



Independent Pricing and Regulatory Tribunal

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

Annual Report

Report to the Minister

Water — Compliance Report
October 2015



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1 Executive summary

This is the seventh annual compliance report that IPART has prepared for the Minister for Lands and Water (the Minister) under the *Water Industry Competition Act 2006* (NSW) (the Act). IPART is required under section 89(1) of the Act to prepare and forward to the Minister, on or before 31 October, a report on the extent to which licensees have complied, or failed to comply, with the conditions imposed on their licences during the 12 months ending on 30 June in that year.

As of 30 June 2015, we monitored 23 licences under our compliance program. There were 15 network operator's licences and eight retail supplier's licences.

In 2014-15, we identified 39 non-compliances with licence conditions. These non-compliances were identified through licensees' annual compliance reports, our audit process and our own monitoring. In comparison, 31 non-compliances were identified for the 21 licences held in 2013-14. To date, we have not audited any retail suppliers due to the small number of customers supplied. We are planning to undertake operational audits of two retail suppliers in 2015-16.

Four of the 39 non-compliances were related to Aquacell Pty Ltd contravening its network operator's licence (13_023) by not providing an insurance expert's report, an operational audit report, and a licence plans audit report on its Infrastructure Operating Plan and Water Quality Plan by our required date. We have subsequently taken enforcement action,¹ including imposing a monetary penalty of \$2,000. This information has since been provided and the monetary penalty paid. These four non-compliances are considered to be closed out.

The remaining 35 of the 39 non-compliances were considered insignificant. These non-compliances were primarily related to:

- ▼ licence plans² not adequately addressing the requirements under the Regulation
- ▼ licence plans not adequately implemented during the commercial operation phase, and
- ▼ late submission of annual compliance reports.

As of October 2015, four of the 35 insignificant non-compliances have been adequately addressed by licensees and are considered closed out.

¹ The Tribunal issued an enforcement notice to Aquacell Pty Ltd on 1 July 2015.

² Licence Plans include infrastructure operating plans for water and sewerage infrastructure, water quality plans, sewage management plans and retail supply management plans.

Six non-compliances were related to late submission of the licensee's annual compliance report. We will write to each licensee to remind them of their obligations to report in accordance with the Reporting Manual, and will consider enforcement action if repeated non-compliance occurs.

Of the remaining 25 insignificant non-compliances, 10 non-compliances were considered repeat non-compliances. We will seek voluntary undertakings from the licensees to address each contravention, and may take enforcement action if appropriate. All of the 25 insignificant non-compliances will be re-audited in 2015-16 as part of our risk-based audit program, to ensure the non-compliances are appropriately addressed in a timely manner.

The licence plans for the following licensees are considered compliant and do not require re-auditing unless significant changes are to be made:

- ▼ Veolia Water Australia Pty Ltd (Fairfield-Rosehill scheme)
- ▼ Aquacell Pty Ltd (1 Bligh Street and Workplace 6 schemes)
- ▼ Veolia Water Solutions and Technologies Pty Ltd (Darling Quarter scheme), and
- ▼ Orica Australia Pty Ltd (Orica groundwater scheme).

The licence plans for the following licensees were considered non-compliant:

- ▼ SGSP Rosehill Network (Fairfield-Rosehill scheme)
- ▼ Sydney Desalination Plant Pty Ltd (Sydney desalination plant)
- ▼ Pitt Town Water Factory Ltd (Pitt Town scheme)
- ▼ Central Park Water Factory Ltd (Central Park scheme)
- ▼ Discovery Point Water Ltd's (Discovery Point scheme)
- ▼ Veolia Water Solutions & Technologies (Australia) Pty Ltd (Bingara Gorge scheme), and
- ▼ Mirvac Real Estate Pty Ltd (Chifley Square scheme).

Operating statistics were submitted by licensees as part of the annual compliance reports. In summary, services were supplied to 2,404 connections through approximately 100 km of water and sewer mains. Connection numbers have increased by 86% from 2013-14, when only 1,291 connections were supplied through 74 km of water and sewer mains.

Although connection numbers increased in this reporting period, the total volume of recycled water supplied through schemes licensed under the Act decreased by approximately 8%.

The total number of complaints reduced from 93 in 2013-14 to 22 in 2014-15. The number of complaints regarding Veolia Water Solutions and Technologies (Australia) Pty Ltd's Bingara Gorge scheme reduced significantly from 92 to 15.

2 Introduction

The licensing regime under the Act commenced in August 2008, when the *Water Industry Competition (General) Regulation 2008* (NSW) (Regulation) came into force. The objective of the Act is to encourage competition in relation to the supply of water and the provision of sewerage services and to facilitate the development of infrastructure for the production and reticulation of recycled water; and for other purposes.³

2.1 Purpose of the report

Under the Act, section 89(1), IPART must prepare and forward to the Minister, on or before 31 October, a report on the extent to which licensees have complied, or failed to comply, with the conditions imposed on their licences during the 12 months ending on 30 June in that year. 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.⁴

This is the seventh annual compliance report that IPART has prepared for the Minister under the Act. Our report provides a transparent view of the compliance status for each licensee, enabling stakeholders to compare the performance of licensees over time and also with other licensees. We are also taking this opportunity to report on operating statistics relating to network operator's and retail supplier's licences.

2.2 Structure of the report

This report is divided into the following key chapters:

- ▼ Chapter 3 Licensees *Who are the licensees under the Act?*
- ▼ Chapter 4 Compliance monitoring *How do we monitor compliance?*
- ▼ Chapter 5 Licence compliance *What are the compliance issues?*
- ▼ Chapter 6 Summarised operating statistics *How big are these regulated utilities?*

³ Act, long title.

⁴ Act, s 89(2).

Details of the compliance and monitoring framework and the full list of annual operating statistics for each of the network operators and retail suppliers are provided in the appendices.

2.3 Information captured

This report summarises the compliance of licensees in 2014-15. It reports on non-compliances that were identified in 2014-15. Also included in this report are findings from audit reports received after 30 June 2015 but before 31 August 2015, and remedial actions undertaken during that period. Licensees provided their operating statistics through their annual compliance reports. We reviewed these numbers and clarified with licensees where necessary. We do not audit these indicators and rely on the quality assurance process of each of the licensed corporations to provide accurate information.

3 Licensees

The Act establishes a licensing regime for participants in the water industry. There are two types of licences under the Act:

- ▼ network operator's licence to construct, operate and maintain water industry infrastructure, and
- ▼ retail supplier's licence to supply water, and/or provide sewerage services by means of water industry infrastructure.⁵

Licences can be cancelled by the Minister at the request of the licensee.⁶ Licences can also be cancelled or suspended by the Minister if the licensee contravenes the Act, the Regulation or the conditions of its licence.⁷

3.1 Network operator licensees

The Minister granted Aquacell Pty Ltd (13_023), Lend Lease Recycled Water (Barangaroo South) Pty Ltd (15_029) and Huntlee Water Pty Ltd (15_030) network operator's licences in this reporting period. This increased the total number of network operator's licences from 12 to 15 at the end of this reporting period.

Discovery Point Water Pty Ltd's network operator's licence (13_025) was varied to include drinking water infrastructure on 7 July 2014. The original licence was granted in December 2013 for non-potable water and sewerage infrastructure.

⁵ Act, s 6.

⁶ Act, s 16(6).

⁷ Act, s 16(1)(c) and s 16(1)(d).

Table 3.1 outlines each licensee's name and the relevant schemes under its licence as of 30 June 2015.

Table 3.1 Network operator's licences as of 30 June 2015

Licence number	Date licence granted	Licensee	Scheme	Activity authorised
09_001	8 Apr 2009	Veolia Water Australia Pty Ltd (Veolia)	Fairfield-Rosehill ^a	Non-potable water
09_002	27 Apr 2009	SGSP Rosehill Network Pty Ltd (SGSPRN)	Fairfield-Rosehill	Non-potable water
09_003	2 Feb 2010	Aquacell Pty Ltd (Aquacell)	1 Bligh St	Non-potable water
10_008	24 Jun 2010	Veolia Water Solutions and Technologies (Australia) Pty Ltd (VWS&T)	Darling Quarter ^b	Non-potable water
10_010	9 Aug 2010	Sydney Desalination Plant Pty Ltd (SDP) ^c	Sydney desalination plant	Drinking water
10_012	9 Dec 2010	Veolia Water Solutions and Technologies (Australia) Pty Ltd (VWS&T)	Bingara Gorge ^d	Non-potable water, sewerage services
10_014	11 Nov 2010	Pitt Town Water Factory Pty Ltd (PTWF)	Pitt Town	Non-potable water, sewerage services
12_016	23 Apr 2012	Orica Australia Pty Ltd (Orica)	Orica groundwater scheme	Non-potable water
12_020	18 Dec 2012	Mirvac Real Estate Pty Ltd (Mirvac)	Chifley Square	Non-potable water
12_022	4 Jan 2013	Central Park Water Factory Pty Ltd (CPWF)	Central Park	Drinking water, non-potable water, sewerage services
13_023	21 July 2014	Aquacell	Workplace 6	Non-potable water
13_025	4 Dec 2013	Discovery Point Water (DPW)	Discovery Point	Drinking water, non-potable water, sewerage services
14_026	18 Jun 2014	Wyee Water Pty Ltd (Wyee Water)	Wyee	Drinking water, non-potable water, sewerage services
15_029	28 Feb 2015	Lend Lease Recycled Water (Barangaroo South) Pty Ltd (LLRWBS)	Barangaroo	Non-potable water, sewerage services
15_030	3 Mar 2015	Huntlee Water Pty Ltd (Huntlee Water)	Huntlee	Drinking water

^a Also known as Camellia.

^b Previously known as Darling Walk.

^c SDP was not in operation to supply drinking water in 2014-15.

^d Also known as Wilton in the Annual Compliance Report 2013-14.

Licensees had commenced operation of 12 schemes by the end of the reporting period. Schemes at Wyee, Barangaroo and Huntlee had not commenced operation.

3.2 Retail supplier licensees

There were no new retail supplier's licences granted in this reporting period. One retail supplier's licence was cancelled as requested by the licensee, Pitt Town Water Factory Pty Ltd, on 15 December 2014. Flow Systems Pty Ltd varied its retail supplier's licence (13_001R) to include provision of services to Pitt Town. The total number of retail supplier's licences reduced from nine to eight.

Table 3.2 outlines each licensee's name and its relevant schemes under its licence.⁸

Table 3.2 Retail supplier's licences as of 30 June 2015

Licence number	Date licence granted	Licensee	Scheme	Activity authorised
09_004R	2 Feb 2010	Aquacell	1 Bligh Street, Workplace 6	Non-potable water
10_01R	10 Mar 2010	AquaNet Sydney Pty Ltd (AquaNet)	Fairfield-Rosehill	Non-potable water
10_009R	24 Jun 2010	VWS&T	Darling Quarter ^a	Non-potable water
10_011R	9 Aug 2010	SDP	Sydney desalination plant	Drinking water
10_013R	1 Mar 2011	VWS&T	Bingara Gorge	Non-potable water, sewerage services
12_017R	23 Apr 2012	Orica	Orica groundwater scheme	Non-potable water
12_021R	18 Dec 2012	Mirvac	Chifley Square	Non-potable water
13_001R	17 Apr 2013	Flow Systems Pty Ltd (Flow Systems)	Pitt Town, Central Park, Discovery Point, Wyee, North Cooranbong	Drinking water, ^b non-potable water, sewerage services

^a Previously known as Darling Walk.

^b Drinking water service is not provided at Pitt Town under Flow Systems' retail supplier's licence.

⁸ Details of all network operator and retail supplier schemes are available at www.ipart.nsw.gov.au/Home/Industries/Water/Private_Sector_Licensing_WICA/Licence_Holders.

Aquacell's retail supplier's licence (09_004R) was varied on 21 July 2014, to include an additional scheme at Workplace 6, in Pyrmont. Flow Systems' retail supplier's licence was varied three times to include additional schemes at Discovery Point, Wyee and North Cooranbong.

Seven of the eight licensees have commenced retail activities. The Darling Quarter scheme (VWS&T) was reported to have not engaged in retail activity.

4 Compliance monitoring

Licence conditions are imposed by the Act, Regulation, and the Minister (through Ministerially imposed licence conditions).

4.1 Licensees' self-reporting

Licensees are required to keep records relating to their activities. Further, they are required to report any licence breaches to us. This information is primarily provided in licensees' annual compliance reports, submitted by 31 August each year. Licensees are required to prepare annual reports in accordance with our network operator's or retail supplier's reporting manuals.⁹

Licensees are also required to immediately report high-risk breaches, as per our reporting manuals. None were reported in 2014-15.

Non-compliances identified through licensees' self-reporting are outlined in chapter 5.

4.2 Audits

In addition to licensees' self-reporting, non-compliances can be identified through audits. Licence plans¹⁰ audits and subsequent licence plans audits are conducted to review the adequacy of plans. New infrastructure audits are conducted prior to commercial operation to determine if infrastructure is safe to operate and confirm all licensing and legislative requirements are being met.¹¹ All audits are required to be conducted by approved auditors,¹² in line with our Audit Guidelines.¹³

⁹ Reporting manuals are available at www.ipart.nsw.gov.au/Home/Industries/Water/Private_Sector_Licensing_WICA/Licence_Compliance_Reporting.

¹⁰ Licence plans may include infrastructure operating plans, water quality plans, sewage management plans or retail supply management plans, as relevant to the licence.

¹¹ Refer to Appendix A.3 for details.

¹² Refer to Appendix A.4 for details of our approved auditors.

¹³ Audit Guideline for Greenfield Schemes and Audit Guideline for Brownfield Schemes. Our Audit Guidelines are available at http://www.ipart.nsw.gov.au/Home/Industries/Water/Private_Sector_Licensing_WICA/Audit_Guidelines_Technical_Services_Audit_Panel.

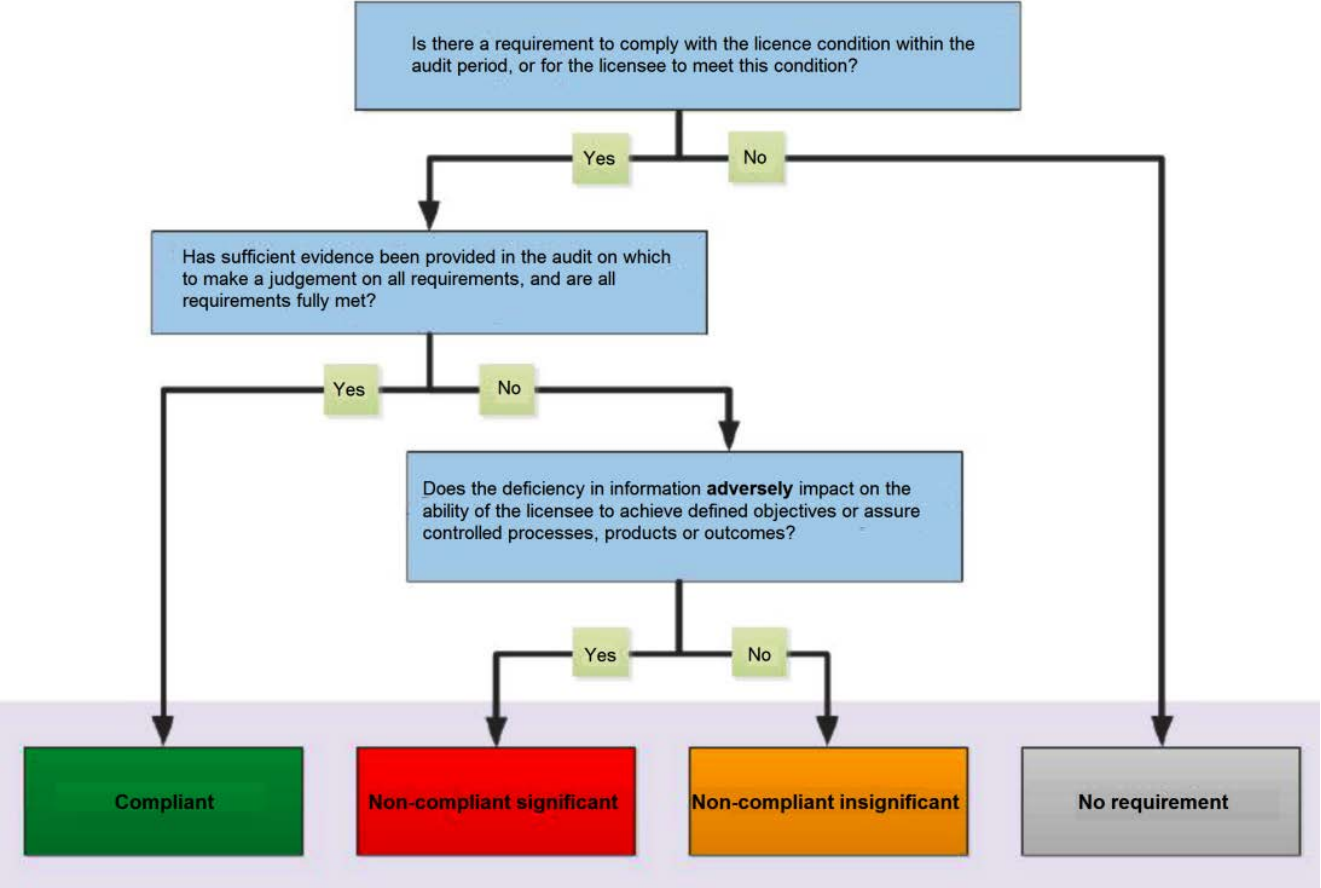
Network operator licensees are periodically subject to risk based audits to assess licence compliance (operational audits).¹⁴

We are planning to undertake operational audits on two retail supplier licensees in 2015-16.

Audit outcomes are graded in accordance with our Audit Guidelines. Figure 4.1 shows the process of determining audit grades.

¹⁴ Refer to Appendix A.2 for details.

Figure 4.1 Audit grades



Tables 4.1, 4.2 and 4.3 below outline audits conducted in this reporting period. Non-compliances identified in these audits are discussed in chapter 5.

Audits conducted in 2014-15

There were nine operational audits and two new infrastructure audits conducted in 2014-15 (see Tables 4.1 and 4.2). Licence plans audits were usually combined with operational audits or new infrastructure audits. There were 11 licence plans audits initiated in 2014-15 (see Table 4.3).

Table 4.1 Operational audits

Licence number	Licensee	Scheme	Site audit date	Audit period
09_001	Veolia	Fairfield-Rosehill	11 May 2015	1 Mar 2014 – 27 Mar 2015
09_002	SGSPRN	Fairfield-Rosehill	29 May 2015	30 Nov 2013 – 27 Mar 2015
09_003	Aquacell	1 Bligh Street	7 Jul 2015	6 Sep 2013 – 28 Feb 2015
10_008	VWS&T	Darling Quarter	27 Apr 2015	30 Nov 2013 – 27 Feb 2015
10_010	SDP	Sydney Desalination Plant	3-4 Jun 2015	1 Mar 2012 – 28 Feb 2015
10_012	VWS&T	Bingara Gorge	11 Jun 2015	1 Dec 2012 – 28 Feb 2015
10_014	PTWF	Pitt Town	9 Jun 2015	30 Mar 2013 – 31 Mar 2015
12_022	CPWF	Central Park	9 Jul 2015	23 Jan 2014 – 30 Apr 2015
13_023	Aquacell	Workplace 6	7 Jul 2015	21 Jul 2014 – 28 Feb 2015

Table 4.2 New infrastructure audits

Licence number	Licensee	Scheme	Audit date	Audit completion date
12_022	CPWF	Central Park ^a	20 May 2014	26 Jan 2015
13_025	DPW	Discovery Point ^b	3 Mar 2015	10 Jul 2015

^a Non-potable water infrastructure was audited.

^b Non-potable water infrastructure was audited.

Table 4.3 Licence plans audits initiated in 2014-15

Licence number	Licensee	Scheme	Audit completion date
09_001	Veolia	Fairfield-Rosehill	3 Jun 2015
09_002	SGSPRN	Fairfield-Rosehill	16 Jun 2015
09_003	Aquacell	1 Bligh Street	31 Jul 2015
10_008	VWS&T	Darling Quarter	22 May 2015
10_010	SDP	Sydney Desalination Plant	7 Jul 2015
10_012	VWS&T	Bingara Gorge	12 Jul 2015
10_014	PTWF	Pitt Town	29 Jun 2015
12_022	CPWF	Central Park ^a	26 Jan 2015
12_022	CPWF	Central Park ^b	2 Aug 2015
13_023	Aquacell	Workplace 6	6 Aug 2015
13_025	DPW	Discovery Point	1 Jul 2015

^a Licence plans were audited prior to commercial operation for the non-potable water infrastructure.

^b Licence plans were audited again at its first operational audit of the scheme.

5 Licence compliance

Overall, licensees operated satisfactorily in 2014-15, with a high level of compliance. Of the 23 licences held at 30 June 2015, 39 non-compliances of licence conditions were identified. In comparison, 31 non-compliances were identified for the 21 licences held in 2013-14.¹⁵

Four of the 39 non-compliances were related to Aquacell Pty Ltd's contravention of its network operator's licence (13_023). These four non-compliances have since been addressed and closed out.

The remaining 35 of the 39 non-compliances were considered to be insignificant. These non-compliances were primarily related to:

- ▼ Licence plans not adequately addressing the requirements under the Regulation. This applies to infrastructure operating plans for water and sewerage infrastructure, and water quality plans.
- ▼ Licence plans not adequately implemented during commercial operation phase. These included issues such as plans not being regularly reviewed, assets not fully captured in a register, or asset management plans not fully developed.
- ▼ Late submission of annual compliance reports.

¹⁵ IPART, *Licence compliance under the Water Industry Competition Act 2006 (NSW) - Annual Report 2013/14 - Report to the Minister*, October 2014.

As of October 2015, four of the 35 insignificant non-compliances were addressed by licensees and were considered closed out through audits. Six non-compliances were related to late submission of the licensee's annual compliance report. We will write to each licensee to remind them of their obligations to report in accordance with the Reporting Manual, and will consider enforcement action if repeated non-compliance occurs.

Of the remaining 25 insignificant non-compliances, 10 non-compliances are repeat non-compliances. We will seek voluntary undertakings from the licensees to address the contraventions, and may take enforcement actions if appropriate. All of the 25 insignificant non-compliances will be re-audited in 2015-16 as part of our risk-based audit program, to ensure these non-compliances are appropriately addressed in a timely manner.

Sections 5.1 and 5.2 provide details of non-compliances identified in this reporting period. Non-compliances with licence conditions have been referenced in footnotes.

5.1 Network operator non-compliances

This section provides an overview of all non-compliances pertaining to network operator's licences. Table 5.1 provides an overview of non-compliances reported in 2014-15.

Table 5.1 Summary of network operator non-compliances

Licence number	Licensee	Scheme	Non-compliances reported by licensee	Non-compliances identified through audits	Non-compliances identified by IPART	Total
09_001	Veolia	Fairfield-Rosehill	0	0	0	0
09_002	SGSPRN	Fairfield-Rosehill	0	1	1 ^a	2
09_003	Aquacell	1 Bligh Street	0	0	0	0
10_008	VWS&T	Darling Quarter	0	0	1 ^a	1
10_010	SDP	Sydney desalination plant	0	2	0	2
10_012	VWS&T	Bingara Gorge	0	7	1 ^a	8
10_014	PTWF	Pitt Town	0	4	0	4
12_016	Orica	Orica groundwater scheme	0	Not audited ^b	0	0
12_020	Mirvac	Chifley Square	0	Not audited ^b	0	0
12_022	CPWF	Central Park	0	14	0	14
13_023	Aquacell	Workplace 6	2 ^c	1	1 ^d	4
13_025	DPW	Discovery Point	0	1	0	1
14_026	Wye Water	Wye Water	0	Not audited ^e	0	0
15_029	LLRWBS	Barangaroo	0	Not audited ^e	0	0
15_030	Huntlee Water	Huntlee Water	0	Not audited ^e	0	0
Total			2	30	4	36

^a Annual compliance report submitted after 31 August 2015.

^b Licensee was not audited in 2014-15. Licensee will be audited in 2015-16.

^c Licensee reported three non-compliances. One of the non-compliances is already included in the operational audit and therefore we have adjusted the number to two to avoid double counting.

^d In addition to non-compliances identified by the licensee and auditor, we identified one non-compliance related to late submission of operational audit report.

^e Licensee not audited because it had not commenced operation in 2014-15.

09_001 Veolia (Fairfield – Rosehill scheme)

No non-compliances were reported by Veolia for its network operator's licence in 2014-15. An operational audit and a subsequent licence plans audit were undertaken in 2014-15. The operational audit identified no non-compliances, while the subsequent licence plans audit re-examined an insignificant non-compliance¹⁶ in the Recycled Water Quality Plan that was identified in 2012. This was found to be compliant in this year's audit. Veolia's licence plans are now compliant and do not require re-auditing unless significant changes are to be made.

09_002 SGSPRN (Fairfield – Rosehill scheme)

No non-compliances were reported by SGSPRN for its network operator's licence in 2014-15. SGSPRN was subject to an operational audit and a subsequent licence plans audit in 2014-15. The operational audit identified no non-compliances, while the subsequent licence plans audit closed out two of the three non-compliances identified in 2013-14. Its Recycled Water Quality Plan is now compliant and does not need to be re-audited unless significant changes are to be made. However, one issue remained non-compliant in its Infrastructure Operating Plan:

- ▼ The Infrastructure Operating Plan (and its associated documentation) contained insufficient detail to ensure ongoing performance of the licensed infrastructure.¹⁷

This non-compliance was considered insignificant when raised in July 2014. This is a repeat non-compliance and we will seek a voluntary undertaking from the licensee to address the contravention, and may take enforcement action if appropriate.

The licensee's annual compliance report was submitted after the required due date of 31 August 2015. We will write to the licensee to remind it of its obligation to report in accordance with the Reporting Manual, and will consider enforcement action if repeated non-compliance occurs.

¹⁶ Regulation, Schedule 1 cl 7(1).

¹⁷ Regulation, Schedule 1, cl 6(1).

09_003 Aquacell (1 Bligh Street scheme)

Aquacell reported no non-compliances of its network operator's licence in 2014-15. The licensee reported that the scheme was not operating from December 2013 to mid-February 2015. An operational audit and a subsequent licence plans audit were undertaken in 2014-15. The operational audit identified no non-compliances, while the subsequent licence plans audit concluded that all non-compliances identified in October 2013 relating to its Infrastructure Operating Plan and Recycled Water Quality Plan were addressed and found to be compliant. Aquacell's licence plans for 1 Bligh Street are now compliant and do not need to be audited again unless significant changes are to be made.

A non-compliance identified in 2013-14 related to audit reports not being made available on the licensee's website.¹⁸ The October 2013 audit reports have since been made available on licensee's website.¹⁹ We consider this non-compliance has been rectified.

Another non-compliance identified in 2013-14 was related to the insurance certificate of currency not being submitted to us within 10 days of being changed.²⁰ It was re-audited this year and found to be compliant. We consider this non-compliance has been rectified.

10_008 VWS&T (Darling Quarter scheme)

VWS&T reported no non-compliances of its network operator's licence in 2014-15. The scheme was subject to an operational audit and a subsequent licence plans audit, and no non-compliances were identified.

Three non-compliances identified in the previous operational audit in March 2014 were re-audited this year and were found to be compliant. A non-compliance with its Recycled Water Quality Plan was also identified last year. This was re-audited this year and was found to be compliant. All of VWS&T's licence plans for Darling Quarter are now compliant and do not require re-auditing unless significant changes are made to the plans.

The licensee's annual compliance report was submitted after the required due date of 31 August 2015. We will write to the licensee to remind it of its obligation to report in accordance with the Reporting Manual, and will consider enforcement action if repeated non-compliance occurs.

¹⁸ Regulation, Schedule 1, cl 12(d),(e).

¹⁹ <http://aquacell.com.au/resources/community-information/1-bligh-street/>.

²⁰ Network operator licence 09_003, condition B3.3.

10_010 SDP (Sydney Desalination Plant scheme)

SDP reported no non-compliances in 2014-15 and was not in operation to supply drinking water under its network operator's licence. The scheme was subject to an operational audit and a subsequent licence plans audit in 2014-15. Two insignificant non-compliances were identified by the auditors.

The operational audit identified one insignificant non-compliance due to quality assurance discrepancies in relation to data entry in the on-site laboratory.²¹

The subsequent licence plans audit revealed that SDP's Water Quality Plan required updates to fully address the 12 elements of the ADWG.²² The auditors found a number of deficiencies around Elements 2 and 3, as follows:

- ▼ Element 2 relates to assessment of the drinking water supply system. Specifically, the auditors noted that SDP should update its risk register as some risks (catchment-to-tap) were not included in the risk register although risk mitigation measures were in place.
- ▼ Element 3 relates to preventative measures for drinking water quality management. In particular, the auditors identified one supporting document that could not be located and a Critical Control Point (CCP) had not been included in the Hazard Assessment and Critical Control Point (HACCP) Register.

The 2012-13 licence plans audit revealed that the Water Quality Plan was non-compliant with five of the 12 elements of the ADWG. In this year's audit, three of the five elements had been satisfactorily addressed. The Water Quality Plan remained non-compliant as compliance with two elements remain outstanding. This is a repeat non-compliance. We will seek a voluntary undertaking from the licensee to address the contraventions, and may take enforcement action if required.

A non-compliance identified in 2012-13 relating to the Infrastructure Operating Plan was re-audited this year and was found to be compliant. SDP's Infrastructure Operating Plan is now compliant and does not need to be audited again unless significant changes are to be made.

²¹ Network Operators Licence 10_010, condition B7.3.

²² Regulation, Schedule 1, clause 7(1)(a).

10_012 VWS&T (Bingara Gorge scheme)

VWS&T reported no non-compliances for the Bingara Gorge scheme in 2014-15. The sewerage infrastructure was in commercial operation. Recycled water infrastructure to supply the golf course was in operation and drinking water was supplied through the recycled water infrastructure to residential customers. VWS&T was subject to an operational audit and a licence plans audit in 2014-15. Seven insignificant non-compliances were identified through the audits.

Three insignificant non-compliances were identified during the operational audit as follow:

- ▼ A number of relatively low risk hazards (eg, trip hazard, an aerosol inhalation hazard, vehicle strike hazard and chemical mixing hazard) were observed during the audit.²³
- ▼ Daily checks for algal blooms were not being conducted as specified in the Recycled Water Quality Plan.²⁴
- ▼ A number of customers' installations connected to the non-potable water main did not comply with the *Plumbing and Drainage Act 2011* (NSW).²⁵

In the previous audit in April 2013, the auditors identified issues with both the recycled water and sewerage networks. Issues included cross connections and apparent egress of stormwater into the sewerage system. The 2014-15 operational audit identified that stormwater ingress to sewer has been adequately addressed via extensive rectification work. Defects in the reticulation network are being progressively rectified via a proactive program, which was largely completed at the time of the audit in mid-June 2015.

We did not re-audit the recycled water network infrastructure because drinking water was being supplied through the recycled water network. We consider there are no immediate risks to public health or the environment.

Four insignificant non-compliances were identified during the subsequent licence plans audit as follow:

- ▼ Some assets had not been included in VWS&T's systematic asset management system, as part of the Infrastructure Operating Plan.^{26,27} The auditors noted that most of the critical assets had been included in the asset management system. The previous audit in 2013 had identified that there was a low but growing risk of inadequate asset management as all network assets had not been included in the asset management system. This was counted as two non-compliances as it breached two licence conditions.

²³ Regulation, Schedule 1, cl 3(c).

²⁴ Regulation, Schedule 1, cl 7(4)(a).

²⁵ Regulation, Schedule 1, cl 11.

²⁶ Regulation, Schedule 1, cl 6(1)(b),(e).

²⁷ Regulation, Schedule 1, cl 13(1)(b),(e).

- ▼ VWS&T's Recycled Water Quality Plan required updating to fully address the 12 elements of the AGWR. The auditors found the following deficiency around Element 2:
 - Element 2 relates to assessment of the non-potable water supply system. Specifically, the auditors noted that VWS&T should update its risk register to consider risks for each process step and identify uncertainty and residual risks in the risk assessment.²⁸
- ▼ VWS&T's Sewage Management Plan also required updating. Specifically, the auditors noted that VWS&T should update its risk register to consider risks for each process step and identify uncertainty and residual risks in the risk assessment.²⁹

The 2012 licence plans audit revealed that the Recycled Water Quality Plan was non-compliant with two of the 12 elements of the AGWR. In this year's audit, one of the two elements had been addressed. We will seek a voluntary undertaking from the licensee to address the four non-compliances related to its Infrastructure Operating Plan, Recycled Water Quality Plan and Sewage Management Plan, as these were repeat non-compliances. We may take enforcement action if appropriate.

A further non-compliance occurred when the licensee's annual compliance report was submitted after the due date of 31 August 2015. We will write to the licensee to remind it of its obligation to report in accordance with the Reporting Manual, and will consider enforcement action if repeated non-compliance occurs.

10_014 Pitt Town Water Factory (Pitt Town scheme)

PTWF reported no non-compliances of its network operator's licence in 2014-15. PTWF was subject to an operational audit and a subsequent licence plans audit in 2014-15. Four insignificant non-compliances were identified in total.

One insignificant non-compliance was identified during the operational audit. This non-compliance also applied to another licence condition, therefore there were two non-compliances as outlined below:

- ▼ There were inconsistencies in the procedures to review the Infrastructure Operating Plan.^{30,31} These applied to both water and sewerage infrastructure.

²⁸ Regulation, Schedule 1, cl 7(1)(b).

²⁹ Regulation, Schedule 1, cl 14(1)(a),(b).

³⁰ Regulation, Schedule 1, cl 6(2)(a).

³¹ Regulation, Schedule 1, cl 13(2)(a).

Two insignificant non-compliances were identified in the subsequent licence plans audit as outlined below:

- ▼ The Infrastructure Operating Plan and associated documents require further development, as recommendations arising from non-compliances observed in previous audits have not been fully addressed.^{32,33}

PTWF has partially but not fully addressed the recommendations from the previous licence plans audit. The non-compliances identified related to its Infrastructure Operating Plan and continue to remain non-compliant. These two non-compliances are repeat non-compliances.

We will seek a voluntary undertaking from the licensee to address the contraventions, and may take enforcement action if required.

12_016 Orica (Orica groundwater scheme)

Orica reported no non-compliances of its network operator's licence in 2014-15. No audits of the scheme were conducted in this reporting period, and no non-compliances were identified in last year's audit. Orica's licence plans were audited previously and found to be compliant. We propose to audit this scheme in 2015-16.

12_020 Mirvac (Chifley Square scheme)

Mirvac reported no non-compliances of its network operator's licence in 2014-15. No audits were conducted in this reporting period. The scheme commenced commercial operation in late 2014 and will be subject to operational audit and a subsequent licence plans audit in 2015-16. Two previously identified non-compliances from its new infrastructure and licence plans audits in 2013-14 will also be re-audited at the same time.

12_022 Central Park Water Factory (Central Park scheme)

CPWF reported no non-compliances of its network operator's licence in 2014-15. CPWF was subject to four audits in 2014-15. A new infrastructure audit and a licence plans audit were undertaken prior to commercial operation, and an operational audit and a subsequent licence plans audit were undertaken after the commencement of commercial operation of the recycled water scheme.

³² Regulation, Schedule 1, cl.6(1)(b),(e).

³³ Regulation, Schedule 1, cl.13(1)(b),(e).

A total of 14 insignificant non-compliances were identified in these audits. The licensee rectified four of the non-compliances while five were not adequately addressed. These five non-compliances were subsequently re-audited and were found to remain non-compliant. Hence, five more non-compliances were recorded even though these were breaches of the same conditions.

The drinking water and sewage infrastructure for CPWF was approved for commercial operation in January 2014. Its recycled water infrastructure was approved for commercial operation in February 2015. The licensee had its first operational audit of the full scheme (drinking water, sewage and recycled water infrastructure) in July 2015.

The non-compliances are outlined below. Comments are provided on whether the non-compliance was addressed in the subsequent audit in each dot point.

Six insignificant non-compliances were identified during the **new infrastructure audit** for the recycled water infrastructure prior to commercial operation. Four non-compliances were addressed by the licensee and were found to be compliant in the operational audit after commercial operation. The non-compliances are outlined below:

- ▼ CPWF did not have in place procedures for identifying, and reporting to IPART, if it ceased to have the technical, financial and organisational capacity required to carry out the activities authorised by the licence. Given that CPWF had acknowledged the need (and has an Implementation Plan) to further develop its documentation, this non-compliance was not considered significant.³⁴ This was re-audited in the operational audit and was found to be compliant, as procedures were developed and in place.
- ▼ CPWF did not have in place procedures for identifying changes to publicly available standards or codes, and ensuring that it remained up to date with such standards and codes. Given that CPWF had acknowledged the need (and has an Implementation Plan) to further develop its documentation, this non-compliance was not considered significant.³⁵ This was re-audited as part of the operational audit and was found to be compliant, as procedures were developed and in place.
- ▼ There was not a procedure in place to ensure that the Infrastructure Operating Plan is kept under regular review.^{36,37} This was counted as two non-compliances as it breached two licence conditions.

³⁴ Network operator's licence 12_022, condition B1.

³⁵ Regulation, Schedule 1, cl 3(c).

³⁶ Regulation, Schedule 1, cl 6(2)(a).

³⁷ Regulation, Schedule 1, cl 13(2)(a).

- ▼ CPWF did not document its approach to water meter maintenance, testing and renewal. This approach should be documented in an Asset Management Plan, which was yet to be developed.³⁸ This was re-audited in the operational audit and was found to be compliant, as CPWF had documented its approach in the Infrastructure Operating Plan.
- ▼ In the absence of a Code of Conduct being established under clause 25 of the Regulation, CPWF and Sydney Water developed an Interim Utility Services Agreement which addresses the obligations of clauses B10.1 and B10.2 of the Licence. The Interim Utility Services Agreement expired 7 October 2014, but was extended to 7 February 2015. There was an absence of an executed service agreement between CPWF and Sydney Water outlining the respective responsibilities of both parties. The auditors noted that a draft service agreement was in the process of being finalised at the time of auditing.³⁹ This was re-audited in the operational audit and was found to be compliant. The Interim Utility Services Agreement was further extended. It addressed the requirements of this obligation under the licence.

Two insignificant non-compliances were identified during the scheme's first **operational audit**. The non-compliances are outlined below:

- ▼ The licensee had put in place a five yearly review frequency for its Water Infrastructure Operating Plan, after the new infrastructure audit found a lack of procedure in place to ensure that the Water Infrastructure Operating Plan is kept under regular review. The auditor was of the opinion that a five yearly review of the Infrastructure Operating Plan was insufficient to ensure that the Infrastructure Operating Plan remains fully appropriate to its purpose.⁴⁰ Also, it was observed that although effective isolation is in place, the temporary pipework that enabled cross connection between the drinking and recycled water distribution systems remained in place subsequent to the recycled water treatment plant being brought into service.
- ▼ The licensee had put in place a 5-yearly review frequency for its Sewage Infrastructure Operating Plan, after the new infrastructure audit found a lack of procedure in place to ensure that the Sewage Infrastructure Operating Plan is kept under regular review. The auditor was of the opinion that a 5-yearly review of Sewage Infrastructure Operating Plan was insufficient to ensure that the Infrastructure Operating Plan remains fully appropriate to its purpose.⁴¹

We do not consider these repeat non-compliances, and will re-audit these two non-compliances at the next audit in 2015-16. We will seek a voluntary undertaking from the licensee to address the non-compliances.

³⁸ Regulation, Schedule 1, cl 8.

³⁹ Network Operator Licence 12_022, condition B10.

⁴⁰ Regulation, Schedule 1, cl 6(2)(a).

⁴¹ Regulation, Schedule 1, cl 13(2)(a).

Three non-compliances were identified during the **licence plans audit** for the recycled water scheme. These were considered insignificant because they were prior to commercial operation. The non-compliances are outlined below:

- ▼ Outstanding activities were identified in the Implementation Plan (included in the Infrastructure Operating Plan). Furthermore, the fully developed Plan was dependent upon development of an Asset Management Plan. Full compliance required preparation of the Asset Management Plan and supporting procedural documentation.^{42,43} The above was counted as two non-compliances as it breached two licence conditions.
- ▼ Under the 12 elements of the framework of the management of recycled water quality and use as detailed in the Australian Guidelines for Water Recycling:⁴⁴
 - Element 1. Stakeholder contact information was some years out of date and the regulatory and formal requirements (references) were out of date in some respects. This element was re-audited in the subsequent licence plan audit and was found to be compliant.
 - Element 4. A number of process limits needed to be finalised and the removal of the temporary potable to recycled water cross-connection needed to be verified.
 - Element 5. Licensee had not formalised the accreditation process (ie, testing by lab accredited by body acceptable to NSW Health) to be applied to its verification testing, as required under the Act. This element was re-audited in the subsequent licence plan audit and was found to be compliant.
 - Element 10. A number of key documents were not explicitly referenced in the Recycled Water Quality Plan. As a result, there was a small but increasing risk that CPWF would lose track of key detailed documents that were essential for the proper documentation and operation of the scheme.

All three non-compliances from the licence plans audit were re-audited in the subsequent licence plans audit but were found to remain non-compliant. Three insignificant non-compliances were identified during the **subsequent Licence Plans audit** after commercial operation of the scheme. The non-compliances are outlined below:

- ▼ An Asset Management Plan was in place. However, some aspects of the Infrastructure Operating Plan required updating including specific reference to the Asset Management Plan to ensure that site specific requirements were included and to reflect current status of previously identified implementation actions.^{45,46} This was counted as two non-compliances as it breached two licence conditions.

⁴² Regulation, Schedule 1, cl.6(1)(a),(b).

⁴³ Regulation, Schedule 1, cl.13(1)(a),(b).

⁴⁴ Regulation, Schedule 1, cl.7(1)(b).

⁴⁵ Regulation, Schedule 1, cl.6(1)(a).

⁴⁶ Regulation, Schedule 1, cl.13(1)(a).

- ▼ Under the 12 elements of the framework of the management of recycled water quality and use as detailed in the Australian Guidelines for Water Recycling:⁴⁷
 - Element 4. The pressure differential process limits needed to be finalised and the removal of the potable to recycled water cross-connection needed to be verified. A number of process limits that were considered inadequate had been addressed and resolved in its Recycled Water Quality Plan.
 - Element 10. The Recycled Water Quality Plan was not fully updated to resolve the previously identified non-compliance relating to cross-referencing.

We consider the non-compliance relating to the Recycled Water Quality Plan a repeat non-compliance. We also consider the physical removal of the temporary cross connection a repeat non-compliance, as this issue was also identified as non-compliant in both the licence plans audit, which is discussed below. We will seek a voluntary undertaking from the licensee to address the contravention, and may take enforcement action if appropriate.

In total, five non-compliances identified this year will be re-audited at the next audit in 2015-16, and we will seek voluntary undertakings from the licensee for all the non-compliances to address the contraventions, and may take enforcement action if appropriate.

13_023 Aquacell (Workplace 6)

Aquacell contravened its network operator's licence when it did not provide to IPART an insurance expert's report, infrastructure operating plan audit report, water quality plan audit report and operational audit report on time. They are outlined below:

- ▼ An insurance expert's report was not provided within six months of commencing operation of the plant.⁴⁸ It was due 21 January 2015.
- ▼ An operational audit report on whether the licensee is operating in compliance with its licence conditions.⁴⁹ It was due 30 May 2015.
- ▼ An audit report on the adequacy of the Infrastructure Operating Plan was not supplied in a timely manner.⁵⁰ It was due 30 May 2015.
- ▼ An audit report on the adequacy of the Water Quality Plan was not supplied in a timely manner.⁵¹ It was due 30 May 2015.

⁴⁷ Regulation, Schedule 1, cl 7(1)(b).

⁴⁸ Network Operator Licence 13_023, condition B2.2(b).

⁴⁹ Network Operator Licence 13_023, condition B5.

⁵⁰ Regulation, Schedule 1, cl 6(3).

⁵¹ Regulation, Schedule 1, cl 7(5).

On 1 July 2015, the Tribunal issued an order to Aquacell for contravention of its network operator's licence requiring Aquacell to:

- ▼ pay a monetary penalty of \$2,000 by 28 July 2015
- ▼ ensure the following was completed by 7 July 2015:
 - operational audit, including the Audit Fieldwork component of the operational audit
 - infrastructure operating plan audit
 - water quality plan audit, and
- ▼ ensure that the following was provided to IPART by 31 July 2015, or at a later date specified by IPART:
 - operational audit report
 - infrastructure operating plan audit report, and
 - water quality plan audit report.

Aquacell completed the actions required by the order satisfactorily and on time and these matters are considered closed out.

Aquacell was subject to an operational audit and a licence plans audit in 2014-15. A non-compliance related to insurance was identified in its first operational audit, which was also reported in Aquacell's annual compliance report. The other two non-compliances reported in the licensee's annual report relate to the late submission of audit reports on the Infrastructure Operating Plan and Water Quality Plan. These were subsequently rectified. The licence plans audit identified no non-compliances.

13_025 DPW (Discovery Point scheme)

DPW reported no non-compliances of its network operator's licence in 2014-15. The commercial operation of drinking water and sewage infrastructure was granted in August 2014. DPW was subject to two audits in 2014-15 for its recycled water infrastructure prior to commercial operation.⁵² No non-compliances were identified during the new infrastructure audit. An insignificant non-compliance was identified during licence plans audit. The non-compliance is outlined below:

- ▼ The Infrastructure Operating Plan, in conjunction with the Scheme Management Plan and Asset Management Plan, still contained aspects that needed to be addressed. Principal amongst these was the need for all assets (and their details) to be included in an asset register.⁵³

⁵² DPW's drinking water and sewerage infrastructure was audited in 2013-14.

⁵³ Regulation, Schedule 1, cl 6(1)(a).

We will undertake an operational audit in 2015-16. This non-compliance, along with six other non-compliances identified in 2013-14 related to its drinking water and sewerage infrastructure and will also be re-audited.

14_026 Wyee Water (Wyee scheme)

Wyee Water was not in operation under its network operator's licence. It reported no non-compliances in 2014-15, and no audits were undertaken.

15_029 LLRWBS (Barangaroo scheme)

LLRWBS was not in operation under its network operator's licence. It reported no non-compliances in 2014-15, and no audits were undertaken.

15_030 Huntlee Water (Huntlee scheme)

Huntlee Water was not in operation under its network operator's licence. It reported no non-compliances in 2014-15. A new infrastructure audit was initiated but not finalised by 31st of August 2015.

5.2 Retail supplier non-compliances

This section provides an overview of all non-compliances pertaining to retail supplier's licences. No operational audits were undertaken for retail supplier licensees in 2014-15. We are planning to audit two retail supplier licensees in 2015-16.

Table 5.2 provides an overview of non-compliances identified in 2014-15.

Table 5.2 Summary of retail supplier compliance breaches

Licence number	Licensee	Scheme	Non-compliances reported by licensee	Non-compliances identified by IPART	Total
09_004R	Aquacell	1 Bligh Street, Workplace 6	0	0	0
10_009R	VWS&T	Darling Quarter	0	1 ^a	1
10_01R	AquaNet	Fairfield-Rosehill	0	1 ^a	1
10_011R	SDP	Sydney Desalination Plant	0	0	0
10_013R	VWS&T	Bingara Gorge	0	1 ^a	1
12_017R	Orica	Orica groundwater	0	0	0
12_021R	Mirvac	Chifley Square	0	0	0
13_001R	Flow Systems	Pitt Town, Central Park, Discovery Point, Wyee, North Cooranbong	0	0	0
Total			0	3	3

^a Annual compliance reports submitted after 31st August.

We identified three non-compliances due to the following licensees submitting annual compliance reports after the due date:

- ▼ VWS&T (Darling Quarter scheme)⁵⁴
- ▼ AquaNet (Fairfield-Rosehill scheme),⁵⁵ and
- ▼ VWS&T (Bingara Gorge scheme).⁵⁶

We will write to the licensee to remind it of its obligation to report in accordance with the Reporting Manual, and will consider enforcement action if repeated non-compliance occurs.

⁵⁴ Retail supplier's licence 10_009R, condition B5.

⁵⁵ Retail supplier's licence 10_01R, condition B5.

⁵⁶ Retail supplier's licence 10_013R, condition B5.

6 Summarised operating statistics

Licenseses are required to provide some details regarding their operating statistics as part of their annual compliance reports. This chapter provides a summary of key statistics only. The actual numbers provided by network operators are shown in Appendix B and retail suppliers are shown in Appendix C.

In total, the operating statistics for 2014-15 indicate:

- ▼ 3,535 ML of non-potable water was supplied by water utilities licensed under the Act. This volume was 8% less than last year's total of 3,855 ML. The non-potable water supplied through the SGSPRN's scheme at Fairfield-Rosehill was 1,956 ML this year, which is 16% less than last year's 2,337 ML, a significant reduction of 381 ML.
- ▼ Services were supplied to 2,404 connections. This represents an 86% increase in number, from 1,291 supplied last year. This significant increase was due to the expansion of Flow System's schemes. The length of water mains increased by 15 km, from 47 km last year to 62 km this year. This represents a 32% increase in length.
- ▼ The length of sewer mains increased by 11 km, from 27 km last year to 38 km this year. This represents a 41% increase in length. This increase was mainly due to the expansion of residential sewerage systems in the licensed schemes.
- ▼ The total number of complaints significantly reduced from 93 last year to 22 this year. This represents a 76% reduction in number. As a percentage of the number of customers, complaints have reduced significantly from 7% last year to approximately 1% this year. The number of complaints regarding VWS&T's Bingara Gorge scheme reduced significantly from 92 to 15 complaints.



Appendices

A Compliance and monitoring framework

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

A.1 Periodic self-reporting

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

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

A.1.1 Classification of conditions

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

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

A.1.2 Immediate licence compliance reporting

Where a licence breach requires immediate reporting, the licensee is required to initially telephone IPART and within five business days 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 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,⁵⁷ have produced an Incident Notification procedure guide for licence holders to follow in order to comply with this licence requirement.⁵⁸ Such incidents may or may not be the result of a 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.⁵⁹

A.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.⁶⁰ 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, and
- ▼ actual/anticipated date of full compliance.

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

⁵⁷ This is now the Metropolitan Water Directorate.

⁵⁸ Refer to Incident Notification by Network Operators and Retail Suppliers – *Water Industry Competition Act 2006* on our website at www.ipart.nsw.gov.au/Home/Industries/Water/Private_Sector_Licensing_WICA/Licence_Compliance_Reporting.

⁵⁹ IPART, *Network Operators' Reporting Manual under the Water Industry Competition Act 2006*, May 2010.

⁶⁰ IPART, *Network Operators' Reporting Manual under the Water Industry Competition Act 2006*, May 2010.

A.2 Licensing and regulatory compliance audits

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

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

The Act does 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 five years to assist in the licence review process.

A.3 Other audits

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

- ▼ Licence plans audits and subsequent licence plans audits are conducted to review the adequacy of plans.⁶¹
- ▼ New infrastructure audits are conducted to determine if infrastructure is safe to operate and confirm all licensing and legislative requirements are being met.⁶²

⁶¹ Licence plans may include infrastructure operating plans, water quality plans, sewage management plans or retail supply management plans, as relevant to the licence.

⁶² Refer to Appendix A.3 for details.

A.4 Audit panel

Only an approved auditor can conduct audits on behalf of the Minister, IPART or a licensee for the purposes of the licensing scheme under the 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.⁶³

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

A.5 Audit guidelines

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

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

⁶³ Regulation, cl 31.

B Annual operating statistics for network operators

Table B.1 shows summarised key statistics for the 15 network operators.

Table B.1 Operating statistics for network operators in 2014-15

Licence number	Licensee	Scheme	Source volume (ML)		Recycled water supplied (ML)	Length of mains (km)	
			Water ^a	Sewage ^b		Water ^c	Sewer
09_001	Veolia	Fairfield-Rosehill	3,080	0	0 ^d	0	0
09_002	SGSPRN	Fairfield-Rosehill	0 ^d	0	1956	20.2	0.2
09_003	Aquacell	1 Bligh Street	0	2	1	0	0.1
10_008	VWS&T	Darling Quarter	0	40	37	0	0
10_010	SDP	Sydney Desalination Plant	0	0	0	0	0
10_012	VWS&T	Bingara Gorge ^e	0	36	37	18.5	17.3
10_014	PTWF	Pitt Town	46	32	44	13.0	13.0
12_016	Orica	Orica groundwater scheme	1,831	0	1420	1.0	0
12_020	Mirvac	Chifley Square	1	10	6	<1.0	<1.0
12_022	CPWF	Central Park	222	119	32	4.0	3.0
13_023	Aquacell	Workplace 6	0	6	3	0	0.1
13_025	DPW	Discovery Point	30	23	0	4.0	3.0
14_026	Wyeef Water	Wyeef ^f	0	0	0	0	0
15_029	LLRWBS	Barangaroo ^f	0	0	0	0.8	0.7
15_030	Huntlee Water	Huntlee ^f	0	0	0	0	0
Total^g			5,209	267	3,535	63	38

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

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

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

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

^e Value adjusted to 0 to avoid double counting the source volume for the Fairfield-Rosehill scheme. This volume is captured under Veolia's licence.

^f Scheme not in operation yet.

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

Details of the annual operating statistics provided to us in 2014-15 by licensed network operators are included in the following tables. Operating statistic definitions are available in our reporting manual for network operators.⁶⁴

⁶⁴ The reporting manual is available at www.ipart.nsw.gov.au/Home/Industries/Water/Private_Sector_Licensing_WICA/Licence_Compliance_Reporting.

B.1 09_001 Veolia (Fairfield-Rosehill)

Veolia's operating statistics in 2014-15 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	3,080
	Total volume of water sourced (ML)	NWI W7	3,080
Volume of water supplied (Uses of water supplied)	Volume of water supplied – On-site (ML)	WICA#2	0.2
	Volume of bulk water exports (ML)	NWI W14	1,924
	Total volume of water supplied (ML)	WICA#3	1,924
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	1,924
	Volume of recycled water supplied - on-site (ML)	NWI W24	0.1
	Total of recycled water supplied (ML)	NWI W26	1,924
Infrastructure	Number of recycled water treatment plants	NWI A7	1
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 planned interruption –water	NWI C17	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	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
Water quality	Number of zones where microbiological compliance was achieved (eg, 23/24)	NWI H2	1/1
	Percent of population where microbiological compliance was achieved (%)	NWI H3	100
	Number of zones where chemical compliance was achieved (eg, 23/24)	NWI H4	1/1

B.2 09_002 SGSPRN (Fairfield-Rosehill)

SGSPRN's operating statistics in 2014-15 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced: - Recycling (ML)	NWI W4	1,924
	Total volume of water sourced (ML)	NWI W7	1,924
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	1,956
	Total of recycled water supplied (ML)	NWI W26	1,956
Infrastructure	Length of water mains (km)	NWI A2	20.17
	Length of non-potable water mains (km)	WICA#5	20.17
	Length of sewerage mains and channels (km)	NWI A5	0.20
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	3,360
	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	1

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

Notes: The difference in NWI W4 and NWI W15 relates to meter error.

B.3 09_003 Aquacell (1 Bligh Street)

Aquacell's operating statistics in 2014-15 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	1.873
	Total volume of sewage collected (ML)	NWI W18	1.873
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied - on-site (ML)	NWI W24	0.989
	Total of recycled water supplied (ML)	NWI W26	0.989
Infrastructure	Length of sewerage mains and channels (km)	NWI A5	0.1
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	1
	Number of sewage treatment plants	NWI A4	0
Infrastructure performance	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
Service Interruptions	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 – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0

Notes: Due to an OPEX review by the plant owner, the Recycled Water plant was shut down from 1st July 2014 to 6th February 2015.

Total sewage collected (1.873 ML) consists of 1.873 ML from Bondi Ocean Outfall sewer mining. No flow was drawn from the building base load during the reporting period.

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

VWS&T's operating statistics in 2014-15 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	39.496
	Total volume of sewage collected (ML)	NWI W18	39.496
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	48.200
	Total volume of water supplied (ML)	WICA#3	48.200
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied – other (ML)	NWI W25	36.765
	Total of recycled water supplied (ML)	NWI W26	36.765
Infrastructure	Number of recycled water treatment plants	NWI A7	1
	Number of sewage treatment plants	NWI A4	1
Infrastructure performance	Number of sewage treatment plants compliant at all times (eg, 5/6)	NWI E5	1/1
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	43,200
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	36,000
	Average sewerage interruption (minutes)	NWI C16	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	6 times over 12 months
	Average frequency of planned interruption – non-potable water	WICA#15	18 times over 12 months
	Average frequency of unplanned interruption – sewerage	WICA#16	0

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

Notes: The difference in NWI W10 and NWI W25 is from Sydney water top up.

There is no connection point to the bulk non-potable water customer. Discharge is directly to the storage tank.

B.5 10_010 SDP (Sydney Desalination Plant)

SDP's operating statistics in 2014-15 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	0
	- Desalination (ML)	NWI W3	0
	- Recycling (ML)	NWI W4	0
	- Bulk Supplier (ML)	NWI W5	0
	- 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
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	7.71
	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	7.71

Notes: SDP was not in operation to supply drinking water in 2014-15.

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

VWS&T's operating statistics in 2014-15 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	36.491
	Total volume of sewage collected (ML)	NWI W18	36.491
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	36.877
	Total volume of water supplied (ML)	WICA#3	36.877
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied – other (ML)	NWI W24	0
	Volume of recycled water supplied – other (ML)	NWI W25	36.877
	Total of recycled water supplied (ML)	NWI W26	36.877
Infrastructure	Length of non-potable water mains (km)	WICA#5	18.46
	Length of sewerage mains and channels (km)	NWI A5	17.34
	Number of recycled water treatment plants	NWI A7	1
	Number of sewage treatment plants	NWI A4	1
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 100km of sewer main)	NWI A13	0
	Number of sewage treatment plants compliant at all times (eg. 5/6)	NWI E5	1/1

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	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
	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
	Percent of biosolids reused (%)	NWI E8	0
Water quality	Number of zones where microbiological compliance was achieved (eg. 23/24)	NWI H2	All zones
	Percent of population where microbiological compliance was achieved (%)	NWI H3	100
	Number of zones where chemical compliance was achieved (eg. 23/24)	NWI H4	All zones

Notes: NWI W24 Water from Sydney water supplies lilac system.

NWI W25 Treated water is discharged to the storage dam for golf course irrigation.

B.7 10_014 PTWF (Pitt Town)

PTWF's operating statistics in 2014-15 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	0
	- Desalination (ML)	NWI W3	0
	- Recycling (ML)	NWI W4	0
	- Bulk Supplier (ML)	NWI W5	14
	- Volume of bulk recycled water purchased (ML)	NWI W6	0
	- Other (ML)(sewage sourced for non-potable water)	WICA#1	31.7
	Total volume of water sourced (ML)	NWI W7	45.7
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	31.7
	Volume of sewage collected - trade waste (ML)	NWI W17	0
	Total volume of sewage collected (ML)	NWI W18	31.7
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	1.3
	Volume of water supplied – On-site (ML)	WICA#2	42.8
	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	44.1

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0
	Volume of recycled water supplied - on-site (ML)	NWI W24	42.8
	Volume of recycled water supplied – other (ML)	NWI W25	1.3
	Total of recycled water supplied (ML)	NWI W26	44.1
Infrastructure	Length of water mains (km)	NWI A2	13
	Length of potable water mains (km)	WICA#4	0
	Length of non-potable water mains (km)	WICA#5	13
	Length of sewerage mains and channels (km)	NWI A5	13
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	1
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	121.9
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average sewerage interruption (minutes)	NWI C16	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	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	0.933
	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 biosolids reused (%)	NWI E8	0

B.8 12_016 Orica (Orica groundwater scheme)

Orica's operating statistics in 2014-15 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:		
	- Groundwater (ML)	NWI W2	1824.8
	- Bulk Supplier (ML)	NWI W5	5.9
	Total volume of water sourced (ML)	NWI W7	1830.7
Volume of water supplied (Uses of water supplied)	Volume of water supplied - other (ML)	NWI W10	1419.7
	Volume of water supplied – On-site (ML)	WICA#2	0.1
	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	1419.9
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
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15	597
	Average duration of planned interruption – water (minutes)	WICA#6	4883
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	597
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	4883

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	Average frequency of unplanned interruption – water	NWI C17	51.4
	Average frequency of planned interruption –water	WICA#11	11.63
	Average frequency of unplanned interruption – non-potable water	WICA#14	51.4
	Average frequency of planned interruption – non-potable water	WICA#15	11.63
Water quality	Number of zones where microbiological compliance was achieved (eg, 23/24)	NWI H2	1/1
	Percent of population where microbiological compliance was achieved (%)	NWI H3	100
	Number of zones where chemical compliance was achieved (eg, 23/24)	NWI H4	1/1

B.9 12_020 Mirvac (Chifley Square)

Mirvac's operating statistics in 2014-15 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced: - Other (ML) (Rainwater harvested from roof to top-up non-potable water supply)	WICA#1	0.7
	Total volume of water sourced (ML)	NWI W7	0.7
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML) (4.41 ML from within building and 5.04 ML from Sydney Water sewer mining site)	NWI W16	9.5
	Total volume of sewage collected (ML)	NWI W18	9.5
Volume of recycled water supplied (Uses of recycled water supplied)	Volume of recycled water supplied - other (ML) (4.78 ML as recycled sewage from the blackwater treatment plant and 0.71 ML top up from non-potable water supply as rainwater harvested from the building roof)	NWI W25	5.5
	Total of recycled water supplied (ML)	NWI W26	5.5
Infrastructure	Length of non-potable water mains (km)	WICA#5	< 1
	Length of sewerage mains and channels (km)	NWI A5	< 1
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	1
	Number of sewage treatment plants	NWI A4	0
Service Interruptions	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 – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0

Notes: Rainwater was harvested from the building roof to top up the non-potable water supply.

B.10 12_022 CPWF (Central Park)

CPWF's operating statistics in 2014-15 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	0
	- Desalination (ML)	NWI W3	0
	- Recycling (ML)	NWI W4	0
	- Bulk Supplier (ML)	NWI W5	188.0
	- Volume of bulk recycled water purchased (ML)	NWI W6	0
	- Other (ML) (sewage sourced from non-potable water)	WICA#1	33.6
	Total volume of water sourced (ML)	NWI W7	221.6
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	105.8
	Volume of sewage collected - trade waste (ML)	NWI W17	12.9
	Total volume of sewage collected (ML)	NWI W18	118.7
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	219.9
	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	219.9

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0
	Volume of recycled water supplied – on-site (ML) (General use 8 ML, cooling towers 19 ML, retail 4.9)	NWI W24	31.9
	Volume of recycled water supplied – other (ML)	NWI W25	0
	Total of recycled water supplied (ML)	NWI W26	31.9
Infrastructure	Length of water mains (km)	NWI A2	4
	Length of potable water mains (km)	WICA#4	1
	Length of non-potable water mains (km)	WICA#5	3
	Length of sewerage mains and channels (km)	NWI A5	3
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	1
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	306
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average sewerage interruption (minutes)	NWI C16	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	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	1
	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 biosolids reused (%)	NWI E8	0

B.11 13_023 Aquacell (Workplace 6)

Aquacell's operating statistics in 2014-15 under its network operator's licence are provided in the table below.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	5.9
	Total volume of sewage collected (ML)	NWI W18	5.9
Volume of recycled water supplied (Uses of recycled water)	Volume of recycled water supplied - on-site (ML)	NWI W24	3.2
	Total of recycled water supplied (ML)	NWI W26	3.2
Infrastructure	Length of sewerage mains and channels (km)	NWI A5	0.1
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	1
	Number of sewage treatment plants	NWI A4	0
Infrastructure performance	Number of sewerage breaks and chokes (per 100km of sewer main)	NWI A12	0
Service Interruptions	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 – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0

B.12 13_025 DPW (Discovery Point)

DPW's operating statistics in 2014-15 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	0
	- Desalination (ML)	NWI W3	0
	- Recycling (ML)	NWI W4	0
	- Bulk Supplier (ML)	NWI W5	30
	- Volume of bulk recycled water purchased (ML)	NWI W6	0
	- Other (ML) (sewage sourced from non-potable water)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	30
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	23.1
	Volume of sewage collected - trade waste (ML)	NWI W17	0.3
	Total volume of sewage collected (ML)	NWI W18	23.4
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	30
	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	30

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0
	Volume of recycled water supplied - environmental flows (ML)	NWI W23	0
	Volume of recycled water supplied – on-site (ML) (General use 8 ML, cooling towers 19 ML, retail 4.9)	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	4
	Length of potable water mains (km)	WICA#4	1
	Length of non-potable water mains (km)	WICA#5	3
	Length of sewerage mains and channels (km)	NWI A5	3
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	1
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

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

B.13 14_026 Wyee Water (Wyee)

Wyee Water was not operating under its network operator’s licence. All operating statistics were zero in 2014-15.

B.14 15_029 LLRWBS (Barangaroo)

LLRWBS's operating statistics in 2014-15 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	0
	- Bulk Supplier (ML)	NWI W5	0
	- Other (ML) (sewage sourced from non-potable water)	WICA#1	0
	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	0
	Volume of sewage collected - trade waste (ML)	NWI W17	0
	Total volume of sewage collected (ML)	NWI W18	0
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	0
	Volume of bulk water exports (ML)	NWI W14	0
	Total volume of water supplied (ML)	WICA#3	0
Volume of recycled water supplied (Uses of recycled water)	Volume of bulk recycled water exports (ML)	NWI W15	0
	Volume of recycled water supplied – on-site (ML) (General use 8 ML, cooling towers 19 ML, retail 4.9)	NWI W24	0
	Volume of recycled water supplied – other (ML)	NWI W25	0
	Total of recycled water supplied (ML)	NWI W26	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Infrastructure	Length of water mains (km)	NWI A2	0.8
	Length of non-potable water mains (km)	WICA#5	0.8
	Length of sewerage mains and channels (km)	NWI A5	0.7
	Number of water treatment plants providing full treatment	NWI A1	0
	Number of recycled water treatment plants	NWI A7	1
	Number of sewage treatment plants	NWI A4	0
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
	Number of sewage treatment plants compliant at all times (eg, 5/6)	NWI E5	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 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 – 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
	Compliance with environmental regulator – sewerage (yes/no)	NWI E7	Yes
	Percent of biosolids reused	NWI E8	0

B.15 15_030 Huntlee Water (Huntlee)

Huntlee Water was not operating under its network operator's licence. All operating statistics were zero in 2014-15.

C Annual operating statistics for retail suppliers

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

Table C.1 Operating statistics for retail suppliers in 2014-15

Licence number	Licensee	Scheme	No. of customers		No. of customer complaints ^a
			Water	Sewerage	
09_004R	Aquacell	1 Bligh Street, Workplace 6	2	0	0
10_009R	VWS&T	Darling Quarter ^b	-	-	-
10_01R	AquaNet	Fairfield-Rosehill	12	0	0
10_011R	SDP	Sydney Desalination Plant ^c	0	0	0
10_013R	VWS&T	Bingara Gorge	358	358	15
12_017R	Orica	Orica groundwater scheme	7	0	0
12_021R	Mirvac	Chifley Square	1	0	0
13_001R	Flow Systems	Pitt Town, Central Park, Discovery Point, Wyee, North Cooranbong	2,024	2,027	7
		Total	2,404	2,385	22

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

^b VWS&T reported a nil return as it did not engage in any retail activities authorised under the Act in 2014-15.

^c The Sydney Desalination Plant was not in operation to supply drinking water to customers in 2014-15.

The annual operating statistics provided to us in 2014-15 by licensed retail suppliers are included in the following tables. Operating statistic definitions are available in our reporting manual for retail suppliers.⁶⁵

⁶⁵ The reporting manual is available at www.ipart.nsw.gov.au/Home/Industries/Water/Private_Sector_Licensing_WICA/Licence_Compliance_Reporting.

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

Aquacell's operating statistics in 2014-15 under its retail supplier's licence

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	6.9
	Total volume of sewage collected (ML)	NWI W18	6.9
Uses of recycled water	Volume of recycled water supplied – on-site (ML)	NWI W24	5.0
	Total of recycled water supplied (ML)	NWI W26	5.0
Customers - water	Number of connected residential properties – water supply	NWI C2	0
	Number of connected non-residential properties – water supply	NWI C3	2
	Total number of connected properties – water supply	NWI C4	2
Small customers	Number of small retail customers in relation to water supply	WICA#20	2
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0
	Number of billing and account complaints – water and sewerage	NWI C12	0
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0

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

Nil return

VWS&T reported a nil return as it did not engage in any retail activities authorised under the Act in 2014-15.

C.3 10_01R AquaNet (Fairfield-Rosehill)

AquaNet's operating statistics in 2014-15 under its retail supplier's licence

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	Volume of water sourced from (ML):		
	- Veolia Water Australia (ML)	WICA#17	1924.268
	- Recycling (ML)	NWI W4	1924.268
	Total volume of water sourced (ML)	NWI W7	1924.268
Uses of recycled water	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	71.611
	Volume of bulk recycled water exports (ML)	NWI W15	1884.295
	Total of recycled water supplied (ML)	NWI W26	1955.917
Customers - water	Number of connected residential properties – water supply	NWI C2	0
	Number of connected non-residential properties – water supply	NWI C3	12
	Total number of connected properties – water supply	NWI C4	12
Small customers	Number of small retail customers in relation to water supply	WICA#20	0

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
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	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	3360

Notes: The difference in NWI W4 and NWI W15 relates to meter error.

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

C.4 10_011R SDP (Sydney Desalination Plant)

SDP's operating statistics in 2014-15 under its retail supplier's licence

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	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
	- Bulk Supplier (ML)	NWI W5	0
	- Volume of bulk recycled water purchased (ML)	NWI W6	0
	- Other (ML)(seawater)	WICA#1	0
	Total volume of water sourced (ML)	NWI W7	0
Uses of water supplied	Volume of water supplied - other (ML)	NWI W10	0
	Volume of water supplied – On-site (ML) (flushing and preservation) Town water	WICA#2	7.71
	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#3	7.71

C.5 007010_013R VWS&T (Bingara Gorge)

VWS&T's operating statistics in 2014-15 under its retail supplier's licence

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	Volume of water sourced from public water utility (ML)	WICA#17	31.574
	Total volume of water sourced (ML)	NWI W7	31.574
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	51.650
	Total volume of sewage collected (ML)	NWI W18	51.650
Uses of water supplied	Volume of water supplied - residential (ML)	NWI W8	31.574
	Total volume of water supplied (ML)	WICA#18	31.574
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 – on-site	NWI W24	0
	Volume of recycled water supplied - other	NWI W25	38.737
	Total of recycled water supplied (ML)	NWI W26	38.737
Customers - water	Number of connected residential properties – water supply	NWI C2	353
	Number of connected non-residential properties – water supply	NWI C3	5
	Total number of connected properties – water supply	NWI C4	358
Customers - sewerage	Number of connected residential properties – sewerage	NWI C6	353
	Number of connected non-residential properties – sewerage	NWI C7	5
	Number of connected non-residential properties – trade waste	WICA#19	0
	Total number of connected properties -sewerage	NWI C8	358

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Small customers	Number of small retail customers in relation to water supply	WICA#20	1
	Number of small retail customers in relation to provision of sewerage services	WICA#21	1
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	3/353
	Number of sewerage service complaints	NWI C11	0
	Number of billing and account complaints – water and sewerage	NWI C12	12/353
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	15/353
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average sewerage interruptions (minutes)	NWI C16	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

Notes: WICA#18 Water sourced from Sydney Water is supplied to the Lilac system only.

NWI W25 Treated water is discharged to storage dam for golf course irrigation.

NWI C4 Actual value not submitted. Calculated as sum of NWI C2 and C3.

NWI C10 A complaint about the water pressure in the lilac system. This was referred to Sydney Water.

C.6 12_017R Orica (Orica groundwater scheme)

Orica's operating statistics in 2014-15 under its retail supplier's licence

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	1824.8
	- Desalination (ML)	NWI W3	0
	- Recycling (ML)	NWI W4	0
	- Other (ML)(specify)	WICA#1	5.9
	Total volume of water sourced (ML)	NWI W7	1830.7
Uses of water supplied	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	1419.7
	Volume of water supplied - other (ML)	NWI W10	0.1
	Total volume of water supplied (ML)	WICA#18	1419.9
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

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
	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	597
	Average duration of planned interruption – water (minutes)	WICA#6	4883
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	597
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	4883

C.7 12_021R Mirvac (Chifley Square)

Mirvac's operating statistics in 2014-15 under its retail supplier's licence

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Sources of water	Volume of water sourced:		
	- Other (ML) (Rainwater harvested from roof to top-up non-potable water supply)	WICA#1	0.7
	Total volume of water sourced (ML)	NWI W7	0.7
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML) (4.41 ML from within building and 5.04 ML from Sydney Water sewer mining site)	NWI W16	9.5
	Total volume of sewage collected (ML)	NWI W18	9.5
Uses of recycled water	Volume of recycled water supplied - residential (ML)	NWI W20	0
	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	5.5
	Total of recycled water supplied (ML)	NWI W26	5.5

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Customers - water	Number of connected residential properties – water supply	NWI C2	0
	Number of connected non-residential properties – water supply	NWI C3	1
	Total number of connected properties – water supply	NWI C4	1
Small customers	Number of small retail customers in relation to water supply	WICA#20	1
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	0
Complaints	Number of water quality complaints	NWI C9	0
	Number of water service complaints	NWI C10	0
	Number of sewerage service complaints	NWI C11	0
	Number of billing and account complaints – water and sewerage	NWI C12	0
	Number of other complaints – water and sewerage	WICA#22	0
	Total water and sewerage complaints	NWI C13	0
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18	0
	Number of customers to which disconnections applied	WICA#23	0
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19	0
Service Interruptions	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9	0
	Average duration of planned interruption – non-potable water (minutes)	WICA#10	0
	Average frequency of unplanned interruption – non-potable water	WICA#14	0
	Average frequency of planned interruption – non-potable water	WICA#15	0

Notes: Rainwater was harvested from the building roof to top up the non-potable water supply.

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

Flow Systems' operating statistics in 2014-15 under its retail supplier's licence

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Source of Water	Volume of water sourced from public water utility (ML)	WICA#17	232
	Other (ML) (sewage sourced for non-potable water)	WICA#1	65.3
	Total volume of water sourced (ML)	NWI W7	297.3
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16	160.6
	Volume of sewage collected – trade waste (ML)	NWI W17	13.2
	Total volume of sewage collected (ML)	NWI W18	173.8
Uses of water supplied	Volume of water supplied - residential (ML)	NWI W8	267.5
	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9	25.2
	Volume of water supplied - other (ML)	NWI W10	1.3
	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	294
Uses of recycled water	Volume of recycled water supplied - residential (ML)	NWI W20	69.8
	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21	5.3
	Volume of recycled water supplied - agriculture (ML)	NWI W22	0
	Volume of recycled water supplied – environmental flows (ML)	NWI W22	0
	Volume of recycled water supplied - on-site	NWI W24	1.3
	Total of recycled water supplied (ML)	NWI W26	77.3

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #	Result
Customers - water	Number of connected residential properties – water supply	NWI C2	2005
	Number of connected non-residential properties – water supply	NWI C3	19
	Total number of connected properties – water supply	NWI C4	2024
Customers - sewerage	Number of connected residential properties - sewerage	NWI C6	2008
	Number of connected non-residential properties - sewerage	NWI C7	19
	Number of connected non-residential properties - trade waste	WICA#19	13
	Total number of connected properties - sewerage	NWI C8	2027
Small customers	Number of small retail customers in relation to water supply	WICA#20	2024
	Number of small retail customers in relation to the provision of sewerage services	WICA#21	2027
Complaints	Number of water quality complaints	NWI C9	0.002
	Number of water service complaints	NWI C10	0
	Number of sewerage service complaints	NWI C11	0.0005
	Number of billing and account complaints – water and sewerage	NWI C12	0.0005
	Number of other complaints – water and sewerage	WICA#22	0.0005
	Total water and sewerage complaints	NWI C13	0.003
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
	Average duration of planned interruption – non-potable water (minutes)	WICA#9	1833
	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 planned interruption – non-potable water	WICA#14	0.104
	Average frequency of planned interruption – non-potable water	WICA#15	0
	Average frequency of unplanned interruption – sewerage	WICA#16	0

Notes: NWI C9, C11, C12, WICA#22, NWI C13 are per 2024 customers in relation to water supply and 2027 customers in relation to sewerage.

Glossary

Act	<i>Water Industry Competition Act 2006 (NSW)</i>
ADWG	Australian Drinking Water Guidelines
AGWR	Australian Guidelines for Water Recycling
AMP	Asset Management Plan
Aquacell	Aquacell Pty Ltd
AquaNet	AquaNet Sydney Pty Ltd
CCP	Critical Control Point
CPWF	Central Park Water Factory
DPW	Discovery Point Water Pty Ltd
Flow Systems	Flow Systems Pty Ltd
Huntlee Water	Huntlee Water Pty Ltd
IPART	Independent Pricing and Regulatory Tribunal of NSW
LLRWBS	Lend Lease Recycled Water (Barangaroo South) Pty Ltd
Mirvac	Mirvac Real Estate Pty Ltd
Orica	Orica Australia Pty Ltd
Panel	Technical Services and Water Licensing Audit Panel
PTWF	Pitt Town Water Factory
Regulation	<i>Water Industry Competition (General) Regulation 2008 (NSW)</i>
SDP	Sydney Desalination Plant Pty Ltd
SGSPRN	SGSP-Rosehill Network Pty Ltd
SMP	Sewage Management Plan
Solo Water	Solo Water Pty Ltd

Sydney Water	Sydney Water Corporation
Veolia	Veolia Water Australia Pty Ltd
VWS&T	Veolia Water Solutions and Technologies (Australia) Pty Ltd
WQP	Water Quality Plan
Wyee Water	Wyee Water Pty Ltd