



Network Operator's Reporting Manual  
and Retail Supplier's Reporting Manual  
under *Water Industry Competition Act*  
*2006*

# Manual

April 2022

Water >>

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## **Tribunal Members**

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## **Acknowledgment of Country**

IPART acknowledges the Traditional Custodians of the lands where we work and live. We pay respect to Elders, past, present and emerging.

We recognise the unique cultural and spiritual relationship and celebrate the contributions of First Nations peoples.

## **Note**

This document replaces both the former Retail Supplier's Reporting Manual and the former Network Operator's Reporting Manual

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# 1 Introduction

## 1.1 Purpose of this reporting manual

This reporting manual (Manual) is applicable to Network Operators and Retail Suppliers (Licensees) licensed under the *Water Industry Competition Act 2006* (WIC Act).

The purpose of this document is to provide Licensees:

- information on what to and when to report on reporting obligations.
- instructions on how to report on compliance or other reporting obligations.

This Manual does not reproduce in full the licence obligations for each licence. It is necessary for the Licensee to refer to the relevant source document for full details of the obligation.

## 1.2 Legislative framework

Licensees are required to comply with all licence conditions and other applicable obligations under the WIC Act, the *Water Industry Competition (General) Regulation 2021* (WIC Reg) and any Codes of Conduct.<sup>1</sup>

The WIC Act, the WIC Reg and the Licence impose licence conditions, and may refer to other legislation, statutory instruments or documents.<sup>2</sup> Compliance requirements imposed on a Licensee can vary depending on the nature, scale and complexity of its authorised activities.

## 1.3 How to use this Manual

This Manual consists of this document and the following forms:

- [Incident Form A](#)
- [Incident Form B](#)
- [Form – Non-compliance notification](#)
- [Form – Annual Compliance Report](#)
- [Form – Change notification](#)
- [Form – Insurance experts report template.](#)

The forms for reporting are available for download separately from the [IPART website - Policies, manuals & guidelines](#). If Licensees choose to use their own corporate style format on the forms, they must ensure that the information provided include the same content as required in IPART's forms.

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<sup>1</sup> For example, the *Marketing Code of Conduct* and the *Transfer Code of Conduct*.

<sup>2</sup> For example, licence conditions require compliance with the codes of conduct, infrastructure operating plans, water quality plans and sewage management plans, and with aspects of the *Environmental Planning and Assessment Act 1979*, *Protection of the Environment Operations Act 1997*, *Public Health Act 2010*, *Plumbing Code of Australia*, *Australian Drinking Water Guidelines* and *Australian Guidelines for Water Recycling*.

The Manual provides information on common reporting obligations and explains what, when and how to submit a report. The forms that this Manual refers to are part of this Manual. Licensees must use this Manual together with the downloadable forms available on IPART's website.

Licence obligations are provided in Appendix A: List of licence obligations – Network Operators and Appendix B: List of licence obligations – Retail Suppliers of this Manual. However, these are not intended to be a comprehensive guide, as licence conditions may change over time. The Licensee should also refer to their relevant licence.

## 1.4 Process for revision

Appropriate reporting requirements for licence obligations may vary over time to reflect Licensees' previous compliance performance and evolving regulatory and government policy frameworks.

We will consult affected Licensees and other interested stakeholders before making any significant revisions to reporting requirements, indicators or licence data. We will then notify stakeholders of the revisions to the Manual and the commencement date of any new reporting arrangements. In determining the commencement date for new reporting arrangements, we will allow a reasonable period for licensees to implement the new arrangements.

## 2 Incidents and compliance reporting

### 2.1 Incidents

Incidents are events in the conduct of Licensee's activities that threaten, or could threaten, water quality, public health or safety. Note that an incident does not always involve a non-compliance with the licence.

#### What is required?

- Verbal notification to IPART within 24 hours of identifying the incident.
- Complete and submit **Incident Form A** within 24 hours of verbal notification to IPART.
- Ensure relevant stakeholders are also notified (refer to Forms for instructions).
- Consider whether the incident is a non-compliance.
- Complete and submit **Incident Form B** within 30 days of submitting Incident Form A.

If the required information is not available when submitting Incident Form B, Licensees must submit a revised Form B when all information is obtained and investigations are complete. This must also include reason(s) for the delay in providing the required information.

We will review the progress of any corrective actions identified in Form B in the operational audit. Licensees must communicate any changes to the information submitted through Form B, if any, as part of the operational audit.

### 2.2 Self-identified non-compliance

These are any non-compliances that the Licensee identifies, but excludes non-compliances identified through an IPART operational audit.

#### What is required?

Report self-identified non-compliances annually (see section 2.3 below) except for those related to incidents.

Optionally, licensees can complete and submit **Form - Non-compliance notification** as soon as identifying the non-compliance and reference these in their annual compliance report.

Licensees do not need to submit a **Form - Non-compliance notification** for incidents that were reported as a non-compliance using **Incident Form B**.

## 2.3 Annual compliance reporting

Licensees are required to submit annual compliance reports to us detailing the Licensee's compliance with its licence obligations during the previous financial year ending 30 June. The Licensee must ensure that all information provided in the annual compliance report is accurate and reliable.

Reporting is exception-based. This means that only non-compliances are required to be reported. All non-compliances, including those identified from IPART operational audits, must be reported. Licensees should refer to Appendix C *Performance Indicator – Network Operator* or Appendix D *Licence Data – Retail Supplier* when completing the annual compliance report.

### What is required?

- Complete and submit **Form – Annual Compliance Report** with all schedules attached by 1 September each year.
- The Report must include:
  - A statement of compliance with appropriate signatures
  - Schedule A – Non-compliance
  - Schedule B – Performance Indicators or Licence Data
  - Schedule C – Certificates of Currency
  - Schedule D - Changes to insurance arrangements (if applicable)
  - Schedule E - Financial capacity statement (if applicable)

*Appropriate signatories* are person(s) authorised to sign on behalf of the licensee. Where the licensee is a company, it must be signed by either two Directors or a Director and the Company Secretary. Where this is not possible (for example, due to having a different corporate structure), the licensee should contact IPART for further advice on how the report must be signed.

## 3 Notification and information reporting

### 3.1 Environmental controls and mitigation measures

This reporting requirement only applies to Licensees with relevant conditions specified in Schedule A of their licences.

Where a licensee requires IPART's written approval prior to varying environmental mitigation measures identified in environmental assessments or risk assessments, the following information must be included in the notification:

- relevant licence number and licence condition
- a description of the environmental controls and mitigation measures before and after the proposed variation
- reasons for the variation
- a description of the consequences of implementing the variation
- the title and date of the environment assessment report(s) where the environmental mitigation measures were originally identified
- the expected date of the proposed variation
- proposed revisions to the Construction Environmental Management Plan (CEMP) and/or Operational Environmental Management Plan (OEMP).

The licensee must attach any additional environmental assessments undertaken to support and justify the need for the proposed variation

#### What is required?

- Complete and submit **Form – Change notification**.
- Where IPART's written approval is required, the form must be submitted 3 months before commencing the change.

### 3.2 Insurance expert's report

Standard conditions of the licence require Licensees to provide a report from an insurance expert certifying that in the insurance expert's opinion, the type, scope and limit of the insurance held by the Licensee is appropriate for the size and nature of the activities under the licence.

#### What is required?

- A Report prepared by an insurance expert in the form prescribed by **Form - Insurance expert's report template**.
- When to submit the report is licence dependent, and may need to be submitted:
  - prior to commencing commercial operation, or

- within six months of the date the licence is granted, or
- from time to time as requested by IPART.

### 3.3 Other notifications and information reporting

We have listed other general notifications and information reporting requirements in **Table 1**. Note that some reporting is licence-specific and obligations can vary for Licensees.

Table 1 Other Notifications and information reporting

Type of change	What's required?	When?
Termination, novation, assignment, transfer or alteration of an agreement	<ul style="list-style-type: none"> <li>• Complete <b>Form – Change notification</b>.</li> <li>• The written notice must include details of how the services provided under the Agreement will be provided after the proposed termination, novation, assignment, transfer or alteration.</li> </ul>	Refer to special licence condition in Schedule A of the licence (if applicable)
Change of Authorised Person(s)	<ul style="list-style-type: none"> <li>• Complete <b>Form – Change notification</b>.</li> <li>• The written notice must also include details of how the services previously undertaken by the Authorised Person will continue to be undertaken.</li> </ul>	As soon as practicable but no later than 28 days (or a later date approved by IPART) before an Authorised Person ceases providing any services in relation to the activities authorised by the relevant licence.
Change to non-potable water end-use(s)	<ul style="list-style-type: none"> <li>• Complete <b>Form – Change notification</b>.</li> <li>• Applies to situations where the proposed change is not part of the Licensee's current Water Quality Plan.</li> <li>• Note that if proposed change is not consistent with authorised purposes of non-potable water specified in the licence, then a licence variation will be required.</li> </ul>	At least 3 months prior to proposed change
Commencement of commercial operation of infrastructure or supply of retail services	<ul style="list-style-type: none"> <li>• Complete <b>Form – Change notification</b>.</li> <li>• Provide a description of the Specified Water Industry Infrastructure that has been brought into commercial operation, including a reference to the relevant table in the licence (if relevant)</li> <li>• Provide the date commercial operation started.</li> </ul>	Within 10 days of commencing.
Complying with NSW Health requirements (licence condition 3 in Schedule B)	This must trigger incident reporting. See Section 2.	Immediately report to IPART if Licensee has not complied with any requirements of NSW Health.
Information in the WIC Act Licence Register	<ul style="list-style-type: none"> <li>• Complete <b>Form – Change notification</b>.</li> <li>• Provide notice of change to any of the items listed, as applicable to the Licensee, under WIC Reg, s 18(2)–18(5).</li> </ul>	Within 14 days of change occurring
Licence plans (significant amendment)	<ul style="list-style-type: none"> <li>• Complete <b>Form – Change notification</b>.</li> <li>• Provide copy of amended plan.</li> <li>• Provide a report, prepared by an approved auditor, about the adequacy of the plan.</li> </ul>	Within 28 days (or a later date approved by IPART) of amending the plan.

Type of change	What's required?	When?
Maintain appropriate insurance (licence condition 2.1 in Schedule B)	This must trigger incident reporting. See Section 2.	Immediately report to IPART if Licensee ceases to maintain appropriate insurance.
Ongoing capacity to operate (licence condition 1 in Schedule B)	This must trigger incident reporting. See Section 2.	Immediately report to IPART if Licensee ceases to have this capacity.
Any other reporting	<ul style="list-style-type: none"> <li>Complete <b>Form – Change notification</b>.</li> <li>Refer to relevant licence conditions for record keeping requirements.</li> </ul>	Dependent on licence condition

## 4 How to report

All reporting is done electronically through the Water Industry Licensing Management Application reporting portal ([WILMA](#)).

Instructions on how to access and use WILMA are on the [IPART website](#).

We have categorised reporting obligations in WILMA in **Table 2**. Licensees can contact their assigned IPART primary contact for more information if required.

Table 2 WILMA reporting categories

Reporting type	WILMA notification type
Incidents	Incident (select sub-category as applicable)
Self-identified non-compliance	Notification - non-compliance
Annual compliance reporting	Notification - Annual reporting
Environmental controls and mitigation measures	Notification - Environmental Mitigation Measures
Insurance expert's report	Notification - Insurance
Change to Agreement(s)	Notification - Other
Change to Authorised person(s)	Notification - Authorised Person
Information in the Licence Register	Notification - Other
Change to plans (significant amendment)	Notification - Other
Change to non-potable water end-use(s)	Notification - End Use
Commencement of commercial operation/retail supply	Notification - Other
Any other reporting	Notification - Other

## A List of licence obligations – Network Operator

Each licensee has obligations under the WIC Act and WIC Reg, as well as Ministerially-imposed licence conditions which are set out in the licence itself.

- Licence conditions under the WIC Act and WIC Reg are summarised in **Tables A.1 to A.6** below. Licensees should refer to the legislation for further context regarding these obligations. The reporting frequency for each licence condition under the WIC Act and WIC Reg is set out in the tables below.
- Ministerially-imposed licence conditions are set out in Schedules A and B of each licensee's licence.

The reporting requirements for special licence conditions in the licences are not summarised in this Appendix A as they may change over time and vary between individual licences.

Table A.1 Network Operators – general reportable obligations

NO#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
1	WIC Act s 18(2)	WIC Act s 18(1)	A Network Operator must comply with any direction of the Minister to take specified action to reduce or eliminate a risk to public health or public safety arising from certain activities.
2	WIC Reg s 9	WIC Reg Schedule 1, s 1(2)(a)-(e)	<p>A Network Operator must immediately notify:</p> <ul style="list-style-type: none"> <li>a) IPART;</li> <li>b) the Minister administering the <i>Public Health Act 2010</i> (NSW) and the <i>Public Health Regulation 2012</i> (NSW);</li> <li>c) the Minister administering Part 2 of the <i>Water Industry Competition Act 2006</i> (NSW);</li> <li>d) any licensed Retail Supplier that supplies water or provides sewerage services by means of the licensee's infrastructure; and</li> <li>e) any other licensed Network Operator or public water utility whose infrastructure is connected to the licensed Network Operator's infrastructure,</li> </ul> <p>of any incident in the conduct of its activities that threatens, or could threaten, water quality, public health or safety.</p>
3	WIC Reg s 9	WIC Reg Schedule 1, s 2(1)	A Network Operator must not bring any new water or sewerage infrastructure into commercial operation without the written approval of the Minister.
4	WIC Reg s 9	WIC Reg Schedule 1, s 2(2)(a)-(b)	<p>The Network Operator must provide to the Minister a report, prepared by an approved auditor that indicates that the infrastructure:</p> <ul style="list-style-type: none"> <li>a) complies with the requirements of the WIC Reg and any licence conditions;</li> <li>b) is capable of operating safely and in accordance with its infrastructure operating plan and its water quality or sewage management plan, as the case requires.</li> </ul>
5	WIC Act s 14(3)	WIC Act s 14(3)	A Network Operator must pay the annual licence fee determined by the Minister.
6	WIC Act s 50(2)	WIC Act s 50(2)(a)	A Network Operator must be a member of an approved ombudsman scheme.
7	WIC Act s 50(2)	WIC Act s 50(2)(b)	A Network Operator must comply with any decision of the ombudsman under the scheme relating to a dispute or complaint involving the operator and an entitled person.
8	WIC Reg s 9	WIC Reg Schedule 1, s 1(1)	A Network Operator must provide the Minister or IPART with such information as the Minister or IPART may require from time to time in relation to the Licensee's activities under licence and must provide it within such time as specified in that direction.

NO#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
9	WIC Reg s 9	WIC Reg Schedule 1, s 1(3)(a)-(c)	<p>A Network Operator must permit:</p> <ul style="list-style-type: none"> <li>a) the publication on IPART's website of matters as are required to be recorded on the Register of licences;</li> <li>b) the disclosure between relevant government agencies of information the Network Operator has provided to any one of them;</li> <li>c) the disclosure to the general public of information about incidents reported to the Minister or relevant government authority.</li> </ul>
10	WIC Reg s 9	WIC Reg Schedule 1, s 3(a)-(c)	<p>The Network Operator must ensure that the water or sewerage infrastructure is properly designed and constructed, operated in a safe and reliable manner and maintained in a proper condition, having regard to:</p> <ul style="list-style-type: none"> <li>a) the purposes for which it is licensed;</li> <li>b) the licence conditions;</li> <li>c) any publicly available standards or codes relating to its design, construction, operation and maintenance.</li> </ul>
11	WIC Reg s 9	WIC Reg Schedule 1, s 4(1)(a)-(b)	<p>In its activities under the licence, and in relation to the protection of the environment, a Network Operator must comply with the requirements of the:</p> <ul style="list-style-type: none"> <li>a) <i>Environmental Planning and Assessment Act 1979</i> (NSW) and any environmental planning instruments under that Act;</li> <li>b) <i>Protection of the Environment Operations Act 1997</i> (NSW) and any regulations under that Act.</li> </ul>
12	WIC Reg s 9	WIC Reg Schedule 1, s 5	A Network Operator must comply with any water industry code of conduct, marketing code of conduct and transfer code of conduct.

Table A.2 Network Operators – water infrastructure - reportable obligations

NO#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
13	WIC Reg s 9(a)	WIC Reg Schedule 1, s 6(1)(a)-(e)	<p>Before commencing to operate water infrastructure commercially a licenced Network Operator must prepare and give IPART an infrastructure operating plan that indicates the arrangements the Network Operator has made, or proposes to make, in relation to:</p> <ul style="list-style-type: none"> <li>a) the design, construction, operation and maintenance of the infrastructure, including particulars as to the life-span of the infrastructure, the system redundancy built into the infrastructure and the arrangements for the renewal of the infrastructure;</li> <li>b) the continued safe and reliable performance of the infrastructure;</li> <li>c) the continuity of water supply;</li> <li>d) alternative water supplies when the infrastructure is inoperable;</li> <li>e) the maintenance, monitoring and reporting of standards of service.</li> </ul>

NO#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
14	WIC Reg s 9(a)	WIC Reg Schedule 1, s 6(2)(a)	The Network Operator must ensure that the infrastructure operating plan is fully implemented and kept under regular review and, in particular, all of the Network Operator's activities are carried out in accordance with that plan.
15	WIC Reg s 9(a)	WIC Reg Schedule 1, s 6(2)(b)	The licensee must, if the Minister directs, amend its infrastructure operating plan in accordance with the Minister's direction.
16	WIC Reg s 9(a)	WIC Reg Schedule 1, s 6(3)(a)	If any significant change is made to its infrastructure operating plan (or the Minister or IPART demands it), the Network Operator must provide a the Minister or IPART with a report, prepared by the approved auditor, regarding the adequacy of the plan and the condition of its infrastructure having regard to the purposes for which it was licensed.
17	WIC Reg s 9(a)	WIC Reg Schedule 1, s 6(3)(b)	Alternatively, the Network Operator must pay the Minister's or IPART's cost of investigation into the adequacy of the plan or condition of the infrastructure.
18	WIC Reg s 9(a)	WIC Reg Schedule 1, s 7(4)(a)	The Network Operator must ensure that its water quality plan is fully implemented and kept under regular review and the Network Operator's activities are carried out in accordance with that plan.
19	WIC Reg s 9(a)	WIC Reg Schedule 1, s 7(4)(b)	If the Minister so directs, amendments to the Network Operator's water quality plan are made in accordance with the Minister's direction.
20	WIC Reg s 9(a)	WIC Reg Schedule 1, s 7(5)(a)	If any significant change is made to its water quality plan (or the Minister or IPART demands it), the Network Operator must provide the Minister or IPART with a report, prepared by an approved auditor, regarding the adequacy of the plan.
21	WIC Reg s 9(a)	WIC Reg Schedule 1, s 7(5)(b)	Alternatively, the Network Operator must pay the Minister's or IPART's costs of investigating the adequacy of the plan.
22	WIC Reg s 9(a)	WIC Reg Schedule 1, s 8(1)	Any water meter that is connected to a Network Operator's water main must comply with the requirements of the <i>Plumbing Code of Australia</i> .
23	WIC Reg s 9(a)	WIC Reg Schedule 1, s 8(2)(a)-(c)	While water is being supplied to premises in respect of which a water meter has been installed, a Network Operator must ensure that: <ul style="list-style-type: none"> <li>a) the water meter is properly maintained and periodically tested;</li> <li>b) the water meter is read at intervals of no more than 4 months;</li> <li>c) written notice of each meter reading is sent to the relevant licensed Retail Supplier.</li> </ul>
24	WIC Reg s 9(a)	WIC Reg Schedule 1, s 11	Customer's installations are not to be connected to the Network Operator's water main or sewer main unless the installation complies with the <i>Plumbing and Drainage Act 2011</i> (NSW).
25	WIC Reg s 9(a)	WIC Reg Schedule 1, s 12(a), (d)-(e)	The Network Operator must have an internet website on which: <ul style="list-style-type: none"> <li>a) a plan showing the nature and general location of the infrastructure is available for inspection by members of the public;</li> <li>b) the most recent auditor's report under section 6 that applies to the Network Operator is available for inspection by members of the public;</li> <li>c) the most recent auditor's report under section 7 that applies to the Network Operator is available for inspection by members of the public.</li> </ul>

Table A.3 Network Operators – water infrastructure for drinking water only - reportable obligations

NO#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
26	WIC Reg s 9(a)	WIC Reg Schedule 1, s 9(a)-(c)	A Network Operator of water infrastructure to supply drinking water must ensure the water supplied: <ul style="list-style-type: none"> <li>a) is fit for human consumption;</li> <li>b) complies with any requirements of the licence conditions;</li> <li>c) complies with any requirements under the <i>Public Health Act 2010</i> (NSW) in relation to the supply of safe drinking water.</li> </ul>
27	WIC Reg s 9(a)	WIC Reg Schedule 1, s 7(1)(a)	Before commencing to operate water infrastructure commercially the licensed Network Operator must prepare, and forward to IPART, a water quality plan in relation to the water supplied from the infrastructure that specifies: <ul style="list-style-type: none"> <li>a) how the 12 elements for the framework for the management of drinking water quality, as detailed in the Australian Drinking Water Guidelines, have been addressed and will be implemented.</li> <li>b) having regard to the guidelines, the purposes for which the water may or may not be used.</li> </ul>
28	WIC Reg s 9(a)	WIC Reg Schedule 1, s 7(2)	A Network Operator's water quality plan in relation to water infrastructure for drinking water must be consistent with the <i>Australian Drinking Water Guidelines</i> .

Table A.4 Network Operators – water infrastructure for non-potable water only - reportable obligations

NO#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
29	WIC Reg s 9(a)	WIC Reg Schedule 1, s 10(b)	The Network Operator under a licence for water infrastructure to supply non-potable water for a particular purpose must ensure that the water supplied complies with any requirements of the licence conditions.
30	WIC Reg s 9(a)	WIC Reg Schedule 1, s 7(1)(b)	Before commencing to operate water infrastructure commercially the licensed Network Operator must prepare, and forward to IPART, a water quality plan in relation to the non-potable water supplied from the infrastructure that specifies how the 12 elements for the framework for the management of recycled water quality, as detailed in the <i>Australian Guidelines for Water Recycling</i> , have been addressed and will be implemented, and, having regard to those guidelines, the purposes for which the water may be used /not used.
31	WIC Reg s 9(a)	WIC Reg Schedule 1, s 7(3)	A Network Operator's water quality plan in relation to water infrastructure for non-potable water must be consistent with the <i>Australian Guidelines for Water Recycling</i> .
32	WIC Reg s 9(a)	WIC Reg Schedule 1, s 10(a)	The Network Operator under a licence for water infrastructure to supply non-potable water for a particular purpose must ensure that the water supplied is fit for that purpose.

Table A.5 Network Operators – sewerage infrastructure – reportable obligations

NO#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
33	WIC Reg s 9(b)	WIC Reg Schedule 1, s 13(1)(a)-(e)	<p>Before commencing to operate sewerage infrastructure commercially a Network Operator must prepare and forward to IPART an infrastructure operating plan that indicates the arrangements the Network Operator has made, or proposes to make, in relation to:</p> <ul style="list-style-type: none"> <li>a) the design, construction, operation and maintenance of the infrastructure, including particulars as to the life-span of the infrastructure, the system redundancy built into the infrastructure and the arrangements for the renewal of the infrastructure;</li> <li>b) the continued safe and reliable performance of the infrastructure;</li> <li>c) the continuity of sewerage services;</li> <li>d) alternative sewerage services when the infrastructure is inoperable;</li> <li>e) the maintenance, monitoring and reporting of standards of service.</li> </ul>
34	WIC Reg s 9(b)	WIC Reg Schedule 1, s 14(1)(a)-(b)	<p>Before commencing to operate sewerage infrastructure commercially a Network Operator must prepare and forward to IPART a sewage management plan that indicates:</p> <ul style="list-style-type: none"> <li>a) the way health and ecological assessments will be undertaken and any concerns arising from any such assessment addressed;</li> <li>b) the arrangements for the disposal of waste from the infrastructure.</li> </ul>
35	WIC Reg s 9(b)	WIC Reg Schedule 1, s 13(2)(a)	The infrastructure operating plan is fully implemented and kept under regular review and, in particular, all of the Network Operator's activities are carried out in accordance with that plan.
36	WIC Reg s 9(b)	WIC Reg Schedule 1, s 13(2)(b)	The licensee must, if the Minister directs, amend its infrastructure operating plan in accordance with the Minister's direction.
37	WIC Reg s 9(b)	WIC Reg Schedule 1, s 13(3)(a)	If any significant change is made to its infrastructure operating plan (or the Minister or IPART demands it), the Network Operator must provide the Minister or IPART with a report, prepared by an approved auditor, regarding the adequacy of the plan and the condition of its infrastructure having regard to the purposes for which it was licensed.
38	WIC Reg s 9(b)	WIC Reg Schedule 1, s 13(3)(b)	Alternatively, the Network Operator must pay the Minister's or IPART's cost of investigation into the adequacy of the plan or condition of the infrastructure.
39	WIC Reg s 9(b)	WIC Reg Schedule 1, s 14(3)(a)	A Network Operator must ensure its sewage management plan is fully implemented and kept under regular review and all its activities are carried out in accordance with the plan.
40	WIC Reg s 9(b)	WIC Reg Schedule 1, s 14(3)(b)	A Network Operator must, if the Minister so directs, amend its sewage management plan in accordance with the Minister's direction.

NO#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
41	WIC Reg s 9(b)	WIC Reg Schedule 1, s 14(4)(a)	On demand by the Minister or IPART, or if any significant change is made to its sewage management plan, a Network Operator must provide the Minister or IPART with a report, prepared by an approved auditor, as to the adequacy of its plan and the condition of the infrastructure.
42	WIC Reg s 9(b)	WIC Reg Schedule 1, s 14(4)(b)	Alternatively, the Network Operator must pay the Minister's or IPART's costs in investigating the adequacy of its plan or the condition of the infrastructure.
43	WIC Reg s 9(b)	WIC Reg Schedule 1, s 15(a)-(e)	<p>A Network Operator must have an internet website on which:</p> <ul style="list-style-type: none"> <li>a) a plan showing the nature and general location of the infrastructure is available for inspection by members of the public;</li> <li>b) the <i>Infrastructure Operating Plan</i> is available for inspection by members of the public;</li> <li>c) the <i>Sewage Management Plan</i> is available for inspection by members of the public;</li> <li>d) the most recent auditor's report under section 13 that applies to the Network Operator is available for inspection by members of the public;</li> <li>e) the most recent auditor's report under section 14 that applies to the Network Operator is available for inspection by members of the public.</li> </ul>

Table A.6 Network Operators – monopoly suppliers - reportable obligations

NO#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
44	WIC Act s 52(3)	WIC Act s 52(3)	A monopoly supplier must comply with any IPART determination in relation to the pricing for any service in respect of which a declaration is in force under section 51 and in relation to a periodic review of pricing policies in respect of any such service.
45	WIC Act s 53(1)	WIC Act s53(1)	A monopoly supplier must, in accordance with the declaration for that service, supply that service to any eligible premises to which the owner of the premises requests the supplier to provide that service.

## B List of licence obligations – Retail Supplier

Each licensee has obligations under the WIC Act and WIC Reg, as well as Ministerially-imposed licence conditions which are set out in the licence itself.

- Licence conditions under the WIC Act and WIC Reg are summarised in Tables B.1 to B.6 below. Licensees should refer to the legislation for further context regarding these obligations. The reporting frequency for each licence condition under the WIC Act and WIC Reg is set out in the tables below.
- Ministerially-imposed licence conditions are set out in Schedules A and B of each licensee's licence.

The reporting requirements for special licence conditions in the licences are not summarised in this Appendix B as they may change over time and vary between individual licences.

Table B.1 Retail Supplier – general reportable obligations

RS#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
1	WIC Act s 18(2)	WIC Act s 18(2)	A Retail Supplier must comply with any direction of the Minister to take specified action to reduce or eliminate a risk to public health or public safety arising from certain activities.
2	WIC Reg s 13	WIC Reg Schedule 2, s 1(2)(a)-(d)	<p>A Retail Supplier must immediately notify:</p> <ul style="list-style-type: none"> <li>a) IPART;</li> <li>b) the Minister administering the <i>Public Health Act 2010</i>;</li> <li>c) the Minister administering Part 2 of the WIC Act; and</li> <li>d) any licensed Network Operator by means of whose infrastructure the retailer supplies water or provides sewerage services,</li> </ul> <p>of any incident in the conduct of its activities that threatens, or could threaten, water quality, public health or safety.</p>
3	WIC Act s 14(3)	WIC Act s 14(3)	A Retail Supplier must pay the annual licence fee determined by the Minister.
4	WIC Act s 50(1)	WIC Act s 50(1)(a)	A Retail Supplier to small retail customers must be a member of an approved ombudsman scheme.
5	WIC Act s 50(1)	WIC Act s 50(1)(b)	A Retail Supplier must comply with any decision of the ombudsman relating to a dispute or complaint with a small retail customer.
6	WIC Reg s 13	WIC Reg Schedule 2, s 1(1)	A Retail Supplier must provide the Minister or IPART with such information as directed in relation to Licensee's activities under licence.
7	WIC Reg s 13	WIC Reg Schedule 2, s 1(3)(a)-(c)	<p>A Retail Supplier must permit:</p> <ul style="list-style-type: none"> <li>a) the publication on IPART's website of matters recorded on the Register of Licences;</li> <li>b) disclosure between government agencies of information the licensee has provided to any one of them;</li> <li>c) disclosure to the general public of information about reported incidents.</li> </ul>
8	WIC Reg s 13	WIC Reg Schedule 2, s 2(1)(a)	A Retail Supplier of small retail customers must implement any relevant government policy that applies to it.
9	WIC Reg s 13	WIC Reg Schedule 2, s 2(1)(b)	A Retail Supplier of small retail customers must ensure the details of any relevant government policy are forwarded to each customer at least once a quarter.
10	WIC Reg s 13	WIC Reg Schedule 2, s 2(1)(c)	<p>A Retail Supplier of small retail customers must furnish a report to IPART and the Department Head each quarter relating to the following:</p> <ul style="list-style-type: none"> <li>i. the identity of each customer to whom any payment assistance, discount or rebate has been given during that quarter pursuant to any relevant government policy and</li> <li>ii. the amount of any such payment assistance, discount or rebate.</li> </ul>

RS#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
11	WIC Reg s 13	WIC Reg Schedule 2, s 2(1)(d)	A Retail Supplier of small retail customers must furnish a report to other Retail Suppliers to which there is a transfer of water supplies or sewerage services in respect of a customer referred to in paragraph 2(1)(c)(i) of Schedule 2 to the WIC Reg, as soon as practicable after the transfer takes effect as to: <ul style="list-style-type: none"> <li>i. the fact that the customer has been receiving any payment assistance, discount or rebate pursuant to any such policy and</li> <li>ii. the amount of any such payment assistance, discount or rebate.</li> </ul>
12	WIC Reg s 13	WIC Reg Schedule 2, s 3	Any notice a Retail Supplier of small retail customers is required to send its customers must include or be accompanied by information as to the existence of, and the telephone numbers for, any available community translation services. Such information is to be given in English, Arabic, Cantonese, Greek, Italian, Spanish, Vietnamese and in such other languages as are spoken by more than 3 per cent of the population within the licensee's area of operations.
13	WIC Reg s 13	WIC Reg Schedule 2, s 4(1)(a)	A Retail Supplier of small retail customers must establish and comply with a code of practice for customer complaints whether in relation to: <ul style="list-style-type: none"> <li>i. the supply of water or the provision of sewerage services, by the Retail Supplier or</li> <li>ii. the operation of the water or sewerage infrastructure from which that water is supplied or those services provided.</li> </ul>
14	WIC Reg s 13	WIC Reg Schedule 2, s 4(1)(b)	A Retail Supplier of small retail customers must provide copies of its code of practice for customer complaints to the Minister, IPART and the ombudsman.
15	WIC Reg s 13	WIC Reg Schedule 2, s 4(1)(c)	A Retail Supplier of small retail customers must keep its customers informed as to: <ul style="list-style-type: none"> <li>i. the provisions of the code of practice for customer complaints and</li> <li>ii. the existence of and procedure for referring complaints or disputes to the ombudsman.</li> </ul>
16	WIC Reg s 13	WIC Reg Schedule 2, s 4(1)(d)	A Retail Supplier of small retail customers must furnish periodic reports to the Minister and IPART in relation to complaints it receives, in such form and containing such information as the Minister or IPART requires.
17	WIC Reg s 13	WIC Reg Schedule 2, s 4(2)	A Retail Supplier of small retail customers' code of practice for customer complaints must conform to the requirements of AS/ISO 10002-2006.
18	WIC Reg s 13	WIC Reg Schedule 2, s 5(1)(a)-(c)	A Retail Supplier of small retail customers must: <ul style="list-style-type: none"> <li>a) establish and comply with a code of practice for debt recovery;</li> <li>b) provide copies of its code of practice for debt recovery to the Minister, IPART and to the ombudsman;</li> <li>c) keep its customers informed as to the provisions of the code of practice for debt recovery.</li> </ul>
19	WIC Reg s 13	WIC Reg Schedule 2, s 5(2)	A Retail Supplier of small retail customers' code of practice for debt recovery must provide for the deferment, in whole or in part, of payments owed by customers suffering financial hardship.
20	WIC Reg s 13	WIC Reg Schedule 2, s 6	A Retail Supplier must comply with any water industry code of conduct, marketing code of conduct and transfer code of conduct.

RS#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
21	WIC Reg s 13	WIC Reg Schedule 2, s 7(1)(a)-(b)	<p>In its activities under the licence, and in relation to the protection of the environment, a Retail Supplier must comply with the requirements of the:</p> <ul style="list-style-type: none"> <li>a) <i>Environmental Planning and Assessment Act 1979</i> (NSW) and any environmental planning instruments under that Act;</li> <li>b) <i>Protection of the Environment Operations Act 1997</i> (NSW) and any regulations under that Act.</li> </ul>
22	WIC Reg s 13	WIC Reg Schedule 2, s 8(1)(a)-(c)	<p>Before commencing activities under a Retail Supplier's licence, a Retail Supplier must prepare and forward to IPART a retail supply management plan that indicates the arrangements the licensee has made, or proposes to make, in relation to the:</p> <ul style="list-style-type: none"> <li>a) events and circumstances that could adversely affect the licensee's ability to supply water or provide sewerage services, or both, (an adverse event or circumstance) as authorised by the licence;</li> <li>b) probability of the occurrence of any such event or circumstance;</li> <li>c) measures to be taken by the licensee: <ul style="list-style-type: none"> <li>i. to prevent the occurrence, or minimise the effect, or any such event or circumstance; and</li> <li>ii. to arrange for alternative supplies of water or the provision of sewerage services, or both, as authorised by the licence, in response to an adverse event or circumstance.</li> </ul> </li> </ul>
23	WIC Reg s 13	WIC Reg Schedule 2, s 8(1)(d)	<p>Before commencing activities under a Retail Supplier's licence, a Retail Supplier must prepare and give IPART a retail supply management plan that indicates the arrangements the licensee has made, or proposes to make, to ensure that it complies with:</p> <ul style="list-style-type: none"> <li>i. its code of practice for complaints by small retail customers and its code of practice for debt recovery from such customers; and</li> <li>ii. the marketing code of conduct and transfer code of conduct.</li> </ul>
24	WIC Reg s 13	WIC Reg Schedule 2, s 8(2)(a)	The Retail Supplier must ensure that its retail supply management plan is fully implemented and kept under regular review and that all of its activities are carried out in accordance with that plan.
25	WIC Reg s 13	WIC Reg Schedule 2, s 8(2)(b)	The Retail Supplier must, if the Minister so directs, amend its retail supply management plan in accordance with the Minister's direction.
26	WIC Reg s 13	WIC Reg Schedule 2, s 8(3)(a)	If the Minister or IPART so demands, or if any significant change is made to its retail supply management plan, the Retail Supplier must provide the Minister or IPART with a report, prepared by an approved auditor in such manner and form as the Minister or IPART may direct, as to the adequacy of the plan.
27	WIC Reg s 13	WIC Reg Schedule 2, s 8(3)(b)	Alternatively, the Retail Supplier must pay the Minister's or IPART's costs of investigating the adequacy of the amended retail supply management plan.

Table B.2 Retail Supplier – water infrastructure - reportable obligations

RS#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
28	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 12	A Retail Supplier must not terminate the supply of water to any of its customers within the whole or any part of its area of operations unless it has given IPART and the Minister at least 14 days' written notice. (This does not apply in relation to any customer (other than a small retail customer) with whom the Retail Supplier has entered into a water supply arrangement that sets out procedures to be followed in connection with the interruption or termination of water supply).
29	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 9(1)(a)	The Retail Supplier must have an internet website on which the following matters are available for inspection by members of the public: <ul style="list-style-type: none"> <li>i. the Retail Supplier's standard water supply contract for small retail customers; and</li> <li>ii. the existence of any water restriction order that is in force in its area of operations.</li> </ul>
30	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 9(1)(c)-(g)	The Retail Supplier's website must contain: <ul style="list-style-type: none"> <li>a) the retail supply management plan;</li> <li>b) the Retail Supplier's code of practice for complaints by small retail customers;</li> <li>c) the Retail Supplier's code of practice for debt recovery from small retail customers;</li> <li>d) details of any relevant government policy that applies to the Retail Supplier;</li> <li>e) the most recent auditor's report on the retail supply management plan.</li> </ul>
31	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 11(1)(a)-(d)	A Retail Supplier must not enter into water supply arrangements under which it assumes obligations that it is unable to meet, or advertise that it is willing to enter into such arrangements, having regard to the: <ul style="list-style-type: none"> <li>a) capacity of the relevant water source to supply water or the volume of water available to the Retail Supplier from that water source;</li> <li>b) quality of the water derived from that water source;</li> <li>c) water infrastructure from which the water is to be supplied;</li> <li>d) conditions on which the Retail Supplier has access to the infrastructure services provided by that infrastructure, whether pursuant to an access agreement or access determination or otherwise.</li> </ul>
32	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 11(2)	A Retail Supplier must not enter into a water supply arrangement with a customer unless the premises to which the water is to be supplied are connected to, or readily connectable to, a water main to which the licensee has access.
33	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 13	A Retail Supplier must ensure its customers are kept informed of any water restriction that applies to them in any bill or other correspondence it sends to them while the restriction is in force.
34	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 14(1)	A Retail Supplier must not supply water to a small retail customer otherwise than under a water supply contract.
35	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 14(2)	A Retail Supplier of small retail customers' water supply contracts must address certain matters set out in the Table in section 14 of Schedule 2 of the WIC Reg.

RS#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
36	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 14(3)(a)-(b)	<p>The contract to supply water of a Retail Supplier of small retail customers must provide that the licensee must not:</p> <ul style="list-style-type: none"> <li>a) disconnect the customer's premises from the licensee's water main as a consequence of a customer's non-payment of a debt;</li> <li>b) reduce the flow of drinking water from a Retail Supplier's main below that necessary for basic sustenance and hygiene as a consequence of a customer's non-payment of a debt.</li> </ul>
37	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 14(4)	A Retail Supplier that proposes to supply water to a small retail customer on terms that are different from those set out in the Retail Supplier's standard water supply contract must notify the customer of the various differences before the customer enters into the contract.
38	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 14(5)(a)-(g)	<p>Before entering into a contract to supply water to a small retail customer, a Retail Supplier must provide the customer with a disclosure notice that specifies:</p> <ul style="list-style-type: none"> <li>a) the customer's name, and the address of the premises to be supplied;</li> <li>b) the date on which supply is to commence;</li> <li>c) the fees and charges that will be payable in respect of the supply;</li> <li>d) the circumstances in which the customer's premises may be disconnected from the water main;</li> <li>e) the Retail Supplier's procedures for handling customer complaints;</li> <li>f) the existence of any government-funded rebates for which the customer may be eligible;</li> <li>g) where the customer can obtain a copy of the contract.</li> </ul>

Table B.3 Retail Supplier – supply of non-potable water - reportable obligations

RS#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
39	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 10(1)(a)	A Retail Supplier of non-potable water must inform any customer to which such water is supplied as to the authorised purposes in relation to that water.
40	WIC Reg s 13(1)(a)	WIC Reg Schedule 2, s 9(1)(b) and s 9(2)	A Retail Supplier of non-potable water must not supply non-potable water to a customer for use for an unauthorised purpose, unless the water is to be processed by the customer to become water for which that purpose is an authorised purpose.

Table B.4 Retail Supplier – provision of sewerage services - reportable obligations

RS#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
41	WIC Reg s 13(1)(b)	WIC Reg Schedule 2, s 16	A Retail Supplier must not terminate the provision of sewerage services to any of its customers within the whole or any part of its area of operations unless it has given IPART and the Minister at least 14 days' written notice.

RS#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
42	WIC Reg s 13(1)(b)	WIC Reg Schedule 2, s 9(1)(b)	The Retail Supplier must have an internet website on which its sewerage service contract for small retail customers is available for inspection by members of the public.
43	WIC Reg s 13(1)(b)	WIC Reg Schedule 2, s 9(1)(c)-(g)	The Retail Supplier's website must contain: <ul style="list-style-type: none"> <li>a) the retail supply management plan;</li> <li>b) the Retail Supplier's code of practice for complaints by small retail customers;</li> <li>c) the Retail Supplier's code of practice for debt recovery from small retail customers;</li> <li>d) details of any relevant government policy that applies to the Retail Supplier;</li> <li>e) the most recent auditor's report on the retail supply management plan.</li> </ul>
44	WIC Reg s 13(1)(b)	WIC Reg Schedule 2, s 15(1)(a)-(c)	A Retail Supplier must not enter into sewerage service arrangements under which it assumes obligations that it is unable to meet, or advertise that it is willing to enter into such arrangements, having regard to: <ul style="list-style-type: none"> <li>a) the sewerage infrastructure from which those services are to be provided;</li> <li>b) limitations on the capacity of that infrastructure to dispose of waste;</li> <li>c) the conditions on which the Retail Supplier has access to the infrastructure services provided by that infrastructure, whether under an access arrangement, access determination or otherwise.</li> </ul>
45	WIC Reg s 13(1)(b)	WIC Reg Schedule 2, s 15(2)	A Retail Supplier must not enter into a sewerage service arrangement with a customer unless the premises to which the water is to be supplied are connected to, or readily connectible to, a sewer main to which the licensee has access.
46	WIC Reg s 13(1)(b)	WIC Reg Schedule 2, s 17(1)	A Retail Supplier must not provide a sewerage service to a small retail customer otherwise than under a sewerage service contract.
47	WIC Reg s 13(1)(b)	WIC Reg Schedule 2, s 17(2)	A Retail Supplier's sewerage service contracts for small retail customers must address certain matters set out in the Table in section 17 of Schedule 2 of the WIC Reg.
48	WIC Reg s 13(1)(b)	WIC Reg Schedule 2, s 17(3)(a)	A Retail Supplier's sewerage contracts for small retail customers must provide that the licensee must not disconnect the customer's premises from the Retail Supplier's sewer main as a consequence of the customer's non-payment of a debt.
49	WIC Reg s 13(1)(b)	WIC Reg Schedule 2, s 17(3)(b)	A Retail Supplier's sewerage contracts for small retail customers must provide that the licensee must not reduce the flow of sewage into a Retail Supplier's sewer main below that necessary for basic hygiene as a consequence of the customer's non-payment of a debt.

RS#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
50	WIC Reg s 13(1)(b)	WIC Reg Schedule 2, s 17(4)(a)-(g)	<p>Before entering into a contract to supply a sewerage service to a small retail customer, a Retail Supplier must provide the customer with a disclosure notice that specifies:</p> <ul style="list-style-type: none"> <li>a) the customer's name, and the address of the premises to be supplied;</li> <li>b) the date on which supply is to commence;</li> <li>c) the fees and charges that will be payable in respect of the supply;</li> <li>d) the circumstances in which the customer's premises may be disconnected from the sewer main;</li> <li>e) the Retail Supplier's procedures for handling customer complaints;</li> <li>f) the existence of any government-funded rebates for which the customer may be eligible;</li> <li>g) where the customer can obtain a copy of the contract.</li> </ul>

Table B.5 Retail Supplier – monopoly suppliers - reportable obligations

RS#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
51	WIC Act s 52(3)	WIC Act s 52(3)	A monopoly supplier must comply with any IPART determination in relation to the pricing for any service in respect of which a declaration is in force under section 51 and in relation to a periodic review of pricing policies in respect of any such service.
52	WIC Act s 53(1)	WIC Act s53(1)	A monopoly supplier must, in accordance with the declaration for that service, supply that service to any eligible premises to which the owner of the premises requests the supplier to provide that service.

Table B.6 Retail Supplier – Retailers of Last Resort (RoLR) - reportable obligations

RS#	Licence condition	Obligations under condition	Brief description of obligation which, if not complied with, must be reported
53	WIC Act s 55(4)(a)	WIC Act s 55(1)	As soon as practicable after becoming an RoLR, the RoLR must, in accordance with the regulations, submit a contingency plan for meeting their obligations for the Minister's approval.
54	WIC Act s 55(4)(b)	WIC Act s 55(4)(b)	A RoLR that is a licensed retail supplier must maintain the arrangements set out in its contingency plan.
55	WIC Act s 57(2)	WIC Act s 57(2)	In the case of a RoLR that is a licensed retail supplier, compliance with a Ministerial order is a condition of the retail supplier's licence.

## C Performance indicators - Network Operator

The table below sets out the performance indicators developed by IPART, that WIC Act Network Operators must report on. The Licensee is to report these in their Annual Compliance Report.

Table C.1 Performance indicators for Network Operators

Indicator number	Performance indicator	Definition
Performance area: Assets		
A1	Number of properties that experience an unplanned water interruption that lasts for more than five continuous hours	Number of properties that experience an unplanned water interruption that lasts for more than five continuous hours in the financial year.
A2	Number of properties that experience three or more unplanned water interruptions that each lasts for more than one hour	Number of properties that experience three or more water interruptions that each lasts for more than one hour in the financial year.
A3	Total number of unplanned water interruptions – water supply	The total number of unplanned interruptions where customers are without potable water supply, during the reporting year (interruptions).
A4	Average duration of unplanned water interruptions – water supply	The average duration for which a customer is without potable water, due to an unplanned supply interruption during the reporting year minutes (minutes).
A10	Number of properties that experience a water pressure failure	Number of properties that experience a water pressure failure in the financial year.
A11	Number of properties (other than public properties) that experience an uncontrolled wastewater overflow in dry weather	Number of properties (other than public properties) that experience an uncontrolled wastewater overflow in dry weather in the financial year.
A12	Number of properties (other than public properties) that experience three or more uncontrolled wastewater overflows in dry weather	Number of properties (other than public properties) that experience three or more uncontrolled wastewater overflows in dry weather in the financial year.

Note: A3 is NWI indicator IC17

A4 is NWI indicator C15

## Definitions

### Property

Means any single real property which is connected to the water utility's drinking water supply system, to the water utility's sewerage system or to the water utility's non-potable (or recycled) water system and a charge for the services provided by one or more of those systems is levied on the owner of the real property.

### Uncontrolled wastewater overflow

Refer to the WIC Act utility's current Infrastructure Operating Plan for a definition of when a property is taken to have experienced an Uncontrolled Wastewater Overflow.

### Water Pressure Failure

Refer to the Licensee's current Infrastructure Operating Plan for a definition of when a property is taken to have experienced Water Pressure Failure if it breaches the System Performance Standard for water pressure.

For the purpose of this indicator a Property is taken to have experienced a Water Pressure Failure:

- a. when a person notifies the water utility that the Property has experienced a Water Pressure Failure and the water utility confirms that the Property has experienced a Water Pressure Failure; or
- b. when the water utility identifies that the Property has experienced a Water Pressure Failure (including through its data collection systems and hydraulic analysis).

Despite above, a Property will not be taken to have experienced a Water Pressure Failure if that Water Pressure Failure occurred only because of:

- a. water usage in the case of a fire or other abnormal demand; or
- b. a short term or temporary operational problem (such as a main break) which is remedied within Four days of its commencement.

### Unplanned Water Interruption

Means an event which:<sup>c</sup>

- a. commences when the supply of Drinking Water at the first cold water tap of a Property is interrupted without the Customer or Consumer having received prior notice of that interruption from the water utility; and

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<sup>c</sup> Hunter Water Operating Licence 2017-2022 Clause 7.1 Definitions.

- b. ceases when a normal supply of Drinking Water is restored to the Property referred to in paragraph (a).

## D Licence Data – Retail Supplier

IPART requires the information outlined below for administrative purposes (i.e. to calculate the annual fees of WIC Act Retail Suppliers) and to inform our risk-based compliance approach. Before 1 July 2018 IPART collected that information under the Performance Indicators section. As that information does not relate to water utilities' performance, we are now collecting it separately. The Licensee is to report these in their Annual Compliance Report.

Table D.1 Licence data for Retail Suppliers

Data number	Licence data	Definition
L1	Total volume of water supplied (ML)	The total volume of drinking and non-potable water supplied, including for environmental flows and bulk water exports in the financial year.
L2	Total volume of non-potable water supplied (ML)	The total volume of non-potable water supplied by the utility during the reporting year, in megalitres (ML).
L3	Total volume of wastewater collected (ML)	The total volume of wastewater collected by the utility during the reporting year, in megalitres (ML).
L4	Connected residential properties – water supply (000s)	The number of connected residential properties receiving water supply services from the utility during the reporting year (properties 000s).
L5	Connected non-residential properties – water supply (000s)	The number of connected non-residential properties receiving water supply services from the utility during the reporting year (properties 000s).
L6	Connected residential properties – wastewater (000s)	The number of connected residential properties receiving wastewater services from the utility during the reporting year (properties 000s).
L7	Connected non-residential properties – wastewater (000s)	The number of connected non-residential properties receiving wastewater services from the utility during the reporting year (properties 000s).
L8	Connected residential properties – recycled water supply (000s)	The number of connected residential properties receiving recycled water services from the utility during the reporting year (properties 000s).
L9	Connected non-residential properties – recycled water supply (000s)	The number of connected non-residential properties receiving recycled water services from the utility during the reporting year (properties 000s).

Note: L2 is NWI indicator W26  
 L3 is NWI indicator W18  
 L4 is NWI indicator C2  
 L5 is NWI indicator C3  
 L6 is NWI indicator C6  
 L7 is NWI indicator C7

## Definitions

### Property

Means any single real property which is connected to the water utility's drinking water supply system, to the water utility's sewerage system or to the water utility's non-potable (or recycled) water system and a charge for the services provided by one or more of those systems is levied on the owner of the real property.

**Connected residential properties** include:<sup>d</sup>

- each apartment in a high-rise apartment complex
- each property in a department of housing unit complex
- each individual stand-alone residential property within a retirement village.

**Connected non-residential properties** include:<sup>e</sup>

- commercial and municipal properties
- shopping centres
- schools, universities, and technical colleges (TAFEs),
- hospitals and nursing homes
- shopping centres with separate connections for each shop are to be counted as one non-residential connection.

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<sup>d</sup> Supporting notes to NWI indicator C2, *National urban water utility performance reporting framework: indicators and definitions handbook*, January 2018.

<sup>e</sup> Supporting notes to NWI indicator C3, *National urban water utility performance reporting framework: indicators and definitions handbook*, January 2018.

## Document amendment record

Revision	Date issued	Notes
1	1 July 2009	First release
2	9 June 2010	Additional template for nil returns
3	24 June 2015	Additional insurance expert's requirement in 2.6.1 and report template in Appendix I. Additional notification requirements before/after changes in insurance coverage in 2.6.2. Additional template for immediate licence breach reporting in Appendix D. Updated standard licence clauses in the list of licence obligations and reporting frequency in Appendix E. Updated IPART's contact details. Information restructured to improve readability.
4	10 August 2015	Provided clarification on the definition of connection point in Appendix G following stakeholder feedback. Added notification requirement for changes in environmental mitigation measures for new licensees where applicable. Document issued as final.
5	1 June 2016	Amended notification requirements before/after changes in insurance coverage in 2.6.2. Updated signature requirements. Document issued as final, effective from 1 July 2016.
6	29 June 2018	Amended Performance Indicators Appendices. Reporting date updated to 1 September. Removed NIL returns template, formatting and minor editorial updates. Document issued as final, effective from 1 July 2018.
7	21 November 2018	Amended incident notification section Section 2 to cover non-compliance reporting. Section 3 Notification and reporting requirements created and reporting that doesn't relate to non-compliances moved to this section. Previous Section 3 moved to Section 4.
8	13 March 2019	Amended insurance section Section 3.2 to address ambiguities in when we will require insurance expert's reports. Table 3.1 to address changes in requirements when a licensee amends its level/type of insurance cover. Added Section 3.9 to add requirement for annual reporting of financial capacity for licensees that supply essential services to small retail customers. Amendment to annual reporting checklist in Appendix D to reflect changes made in Section 3.9. Added Appendix H – Financial capacity report template.
9	14 August 2019	Added section 3.10.
10	13 November 2019	Changed stakeholder contact details in Form A and Form B, in Appendix C.
11	1 July 2020	Updated to align process for submitting reports and notifications with the Water Industry Licence Management Application (WILMA). Updated Incident Notification Forms in Appendix C. Amended insurance section Amended section 3.2 to remove ad hoc notification of changes in insurance and provision of information (Table 3.2 deleted). Amended Appendix E to include an annual declaration in relation to maintaining appropriate insurance, annual provision of certificates of currency and explanation of any changes to insurance. Amended Appendix G to update the insurance expert's report template to be consistent with the new WICA Insurance Guide. Updated references to the Minister administering the WIC Act.

Revision	Date issued	Notes
		Updated references to the Department administering the WIC Act.
12	22 November 2021	<p>Draft for consultation:</p> <p>Combined the network operator and retail supplier reporting manuals and created 6 separate forms for reporting.</p> <p>Clarified reporting of incident and non-compliances.</p> <p>Incident Form B expanded to include question on non-compliances occurred and reporting required within 30 days of submitting Form A.</p> <p>Self-identified non-compliance reporting from 'immediate' and 'annual' categories to within 30 days of identification for all obligations.</p> <p>Consolidated all annual compliance reporting requirements into one form.</p>
13	1 April 2022	<p>Self-identified non-compliance reporting amended to annual reporting for all obligations as part of the annual compliance report, unless the non-compliances are related to incidents.</p> <p>Reporting Manual section 2.1 on incidents amended to clarify expectations where delay or change in information might occur.</p> <p>Annual Compliance Report Schedule A amended to clarify reporting requirements on non-compliances that have been reported and those that have not been reported.</p>

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