



Independent Pricing and Regulatory Tribunal

Licence compliance under the *Water Industry Competition Act 2006 (NSW)*

Report to the Minister

Water — Annual Compliance Report
October 2016



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1 | Executive summary

The licensing regime under the *Water Industry Competition Act 2006* (WIC Act) commenced in August 2008. The legislation was introduced as part of the NSW Government's strategy for a sustainable water future.

Under the WIC Act, IPART administers a licensing regime on behalf of the Minister for Lands and Water (the Minister). We also monitor and assess licensees' compliance with their licence conditions and provide an annual report to the Minister.¹ We identify non-compliances with licence conditions through operational audits, licensees' self-reporting and our analysis.

This report sets out the extent to which licensees have complied with their licence conditions during the preceding financial year. It includes our main findings regarding licensees' performance against their licence conditions. It also summarises operating statistics that allow stakeholders to understand how water and sewerage schemes licensed under the WIC Act are performing over time.

1.1 Overall performance has improved

We monitored 27 licences under our compliance program at 30 June 2016.² This included 19 network operator's licences and eight retail supplier's licences. Licensee compliance continued to be good, and has improved this year. In total, we identified 11 non-compliances with licence conditions, as follows:

- ▼ two non-compliances from operational audits
- ▼ three non-compliances from licensees' self-reporting, and
- ▼ six non-compliances through our analysis.³

In comparison, we identified 17 non-compliances in 2014-15.⁴

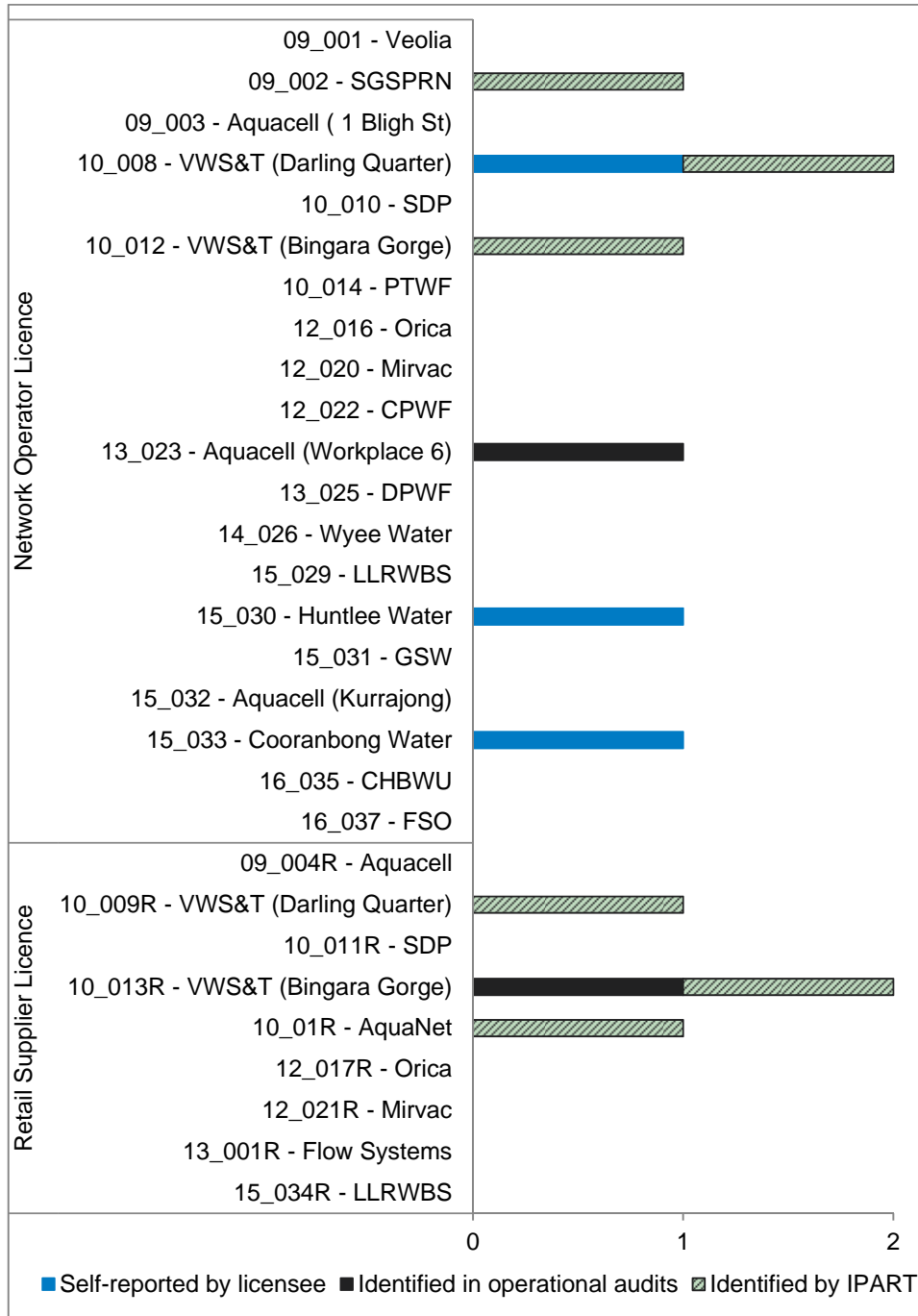
¹ As required under section 89(1) of the WIC Act.

² In total, we administered 29 licences in this reporting period. However, the Minister cancelled two licences (at the licensee's request) prior to 30 June 2016.

³ These relate to the late submission of licensees' 2014-15 annual compliance returns, submitted in August 2015.

⁴ These are licence breaches identified through operational audits, licensees' self-reporting and our analysis.

Figure 1.1 Breakdown of non-compliances identified in this reporting period



Note: (1) The Minister cancelled Mirvac network operator licence (12_020) and retail supplier licence (12_021R) for Chifley Square (at their request) during this reporting period. We have included Mirvac in our report for completeness, (2) non-compliances' identified by IPART' captures where licensees' failed to submit annual returns as required.

Data source: (1) Licensee's annual compliance returns, (2) operational audit reports and (3) IPART's assessment.

Only one of the 11 non-compliances was significant in nature. This non-compliance related to Aquacell Pty Ltd (Aquacell) contravening its network operator's licence (13_023) condition to ensure its infrastructure is properly designed and constructed having regard to relevant publicly available standards or codes.⁵ Aquacell's infrastructure did not meet a NSW-specific requirement under the *Plumbing Code of Australia*. We notified the licensee of our proposed enforcement action in accordance with section 17 of the WIC Act.

Sydney Water Corporation (Sydney Water) has since taken over responsibility for operating the infrastructure. As a result, we consider Aquacell is no longer responsible for the operation and maintenance of the scheme. Sydney Water has since rectified the problem, and we intend to follow this up in Sydney Water's next operational audit of its 2015-2020 Operating Licence.

The remaining 10 non-compliances are considered insignificant as they do not pose an immediate risk to public health, consumers or the environment. Further, the consequences of these non-compliances are low-risk.

As at 30 June 2016, all 11 non-compliances were closed out.⁶

We've changed the way we report non-compliances

This year we are only reporting non-compliances with licence conditions that were identified through operational audits, self-reported by licensees or identified through our analysis. We are no longer reporting on new infrastructure or licence plans audits, as issues identified in these audits do not constitute licence breaches. We also follow up these issues in our operational audits, to ensure the issues are closed out.

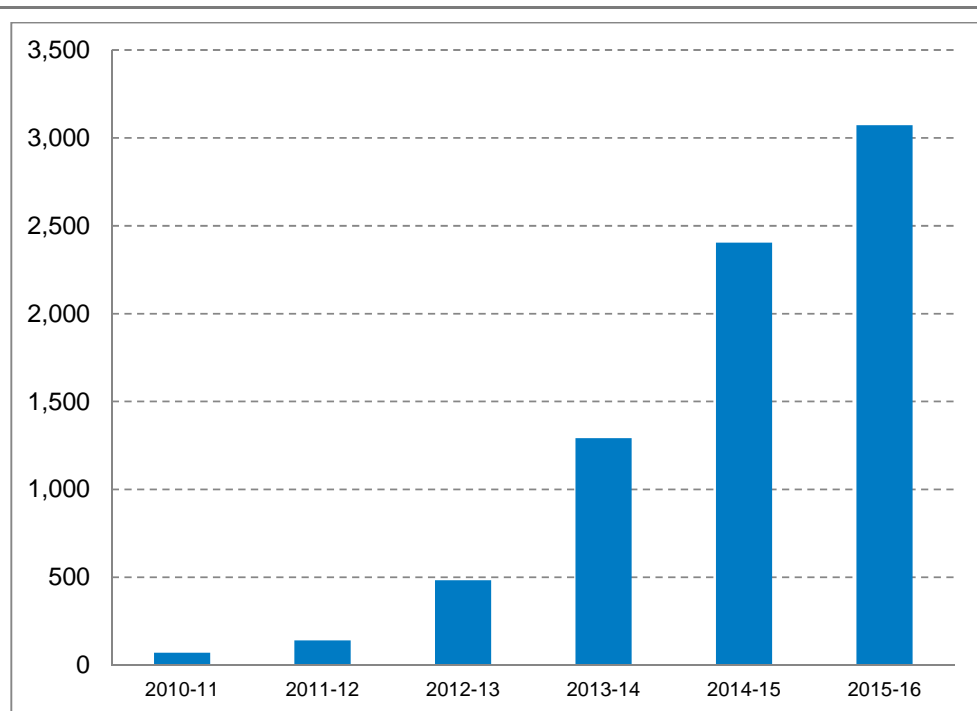
1.2 The number of customers serviced by licensees is increasing

The number of customers serviced by WIC Act licensees has steadily increased since the commencement of the WIC Act (Figure 1.2).

⁵ As required under Schedule 1, clause 3(c) of the *Water Industry Competition (General) Regulation 2008* (WIC Regulation).

⁶ Six of these 11 non-compliances related to licensees submitting 2014-15 annual returns late in August 2015.

Figure 1.2 Growth in number of connected properties serviced by WIC Act licensees



Note: The first customers were serviced in 2010-11. Therefore, we have excluded the 2008-09 and 2009-10 reporting periods.

Data source: IPART analysis.

In 2015-16, water and sewerage services were supplied by licensees to over 3,072 water and 3,067 sewerage customers through 130 km of water and sewer mains. In comparison, licensees only supplied 2,404 water and 2,385 sewerage connections through 100 km of mains in 2014-15. The total volume of recycled water supplied through licensed schemes increased by 9% since 2014-15 - network operators supplied 2,310 ML of recycled water to customers through licensed infrastructure in 2015-16.

2 Context

The WIC Act commenced in August 2008. The legislation was introduced as part of the NSW Government's strategy for a sustainable water future. The stated aim of the WIC Act is to encourage competition in relation to the supply of water and the provision of sewerage services, and to facilitate the development of infrastructure for the production and reticulation of recycled water.⁷

The WIC Act establishes a licensing and compliance monitoring regime for water and sewerage service providers that are not public water utilities. We administer the licensing regime on behalf of the Minister under the WIC Act.

Two types of licences may be granted under the WIC Act:

- ▼ a network operator's licence to construct, operate and maintain water industry infrastructure, and
- ▼ a retail supplier's licence to supply water, and/or provide sewerage services by means of water industry infrastructure.

2.1 What is the purpose of this report?

Under section 89(1) of the WIC Act, we must prepare and forward a report to the Minister administering the WIC Act,⁸ on or before 31 October of each year. The report must identify the extent to which licensees complied, or failed to comply, with the conditions imposed on them during the 12 months ending on 30 June in that year.

This is the eighth annual compliance report provided by IPART to the Minister. It provides an overview of the compliance status for each licensee and allows stakeholders to assess the performance of licensees over time, and compare them with other licensees.

The report also summarises relevant operating statistics related to existing network operators' and retail suppliers' licences to allow stakeholders to understand how the schemes are performing over time.

⁷ WIC Act, long title.

⁸ Presently the Minister for Lands and Water.

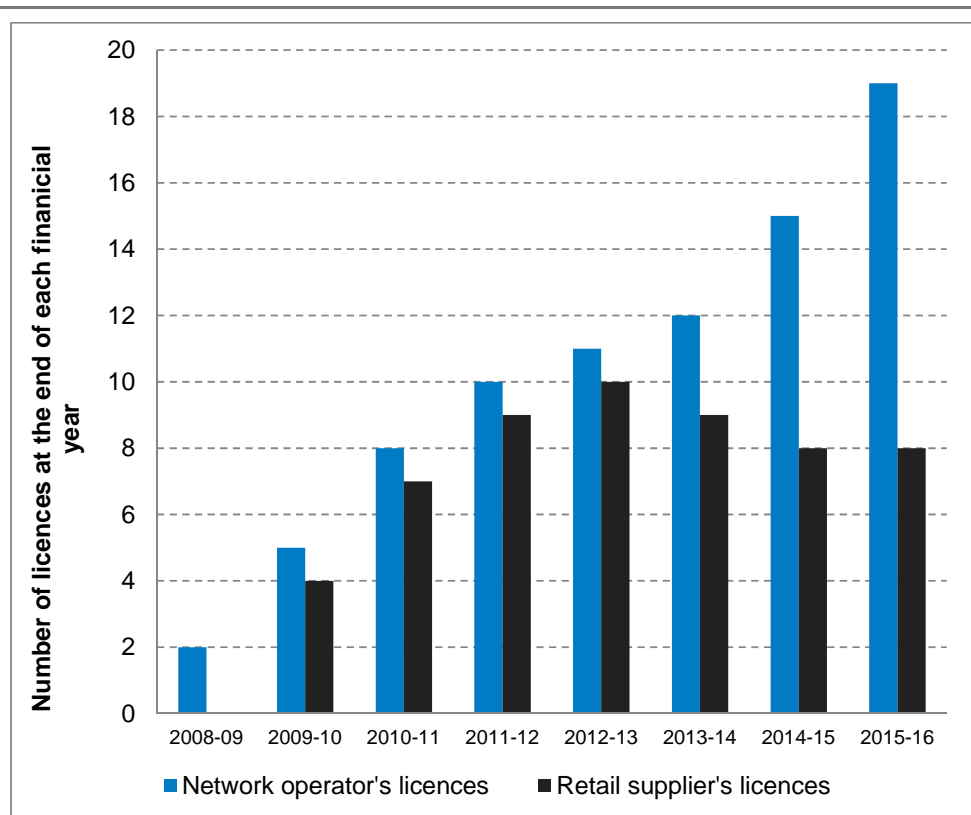
2.2 Existing licence holders

The following sections provide an overview of the licences, licensees and schemes currently licensed under the WIC Act.⁹

2.2.1 How has the industry changed over time?

The total number of licences has increased overall since 2008 when the WIC Act commenced (Figure 2.1). Although the total number of network operator's licences has continued to increase this year, the number of retail supplier's licences has remained the same. This is primarily because retail suppliers tend to hold one retail supplier's licence across multiple schemes.¹⁰

Figure 2.1 Number of licences in effect at the end of each financial year since the commencement of the WIC Act



Note: The number of retail supplier's licences has not increased as much as network supplier's licences as retail suppliers tend to hold one retail supplier's licence across multiple schemes.

Data source: IPART analysis.

⁹ Full details of all network operator's and retail supplier's licensees and their relevant schemes are available at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/WICA-Licenses-Listing-pages/Current-licences>

¹⁰ When a new scheme is added, it is done so through a variation to their retail supplier's licence.

2.2.2 Who was licensed in 2015-16?

There were 19 network operator's licences and eight retail supplier's licences in effect at the end of this reporting period.¹¹ As at 30 June 2016, four of the 19 network operators had not yet commenced commercial operation. One of the eight retail suppliers had not yet commenced retail activities.

Table 2.1 summarises the existing network operator licensees, licensed schemes and authorised activities during the 2015-16 reporting period. Similarly, Table 2.2 summarises the retail supplier's licences in the reporting period. Finally, Table 2.3 summarises the licences that were cancelled in 2015-16.

Table 2.1 Network operator's licences as at 30 June 2016

Licence number	Date licence granted	Licensee	Scheme	Authorised activities
09_001	8 Apr 2009	Veolia Water Australia Pty Ltd (Veolia)	Fairfield-Rosehill ^a	NPW
09_002	27 Apr 2009	SGSP Rosehill Network Pty Ltd (SGSPRN)	Fairfield-Rosehill	NPW
09_003	2 Feb 2010	Aquacell Pty Ltd (Aquacell)	1 Bligh St	NPW
10_008	24 Jun 2010	Veolia Water Solutions and Technologies (Australia) Pty Ltd (VWS&T)	Darling Quarter ^b	NPW
10_010	9 Aug 2010	Sydney Desalination Plant Pty Ltd (SDP)	Sydney Desalination Plant	DW
10_012	9 Dec 2010	VWS&T	Bingara Gorge	NPW, SS
10_014	11 Nov 2010	Pitt Town Water Factory Pty Ltd (PTWF)	Pitt Town	NPW, SS
12_016	23 Apr 2012	Orica Australia Pty Ltd (Orica)	Orica groundwater scheme	NPW
12_022	4 Jan 2013	Central Park Water Factory Pty Ltd (CPWF)	Central Park	DW, NPW, SS
13_023	21 July 2014	Aquacell	Workplace 6	NPW
13_025	4 Dec 2013	Discovery Point Water Factory Pty Ltd (DPWF)	Discovery Point	DW, NPW, SS
14_026	18 Jun 2014	Wyee Water Pty Ltd (Wyee Water)	Wyee	DW, NPW, SS
15_029	28 Feb 2015	Lend Lease Recycled Water (Barangaroo South) Pty Ltd (LLRWBS)	Barangaroo	NPW, SS

¹¹ In total, 22 network operator's licences have been granted since the WIC Act commenced. The Minister has cancelled three of these licences at the licenses' request - Simmonds & Bristow (09_005, cancelled on 3 July 2013), Osmoflo Water Supply Pty Ltd (11_018, cancelled on 17 December 2012) and Mirvac (12_020, cancelled on 15 June 2016). Similarly, 12 retail supplier's licences have been granted since the WIC Act commenced. The Minister has cancelled four of these licences at the licensees' request - Simmonds & Bristow (09_006R, cancelled on 3 July 2013), Pitt Town Water Factory Pty Ltd (10_015R, cancelled on 15 December 2014), Osmoflo Water Supply Pty Ltd (11_019R, cancelled on 17 December 2012) and Mirvac (12_021R, cancelled on 15 June 2016).

Licence number	Date licence granted	Licensee	Scheme	Authorised activities
15_030	3 Mar 2015	Huntlee Water Pty Ltd (Huntlee Water)	Huntlee	DW, NPW, SS
15_031	25 Sep 2015	Green Square Water Pty Ltd (GSW)	Green Square	NPW, SS
15_032	26 July 2015	Aquacell	Kurrajong	SS
15_033	6 Aug 2015	Cooranbong Water Pty Ltd (Cooranbong Water)	Cooranbong	DW, NPW, SS
16_035	22 Mar 2016	Catherine Hill Bay Water Utility Pty Ltd (CHBWU)	Catherine Hill Bay	DW, NPW, SS
16_037	12 May 2016	Flow Systems Operations Pty Ltd (FSO)	Box Hill North	NPW, SS

^a Also known as Camellia.

^b Previously known as Darling Walk.

Note: We have abbreviated the authorised activities column as follows: DW (drinking water services), NPW (non-potable water services) and SS (sewerage services).

Source: IPART, Register of licenses granted under the WIC Act - https://www.ipart.nsw.gov.au/files/sharedassets/website/shared-files/licensing-wica-administrative-ipart-website-private-sector-licensing-website-documents/wica_licence_register_-_july_2016.pdf

Table 2.2 Retail supplier licences as at 30 June 2016

Licence number	Date licence granted	Licensee	Scheme	Authorised activities
09_004R	2 Feb 2010	Aquacell	1 Bligh Street Workplace 6	NPW
10_01R	10 Mar 2010	AquaNet Sydney Pty Ltd (AquaNet)	Fairfield-Rosehill ^a	NPW
10_009R	24 Jun 2010	VWS&T	Darling Quarter ^b	NPW
10_011R	9 Aug 2010	SDP	Sydney Desalination Plant	DW
10_013R	1 Mar 2011	VWS&T	Bingara Gorge	NPW, SS
12_017R	23 Apr 2012	Orica	Orica groundwater scheme	NPW
13_001R	17 Apr 2013	Flow Systems Pty Ltd (Flow Systems)	Pitt Town Central Park Discovery Point Wye Cooranbong Huntlee Green Square Box Hill North	DW, ^c NPW, SS
15_034R	13 July 2015	LLRWBS	Barangaroo	DW, NPW, SS

^a Also known as Camellia.

^b Previously known as Darling Walk.

^c Flow Systems' retail supplier's licence only authorises drinking water retail services at Central Park, Discovery Point, Wye, North Cooranbong and Huntlee.

Note: We have abbreviated the authorised activities column as follows: DW (drinking water services), NPW (non-potable water services) and SS (sewerage services).

Source: IPART, Register of licenses granted under the WIC Act - https://www.ipart.nsw.gov.au/files/sharedassets/website/shared-files/licensing-wica-administrative-ipart-website-private-sector-licensing-website-documents/wica_licence_register_-_july_2016.pdf

Table 2.3 Licences cancelled in the 2015-16 reporting period

Licence number	Date licence granted	Licensee	Scheme	Authorised activities
12_020	18 Dec 2012	Mirvac Real Estate Pty Ltd (Mirvac)	Chifley Square ^a	NPW
12_021R	18 Dec 2012	Mirvac	Chifley Square ^a	NPW

^a The Minister cancelled Mirvac's network operator's and retail supplier's licences for Chifley Square (at their request) during this reporting period. We have included Mirvac's licence in our report for completeness.

Note: We have abbreviated the authorised activities column as follows: DW (drinking water services), NPW (non-potable water services) and SS (sewerage services).

Source: IPART, Register of licenses granted under the WIC Act - https://www.ipart.nsw.gov.au/files/sharedassets/website/shared-files/licensing-wica-administrative-ipart-website-private-sector-licensing-website-documents/wica_licence_register_-_july_2016.pdf

New licences

The Minister granted five new network operator's licences and one new retail supplier's licence, in 2015-16, to the following utilities:

- ▼ network operator's licences:
 - Green Square Water Pty Ltd (15_031)
 - Aquacell Pty Ltd (15_032)
 - Cooranbong Water Pty Ltd (15_033)
 - Catherine Hill Bay Water Utility (16_035)
 - Flow Systems Operations Pty Ltd (16_037), and
- ▼ retail supplier's licence:
 - Lend Lease Recycled Water (Barangaroo South) Pty Ltd (15_034R).

Cancelled licences

The Minister cancelled two licences in this reporting period at the licence holder's request. Mirvac's network operator's licence (12_020) and retail supplier's licence (12_021R) were cancelled on 15 June 2016.

Varied licences

The Minister varied three licences in 2015-16. This included one network operator's licence and two retail supplier's licences as outlined below.

- ▼ Network operator's licence:
 - LLRWBS's network operator's licence (15_029) was varied on 13 July 2015 at the licensee's request. The variation was to add drinking water infrastructure to its existing licence.

▼ Retail supplier's licences:

- Flow Systems' retail supplier's licence (13_001R) was varied two times. The variations amended the licence to include the provision of services to its Huntlee, Green Square and Box Hill North development areas.¹²
- Aquacell's retail supplier's licence (09_004R) was varied as part of its 5-year licence review.

¹² Flow Systems' licence was varied on 27 August 2015 to include the Huntlee and Green Square schemes, and on 12 May 2016 to include the Box Hill North scheme.

3 Compliance monitoring

Licence conditions are imposed by the WIC Act, *Water Industry Competition (General) Regulation 2008* (NSW) (WIC Regulation), and the Minister (through Ministerially imposed licence conditions). The compliance requirements imposed on licensees vary depending on the nature, scale and complexity of its authorised activities. All licensees must comply with the conditions placed on them.

The Minister may take enforcement action against any licensee that fails to comply with its obligations under the WIC Act, WIC Regulation or conditions of its licence.¹³ IPART may take enforcement action on behalf of the Minister under section 16(4) of the WIC Act. Such enforcement actions include imposing a monetary penalty or requiring the licensee to take certain actions.

We track licensee's compliance through immediate and periodic self-reporting, and audits. The compliance regime is discussed below.

3.1 Licensees must self-report non-compliances

It is the licensee's responsibility to report any non-compliance with its licence conditions in accordance with the relevant reporting manual.¹⁴ This information is primarily provided in licensees' annual compliance returns which are submitted by 31 August each year. Licensees must prepare their annual returns in accordance with the relevant reporting manual published by IPART.

Licensees are also required to immediately report all non-compliances that may result in a high-risk consequence. We did not receive any immediate reports for high-risk breaches in this reporting period.

Finally, licensees must also report non-compliances that threaten, or could threaten, water quality, public health or safety as outlined in our reporting manuals. We received three incident reports in this reporting period. None of the incidents reported a breach of licence conditions.

¹³ WIC Act, section 16.

¹⁴ Our network supplier's and retail supplier's reporting manuals are available on our website at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Licence-Compliance-Reporting>

3.2 We undertake periodic audits to monitor compliance

Our compliance monitoring regime includes an auditing function conducted by independent auditors. We currently monitor licensees' compliance through risk-based operational audits.¹⁵

Licensees are also required to commission the following audits under their licence conditions:

- ▼ licence plans audit – conducted to review the adequacy of licensees' water quality, sewage management, infrastructure operating and retail supply management plans,¹⁶ and
- ▼ new infrastructure audit – undertaken prior to commercial operation, to determine if the infrastructure is safe to operate, and check that the new infrastructure complies with all licensing and legislative requirements – a network operator must pass its new infrastructure audit before the Minister can grant the licensee commercial operation.

All audits must be completed in line with the process outlined in our audit guidelines.¹⁷ Broadly, audits:

- ▼ are conducted by an IPART approved auditor¹⁸
- ▼ follow appropriate auditing standards (eg, ISAE 3000, ISO 9001) and auditing methods, and
- ▼ must be graded as per the guidance in our audit guidelines.¹⁹

3.2.1 Audits completed relating to 2015-16

Twenty-three audits were completed relating to the 2015-16 reporting period as follows:

- ▼ 10 operational audits
- ▼ nine licence plans audits, and
- ▼ four new infrastructure audits.

In comparison, only seventeen audits were completed in 2014-15. The number of audits undertaken has continued to increase since the first audits were conducted in 2010-11 (Figure 3.1).

Section 3.2.2 describes the operational audits that were conducted in relation to this reporting period.

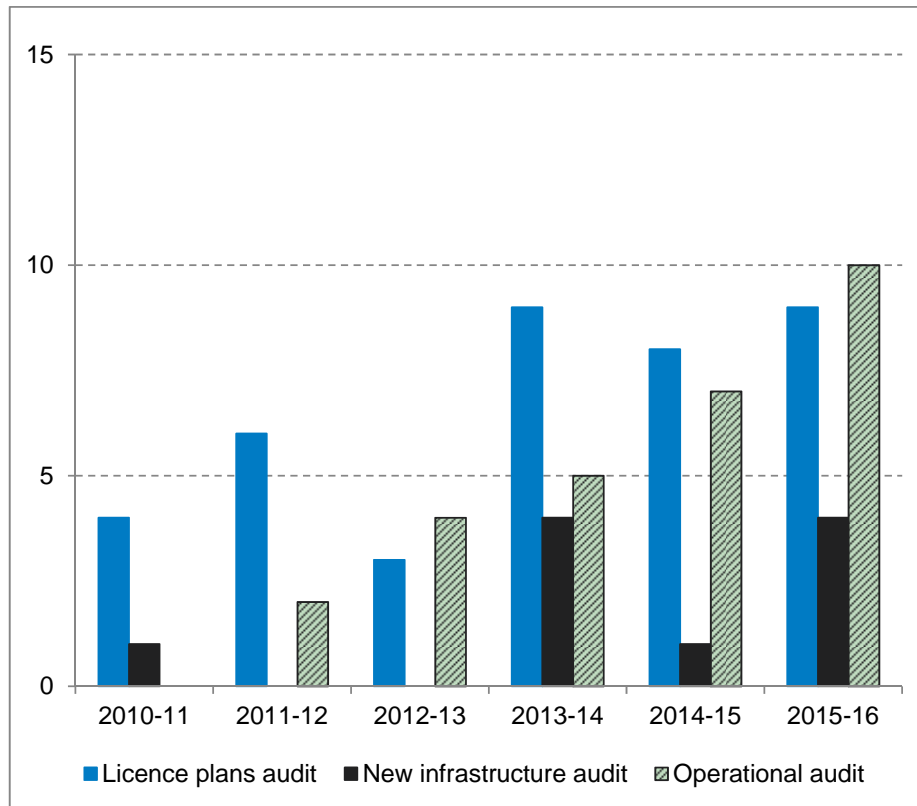
¹⁵ Refer to Appendix A for details.

¹⁶ Licence plans audits are undertaken prior to operation, as directed by IPART or in response to a significant change to the plan(s).

¹⁷ Our Audit Guidelines are available at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Audit-Guidelines-Technical-Services-Audit-Panel>

¹⁸ Refer to Appendix A for details.

¹⁹ Refer to Appendix B for details.

Figure 3.1 Number of audits completed since 2010-11

Note: The first audits were conducted in 2010-11. Therefore, we have excluded the 2008-09 and 2009-10 reporting periods.

Data source: IPART analysis.

Note on 2015-16 compliance reporting

The total number of non-compliances reported in 2015-16 (11) has reduced since 2014-15 (39). This significant reduction is largely the result of excluding licence plans and new infrastructure audits from our reporting. Historically, we reported on non-compliances identified in licence plans, new infrastructure and operational audits. However, we revised our approach to reduce duplicative reporting, based on the following considerations:

- ▼ section 89 of the WIC Act requires IPART to provide a report to the Minister on the compliance of licensees with their licence conditions
- ▼ new infrastructure audits and licence plans audits do not identify breaches of licence conditions, and
- ▼ any issues (also referred to as non-compliances) identified in a licence plans or new infrastructure audit are followed up in subsequent operational audits until they are closed out.

Applying this approach to 2014-15, the number of non-compliances would be 17. As a result, we can still conclude that there has been a reduction in non-compliances in 2015-16 compared to 2014-15, and that compliance has improved this year.

3.2.2 Operational audits completed relating to 2015-16

Ten operational audits were completed relating to the 2015-16 reporting period. We have received auditor's reports in relation to these audits, as outlined in Table 3.1. This included the first two retail supplier's licence audits.

The auditors found that:

- ▼ one network operator was non-compliant with one condition of its licence, and
- ▼ one retail supplier was non-compliant with one condition of its licence.

We are yet to receive finalised operational audit reports for two licences relating to the 2015-16 reporting period - VWS&T Bingara Gorge and CPWF network operator's licences.²⁰ We will discuss any non-compliances identified in these audits in our 2016-17 report to the Minister.

Table 3.1 Operational audits relating to the 2015-16 reporting period

Licence number	Licensee	Scheme	Audit period	Date audit report received
Network operators				
12_016	Orica	Orica Groundwater	30 Nov 13 - 30 Jul 15	30 Oct 15
13_025	DPWF	Discovery Point	29 Aug 14 - 31 Oct 15	24 Feb 16
09_003	Aquacell	1 Bligh Street	1 Mar 15 – 28 Feb 16	6 May 16
13_023	Aquacell	Workplace 6	1 Mar 15 – 29 Feb 16	6 May 16
09_001	Veolia	Fairfield-Rosehill	28 Mar 15 – 31 Mar 16	16 May 16
10_008	VWS&T	Darling Quarter	28 Feb 15 – 31 Mar 16	27 May 16
10_014	PTWF	Pitt Town	1 Apr 15 - 31 May 16	25 Aug 16
09_002	SGSPRN	Fairfield-Rosehill	28 Mar 15 – 31 Jul 16	30 Sep 16
Retail suppliers				
10_013R	VWS&T	Bingara Gorge	1 Jul 14 – 31 Jan 16	6 May 16
13_001R	Flow Systems	Multiple	1 Jul 14 – 30 April 16	5 Aug 16

Section 4 of this report details any non-compliances identified in this reporting period and outlines how the non-compliances were addressed.

²⁰ Our risk-based audit program has differing timelines for operational audits of licensees. This results in some of the operational audit reports not being completed in time to include the compliance findings in our annual report.

4 Licensee compliance in 2015-16

Overall, licensees operated satisfactorily in 2015-16 and demonstrated a high level of compliance. Of the 27 licences held at 30 June 2016, 11 non-compliances with licence conditions were identified.

Only one of the 11 non-compliances was considered to be significant in nature. This non-compliance related to Aquacell's contravention of its network operator's licence (13_023). However, Sydney Water has since taken over the operation of the infrastructure. As a result, we consider Aquacell is no longer responsible for the compliance of the scheme. Sydney Water has since rectified the issue and we will be following this up in our next audit of Sydney Water's 2015-2020 Operating Licence (refer to section 4.1 for more details).

We consider that the remaining 10 non-compliances are insignificant.

Four of these non-compliances are insignificant as they do not pose an immediate risk to public health, consumers or the environment. Further, the consequences of these non-compliances are low-risk. In summary, the non-compliances related to minor:

- ▼ delays in notifying us of commencing commercial operation, and
- ▼ delays in providing us with updated insurance certificates of currency.

Where relevant, we will re-audit licence clauses in 2016-17 as part of our risk-based audit program, to check that non-compliances are addressed appropriately and in a timely manner.

The remaining six non-compliances are insignificant in nature as they related to licensees failing to meet the requirement to submit their annual compliance returns for the 2014-15 reporting period before 31 August 2015. Table 4.3 and Table 4.6 in the following sections outline which licensees submitted their annual returns late.

We wrote to these licensees in October 2015 and reminded them of their obligations to report in accordance with the Reporting Manual. No licensees submitted their annual returns for the 2015-16 reporting period late this year. Therefore we consider that these non-compliances are closed out and do not propose any further action.

4.1 Network operators' compliance in 2015-16

This section provides an overview of non-compliances pertaining to network operator's licences.

Table 4.1 provides an overview of non-compliances reported in 2015-16.

Table 4.1 Network operators' non-compliance summary

Licensee	Licence number	Scheme	Non-compliance identified by:			
			Licensee	Operational audits ^a	IPART ^b	Total
Aquacell	09_003	1 Bligh Street	0	0	0	0
Aquacell	13_023	Workplace 6	0	1	0	1
Aquacell	15_032	Kurrajong	0	NA	0	0
CHBWU	16_035	Catherine Hill Bay	0	NA	0	0
Cooranbong Water	15_033	Cooranbong	1	NA	0	1
CPWF	12_022	Central Park	0	0	0	0
DPWF	13_025	Discovery Point	0	0	0	0
FSO	16_037	Box Hill North	0	NA	0	0
GSW	15_031	Green Square	0	NA	0	0
Huntlee Water	15_030	Huntlee	1	NA	0	1
LLRWBS	15_029	Barangaroo	0	NA	0	0
Mirvac	12_020 ^c	Chifley Square	0	NA	0	0
Orica	12_016	Orica groundwater scheme	0	0	0	0
PTWF	10_014	Pitt Town	0	0	0	0
SDP	10_010	Sydney Desalination Plant	0	0	0	0
SGSPRN	09_002	Fairfield-Rosehill	0	0	1	1
Veolia	09_001	Fairfield-Rosehill	0	0	0	0
VWS&T	10_008	Darling Quarter	1	0	1	2
VWS&T	10_012	Bingara Gorge	0	0	1	1
Wyee Water	14_026	Wyee	0	NA	0	0
Total			3	1	3	7

^a NA indicates that a licensee was not subject to an operational audit in this reporting period.

^b This captures where licensees' submitted annual compliance reports after 31 August 2015 for the 2014-15 reporting year.

^c The Minister cancelled Mirvac's network operator's licence in 2016 at their request.

Table 4.2 identifies all network operators that demonstrated full compliance with conditions of their licence.

Table 4.2 Network operators who demonstrated full compliance in 2015-16

Licensee	Licence number	Scheme
Aquacell	09_003	1 Bligh Street
Aquacell	15_032	Kurrajong
CHBWU	16_035	Catherine Hill Bay
CPWF	12_022	Central Park
DPWF	13_025	Discovery Point
FSO	16_037	Box Hill North
GSW	15_031	Green Square
LLRWBS	15_029	Barangaroo
Mirvac	12_020 ^a	Chifley Square
Orica	12_016	Orica groundwater scheme
PTWF	10_014	Pitt Town
SDP	10_010	Sydney Desalination Plant
Veolia	09_001	Fairfield – Rosehill recycled water scheme
Wye Water	14_026	Wye

^a The Minister cancelled Mirvac's network operator's licence in 2016 at their request.

Note: Some licensees had not commenced commercial operation as of the end of the 2015-16 reporting period.

Table 4.3 identifies network operators that did not submit their 2014-15 annual compliance returns in accordance with the network operator's reporting manual.²¹

Table 4.3 Network operators that did not submit their 2014-15 annual compliance returns in accordance with the network operator's reporting manual

Licensee	Licence number	Scheme
SGSPRN	09_002	Fairfield-Rosehill
VWS&T	10_008	Darling Quarter
VWS&T	10_012	Bingara Gorge

4.1.1 Additional network operators' non-compliances

This section details how network operators who were non-compliant with conditions, other than the requirement to report in accordance with the network operator's reporting manual, breached their licence conditions.

²¹ The returns were submitted after the due date.

10_008 VWS&T (Darling Quarter scheme)

VWS&T self-reported one insignificant non-compliance:

- ▼ VWS&T did not notify IPART within 10 days of changing the period of insurance.²²

VWS&T notified us of the change on 8 March 2016 (its insurance cover was renewed on 1 January 2016).

We acknowledge that this requirement has been modified in recent licences and notification is no longer required when the period of insurance cover changes. We completed our 5-year review of VWS&T's network operator's licence and have recommended that the existing licence condition be brought in line with the standard licence conditions.

We consider this non-compliance is closed out and do not propose any further compliance action.

13_023 Aquacell (Workplace 6)

The auditor identified one significant non-compliance at an operational audit as outlined below:

- ▼ Aquacell was non-compliant with the *Plumbing Code of Australia*.²³ The recycled water system was not running at the time of the audit therefore there was no immediate risk to public health. The auditor identified that the licensed infrastructure was experiencing mechanical failure due to a design flaw. The auditor found that Aquacell's infrastructure did not have a suitable air gap, in line with a NSW-specific requirement within the *Plumbing Code of Australia*, to protect the potable water supply from backflow from the recycled water tank top up feed. The auditor identified that "a significant risk of recycled water backflow may arise once recycled water supply is restored if the defective potable water top up system is not repaired to ensure a reliable air gap".

We wrote to Aquacell on 23 May 2016 giving notice of our proposed enforcement action regarding this contravention of its network operator's licence. Aquacell responded to our letter 2 June 2016 with a commitment to providing us with written confirmation from an auditor that it satisfactorily addressed the non-compliance by 24 June 2016.

Following this, the licensee informed us, on 28 June 2016 that they would no longer operate the Workplace 6 scheme after 30 June 2016. The licensee informed us that responsibility for the scheme would be transferred to Sydney Water as of 1 July 2016. We consider that this non-compliance is no longer applicable to Aquacell.

²² Network operator's licence number 10_008, Schedule B, clause B3.

²³ WIC Regulation, Schedule 1, cl 3(c).

We received a copy of the plumbing certificate of compliance on 2 August 2016, outlining that Sydney Water rectified the infrastructure's non-compliance with the *Plumbing Code of Australia*. We intend to audit this issue during Sydney Water's next operational audit against its 2015-2020 operating licence.

15_030 Huntlee Water (Huntlee scheme)

Huntlee Water self-reported one insignificant non-compliance in its annual return.

- ▼ Huntlee Water failed to notify us of the commercial operation of its scheme within 10 days of bringing the scheme into commercial operation.²⁴

Huntlee Water notified us that its scheme was brought into commercial operation 15 business days after it had commenced operation. We consider this non-compliance is closed out and do not propose any further compliance action.

15_033 Cooranbong Water (Cooranbong scheme)

Cooranbong Water self-reported one insignificant non-compliance in its annual return:

- ▼ Cooranbong Water failed to notify us of the commercial operation of its scheme within 10 days of bringing the scheme into commercial operation.²⁵

Cooranbong Water notified us that its scheme was brought into commercial operation 27 business days after it had commenced operation. We consider this non-compliance is closed out and do not propose any further compliance action.

4.2 Retail suppliers' compliance in 2015-16

This section provides an overview of non-compliances with retail supplier's licence conditions. Two operational audits were undertaken for retail supplier licensees in 2015-16.

Table 4.4 provides an overview of non-compliances identified in 2015-16.

²⁴ Network operator's licence number 15_030, Schedule B, clause B13.2(b).

²⁵ Network operator's licence number 15_033, Schedule B, clause B13.2(b).

Table 4.4 Retail suppliers' non-compliance summary

Licensee	Licence number	Scheme	Non-compliance identified by:			
			Licensee	Operational audits ^a	IPART ^b	Total
Aquacell	09_004R	1 Bligh Street Workplace 6	0	NA	0	0
AquaNet	10_01R	Fairfield-Rosehill	0	NA	1	1
Flow Systems	13_001R	Pitt Town Central Park Discovery Point Wyee North Cooranbong Huntlee Green Square Box Hill North	0	0	0	0
LLRWBS	15_034R	Barangaroo	0	NA	0	0
Mirvac	12_021R ^c	Chifley Square	0	NA	0	0
Orica	12_017R	Orica groundwater	0	NA	0	0
SDP	10_011R	Sydney Desalination Plant	0	NA	0	0
VWS&T	10_009R	Darling Quarter	0	NA	1	1
VWS&T	10_013R	Bingara Gorge	0	1	1	2
		Total	0	1	3	4

^a NA indicates that a licensee was not subject to an operational audit in this reporting period.

^b This captures where licensees' submitted annual compliance reports after 31 August 2015 for the 2014-15 reporting year.

^c The Minister cancelled Mirvac's retail supplier's licence in 2016 at their request.

Table 4.5 identifies all retail suppliers that demonstrated full compliance with conditions of their licence.

Table 4.5 Retail suppliers who demonstrated full compliance in 2015-16

Licensee	Licence number	Scheme
Aquacell	09_004R	1 Bligh Street Workplace 6
Flow Systems	13_001R	Pitt Town Central Park Discovery Point Wyee North Cooranbong Huntlee Green Square Box Hill North
LLRWBS	15_034R	Barangaroo
Mirvac ^a	12_021R	Chifley Square
Orica	12_017R	Orica groundwater scheme
SDP	10_011R	Sydney Desalination Plant

^a The Minister cancelled Mirvac's retail supplier licence in 2016 at their request.

Note: Some licensees had not commenced commercial operation as of the end of the 2015-16 reporting period.

Table 4.6 identifies network operators that did not submit their 2014-15 annual compliance returns in accordance with the retail supplier's reporting manual.²⁶

Table 4.6 Retail suppliers that did not submit their 2014-15 annual compliance returns in accordance with the retail supplier's reporting manual

Licensee	Licence number	Scheme
AquaNet	10_01R	Fairfield-Rosehill
VWS&T	10_009R	Darling Quarter
VWS&T	10_013R	Bingara Gorge

4.2.1 Other retail supplier's non-compliances

This section details how retail suppliers who were non-compliant with conditions, other than the requirement to report in accordance with the retail supplier's reporting manual, breached their licence conditions.

10_013R VWS&T Bingara Gorge retail supplier's licence

The auditor identified one insignificant non-compliance at an operational audit as follows:

- ▼ VWS&T did not notify IPART when it changed the details of its insurance.²⁷ VWS&T did not notify IPART within 10 days of changing the period of insurance it held.

VWS&T notified us of the change on 8 March 2016 (its insurance cover was renewed on 1 January 2016).

We acknowledge that this requirement has been modified in recent licences and notification is no longer required when the extent and nature of insurance cover changes. We propose to amend the existing licence condition to bring it in line with the standard licence conditions during VWS&T's next 5-year licence review.

We consider this non-compliance is closed out and do not propose any further compliance action.

²⁶ The returns were submitted after the due date.

²⁷ Retail supplier's licence number 10_013R, Schedule B, clause B3.3.

4.3 Additional reporting-related non-compliances

We identified a number of insignificant non-compliances related to the 2016-17 reporting period in the process of collating licensees' 2015-16 annual compliance returns. Six network operators and three retail suppliers (refer Table 4.7) submitted annual returns in a form that was inconsistent with our reporting manual requirements as:

- ▼ licensees failed to report all non-compliances in their annual compliance returns²⁸
- ▼ annual compliance returns were submitted using old reporting templates
- ▼ annual compliance returns were not signed by the appropriate person(s), and
- ▼ incorrect performance statistics were submitted.

Table 4.7 Licensees who submitted incorrect annual returns in August 2016 (ie, the 2016-17 reporting period)

Licensee	Licence number(s)	Scheme(s)
Cooranbong Water	15_033	Cooranbong
FSO	16_037	Box Hill North
GSW	15_031	Green Square
LLRWBS	15_029	Barangaroo
LLRWBS	15_034R	Barangaroo
VWS&T	10_008	Darling Quarter
VWS&T	10_009R	Darling Quarter
VWS&T	10_012	Bingara Gorge
VWS&T	10_013R	Bingara Gorge

We updated our reporting manuals and templates in June 2016. We consider that these reporting-related non-compliances were due to licensees' oversights. We have not counted these non-compliances in the numbers for this annual report, as the breaches fall within the 2016-17 reporting period. However, we will write to the relevant licensees to remind them of their obligation to report in accordance with the relevant reporting manual and ensure that they understand their reporting obligations. We will consider enforcement action if any non-compliances are repeated in subsequent years.

²⁸ All non-compliances identified in a reporting period must be reported in a licensee's annual return regardless of whether they have previously been reported in an immediate licence breach report, as the annual return requests additional information eg, action taken and date of compliance. The annual return must also include non-compliances identified in operational audits covering the relevant reporting period.

5 | Operating statistics

We collate details about licensees' performance, through operating statistics, as part of licensees' annual compliance returns.²⁹ This chapter summarises the key statistics. The data relating to network operators is provided in Appendix C. Similarly, retail supplier data is provided in Appendix D.

In total, the operating statistics for 2015-16 indicate:

- ▼ Licensed utilities sourced 4,959 ML of water in this reporting period. This was 5% less than last years' total of 5,209 ML. The lower volume in the current period is largely attributable to a decrease in water being sourced by Veolia at its Fairfield-Rosehill scheme.
- ▼ Licensees collected 411 ML of sewage which is a 54% increase on last year's total of 267 ML. This increase was primarily due to the expansion of residential schemes at Bingara Gorge and across Flow Systems' greenfield schemes.
- ▼ There was a reduction in non-potable water supplied in this reporting period. The volume this year (2,310 ML) was 35% less than last year's total of 3,535 ML.
- ▼ WIC Act licensees supplied services to 3,072 water and 3,067 sewerage connections. This constitutes an increase of close to 30% for both connected properties receiving water services and connected properties receiving sewerage services.
- ▼ The length of water mains increased by 10.8 km (18%), from 61.4 km last year to 72.2 km this year.
- ▼ Similarly, the length of sewer mains increased by 19.8 km, from 37.4 km in 2014-15 to 57.2 km this year. This represents a 53% increase in length. The increase was primarily due to the expansion of residential sewerage systems at Bingara Gorge and Huntlee.
- ▼ The total number of complaints significantly reduced from 22 last year to 6 this year. This represents a 73% reduction. As a percentage of the number of customers, complaints have reduced significantly from 1% last year to approximately 0.2% this year.

²⁹ We undertake a high-level review of the numbers and where necessary, we clarify data with licensees. We do not audit the data and rely on the licensees' quality assurance processes to ensure it provides accurate information.



Appendices

A Compliance framework

We monitor licence compliance by various means, including periodic self-reporting, audits, information from other regulators and complaints to the Energy and Water Ombudsman NSW.

A.1 Periodic self-reporting

We have developed two reporting manuals, one for each licence type (ie, network operator and retail supplier). These manuals explain our approach to compliance monitoring and clarify reporting requirements for licensees. The reporting manuals can be found on our website at:

<https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Licence-Compliance-Reporting>

A.1.1 Classification of conditions

The reporting manuals prioritise compliance reporting by classifying all licence obligations as requiring either 'immediate' or 'annual' reporting, based on an assessment of the potential impact of a breach of the obligation.

Immediate reporting is limited to those licence obligations where a breach could have serious consequences or have a critical impact on the NSW Government's policy objective(s). Annual reporting is required for all other obligations.

A.1.2 Immediate licence compliance reporting

Where a licence breach requires immediate reporting, the licensee is required to initially telephone and email IPART and within five business days follow-up with written confirmation using the template provided in the reporting manual. Reporting must occur as soon as a licensee becomes aware that a breach is likely to occur or has occurred.

Licensees are also required, as a standard condition of their licence, to immediately notify IPART, the Minister and potentially affected licensed network operators, retail suppliers or public water utilities of any incident in the conduct of the licensee's activities that threatens, or could threaten, water quality, public health or safety. There is an Incident Notification procedure guide for licensees to follow in order to comply with this licence requirement.³⁰ Such incidents may or may not involve a licence breach.

Licensees are required to include details in their annual compliance returns of any breach that was already reported in accordance with either the immediate licence compliance reporting or immediate incident notification requirements.³¹

A.1.3 Annual licence compliance report

Licensees are required to submit annual compliance returns certifying that they have complied with their licence obligations.³² Licensees that have breached a licence obligation are required to provide an exception report which details the:

- ▼ date or period of licence breach
- ▼ extent and nature of the licence breach (including whether and how many customers and/or other licensees have been affected)
- ▼ results of any monitoring (where applicable)
- ▼ reasons for licence breach
- ▼ actions taken to rectify the breach and to prevent it re-occurring, and
- ▼ actual/anticipated date of full compliance.

Annual operating statistics must also be provided as part of the annual compliance returns.

A.2 Licensing and regulatory compliance audits

Risk based auditing forms a critical component of our compliance and monitoring framework. The key objectives of the audit framework are to:

- ▼ support the policy objectives of the legislative framework
- ▼ minimise the risk of supply failure

³⁰ Refer to *Incident Notification by Network Operators and Retail Suppliers – Water Industry Competition Act 2006* on our website at <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Licence-Compliance-Reporting/Incident-Notification-Incident-Notification-by-Network-Operators-and-Retail-Suppliers-March-2016>

³¹ IPART, *Network Operators' Reporting Manual under the Water Industry Competition Act 2006*, May 2010.

³² IPART, *Network Operators' Reporting Manual under the Water Industry Competition Act 2006*, May 2010.

- ▼ assist the Minister or IPART in monitoring compliance with the requirements of the legislation and licence conditions
- ▼ assist the Minister or IPART to review licences
- ▼ ensure licensees develop adequate Infrastructure Operating Plans, Water Quality Plans, Sewage Management Plans or Retail Supply Management Plans (as relevant)
- ▼ ensure infrastructure is maintained in a satisfactory condition, and
- ▼ support the general transparency and integrity of the scheme.

The WIC Act does not prescribe the frequency of audits that we may require as part of our compliance reporting or licence review process. We use a risk based approach to determine when and how often a compliance audit must be conducted, based on the nature, scale and potential impacts of the licensed activity being undertaken and the licensee's record of compliance. It is possible that compliance audits will be required annually for some licensees. At a minimum, an audit will be required at least every five years to assist in the licence review process.

A.3 Other audits

Audits are also conducted for other aspects of the licensing regime. In particular, audits are carried out to assess the following:

- ▼ Licence plans audits and subsequent licence plans audits are conducted to review the adequacy of plans.³³
- ▼ New infrastructure audits are conducted to determine if new infrastructure is capable of operating safely and complies with all licensing and legislative requirements.

A.4 Audit panel

Only an approved auditor can conduct audits on behalf of the Minister, IPART or a licensee for the purposes of the licensing scheme under the WIC Act. An approved auditor is a person nominated by IPART, chosen by the licensee from a panel of persons nominated by IPART, or nominated by the licensee and approved by IPART.³⁴

The Water Licensing Audit and Technical Services Panel (the Panel) was established in 2008-09 by IPART as the preferred approach to the appointment of auditors.

³³ Licence plans may include infrastructure operating plans, water quality plans, sewage management plans or retail supply management plans, as relevant to the licence.

³⁴ WIC Regulation, cl 31.

Auditors may apply to become a member of the Panel at any time, subject to satisfying the selection criteria. A list of approved auditors on the Panel is available on our website at:

<https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Audit-Guidelines-Technical-Services-Audit-Panel/Water-Licensing-Audit-and-Technical-Services-Panel-List-of-approved-Auditors-and-Area-Specialists-April-2016>

A.5 Audit guidelines

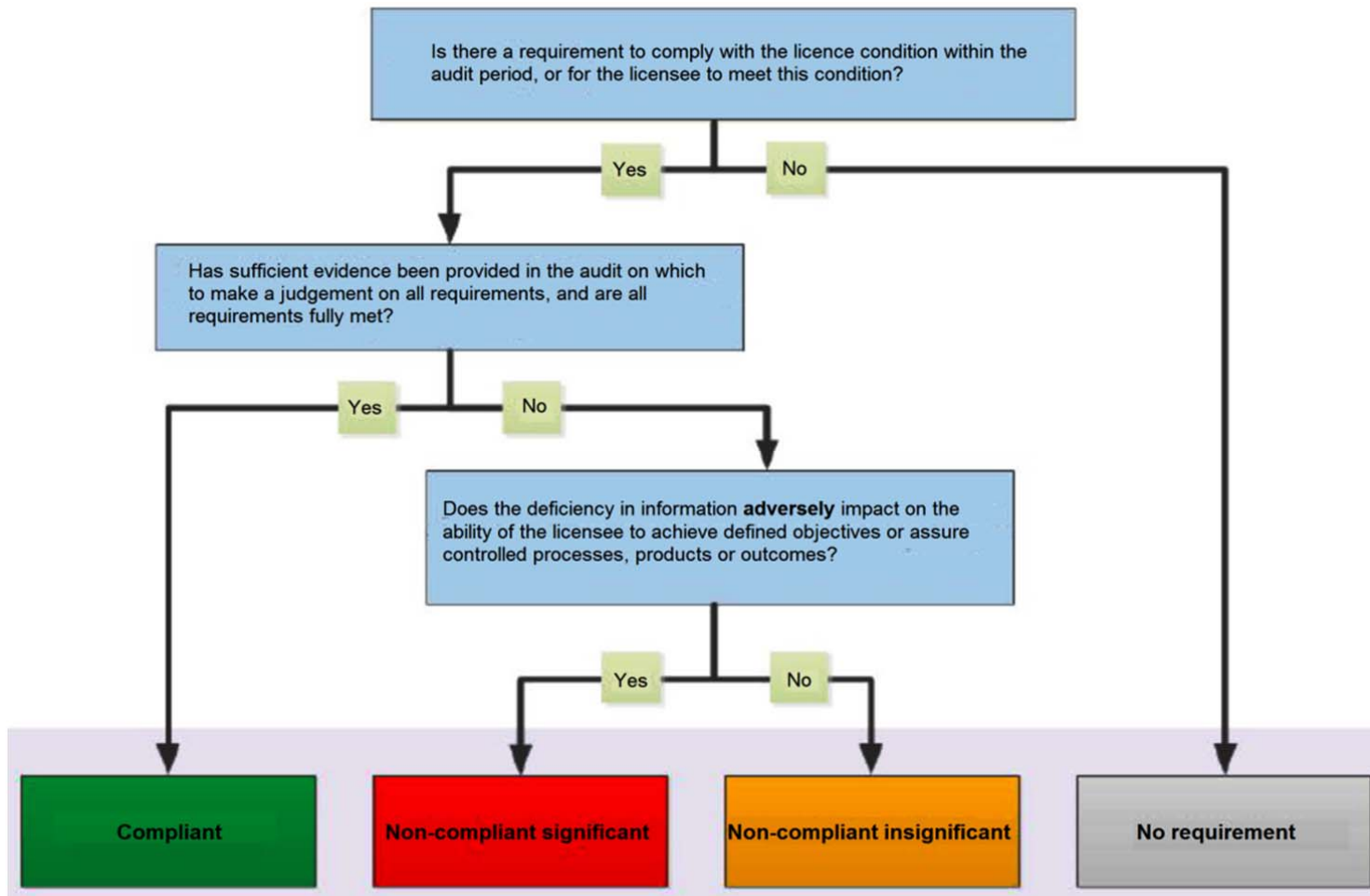
The audit guidelines, which include the audit approach, detailed audit scopes and reporting templates for each type of audit, can be found on our website at:

<https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA/Audit-Guidelines-Technical-Services-Audit-Panel>

B | WIC Act audit grades

Figure B.1 outlines how audit grades are calculated.

Figure B.1 WIC Act audit grades



Data source: IPART, *Audit Guideline for Greenfield Schemes*, July 2013 and *Audit Guideline for Brownfield Schemes*, July 2013.

C Annual operating statistics – network operators

Table C.1 shows key statistics for the 20 network operators.

Table C.1 Operating statistics for network operators in 2015-16

Licence number	Licensee	Scheme	Source volume (ML)		Recycled water supplied (ML)	Length of mains (km)	
			Water ^a	Sewage ^b		Water ^c	Sewer
09_001	Veolia	Fairfield-Rosehill	2,886.0	0.0	0.0 ^d	0.0	0.0
09_002	SGSPRN	Fairfield-Rosehill	0.0 ^d	0.0	1,950.4	20.2	0.2
09_003	Aquacell	1 Bligh Street	0.0	10.5	7.7	0.0	0.1
10_008	VWS&T	Darling Quarter	0.0	49.8	43.0	0.0	0.0
10_010	SDP	Sydney Desalination Plant	0.0	0.0	0.0	0.0	0.0
10_012	VWS&T	Bingara Gorge	0.0	106.5	101.5	18.5	23.6
10_014	PTWF	Pitt Town	16.1	51.9	57.0	11.2	14.4
12_016	Orica	Orica groundwater scheme	1,807.0	0.0	0.0	1.0	0.0
12_020	Mirvac	Chifley Square ^e	0.7	9.5	5.5	<1	<1
12_022	CPWF	Central Park	178.1	144.3	123.7	4.0	3.0
13_023	Aquacell	Workplace 6	0.0	5.0	3.1	0.0	0.1
13_025	DPWF	Discovery Point	69.5	32.0	18.0	4.0	3.0
14_026	Wyee Water	Wyee	0.0	0.0	0.0	0.0	0.0
15_029	LLRWBS	Barangaroo	0.0	0.0	0.0	0.0	0.0
15_030	Huntlee Water	Huntlee	0.9	0.5	0.0	7.3	8.3
15_031	Green Square Water	Green Square	0.2	0.0	0.0	1.0	0.0
15_032	Kurrajong Water	Kurrajong	0.0	0.8	0.0	0.0	2.0
15_033	Cooranbong	Cooranbong	0.0	0.0	0.0	5.1	2.5

C Annual operating statistics – network operators

Licence number	Licensee	Scheme	Source volume (ML)		Recycled water supplied (ML)	Length of mains (km)	
			Water ^a	Sewage ^b		Water ^c	Sewer
16_035	Catherine Hill Bay	Catherine Hill Bay	0.0	0.0	0.0	0.0	0.0
16_037	Flow Systems Operations	Box Hill North	0.0	0.0	0.0	0.0	0.0
Total^f			4,958.5	410.8	2,310.0	72.2	57.2

^a Examples include potable water, recycled water, surface water, groundwater, desalinated water.

^b Sources of sewage include residential sewage, non-residential sewage, trade waste, and non-trade waste.

^c This includes drinking water and non-potable water mains.

^d Value adjusted to 0 to avoid double counting the recycled water volume supplied to the Fairfield-Rosehill scheme. The volume is captured under SGSPRN's licence as it is responsible for the network infrastructure. Veolia is responsible for the treatment plant that supplies the network.

^e This licence was cancelled during 2015-16 at the licensee's request and the scheme is no longer in operation.

^f Values for individual schemes have been rounded off to the nearest digit. Figures used for sum total calculations were not rounded off.

Note: The schemes highlighted in grey were not operating in 2015-16.

The annual operating statistics provided to us in 2015-16 by licensed network operators are included in the following tables. Operating statistic definitions are available in our network operator's reporting manual.

C.1 09_001 Veolia (Fairfield-Rosehill)

Veolia's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced: - Other (ML)(please specify)	WICA#1	2,886.0
	Total volume of water sourced (ML)	NWI W7	2,886.0
Volume of water supplied (Uses of water supplied)	Volume of water supplied – On-site (ML)	WICA#2	0.2
	Volume of bulk water exports (ML)	NWI W14	1,921.0
	Total volume of water supplied (ML)	WICA#3	1,921.0 ^a
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	1,921.0
	Volume of recycled water supplied - on-site (ML)	NWI W24	0.2
	Total of recycled water supplied (ML)	NWI W26	1,921.2
Infrastructure	Number of recycled water treatment plants	NWI A7	1.0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0.0
	Average duration of planned interruption – water (minutes)	WICA#6	0.0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average frequency of planned interruption –water	NWI C17	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of planned interruption –water	WICA#11	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0
Water quality	Number of zones where microbiological compliance was achieved (eg, 23/24)	NWI H2	1/1
	Percent of population where microbiological compliance was achieved (%)	NWI H3	100%
	Number of zones where chemical compliance was achieved (eg, 23/24)	NWI H4	1/1

^a We have modified this value due to an incorrect calculation by the licensee in its annual compliance return.

C.2 09_002 SGSPRN (Fairfield-Rosehill)

SGSPRN's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced: - Recycling (ML)	NWI W4	1,918.0
	Total volume of water sourced (ML)	NWI W7	1,918.0 ^a
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	1,950.0
	Total of recycled water supplied (ML)	NWI W26	1,950.0 ^a
Infrastructure	Length of water mains (km)	NWI A2	20.2
	Length of non-potable water mains (km)	WICA#5	20.2
	Length of sewerage mains and channels (km)	NWI A5	0.2
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0.0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0.0
	Average duration of planned interruption – water (minutes)	WICA#6	0.0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average frequency of unplanned interruption – water	NWI C17	0.0
	Average frequency of planned interruption –water	WICA#11	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Water quality	Number of zones where microbiological compliance was achieved (eg, 23/24)	NWI H2	3/3
	Percent of population where microbiological compliance was achieved (%)	NWI H3	100%
	Number of zones where chemical compliance was achieved (eg, 23/24)	NWI H4	3/3

^a The difference between the volume of water sourced and the volume of water supplied is a result of meter error.

C.3 09_003 Aquacell (1 Bligh Street)

Aquacell's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	10.5
	Total volume of sewage collected (ML)	NWI W18	10.5
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied - on-site (ML)	NWI W24	7.7
	Volume of recycled water supplied – other (ML)	NWI W25	0.0
	Total of recycled water supplied (ML)	NWI W26	7.7
Infrastructure	Length of sewerage mains and channels (km)	NWI A5	0.1
	Number of water treatment plants providing full treatment	NWI A1	0.0
	Number of recycled water treatment plants	NWI A7	1.0
	Number of sewage treatment plants	NWI A4	0.0
Infrastructure performance	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0.0
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0

C.4 10_008 VWS&T (Darling Quarter)

VWS&T's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	49.8
	Total volume of sewage collected (ML)	NWI W18	49.8
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	59.5 ^a
	Total volume of water supplied (ML)	WICA#3	0.0 ^b
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied – other (ML)	NWI W25	43.0 ^a
	Total of recycled water supplied (ML)	NWI W26	43.0
Infrastructure	Number of recycled water treatment plants	NWI A7	1.0
	Number of sewage treatment plants	NWI A4	1.0
Infrastructure performance	Number of sewage treatment plants compliant at all times (eg, 5/6)	NWI E5	1/1
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	93,600.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	57,600.0
	Average sewerage interruption (minutes)	NWI C16	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	10 times over 12 months
	Average frequency of planned interruption – non-potable water	WICA#15	25 times over 12 months
	Average frequency of unplanned interruption – sewerage	WICA#16	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Environmental	Percent of sewage volume treated that was compliant (%)	NWI E4	100%
Water quality	Number of zones where microbiological compliance was achieved (eg, 23/24)	NWI H2	All zones
	Percent (%) of population where microbiological compliance was achieved	NWI H3	100%
	Number of zones where chemical compliance was achieved (eg, 23/24)	NWI H4	All zones

a The difference in NWI W10 and NWI W25 is from Sydney Water top up.

b This value has been modified by IPART due to an incorrect calculation by the licensee when it submitted its annual compliance return.

C.5 10_010 SDP (Sydney Desalination Plant)

SDP's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	- Surface Water (ML)	NWI W1	0.0
	- Groundwater (ML)	NWI W2	0.0
	- Desalination (ML)	NWI W3	0.0
	- Recycling (ML)	NWI W4	0.0
	- Bulk Supplier (ML)	NWI W5	0.0
	- Volume of bulk recycled water purchased (ML)	NWI W6	0.0
	- Other (ML)(please specify)	WICA#1	0.0
	Total volume of water sourced (ML)	NWI W7	0.0
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	0.0
	Volume of water supplied – On-site (ML)	WICA#2	11.6
	Volume of water supplied for environmental flows (ML)	NWI W13	0.0
	Volume of bulk water exports (ML)	NWI W14	0.0
	Total volume of water supplied (ML)	WICA#3	0.0 ^a

^a This value has been modified by IPART due to an incorrect calculation by the licensee when it submitted its annual compliance return.

C.6 10_012 VWS&T (Bingara Gorge)

VWS&T's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	106.5
	Total volume of sewage collected (ML)	NWI W18	106.5
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	101.5
	Total volume of water supplied (ML)	WICA#3	0.0 ^a
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied – on-site (ML)	NWI W24	0.0
	Volume of recycled water supplied – other (ML)	NWI W25	101.5
	Total of recycled water supplied (ML)	NWI W26	101.5
Infrastructure	Length of water mains (km)	NWI A2	18.5
	Length of non-potable water mains (km)	WICA#5	18.5
	Length of sewerage mains and channels (km)	NWI A5	23.6 ^b
	Number of recycled water treatment plants	NWI A7	1.0
	Number of sewage treatment plants	NWI A4	1.0
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0.0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0.0
	Property connection breaks and chokes (per 100km of sewer main)	NWI A13	0.0
	Number of sewage treatment plants compliant at all times (eg, 5/6)	NWI E5	1/1

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average sewerage interruption (minutes)	NWI C16	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0
	Average frequency of unplanned interruption – sewerage	WICA#16	0.0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0.0
	Percent of sewage volume treated that was compliant (%)	NWI E4	100%
	Compliance with environmental regulator – sewerage (yes/no)	NWI E7	Yes
	Percent of biosolids reused (%)	NWI E8	0.0
Water quality	Number of zones where microbiological compliance was achieved (eg, 23/24)	NWI H2	All zones
	Percent of population where microbiological compliance was achieved (%)	NWI H3	100%
	Number of zones where chemical compliance was achieved (eg, 23/24)	NWI H4	All zones

^a This value has been modified by IPART due to an incorrect calculation by the licensee when it submitted its annual compliance return.

^b Sewerage system complete to 30 June 2016. 14.52km gravity and 9.12km pressure.

C.7 10_014 PTWF (Pitt Town)

PTWF's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	- Surface Water (ML)	NWI W1	0.0
	- Groundwater (ML)	NWI W2	0.0
	- Desalination (ML)	NWI W3	0.0
	- Recycling (ML)	NWI W4	0.0
	- Bulk Supplier (ML)	NWI W5	16.1
	- Volume of bulk recycled water purchased (ML)	NWI W6	0.0
	- Other (ML)(sewage sourced for non-potable water)	WICA#1	0.0
	Total volume of water sourced (ML)	NWI W7	16.1
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	51.9
	Volume of sewage collected - trade waste (ML)	NWI W17	0.0
	Total volume of sewage collected (ML)	NWI W18	51.9
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	57.0
	Volume of water supplied – On-site (ML)	WICA#2	57.0
	Volume of water supplied for environmental flows (ML)	NWI W13	0.0
	Volume of bulk water exports (ML)	NWI W14	0.0
	Total volume of water supplied (ML)	WICA#3	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0.0
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0.0
	Volume of recycled water supplied - on-site (ML)	NWI W24	57.0
	Volume of recycled water supplied – other (ML)	NWI W25	0.0
	Total of recycled water supplied (ML)	NWI W26	57.0
Infrastructure	Length of water mains (km)	NWI A2	11.2
	Length of potable water mains (km)	WICA#4	0.0
	Length of non-potable water mains (km)	WICA#5	11.2
	Length of sewerage mains and channels (km)	NWI A5	14.4
	Number of water treatment plants providing full treatment	NWI A1	0.0
	Number of recycled water treatment plants	NWI A7	1.0
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0.0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0.0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0.0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0.0
	Average duration of planned interruption – water (minutes)	WICA#6	0.0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0.0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0.0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	280.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average sewerage interruption (minutes)	NWI C16	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of unplanned interruption – water	NWI C17	0.0
	Average frequency of planned interruption –water	WICA#11	0.0
	Average frequency of unplanned interruption – potable water	WICA#12	0.0
	Average frequency of planned interruption – potable water	WICA#13	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0
	Average frequency of unplanned interruption – sewerage	WICA#16	0.0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0.0
	Percent of biosolids reused (%)	NWI E8	0%

C.8 12_016 Orica (Orica groundwater scheme)

Orica's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	Surface Water (ML)	NWI W1	0.0
	Groundwater (ML)	NWI W2	1,800.8
	Desalination (ML)	NWI W3	0.0
	Recycling (ML)	NWI W4	0.0
	Bulk Supplier (ML)	NWI W5	6.2
	Volume of bulk recycled water purchased (ML)	NWI W6	0.0
	Other (ML)(Please Specify)	WICA#1	0.0
	Total volume of water sourced (ML)	NWI W7	1,807.0
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	1,372.2
	Volume of water supplied – On-site (ML)	WICA#2	0.05
	Volume of water supplied for environmental flows (ML)	NWI W13	0.0
	Volume of bulk water exports (ML)	NWI W14	0.0
	Total volume of water supplied (ML)	WICA#3	0.0 ^a
Infrastructure	Length of water mains (km)	NWI A2	1.0
	Length of non-potable water mains (km)	WICA#5	1.0
	Number of water treatment plants providing full treatment	NWI A1	1.0
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0.0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	669.0
	Average duration of planned interruption – water (minutes)	WICA#6	10,114.0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	669.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	10,114.0
	Average frequency of unplanned interruption – water	NWI C17	31.0
	Average frequency of planned interruption –water	WICA#11	7.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	31.0
	Average frequency of planned interruption – non-potable water	WICA#15	7.0
Water quality	Number of zones where microbiological compliance was achieved (eg, 23/24)	NWI H2	1/1
	Percent of population where microbiological compliance was achieved (%)	NWI H3	100%
	Number of zones where chemical compliance was achieved (eg, 23/24)	NWI H4	1/1

^a This value has been modified by IPART due to an incorrect calculation by the licensee when it submitted its annual compliance return.

C.9 12_020 Mirvac (Chifley Square)

Mirvac's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced: - Other (ML) (Rainwater harvested from roof to top-up non-potable water supply)	WICA#1	0.7
	Total volume of water sourced (ML)	NWI W7	0.7
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML) (4.41 ML from within building and 5.04 ML from Sydney Water sewer mining site)	NWI W16	9.5
	Total volume of sewage collected (ML)	NWI W18	9.5
Volume of recycled water supplied (Uses of recycled water supplied)	Volume of recycled water supplied - other (ML) (4.78 ML as recycled sewage from the blackwater treatment plant and 0.71 ML top up from non-potable water supply as rainwater harvested from the building roof)	NWI W25	5.5
	Total of recycled water supplied (ML)	NWI W26	5.5
Infrastructure	Length of non-potable water mains (km)	WICA#5	< 1
	Length of sewerage mains and channels (km)	NWI A5	< 1
	Number of water treatment plants providing full treatment	NWI A1	0.0
	Number of recycled water treatment plants	NWI A7	1.0
	Number of sewage treatment plants	NWI A4	0.0
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0

Notes: Mirvac's licence was cancelled during the 2015-16 year at the licensee's request and this scheme is no longer in operation.

C.10 12_022 CPWF (Central Park)

CPWF's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	- Surface Water (ML)	NWI W1	0.0
	- Groundwater (ML)	NWI W2	0.0
	- Desalination (ML)	NWI W3	0.0
	- Recycling (ML)	NWI W4	0.0
	- Bulk Supplier (ML)	NWI W5	178.1
	- Volume of bulk recycled water purchased (ML)	NWI W6	0.0
	- Other (ML) (sewage sourced from non-potable water)	WICA#1	0.0
	Total volume of water sourced (ML)	NWI W7	178.1
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	144.3
	Volume of sewage collected - trade waste (ML)	NWI W17	0.0
	Total volume of sewage collected (ML)	NWI W18	144.3
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	286.1
	Volume of water supplied – On-site (ML)	WICA#2	0.0
	Volume of water supplied for environmental flows (ML)	NWI W13	0.0
	Volume of bulk water exports (ML)	NWI W14	0.0
	Total volume of water supplied (ML)	WICA#3	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0.0
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0.0
	Volume of recycled water supplied – on-site (ML) (General use 8 ML, cooling towers 19 ML, retail 4.9)	NWI W24	123.7
	Volume of recycled water supplied – other (ML)	NWI W25	0.0
	Total of recycled water supplied (ML)	NWI W26	123.7
Infrastructure	Length of water mains (km)	NWI A2	4.0
	Length of potable water mains (km)	WICA#4	1.0
	Length of non-potable water mains (km)	WICA#5	3.0
	Length of sewerage mains and channels (km)	NWI A5	3.0
	Number of water treatment plants providing full treatment	NWI A1	0.0
	Number of recycled water treatment plants	NWI A7	1.0
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0.0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0.0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0.0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0.0
	Average duration of planned interruption – water (minutes)	WICA#6	0.0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0.0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0.0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average sewerage interruption (minutes)	NWI C16	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of unplanned interruption – water	NWI C17	0.0
	Average frequency of planned interruption –water	WICA#11	0.0
	Average frequency of unplanned interruption – potable water	WICA#12	0.0
	Average frequency of planned interruption – potable water	WICA#13	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0
	Average frequency of unplanned interruption - sewerage	WICA#16	0.0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0.0
	Percent of biosolids reused (%)	NWI E8	0%

C.11 13_023 Aquacell (Workplace 6)

Aquacell's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	5.0
	Total volume of sewage collected (ML)	NWI W18	5.0
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied - on-site (ML)	NWI W24	3.1
	Volume of recycled water supplied – other (ML)	NWI W25	0.0
	Total of recycled water supplied (ML)	NWI W26	3.1
Infrastructure	Length of sewerage mains and channels (km)	NWI A5	0.1
	Number of water treatment plants providing full treatment	NWI A1	0.0
	Number of recycled water treatment plants	NWI A7	1.0
	Number of sewage treatment plants	NWI A4	0.0
Infrastructure performance	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0.0
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0

C.12 13_025 DPWF (Discovery Point)

DPWF's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	- Surface Water (ML)	NWI W1	0.0
	- Groundwater (ML)	NWI W2	0.0
	- Desalination (ML)	NWI W3	0.0
	- Recycling (ML)	NWI W4	0.0
	- Bulk Supplier (ML)	NWI W5	69.5
	- Volume of bulk recycled water purchased (ML)	NWI W6	0.0
	- Other (ML) (sewage sourced from non-potable water)	WICA#1	0.0
	Total volume of water sourced (ML)	NWI W7	69.5
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	32.0
	Volume of sewage collected - trade waste (ML)	NWI W17	0.0
	Total volume of sewage collected (ML)	NWI W18	32.0
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	90.0
	Volume of water supplied – On-site (ML)	WICA#2	0.0
	Volume of water supplied for environmental flows (ML)	NWI W13	0.0
	Volume of bulk water exports (ML)	NWI W14	0.0
	Total volume of water supplied (ML)	WICA#3	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0.0
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0.0
	Volume of recycled water supplied – on-site (ML) (General use 8 ML, cooling towers 19 ML, retail 4.9)	NWI W24	18.0
	Volume of recycled water supplied – other (ML)	NWI W25	0.0
	Total of recycled water supplied (ML)	NWI W26	18.0
Infrastructure	Length of water mains (km)	NWI A2	4.0
	Length of potable water mains (km)	WICA#4	1.0
	Length of non-potable water mains (km)	WICA#5	3.0
	Length of sewerage mains and channels (km)	NWI A5	3.0
	Number of water treatment plants providing full treatment	NWI A1	0.0
	Number of recycled water treatment plants	NWI A7	1.0
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0.0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0.0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0.0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0.0
	Average duration of planned interruption – water (minutes)	WICA#6	0.0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0.0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0.0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	120.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average sewerage interruption (minutes)	NWI C16	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of unplanned interruption – water	NWI C17	0.0
	Average frequency of planned interruption –water	WICA#11	0.0
	Average frequency of unplanned interruption – potable water	WICA#12	0.0
	Average frequency of planned interruption – potable water	WICA#13	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0
	Average frequency of unplanned interruption - sewerage	WICA#16	0.0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0.0
	Percent of biosolids reused	NWI E8	0%

C.13 14_026 Wyee Water (Wyee)

NIL RETURN

Wyee Water was not operating under its network operator's licence. All operating statistics were zero in 2015-16.

C.14 15_029 LLRWBS (Barangaroo)

NIL RETURN

LLRWBS did not engage in any activities authorised under its network operator's licence in 2015-16.

C.15 15_030 Huntlee Water (Huntlee)

Huntlee Water's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	- Surface Water (ML)	NWI W1	0.0
	- Groundwater (ML)	NWI W2	0.0
	- Desalination (ML)	NWI W3	0.0
	- Recycling (ML)	NWI W4	0.0
	- Bulk Supplier (ML)	NWI W5	0.9
	- Volume of bulk recycled water purchased (ML)	NWI W6	0.0
	- Other (ML) (sewage sourced from non-potable water)	WICA#1	0.0
	Total volume of water sourced (ML)	NWI W7	0.9
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	0.5
	Volume of sewage collected - trade waste (ML)	NWI W17	0.0
	Total volume of sewage collected (ML)	NWI W18	0.5
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	0.9
	Volume of water supplied – On-site (ML)	WICA#2	0.0
	Volume of water supplied for environmental flows (ML)	NWI W13	0.0
	Volume of bulk water exports (ML)	NWI W14	0.0
	Total volume of water supplied (ML)	WICA#3	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0.0
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0.0
	Volume of recycled water supplied – on-site (ML) (General use 8 ML, cooling towers 19 ML, retail 4.9)	NWI W24	0.0
	Volume of recycled water supplied – other (ML)	NWI W25	0.0
	Total of recycled water supplied (ML)	NWI W26	0.0
Infrastructure	Length of water mains (km)	NWI A2	7.3
	Length of potable water mains (km)	WICA#4	5.2
	Length of non-potable water mains (km)	WICA#5	2.1
	Length of sewerage mains and channels (km)	NWI A5	8.3
	Number of water treatment plants providing full treatment	NWI A1	0.0
	Number of recycled water treatment plants	NWI A7	0.0
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0.0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0.0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0.0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0.0
	Average duration of planned interruption – water (minutes)	WICA#6	0.0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0.0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0.0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average sewerage interruption (minutes)	NWI C16	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of unplanned interruption – water	NWI C17	0.0
	Average frequency of planned interruption –water	WICA#11	0.0
	Average frequency of unplanned interruption – potable water	WICA#12	0.0
	Average frequency of planned interruption – potable water	WICA#13	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0
	Average frequency of unplanned interruption - sewerage	WICA#16	0.0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0.0
	Percent of biosolids reused	NWI E8	0%

C.16 15_031 Green Square Water (Green Square)

Green Square's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	- Surface Water (ML)	NWI W1	0.0
	- Groundwater (ML)	NWI W2	0.0
	- Desalination (ML)	NWI W3	0.0
	- Recycling (ML)	NWI W4	0.0
	- Bulk Supplier (ML)	NWI W5	0.2
	- Volume of bulk recycled water purchased (ML)	NWI W6	0.0
	- Other (ML) (sewage sourced from non-potable water)	WICA#1	0.0
	Total volume of water sourced (ML)	NWI W7	0.2
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non trade waste (ML)	NWI W16	0.0
	Volume of sewage collected - trade waste (ML)	NWI W17	0.0
	Total volume of sewage collected (ML)	NWI W18	0.0
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	0.2
	Volume of water supplied – On-site (ML)	WICA#2	0.0
	Volume of water supplied for environmental flows (ML)	NWI W13	0.0
	Volume of bulk water exports (ML)	NWI W14	0.0
	Total volume of water supplied (ML)	WICA#3	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0.0
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0.0
	Volume of recycled water supplied – on-site (ML) (General use 8 ML, cooling towers 19 ML, retail 4.9)	NWI W24	0.0
	Volume of recycled water supplied – other (ML)	NWI W25	0.0
	Total of recycled water supplied (ML)	NWI W26	0.0
Infrastructure	Length of water mains (km)	NWI A2	1.0
	Length of potable water mains (km)	WICA#4	0.0
	Length of non-potable water mains (km)	WICA#5	1.0
	Length of sewerage mains and channels (km)	NWI A5	0.0
	Number of water treatment plants providing full treatment	NWI A1	0.0
	Number of recycled water treatment plants	NWI A7	0.0
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0.0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0.0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0.0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0.0
	Average duration of planned interruption – water (minutes)	WICA#6	0.0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0.0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0.0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average sewerage interruption (minutes)	NWI C16	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of unplanned interruption – water	NWI C17	0.0
	Average frequency of planned interruption –water	WICA#11	0.0
	Average frequency of unplanned interruption – potable water	WICA#12	0.0
	Average frequency of planned interruption – potable water	WICA#13	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0
	Average frequency of unplanned interruption - sewerage	WICA#16	0.0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0.0
	Percent of biosolids reused	NWI E8	0%

C.17 15_032 Kurrajong (Kurrajong)

Kurrajong's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non trade waste (ML)	NWI W16	0.8
	Total volume of sewage collected (ML)	NWI W18	0.8
Infrastructure	Length of sewerage mains and channels (km)	NWI A5	2.0
	Number of water treatment plants providing full treatment	NWI A1	0.0
	Number of recycled water treatment plants	NWI A7	0.0
	Number of sewage treatment plants	NWI A4	1.0
Infrastructure Performance	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0.0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0.0
	Number of sewage treatment plants compliant at all times (eg, 5/6)	NWI E5	1/1
Service Interruptions	Average sewerage interruption (minutes)	NWI C16	0.0
	Average frequency of unplanned interruption - sewerage	WICA#16	0.0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0.0
	Percent of sewage volume treated that was compliant (%)	NWI E4	100%
	Compliance with environmental regulator – sewerage (yes/no)	NWI E7	Yes

C.18 15_033 Cooranbong Water

Cooranbong Water's operating statistics in 2015-16 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	- Surface Water (ML)	NWI W1	0.0
	- Groundwater (ML)	NWI W2	0.0
	- Desalination (ML)	NWI W3	0.0
	- Recycling (ML)	NWI W4	0.0
	- Bulk Supplier (ML)	NWI W5	0.04
	- Volume of bulk recycled water purchased (ML)	NWI W6	0.0
	- Other (ML) (sewage sourced from non-potable water)	WICA#1	0.0
	Total volume of water sourced (ML)	NWI W7	0.04
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non trade waste (ML)	NWI W16	0.0
	Volume of sewage collected - trade waste (ML)	NWI W17	0.0
	Total volume of sewage collected (ML)	NWI W18	0.0
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	0.04
	Volume of water supplied – On-site (ML)	WICA#2	0.0
	Volume of water supplied for environmental flows (ML)	NWI W13	0.0
	Volume of bulk water exports (ML)	NWI W14	0.0
	Total volume of water supplied (ML)	WICA#3	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0.0
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0.0
	Volume of recycled water supplied – on-site (ML) (General use 8 ML, cooling towers 19 ML, retail 4.9)	NWI W24	0.0
	Volume of recycled water supplied – other (ML)	NWI W25	0.0
	Total of recycled water supplied (ML)	NWI W26	0.0
Infrastructure	Length of water mains (km)	NWI A2	5.1
	Length of potable water mains (km)	WICA#4	2.7
	Length of non-potable water mains (km)	WICA#5	2.4
	Length of sewerage mains and channels (km)	NWI A5	2.5
	Number of water treatment plants providing full treatment	NWI A1	0.0
	Number of recycled water treatment plants	NWI A7	0.0
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0.0
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0.0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0.0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0.0
	Average duration of planned interruption – water (minutes)	WICA#6	0.0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0.0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0.0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average sewerage interruption (minutes)	NWI C16	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of unplanned interruption – water	NWI C17	0.0
	Average frequency of planned interruption –water	WICA#11	0.0
	Average frequency of unplanned interruption – potable water	WICA#12	0.0
	Average frequency of planned interruption – potable water	WICA#13	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0
	Average frequency of unplanned interruption - sewerage	WICA#16	0.0
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0.0
	Percent of biosolids reused	NWI E8	0%

C.19 16_035 Catherine Hill Bay Water Utility (Catherine Bay)

NIL RETURN

CHBWU did not engage in any activities authorised under its network operator’s licence in 2015-16.

C.20 16_036 Flow Systems Operations (Box Hill)

NIL RETURN

FSO did not engage in any activities authorised under its network operator’s licence in 2015-16.

D Annual operating statistics – retail suppliers

Table D.1 shows key statistics for the eight retail suppliers.

Table D.1 Operating statistics for retail suppliers in 2015-16

Licence number	Licensee	Scheme	No. of customers		No. of customer complaints ^a
			Water	Sewerage	
09_004R	Aquacell	1 Bligh Street, Workplace 6	2	18	0
10_009R	VWS&T	Darling Quarter	-	-	-
10_01R	AquaNet	Fairfield-Rosehill	12	0	0
10_011R	SDP	Sydney Desalination Plant ^b	1	0	0
10_013R	VWS&T	Bingara Gorge	583	583	3
12_017R	Orica	Orica groundwater scheme	7	0	0
12_021R	Mirvac	Chifley Square ^c	1	0	0
13_001R	Flow Systems	Pitt Town, Central Park, Discovery Point, Wyee, North Cooranbong	2,466	2,466	3
15_034R	LLRWBS	Barangaroo South	-	-	-
Total			3,072	3,067	6

^a Types of complaints include water quality, service, billing and account, other water and sewerage complaints.

^b The Sydney Desalination Plant was not operating to supply drinking water to customers in 2015-16.

^c This licence was cancelled during 2015-16 at the licensee's request and the scheme is no longer in operation.

Note: The schemes highlighted in grey indicate where licensees reported a nil return as it did not engage in any retail activities authorised under the WIC Act in 2015-16.

The annual operating statistics provided to us in 2015-16 by licensed retail suppliers are included in the following tables. Operating statistic definitions are available in our retail supplier's reporting manual.

D.1 09_004R Aquacell (1 Bligh Street, Workplace 6)

Aquacell's operating statistics in 2015-16 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non trade waste (ML)	NWI W16	16.3
	Total volume of sewage collected (ML)	NWI W18	16.3
Uses of recycled water	Volume of recycled water supplied – on-site (ML)	NWI W24	11.6
	Total of recycled water supplied (ML)	NWI W26	11.6
Customers - water	Number of connected residential properties – water supply	NWI C2	0
	Number of connected non-residential properties – water supply	NWI C3	2
	Total number of connected properties – water supply	NWI C4	2
Customers - sewage	Number of connected residential properties - sewerage	NWI C6	18
	Number of connected non-residential properties - sewerage	NWI C7	0
	Number of connected non-residential properties – trade waste	WICA#19	0
	Total number of connected properties - sewerage	NWI C8	18
Small customers	Number of small retail customers in relation to water supply	WICA#20	2
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	1
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0
	Number of sewerage service complaints	NWI C11	0
	Number of billing and account complaints – water and sewerage	NWI C12	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0
	Average frequency of unplanned interruption – sewerage	WICA#16	0.0

D.2 10_009R VWS&T (Darling Quarter)

NIL RETURN

VWS&T did not engage in any activities authorised under its retail supplier's licence in 2015-16.

D.3 10_01R AquaNet (Fairfield-Rosehill)

AquaNet's operating statistics in 2015-16 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	Volume of water sourced from (ML):		
	- Veolia Water Australia (ML)	WICA#17	1,917.9
	- Recycling (ML)	NWI W4	1,917.9
	Total volume of water sourced (ML)	NWI W7	1,917.9 ^a
Uses of recycled water	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	80.9
	Volume of bulk recycled water exports (ML)	NWI W15	1,869.5
	Total of recycled water supplied (ML)	NWI W26	1,950.4 ^{a,b}
Customers - water	Number of connected residential properties – water supply	NWI C2	0
	Number of connected non-residential properties – water supply	NWI C3	10
	Total number of connected properties – water supply	NWI C4	10
Small customers	Number of small retail customers in relation to water supply	WICA#20	0
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0
	Number of billing and account complaints – water and sewerage	NWI C12	0
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0.0
	Average duration of planned interruption – water (minutes)	WICA#6	0.0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average frequency of unplanned interruption – water	NWI C17	0.0
	Average frequency of planned interruption –water	WICA#11	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0

a The difference in NWI W7 and NWI W26 is from Sydney Water top up.

b AquaNet purchases recycled water directly from Veolia Water Australia and pays SGSP Rosehill Network Pty Ltd to transport it to the customers.

D.4 10_011R SDP (Sydney Desalination Plant)

SDP's operating statistics in 2015-16 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	Volume of water sourced from (ML):		
	- Volume of water sourced from a public water utility (ML)	WICA#17	0.0
	- Surface Water (ML)	NWI W1	
	- Groundwater (ML)	NWI W2	0.0
	- Desalination (ML)	NWI W3	0.0
	- Recycling (ML)	NWI W4	0.0
	- Bulk Supplier (ML)	NWI W5	0.0
	- Volume of bulk recycled water purchased (ML)	NWI W6	0.0
	- Other (ML)(seawater)	WICA#1	0.0
	Total volume of water sourced (ML)	NWI W7	
			0.0
Uses of water supplied	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	11.6
	Volume of water supplied – other (ML)	NWI W10	0.0
	Volume of water supplied - environmental flows (ML)	NWI W13	0.0
	Volume of bulk water exports (ML)	NWI W14	0.0
	Total volume of water supplied (ML)	WICA#18	11.6
Customers - water	Number of connected non-residential properties – water supply	NWI C3	1
	Total number of connected properties – water supply	NWI C4	1
Small customers	Number of small retail customers in relation to water supply	WICA#20	0

D.5 10_013R VWS&T (Bingara Gorge)

VWS&T's operating statistics in 2015-16 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	Volume of water sourced from public water utility (ML)	WICA#17	35.6
	Total volume of water sourced (ML)	NWI W7	35.6
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non trade waste (ML)	NWI W16	106.5
	Total volume of sewage collected (ML)	NWI W18	106.5
Uses of water supplied	Volume of water supplied - residential (ML)	NWI W8	35.6
	Total volume of water supplied (ML)	WICA#18	35.6
Uses of recycled water	Volume of recycled water supplied – residential (ML)	NWI W20	0.0
	Volume of recycled water supplied – commercial, municipal, industrial (ML)	NWI W21	0.0
	Volume of recycled water supplied – on-site	NWI W24	0.0
	Volume of recycled water supplied - other	NWI W25	101.5
	Total of recycled water supplied (ML)	NWI W26	101.5
Customers - water	Number of connected residential properties – water supply	NWI C2	578
	Number of connected non-residential properties – water supply	NWI C3	5
	Total number of connected properties – water supply	NWI C4	583
Customers - sewerage	Number of connected residential properties – sewerage	NWI C6	578
	Number of connected non-residential properties – sewerage	NWI C7	5
	Number of connected non-residential properties – trade waste	WICA#19	0
	Total number of connected properties -sewerage	NWI C8	583

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Small customers	Number of small retail customers in relation to water supply	WICA#20	1
	Number of small retail customers in relation to provision of sewerage services	WICA#21	1
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0.0017
	Number of sewerage service complaints	NWI C11	0
	Number of billing and account complaints – water and sewerage	NWI C12	0.0035
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0.0052
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average sewerage interruptions (minutes)	NWI C16	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0
	Average frequency of unplanned interruption – sewerage	WICA#16	0.0

D.6 12_017R Orica (Orica groundwater scheme)

Orica's operating statistics in 2015-16 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	Volume of water sourced from (ML):		
	- Volume of water sourced from a public water utility (ML)	WICA#17	0.0
	- Surface Water (ML)	NWI W1	0.0
	- Groundwater (ML)	NWI W2	1,800.8
	- Desalination (ML)	NWI W3	0.0
	- Recycling (ML)	NWI W4	0.0
	- Other (ML)(specify)	WICA#1	6.2
	Total volume of water sourced (ML)	NWI W7	1,807.0
Uses of Water supplied	Volume of water supplied - residential (ML)	NWI W8	0.0
	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	1,372.2
	Volume of water supplied – other (ML)	NWI W10	0.05
	Volume of water supplied for environmental flows (ML)	NWI W13	0.0
	Volume of bulk water exports (ML)	NWI W14	0.0
	Total volume of water supplied (ML)	WICA#18	1,372.3
Customers - water	Number of connected residential properties – water supply	NWI C2	0
	Number of connected non-residential properties – water supply	NWI C3	7
	Total number of connected properties – water supply	NWI C4	7
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0
	Number of billing and account complaints – water and sewerage	NWI C12	0
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	669.0
	Average duration of planned interruption – water (minutes)	WICA#6	10,114.0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	669.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	10,114.0
	Average frequency of unplanned interruption – water	NWI C17	31.0
	Average frequency of planned interruption –water	WICA#11	7.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	31.0
	Average frequency of planned interruption – non-potable water	WICA#15	7.0

D.7 12_021R Mirvac (Chifley Square)

Mirvac's operating statistics in 2015-16 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	- Other (ML) (Rainwater harvested from roof to top-up non-potable water supply)	WICA#1	0.7
	Total volume of water sourced (ML)	NWI W7	0.7
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non trade waste (ML) (4.41 ML from within building and 5.04 ML from Sydney Water sewer mining site)	NWI W16	9.5
	Total volume of sewage collected (ML)	NWI W18	9.5
Uses of recycled water	Volume of recycled water supplied - residential (ML)	NWI W20	0.0
	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	5.5
	Total of recycled water supplied (ML)	NWI W26	5.5
Customers - water	Number of connected residential properties – water supply	NWI C2	0
	Number of connected non-residential properties – water supply	NWI C3	1
	Total number of connected properties – water supply	NWI C4	1
Small customers	Number of small retail customers in relation to water supply	WICA#20	1
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	0
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0
	Number of sewerage service complaints	NWI C11	0
	Number of billing and account complaints – water and sewerage	NWI C12	0
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.0
	Average frequency of planned interruption – non-potable water	WICA#15	0.0

Notes: Mirvac's licence was cancelled during the 2015-16 year at the licensee's request and this scheme is no longer in operation.

D.8 13_001R Flow Systems (Pitt Town, Central Park, Discovery Point, Wyee, North Cooranbong)

Flow Systems' operating statistics in 2015-16 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of Water	Volume of water sourced:		
	Volume of water sourced from a public water utility (ML)	WICA#17	263.9
	Surface Water (ML)	NWI W1	0.0
	Groundwater (ML)	NWI W2	0.0
	Desalination (ML)	NWI W3	0.0
	Recycling (ML)	NWI W4	0.0
	Other (ML)(Please Specify)	WICA#1	0.0
	Total volume of water sourced (ML)	NWI W7	263.9
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non trade waste (ML)	NWI W16	228.7
	Volume of sewage collected – trade waste (ML)	NWI W17	0.0
	Total volume of sewage collected (ML)	NWI W18	228.7
Uses of water supplied	Volume of water supplied - residential (ML)	NWI W8	313.9
	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	120.3
	Volume of water supplied - other (ML)	NWI W10	0.0
	Volume of water supplied - environmental flows (ML)	NWI W13	0.0
	Volume of bulk water exports (ML)	NWI W14	0.0
	Total volume of water supplied (ML)	WICA#18	434.2
Uses of recycled water	Volume of recycled water supplied - residential (ML)	NWI W20	147.81
	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	57.5
	Volume of recycled water supplied - agriculture (ML)	NWI W22	0.0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Volume of recycled water supplied – environmental flows (ML)	NWI W22	0.0
	Volume of recycled water supplied - on-site	NWI W24	0.0
	Volume of recycled water supplied – other (ML)	NWI W25	0.0
	Volume of bulk recycled water exports (ML)	NWI W15	0.0
	Total of recycled water supplied (ML)	NWI W26	205.3 ^a
Customers - water	Number of connected residential properties – water supply	NWI C2	2,439
	Number of connected non-residential properties – water supply	NWI C3	27
	Total number of connected properties – water supply	NWI C4	2,466
Customers - sewerage	Number of connected residential properties - sewerage	NWI C6	2,439
	Number of connected non-residential properties - sewerage	NWI C7	27
	Number of connected non-residential properties - trade waste	WICA#19	16
	Total number of connected properties - sewerage	NWI C8	2,466
Small customers	Number of small retail customers in relation to water supply	WICA#20	2,462
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	2,464
Complaints	Number of water quality complaints	NWI C9	0.0004
	Number of water service complaints	NWI C10	0
	Number of sewerage service complaints	NWI C11	0
	Number of billing and account complaints – water and sewerage	NWI C12	0.0008
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0.001

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0.0
	Average duration of planned interruption – water (minutes)	WICA#6	0.0
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0.0
	Average duration of planned interruption – potable water (minutes)	WICA#8	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#9	0.0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0.0
	Average sewerage interruptions (minutes)	NWI C16	0.0
	Average frequency of unplanned interruption – water	NWI C17	0.0
	Average frequency of planned interruption –water	WICA#11	0.0
	Average frequency of unplanned interruption – potable water	WICA#12	0.0
	Average frequency of planned interruption – potable water	WICA#13	0.0
	Average frequency of planned interruption – non-potable water	WICA#14	0.001
	Average frequency of planned interruption – non-potable water	WICA#15	0.0
Average frequency of unplanned interruption – sewerage	WICA#16	0.0	

^a Originally reported by licensee as 200. Changed by IPART to equal sum of W20-W25.

D.9 15_034R Lend Lease Retail Suppliers Licence (Barangaroo)

NIL RETURN

LLRWBS did not engage in any activities authorised under its retail supplier's licence in 2015-16.

Glossary

ADWG	Australian Drinking Water Guidelines
AGWR	Australian Guidelines for Water Recycling
AMP	Asset Management Plan
Aquacell	Aquacell Pty Ltd
AquaNet	AquaNet Sydney Pty Ltd
CCP	Critical Control Point
CPWF	Central Park Water Factory
DPWF	Discovery Point Water Factory Pty Ltd
Flow Systems	Flow Systems Pty Ltd
Huntlee Water	Huntlee Water Pty Ltd
IPART	Independent Pricing and Regulatory Tribunal of NSW
LLRWBS	Lend Lease Recycled Water (Barangaroo South) Pty Ltd
Mirvac	Mirvac Real Estate Pty Ltd
Orica	Orica Australia Pty Ltd
Panel	Technical Services and Water Licensing Audit Panel
PTWF	Pitt Town Water Factory
SDP	Sydney Desalination Plant Pty Ltd
SGSPRN	SGSP-Rosehill Network Pty Ltd
SMP	Sewage Management Plan

Sydney Water	Sydney Water Corporation
Veolia	Veolia Water Australia Pty Ltd
VWS&T	Veolia Water Solutions and Technologies (Australia) Pty Ltd
WIC Act	<i>Water Industry Competition Act 2006</i> (NSW)
WIC Regulation	<i>Water Industry Competition (General) Regulation 2008</i> (NSW)
WQP	Water Quality Plan
Wyee Water	Wyee Water Pty Ltd