. agreements with third parties, regulatory approvals or licences held).

Insert complete file name of attachment(s).

34. Water balance



- Water balance assessment must include (as a minimum):
- All assumptions used for modelling, and if assumptions do not meet industry standards, you must provide a statement of evidence to support the deviation.
 - A sensitivity analysis around end use assumptions, including future disposal pathways, e.g. optional take up of recycled use in washing machines.
 - Any storage requirements.
 - All input and output volumes including peaking factors.
 - All waste streams and fate of wastes.

Irrigation models should be run on the median and 95 percentile rainfall scenarios. Irrigation of treated effluent/ recycled water should have zero runoff and no more than 15mm deep percolation (inland) or zero (coastal) – as per the *EPA Guideline – Use of Effluent by Irrigation (2004)*.

Ensure that all products (e.g. drinking water, non-potable water, sewage) are accounted for.

We use this information to assess the applicant's technical capacity. We also use this information to assess the applicant's capacity to carry out the activities that the licence (if granted) would authorise in a manner that does not present a significant risk of harm to the environment.



Attach the following information:

Water balance assessment report for all products and all scheme stages.

Insert complete file name of attachment(s).

Evidence to support your assumptions in the water balance assessment where relevant (e.g. catchment studies, wastewater characteristic studies).

Insert complete file name of attachment(s).

35. Risk assessment



We use this information to assess the applicant's technical capacity. Refer to the [WIC Act Licence Application Guide](#) for the requirements for the risk assessment.



Attach the following information:

Provide the risk assessment for the network operation activities related to the scheme.

Insert complete file name of attachment(s).

36. Continuity of services



We are required to have regard to the protection of public health and consumers generally in assessing your application. This includes continuity of services. For example, how would the you manage a failure in the treatment or reticulation infrastructure. You may refer to the attachments provided in **Question 35** if the risk assessment has addressed the continuity of services.



Provide the information specified below:

Describe how the applicant corporation will ensure continuity of services (drinking water, non-potable water and/or sewerage services where applicable) to retailers. Include situations where the continuity of services could be disrupted, and how would these situations be managed.




Attach the following information:


Plans or reports on how continuity of services will be managed (e.g. Infrastructure operating plan)

Insert complete file name of attachment(s).

37. Summary of approvals under the EP&A Act

- 

Refer to section 5.6 of the [WIC Act Licence Application Guide](#) to inform whether your scheme should be or has been dealt with under either Part 4 or Part 5 of the *Environmental Planning and Assessment Act 1979* (EP&A Act).

We also use this information, along with answers to Questions 38 and 39, to assess the applicant's capacity to carry out the activities that the licence (if granted) would authorise in a manner that does not present a significant risk of harm to the environment.
- 

Please answer Yes or No in each cell. Provide a brief reason for why that Part of the EP&A Act applies, and if applicable, the date of the approvals and the approval reference numbers. Add more lines, if required.

Infrastructure component	Part 4 applicable?	Part 5 applicable?
Non-potable water or recycled water reticulation system		
Non-potable water or recycled water treatment plant		
Drinking water reticulation system		
Drinking water treatment facility		
Sewage reticulation system		
Sewage treatment plant		

38. Regulatory approvals

- 

Regulatory approvals include planning, environmental and other legislative approvals required under the *EP&A Act*, *Local Government Act 1993*, *Protection of the Environment Operations Act 1997*, and any other relevant legislation.

List all the regulatory approvals that *have been obtained* for the proposed licence activities

List all the regulatory approvals that *are to be obtained* for the proposed licence activities
- 

Regulatory approvals may include development consents for a housing development (that includes water and sewerage infrastructure) under the EP&A Act, section 68 approval under the Local Government Act 1993 and Environment Protection Licence under the Protection of the Environment Operations Act 1997.
- 

Attach copies of each approval and any reports from the approval body:

Evidence of regulatory approvals including any subsequent approved modifications for the proposed licence activities.
E.g. development consents, determinations, conditions of approvals.

Maps or plans that show the locations (e.g. in lots and DPs) associated with the regulatory approvals in relation to the proposed area of operations identified in **Question 27**.

Insert complete file name of attachment(s).

Insert complete file name of attachment(s).

39. Environmental impact assessments



As a minimum, your application must be accompanied by a Review of Environmental Factors (REF) (unless the development is a designated development, Part 5 development, or a major project, in which case either an environmental impact statement (EIS) or comprehensive environmental assessment is required). The REF must identify the environmental impacts of the proposed scheme, and the steps which will be taken to protect the environment or reduce harm to the environment.

Describe the studies that have been completed to investigate any environmental impacts (including water quality, quantity, air, odour, noise, sea level rise, biodiversity and Aboriginal cultural heritage) from the construction and operation of the infrastructure.

Where relevant, what land capability and/or site suitability assessments have been undertaken on the proposed land disposal (including irrigation) area?

Have the studies identified any significant environmental impacts from the scheme? If so, how are the environmental impacts proposed to be managed?



Attach the following information:

Environmental impact assessments
E.g. Environmental study, land capability or site suitability assessment, environmental risk assessment, determination reports.

Insert complete file name of attachment(s).

Statutory declaration

40. Please sign the declaration for this application



A statutory declaration must be completed by all applicant corporations and submitted with their application.

Provide a statutory declaration from:

- The Chief Executive Officer and a Director of the applicant corporation (each must complete a separate declaration); or
- The sole Director and Chief Executive Officer of the applicant corporation; or
- Such other person that IPART agrees may provide the statutory declaration(s); to the effect that the information provided in the application is true and correct.

For the purposes of Question 10 of this application form, the statutory declaration should also state that the applicant corporation is neither:

- A disqualified corporation for the purpose of section 10(3)(a) of the *Water Industry Competition Act 2006* (NSW) (WIC Act), nor
- A related entity 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 (the subject of the application in relation to which this declaration is made), if granted, would authorise, for the purpose of section 10(3)(b) of the WIC Act.

A statutory declaration must be certified by a NSW authorised witness from the following list:

- a justice of the peace
- a solicitor or barrister with a current New South Wales or interstate practising certificate
- a commissioner of the court for taking affidavits
- a notary public, or
- a person by law authorised to administer an oath (e.g. authorised witnesses in other jurisdictions).

I, do solemnly and sincerely declare that:

1. I am a Director of the applicant corporation (named in this application form).
5. The information provided in this application is true and correct to the best of my knowledge.
6. I am aware of the requirements under the *Water Industry Competition Act 2006* (NSW) (WIC Act) for the licence being applied for.
7. The applicant corporation is not, for the purpose of section 10(3)(a) of the WIC Act, a disqualified corporation (as defined in the Dictionary of the WIC Act).
8. The applicant corporation is not, for the purpose of section 10(3)(b) of the WIC Act, a related entity of a disqualified corporation (as defined in the Dictionary of the WIC Act) that would have a direct or indirect interest in, or influence on, the carrying out of the activities that the licence (the subject of the application in relation to which this declaration is made), if granted, would authorise.
9. I have the authority to make this application on behalf of the applicant corporation (named in this application form).


I make this solemn declaration conscientiously believing the same to be true and by virtue of the provisions of the *Oaths Act 1900* (NSW).


In the presence of an authorised witness, who certify the following matters concerning the making of this statutory declaration by the person who made it: *I*choose an item from each of the drop-down menu/*

1. *I saw the face of the person.
10. *I have known this person for at least 12 months.

 Provide details of the signatory and witness.

Details	Signatory	Witness
Full name	Terence James Leckie	Jonathan Gunn
Position/ title	Founder & CEO	General Counsel
Qualification to be authorised witness	N/A	A solicitor with a current New South Wales practising certificate, PN 11246
Describe identification document relied on (if applicable)	N/A	

- 

Sign the application form in the presence of a witness. Ensure that all questions have been completed before signing the form – signing here is the last thing that you do.
- 

You may sign this form electronically (either in Microsoft Word or in Adobe PDF) or on a paper copy. If signing a paper copy, please scan the signed form to Adobe PDF before submitting.

Date of signing26 September 2022

Address of signingLevel 1, 73 Miller Street, North Sydney NSW 2060

Sign here

Signed by, or on behalf of, the applicant:

DocuSigned by:

Terry Leckie


B907A7065EC7488...

In the presence of a witness:

DocuSigned by:

Jonathan Gunn

EBF3748F03114C7...



We require evidence of the signatory's authority to sign the application form that is dated less than 4 weeks from the date that the application is submitted.


I, do solemnly and sincerely declare that:

1. I am a Director of the applicant corporation (named in this application form).
11. The information provided in this application is true and correct to the best of my knowledge.
12. I am aware of the requirements under the *Water Industry Competition Act 2006* (NSW) (WIC Act) for the licence being applied for.
13. The applicant corporation is not, for the purpose of section 10(3)(a) of the WIC Act, a disqualified corporation (as defined in the Dictionary of the WIC Act).
14. The applicant corporation is not, for the purpose of section 10(3)(b) of the WIC Act, a related entity of a disqualified corporation (as defined in the Dictionary of the WIC Act) that would have a direct or indirect interest in, or influence on, the carrying out of the activities that the licence (the subject of the application in relation to which this declaration is made), if granted, would authorise.
15. I have the authority to make this application on behalf of the applicant corporation (named in this application form).


I make this solemn declaration conscientiously believing the same to be true and by virtue of the provisions of the *Oaths Act 1900* (NSW).


In the presence of an authorised witness, who certify the following matters concerning the making of this statutory declaration by the person who made it: *I*choose an item from each of the drop-down menu/*

1. *I saw the face of the person.
16. *I have confirmed the person's identity using an identification document and the document I relied on was provided in the table below.

 Provide details of the signatory and witness.

Details	Signatory	Witness
Full name	Alexandra Jane MacLaughlin	Jonathan Gunn
Position/ title	Director (NSW Driver Licence No 14770046 expiring 10 July 2025)	General Counsel
Qualification to be authorised witness	N/A	A solicitor with a current New South Wales practising certificate, PN11246
Describe identification document relied on (if applicable)	N/A	

- 

Sign the application form in the presence of a witness. Ensure that all questions have been completed before signing the form – signing here is the last thing that you do.
- 

You may sign this form electronically (either in Microsoft Word or in Adobe PDF) or on a paper copy. If signing a paper copy, please scan the signed form to Adobe PDF before submitting.

Date of signing18 October 2022

Address of signingLevel 31, 60 Martin Place, Sydney NSW 2000

Sign here

Signed by, or on behalf of, the applicant:

DocuSigned by:

Alexandra Jane MacLaughlin

5DA7A86B9A4B45C...

X


In the presence of a witness:

DocuSigned by:

Jonathan Gunn

EBF3748F03114C7...

X



We require evidence of the signatory's authority to sign the application form that is dated less than 4 weeks from the date that the application is submitted.

Acknowledgement

2. Please sign the acknowledgement for this application



All applicant corporations must sign an acknowledgement of IPART's intention to give copies of the application to relevant stakeholders.



An acknowledgement should be provided by:

- Company Secretary and a Director
- Two Directors
- In the case of a sole Director, the sole Director, or
- Such other person that IPART agrees may provide the acknowledgement.

The applicant corporation (as named in the application form accompanying this acknowledgement) acknowledges that IPART will give a copy of the applicant corporation's completed application form, including any confidential information contained in that application form, to the:

- Minister administering the *Water Industry Competition Act 2006* (NSW) (except Part 3)
- Minister administering the *Public Health Act 2010* (NSW)
- Minister administering Chapter 2 of the *Water Management Act 2000* (NSW)
- Minister administering the *Environmental Planning and Assessment Act 1979* (NSW)
- Minister administering the *Protection of the Environment Operations Act 1997* (NSW),

in accordance with section 9(1) of the *Water Industry Competition Act 2006* (NSW) and clause 17 of the *Water Industry Competition (General) Regulation 2008* (NSW).

In the interest of streamlining the processing of your application, indicate below whether or not you agree to a copy of your completed application form (including any confidential information contained in that application form) being provided on a confidential basis directly to relevant departmental staff who have the responsibility to advise the Ministers named above on issues relating to the provision of water and sewerage services.

- ☒ **I agree** that a copy of my completed application form (including any confidential information contained in that application form) may be provided to relevant department staff as outlined above.
- ☐ **I do not agree** that a copy of my completed application form (including any confidential information contained in that application form) may be provided to relevant department staff as outlined above.



Provide details of the signatories making the acknowledgement.

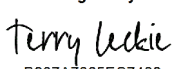



You may sign this form electronically (either in Microsoft Word or in Adobe PDF) or on a paper copy. If signing a paper copy, please scan the signed form to Adobe PDF before submitting.

Details

Signatory

Signatory

Full name	Terence James Leckie	Alexandra Jane MacLaughlin
Position/title	Founder & CEO	Director
Date of signing	26 September 2022	11 October 2022
Sign here	DocuSigned by:  B907A7065EC7488...	DocuSigned by:  5DA7A86B9A4B45C...