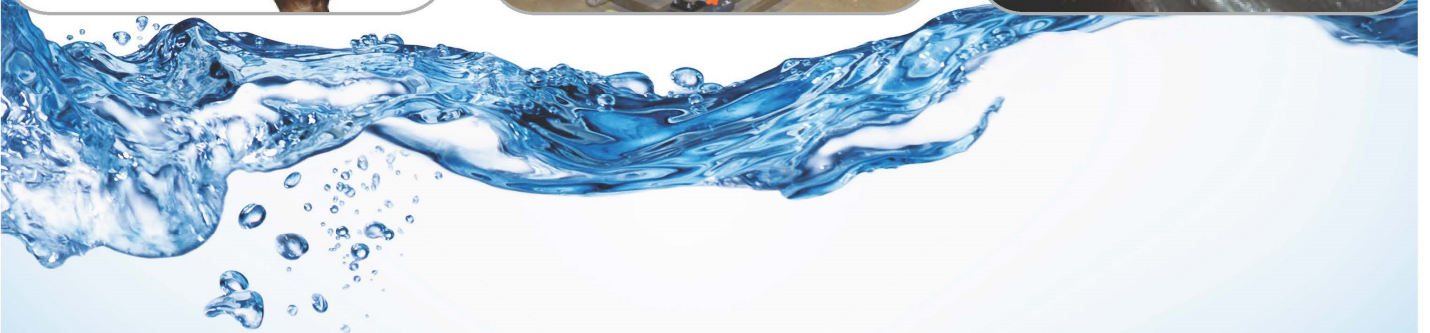




**IPART Licence Application
Retail Supplier**

Catherine Hill Bay Water Utility Scheme
December 2013



Endless Water Utility



IPART Licence Application Retail Supplier

Licence Application Form





Independent Pricing and Regulatory Tribunal



Network Operator and Retail Supplier Licence Application Form

Water Industry Competition Act 2006

Water — Application form
July 2011

*Solo Water Pty Ltd
Catherine Hill Bay Water Utility Pty Ltd*

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Contents

1	Instructions	1
1.1	Who should complete this form?	1
1.2	Information on filling out and submitting this form	1
1.3	If you require further information	4
1.4	Where to from here?	5
2	Contact Information	7
2.1	Contact Details	7
3	General Information	8
3.1	Applicant Details	8
3.2	Activities for which a licence is sought	10
3.3	Insurance Details	10
3.4	Third parties undertaking activities	12
3.5	Other regulatory approvals	13
3.6	Monopoly supply	13
3.7	Licensing principles	14
4	Network Operator	16
4.1	Water infrastructure – drinking water	17
4.2	Water infrastructure – non-potable water	21
4.3	Sewerage infrastructure	26
5	Retail Supplier	30
5.1	Supply of water	30
5.2	Provision of sewerage services	36
6	Applicant experience and systems	40
6.1	Network operator	40
6.2	Retail supplier	42
7	Financial capacity	46
7.1	How will the applicant corporation finance the proposed activity?	46
7.2	Are there any events that could affect the applicant corporation's future financial capacity?	47
7.3	What is the projected financial performance of the proposed activities?	47
7.4	What is the applicant corporation's financial history?	48
7.5	Contacts	49

7.6	Internal accounting records	49
8	Statutory declaration and acknowledgement	51
8.1	Statutory declaration	51
8.2	Acknowledgement	53

1 Instructions

The *Water Industry Competition Act 2006* (the WIC Act or Act) came into operation on 8 August 2008 and, among other things, provides for the licensing of private sector water utilities.

Under the WIC Act, the Minister for Finance and Services (the Minister) is responsible for granting the following licences:

- ▼ **Network Operator's Licence** for constructing, maintaining and operating water industry infrastructure.
- ▼ **Retail Supplier's Licence** to supply water or provide sewerage services, by means of water industry infrastructure.

The Independent Pricing and Regulatory Tribunal of NSW (IPART) is responsible for receiving and assessing licence applications and for the ongoing administration and enforcement of licences.

1.1 Who should complete this form?

This form is for corporations that wish to become licensees under the WIC Act. Under Section

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

A copy of the WIC Act is available on the NSW Government's legislation website at www.legislation.nsw.gov.au.

1.2 Information on filling out and submitting this form

1.2.1 General instructions to applicants

The questions asked in the application form are designed to allow you to establish your capacity and expertise to carry out the proposed activities in compliance with your licence (if granted), the WIC Act and the Water Industry Competition (General) Regulation 2008 (the General Regulation).

Your response should include sufficient information to demonstrate an extensive understanding of the activities you are proposing to undertake, the issues or impacts associated with these activities, and the processes required to address or manage these issues or impacts. The information provided in your application should reflect

the type, size, complexity and level of risk associated with the activities to be licensed.¹

Following each question in the application form is an explanation (in italics) as to why we have requested the information and how it will be assessed in relation to the requirements of the WIC Act and the General Regulation. These explanations are provided as a general guide to help applicants understand the main ways in which the information sought is likely to be relevant for the assessment of their application. However, we may use the information provided for any other relevant purpose when we assess your application.

We will also have regard to the following licensing principles, in accordance with Section 7 of the WIC Act:

- ▼ the protection of public health, the environment, public safety and consumers
- ▼ the encouragement of competition in the supply of water and the provision of sewerage services
- ▼ the ensuring of sustainability of water resources, and
- ▼ the promotion of production and use of recycled water.

Where more extensive information is required in response to a question (ie, example plans), the information is requested to be included as an Appendix to the question. Unless indicated otherwise the appendices must be attached to the application to ensure there is sufficient information for IPART to make an assessment in accordance with the relevant legislation. An application that does not attach the necessary appendices may be considered to be an incomplete application resulting in a delay in processing. All appendices should be labelled as per the instructions.

1.2.2 Confidential information

IPART uses open public processes to consider applications and must invite submissions on applications from the public. Unless they are confidential, we treat your applications and appendices as public documents. We publish these documents on our website and distribute them to interested parties as appropriate.

Subject to our disclosure obligations (referred to below), we will treat as confidential the financial information that we request for the purposes of your application. We may share that information with our consultants, but will do so on a confidential basis.

You should let us know if you consider other aspects of your application to be confidential so that we can discuss your confidentiality concerns with you.

¹ For example, a recycled water scheme involving a single source, basic treatment, and single pipeline to one commercial customer will be less complex and therefore require less supporting information than a multi-source scheme, with complex treatment and a pipe network ultimately supplying a mix of commercial and residential customers.

You should provide separate confidential and public copies of your application. In particular, you should provide:

- ▼ **a confidential application**, which is clearly marked “confidential” and clearly identifies the confidential information that should not be publicly released, and
- ▼ **a public application**, which does not contain the confidential information, for publication and distribution by IPART.

If we agree with all your confidentiality concerns, we will only publish the public application on our website. However we will furnish a copy of the confidential application to the Ministers specified by the WIC Act and regulations, as we are required to do under Section 9(1)(b) of the WIC Act.

Please note that third parties may apply under the *Government Information (Public Access) Act 2009* for access to applications, including applications that contain confidential information. If we receive such an application, we will determine disclosure in accordance with that Act.

Where an application includes personal information, IPART will deal with that information in accordance with the information protection principles set out in the *Privacy and Personal Information Protection Act 1998*.

1.2.3 Is there an application fee?

The application fee for a network operator’s licence is \$2,500. The application fee for a retail supplier’s licence is \$2,500. If you are applying for both a network operator’s licence and retail supplier’s licence, the fee is \$5,000.

The appropriate licence application fee should be paid either by cheque made payable to the Independent Pricing and Regulatory Tribunal of NSW or by electronic transfer to:

Westpac Banking Corporation
BSB: 032-001
Account No: 205717
Reference: WICA app

If payment is made electronically, please provide a copy of the electronic transfer receipt with your licence application.

Please note that once an application has been submitted, the application fee(s) will not be refunded if the application is rejected or withdrawn.

1.2.4 How do you submit the application?

You must submit one hard copy and one electronic copy of each of the versions (public and confidential) of the completed application form and appendices. You may wish to password protect your electronic confidential version. If so, we will contact you to request the password following submission of your application.

The electronic copy should consist of separate files for the application and the appendices for each of the Sections. Where there is more than one Appendix in a Section, they should be combined into a single electronic file. For example, Section 3 will have appendices 3.2.1 and 3.6.1 – these appendices should be combined into one electronic file. A summary of the appendices is included in attachment A to this form.

When you have completed your application, you should mark it to the attention of the Water Licensing team, and submit it to IPART in person, via email or via post:

In person	Via email	Via post
Attention: Water Licensing Independent Pricing and Regulatory Tribunal Level 8 1 Market Street Sydney NSW 2000	Attention: Water Licensing Independent Pricing and Regulatory Tribunal compliance@ipart.nsw.gov.au	Attention: Water Licensing Independent Pricing and Regulatory Tribunal PO Box Q290 QVB Post Office Sydney NSW 1230

1.3 If you require further information

If you have further questions about your application, you can contact the Water Licensing team in IPART by:

- ▼ emailing: compliance@ipart.nsw.gov.au, or
- ▼ telephoning: (02) 9290-8400 (general number).

We encourage you to discuss your licence application form and obtain assistance from the Water Licensing team *prior* to formally submitting your application. Once we receive your application, we will assign you a contact officer, who will manage your application and remain in contact with you throughout the process.

1.4 Where to from here?

1.4.1 What will happen next?

IPART will check that your application form is complete and that you have supplied all the necessary information and supporting documentation.

If your application is complete, we will undertake consultation and a detailed assessment before preparing a recommendation to the Minister to either grant or refuse the licence(s).

If the application is incomplete, it will not be processed and you will be asked in writing to supply the outstanding information. This is likely to delay the detailed assessment of your application. We may also request additional information in response to submission or our detailed assessment of your application.

If you wish you can withdraw your application at any stage during the process.

IPART uses our best endeavors to process applications quickly. Complete applications are generally processed between 6 to 8 months depending on the complexity of the project.

1.4.2 Audits and ongoing compliance obligations

Licensing obligations are set out in the *Water Industry Competition Act 2006* and *Water Industry Competition (General) Regulation 2008*, which also sets out standard licence conditions.

IPART has also prepared a series of fact sheets explaining the audit and compliance obligations following the grant of a WIC Act licence.

It is particularly important to note that the granting of a network licence does not allow the licensee to bring any *new* water or sewerage infrastructure into immediate commercial operation. **A licensee must also obtain approval from the Minister before commencing commercial operation of new water or sewerage infrastructure.**

For further information, please refer to the following fact sheets or contact the Water Licensing team at IPART on the details provided above.

Fact sheets:

- ▼ *Summary of Audit Framework*
- ▼ *Commercial operation of new infrastructure*
- ▼ *Register of licences and other publicly available information*
- ▼ *Potable water services - public health requirements*
- ▼ *Water recycling - public health requirement.*

These documents can be downloaded from the IPART website, at <http://www.ipart.nsw.gov.au/water/private-sector-licensing/private-sector-licensing.asp>.

2 Contact Information

To be completed by all applicants

2.1 Contact Details	
You need to nominate a primary contact person for all communication and correspondence between the corporation applying for a licence and IPART. This person must be a senior officer of the applicant corporation and not an external consultant. Ideally, this person's role within the corporation will be related to the project/activity to be licensed, and they must have the authority to speak on behalf of the applicant.	
PRIMARY CONTACT	
Full name	
Wayne Williamson	
Position title	Email address
Project Director	wayne@solowater.com.au
Business telephone number	Mobile telephone number
07 5447 4403	0428 303 537
Postal address for correspondence	
ADDRESS	
1/19 Hill Street	
Sunshine Beach	
STATE	POST CODE
Queensland	4567
SECONDARY CONTACT	
<input checked="" type="checkbox"/> Please check if the secondary contact should be copied into all correspondence.	
Full name	
Wynn Owen	
Position title	Email address
Finance Director	wynn@solowater.com.au
Business telephone number	Mobile telephone number
	0429 656 003
Postal address for correspondence	
ADDRESS	
45 Dwyers Road	
Gnarwarre	
STATE	POST CODE
Victoria	3221

3 General Information

To be completed by all applicants

3.1 Applicant Details	
3.1.1	<p>Please provide the following information for the corporation applying for the licence. Please note an application may only be made by or on behalf of a corporation (s8(1)).</p> <p><i>Your response to this question is used in ASIC, ITSA and CATSI searches* conducted as part of our assessment of your application. The information will also be used to specify the corporation that holds the licence (Act s.6(1)(a)), if a licence is granted.</i></p> <p><i>* These are searches of databases kept by the Australian Securities and Investments Commission (ASIC), Insolvency and Trustee Service Australia (ITSA), and Office of the Registrar of Indigenous Corporations (for corporations registered under the Corporations (Aboriginal and Torres Strait Islander) Act 2006 (CATSI))</i></p>
Corporation name	
Solo Water Pty Ltd	
ABN/ARBN	ACN
11 160 013 614	160 013 614
Corporation's registered office	
ADDRESS	
Suite 1308, Level 3, 1 Lawson Street	
Southport	
STATE	POST CODE
QLD	4215
Corporation's principal place of business	
ADDRESS	
86 Chinderah Bay Drive	
Chinderah	
STATE	POST CODE
NSW	2487
3.1.2	<p>Please provide the following information for the Chief Executive Officer and ALL Directors of the applicant corporation</p> <p><i>Your response to this question is used in ASIC, ITSA and CATSI searches to determine that the named individual(s) are not disqualified individual(s) and that the applicant corporation is not a disqualified corporation (Act, s10(3)). The information will also be used to assess, among other things, the applicant corporation's organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i></p>
PERSON ONE	
Full name	Wayne Williamson
Position title	Director
Date of birth	

Residential address	
ADDRESS	
STATE	POST CODE
PERSON TWO	
Full name	Wynn Owen
Position title	Director
Date of birth	
Residential address	
ADDRESS	
STATE	POST CODE
PERSON THREE	
Full name	Robert Emlyn Richards
Position title	Director
Date of birth	
Residential address	
ADDRESS	
STATE	POST CODE
PERSON FOUR	
Full name	Rhys William Richards
Position title	Director
Date of birth	
Residential address	
ADDRESS	
STATE	POST CODE

3.2 Activities for which a licence is sought	
Please check ALL the applicable boxes for which you are seeking a licence	
<i>Your response to this question will be used to specify the activities that the applicant corporation will be authorised to undertake (Act s.6(1) and s.11(1)), if a licence is granted. The response to this question is a requirement for any network operator's licence application (Reg cl.6(1)(a) and 6(2)(a)).</i>	
3.2.1	NETWORK OPERATOR (to construct, maintain and operate water industry infrastructure)
	<input type="checkbox"/> Water infrastructure - drinking water
	<input type="checkbox"/> Water infrastructure – non potable water (including recycled water)
	<input type="checkbox"/> Sewerage infrastructure
3.2.2	RETAIL SUPPLIERS (to supply water or provide sewerage services)
	<input checked="" type="checkbox"/> Supply of drinking water
	<input checked="" type="checkbox"/> Supply of non-potable water
	<input checked="" type="checkbox"/> Provision of sewerage services
3.2.3	Have you commenced any of the activities for which you are seeking a licence?
For example, you may have commenced construction, commercial operation and/or supply of services to customers.	
	<input type="checkbox"/> Yes please go to 3.2.4
	<input checked="" type="checkbox"/> No please go to 3.2.5
3.2.4	Please briefly describe the activities that you have commenced including the date(s) on which they commenced.
<i>Your response to the following question will be used to determine whether transitional arrangements apply to the project.</i>	
N/A	
3.2.5	Please outline the approximate date you anticipate commencing the activities for which you are seeking a licence, if they have not yet commenced. For example, construction of the network infrastructure July 2014, construction of the water treatment plant December 2014, operation of the water treatment plant June 2015, supply to small retail customers August 2015.
<i>Your response to the following question will be used as background information for the project.</i>	
Commence Stage 1 Retail Service to Customers: Start January 2015	
3.3 Insurance Details	
3.3.1	What types of insurance do you have or intend to obtain particularly in relation to the activities for which you are seeking a licence? Provide details of the level (i.e. amount) of insurance you are covered or intend to be covered by for each type. Include a summary of itemised inclusions and exclusions for each type of insurance you hold. Attach copies of all relevant insurance certificates in Appendix 3.3.1.
Types of insurance may include but are not limited to professional indemnity insurance, public liability insurance, workers' compensation and product liability insurance.	
<i>Your response to this question will be used to ascertain whether the applicant corporation has made appropriate arrangements with respect to insurance (Act s10(4)(c)).</i>	

Solo Water Pty Ltd currently holds the following insurances to cover its current level of risk during the design and construction phase:

- Professional Indemnity - \$10M cover;
- General Liability - \$30M cover;
- Workers Compensation for current employees;
- Motor vehicle insurance for current motor vehicles.

Prior to the schemes becoming operational when there is actual operational risk, Solo Water Pty Ltd will also obtain the following insurances:

- Industrial Special Risks insurance for Material Damage and Business Interruption. The amount of this cover will be no less than an overall limit of \$8.5M for the first 12 months and will increase every year as the revenue grows with other stages being completed and as new schemes are constructed;
- Liability insurance for no less than \$20M;
- Increased Workers Compensation as new employees are recruited as per the statutory requirements;
- Motor Vehicles for comprehensive cover (vehicle market value and liability \$30M) for vehicles being used on site.

For written endorsement from Solo Water Pty Ltd's insurance broker Australian Insurance Solutions Pty Ltd refer to Appendix 3.3.1. All current and future insurance coverage covers all aspects of Solo Water Pty Ltd's business activities including design & construction, operation & maintenance and retail & customer service.

3.3.2	Explain why the level of cover provided or proposed by your insurer is sufficient for the size and nature of your proposed activities
<p>For existing (brownfield) schemes, you must provide us with a report from an independent insurance broker which holds an Australian financial services licence under Part 7.6 of the <i>Corporations Act 2001 (Cth)</i> for the provision of insurance broking services ("Insurance Expert"), that:</p> <ul style="list-style-type: none"> (a) identifies the key risks of undertaking the activities to be authorised under the licence (if granted) (b) sets out the types and levels of insurance obtained by you in relation to the activities being undertaken (c) certifies whether, in the Insurance Expert's opinion, the type and level of insurance obtained by you is appropriate for the size and nature of the activities to be authorised under the licence (d) provides reasons as to why the types and levels of insurance are appropriate for the size and nature of the activities being undertaken, and (e) if any risks arising from undertaking the activities remain uninsured, provides reasons as to why. <p><i>Your response to this question will be used to ascertain whether the applicant corporation has made appropriate arrangements with respect to insurance (Act s.10(4)(c)).</i></p> <p>Australian Insurance Solutions and Golfpac Underwriting have reviewed all insurances currently in place and have provided insurance cover to ensure the business operations are sufficiently covered.</p> <p>Solo Water Pty Ltd conducts a full insurance review at least once on an annual basis. This review in association with Australian Insurance Solutions and Golfpac Underwriting covers the whole of business operations and will be amended where required to ensure that business operations are adequately covered for insurance purposes.</p> <p>For written endorsement from Solo Water Pty Ltd's insurance broker Australian Insurance Solutions Pty Ltd refer to Appendix 3.3.1.</p>	

3-4 Third parties undertaking activities

3.4.1 If you intend on using third parties to undertake any **significant** activities for which you are seeking a licence (eg, construction of the reticulation network, management of the billing system) please provide their details below. If there are multiple third parties please provide the details for each party as well as an explanation of the activities it will be undertaking.

Third parties undertaking minor sub-contracting works on behalf of the applicant corporation such as electrical or plumbing contractors do not need to be named in the application. If you are unsure of whether the works are significant or otherwise please include the details or contact IPART.

Your response to this question will be used to determine whether any other persons should be specified on the licence (Act s.6(1)(a)), if a licence is granted. Where applicable, information from those third parties named may also be used to assess the applicant corporation's technical, organisational and financial capacity to undertake the activities for which it is seeking a licence.

Corporation name

Northern SEQ Distribution – Retailer Authority t/as “Unitywater”

ABN/ARBN

89 791 717 472

ACN

791 717 472

Corporation's registered office

ADDRESS

33 King Street

Caboolture

STATE

QLD

POST CODE

4510

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

Solo Water Pty Ltd as the licensed retail service provider for the Catherine Hill Bay Water Utility Scheme is responsible for all retail activities associated with the scheme and any conditions that form part of the IPART licence.

To assist with complying with the retail license Solo Water Pty Ltd will subcontract retail support services to the experienced local government owned public water authority Unitywater. Unitywater has extensive experience in retail service provision and currently supply retail water and sewerage services to more than 250,000 customers in south east Queensland.

The services being provided by Unitywater primarily relate to the 24-hour call centre, complaints, billing and debt recovery services including management of:

- Customer Database – receive advice on the properties, owners and tenants from Solo Water Pty Ltd and manage the data in their customer database. Unitywater uses the proven “metre-to-bill” utility management software package Gentrack to facilitate this process. Detailed information about Gentrack can be found at www.gentrack.com/page1594/Solutions/Water.
- Rating model – receive rate model data including fixed and variable charges from Solo Water Pty Ltd and define the appropriate rate model per client;
- Billing – receive meter reading data from Solo Water Pty Ltd and issue bills based on the meter readings and the rating model;
- Marketing material – the provision of agreed marketing material either with the accounts or on request. Generally this material would be sent out during standard billing cycles;
- Billing enquiries – receive and deal with billing and account issues. Forward any re-reads back to Solo Water Pty Ltd for action;
- Credit – send bill reminders and overdue account notices to customers, process financial hardship claims, bad debt recovery services;

<ul style="list-style-type: none"> • 24 Hour Call Centre – Unitywater will provide a 24 hour call centre for fielding all customer enquiries, complaints, issues, service outages and incidents for all Solo Water Pty Ltd Schemes; • General enquires & complaints – receive phone and email enquiries and deal with the issues in line with industry standards and/or scripts provided by Solo Water Pty Ltd. It is expected that Unitywater will have access to Solo Water Pty Ltd's GIS for location advice; • Escalated calls – transfer escalated calls through to Solo Water Pty Ltd for resolution and/or advice; • Loss of Service / Emergency issues – receive phone calls and refer to Solo Water Pty Ltd for action. This will include a fall back system to ensure the message is received and dealt with; • Recording of response times etc. – gain feedback from Solo Water Pty Ltd and record the various aspects of the response time e.g., message out, arrived on site, restoration of service, restoration of damage etc.; • Key Performance Indicators (KPIs) – Provision of monthly reports on various customer service performance measures as identified by Solo Water Pty Ltd.
<p>Please provide details of the contractual arrangements the applicant corporation has in place with the third party, named above, to ensure the third party undertakes the activities in accordance with the licence (if granted).</p>
<p>An Agreement in Principle has been reached with Unitywater to provide retail services under a subcontract to Solo Water Pty Ltd. A copy of the Letter of Intent from Unitywater to provide retail services to Solo Water Pty Ltd is provided in Appendix 3.4.1A. A formal contract will be developed between Unitywater and Solo Water Pty Ltd following receipt of Solo Water Pty Ltd's IPART licence.</p>
<h3>3.5 Other regulatory approvals</h3>
<p>3.5.1 Please list any other regulatory approvals that have been obtained (or are being sought) for any of the activities for which the applicant corporation is seeking a licence. Include any regulatory approvals also related to the activities or the project. Such approvals may include development consents for a housing development under the <i>Environmental Planning and Assessment Act 1979</i>, Section 68 approval under the <i>Local Government Act 1993</i>, an Environment Protection Licence under the <i>Protection of the Environment Operations Act 1997</i>. Provide a copy of any other regulatory approvals and/or licences in Appendix 3.5.1.</p>
<p><i>Your response to this question will be used to determine whether IPART needs to co-ordinate this approvals process with other regulatory authorities. Information required in other approval processes may also be requested and used by us in determining this licence application.</i></p>
<p>NA</p>
<h3>3.6 Monopoly supply</h3>
<p>3.6.1 In your opinion, will the supply of water and/ or sewage services to customers be a monopoly service? If yes, please specify whether the monopoly service is in relation to:</p> <ul style="list-style-type: none"> ▼ a specified water supply or sewerage service, and ▼ a specified area, and ▼ a specified class of customers.
<p><i>Your response to this question will be used to determine whether the Minister should consider declaring the licensee a monopoly supplier in accordance with Section 51 of the WIC Act.</i></p>
<p>This application is based on Solo Water Pty Ltd being the sole provider of retail services for the supply of potable water, sewerage and recycled water services to all customers in the Catherine Hill Bay Water Utility Scheme.</p>

The Catherine Hill Bay Water Utility Pty Ltd is the asset owner and holds the IPART Network Operator Licence for provision of all potable water, sewerage and recycled water services to all customers in the geographical boundary of the Catherine Hill Bay scheme (i.e. in the specified area Lot 100 and 101 DP 1129872). The class of customers being supplied in the Catherine Hill Bay Scheme are residential with some minor retail customers.

3.7 Licensing principles

- 3.7.1 How does your proposed activity address the following principles (if applicable):
- ▼ The protection of public health, the environment, public safety and consumers
 - ▼ The encouragement of competition in the supply of water and the provision of sewerage services
 - ▼ The ensuring of sustainability of water resources
 - ▼ The promotion of production and use of recycled water?

Your response to this question will be used in consideration of the licensing principles, in accordance with Section 7 of the WIC Act

Solo Water Pty Ltd actively encourages responsible potable water supply use, the use of recycled water and pressure sewer collection networks. Solo Water Pty Ltd will achieve the licensing principles as follows:

Licensing Principle 1:

The protection of public health, the environment, public safety and consumers is being achieved in the proposed Catherine Hill Bay Water Utility scheme as follows:

- ▼ Sourcing quality assured potable water under a bulk supply agreement with Wyong Shire Council.
- ▼ Supplying high quality fit for purpose recycled water using proven and reliable treatment technologies.
- ▼ Provision of a low pressure sewerage network that minimises infiltration and hence reduces the potential for sewerage overflows that would occur in a Business As Usual gravity collection system scenario.
- ▼ Treating all wastewater produced in the scheme to tertiary standards with low nutrient concentrations using a Membrane Bio-Reactor with UV disinfection.
- ▼ All recycled water used in the dual reticulation system is provided further treatment in the Advanced Water Treatment Plant to achieve log reduction targets in the Australian Guidelines for Water Recycling (2006).
- ▼ The adoption of low average irrigation rates, subsurface irrigation and a large wet weather storage to minimise the potential impacts of irrigation using recycled water.
- ▼ Taking a risk based approach to the planning, design, operation and maintenance of the scheme.
- ▼ Operation and maintenance of all infrastructure for the life of the scheme based on best practice principles and water industry standards.
- ▼ 24 hour call centre for notification of incidents or emergency events with response and notification systems to ensure any incidents or emergency events are quickly identified and acted upon.

Licensing Principle 2:

The proposed Catherine Hill Bay Water Utility Scheme encourages competition in the water industry by providing the developer with an alternative to being serviced by Hunter Water. The Solo Water Pty Ltd solution is lower in cost and can be implemented quicker than the Business As Usual model with Hunter Water, while providing better environmental outcomes and water recycling.

Licensing Principle 3:

The sustainability of water resources is being achieved in the Catherine Hill Bay Water Utility Scheme by:

- ▼ Provision of a "third pipe" recycled water supply network to all customers in the scheme that will reduce the demand for potable water by approximately 60% compared to a business as usual scenario;
- ▼ No new raw potable water sources are being extracted for the scheme, e.g. local groundwater or desalination of sea water;

- ▼ The reduced potable water demand is being sourced from the Wyong Shire from within their existing planned bulk head works allocations;
- ▼ The use of recycled water provides mechanism for recycling of nutrients in irrigation;
- ▼ The use of a continuously monitored and controlled pressure sewer network that will reduce the potential for stormwater overflows from the sewerage network compared to a conventional gravity sewerage system.

Licensing Principle 4:

The Catherine Hill Bay Water Utility scheme promotes the production and use of recycled water and includes the following recycled water usage:

- ▼ All wastewater produced inside the scheme is treated using a Membrane Bioreactor (MBR) with ultraviolet disinfection system to "Class A" standard suitable for restricted access irrigation. This recycled water is supplied in a separate lilac pipe network for subsurface irrigation of public open space and parklands provided within the residential subdivision;
- ▼ Recycled water treated in the MBR is provided additional treatment in the Advanced Water Treatment Plant to achieve "Class A+" recycled water suitable for supply to individual customers via a third pipe recycled water network for toilet flushing, laundry washing machine cold water, outdoor cleaning and irrigation of private lots.

4 Network Operator

You need to complete the following Section of this form if the applicant corporation is seeking a network operator's licence. Please note the Sections are divided into the types of infrastructure as follows:

- ▼ 4.1 Water infrastructure - drinking water
- ▼ 4.2 Water infrastructure - non potable water (including recycled water and stormwater reuse)
- ▼ 4.3 Sewerage infrastructure.

Please complete only those Sections that relate to your response in question 3.3.1 above.

4.1 Water infrastructure – drinking water

Only provide a response to the questions in the following Section if the applicant corporation is seeking a licence for the construction, maintenance and operation of water infrastructure for the supply of drinking water.

4.1.1	Describe the proposed drinking water infrastructure from the source of the drinking water through to the end use (i.e. catchment to tap). Please include in your description all of the infrastructure for which the applicant corporation is seeking a licence. This will include any infrastructure that is to be used for the production, treatment, filtration, storage, conveyance or reticulation of the drinking water. Please list all sources and end uses in the description. Identify the infrastructure for which the applicant corporation is seeking a licence. Provide a detailed process flow diagram of the proposed infrastructure from source to end use in Appendix 4.1.1.
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You must attach a process flow diagram in response to this question. The process flow diagram should only include the drinking water infrastructure where the scheme includes more than one type of infrastructure and must cover the process from source to end use. You may also include a piping and instrumentation diagram for additional information.

The response to this question will be used to draft a proposed licence. The licence will specify the type of water industry infrastructure, if a licence is granted (Act s.6(1)(a)). The response will also be used to ensure you have applied for the correct licence(s) and as a context for our assessment of the applicant corporation's technical, organisational and financial capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

NA

4.1.2	Describe whether the infrastructure is existing infrastructure or is to be constructed. If the infrastructure is existing, please describe its current condition and operability. If the infrastructure is a mixture of existing and to be constructed identify the infrastructure as existing or to be constructed on the process flow diagram in Appendix 4.1.1.
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The response to this question will be used as a context for the assessment of environmental risks from the proposed scheme (Act s.10(4)(e), Reg cl.7).

NA

4.1.3	Describe the <u>location</u> of the proposed infrastructure. For example include: <ul style="list-style-type: none"> the identification of specific lot descriptors (e.g. lot and DP numbers) for the production, treatment, filtration and/or storage infrastructure. the location of infrastructure for the conveyance and/or reticulation of drinking water by street name, local government area or other description as appropriate to the size of the scheme. Provide a map showing the location of the proposed infrastructure from source to end use in Appendix 4.1.3.
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The map may include all water industry infrastructure (ie, drinking water, non-potable water and/or sewerage) where the scheme includes more than one type of infrastructure.

The response to this question is a requirement for any network operator's licence (Reg cl.6(1)(a)). The response to this question will be used to specify the authorised area of operations (Act s.11(1)), if a licence is granted. The response will also be used as a context for the assessment of environmental risks from the proposed scheme (Act s.10(4)(e), Reg cl.7).

NA

4.1.4	Describe any interconnections between the proposed drinking water infrastructure and other infrastructure not part of this scheme (e.g. interconnections with other licensed network operators or public utilities). Identify in your description who is responsible for the construction, operation and maintenance of which infrastructure. Identify all interconnections with other infrastructure on the process flow diagram in Appendix 4.1.1 and the map in Appendix 4.1.3.
<i>The response to this question will be used to ensure the correct area of operation is specified in the licence, if a licence is granted (Act s.11(1)). The response will also be used as a context for the assessment of risks from the proposed scheme and to identify possible additional licence conditions relating to the inter-connected systems and responsibilities for risks.</i>	
NA	
4.1.5	Where applicable, describe the connection point to customers or end users (e.g. the customer connection point may be a water meter). Identify in your description who is responsible for the construction, operation and maintenance of which infrastructure. Identify all customer and/or end user connections on the process flow diagram in Appendix 4.1.1 and the map in Appendix 4.1.3.
<i>The response to this question will be used to ensure the correct area of operation is specified in the licence, if a licence is granted (Act s.11(1)). The response will also be used as a context for the assessment of risks from the proposed scheme.</i>	
NA	
4.1.6	What volume of water is available from the proposed source? Where applicable, please provide the capacity of the source and the (allowable) average daily extraction rate from the source. If there is more than one source, please provide the requested information for each of the sources. Where relevant, provide a copy of any agreements and/or licences to access the source water in Appendix 4.1.6.
<i>The response will also be used as a context for the assessment of the technical, organisational and financial capacity of the applicant corporation (Act s.10(4)(a)).</i>	
NA	
4.1.7	What volume of water will be treated by the scheme? Please provide the average and peak daily flow rates <u>treated by</u> the scheme.
<i>This information will be used to determine the fee category for the scheme, if a licence is granted. The response to this question may be used to draft a proposed licence, if a licence is granted.</i>	
NA	
4.1.8	What volume of drinking water will be produced by the scheme? Please provide the average and peak daily volume supplied to end users or retail suppliers.
<i>This information will be used to assess the retail supplier's obligation not to over commit, if a licence is granted. The response to this question may be used to draft a proposed licence, if a licence is granted.</i>	
NA	
4.1.9	Provide your preliminary risk assessment for the scheme from source to end use in Appendix 4.1.9. It is important that your preliminary risk assessment accurately identifies any hazards present in the source water or likely to result from the proposed treatment

	<p>process. The risk assessment will also address the intended, inadvertent and unauthorised end uses (and therefore routes of exposure) to the water. The preliminary risk assessment will identify any reasonably foreseeable risk event with the potential to expose people or the environment to hazards. The preliminary risk assessment will outline the broad mitigation measures where the risk of exposure to a hazard is unacceptable to human health or the environment in order to reduce the risk of exposure.</p> <p>The risk assessment must also identify the events and circumstances that could adversely affect the applicant corporation's ability to carry out the activities for which the licence is sought (including any activities undertaken by a nominated third party), the probability of the occurrence of any such event or circumstance and the measures to be taken by the applicant corporation to prevent or minimise the likelihood of any such event or circumstance.</p>
<p>The preliminary risk assessment should demonstrate the application of a consistent methodology for identifying hazards and assessing potential impacts and risks to health and the environment. We strongly recommend that the applicant corporation utilises an established risk management system, such as outlined in AS/NZS ISO 31000:2009 (Risk management – Principles and guidelines), which is consistent with the approach outlined in the Australian Drinking Water Guidelines (element 2).</p>	
<p><i>The response to this question is a requirement for any network operator's licence for water infrastructure (Reg cl.6(1)(b) and cl.6(1)(c)(ii)). The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)). The response to this question will also be used to draft a proposed licence. The licence will specify the purpose for which the infrastructure can be used, if a licence is granted (Act s.6(1)(a)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i></p>	
NA	
4.1.10	<p>Describe how the 12 elements of the framework for the management of drinking water quality, as detailed in the Australian Drinking Water Guidelines (ADWG), have been addressed and will be implemented and maintained. Provide evidence of the applicant corporation's capacity to implement the 12 elements of the framework in the ADWG in Appendix 4.1.10.</p>
<p>The evidence should be in the form of management plans for either the proposed scheme or other similar schemes undertaken by the applicant corporation, or in a comprehensive statement detailing the process by which the management plan will be developed. For existing (brownfield) schemes you should provide the actual water quality plan for the site.</p>	
<p><i>The response to this question is a requirement for any network operator licence for water infrastructure (Reg cl.6(1)(d)(i)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i></p>	
NA	
4.1.11	<p>How will the continuity of supply of the drinking water be ensured? What contingency plans are in place in the case of failure of the infrastructure? What alternative supplies of drinking water will be used when the infrastructure is inoperable?</p>
<p><i>The response to this question is a requirement for any network operator's licence for water infrastructure (Reg cl.6(1)(c)). The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i></p>	
NA	

4.1.12	Describe the systems and processes that the applicant corporation will have in place to manage the water infrastructure. Provide evidence of the applicant corporation's capacity to develop and implement an infrastructure operating plan in Appendix 4.1.12.
The evidence may include examples of processes and procedures for either the proposed scheme or other similar schemes undertaken by the applicant corporation. The processes and/or procedures should demonstrate good operational practice including life cycle planning, system redundancy, contingency planning, condition monitoring, management maintenance processes and processes of supporting skills needs. The examples should demonstrate links to a risk management process. For existing (brownfield) schemes you should provide the actual water quality plan for the site.	
<i>The response to this question is a requirement for any network operator's licence for water infrastructure (Reg cl.6(1)(c)). The response will be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i>	
NA	
4.1.13	Describe the studies that have been completed to investigate any environmental impacts (including but not limited to water quality, quantity, air, noise, sea level rise, biodiversity and Aboriginal cultural heritage) from the construction and operation of the infrastructure? Have the studies identified any significant environmental impacts from the scheme? If so, how are the environmental impacts proposed to be managed? Provide a copy of any environmental study and/or risk assessment in Appendix 4.1.13.
As a minimum, an application must be accompanied by a statement of environmental effects (SEE) (unless the development is designated development, Part 5 development or a major project, in which case either an environmental impact statement (EIS) or comprehensive environmental assessment is required). The SEE may be prepared by the applicant corporation or by a consultant acting on behalf of the applicant. The SEE must identify the environmental impacts of the proposed scheme, and the steps which will be taken to protect the environment or reduce the harm. Where the study is in the form of a comprehensive environmental assessment or EIS, please include only the executive summary.	
<i>The response to this question will be used to determine whether the activities authorised by a licence (if granted) present a significant risk of harm to the environment (Reg cl.7). The response to this question may be used to draft a proposed licence, if a licence is granted.</i>	
NA	
4.1.14	If a treatment process forms part of the infrastructure for which the applicant corporation is seeking a licence, what waste streams will be generated by the proposed treatment plant and how will the waste be disposed of or handled?
<i>The response to this question will be used to determine whether the activities authorised by a licence (if granted) present a significant risk of harm to the environment (Reg cl.7). The response will also be used as a context for our assessment of the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i>	
NA	

4.2 Water infrastructure – non-potable water

Only provide a response to the questions in the following Section if the applicant corporation is seeking a licence for the construction, maintenance and operation of water infrastructure for the supply of non-potable water.

4.2.1	Describe the proposed non-potable water infrastructure from the source of the water through to the end use (i.e. catchment to tap). Please include in your description all of the infrastructure for which the applicant corporation is seeking a licence. This will include any infrastructure that is to be used for the production, treatment, filtration, storage, conveyance or reticulation of the non-potable water. Please list all sources and end uses in the description. Identify the infrastructure for which the applicant corporation is seeking a licence. Provide a detailed process flow diagram of the proposed infrastructure from source to end use in Appendix 4.2.1.
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You must attach a process flow diagram in response to this question. The process flow diagram should only include the non-potable water infrastructure where the scheme includes more than one type of infrastructure and must cover the process from source to end use. You may also include a piping and instrumentation diagram for additional information.

The response to this question will be used to draft a proposed licence. The licence will specify the type of water industry infrastructure, if a licence is granted (Act s.6(1)(a)). The response will also be used to ensure you have applied for the correct licence(s) and as a context for our assessment of the applicant corporation's technical, organisational and financial capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

NA

4.2.2	Describe whether the infrastructure is existing infrastructure or is to be constructed. If the infrastructure is existing, please describe its current condition and operability. If the infrastructure is a mixture of existing and to be constructed identify the infrastructure as existing or to be constructed on the process flow diagram in Appendix 4.2.1.
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The response to this question will be used as a context for the assessment of environmental risks from the proposed scheme (Act s.10(4)(e), Reg cl.7).

NA

4.2.3	Describe the <u>location</u> of the proposed infrastructure. For example include: <ul style="list-style-type: none"> ▼ the identification of specific lot descriptors (e.g. lot and DP numbers) for the production, treatment, filtration and/or storage infrastructure. ▼ the location of infrastructure for the conveyance and/or reticulation of non-potable water by street name, local government area or other description as appropriate to the size of the scheme. Provide a map showing the location of the proposed infrastructure from source to end use in Appendix 4.2.3.
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The map may include all water industry infrastructure (ie, drinking water, non-potable water and/or sewerage) where the scheme includes more than one type of infrastructure.

The response to this question is a requirement for any network operator's licence for water infrastructure (Reg cl.6(1)(a)). The response to this question will be used to specify the authorised area of operations (Act s.11(1)), if a licence is granted. The response will also be used as a context for the assessment of environmental risks

from the proposed scheme (Act s.10(4)(e), Reg cl.7).	
NA	
4.2.4	Describe any interconnections between the proposed non-potable water infrastructure and other infrastructure not part of this scheme (e.g. interconnections with other licensed network operators or public utilities such as sewers or water mains). Identify in your description who is responsible for the construction, operation and maintenance of which infrastructure. Identify all interconnections with other infrastructure on the process flow diagram in Appendix 4.2.1 and the map in Appendix 4.2.3.
Examples of interconnections may include potable water top up or trade waste disposal, as well as to other network operators.	
<i>The response to this question will be used to ensure the correct area of operation is specified in the licence, if a licence is granted (Act s.11(1)). The response will also be used as a context for the assessment of risks from the proposed scheme and to identify possible additional licence conditions relating to the inter-connected systems and responsibilities for risks.</i>	
NA	
4.2.5	Where applicable, describe the connection point to customers or end users (e.g. the customer connection point may be a water meter). Identify in your description who is responsible for the construction, operation and maintenance of which infrastructure. Identify all customer and/or end user connections on the process flow diagram in Appendix 4.2.1 and the map in Appendix 4.2.3.
<i>The response to this question will be used to ensure the correct area of operation is specified in the licence, if a licence is granted (Act s.11(1)). The response will also be used as a context for the assessment of risks from the proposed scheme.</i>	
NA	
4.2.6	What volume of water is available from the proposed source? Where applicable, please provide the capacity of the source and the (allowable) average daily extraction rate from the source. If there is more than one source, please provide the requested information for each of the sources. Where relevant, provide a copy of any agreements and/or licences to access the source water in Appendix 4.2.6.
<i>The response will also be used as a context for the assessment of the technical, organisational and financial capacity of the applicant corporation (Act s.10(4)(a)).</i>	
NA	
4.2.7	What volume of water will be treated by the scheme? Please provide the average and peak daily flow rates <u>treated by</u> the scheme.
<i>This information will be used to determine the fee category for the scheme, if a licence is granted. The response to this question may be used to draft a proposed licence, if a licence is granted.</i>	
NA	

4.2.8	What volume of non-potable water will be produced by the scheme? Please provide the average and peak daily volume supplied to end users or retail suppliers.
<i>This information will be used to assess the retail supplier's obligation not to over commit, if a licence is granted. The response to this question may be used to draft a proposed licence, if a licence is granted.</i>	
NA	
4.2.9	List all the intended end uses for the non-potable water generated by the scheme.
<i>The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)). The response to this question will also be used to draft a proposed licence. The licence will specify the purpose for which the infrastructure can be used, if a licence is granted (Act s.6(1)(a), Reg cl.8(1)).</i>	
NA	
4.2.10	<p>Provide your preliminary risk assessment for the scheme from source to end use in Appendix 4.1.10. It is important that your preliminary risk assessment accurately identifies any hazards present in the source water or likely to result from the proposed treatment process. The risk assessment will also address the intended, inadvertent and unauthorised end uses (and therefore routes of exposure) to the non-potable water. The preliminary risk assessment will identify any reasonably foreseeable risk event with the potential to expose people or the environment to hazards. The preliminary risk assessment will outline the broad mitigation measures where the risk of exposure to a hazard is unacceptable to human health or the environment in order to reduce the risk of exposure.</p> <p>The risk assessment must also identify the events and circumstances that could adversely affect the applicant corporation's ability to carry out the activities for which the licence is sought (including any activities undertaken by a nominated third party), the probability of the occurrence of any such event or circumstance and the measures to be taken by the applicant corporation to prevent or minimise the likelihood of any such event or circumstance.</p>
The preliminary risk assessment should demonstrate the application of a consistent methodology for identifying hazards and assessing potential impacts and risks to health and the environment. We strongly recommend that the applicant corporation utilises an established risk management system, such as outlined in AS/NZS ISO 31000:2009 (Risk management – Principles and guidelines), which is consistent with the approach outlined in the Australian Guidelines for Water Recycling (element 2).	
<i>The response to this question is a requirement for any network operator's licence for water infrastructure (Reg cl.6(1)(b) and cl.6(1)(c)(ii)). The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)). The response to this question will also be used to draft a proposed licence. The licence will specify the purpose for which the infrastructure can be used, if a licence is granted (Act s.6(1)(a), Reg. cl.8(1)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i>	
NA	
4.2.11	Describe how the 12 elements of the framework for the management of recycled water, as detailed in the Australian Guidelines for Water Recycling (AGWR), have been addressed and will be implemented and maintained. Provide evidence of the applicant corporation's capacity to implement the 12 elements of the framework in the AGWR in Appendix 4.2.11.
The evidence should be in the form of management plans for either the proposed scheme or other similar	

<p>schemes undertaken by the applicant corporation, or in a comprehensive statement detailing the process by which the management plan will be developed. For existing (brownfield) schemes you should provide the actual water quality plan for the site.</p>	
<p><i>The response to this question is a requirement for any network operator's licence for water infrastructure (Reg cl.6(1)(d)(i)). The response to this question will also be used to draft a proposed licence. The licence will specify the purpose for which the infrastructure can be used, if a licence is granted (Act s.6(1)(a), Reg. cl.8(2)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence.</i></p>	
NA	
4.2.12	<p>How will the continuity of supply of the non-potable water be ensured? What contingency plans are in place in the case of failure of the infrastructure? What alternative supplies of non-potable water will be used when the infrastructure is inoperable?</p>
<p><i>The response to this question is a requirement for any network operator's licence for water infrastructure (Reg cl.6(1)(c)). The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i></p>	
NA	
4.2.13	<p>Describe the systems and processes that the applicant corporation will have in place to manage the non-potable water infrastructure. Provide evidence of the applicant corporation's capacity to develop and implement an infrastructure operating plan in Appendix 4.2.13.</p>
<p>The evidence may include examples of processes and procedures for either the proposed scheme or other similar schemes undertaken by the applicant corporation. The processes and/or procedures should demonstrate good operational practice including life cycle planning, system redundancy, contingency planning, condition monitoring, management maintenance processes and processes of supporting skills needs. The examples should demonstrate links to a risk management process. For existing (brownfield) schemes you should provide the actual water quality plan for the site.</p>	
<p><i>The response to this question is a requirement for any network operator's licence for water infrastructure (Reg cl.6(1)(c)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i></p>	
NA	
4.2.14	<p>Describe the studies that have been completed to investigate any environmental impacts (including but not limited to water quality, quantity, air, noise, sea level rise, biodiversity and Aboriginal cultural heritage) from the construction and operation of the infrastructure? Have the studies identified any significant environmental impacts from the scheme? If so, how are the environmental impacts proposed to be managed? Provide a copy of any environmental study and/or risk assessment in Appendix 4.2.14.</p>
<p>As a minimum an application must be accompanied by a statement of environmental effects (SEE) (unless the development is designated development, Part 5 development or a major project, in which case either an environmental impact statement (EIS) or comprehensive environmental assessment is required). The</p>	

<p>SEE may be prepared by the applicant corporation or by a consultant acting on behalf of the applicant. The SEE must identify the environmental impacts of the proposed scheme, and the steps which will be taken to protect the environment or reduce the harm. Where the study is in the form of a comprehensive environmental assessment or EIS, please include only the executive summary.</p>	
<p><i>The response to this question may be used to draft a proposed licence, if a licence is granted. The response to this question will be used to determine whether the activities authorised by a licence (if granted) present a significant risk of harm to the environment (Reg cl.7).</i></p>	
<p>NA</p>	
<p>4.2.15</p>	<p>If a treatment process forms part of the infrastructure for which the applicant corporation is seeking a licence, what waste streams will be generated by the proposed treatment plant and how will the waste be disposed of or handled?</p>
<p><i>The response to this question will be used to determine whether the activities authorised by a licence (if granted) present a significant risk of harm to the environment (Reg cl.7). The response will also be used as a context for our assessment of the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i></p>	
<p>NA</p>	

4.3 Sewerage infrastructure

Only provide a response to the questions in the following Section if the applicant corporation is seeking a licence for the construction, maintenance and operation of sewerage infrastructure.

4.3.1	Describe the proposed sewerage infrastructure from the collection to disposal or reuse. Include in your description all of the sewerage infrastructure for which the applicant corporation is seeking a licence. This will include any infrastructure that is to be used for the collection, treatment, filtration, storage, conveyance or disposal of the sewerage or treated effluent. Provide a detailed process flow diagram of the proposed infrastructure from collection to disposal or reuse in Appendix 4.3.1.
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You must attach a process flow diagram in response to this question. The process flow diagram should only include the sewerage infrastructure where the scheme includes more than one type of infrastructure and must cover the process from source to end use. You may also include a piping and instrumentation diagram for additional information.

The response to this question will be used to draft a proposed licence. The response to this question is a requirement for any network operator's licence for sewerage infrastructure (Reg cl.6(2)(d)(ii)). The licence will specify the type of water industry infrastructure, if a licence is granted (Act s.6(1)(a)). The response will also be used to ensure you have applied for the correct licence(s) and as a context for our assessment of the applicant corporation's technical, organisational and financial capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

NA

4.3.2	Describe whether the infrastructure is existing infrastructure or is to be constructed. If the infrastructure is existing, please describe its current condition and operability. If the infrastructure is a mixture of existing and to be constructed identify the infrastructure as existing or to be constructed on the process flow diagram in Appendix 4.3.1.
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The response to this question will be used as a context for the assessment of environmental risks from the proposed scheme (Act s.10(4)(e), Reg cl.7).

NA

4.3.3	Describe the <u>location</u> of the proposed infrastructure. For example include: <ul style="list-style-type: none"> ▼ the identification of specific lot descriptors (eg, lot and DP numbers) for the collection, treatment, filtration and/or storage infrastructure ▼ the location of infrastructure for the conveyance and/or reticulation of sewage by street name, local government area or other description as appropriate to the size of the scheme. Provide a map showing the location of the proposed infrastructure from source to end use in Appendix 4.3.3.
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The map may include all water industry infrastructure (ie, drinking water, non-potable water and/or sewerage) where the scheme includes more than one type of infrastructure.

The response to this question is a requirement for any network operator's licence for sewerage infrastructure (Reg cl.6(2)(a)). The response to this question will be used to specify the authorised area of operations (Act s.11(1)), if a licence is granted. The response will also be used as a context for the assessment of environmental risks from the proposed scheme (Act s.10(4)(e), Reg cl.7).

NA

4.3.4	Describe any interconnections between the proposed sewerage infrastructure and other infrastructure not part of this scheme (eg, interconnections with other licensed network operators or public utilities such as sewers). Identify in your description who is responsible for the construction, operation and maintenance of which infrastructure. Identify all interconnections with other infrastructure on the process flow diagram in Appendix 4.3.1 and the map in Appendix 4.3.3.
<i>The response to this question will be used to ensure the correct area of operation is specified in the licence, if a licence is granted (Act s.11(1)). The response will also be used as a context for the assessment of risks from the proposed scheme and to identify possible additional licence conditions relating to the inter-connected systems and responsibilities for risks.</i>	
NA	
4.3.5	What volume of sewage will be treated by the scheme? Please provide the average and peak daily (hydraulic and biological, where relevant) flow rates <u>treated by</u> the scheme.
<i>This information will be used to determine the fee category for the scheme, if a licence is granted. The response to this question may be used to draft a proposed licence, if a licence is granted.</i>	
NA	
4.3.6	What volume of treated effluent will be disposed of from the scheme? Please provide the average and peak daily disposal rates <u>disposed from</u> the scheme.
<i>The response will be used as a context for the assessment of environmental risks from the proposed scheme (Act s.10(4)(e), Reg cl.7). The response to this question may be used to draft a proposed licence, if a licence is granted.</i>	
NA	
4.3.7	How will the treated effluent be disposed of from the scheme?
<i>The response to this question may be used to draft a proposed licence, if a licence is granted. The response will also be used as a context for the assessment of environmental risks from the proposed scheme (Act s.10(4)(e), Reg cl.7).</i>	
NA	
4.3.8	What wastewater and/or catchment characterisation studies have been undertaken? Provide a summary report of any wastewater characterisation or catchment studies including results in Appendix 4.3.8.
<i>This information will be used as a context to the potential health and environmental risks posed by the scheme.</i>	
NA	
4.3.9	Provide your preliminary risk assessment for the scheme from collection to disposal in Appendix 4.3.8. It is important that your preliminary risk assessment accurately identifies any hazards present in the sewage or likely to result from the proposed treatment process. The risk assessment should also address the intended method of disposal and any inadvertent releases (and therefore routes of exposure) to the treated effluent. The preliminary risk assessment will identify any reasonably foreseeable risk event with the potential to expose people or the environment to hazards. The preliminary risk assessment will outline the broad mitigation measures where the risk of exposure to a hazard is

	<p>unacceptable to human health or the environment in order to reduce the risk of exposure. The risk assessment must also identify the events and circumstances that could adversely affect the applicant corporation's ability to carry out the activities for which the licence is sought (including any activities undertaken by a nominated third party), the probability of the occurrence of any such event or circumstance and the measures to be taken by the applicant corporation to prevent or minimise the likelihood of any such event or circumstance.</p>
<p>The preliminary risk assessment should demonstrate the application of a consistent methodology for identifying hazards and assessing potential impacts and risks to health and the environment. We strongly recommend that the applicant corporation utilises an established risk management system, such as outlined in AS/NZS ISO 31000:2009 (Risk management – Principles and guidelines). Where relevant, the risk assessment should identify and include any environmental risks and/or management actions identified in the development approval.</p>	
<p><i>The response to this question is a requirement for any network operator's licence for sewerage infrastructure (Reg cl.6(2)(b), cl.6(2)(c)(ii), cl.6(2)(d)(i)). The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)). The response to this question will also be used to draft a proposed licence. The licence will specify the purpose for which the infrastructure can be used, if a licence is granted (Act s.6(1)(a)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i></p>	
NA	
4.3.10	<p>Describe the systems and processes that the applicant corporation will have in place to manage the sewerage infrastructure. Provide evidence of the applicant corporation's capacity to develop and implement an infrastructure operating plan in Appendix 4.3.10.</p>
<p>The evidence may include examples of processes and procedures for either the proposed scheme or other similar schemes undertaken by the applicant corporation. The processes and/or procedures should demonstrate good operational practice including life cycle planning, system redundancy, contingency planning, condition monitoring, management maintenance processes and processes of supporting skills needs. The examples should demonstrate links to a risk management process. For existing (brownfield) schemes you should provide the actual water quality plan for the site.</p>	
<p><i>The response to this question is a requirement for any network operator's licence for sewerage infrastructure (Reg cl.6(2)(c)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i></p>	
NA	
4.3.11	<p>How will the continuity of the provision of sewerage services be ensured? What contingency plans are in place in the case of failure of the infrastructure?</p>
<p><i>The response to this question is a requirement for any network operator's licence for sewerage infrastructure (Reg cl.6(2)(c)). The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (act s.10(4)(a)).</i></p>	
NA	
4.3.12	<p>Describe the studies that have been completed to investigate any environmental impacts (including but not limited to water quality, quantity, air, noise, sea level rise, biodiversity and Aboriginal cultural heritage) from the construction and operation of the infrastructure? Have the studies identified any significant environmental impacts from the scheme? If so, how are the environmental impacts proposed to be managed? Provide a copy of any</p>

	environmental study and/or risk assessment in Appendix 4.3.12.
As a minimum an application must be accompanied by a statement of environmental effects (SEE) (unless the development is designated development, Part 5 development or a major project, in which case either an environmental impact statement (EIS) or comprehensive environmental assessment is required). The SEE may be prepared by the applicant corporation or by a consultant acting on behalf of the applicant. The SEE must identify the environmental impacts of the proposed scheme, and the steps which will be taken to protect the environment or reduce the harm. Where the study is in the form of a comprehensive environmental assessment or EIS, please include only the executive summary.	
<i>The response to this question may be used to draft a proposed licence, if a licence is granted. The response to this question will be used to determine whether the activities authorised by a licence (if granted) present a significant risk of harm to the environment (Reg cl.7).</i>	
NA	
4.3.13	Where relevant, what land capability assessments have been undertaken on the proposed land disposal area? Provide a copy of any soil capability assessment in Appendix 4.3.13.
<i>The response to this question may be used to draft a proposed licence, if a licence is granted. The response to this question will be used to determine whether the activities authorised by a licence (if granted) present a significant risk of harm to the environment (Reg cl.7).</i>	
NA	
4.1.14	If a treatment process forms part of the infrastructure for which the applicant corporation is seeking a licence, what waste streams will be generated by the proposed treatment plant (such as screenings and biosolids but not including the treated effluent) and how will the waste be disposed of or handled?
<i>The response to this question will be used to determine whether the activities authorised by a licence (if granted) present a significant risk of harm to the environment (Reg cl.7). The response will also be used as a context for our assessment of the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i>	
NA	

5 Retail Supplier

Only to be completed by applicants seeking a retail supplier's licence.

Note a retail supplier's licence may only be granted if sufficient quantities of the water supplied will have been obtained otherwise than from a public water utility (Act s.10(4)(d)).

5.1 Supply of water	
Please provide a response to the questions in the following Section if you are seeking a licence for the <u>supply of water</u> by means of any water industry infrastructure.	
5.1.1	Describe the water industry infrastructure that the applicant corporation will access to supply water.
<p><i>The response to this question is a requirement for any retail supplier's licence for water industry infrastructure (Reg cl.10(1)(a). The response will also be used to ensure you have applied for the correct licence(s)).</i></p> <p>Solo Water Pty Ltd will provide all retail services associated with the supply of potable and recycled water to customers inside the boundary of the Catherine Hill Bay Water Utility (CHBWU) Scheme. The CHBWU scheme is located inside The Rose Group (Coastal Hamlets Pty Ltd) approved residential subdivision on Lots 100 and 101 in DP 1129872 in Catherine Hill Bay in NSW.</p> <p>The Catherine Hill Bay Water Utility Pty Ltd is the owner of all water supply infrastructure associated with the scheme. Solo Water Pty Ltd (parent company of CHBWU Pty Ltd) will provide all retail services to all customers in the CHBWU scheme under contract to CHBWU Pty Ltd.</p> <p>For more details on the water industry infrastructure owned by CHBWU Pty Ltd please refer to the IPART Network Operator License Application submitted by Catherine Hill Bay Water Utility Pty Ltd.</p>	
5.1.2	What volume of water is available from the proposed source? Where applicable, please provide the capacity of the source and the (allowable) average daily extraction rate from the source. If there is more than one source, please provide the requested information for each of the sources. Where relevant, provide a copy of any agreements and/or licences to access the source water in Appendix 5.1.2.
<p><i>The response to this question will be used to determine whether sufficient quantities of the water supplied will have been obtained otherwise than from a public water utility (Act s.10(4)(d)).</i></p> <p>The following volumes of water are available for the supply of potable and recycled water to customers inside the CHBWU scheme:</p> <p><u>Potable Water</u></p> <ul style="list-style-type: none"> Bulk potable water purchased from Wyong Shire Council Kanangra Drive Reservoir. This water is monitored and provided additional residual chlorination prior to being supplied to customers inside the CHBWU scheme as potable water. The bulk potable transfer system from the Kanangra Drive reservoir to the CHBWU site has a design capacity of 23.3 L/s. Wyong Council have advised there is sufficient capacity in the upstream network to supply this flow. Average Daily Potable Water Demand inside the CHBWU scheme is in the order of 5 L/s; 	

hence there is adequate capacity in the proposed water source for the supply of potable water to the scheme. There is also sufficient water availability for the emergency back up the recycled water system and for transfer of fire flows to the site if required.

The supply of potable water to the scheme will be managed using a bulk supply agreement with Wyong Shire Council. A letter of intent and technical feasibility assessment from Wyong Shire Council to supply bulk potable water to the CHBWU scheme is provided in Appendix 5.1.2A. This will be formalised into a legal contract following receipt of Solo Water Pty Ltd's IPART Retail License.

Recycled Water

- Sourced from wastewater generated inside the CHBWU scheme and provided advanced treatment onsite to achieve recycled water standards.
- Recycled water production capacity of 200 kL/day.
- The average day demand for recycled water is approximately 120 kL/day; hence there is adequate capacity in the water source to supply recycled water demands of toilet, laundry, irrigation and outdoor cleaning.
- Surplus recycled water not supplied to customers will be managed via irrigation of open space and parklands inside the CHBWU scheme boundary.

CHBWU Pty Ltd owns all water industry infrastructure associated with the supply of potable and recycled water inside the CHBWU scheme. CHBWU Pty Ltd will grant access to Solo Water Pty Ltd to undertake retail services and the supply of potable and recycled water to customers.

For further information on the water industry infrastructure and availability of water sources for the supply of potable and recycled water in the CHBWU scheme, refer to the CHWBWU Pty Ltd IPART Network Operator License Application.

5.1.3	What customers or classes of customers does the applicant corporation propose to supply with water?
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Classes of customers may include residential, industrial, commercial or agricultural.

The response to this question is a requirement for any retail supplier's licence (Act s.6(1)(b)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

The classes of customers to be supplied with retail services by Solo Water Pty Ltd in the Catherine Hill Bay Water Utility Scheme are residential, with some minor commercial customers.

5.1.4	Will you be supplying small retail customers with water (i.e. less than 15ML/year)?
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A person is a small retail customer in relation to water supply if the maximum rate at which water is supplied, pursuant to one or more water supply contracts, to all premises that the person owns, leases or occupies is less than 15 megalitres per year.

The response will be used as context to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)). The response will also be used as a context for the assessment of risks from the proposed scheme and to identify possible additional licence conditions relating to the supply of water to small retail customers.

All customers supplied with retail services by Solo Water Pty Ltd in the Catherine Hill Bay Water Utility Scheme are small retail customers that demand less than 15 ML/year of water.

5.1.5	<p>Provide your preliminary risk assessment for the retail activities related to the scheme in Appendix 5.1.5. The risk assessment must identify the events and circumstances that could adversely affect the applicant corporation's ability to carry out the activities for which the licence is sought (including any activities undertaken by a nominated third party), the probability of the occurrence of any such event or circumstance and the measures to be taken by the applicant corporation to prevent or minimise the likelihood of any such event or circumstance.</p>
<p>The preliminary risk assessment should demonstrate the application of a consistent methodology for identifying hazards and assessing potential impacts and risks. We strongly recommend that the applicant corporation utilises an established risk management system such as outlined in AS/NZS 4360 (Risk Management).</p>	
<p><i>The response to this question is a requirement for any retail supplier's licence (Reg cl.10(1)(b)). The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)).</i></p>	
<p>Risk assessment of the potable and recycled water supply systems were conducted and presented in the Catherine Hill Bay Water Utility Pty Ltd IPART Network Operator License Application. These risk assessments have been reproduced in Appendix 5.1.5A & B and have a focus on operational risks associated with the scheme from a network operations perspective.</p> <p>In addition to the above risk assessments, Solo Water Pty Ltd has mechanisms identified in its draft customer charter and retail services management plan presented in Appendix 5.1.7 for managing customer risks.</p>	
5.1.6	<p>How will the continuity of the supply of water to customers be ensured? What contingency plans are in place in the case of failure of the infrastructure?</p>
<p>The continuity of supply may differ between customer classes. If this is the case for your project please define the different levels of service for each customer class and how the continuity of supply of water, relevant to that class of customer, will be maintained.</p>	
<p><i>The response to this question is a requirement for any retail supplier's licence (Reg cl.10(1)(b)(iii)). The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i></p>	
<p>The continuity of supply of water to customers in the Catherine Hill Bay Water Utility scheme will be managed by the IPART licensed network operator, Catherine Hill Bay Water Utility Pty Ltd.</p> <p>The following contingency measures and system redundancies have been planned and designed into the potable and recycled water supply systems to ensure continuity of supply:</p> <p><u>Potable Water</u></p> <ul style="list-style-type: none"> • Duty and standby pumps in the bulk water transfer pump station. • Conservative bulk transfer system design capacity of 23 L/s. • 1.2 ML onsite potable water storage tank, which is made up of: <ul style="list-style-type: none"> ○ 0.7 ML active potable water storage that is equivalent to 24 hours storage at full peak day water demands concurrent with failure of the water recycling system. ○ 0.5 ML of reserve fire storage based on provision of 4 hour x 30 L/s fire flow. 	

- Standby capacity is designed into the variable speed drive booster pump station that supplies potable water to customers.
- Emergency standby diesel pump with automatic changeover is also included in the potable water supply pump station.
- A continuous online monitoring and control system with battery backup of all alarms will be used to ensure any faults and potential incidents are detected in a timely manner.
- Ability to undertake water carting from the Kanangra Drive reservoir or alternative supply source if required.
- 24 hour call centre for reporting, logging and monitoring of customer faults, complaints, loss of supply and response times.
- Operations staff and on-call response teams for timely response to incidents and loss of supply events that may occur.

Recycled Water

- 0.85 ML onsite recycled water storage tank, which provides 24 hours storage during periods of peak demand for recycled water.
- Emergency top-up of the recycled water tank using potable water from the bulk potable water transfer transfer main. There is capacity in the bulk potable water transfer system for supply of both potable and recycled water demands simultaneously.
- Standby capacity is designed into the variable speed drive booster pump station that supplies recycled water to customers.
- Emergency standby diesel pump with automatic changeover is also included in the recycled water supply pump station.
- A continuous online monitoring and control system with battery backup of all alarms will be used to ensure any faults and potential incidents are detected in a timely manner.
- Ability to undertake water carting from the Kanangra Drive reservoir or alternative supply source if required.
- 24 hour call centre for reporting, logging and monitoring of customer faults, complaints, loss of supply and response times.
- Operations staff and on-call response teams for timely response to incidents and loss of supply events that may occur.

Any event causing an interruption of supply to customers is covered and forms part of the terms & conditions in the contract of services supply between Solo Water Pty Ltd & the customer. Refer to Appendix 5.1.7A Customer Service Charter.

For more information on the contingency planning associated with the scheme please refer to the Catherine Hill Bay Water Utility Pty Ltd IPART Network Operator Licence Application.

5.1.7	Describe the systems and processes that the applicant corporation will have in place to manage retail activities including billing systems, complaint and debt recovery procedures. Provide evidence of the applicant corporation's capacity to develop and implement a retail supply management plan in Appendix 5.1.7.
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The evidence may include examples of processes and procedures for either the proposed scheme or other similar schemes undertaken by the applicant corporation. The examples should demonstrate links to a risk management process. For existing (brownfield) schemes you should provide the actual systems and procedures.

The response to this question is a requirement for any retail supplier's licence (Reg cl.10(2)(b)(iv)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

Solo Water Pty Ltd as the licensed retail service provider for the Catherine Hill Bay Water Utility Scheme is responsible for all retail activities associated with the scheme and any conditions that form part of the IPART licence.

To assist with complying with the retail license Solo Water Pty Ltd will subcontract retail support services to the experienced local government owned public water authority Unitywater.

Unitywater has extensive experience in retail service provision and currently supply retail water and sewerage services to more than 250,000 customers in south east Queensland.

The services being provided by Unitywater primarily relate to the 24-hour call centre, complaints, billing and debt recovery services including management of:

- Customer Database – receive advice on the properties, owners and tenants from Solo Water Pty Ltd and manage the data in their customer database. Unitywater uses the proven “metre-to-bill” utility management software package Gentrack to facilitate this process. Detailed information about Gentrack can be found at www.gentrack.com/page1594/Solutions/Water.
- Rating model – receive rate model data including fixed and variable charges from Solo Water Pty Ltd and define the appropriate rate model per client;
- Billing – receive meter reading data from Solo Water Pty Ltd and issue bills based on the meter readings and the rating model;
- Marketing material – the provision of agreed marketing material either with the accounts or on request. Generally this material would be sent out during standard billing cycles;
- Billing enquiring – receive and deal with billing and account issues. Forward any re-reads back to Solo Water Pty Ltd for action;
- Credit – send bill reminders and overdue account notices to customers, processing financial hardship claims, bad debt recovery services;
- 24 Hour Call Centre – Unitywater will provide a 24 hour call centre for fielding all customer enquiries, complaints, issues, service outages and incidents for all Solo Water Pty Ltd Scheme;
- General enquires & complaints – receive phone and email enquiries and deal with the issues in line with industry standards and/or scripts provided by Solo Water Pty Ltd. It is expected that Unitywater will have access to Solo Water Pty Ltd’s GIS for location advice;
- Escalated calls – transfer escalated calls through to Solo Water Pty Ltd for resolution and/or advice;
- Loss of Service / Emergency issues – receive phone calls and refer to Solo Water Pty Ltd for action. This will include a fall back system to ensure the message is received and dealt with;
- Recording of response times etc. – gain feedback from Solo Water Pty Ltd and record the various aspects of the response time e.g., message out, arrived on site, restoration of service, restoration of damage etc.;
- Key Performance Indicators (KPIs) – Provision of monthly reports on various customer service performance measures as identified by Solo Water Pty Ltd.

Unitywater operate its retail functions using the Gentrack v.4 to perform the transactional processing for all retail services, covering both customer service and meter-to-cash revenue services. Solo Water Pty Ltd schemes will be integrated into the existing Unitywater system. The Gentrack system facilitates compliance with the legislative customer service and revenue service obligations as required by relevant state legislation.

Gentrack is a commercially available utility billing and management software solution and has been implemented in a number of water and energy retail organisations. For more information on the Gentrack software please refer to the www.gentrack.com/page1594/Solutions/Water.

Following approval of the IPART license, Solo Water Pty Ltd will also enter into formal agreements with each of its customers in the Catherine Hill Bay Water Utility Scheme.

Refer to Appendix 5.1.7B Retail Supply Management Plan. Solo Water will also provide its own customer charter – Refer to Appendix 5.1.7A.

5.2 Provision of sewerage services

Please provide a response to the questions in the following Section if you are seeking a licence for the provision of sewerage services by means of any water industry infrastructure.

5.2.1 Describe the water industry infrastructure that the applicant corporation will access to provide sewerage services.

The response to this question is a requirement for any retail supplier's licence for water industry infrastructure (Reg cl.10(2)(a)). The response will also be used to ensure you have applied for the correct licence(s).

Solo Water Pty Ltd will provide all retail sewerage services to all customers inside the boundary of the Catherine Hill Bay Water Utility (CHBWU) Scheme. The CHBWU scheme is located inside The Rose Group (Coastal Hamlets Pty Ltd) approved residential subdivision on Lots 100 and 101 in DP 1129872 in Catherine Hill Bay in NSW.

The Catherine Hill Bay Water Utility Pty Ltd is the owner of all sewerage infrastructure associated with the scheme. Solo Water Pty Ltd (parent company of CHBWU Pty Ltd) will provide all retail services to all customers in the CHBWU scheme under contract to CHBWU Pty Ltd.

For more details on the water industry infrastructure owned by Catherine Hill Bay Water Utility Pty Ltd please refer to the IPART Network Operator License Application submitted by Catherine Hill Bay Water Utility Pty Ltd.

5.2.2 What customers or classes of customers does the applicant corporation propose to provide with sewerage services?

Classes of customers may include residential, industrial, commercial or agricultural. The licence may also specify whether the customers are small retail customers.

The response to this question is a requirement for any retail supplier's licence (Act s.6(1)(b)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

The classes of customers proposed to be supplied with retail services by Solo Water Pty Ltd in the Catherine Hill Bay Water Utility Scheme are residential, with some minor commercial customers.

5.2.3 Will you be providing small retail customers with sewerage services (i.e. less than 10.5 ML/year)?

A person is a small retail customer in relation to the provision of sewerage services if the maximum rate at which sewage is discharged, pursuant to one or more sewerage service contracts, from all premises that the person owns, leases or occupies is less than 10.5 megalitres per year, as determined in accordance with guidelines issued by IPART.

The response will be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)). The response will also be used as a context for the assessment of risks from the proposed scheme and to identify possible additional licence conditions relating to the supply of water to small retail customers.

All customers supplied with retail sewerage services by Solo Water Pty Ltd in the Catherine Hill Bay Water Utility Scheme are small retail customers that produce less than 10.5 ML/year of wastewater.

5.2.4	<p>Provide your preliminary risk assessment for the retail activities related to the scheme in Appendix 5.2.4. The risk assessment must also identify the events and circumstances that could adversely affect the applicant corporation's ability to carry out the activities for which the licence is sought (including any activities undertaken by a nominated third party), the probability of the occurrence of any such event or circumstance and the measures to be taken by the applicant corporation to prevent or minimise the likelihood of any such event or circumstance.</p>
<p>The preliminary risk assessment should demonstrate the application of a consistent methodology for identifying hazards and assessing potential impacts and risks. We strongly recommend that the applicant corporation utilises an established risk management system such as outlined in AS/NZS 4360 (Risk Management).</p>	
<p><i>The response to this question is a requirement for any retail supplier's licence (Reg cl.10(2)(b)). The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)).</i></p>	
<p>A risk assessment of the sewerage system was presented in the Catherine Hill Bay Water Utility Pty Ltd IPART Network Operator License Application. This risk assessment is reproduced in Appendix 5.2.4A. This risk assessment has a focus on operational risks associated with the sewerage scheme from a network operations perspective.</p> <p>In addition to the above risk assessment, Solo Water Pty Ltd has mechanisms identified in its draft customer charter and retail services management plan presented in Appendix 5.1.7 for managing customer risks.</p>	
5.2.5	<p>How will the continuity of the provision of sewerage services be ensured? What contingency plans are in place in the case of failure of the infrastructure?</p>
<p><i>The response to this question is a requirement for any retail supplier's licence (Reg cl.10(2)(b)(iii)). The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i></p>	
<p>The continuity of supply of sewerage services to customers in the Catherine Hill Bay Water Utility scheme will be managed by the IPART licensed network operator, Catherine Hill Bay Water Utility Pty Ltd.</p> <p>The following contingency measures and system redundancies have been planned and designed into the proposed sewerage systems:</p> <p><u>Pressure Sewer Network</u></p> <ul style="list-style-type: none"> • Duty and standby pumps and 24 hours storage in each Pressure Sewer Unit (PSU). • Continuous online monitoring and control system with alarms. Parameters monitored include wet well water level, pump faults, pump starts, pump run hours, current draw and energy consumption. • Standard reliable Eone pressure sewer grinder pumps used throughout the network with spare pumps maintained onsite. • Automated start-up and recovery process following power outage is integrated into the control system logic. • Provision for emergency access for vacuum road tanker for pump out from individual PSUs if required to prevent overflow during prolonged power outage to the onsite waste water treatment plant or licensed offsite facility. 	

Membrane Bio-Reactor

- Approximately 70kL of emergency storage is designed into the inlet balance tank, anaerobic tank and anoxic tank.
- Standard process pumps used in the MBR with spare pumps maintained onsite.
- Continuous online monitoring and alarms for critical process parameters with battery back up on all critical monitoring and alarm systems.
- Connection points for temporary process pumping equipment.
- Automated start-up and recovery process following power outage is integrated into the control system logic.
- Provision for emergency access for road tanker for pump out from the inlet balance tank if required to prevent overflow. All road tankering of wastewater will be undertaken by a registered contractor to the nearest licensed wastewater treatment facility.
- A mobile generator connection point will be provided on the MBR switchboard.
- Ability to operate the MBR in manual mode if required.

Public open space irrigation system

- 10 ML polyethylene lined wet weather storage provides more than 100 days storage that will be used as a storage contingency during periods of extended heavy rain or failure/faults in the downstream irrigation system.

General

- 24 hour call centre for reporting, logging and monitoring of customer faults, complaints, loss of supply and response times.
- Operations staff and on-call response teams for timely response to incidents and loss of supply events that may occur.

Any event causing an interruption to customers is covered and forms part of the terms & conditions in the contract of services supply between Solo Water Pty Ltd & the customer. Refer to Appendix 5.1.7A Customer Service Charter.

For more information on the contingency planning associated with the scheme please refer to the Catherine Hill Bay Water Utility Pty Ltd IPART Network Operator Licence Application.

5.2.6	Describe the systems and processes that the applicant corporation will have in place to manage retail activities including billing systems, complaint and debt recovery procedures. Provide evidence of the applicant corporation's capacity to develop and implement a retail supply management plan in Appendix 5.1.4.
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The evidence may include examples of processes and procedures for either the proposed scheme or other similar schemes undertaken by the applicant corporation. The examples should demonstrate links to a risk management process. For existing (brownfield) schemes you should provide the actual systems and procedures.

The response to this question is a requirement for any retail supplier's licence (Reg cl.10(2)(b)(iv)). The response will also be used to assess the applicant corporation's technical capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

Solo Water Pty Ltd as the licensed retail service provider for the Catherine Hill Bay Water Utility Scheme is responsible for all retail activities associated with the scheme and IPART licence.

To assist with complying with the retail license Solo Water Pty Ltd will subcontract retail support services to the experienced government owned water authority Unitywater. The services being provided by Unitywater primarily relate to the 24-hour call centre, complaints, billing and debt recovery services including management of:

- Customer Database – receive advice on the properties, owners and tenants from Solo Water Pty Ltd and manage the data in their customer database. Unitywater uses the proven "metre-to-bill" utility management software package "Gentrack" to facilitate this process. Detailed information on Gentrack can be found at

www.gentrack.com/page1594/Solutions/Water.

- Rating model – receive rate model data including fixed and variable charges from Solo Water Pty Ltd and define the appropriate rate model per client;
- Billing – receive meter reading data from Solo Water Pty Ltd and issue bills based on the meter readings and the rating model;
- Marketing material – the provision of agreed marketing material either with the accounts or on request. Generally this material would be sent out during standard billing cycles;
- Billing enquiring – receive and deal with billing and account issues. Forward any re-reads back to Solo Water Pty Ltd for action;
- Credit – send bill reminders and overdue account notices to customers, processing financial hardship claims, bad debt recovery services;
- 24 Hour Call Centre – Unitywater will provide a 24 hour call centre for fielding all customer enquiries, complaints, issues, service outages and incidents for all Solo Water Pty Ltd Scheme;
- General enquires & complaints – receive phone and email enquiries and deal with the issues in line with industry standards and/or scripts provided by Solo Water Pty Ltd. It is expected that Unitywater will have access to Solo Water Pty Ltd's GIS for location advice;
- Escalated calls – transfer escalated calls through to Solo Water Pty Ltd for resolution and/or advice;
- Loss of Service / Emergency issues – receive phone calls and refer to Solo Water Pty Ltd for action. This will include a fall back system to ensure the message is received and dealt with;
- Recording of response times etc. – gain feedback from Solo Water Pty Ltd and record the various aspects of the response time e.g., message out, arrived on site, restoration of service, restoration of damage etc.;
- Key Performance Indicators (KPIs) – Provision of monthly reports on various customer service performance measures as identified by Solo Water Pty Ltd.

Unitywater operate its retail functions using the Gentrack v.4 to perform the transactional processing for all retail services, covering both customer service and meter-to-cash revenue services. Solo Water Pty Ltd schemes will be integrated into the existing Unitywater system. The Gentrack system facilitates compliance with the legislative customer service and revenue service obligations as required by relevant state legislation.

Gentrack is a commercially available utility billing and management software solution and has been implemented in a number of water and energy retail organisations. For more information on the Gentrack software please refer to the www.gentrack.com/page1594/Solutions/Water.

Following approval of the IPART license, Solo Water Pty Ltd will also enter into formal agreements with each of its customers in the Catherine Hill Bay Water Utility Scheme.

Refer to Appendix 5.1.7B Retail Supply Management Plan Water will also provide its own customer charter – Refer to Appendix 5.1.7.

6 Applicant experience and systems

The response will be used to assess the applicant corporation's technical and organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

6.1 Network operator

Only provide a response to the questions in the following Section if the applicant corporation is seeking a network operator's licence

6.1.1 Describe the structure of the applicant corporation. Include in the description a list of the entities that have an ownership interest in the applicant corporation, whether legal or equitable. **Provide an organisational diagram in an Appendix 6.1.1.** The diagram should clearly show all entities that have an ownership interest in the applicant corporation,

The response will be used to assess the applicant corporation's technical and organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

NA

6.1.2 Describe the applicant corporation's (and, where relevant, the nominated third parties) current experience in the construction, maintenance and operation of water and/or other utility infrastructure such as gas, electricity or telecommunications.

The response will be used to assess the applicant corporation's technical and organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

NA

6.1.3 List the key personnel involved in each of the significant activities (construction, maintenance and operation) and summarise their required skills, qualifications and experience. **Provide a position description for each of the key personnel positions in Appendix 6.1.3.**

Clearly identify whether the key personnel are employees of the applicant corporation or, where relevant, the nominated third party. It is not necessary to list all the employees. Ensure that the key personnel include the person or persons responsible for managing the applicant corporation's compliance with their legislative responsibilities.

The response will be used to assess the applicant corporation's technical and organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

NA

6.1.4 Please provide details of any other regulatory approvals or licences the applicant corporation or nominated third party holds in relation to the infrastructure activities for which you are seeking a licence.

Include relevant approvals for similar projects interstate or overseas to demonstrate the experience of the applicant corporation. We may seek confirmation of your compliance history in relation to other regulatory approvals or licences as part of our assessment.

The response will be used to assess the applicant corporation's technical and organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

NA	
6.1.5	What business systems will the applicant corporation have in place to ensure they can comply with your regulatory requirements? Are any of the systems certified or will they be certified?
Business systems may include but not be limited to quality assurance, asset management and environmental management systems.	
<i>The response will be used to assess the applicant corporation's technical and organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i>	
NA	

6.2 Retail supplier

Only provide a response to the questions in the following Section if the applicant corporation is seeking a retail supplier's licence

6.2.1	Describe the structure of the applicant corporation. Include in the description a list of the entities that have an ownership interest in the applicant corporation, whether legal or equitable, and a list of the entities that the applicant corporation has an ownership interest in. Provide an organisational diagram in Appendix 6.2.1. The diagram should clearly show all entities that have an ownership interest in the applicant corporation.
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The response will be used to assess the applicant corporation's technical and organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

An overview of the corporate structure and ownership of Solo Water Pty Ltd is provided in the company structure diagram presented in Appendix 6.2.1A.

An overview of the operational structure of Solo Water Pty Ltd showing the interactions between the subcontract retail service provider Unitywater and Solo Water Pty Ltd operations staff is provided in the Solo Water Pty Ltd organisational structure diagram in Appendix 6.2.1B.

6.2.2	Describe the applicant corporation's (and, where relevant, the nominated third parties) current experience in the supply of water or the provision of sewerage services. Please also outline any previous experience in the retailing of other services such as gas, electricity or telecommunications.
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The response will be used to assess the applicant corporation's technical and organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

Solo Water Pty Ltd has significant experience in the design & construction and operation & maintenance of water supply and sewerage services. Given the ability to provide retail services to small retail customers is a relatively new concept provisioned under the WIC Act, Solo Water Pty Ltd is in the process of expanding its experience in retail service provision to complement its existing water industry experience.

Solo Water Pty Ltd's parent company Solo Resource Recovery has extensive experience in providing retail services to commercial clients throughout Australia for the provision of solid waste management services. Solo Resource Recovery currently services more than 1.4 Million customers annually under local government and commercial contracts. Where appropriate this experience will be applied to the provision of water industry retail services.

To compliment Solo Water Pty Ltd's current experience in the design & construction and operation & maintenance of water supply and sewerage infrastructure, Solo Water Pty Ltd has entered into an agreement with Unitywater to provide retail support services to Solo Water Pty Ltd. These retail support services focus on the 24-hour call centre, faults & complaints, billing & debt recovery.

Unitywater has extensive experience in the provision of retail water and sewerage services to over 250,000 customers in southeast Queensland. Unitywater is a statutory authority and business unit owned by Moreton Bay and Sunshine Coast Regional Councils. Unitywater has been a retailer of water and sewerage services since 1 July 2010, prior to which all Southeast Queensland water businesses were managed by their respective local councils.

Following a period of water reform in South East Queensland and pursuant to the South East Queensland Water (Distribution and Retail) Act 2009 (the D/R Act), the existing and long standing water businesses belonging to Moreton Bay Regional Council and Sunshine Coast Regional Council were amalgamated to form Unitywater.

Unitywater began operations on the 1st July 2010 & were established by the Queensland Government under the D/R Act, as part of the Queensland Government water reform program. They distribute and retail water supplied from the South East Queensland Water Grid, which was created to secure and efficiently manage South East Queensland's water supplies.

Since July 2010, Unitywater has consistently provided ongoing customer support and revenue services, despite continual change occurring in the market as a result ongoing consolidation of two previous water businesses.

A summary of Unitywater's extensive experience in the provision of retail services to the water and sewerage industry can be summarised by the following statistics generated from their 2012-13 operations:

- Operated in 2 regional government areas covering a service area of 5,223 square kilometres servicing over 750,000 people.
- Purchased and on-sold over 52,000 ML of bulk potable water from the SEQ water grid and provided retail services to over 282,000 potable water connections.
- Collected and treated over 57,000 ML of wastewater in 18 sewerage schemes and provided retail services to over 252,000 sewerage customers.
- Supply of 1713 ML of recycled water from two recycled water treatment plants.
- Answered more than 162,000 telephone enquiries through the 24-hour call centre.

6.2.3 List the key personnel involved in the retail activities and summarise their required skills, qualifications and experience. **Provide a position description for each of the key personnel positions in Appendix 6.2.3.**

Clearly identify whether the key personnel are employees of the applicant corporation or, where relevant, the nominated third party. Ensure that the key personnel include the person or persons responsible for managing the applicant corporation's compliance with their legislative responsibilities.

The response will be used to assess the applicant corporation's technical and organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

Unitywater will undertake the majority of retail services under a subcontract to Solo Water Pty Ltd as the IPART retail license holder. Following approval of the IPART Retail License, Solo Water Pty Ltd will appoint an Operations Manager whose role is to manage the Unitywater retail services contract, and to ensure operational compliance with Solo Water Pty Ltd operations staff. The operations manager will be responsible for the overall service delivery and legislative compliance for Solo Water Pty Ltd schemes.

An overview of the organisational structure of Solo Water Pty Ltd's retail and operational functions is provided in Appendix 6.2.1B.

Position descriptions for key Solo Water Pty Ltd job roles are provided in Appendix 6.2.3A for the following positions:

- Project Director (Solo Water Pty Ltd Board Member)
- Finance Director (Solo Water Pty Ltd Board Member)
- Operations Manager
- Team Leader - Operations

6.2.4	Please provide details of any other regulatory approvals or licences the applicant corporation or nominated third party holds in relation to the retail activities for which you are seeking a licence.
Include relevant approvals for similar projects interstate or overseas to demonstrate the experience of the applicant corporation. We may seek confirmation of your compliance history in relation to other regulatory approvals or licences as part of our assessment.	
<i>The response will be used to assess the applicant corporation's technical and organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i>	
<p>Solo Water Pty Ltd holds a water service provider license (SPID 531) under the Queensland Water Supply (Safety & Reliability) Act 2008. This licence is held by "Sirex Water Utilities". The founding directors of Sirex have since transferred all the Sirex IP, experience and licenses to Solo Water Pty Ltd.</p> <p>Unitywater holds a water service provider license (SPID 524) under the Queensland Water Supply (Safety & Reliability) Act 2008. This licence is held under the name "Northern SEQ Distributor-Retailer trading as Unitywater".</p>	
6.2.5	What business systems will the applicant corporation have in place to ensure they can comply with your regulatory requirements? Are any of the systems certified or will they be certified?
Business systems may include but not be limited to quality assurance and environmental management systems. Retail systems such as billing and complaint management should be included in the response to this question.	
<i>The response will be used to assess the applicant corporation's technical and organisational capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).</i>	
<p>Solo Waste Recovery has developed the following corporate systems that have been externally audited and certified:</p> <ul style="list-style-type: none"> • ISO9001 – Quality Assurance • ISO14001 – Environmental Management Systems • AS 4801 – Occupational Health and Safety <p>Refer to Appendix 6.2.5 for Solo Waste Recovery ISO Certification Certificates.</p> <p>Unitywater operates its retail functions using Gentrack v.4 to perform the transactional processing for all retail services, covering both customer service and meter-to-cash revenue services. Solo Water Pty Ltd schemes will be integrated into the existing Unitywater system. The Gentrack system facilitates compliance with the legislative customer service and revenue service obligations as required by relevant state legislation.</p> <p>Gentrack is a commercially available utility billing and management software solution and has been implemented in a number of water and energy retail organisations. For more information on the Gentrack software please refer to the www.gentrack.com/page1594/Solutions/Water.</p>	

7 Financial capacity

The response to the following questions will be used to assess the applicant corporation's financial capacity to undertake the activities for which you are seeking a licence (Act s.10(4)(a)).

Provide a response to the financial questions according to the following matrix:

	Question					
	7.1	7.2	7.3	7.4	7.5	7.6
Retail supply licence only	✓	✓	✓			
Network operator licence						
For infrastructure used for self supply	✓	✓				
For infrastructure used to supply large retail customers	✓	✓	✓			
For infrastructure used to supply small retail customers with non-essential services	✓	✓	✓	✓	✓	
For infrastructure used to supply small retail customers with essential services ^a	✓	✓	✓	✓	✓	✓

^a Applicant corporations who are providing essential services to small retail customers will be required to meet with our financial assessment team following submission of the application to discuss the information requirements for making the financial capacity assessment.

7.1 How will the applicant corporation finance the proposed activity?

7.1.1 Describe the mechanisms by which the applicant corporation's activities are financed or to be financed. **Provide evidence of any financial guarantees or commitment of financial support in Appendix 7.1.1.**

Evidence of financial support may include, but is not limited to; a letter from a financial institution (being a bank, credit union or the government) confirming indicative financing of the applicant corporation's activities, including:

- ▼ the nature of finance (eg, bridging, long term, corporate debt, government funding)
- ▼ type and limit of the facility
- ▼ type and limit of any guarantee, and
- ▼ terms and conditions.

Solo Water Pty Ltd have modelled the activities to be self funding. The developer commits to a rating subsidy until the development is built out with sufficient properties that can be rated. This covers the operating costs until the rating income is able to cover the costs.

Solo Water's major shareholder, Solo Resource Recovery, has made a commitment of financial support to cover working capital requirements should they be required.

7.2 Are there any events that could affect the applicant corporation's future financial capacity?

7.2.1 Are there any events or circumstances, that you are currently aware of, that could affect the applicant corporation's future financial capacity? If applicable, provide details of all such events relevant to the applicant corporation for the last 3 years from the date of this application.

Events and circumstances may include but are not limited to:

- ▼ Government or other investigation of the applicant corporation or related entities
- ▼ Contract terminated
- ▼ Factors which might impact on the applicant corporation such as significant litigation, business commitments, contingent liabilities, collections by debt collection agencies on behalf of creditors or liquidation proceedings
- ▼ Any outstanding tax liabilities
- ▼ Any other particulars which are likely to adversely affect the applicant corporation's capacity to undertake the services under the licence (if granted).

The applicant corporation is a newly formed entity, therefore it has no liabilities.
The biggest risk is the developer until the development is built out– will they complete the project?
Any change in Government legislation that will have an adverse effect to operations.

7.3 What is the projected financial performance of the proposed activities?

7.3.1 Summarise the projected cash flows (net EBITDA), including key financial modelling assumptions, such as capex, for the first 5 years of operation (at minimum). Provide the projected cash flows for a minimum of the next five (5) years of operation (including projected closing balance sheets and profit and loss statements), taking into account the licensing agreements, with details of all key financial modelling assumptions in **Appendix 7.3.1**.

If necessary, a longer period may be provided to demonstrate financial viability of the project.

Financial viability and performance of each scheme is determined on a scheme by scheme basis. For details about the projected financial performance of the Catherine Hill Bay Water Utility scheme please refer to the CHBWU Pty Ltd Network Operator licence IPART application.

7.3.2 Where the applicant corporation is seeking a network operator's licence, who is the owner of the infrastructure for which the applicant corporation is seeking a licence?

NA

7.3.3 Where the applicant corporation is applying for a retail supplier's licence to supply water or provide sewerage service to residential households, provide an estimate of the cost per household per year to supply water and/or provide sewerage services (as is relevant). Who will pay the cost? What is the proposed price level and structure for the first five years of

	operation?
<i>The response to this question will be used to determine whether there are any issues of public interest arising from the proposed scheme (Act s.10(4)(f)).</i>	
<p>Solo Water Pty Ltd are applying to be the retail supplier for the supply of both water and sewerage services to customers.</p> <p>Solo Water Pty Ltd's pricing philosophy is to peg charges to the existing neighbouring public water company. This has a twofold benefit of not disadvantaging the customers nor the developer land sales.</p> <p>Our rating price structure consists of the following:</p> <ul style="list-style-type: none"> • Fixed Charge component – Water / Recycled Water / Sewer • Volumetric Charge component – Water / Recycled Water • Trade Waste component – Industrial customers <p>Other Customer Charges (that benefit the whole development):</p> <ul style="list-style-type: none"> • Environmental Improvement • Stormwater Management • Open Space & Parks Maintenance 	
7.4 What is the applicant corporation's financial history?	
7.4.1	Does the applicant corporation have a financial history? If not, explain why.
The applicant corporation is a newly formed entity, it has no financial history.	
7.4.2	Where the applicant is a new corporation, supported by one or more parent entities, provide a copy of guarantee or cross deed of indemnity provided by the parent entity, and financial statements for the parent entity for the last 3 years in Appendix 7.4.2 .
Please include any parent entity with more than 20 per cent of equity in the applicant corporation.	
Refer to the confidential application for confidential financial documents.	
7.4.3	Where the applicant is a new corporation financed through alternative arrangements (eg, debt or equity), provide a letter from a financial institution (eg, bank, credit union or the government) certifying an existing or proposed line of credit or financial support, and a copy of guarantee or cross deed of indemnity provided by an entity such as a holding company or Director (provide financial statements demonstrating the financial viability of the guarantor) in Appendix 7.4.3 .
NA	
7.4.4	Where the applicant is not a new corporation, summarise the performance of the applicant corporation over the past 3 years below. Provide copies of tax returns for the corporation for the last 3 years in Appendix 7.4.4(a) . Provide financial statements for the last 3 years in Appendix 7.4.4(b) . Where the latest annual financial statements are more than 3 months old, provide the latest available management reports showing: <ul style="list-style-type: none"> ▼ a trading statement ▼ a profit and loss statement, and ▼ a trial balance.

It is preferable that these financial statements are audited. It is recognised that not all corporations are required to have their annual financial statements audited. However, where you are required to lodge audited financial statements with the Australian Securities and Investments Commission (ASIC), provide copies of these statements. (Note: consolidated accounts for the parent organisation or group to which the applicant corporation belongs would not be considered acceptable)	
NA	
7.4.5	If applicable, what is the applicant corporation's credit rating? Provide the applicant corporation's Credit rating memorandum (eg, Standard & Poor's, Moody's or Fitch), if available in Appendix 7.3.6 .
NA	
7.4.6	Provide details of the applicant corporation's debt/equity finance and any debt covenants on existing borrowings.
The applicant corporation has no borrowings nor debt finance.	
7.5 Contacts	
7.5.1	Does the applicant corporation have an accountant? If yes, what are the accountant's contact details?
Solo Water Pty Ltd's in house accountant is Wynn Owen FCPA. See section 2.1 for contact details.	
7.5.2	Does the applicant corporation have an external auditor? If yes, what are the external auditor's contact details?
NA	
7.5.4	If required, may we contact the accountant and/or external auditor registered taxation agent to clarify any information provided?
Yes.	
7.6 Internal accounting records	
7.6.1	Provide bank reconciliations, aged accounts receivable reports, and aged accounts payable reports in Appendix 7.6.1 at the dates of: <ul style="list-style-type: none"> ▼ The latest management accounting reports (if applicable) and annual financial statements ▼ 30 September (most recent) ▼ 31 December (most recent) ▼ 31 March (most recent), and ▼ 30 June (most recent) for the applicant corporation.
NA	
7.6.2	Provide an extract of the superannuation payable ledger in Appendix 7.6.2 for: <ul style="list-style-type: none"> ▼ The 12 months ending on the date of the latest annual financial statements, and

	▼ The period commencing on the date of the latest annual financial statements and ending on the date of the latest management accounting reports (if applicable) for the applicant corporation
NA	
7.6.3	Provide bank statements for the 3 months to the date of the latest management accounting reports (if applicable) or annual financial statements for the applicant corporation, whichever has been submitted with the application in Appendix 7.6.3 .
NA	

8 Statutory declaration and acknowledgement

To be completed by all applicants

8.1 Statutory declaration

Provide a statutory declaration from:

- (a) the Chief Executive Officer and a director of the applicant corporation; or
- (b) the sole director and Chief Executive Officer of the applicant corporation; or
- (c) such other person that IPART agrees may provide the statutory declaration/s;

to the effect that the information provided in the application is true and correct. For the purposes of Part 3 of this application form, the statutory declaration should also state that the applicant corporation is not a disqualified corporation and that no director or person concerned in the management of the applicant corporation is or would be a disqualified individual within the meaning of the WIC Act.

I, do solemnly and sincerely declare that:

1. I am a director / the Chief Executive Officer / the sole director and Chief Executive Officer [delete as applicable] of the applicant (named in the application form accompanying this declaration);
2. the information provided in this application is true and correct to the best of my knowledge;
3. I am aware of the requirements under the *Water Industry Competition Act 2006* (NSW) (WIC Act) for the licence being applied for;
4. the applicant corporation is not a disqualified corporation within the meaning of the WIC Act;
5. no director or person concerned in the management of the applicant corporation is, or would be, a disqualified individual within the meaning of the WIC Act;
6. I have the authority to make this application on behalf of the applicant (named in the application form accompanying this declaration);

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

Name of person making the declaration: _____

Title of person making the application: _____

Signature of person making the declaration: _____

Declared at *[place]*: _____

On *[date]*: _____

In the presence of *[name of witness]*: _____

Signature of witness: _____

Title of
witness: _____

[Justice of the peace, Solicitor, other (specify)]

8.2 Acknowledgement

An acknowledgement should be provided by:

- (a) company secretary and a director, or
- (b) 2 directors, or
- (c) in the case of a sole director, the sole director, or
- (d) such other person that IPART agrees may provide the acknowledgement.

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

- the Minister administering the *Water Industry Competition Act 2006* (except Part 3)
- the Minister administering the *Public Health Act 1991* (NSW)
- the Minister administering Chapter 2 of the *Water Management Act 2000* (NSW)
- the Minister administering the *Environmental Planning and Assessment Act 1979* (NSW), and
- the Minister administering the *Protection of the Environment Operations Act 1997* (NSW),

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

In the interest of expediting the processing of your application, would you please indicate below whether you agree to a copy of your completed application form (including any confidential information contained in that application form) being provided on a confidential basis directly to relevant departmental staff with responsibility to advise the Ministers named above on issues relating to the provision of water and sewerage services.

☐ I **agree** that a copy of my completed application form (including any confidential information contained in that application form) may be provided to relevant departmental staff as outlined above.

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

Name of person making the acknowledgement: _____

Title of person making the acknowledgement: _____

[Director / Company Secretary]

On [date]: _____

Signature of person making the acknowledgement: _____

Name of person making the acknowledgement: _____

Title of person making the acknowledgement: _____

[Director / Company Secretary]

On [date]: _____

Signature of person making the acknowledgement: _____

