



Independent Pricing and Regulatory Tribunal

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

Annual Report 2012/13

Report to Minister

Water — Compliance Report
October 2013



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1 Executive summary

The licensing regime under the *Water Industry Competition Act 2006* (the Act) commenced operation in August 2008, when the *Water Industry Competition (General) Regulation 2008* (the Regulation) effectively came into effect. The legislation was introduced as part of the NSW Government's strategy for a sustainable water future. The aim of the Act is to harness the innovation and investment potential of the private sector in the water and wastewater industries.

Under the Act, we, the Independent Pricing and Regulatory Tribunal (IPART), administer a licensing regime on behalf of the Minister for Finance and Services (the Minister). As of 30 June 2013, 21 licences were operating under the Act. This includes 11 network operator's licences and 10 retail supplier's licences. In total, 13 corporations associated with 12 schemes have been licensed since the commencement of the regime.¹ Applications for an additional 7 schemes are currently under consideration.

As soon as practicable after 30 June of each year (but on or before 31 October), we must prepare and forward to the Minister a report outlining the extent to which private water utility licensees have complied, or failed to comply, with conditions imposed on their licences in the 12 months ending on 30 June that year.² The Minister must lay the report or cause it to be laid before both Houses of Parliament as soon as practicable after receiving the report.³

Main compliance findings

Overall, licensees operated satisfactorily in 2012/13. Only 25 licence breaches were reported, some of which were also identified as part of our audit process. All reported breaches are considered minor and the majority of them were procedural matters⁴ with no immediate adverse impact to customers, the environment or public health and safety. A few of these breaches, if not addressed, could lead to problems in the future. However, all reported breaches are being addressed and, where appropriate, will be subject to further audit.

¹ Two licences were cancelled in 2012/13.

² *Water Industry Competition Act 2006*, section 89(1).

³ *Water Industry Competition Act 2006*, section 89(2).

⁴ For example, providing an information return late.

Operating statistics

A limited set of operating statistics is provided as part of the annual compliance reports. In summary, approximately 2,709 ML⁵ of recycled water was supplied through privately licenced schemes, reducing Sydney's potable water demand. This was supplied through over 65 km of recycled water pipelines. Further, the level of customer complaints regarding these schemes was low. Only 43 customer complaints were received in 2012/13, 42 of which were related to the one scheme. The majority of these were related to billing and account issues, all of which have been addressed by the licensee.

Proposed reforms to the Act

The WICA licensing regime is currently being reviewed as part of the NSW Government's 5-year review of the Act. In February 2013, we submitted a major submission to this review and have subsequently taken part in discussions regarding proposed reforms. Our submission, which is available on our website (www.ipart.nsw.gov.au), addresses priority issues and risks to the existing licensing regime. Our comments include:⁶

- ▼ modification of the licensing regime under the Act to license water utilities to undertake schemes more broadly/generally rather than focusing on licensing a person for a specific scheme
- ▼ centralisation of approvals to minimise red tape and consolidate licensing requirements
- ▼ recommendations for encouraging further market competition in the NSW water industry.

Last resort arrangements

The NSW Government is also concurrently undertaking a review of last resort arrangements within the Act. In brief, these are arrangements made by the Minister to ensure essential services are maintained in the event of a financial failure of a licensee.

⁵ Comparatively, 2,423 ML of recycled water was supplied in 2011/12.

⁶ IPART, *Review of the Water Industry Competition Act 2006 and regulatory arrangements for water recycling under the Local Government Act 1993 - IPART submission on the discussion paper*, February 2013.

Our original submission to the Department of Finance and Services' Discussion Paper was made in 2011.⁷ We subsequently wrote to the Department, in March 2013, and held discussions regarding the proposed new arrangements. Our recommendations include:

- ▼ strengthening current retailer of last resort (RoLR) provisions within the Act
- ▼ developing operator of last resort (OoLR) provisions in the Act
- ▼ establishing appropriate cost recovery mechanisms for any water utility appointed as a RoLR or OoLR for any failed scheme.

Structure of this report

This report provides an overview of:

- ▼ licensed activities (Section 2)
- ▼ licence breaches (Section 3)
- ▼ licensees' operational statistics (Section 4).

Further, the report provides:

- ▼ details of work undertaken to support and refine the licensing regime, including new developments in the regime (Section 5)
- ▼ information on licence applications received in 2012/13 (Appendix A)
- ▼ an overview of the monitoring and compliance framework that supports the licensing regime (Appendix B)
- ▼ full operating statistics, as reported by licensees (Appendix C).

⁷ Available at <http://www.waterforlife.nsw.gov.au>.

2 Licensed activities

Among other functions, the Act establishes a licensing regime for private sector entrants. The main purpose for licensing private water utilities is to ensure the continued protection of public health, consumers and the environment. A person must not construct, maintain or operate any water industry infrastructure unless under the authority of a licence (a network operator's licence). A licence is also required to supply water (potable or non-potable) or provide sewerage services by means of water industry infrastructure (a retail supplier's licence). These licences are granted by the Minister.

In 2012/13, based on our recommendations, the Minister:

- ▼ granted 4 licences (2 network operator's licences and 2 retail supplier's licences)⁸
- ▼ varied 2 existing licences
- ▼ cancelled 2 licences.

As at 30 June 2013, licence applications for 7 additional schemes are being assessed.

2.1 Licensees

The following corporations were granted licences in 2012/13:

- ▼ Central Park Water Factory (CPWF) - network operator's licence granted on 4 January 2013
- ▼ Flow Systems Pty Ltd (Flow Systems)⁹ - retail supplier's licence granted on 17 April 2013
- ▼ Mirvac Real Estate Pty Ltd (Mirvac) - network operator's and retail supplier's licences granted on 18 December 2012.

⁸ As of 30 June 2013, a total of 23 licences had been granted by the Minister. Two licences for one scheme (Osmoflo recycled water scheme) were cancelled on 17 December 2012, leaving 21 licences as at 30 June 2013.

⁹ Previously known as Water Factory Company Pty Ltd (WFC).

The abovementioned corporations joined licensees who were licensed prior to 2012/13:

- ▼ Aquacell Pty Ltd (Aquacell) – network operator’s and retail supplier’s licences granted on 2 February 2010
- ▼ AquaNet Sydney Pty Ltd (AquaNet) – retail supplier’s licence granted on 10 March 2010
- ▼ Orica Australia Pty Ltd (Orica) – network operator’s and retail supplier’s licences granted on 23 April 2012
- ▼ Pitt Town Water Factory Pty Ltd (PTWF) – network operator’s and retail supplier’s licences granted on 11 November 2010
- ▼ Simmonds & Bristow Pty Ltd (S&B)¹⁰ – network operator’s and retail supplier’s licences granted on 28 May 2010
- ▼ SPI Rosehill Network (SPIRN) – network operator’s licence granted on 27 April 2009
- ▼ Sydney Desalination Plant (SDP) – network operator’s and retail supplier’s licences granted on 9 August 2010
- ▼ Veolia Water Australia Pty Ltd (Veolia Water) – network operator’s licence granted on 8 April 2009
- ▼ Veolia Water Solutions and Technology Pty Ltd (VWS)¹¹
 - network operator’s and retail supplier’s licences granted on 24 June 2010¹²
 - network operator’s and retail supplier’s licences granted on 9 December 2010 and 1 March 2011, respectively.¹³

Details of each these schemes is provided in Appendix A.

2.1.1 Status of licensed schemes in 2012/13

In 2012/13, the licensed schemes were at different stages of development. Eight network operators were operating infrastructure for 7 schemes. Seven retail suppliers were providing water or sewerage services to customers. These include:

- ▼ 1 Bligh Street recycled water scheme
- ▼ Bingara Gorge recycled water scheme
- ▼ CPWF recycled water scheme
- ▼ Darling Walk recycled water scheme¹⁴

¹⁰ S&B has sought cancellation of its licences, since its proposed scheme has not proceeded.

¹¹ VWS currently holds licences for 2 schemes.

¹² Darling Walk recycled water scheme.

¹³ Bingara Gorge recycled water scheme.

¹⁴ Renamed Darling Quarter.

- ▼ Orica groundwater treatment scheme
- ▼ PTWF recycled water scheme
- ▼ Rosehill recycled water scheme.

The remaining schemes were not operating in 2012/13:

- ▼ Chifley Square recycled water scheme was being commissioned
- ▼ S&B scheme was not operational and had sought cancellation of its licences
- ▼ SDP went into standby mode in July 2012 after a commissioning period, when dam storage levels for supply to Sydney reached 90% capacity.¹⁵

2.2 Licence variations

In 2012/13, licence variations were granted for PTWF's network operator's and retail supplier's licences. On 13 July 2012, PTWF's network operator's and retail supplier's licences were amended to name Water Factory Company Pty Ltd (WFC)¹⁶ as an authorised third party under the licences. This licence variation authorises WFC to undertake network and retail supply activities under the PTWF network operator's and retail supplier's licences.

2.3 Licence cancellations

Under section 16(6) of the Act, the Minister has power to cancel licences at the request of the licensee. Osmoflo Water Supply Pty Ltd (Osmoflo) sought cancellation of its network operator's and retail supplier's licences on 22 October 2012. Its proposed scheme was no longer required due to the closure of the Caltex Kurnell Refinery. The Minister cancelled the licences on 17 December 2012.

S&B also applied for the cancellation of its licences in this reporting period. Its scheme is not being constructed since the local public authority is now providing a sewerage service to Tallowood Ridge, a residential development in Mullumbimby. As of 30 June 2013, this request was being processed.¹⁷

¹⁵ SDP will recommence operation when dam storage levels reach 70% and will remain in production until the dam storage levels reach 80%.

¹⁶ This is the parent company of PTWF. This company has since changed its name to Flow Systems Pty Ltd.

¹⁷ The Minister cancelled S&B's network operator's and retail supplier's licences on 3 July 2013.

2.4 Licence applications

As of 30 June 2013, we have licence applications for 7 additional schemes.

- ▼ Aquacell's Workplace 6 (Workplace 6)
- ▼ Catherine Hill Bay Water Utility Pty Ltd
- ▼ Discovery Point Water Factory Pty Ltd (DPWF)
- ▼ Lend Lease - Barangaroo
- ▼ Snowy Hydro Limited
- ▼ University of Western Sydney (UWS)
- ▼ Wye Water Pty Ltd.

Details of these applications are provided in Appendix A.

3 Licence compliance

Licence conditions are imposed via the Act, Regulation, and licence. Conditions may also refer to other legislation, statutory instruments or documents. For example, licence conditions require compliance with their licence specific codes of conduct and licence plans. Further, the *Environmental Planning and Assessment Act 1979*, *Protection of the Environment Operations Act 1997*, *Public Health Act 2010*, *Plumbing and Drainage Code of Practice*, *Australian Drinking Water Guidelines* and *Australian Guidelines for Water Recycling* must also be followed.

Licencees are required to keep records relating to their activities and provide to us exception based reporting of licence breaches. This information is usually included with annual compliance reports, submitted by 30 August of each year.¹⁸

In addition, licencees are periodically subject to risk based audits to assess licence compliance.¹⁹ Currently, all licensed network operators that are operating are audited annually. To date, licensed retail suppliers have not been audited. They will be audited when customer numbers increase.²⁰ Further, audits are conducted prior to commercial operation. These audits review the adequacy of licence plans,²¹ determine whether it is safe for new infrastructure to operate, and if all licensing and legislative requirements²² are being met. These audits may also identify any licence compliance issues. All audits were conducted by approved auditors from our Water Licensing Audit and Technical Services Panel (Panel),²³ in line with our Audit Guideline.²⁴

3.1 Compliance with licence conditions

Overall, licencees operated satisfactorily in 2012/13. Twenty five non-compliances were identified through licencees' annual compliance reports and

¹⁸ Annual compliance reports are prepared in accordance with our reporting manual guidelines (available at www.ipart.nsw.gov.au).

¹⁹ Refer to Appendix B.2 for details.

²⁰ We anticipate the first of these audits will commence in 2014.

²¹ Plans may include infrastructure, water quality, sewage, or retail supply management plans, relevant to the licence.

²² Refer to Appendix B.3 for details.

²³ Refer to Appendix B.4 for details.

²⁴ The Audit Guideline – *Water Industry Competition Act 2006* is available from our website (www.ipart.nsw.gov.au).

our audits:

- ▼ network operators reported 13 procedural²⁵ and 4 operational breaches²⁶
- ▼ retail suppliers reported 5 procedural and 3 operational breaches.

All breaches reported are considered minor, with no immediate adverse impact to customers, the environment or public health and safety. A few of these breaches, if left unaddressed, could lead to problems in the future. However, all reported breaches are being addressed and, where appropriate, will be subject to further audit.

Sections 3.1.1 and 3.1.2 provide details of these breaches.

3.1.1 Network operator non-compliances

This section outlines the non-compliances pertaining to network operator's licences. Table 3.1 provides a snapshot of breaches per licence and type.

Table 3.1 Summary of network operator compliance breaches

Scheme	Procedural non-compliance	Operational non-compliance	Total
1 Bligh Street	0	0	0
Bingara Gorge recycled water	3	0	3
CPWF recycled water	5	0	5
Darling Walk recycled water	2	0	2
Orica groundwater treatment	0	3	3
PTWF recycled water	1	0	1
Rosehill recycled water	2	1	3
Total	13	4	17

1 Bligh Street

Aquacell did not report any non-compliances of its network operator's licence in 2012/13.

Bingara Gorge recycled water

VWS reported 3 minor procedural non-compliances of its network operator's licence for Bingara Gorge.

²⁵ Procedural non-compliances relate to any process based or procedural requirements under the licence (eg completion of relevant paperwork such as annual compliance reporting, paying fees, and reporting on insurances).

²⁶ Operational non-compliances relate to requirements for a scheme to operate as per the licence(s) and plans (eg equipment failure causing disruption to normal operating process of a scheme).

Annual compliance reports were submitted without signatures from VWS's board of directors, with a note that signed copies would be submitted later in September. Signed reports were then provided on 11 September 2013.

VWS reported that a code of conduct²⁷ for the system had not been formalised in 2012/13. VWS advised that the document will be completed by 30 September 2013.

VWS reported that the Infrastructure Operating Plan and Sewage Management Plans were not available on the Bingara Gorge website as they contained confidential information.²⁸ We understand that the Government intended to remove the obligation for licensees to publish all network operators' licence plans on their websites, when it last amended the Regulation in 2011. However, the requirement was only removed for some of these plans. We wrote to the Minister on 27 August 2013 recommending that this obligation also be removed in relation to the network operator's licence plans that must still be published under the Regulation.

CPWF recycled water

CPWF reported 5 procedural non-compliances of its network operator's licence.

Two weeks prior to commencing commercial operation,²⁹ assets were transferred from the building owner to CPWF. This occurred due to a late discovery that Flow Systems (CPWF's parent company) would not be able to operate under a retail supplier's licence for this scheme without this transfer of *water infrastructure*. The Regulation requires a retail supplier to supply water and services using *water infrastructure*.³⁰ As a consequence, CPWF had insufficient time to meet the following obligations:

- ▼ obtaining Ministerial approval prior to commencing commercial operation of the assets that were transferred
- ▼ preparing and forwarding, to us, plans³¹ as follows:
 - Infrastructure Operating Plan for water infrastructure
 - Infrastructure Operating Plan for sewerage infrastructure
 - Water Quality Plan for water infrastructure
 - Sewage Management Plan for sewerage infrastructure.

²⁷ A code of conduct is required where the licensee's water industry infrastructure is connected to any other water industry infrastructure. This delineates responsibilities between parties responsible for the various water industry infrastructures.

²⁸ Other licensees have previously raised similar concerns about publicly releasing licence plans.

²⁹ Commercial operation commenced on 13 June 2013.

³⁰ *Water Industry Competition (General) Regulation 2008*, part 2(12).

³¹ Including relevant licence plan audits.

The non-compliances reported were treated as procedural in nature with no adverse immediate impact to customers, the environment or public health and safety. The Minister was advised of the non-compliance. In response, CPWF expedited the development and audit of relevant plans to be completed by 30 November 2013.³²

Darling Walk recycled water

VWS reported 2 non-compliances of its network operator's licence for Darling Walk.

Annual compliance reports were submitted without signatures from VWS's board of directors, with a note that signed copies would be submitted in September. Signed reports were then provided on 11 September 2013.

VWS reported that a code of conduct for the system had not been formally completed. VWS advised that the document will be finalised by 31 December 2013.

Both these procedural non-compliances are minor in nature. VWS has addressed one of them, and has indicated that it will address the other by the end of the year.

Orica groundwater treatment

Orica reported 3 minor operational non-compliances of its network operator's licence. Orica did not fully meet its requirement to comply with the *Environmental Planning and Assessment Act 1979* and the *Protection of the Environment Operation Act 1997* on 3 occasions as follows:

- ▼ Weather data³³ was not measured continuously as a result of instrumentation failure during an electrical storm. Orica reported that the plant operators recorded hourly data from the Sydney Airport Bureau of Meteorology weather station during this period.
- ▼ Conductivity was not measured continuously during discharge of treated water. Orica reported that during this period, water quality was measured upstream of the affected instrumentation in the treated water storage tank and found to be of an acceptable standard.

³² This deadline was agreed following discussions with the licensee.

³³ For example, wind speed and direction are required to determine potential odour issues in the surrounding areas.

- ▼ 1.35 ML of chlorinated water was discharged into a stormwater canal without dechlorination due to a faulty control valve.³⁴ The non-compliance was investigated by the Environment Protection Authority (EPA) and was regarded as not threatening to public health and safety based on the *Assessment of Risks to Human Health and the Environment (2010)*.³⁵ Orica reported that the EPA issued a penalty infringement notice for contravention of the Environment Protection Licence. Orica reported that a design review was undertaken and appropriate devices to monitor and prevent future occurrences were installed.

We consider that these non-compliances did not adversely impact customers, the environment or public health and safety. All non-compliances have been appropriately addressed by Orica. We also note that the EPA did not take any other enforcement action regarding these minor breaches.

PTWF recycled water

Our audit process identified one instance of network operator non-compliance by PTWF in 2012/13. The audit conducted by Water Futures and CH2MHill identified that the Infrastructure Operating Plan and Sewage Management Plans were not available on PTWF's website. According to PTWF, this is because they contained confidential information.

As discussed above, we understand that the Government intended to remove the obligation for licensees to publish all network operators' licence plans on their websites, when it last amended the Regulation in 2011. However, the requirement was only removed for some of these plans. We wrote to the Minister on 27 August 2013 recommending that this obligation also be removed in relation to the network operator's licence plans that must still be published under the regulation.

Rosehill recycled water

Veolia Water

Two non-compliances were reported by Veolia Water under its Rosehill network operator's licence.

Insurance certificates of currency were submitted late due to delays in certificate generation. We understand that adequate insurance cover was in place at all times. This was a minor procedural non-compliance. Therefore, we consider that no further action is required.

³⁴ Orica reported this non-compliance to the EPA and to IPART.

³⁵ Discharged water contained chlorine residuals equivalent to Sydney's potable water.

Veolia Water did not conduct all activities in accordance with the Rosehill Water Quality Plan. The total organic carbon (TOC) monitoring instrumentation failed for approximately 1 month. During this time, TOC was tested by an external NATA-accredited laboratory. This was a minor operational non-compliance with no adverse impact to customers, the environment or public health and safety.

SPIRN

SPIRN reported 1 non-compliance of its network operator's licence. Insurance certificates of currency were submitted late, due to delays in certificate generation. We understand that adequate insurance cover was in place at all times. This was a minor procedural non-compliance. Therefore, we consider that no further action is required.

3.1.2 Retail supplier non-compliances

This section outlines the non-compliances pertaining to retail supplier's licences. Table 3.2 provides a snapshot of breaches per licence and type.

Table 3.2 Summary of retail supplier compliance breaches

Scheme	Procedural non-compliance	Operational non-compliance	Total
1 Bligh Street	0	0	0
Bingara Gorge recycled water	2	0	2
Darling Walk recycled water	0	0	0
Flow Systems retail supply	1	0	1
Orica groundwater treatment	0	3	3
PTWF recycled water	1	0	1
Rosehill recycled water	1	0	1
Total	5	3	8

1 Bligh Street

Aquacell did not report any non-compliances of its retail supplier's licence in 2012/13.

Bingara Gorge recycled water

VWS reported 2 minor procedural non-compliances of its retail supplier's licence for Bingara Gorge.

Annual compliance reports were submitted without signatures from VWS's board of directors, with a note that signed copies would be submitted in September. Signed reports were then provided on 11 September 2013.

Further, VWS reported that the Bingara Gorge Retail Supply Management Plans were not made available on its website. VWS informed us that the plans contained confidential information that could disadvantage VWS if made available to the public and its competitors. We have previously requested that the Minister removes requirements to publish all network operator's licence plans due to concerns about confidentiality. We will investigate this matter further and determine whether a similar approach should be taken for retail supply plans.

Darling Walk recycled water

VWS did not report any non-compliances of its retail supplier's licence for Darling Walk in 2012/13.

Flow Systems retail supply

Flow Systems reported 1 minor procedural non-compliance. In 2012/13, the customer contract did not specify that customer bills require past and present water consumption. Flow Systems reported that contracts will be updated by July 2014. This is a minor procedural non-compliance that Flow Systems is appropriately addressing.

Orica groundwater treatment

Orica reported 3 minor non-compliances of its retail supplier's licence. Similar to the network supplier licence, under its retail supplier's licence, Orica must comply with the *Environmental Planning and Assessment Act 1979* and the *Protection of the Environment Operation Act 1997*.³⁶ The non-compliances reported by Orica were operational in nature and have been addressed in Section 3.1.1.

PTWF recycled water

PTWF reported 1 procedural non-compliance of its retail supplier's licence.

PTWF's customer contract did not specify that customer bills require past and present water consumption. PTWF reported that contracts will be updated by July 2014. This is a minor procedural non-compliance that Flow Systems is appropriately addressing.

Rosehill recycled water

AquaNet

AquaNet reported 1 non-compliance of its retail supplier's licence. Insurance certificates of currency were submitted late due to delays in certificate

³⁶ *Water Industry Competition (General) Regulation 2008*, Schedule 2, cl7.

generation. We understand that adequate insurance cover was in place at all times. This was a minor procedural non-compliance. Therefore, we consider that no further action is required.

4 Reporting against operating statistics

Licensees are required to provide some details regarding their operating statistics, as part of the annual compliance reports, in each reporting period.

In aggregate, operating statistics for 2012/13 indicate:

- ▼ 2,708 ML of recycled water was produced by licensees
- ▼ 1,413 ML of treated groundwater was produced by Orica for on-site and industrial purposes
- ▼ 4,121 ML of potable water was supplemented through privately licensed schemes, reducing Sydney's potable water demand
- ▼ recycled water was supplied to 484 customers through more than 65 km of water and sewer infrastructure
- ▼ only 43 customer complaints were received by licensees, of which 39 were water/sewerage billing and account complaints for one scheme.

Table 4.1 outlines key statistics for licensees that were operating under their licence in this reporting period.³⁷ Full details of all operating statistics are provided in Appendix C.

³⁷ Data is sourced from licensees' 2012/13 annual compliance reports.

Table 4.1 Operating statistics for 2012/13

Licensee	Source volume (ML)		Recycled water supplied ^c (ML)	Treated groundwater supplied (ML)	Length of mains (km)		Number of customers	Number of customer complaints
	Water ^a	Sewage ^b			Water	Sewer		
Aquacell	-	9.43	-	-	-	-	-	-
CPWF / Flow Systems	2.63	2.06	-	-	0.01	0.01	238	-
Mirvac	-	-	-	-	-	-	-	-
Orica	1,887	-	-	1,413	1	-	7	-
Osmoflo	-	-	-	-	-	-	-	-
PTWF	0.20	5.50	5.30	-	6.10	7.30	56	1
SDP	8.40	-	-	-	-	-	-	-
SPIRN / AquaNet	2,637	-	2,672 ^d	-	20.17	0.20	13	-
Veolia Water	4,279	-	2,637	-	-	-	-	-
VWS (Bingara Gorge)	-	26.18	23.72	-	15.37	15.10	170	42
VWS (Darling Walk)	-	42.50	42.50	-	-	-	-	-
Totale	8,814	85.67	2,709	1,413	42.65	22.61	484	43

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

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

^c This refers to recycled water for all scheme licensees, apart from Orica's groundwater treatment scheme, where water supplied was treated groundwater.

^d Recycled water supplied by SPIRN / AquaNet was reported as slightly greater than water sourced (approximately 1% higher). Volume of water sourced is collected from the Veolia Water plant output meter. Volume of water supplied is the sum of customer meters. Jemena (SPIRN and AquaNet's parent company) reported that the difference between the two values was a result of metering error.

^e The total volume of recycled water supplied does not include the amount reported by SPIRN / AquaNet. This amount has already been captured in Veolia Water's reported operating statistic.

5 Future developments in the licensing regime

5.1 5-year statutory review of legislation

The Minister is required to review the Act as soon as possible after a 5-year period. The review must consider if policy objectives remain valid and whether the terms of the Act remain appropriate for securing those objectives.

In November 2012, a Discussion Paper outlining current and potential future frameworks was released by the Metropolitan Water Directorate in the Department of Finance and Services on behalf of the Minister. Submissions in response to the Discussion Paper closed on 15 February 2013. Our response was among the 42 responses received.³⁸

5.1.1 IPART's view on the statutory review

Our response to the Discussion Paper provided commentary on what we consider to be priority issues in administering the existing regulatory framework and proposed a direction for reform in the licensing of schemes under the Act.³⁹

We consider priority issues and risks to include the:

- ▼ complexity and extent of existing legislation for regulating recycled water schemes and water utilities
- ▼ knowledge and resourcing of government and industry to efficiently work within the regulatory framework
- ▼ cost burden of complying with, and administering, legislative requirements
- ▼ facilitation of competitive entry of private companies into the water industry, and removing unwarranted barriers to entry for proponents of new schemes and new entrants.

We have proposed changes to the licensing regime whereby water utilities would be licensed for schemes more broadly rather than focusing on licensing a person

³⁸ Responses to the Discussion Paper can be accessed on the Metropolitan Water Directorate website (<http://www.waterforlife.nsw.gov.au>).

³⁹ IPART, *Review of the Water Industry Competition Act 2006 and regulatory arrangements for water recycling under the Local Government Act 1993 – IPART submission on the discussion paper*, February 2013.

for a specific scheme. The approach integrates elements of the existing licensing regime with other legislative requirements. It also looks at centralising the approvals process with the aim of minimising red tape. We consider that flexibility within the proposed approach will ensure that the licensing and approval requirements are proportional to the risks.

We consider that the licensing regime should encourage competition, while protecting public health and the environment. To encourage market competition in the NSW water industry,⁴⁰ we consider that the licensing approach needs to:

- ▼ be comparable across the public and private water industry sectors
- ▼ ensure the licence is targeted to the true driver of risk or the problem/objective being addressed
- ▼ ensure that the obligations are proportionate to the risks being targeted
- ▼ consider the least-cost approach to achieving the objectives.

5.2 Last resort arrangements

The NSW Government is also concurrently undertaking a review of last resort arrangements within the Act. In brief, these are arrangements made by the Minister to ensure essential services are maintained in the event of a financial failure of a licensee.

Our original submission to the Department of Finance and Services' Discussion Paper was made in 2011.⁴¹ We subsequently wrote to the Department, in March 2013, and held discussions regarding the proposed new arrangements. Our recommendations include:

- ▼ strengthening current retailer of last resort (RoLR) provisions within the Act
- ▼ developing operator of last resort (OoLR) provisions in the Act⁴²
- ▼ establishing appropriate cost recovery mechanisms for any water utility appointed as a RoLR or OoLR for any failed scheme.

⁴⁰ While continuing to protect public health and the environment and facilitate the provision of public goods.

⁴¹ Available at <http://www.waterforlife.nsw.gov.au>.

⁴² Currently, the Act only deals with RoLR and has no last resort provisions to deal with financial failure of a network operator.



Appendices

A Licence applications

A.1 Licensed schemes

Table A.1 outlines the 23 licences held in 2012/13.

Table A.1 Overview of licensed schemes, licensees and the types of licences held⁴³

No.	Licensee	Licence	Activities authorised by licence	Status of licence
1 Bligh St recycled water				
1	Aquacell	Network operator (09_003)	Construct, operate, and maintain a recycled water treatment plant at 1 Bligh Street, Sydney	Granted on 2 February 2010
2	Aquacell	Retail supplier (09_004R)	Supply recycled water to owner of 1 Bligh Street, for distribution to commercial occupants of building	Granted on 2 February 2010
Bingara Gorge recycled water				
3	VWS	Network operator (10_012)	Construct, operate, and maintain non-potable water and sewage reticulation and treatment infrastructure at the Bingara Gorge release area	Granted on 9 December 2010
4	VWS	Retail supplier (10_013R)	Provide sewerage services and non-potable water to customers in the Wilton Parklands – Bingara Gorge	Granted on 1 March 2011
Chifley Square recycled water				
5	Mirvac	Network operator (12_020)	Construct, operate, and maintain a blackwater treatment plant at 8 Chifley Square	Granted on 18 December 2012
6	Mirvac	Retail supplier (12_021R)	Supply recycled water to the residents of 8 Chifley square for toilet flushing, cooling tower applications, and irrigation in the building	Granted on 18 December 2012

⁴³ For additional details of the schemes access the private sector licensing section on our website (www.ipart.nsw.gov.au).

No.	Licensee	Licence	Activities authorised by licence	Status of licence
CPWF recycled water				
7	CPWF	Network operator (12_022)	Construct, operate, and maintain potable and non-potable water, sewage reticulation, and treatment infrastructure at CPWF	Granted on 4 January 2013
Darling Walk recycled water				
8	VWS	Network operator (10_008)	Construct, operate, and maintain a recycled water treatment plant in the Darling Walk Development in Darling Harbour, Sydney	Granted on 24 June 2010
9	VWS	Retail supplier (10_009R)	Supply recycled water to owner of Darling Walk Development for distribution to commercial occupants of building	Granted on 24 June 2010
Flow Systems retail				
10	Flow Systems	Retail supplier (13_001R)	Supply recycled water and provide sewerage services to the customers in the area bordered by Old Stock Route Road, Railway Road, Hawkesbury Valley Way, Macquarie Street and the Hawkesbury River in Pitt Town, Hawkesbury Supply water (potable and non-potable) and provide sewerage services to the customers at Central Park	Granted on 17 April 2013
Orica groundwater treatment				
11	Orica	Network operator (12_016)	Operate and maintain an existing groundwater treatment plant at Botany (in and around Botany Industrial Park)	Granted on 23 April 2012
12	Orica	Retail supplier (12_017R)	Supply treated groundwater to industrial customers on and adjacent to Botany Industrial Park as a replacement for potable water	Granted on 23 April 2012
Osmoflo recycled water				
13	Osmoflo	Network operator (11_018)	Construct, operate, and maintain a recycled water treatment plant for the Caltex Refinery at Kurnell	Granted on 14 September 2011 Cancelled on 17 December 2012
14	Osmoflo	Retail supplier (11_019R)	Supply recycled water to the Caltex Refinery at Kurnell for industrial/ non-potable use	Granted on 14 September 2011 Cancelled on 17 December 2012
PTWF recycled water				
15	PTWF	Network operator (10_014)	Construct, operate, and maintain non-potable water and sewage reticulation and treatment infrastructure at the Pitt Town release area	Granted on 11 November 2010

No.	Licensee	Licence	Activities authorised by licence	Status of licence
16	PTWF	Retail supplier (10_015R)	Supply non-potable water and sewerage services to customers in the area bordered by Old Stock Route Road, Railway Road, Hawkesbury Valley Way, Macquarie Street and the Hawkesbury River in Pitt Town, Hawkesbury	Granted on 11 November 2010
Rosehill recycled water				
17	Veolia Water	Network operator (09_001)	Construct, operate, and maintain a recycled water treatment plant at Fairfield	Granted on 8 April 2009
18	SPIRN	Network operator (09_002)	Construct, operate, and maintain a recycled water network in Auburn, Bankstown, Fairfield Holroyd, Liverpool and Parramatta Local Government Areas	Granted on 27 April 2009
19	AquaNet	Retail supplier (10_01R)	Supply non-potable water to customers in Auburn, Bankstown, Fairfield, Holroyd, Liverpool and Parramatta Local Government Areas	Granted on 10 March 2010
S&B sewage treatment and effluent disposal				
20	S&B	Network operator (09_005)	Construct, operate, and maintain a sewerage reticulation system and subsurface effluent disposal system at Tallowood Ridge residential development in Mullumbimby	Granted on 28 May 2010 Cancelled on 3 July 2013
21	S&B	Retail supplier (09_006R)	Provide sewerage services to Tallowood Ridge residential development	Granted on 28 May 2010 Cancelled on 3 July 2013
SDP				
22	SDP	Network operator (10_010)	Construct, operate, and maintain a desalination plant located on the Kurnell peninsula	Granted on 9 August 2010
23	SDP	Retail supplier (10_011R)	Supply drinking water to Sydney Water's area of operations to supplement potable water supply	Granted on 9 August 2010

A.2 Licence applications

This section outlines licence applications being processed in in 2012/13.

A.2.1 Catherine Hill Bay Water Utility Pty Ltd (CHBWU)

CHBWU has applied for a network operator's licence to allow it to construct, maintain, and operate drinking and non-potable water infrastructure and sewerage infrastructure. We requested additional information, which has now been provided by CHBWU. The application has been advertised for public comment.

A.2.2 Discovery Point Water Factory (DPWF)

DPWF has applied for a network operator's licence to construct, maintain and operate water industry infrastructure at the Discovery Point development, southwest of Sydney, at Wolli Creek. The scheme includes a non-potable water supply network, sewerage network and a recycled water treatment plant located in the basement of a building on site. Sewage will be collected from residential apartments and retail premises in the development area, treated, and re-used via a third-pipe system. The application is close to finalisation.

Flow Systems (DPWF's parent company) intends to apply for a variation to its retail supplier's licence to provide water and sewerage services at Discovery Point.

A.2.3 Lend Lease – Barangaroo

The Barangaroo scheme will extend to commercial, residential, retail, and hotel activities. Recycled water will be used for various purposes, including dual reticulation, toilet flushing, and process water at the recycled water plant.

Lend Lease has applied for a network operator's licence to construct, maintain, and operate non-potable water and sewerage infrastructure. Further, Lend Lease will require a retail supplier's licence to supply water and provide sewerage services under the Barangaroo scheme. We have requested additional information before advertising this application.

A.2.4 Snowy Hydro Limited (Snowy Hydro)

The Snowy Hydro scheme has been operating for many years; it provides reticulated water to Cabramurra (a town constructed to house the company's employees). Further, the scheme treats effluent from Cabramurra via a gravity fed reticulation system. Snowy Hydro originally applied for a network operator's licence in 2011 to maintain and operate existing drinking water and

sewerage infrastructure. An application was resubmitted in 2012. We have requested additional information before advertising this application.

A.2.5 University of Western Sydney (UWS)

The scheme at UWS comprises recycled water storage and transfer infrastructure referred to as the Hawkesbury Water Recycling Scheme (HWRS). Currently, stormwater from the Hawkesbury Campus and nearby suburb of Richmond is harvested and treated separately to supplement recycled water supply.

UWS has an agreement with Sydney Water to extract treated effluent from Richmond Sewage Treatment Plant (STP). The water is then recycled for irrigation around the Hawkesbury campus. Recycled water is transferred from the STP to Hawkesbury campus via an existing reticulation network. It is anticipated that the HWRS will eventually provide recycled water to users neighbouring the campus including Richmond TAFE and the Hawkesbury Race Club.

UWS is seeking a network operator's licence to maintain and operate the existing recycled water infrastructure, including any upgrade works. Further, UWS also seeks a retail supplier's licence for the supply of recycled water to customers. This matter has been advertised for public comment.

A.2.6 Workplace 6 (Aquacell)

Aquacell's Workplace 6 scheme involves an existing recycled water treatment plant that treats sewage extracted from the building.⁴⁴ The plant is capable of supplying 0.045 ML per day of non-potable water. Recycled water produced is provided to the Workplace 6 building owners and tenants for toilet flushing. The treated water will also be used for sub-surface irrigation in adjacent parks owned by the Sydney Harbour Foreshore Authority.

Aquacell is seeking network operator's and retail supplier's licences to maintain and operate the existing recycled water infrastructure, and continue to supply recycled water to customers. We are currently reviewing this application.

A.2.7 Wyee Water Pty Ltd (Wyee Water)

Wyee Water is seeking a network operator's licence to provide drinking and non-potable water and sewerage infrastructure for a residential development in Wyee, NSW. Wyee Water applied for a network operator's licence in March 2013. We have requested additional information before advertising this application.

⁴⁴ Aquacell holds a sewer mining agreement with Sydney Water, authorising extraction of sewage.

B Compliance and monitoring framework

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

B.1 Periodic self-reporting

We have developed 2 reporting manuals, one for each licence type (ie, network operator and retail supplier). These manuals explain our approach to compliance monitoring and clarify reporting requirements for licensees. The reporting manuals can be found on our website at:

http://www.ipart.nsw.gov.au/Home/Industries/Water/Private_Sector_Licensing_WICA

B.1.1 Classification of conditions

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

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

B.1.2 Immediate licence compliance reporting

Where a licence breach requires immediate reporting, the licensee is required to initially telephone IPART and shortly thereafter follow-up with written confirmation. Reporting must occur as soon as the event occurs or as soon as a licensee becomes aware that the event is likely to occur.

Licensees are also required, as a standard condition of their licence, to immediately notify IPART, the Minister for Health, the Minister for Finance and Services and potentially affected licensed network operators, retail suppliers or public water utilities of any incident in the conduct of the licensee's activities that threatens, or could threaten, water quality, public health or safety. We, in consultation with the NSW Ministry of Health and the previous Department of Water and Energy,⁴⁵ have produced an Incident Notification procedure guide for licence holders to follow in order to comply with this licence requirement.⁴⁶ The procedure guide can be found on our website. Such incidents may or may not be the result of an apparent licence breach.

The requirement to immediately report a licence breach in accordance with the reporting manuals is removed where an incident has triggered the immediate incident notification requirements set out in the Incident Notification procedure guide. However, for completeness, licensees are required to include details of any breach that is subject to either immediate licence compliance reporting or immediate incident notification in their annual compliance reports.

B.1.3 Annual licence compliance report

Licensees are required to submit an annual compliance report certifying that the licensee has complied with its licence obligations other than those identified in the report. Licensees that have breached a licence obligation are required to provide an exception report which details the:

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

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

⁴⁵ This is now the Metropolitan Water Directorate in the Department of Finance and Services.

⁴⁶ Refer to Incident Notification by private sector water licensees – *Water Industry competition Act 2006* on IPART's website (www.ipart.nsw.gov.au).

B.2 Licensing and regulatory compliance audits

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

- ▼ support the policy objectives of the legislative framework
- ▼ minimise the risk of supply failure
- ▼ assist the Minister or IPART in monitoring compliance with the requirements of the legislation and licence conditions
- ▼ assist the Minister or IPART to review licences
- ▼ ensure licensees develop adequate infrastructure operating, water quality, sewage management or retail supply management plans (as relevant)
- ▼ ensure infrastructure is maintained in a satisfactory condition
- ▼ support the general transparency and integrity of the scheme.

The Act and Regulation do not prescribe the frequency of audits that we may require as part of our compliance reporting or licence review process. We will use a risk based approach to determine when and how often a compliance audit must be conducted, based on the nature, scale and potential impacts of the licensed activity being undertaken and the licensee's record of compliance. It is possible that compliance audits will be required annually for some licensees. At a minimum, an audit will be required at least every 5 years to assist in the licence review process.

B.3 Other audits

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

- ▼ the adequacy of licensing plans (infrastructure management, water quality, sewage management or retail supply management plans) as is relevant to a particular licence
- ▼ the adequacy of new infrastructure prior to commercial operation, and
- ▼ a 5-yearly licence review.

B.4 Audit panel

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

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

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

http://www.ipart.nsw.gov.au/Home/Industries/Water/Private_Sector_Licensing_WICA

B.5 Audit guidelines

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

http://www.ipart.nsw.gov.au/Home/Industries/Water/Private_Sector_Licensing_WICA

C Annual operating statistics

Details of the annual operating statistics provided to IPART in 2012/13 by licensees are included in the following tables.

C.1 Aquacell 1 Bligh St recycled water scheme

Aquacell's operating statistics in 2012/13 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	Bondi Ocean Outfall Sewer Mining (ML)	WICA#1	6.823
	Building Sewer (ML)	WICA#1	2.603
	Total volume of water sourced (ML)	NWI W7	9.425
Infrastructure	Number of recycled water treatment plants	NWI A7	1

Aquacell's operating statistics in 2012/13 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	Bondi Ocean Outfall Sewer Mining (ML)	WICA#1	6.823
	Building Sewer (ML)	WICA#1	2.603
	Total volume of water sourced (ML)	NWI W7	9.425
Customers - water	Number of connected non residential properties – water supply	NWI C3	1
	Total number of connected properties – water supply	NWI C4	1
Small customers	Number of small retail customers in relation to water supply	WICA#20	1
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	1

C.2 Bingara Gorge recycled water scheme

VWS's operating statistics in 2012/13 under its network operator's licence for Bingara Gorge are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Sources of water	Volume of water sourced: - Recycling (ML)	NWI W4	0	Treated water discharged to storage dam – 09Dec11
	Total volume of water sourced (ML)	NWI W7	0	
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	26.18	
	Volume of sewage collected - trade waste (ML)	NWI W17	0	
	Total volume of sewage collected (ML)	NWI W18	26.18	
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	0	Water from SWC supplied in Lilac system
	Volume of water supplied – On-site (ML)	WICA#2	25.01	Water from SWC supplied in Lilac system
	Total volume of water supplied (ML)	WICA#3	25.01	Refer above
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied - on-site (ML)	NWI W24	0	Treated water discharged to Storage Dam 1 – 09Dec11
	Volume of recycled water supplied – other (ML)	NWI W25	23.72	Treated water discharged to Storage Dam 1 – 09Dec11

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
	Total of recycled water supplied (ML)	NWI W26	23.72	Treated water discharged to Storage Dam 1 – 09Dec11
Infrastructure	Length of non-potable water mains (km)	WICA#5	15.37	Lilac system complete to 30Jun12 including connections to properties.
	Length of sewerage mains and channels (km)	NWI A5	15.10	Sewerage system complete to 30Jun13. 12.25 gravity plus 2.85 pressure.
	Number of recycled water treatment plants	NWI A7	1	Part of Schedule A3 in NOL
	Number of sewage treatment plants	NWI A4	1	Part of Schedule A1 in NOL
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	13.01	2off water breaks/leaks in the Lilac system
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0	
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0	
	Number of sewage treatment plants compliant at all times (e.g. 5/6)	NWI E5	1/1	

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	2871.57	Based on 2 day service interruption affecting all 170 residential properties and 1 day service interruption affecting one non-residential property.
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0	
	Average sewerage interruption (minutes)	NWI C16	0	
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.012	Based on 2 unplanned interruptions per 170 connection points.
	Average frequency of planned interruption – non-potable water	WICA#15	0	
	Average frequency of unplanned interruption – sewerage	WICA#16	0	
Environmental	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0	
	Percent of sewage volume treated that was compliant (%)	NWI E4	0	
	Compliance with environmental regulator – sewerage (yes/no)	NWI E7	Yes	
	Percent of biosolids reused	NWI E8	0	

VWS's operating statistics in 2012/13 under its retail supplier's licence for Bingara Gorge are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Source of Water	Volume of water sourced from public water utility (ML)	WICA#17	25.01	Water from SWC supplied in Lilac system
	- Recycling (ML)	NWI W4	0	Treated water discharged to Storage Dam – 09Dec11
	Total volume of water sourced (ML)	NWI W7	25.01	Water from SWC supplied in Lilac system
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	26.18	
	Volume of sewage collected - trade waste (ML)	NWI W17	0	
	Total volume of sewage collected (ML)	NWI W18	26.18	
Uses of water supplied	Volume of water supplied - residential (ML)	NWI W8	25.01	Water from SWC supplied in Lilac system
	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	0	
	Volume of water supplied - other (ML)	NWI W10	0	
	Total volume of water supplied (ML)	WICA#18	25.01	Water from SWC supplied in Lilac system
Uses of recycled water	Volume of recycled water supplied - residential (ML)	NWI W20	0	Treated water discharged to Storage Dam – 09Dec11

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	0	Treated water discharged to Storage Dam – 09Dec11
	Volume of recycled water supplied - on-site	NWI W24	0	Treated water discharged to Storage Dam – 09Dec11
	Volume of recycled water supplied - other (ML)	NWI W25	23.72	Treated water discharged to Storage Dam – 09Dec11
	Total of recycled water supplied (ML)	NWI W26	23.72	Treated water discharged to Storage Dam – 09Dec11
Customers - water	Number of connected residential properties – water supply	NWI C2	168	
	Number of connected non residential properties – water supply	NWI C3	2	School and the LLCW Sales Information Centre
	Total number of connected properties – water supply	NWI C4	170	
Customers - sewerage	Number of connected residential properties - sewerage	NWI C6	168	
	Number of connected non residential properties - sewerage	NWI C7	2	School and the LLCW Sales Information Centre
	Number of connected non-residential properties - trade waste	WICA#19	0	

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
	Total number of connected properties - sewerage	NWI C8	170	
Small customers	Number of small retail customers in relation to water supply	WICA#20	168	
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	168	
Complaints	Number of water quality complaints	NWI C9	0	
	Number of water service complaints	NWI C10	0	
	Number of sewerage service complaints	NWI C11	0.017	3 complaints
	Number of billing and account complaints – water and sewerage	NWI C12	0.229	39 complaints
	Number of other complaints – water and sewerage	WICA#22	0	
	Total water and sewerage complaints	NWI C13	0.247	
Restrictions	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0	
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0	
	Average duration of planned interruption – water (minutes)	WICA#6	0	
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	2871.57	Based on 2 day service interruption affecting all 170 residential properties and 1 day service interruption affecting one non-residential property
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0	

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
	Average sewerage interruptions (minutes)	NWI C16	0	
	Average frequency of unplanned interruption – water	NWI C17	0	
	Average frequency of planned interruption –water	WICA#11	0	
	Average frequency of unplanned interruption – non-potable water	WICA#14	0.012	Based on 2 unplanned interruptions per 170 connection points
	Average frequency of planned interruption – non-potable water	WICA#15	0	
	Average frequency of unplanned interruption – sewerage	WICA#16	0	

C.3 CPWF recycled water scheme

CPWF's operating statistics in 2012/13 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Sources of water	Volume of water sourced:			
	- Surface Water (ML)	NWI W1	0	
	- Groundwater (ML)	NWI W2	0	
	- Desalination (ML)	NWI W3	0	
	- Recycling (ML)	NWI W4	0	
	- Bulk Supplier (ML)	NWI W5	2.634	Potable water supplied by SWC
	- Volume of bulk recycled water purchased (ML)	NWI W6	0	
	- Other (ML)(please specify)	WICA#1	0	
	Total volume of water sourced (ML)	NWI W7	2.634	Total (Blocks 2 & 5)

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	2.055	Residential – based on 78% Discharge Factor
	Volume of sewage collected - trade waste (ML)	NWI W17	0	
	Total volume of sewage collected (ML)	NWI W18	2.055	Total
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	2.634	Block 2 & 5 – Residential
	Volume of water supplied – On-site (ML)	WICA#2	0	
	Volume of water supplied for environmental flows (ML)	NWI W13	0	
	Volume of bulk water exports (ML)	NWI W14	0	
	Total volume of water supplied (ML)	WICA#3	2.634	Total
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0	
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0	
	Volume of recycled water supplied - on-site (ML)	NWI W24	0	
	Volume of recycled water supplied – other (ML)	NWI W25	0	
	Total of recycled water supplied (ML)	NWI W26	0	
Infrastructure	Length of water mains (km)	NWI A2	0	
	Length of potable water mains (km)	WICA#4	0.01	2 supplies under footpath
	Length of non-potable water mains (km)	WICA#5	0	
	Length of sewerage mains and channels (km)	NWI A5	0.01	1 connection to SWC sewer

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
	Number of water treatment plants providing full treatment	NWI A1	0	
	Number of recycled water treatment plants	NWI A7	0	
	Number of sewage treatment plants	NWI A4	0	NA
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0	
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0	
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0	
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0	
	Average duration of planned interruption – water (minutes)	WICA#6	0	
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0	
	Average duration of planned interruption – potable water (minutes)	WICA#8	0	
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0	
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0	
	Average sewerage interruption (minutes)	NWI C16	0	
	Average frequency of unplanned interruption – water	NWI C17	0	
	Average frequency of planned interruption –water	WICA#11	0	
	Average frequency of unplanned interruption – potable water	WICA#12	0	
	Average frequency of planned interruption – potable water	WICA#13	0	
	Average frequency of unplanned interruption – non-potable water	WICA#14	0	
	Average frequency of planned interruption – non-potable water	WICA#15	0	
Environmental	Average frequency of unplanned interruption – sewerage	WICA#16	0	
	Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0	
	Compliance with environmental regulator – sewerage (yes/no)	NWI E7	Yes	

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
	Percent of biosolids reused	NWI E8	0	

C.4 Darling Walk recycled water scheme

VWS' operating statistics in 2012/13 under its network operator's licence for Darling Walk are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	NA	No connection point to our bulk non-potable water customer. Discharge direct to the storage tank.
	Total of recycled water supplied (ML)	NWI W26	42.5	
Infrastructure	Length of water mains (km)	NWI A2	NA	No connection point to our bulk non-potable water customer. Discharge direct to the storage tank.
	Number of recycled water treatment plants	NWI A7	1	
	Number of sewage treatment plants	NWI A4	1	

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	NA	No connection point to our bulk non-potable water customer. Discharge direct to the storage tank.

VWS' did not participate in any activities authorised by its retail supplier's licences in 2012.

C.5 Flow Systems retail supply

Flow System's operating statistics in 2012/13 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Source of Water	Volume of water sourced from public water utility (ML)	WICA#17	2.634	Potable water supplied by SWC
	Volume of water sourced from (ML):			
	- Surface Water (ML)	NWI W1	0	
	- Groundwater (ML)	NWI W2	0	
	- Desalination (ML)	NWI W3	0	
	- Recycling (ML)	NWI W4	0	
	- Other (ML)(specify)	WICA#1	0	
	Total volume of water sourced (ML)	NWI W7	2.634	Total
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	2.055	Residential – based on 78% Discharge Factor

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
	Volume of sewage collected - trade waste (ML)	NWI W17	0	
	Total volume of sewage collected (ML)	NWI W18	2.055	Total
Uses of water supplied	Volume of water supplied - residential (ML)	NWI W8	2.634	Block 2 & 5 – Residential
	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	0	
	Volume of water supplied - other (ML)	NWI W10	0	
	Volume of water supplied - environmental flows (ML)	NWI W13	0	
	Volume of bulk water exports (ML)	NWI W14	0	
	Total volume of water supplied (ML)	WICA#18	2.634	Total
Uses of recycled water	Volume of recycled water supplied - residential (ML)	NWI W20	0	
	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	0	
	Volume of recycled water supplied - agriculture (ML)	NWI W22	0	
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0	
	Volume of recycled water supplied - on-site	NWI W24	0	
	Volume of recycled water supplied - other (ML)	NWI W25	0	
	Volume of bulk recycled water exports (ML)	NWI W15	0	
	Total of recycled water supplied (ML)	NWI W26	0	Total
Customers - water	Number of connected residential properties – water supply	NWI C2	238	
	Number of connected non residential properties – water supply	NWI C3	0	
	Total number of connected properties – water supply	NWI C4	238	

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Customers - sewerage	Number of connected residential properties - sewerage	NWI C6	238	
	Number of connected non residential properties - sewerage	NWI C7	0	
	Number of connected non-residential properties - trade waste	WICA#19	0	
	Total number of connected properties - sewerage	NWI C8	238	
Small customers	Number of small retail customers in relation to water supply	WICA#20	238	
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	238	
Complaints	Number of water quality complaints	NWI C9	0	
	Number of water service complaints	NWI C10	0	
	Number of sewerage service complaints	NWI C11	0	
	Number of billing and account complaints – water and sewerage	NWI C12	0	
	Number of other complaints – water and sewerage	WICA#22	0	
	Total water and sewerage complaints	NWI C13	0	
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0	
	Number of customers to which disconnections applied	WICA#23	0	
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0	
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0	
	Average duration of planned interruption – water (minutes)	WICA#6	0	
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0	
	Average duration of planned interruption – potable water (minutes)	WICA#8	0	

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0	
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0	
	Average sewerage interruptions (minutes)	NWI C16	0	
	Average frequency of unplanned interruption – water	NWI C17	0	
	Average frequency of planned interruption –water	WICA#11	0	
	Average frequency of unplanned interruption – potable water	WICA#12	0	
	Average frequency of planned interruption – potable water	WICA#13	0	
	Average frequency of unplanned interruption – non-potable water	WICA#14	0	
	Average frequency of planned interruption – non-potable water	WICA#15	0	
	Average frequency of unplanned interruption – sewerage	WICA#16	0	

C.6 Mirvac Chifley Square

Mirvac did not participate in any activities authorised by its network operator's or retail supplier's licences in 2012/13.

C.7 Orica groundwater treatment scheme

Orica's operating statistics in 2012/13 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	- Surface Water (ML)	NWI W1	0
	- Groundwater (ML)	NWI W2	1881.2
	- Desalination (ML)	NWI W3	0
	- Recycling (ML)	NWI W4	0
	- Bulk Supplier (ML)	NWI W5	5.8
	- Volume of bulk recycled water purchased (ML)	NWI W6	0
	- Other (ML)(please specify)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	1887
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	1373.8
	Volume of water supplied – On-site (ML)	WICA#2	39.1
	Volume of water supplied for environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#3	1412.9
Infrastructure	Length of water mains (km)	NWI A2	1
	Length of non-potable water mains (km)	WICA#5	1
	Number of water treatment plants providing full treatment	NWI A1	1
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	1333
	Average duration of planned interruption – water (minutes)	WICA#6	21634
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	1333
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	21634
	Average frequency of unplanned interruption – water	NWI C17	31.9
	Average frequency of planned interruption –water	WICA#11	2.9
	Average frequency of unplanned interruption – non-potable water	WICA#14	31.9
	Average frequency of planned interruption – non-potable water	WICA#15	2.9
Water quality	Number of zones where microbiological compliance was achieved (e.g. 23/24)	NWI H2	1/1
	Percent (%) of population where microbiological compliance was achieved	NWI H3	100%
	Number of zones where chemical compliance was achieved (e.g. 23/24)	NWI H4	0/1

Orica's operating statistics in 2012/13 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	Volume of water sourced from public water utility (ML)	WICA#17	0
	Volume of water sourced from (ML):		
	- Surface Water (ML)	NWI W1	0
	- Groundwater (ML)	NWI W2	1881.2
	- Desalination (ML)	NWI W3	0
	- Recycling (ML)	NWI W4	0
	- Other (ML)(specify)	WICA#1	5.8
	Total volume of water sourced (ML)	NWI W7	1887
Uses of water supplied	Volume of water supplied - residential (ML)	NWI W8	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	1373.8
	Volume of water supplied - other (ML)	NWI W10	39.1
	Volume of water supplied - environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#18	1412.9
Customers - water	Number of connected residential properties – water supply	NWI C2	0
	Number of connected non residential properties – water supply	NWI C3	7
	Total number of connected properties – water supply	NWI C4	7
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0
	Number of billing and account complaints – water and sewerage	NWI C12	0
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	1333
	Average duration of planned interruption – water (minutes)	WICA#6	21634
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	1333
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	21634
	Average frequency of unplanned interruption – water	NWI C17	31.9
	Average frequency of planned interruption –water	WICA#11	2.9
	Average frequency of unplanned interruption – non-potable water	WICA#14	31.9
	Average frequency of planned interruption – non-potable water	WICA#15	2.9

C.8 Osmoflo recycled water scheme

Osmoflo did not participate in any activities authorised by its network operator's or retail supplier's licences in 2012/13. The licences were terminated on 17 December 2012.

C.9 PTWF recycled water scheme

PTWF's operating statistics in 2012/13 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Sources of water	Volume of water sourced:			
	- Surface Water (ML)	NWI W1	0	
	- Groundwater (ML)	NWI W2	0	
	- Desalination (ML)	NWI W3	0	
	- Recycling (ML)	NWI W4	0	
	- Bulk Supplier (ML)	NWI W5	0.2	Potable water supplied by SWC
	- Volume of bulk recycled water purchased (ML)	NWI W6	0	
	- Other (ML)(please specify)	WICA#1	0	
	Total volume of water sourced (ML)	NWI W7	0.2	Total
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	5.5	Residential – low pressure sewer
	Volume of sewage collected - trade waste (ML)	NWI W17	0	
	Total volume of sewage collected (ML)	NWI W18	5.5	Total

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	0.1	Mains flushing
	Volume of water supplied – On-site (ML)	WICA#2	0.1	Toilet flushing & hose down (estimate)
	Volume of water supplied for environmental flows (ML)	NWI W13	0	
	Volume of bulk water exports (ML)	NWI W14	0	
	Total volume of water supplied (ML)	WICA#3	0.2	Total
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0	
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0	
	Volume of recycled water supplied - on-site (ML)	NWI W24	0	
	Volume of recycled water supplied – other (ML)	NWI W25	0	
	Total of recycled water supplied (ML)	NWI W26	5.3	Total supply of recycled water
Infrastructure	Length of water mains (km)	NWI A2	6.1	Recycled water only
	Length of potable water mains (km)	WICA#4	0	
	Length of non-potable water mains (km)	WICA#5	6.1	Recycled water only
	Length of sewerage mains and channels (km)	NWI A5	7.3	Low pressure sewer
	Number of water treatment plants providing full treatment	NWI A1	0	
	Number of recycled water treatment plants	NWI A7	1	

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks	
	Number of sewage treatment plants	NWI A4	NA		
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0		
	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	2	Minor chokes	
	Property connection breaks and chokes (per 100 km of sewer main)	NWI A13	0		
	Number of sewage treatment plants compliant at all times (e.g. 5/6)	NWI E5	NA		
	Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0	
Average duration of planned interruption – water (minutes)		WICA#6	0		
Average duration of unplanned interruption – potable water (minutes)		WICA#7	0		
Average duration of planned interruption – potable water (minutes)		WICA#8	0		
Average duration of unplanned interruption – non-potable water (minutes)		WICA#9	0		
Average duration of planned interruption – non-potable water (minutes)		WICA#10	0		
Average sewerage interruption (minutes)		NWI C16	0		
Average frequency of unplanned interruption – water		NWI C17	0		
Average frequency of planned interruption –water		WICA#11	0		
Average frequency of unplanned interruption – potable water		WICA#12	0		
Average frequency of planned interruption – potable water		WICA#13	0		
Average frequency of unplanned interruption – non-potable water		WICA#14	0		
Average frequency of planned interruption – non-potable water		WICA#15	0		
Average frequency of unplanned interruption – sewerage		WICA#16	0		
Environmental		Sewer overflows reported to environmental regulator (per 100km of sewer main)	NWI E13	0	
		Percent of sewage volume treated that was compliant (%)	NWI E4	100%	
	Compliance with environmental regulator – sewerage (yes/no)	NWI E7	Yes		

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
	Percent of biosolids reused	NWI E8	0	
Water quality	Number of zones where microbiological compliance was achieved (e.g. 23/24)	NWI H2	1/1	
	Percent (%) of population where microbiological compliance was achieved	NWI H3	100%	
	Number of zones where chemical compliance was achieved (e.g. 23/24)	NWI H4	1/1	

PTWF's operating statistics in 2012/13 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Source of Water	Volume of water sourced from public water utility (ML)	WICA#17	0.2	Potable water supplied by SWC
	Volume of water sourced from (ML):			
	- Surface Water (ML)	NWI W1	0	
	- Groundwater (ML)	NWI W2	0	
	- Desalination (ML)	NWI W3	0	
	- Recycling (ML)	NWI W4	0	
	- Other (ML)(specify)	WICA#1	0	
	Total volume of water sourced (ML)	NWI W7	0.2	Total
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	5.5	Residential – low pressure sewer
	Volume of sewage collected - trade waste (ML)	NWI W17	0	
	Total volume of sewage collected (ML)	NWI W18	5.5	Total

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
Uses of water supplied	Volume of water supplied - residential (ML)	NWI W8	0	
	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	0	
	Volume of water supplied - other (ML)	NWI W10	0.2	Mains flushing, toilet flushing & hose down (estimate)
	Volume of water supplied - environmental flows (ML)	NWI W13	0	
	Volume of bulk water exports (ML)	NWI W14	0	
	Total volume of water supplied (ML)	WICA#18	0.2	Total
Uses of recycled water	Volume of recycled water supplied - residential (ML)	NWI W20	2.118	
	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	0	
	Volume of recycled water supplied - agriculture (ML)	NWI W22	0	
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0	
	Volume of recycled water supplied - on-site	NWI W24	0	
	Volume of recycled water supplied - other (ML)	NWI W25	0	
	Volume of bulk recycled water exports (ML)	NWI W15	0	
	Total of recycled water supplied (ML)	NWI W26	5.3	Total
Customers - water	Number of connected residential properties – water supply	NWI C2	56	
	Number of connected non residential properties – water supply	NWI C3	0	
	Total number of connected properties – water supply	NWI C4	56	
Customers - sewerage	Number of connected residential properties - sewerage	NWI C6	56	
	Number of connected non residential properties - sewerage	NWI C7	0	

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
	Number of connected non-residential properties - trade waste	WICA#19	0	
	Total number of connected properties - sewerage	NWI C8	56	
Small customers	Number of small retail customers in relation to water supply	WICA#20	56	
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	56	
Complaints	Number of water quality complaints	NWI C9	0	
	Number of water service complaints	NWI C10	0	
	Number of sewerage service complaints	NWI C11	0	
	Number of billing and account complaints – water and sewerage	NWI C12	0	
	Number of other complaints – water and sewerage	WICA#22	1	Contractor complaint no interruption to service
	Total water and sewerage complaints	NWI C13	1	
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0	
	Number of customers to which disconnections applied	WICA#23	0	
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0	
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0	
	Average duration of planned interruption – water (minutes)	WICA#6	0	
	Average duration of unplanned interruption – potable water (minutes)	WICA#7	0	
	Average duration of planned interruption – potable water (minutes)	WICA#8	0	
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0	

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result	Remarks
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0	
	Average sewerage interruptions (minutes)	NWI C16	0	
	Average frequency of unplanned interruption – water	NWI C17	0	
	Average frequency of planned interruption –water	WICA#11	0	
	Average frequency of unplanned interruption – potable water	WICA#12	0	
	Average frequency of planned interruption – potable water	WICA#13	0	
	Average frequency of unplanned interruption – non-potable water	WICA#14	0	
	Average frequency of planned interruption – non-potable water	WICA#15	0	
	Average frequency of unplanned interruption – sewerage	WICA#16	0	

C.10 Rosehill recycled water scheme

Veolia Water's operating statistics in 2012/13 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced: - Other (ML)(please specify)	WICA#1	4,279 ML
	Total volume of water sourced (ML)	NWI W7	4,279 ML
Volume of water supplied (Uses of water supplied)	Volume of water supplied – On-site (ML)	WICA#2	Approximately 0.2 ML
	Volume of bulk water exports (ML)	NWI W14	2,637 ML
	Total volume of water supplied (ML)	WICA#3	2,637 ML

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	2,637 ML
	Volume of recycled water supplied - on-site (ML)	NWI W24	Approximately 0.1 ML
	Total of recycled water supplied (ML)	NWI W26	2,637 ML
Infrastructure	Number of recycled water treatment plants	NWI A7	1
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0 minutes
	Average duration of planned interruption – water (minutes)	WICA#6	0 minutes
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0 minutes
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0 minutes
	Average frequency of unplanned interruption – non-potable water	WICA#14	0 minutes
	Average frequency of planned interruption – non-potable water	WICA#15	0 minutes
Water quality	Number of zones where microbiological compliance was achieved (e.g. 23/24)	NWI H2	1/1
	Percent (%) of population where microbiological compliance was achieved	NWI H3	100%
	Number of zones where chemical compliance was achieved (e.g. 23/24)	NWI H4	1/1

SPIRN's operating statistics in 2012/13 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced: - Recycling (ML)	NWI W4	2637.135
	Total volume of water sourced (ML)	NWI W7	2637.135

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	2672.246
	Volume of water supplied – On-site (ML)	WICA#2	0
	Total volume of water supplied (ML)	WICA#3	2672.246
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	2647.246
	Volume of recycled water supplied – other (ML)	NWI W25	2672.246
	Total of recycled water supplied (ML)	NWI W26	2672.246
Infrastructure	Length of water mains (km)	NWI A2	20.169
	Length of non-potable water mains (km)	WICA#5	20.169
	Length of sewerage mains and channels (km)	NWI A5	0.203
Infrastructure performance	Number of water main breaks (per 100km water main)	NWI A8	0
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	0
	Average duration of planned interruption – water (minutes)	WICA#6	0
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average frequency of unplanned interruption – water	NWI C17	0
	Average frequency of planned interruption –water	WICA#11	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
Average frequency of planned interruption – non-potable water	WICA#15	0	

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

AquaNet's operating statistics in 2012/13 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	Volume of water sourced from public water utility (ML)	WICA#17	-
	Volume of water sourced from (ML):		
	- Recycling (ML)	NWI W4	2637.135
	Total volume of water sourced (ML)	NWI W7	2637.135
Uses of recycled water	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	2672.246
	Total of recycled water supplied (ML)	NWI W26	2672.246
Customers - water	Number of connected residential properties – water supply	NWI C2	0
	Number of connected non residential properties – water supply	NWI C3	13
	Total number of connected properties – water supply	NWI C4	13
Small customers	Number of small retail customers in relation to water supply	WICA#20	0
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0
	Number of billing and account complaints – water and sewerage	NWI C12	0
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0

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

C.11 S&B sewage treatment and effluent disposal scheme

S&B did not participate in any activities authorised by its network operator's or retail supplier's licences in 2012/13.

C.12 SDP

SDP's operating statistics in 2012/13 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced: - Other (ML)(please specify)	WICA#1	8.4
	Total volume of water sourced (ML)	NWI W7	8.4

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	0
	Volume of water supplied – On-site (ML)	WICA#2	3.5
	Volume of water supplied for environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#3	0

SDP's operating statistics in 2012/13 under its retail supplier's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	Volume of water sourced from public water utility (ML)	WICA#17	0
	Volume of water sourced from (ML):		
	- Desalination (ML)	NWI W3	0
	Total volume of water sourced (ML)	NWI W7	0
Uses of water supplied	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	0
	Volume of water supplied - other (ML)	NWI W10	0
	Volume of water supplied - environmental flows (ML)	NWI W13	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#18	0

