

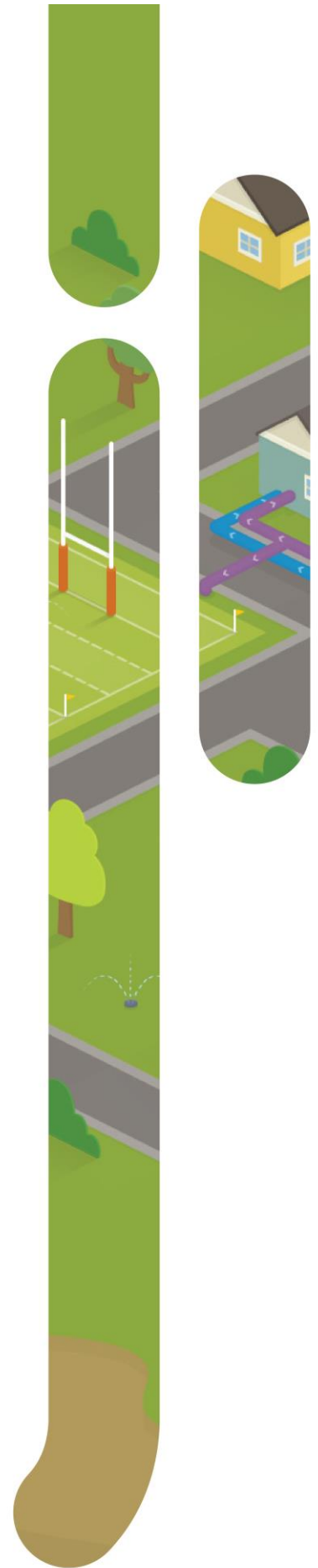
## Appendix 5.1.2(a) Shepherd's Bay Servicing Strategy



# Shepherds Bay

Preliminary Water, Wastewater and  
Recycled Water Assessment

July 2016



# Executive Summary

## *Introduction*

The Shepherds Bay Development covers approximately 35 hectares and is undergoing a fundamental change from an industrial area to a high density residential area. The development comprises of 9 residential building as well as commercial and retail areas. The development is part of a proposed residential urban renewal project located on the northern shores of the Parramatta River in Meadowbank, Sydney. The area is being developed by Holdmark Property Group.

When completed, the Shepherds Bay Development will be a truly sustainable water community with high quality water efficient fixtures and fittings and reduction of potable water use through an onsite Local Water Centre (LWC, a water recycling facility), generating recycled water to service 8 stages of the development. This report excludes Stage 1 building assessment.

A water balance assessment for the development has been undertaken by Kinesis and is provided in Appendix D. This Preliminary Water, Wastewater and Recycled Water Assessment however is based on total demands determined from Water Supply Code of Australia, Sydney Water Edition.

## *Growth and demands*

Based on the apartment numbers, size and occupancy rates, the total population for the development is estimated at 2,931. The expected maximum day water demand is about 1.2 ML/d and recycled water demand is 0.7 ML/d. This assumes >140 units per net hectare (dual reticulation). Where data is available, Sydney Water uses an evidence based approach. The demands determined in this report is conservative and could be revised once Growth Servicing Strategy values are provided by Sydney Water. The evidence based approach is likely to see a reduction in the total demand and could be comparable to the demands adopted in the Kinesis report.

The wastewater flow is expected to be about 450 kL/d based on a consumption rate of 150 L/p/d.

## *Servicing Strategy*

The strategy is based on the information provided by Sydney Water namely Feasibility letter, Notice of Requirements (NOR), case numbers 152348V2, 152349, 152350 and 152351. The strategy for the development includes:

Potable water – The development will be serviced by a new DN200 main along Nancarrow Avenue. As part of the initial development application 152348V2, Sydney Water instructed Holdmark to amplify approximately 720 metres of main to a DN200 providing a frontage to the development site.

Wastewater– Wastewater will be collected from the 8 stages of the development and treated onsite at the LWC. Each pair of stages 2&3, 4&5, 6&7 and 8&9, will have a 10 kL storage and transfer pump station that will pump wastewater to the LWC at Stage 3. Each pump station will have an overflow that will divert excess flows to the closest Sydney Water wastewater main in the event of pump failure. The LWC will have a bypass arrangement prior to the flow balancing tank (FBT). This bypass will have the ability to divert flows if required to the existing 300 mm main on Rothesay Ave.

The internal pumps and rising main to the 'delivery point' will be owned and maintained by the Owners Corporation. Shepherds Bay Services will own and operated the assets beyond the delivery point.

Recycled water – Recycled water will be supplied from the LWC to the 8 stages of the development for the following uses:

- Toilet and washing machine
- Car washing bays
- Irrigation including open space irrigation

During the initial stage prior to the LWC operation, potable water top up to the recycled network will be required. Once construction is completed, potable water top will be provided to the recycled water storage tank.

The recycled water assets will be owned and operated by Flow Systems subsidiary Flow Systems Operations Pty Ltd or its nominee.

Local Water Centre - The LWC will incorporate a combined membrane bioreactor and ultrafiltration system and will operate 24 hours a day. The LWC is proposed to be in operation by 2020. The LWC will be owned and operated by Flow Systems subsidiary Flow Systems Operations Pty Ltd or its nominee. Typical ownership and scheme schematics are provided in Appendix A.

Figure 1 below shows the servicing strategy for the site.

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Appendix 5.1.7(a) Retail Supply Management Plan (TOC)

# Retail Supply Management Plan



# Document Issue Record

Issue Date	Revision	Issue	Issued To	Prepared By	Approved By
19/12/14	1.0	First	Flow	Felicity Clarke	Stephen McKewen
30/1/15	2	General review	Flow	Felicity Clarke	Stephen McKewen
19/6/15	3	Updated document numbers	Flow	Kirsten Evans	Steve Hall
11/2/16	4	General review	Flow	Candice Suttor / Laura Dixon	Steve Hall



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## Appendix 5.1.7(b) Customer Complaints Code



# Customer Complaints

## Purpose

The purpose of the Code of Practice is to describe the process that Flow uses to respond to complaints by Customers and their tenants about those services.

## Applicable to

This Code applies to all complaints from Flow's Customers. This Code applies to complaints regarding any Flow activity.

## Code of Practice

Flow recognises that customers may need to contact us to make a complaint if a service, product, decision or action fails to meet their expectations. This Code covers:

- Complaints handling
- Complaints resolution
- Escalation
- Compliance and continuous improvement

## Complaints Handling

Flow is committed to treating complaints promptly, fairly, equitably, confidentially and professionally at no cost to the Customer. Flow's aim is to manage complaints such that they can support the constant improvement of our Customer services.

If a Customer has a complaint regarding any aspect of our Services, the Customer should contact us and we will aim to resolve the issue as quickly as we can. Flow welcomes Customer and community feedback as it helps us to identify problems and improve our operations. You can contact us in the following ways:

- Telephone: Customer/Community Line 1300 803 803
- E-mail: [contact@flowsystems.com.au](mailto:contact@flowsystems.com.au)

All complaints will be recorded, classified and tracked in Flow's Customer Relationship Management System (**CRM**). Customers will be provided a unique "ticket" number for



each complaint which the Customer can retain and/or recall for future enquiries. This will also enable Flow to track all complaints.

Flow is committed to treating complaints promptly, fairly, equitably, confidentially and professionally, at no cost to a customer. Flow's aim is to manage complaints in a way that results in continuously improving our customer services.

If a customer has a complaint regarding any aspect of our services, they should contact us and we will aim to resolve the issue as quickly as we can. We welcome customer and community feedback as it helps us identify problems and improve our operations. You can contact us in the following ways:

- Telephone: 1300 803 803
- 
- Website: via the contact us link.

All complaints will be recorded, classified and tracked in Flow's Customer Relationship Management System (CRM). Customers will be provided a unique ticket number for each complaint, which the customer can retain and/or recall for future enquiries. This allows us to track all complaints. Any documentation received as part of the complaint will be retained in the CRM under the corresponding ticket number.

Customer complaints will be investigated by a Flow Customer Service Officer. After it's investigated, the complainant will be advised about the outcome with all comments, actions and resolutions recorded in the Flow's CRM against the corresponding ticket number.

## Complaints Resolution

Flow will receive, acknowledge, investigate, and respond to complaints promptly. Where a response and/or remedy can be provided immediately, we will provide the required information or take the necessary action to close the complaint. Where a complaint is of a serious or urgent nature, it will be resolved as soon as practical.

Our aim is to resolve a customer's problem as quickly as we can. If it cannot be resolved immediately, we will respond to, or provide a status update within 2 working days.

More complex problems may need to be looked into further and Flow will attempt to resolve complaints within 20 days of initial contact. During this time we may contact the customer for further information or the customer can contact us for an update.

Flow will protect confidential and personal information as part of its complaints handling and comply with its Privacy Policy which is available on the Flow website.



## Resources, Training & Continual Improvement

Flow will ensure that complaints are handled by appropriately trained customer services staff and that the complaints handling process is adequately resourced to meet the timeframes described above.

Flow has access to detailed reports about complaints and how they are resolved. Flow's senior management will use these reports to review and continually improve the complaints handling process, where necessary.

## Escalation

If a complaint cannot be resolved to a customer's satisfaction by Flow's Customer Services team, the matter will be referred to a higher level of management within Flow.

If a customer is still dissatisfied with the outcome, they may choose to contact the Energy and Water Ombudsman NSW (EWON). Flow is a registered member of EWON. EWON provides an independent way to resolve complaints. The Ombudsman is able to make decisions without any interference, based on what is fair and reasonable in the circumstances of each case. This service is free to customers.

EWON contact details are:

- Freecall: 1800 246 545
- Freefax: 1800 812 291
- Freepost: Reply paid K1343, Haymarket NSW 1239
- Email: omb@ewon.com.au
- Website: <http://www.ewon.com.au/index.cfm/contact-us/>

Term	Definition
Complaint:	<p>This following definition is based on the Australian Standard for Complaint Handling -AS ISO 10002- 2006:</p> <p>A complaint is an expression of dissatisfaction made to Flow or its contractors related to its products or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.</p> <p>A complaint may be lodged by a customer, consumer, their representative or a member of the public.</p>



Customer:	<ul style="list-style-type: none"><li>• The owner of premises to which we supply services, or</li><li>• A tenant of the owner of the premises to which we supply services and who uses those services, or</li><li>• A consumer of Flow's products</li></ul>
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## Appendix 5.1.7(c) Missed Payments and Debt Recovery Code





# Missed Payments

**Purpose** This document outlines our code of conduct for customers that have missed one or more payments.

**Applicable to** This policy applies to all customers.

## Code of Conduct

If a customer is having difficulty paying a bill or is concerned about not being able to pay on time, Flow will try to reach an achievable agreement with the customer to pay what is owing.

The options may include:

- a short extension of time;
- a payment plan to pay the account in regular instalments over an agreed time-frame;
- a budget plan where regular manageable amounts are debited from the customer's nominated account; or,
- access to a Payment Assistance Scheme that operates through local welfare agencies.

## Collection

### Reminder Notice:

If a customer fails to make a payment on the due date, Flow will contact the customer, including sending a reminder notice.

### Warning Notice:

At least 7 days prior to taking action for non-payment, Flow Systems will send a payment warning notice that:



- a. provides information about help that is available to the customer, including information about EWON and Flow's payment assistance policy; and
- b. advises the customer that the payment is overdue and must be paid to avoid legal action or supply restriction; and
- c. caution that, if legal action is taken or supply restricted, the customer may incur additional costs in relation to those actions.

### In the case of a tenant

Our legal and billing relationship is with the owner of the property. We do not bill tenants for our services. Any arrangement that a tenant has with the landlord is a private matter between them.

If a landlord has missed an account payment, Flow may allow a short extension of time so the tenant can contact the property owner or managing agent. Flow will not begin any recovery action during this agreed period.

### In the case of a business

For business customers, Flow may offer a short extension of time to allow settlement of the account, based on reasonable commercial considerations. In considering these options, overdue accounts attract interest charges.

## Actions for Non Payment

### Restriction and Legal Action

As a last resort, Flow may restrict the supply of services to a property and/or take legal action. This will happen if:

- a. more than 14 days have elapsed since the issue of the reminder notice to the customer;
- b. more than 7 days have elapsed since the issue of the warning notice to the customer;
- c. Flow or its agent has attempted to make contact with the customer by telephone, email or in person, about the non-payment;
- d. the customer has been notified of the proposed restriction or legal action and the associated costs, including the cost of removing the restriction device; and,
- e. the customer has;
  - i. been offered a flexible payment plan and has refused or failed to respond; or
  - ii. agreed to a flexible payment plan and has failed to comply with the arrangement.



### Limits on restriction and legal action

Flow will not begin legal action or take steps to restrict a customer's service due to non-payment if:

- a. the customer has lodged an application for a government funded concession relating to amounts charged by Flow and the application remains outstanding; or
- b. the customer is a landlord, and:
  - i. the amount is in dispute between the Customer and the tenant; or
  - ii. the amount in dispute is subject to an unresolved complaint procedure in accordance with Flow's Customer Complaints Code.

### Additional limits on restriction

Flow will not take steps to restrict a Customer's service due to non-payment if:

- a. it is a Friday, public holiday, weekend, day before a public holiday, or after 3pm; or
- b. the customer is registered as medically dependant.

If the supply to a customer's property is restricted, Flow will continue to provide water for basic health and hygiene purposes and endeavour to notify the occupants either by email or a phone call when the supply is restricted.

### Removal of restrictions

Flow will restore a restricted service within 24hours of becoming aware that the reason for the restriction has been resolved.

Before the service is restored, the customer needs to pay the overdue amount or agree a payment arrangement. Flow may impose a reasonable charge to cover its costs for the removal of the restriction.

Flow always prefers to help customers (and customer's tenants) with financial difficulties, rather than restrict its services.

If you have a problem with a missed payment please get in touch with us asap at [contact@flowsystems.com.au](mailto:contact@flowsystems.com.au) or 1300 803 803.