

Retail Supplier's Reporting Manual

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

Water — Draft Reporting Manual
March 2016

Amendment Record

Issue number	Date issued	Reasons for amendment
1	1/7/2009	First release
2	9/6/2010	Additional template for nil returns Aligning Appendix D with ministerially-imposed licence conditions
3	29/3/2016	Additional insurance expert's requirement in 2.6.1 and report template in Appendix I. Additional notification requirements before/after changes in insurance coverage in 2.6.2. Additional template for immediate licence breach reporting in Appendix D. Updated standard licence clauses in the list of licence obligations and reporting frequency in Appendix E. Updated IPART's contact details. Information restructured to improve readability. Inclusion of financial reporting requirements. Updated retail supplier's performance indicators definitions and provided clarification on the definition of connection point in Appendix G. Document issued as draft for consultation.

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Invitation for comment

IPART invites written comment on this document, with a specific focus on the changes marked by **yellow highlight**, and encourages all interested parties to provide comments addressing the matters discussed.

Comments are due by 29 April 2016.

We would prefer to receive comments via email compliance@ipart.nsw.gov.au

Or you can also send comments **by mail** to:

Director, Water Licensing & Compliance.
Independent Pricing and Regulatory Tribunal
PO Box K35
Haymarket Post Shop NSW 1240

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1 Introduction

Licensees must ensure compliance with all licence conditions and other applicable obligations under the *Water Industry Competition Act 2006* (NSW) (the Act), the *Water Industry Competition (General) Regulation 2008* (NSW) (the Regulation) and any Codes of Conduct.¹ Licence conditions are imposed via the Act, the Regulation and the licence, and may refer to other legislation, statutory instruments or documents.² Compliance requirements imposed on a licensee can vary depending on the nature, scale and complexity of its authorised activities.

The Independent Pricing and Regulatory Tribunal (IPART) is responsible for administering the licences and provides advice to the Minister for Lands and Water. To assist the licensees in preparing reporting against licence conditions, we have produced reporting manuals for network operators and retail suppliers licensed under the Act that:

- ▼ consolidate licence obligations for each licence type (in summary form)
- ▼ detail reporting requirements, including the format and the reporting timetable, and
- ▼ detail the range of performance indicators.

The reporting manuals do not reproduce in full the licence obligations for each licence type, and it is still necessary for the licensee to refer to the relevant source document for full details of the obligation.

All compliance reporting under the reporting manuals is exception-based. This means that only licence breaches are required to be reported.

¹ For example, the *Water Industry Code of Conduct*, the *Marketing Code of Conduct* and the *Transfer Code of Conduct*.

² For example, licence conditions require compliance with the Codes of Conduct, infrastructure operating plans, water quality plans and sewage management plans, and with aspects of the *Environmental Planning and Assessment Act 1979* (NSW), *Protection of the Environment Operations Act 1997* (NSW), *Public Health Act 2010* (NSW), *Plumbing Code of Australia*, *Australian Drinking Water Guidelines* and *Australian Guidelines for Water Recycling*.

As part of ensuring that the reporting manuals remain current, we are reviewing the Retail Supplier's Reporting Manual, 2010 and propose a number of changes, including:

▼ Reporting on key financial indicators

IPART currently assesses ongoing technical and organisational capacity through our compliance audit regime. To strengthen ongoing assessment of financial capacity we propose to require licensees to self-report on financial capacity each year. This will be done by requiring licensees to report on key financial indicators for the most recent financial year ending 30 June. Licensee will be required to provide this information in their annual compliance report which is submitted to IPART by 31 August each year.

The required indicators are:

- **Operating surplus ratio:** by what percentage does the major controllable income source vary from day to day expenses; calculated by operating result (or net result) / total operating revenue (all excluding capital items).
- **Net financial liabilities ratio:** how significant is the net amount owned compared with income; calculated by total liabilities less total assets / total operating revenue (excluding capital items).
- **Interest cover ratio:** amount of income used in paying loans (supplements the ratios above when no new infrastructure spend is required).

The changes to the need to report on key financial indicators are described in Section 2.3.

▼ Insurance arrangements

The changes to reporting on insurance arrangements are proposed to align with those already required under the existing Network Operator's Reporting Manual.

- The Insurance Expert's Report template - previously we provided this template to licensees when we formally notified them that their licence has been granted by the Minister. This template was included in the previous update to the Network Operator's Reporting Manual. We propose to include this template in the Retail Supplier's Reporting Manual. Licensees must provide an Insurance Expert's Report in this form certifying that in the insurance expert's opinion, the type and level of insurance obtained by the licensee is appropriate for the size and nature of the activities. The Insurance Expert's Report is usually required prior to commencement of commercial operation, and can also be requested by IPART at other times. The changes are described in Section 2.6.1.
- The notification of change in insurance coverage - under the changes licensees must notify IPART if they are proposing to change or have

changed their insurance coverage. Our requirements were described within the previous update to the Network Operator's Reporting Manual. We now propose to include this template in the Retail Supplier's Reporting Manual. The changes are described in Section 2.6.2.

We seek stakeholder comment on our proposed changes. In addition, the Tribunal is seeking comments from stakeholders on other areas for improvement in the reporting manual.

Please submit your feedback to compliance@ipart.nsw.gov.au by 29 April 2016, addressed to Director, Water Licensing & Compliance.

We intend to finalise the changes to this reporting manual by 1 June 2016.

The updated reporting manual will take effect from 1 July 2016, subject to feedback received. Licensees will be required to report in accordance with the updated reporting manual from this date.

1.1 Legislative framework

IPART's reporting obligation:

On or before 31 October in each year, IPART must provide to the Minister a report on the extent to which licensees have complied, or failed to comply, with the conditions imposed in their licences during the 12 months ending on 30 June in that year.³ The Minister must lay the report before both Houses of Parliament as soon as practicable after receiving it.⁴

IPART also issues all licensees with a notice in writing when we inform them that their licences have been granted. This is to direct the licensee to keep any records necessary to report on compliance with the conditions of their licence and to furnish compliance reports to us in accordance with the applicable reporting manual.⁵

Licensee's reporting obligation:

It is a standard licence condition that the licensee must prepare and submit compliance reports in accordance with the applicable reporting manual (ie, Network Operator's Reporting Manual or Retail Supplier's Reporting Manual).⁶

³ *Water Industry Competition Act 2006* (NSW), section 89(1).

⁴ *Water Industry Competition Act 2006* (NSW), section 89(2).

⁵ The direction is made in accordance with section 87 of the *Water Industry Competition Act 2006* (NSW).

⁶ See standard licence condition - Schedule B of your licence.

2 Compliance reporting requirements

It is the responsibility of the licensees to rectify any licence breach as soon as possible, and report these breaches to IPART in accordance with this reporting manual.

We have classified the compliance reporting requirements for licence obligations as either:

- ▼ immediate (sections 2.1 and 2.2), or
- ▼ annual (sections 2.3 and 2.4).

This classification is based on the potential impact of a breach of the licence obligations on water quality, continuity of supply, public health, safety, other licensees and Government's policy objectives. Appendix E sets out the reporting frequency for each standard⁷ licence obligation, ie, it lists which licence obligations should be reported 'immediately' and those that should be reported 'annually' if breached. Licensees should contact IPART if the licensees are not certain of the reporting frequency applicable to their licence obligations.

This section also covers compliance reporting requirements from compliance audit findings (section 2.5) and other information as required from licence conditions (section 2.6).

2.1 Immediate licence breach reporting

Some incidents and licence breaches require the licensee to notify us and/or other stakeholders immediately.

Reporting incidents that **pose a direct risk** to water quality, public health or safety

Any incident in the conduct of the licensee's activities that threatens, or could threaten, water quality, public health or safety must be reported immediately to:

- ▼ the Minister for Health
- ▼ the Minister for Lands and Water
- ▼ IPART, and
- ▼ potentially affected licensed network operators, retail suppliers or public water utilities.

⁷ Based on current standard licence conditions template dated November 2015.

The events or incidents that require immediate notification are not further defined by the Regulation. The licensee is responsible for determining whether an incident falls into this category. The licensee should assess, and keep up to date, the likelihood and consequence of any potential incidents that could impact water quality, public health or safety in its risk assessment for the specific scheme.

Reporting incidents that **do not pose a direct risk** to water quality, public health or safety

Licence obligations that, if breached, must be reported immediately are listed in Appendix E. Some obligations, if breached, may not have a direct impact on water quality, public health or safety. However, these licence breaches may affect the licensee's ability to maintain technical, financial and organisational capacity to carry out the activities. These licence breaches must be reported to IPART but they do not need to be reported to the Minister for Health or the Minister for Lands and Water.

2.2 How to lodge an immediate licence breach report

Reporting incidents that **pose a direct risk** to water quality, public health or safety

Licensees should report such incidents in accordance with the document, "Incident Notification by Network Operators and Retail Suppliers" available from our website.⁸ **Both verbal and written notifications to IPART and other agencies are required.**

Reporting incidents that **do not pose a direct risk** to water quality, public health or safety

As soon as the licensee becomes aware that the event is likely to occur, or has occurred, the licensee should notify IPART, via:

- ▼ (02) 9113 7722 (Director, Water Licensing & Compliance)
- ▼ (02) 9113 7762 (General Manager, Licensing & Compliance)

or, email

- ▼ compliance@ipart.nsw.gov.au.

⁸ http://www.ipart.nsw.gov.au/Home/Industries/Water/Private_Sector_Licensing_WICA/Licence_Compliance_Reporting

The type of information about a licence breach that should be reported is provided in Appendix D.

- ▼ The licensee's Chief Executive Officer (or equivalent) should provide a follow-up written confirmation to IPART's Chief Executive Officer within five business days, using the template provided in Appendix D.
- ▼ Depending on how long it may take to rectify the breach, periodic reporting may also be required.
- ▼ Once the licence breach has been rectified, the licensee should notify IPART's Director, Water Licensing & Compliance, in writing via compliance@ipart.nsw.gov.au, of the actual date that full compliance was reached.

2.3 Annual compliance reporting

Licensees are required to submit annual compliance reports to us certifying that the licensee has complied with its licence obligations, during the previous financial year. Reporting should be exception-based. This requirement commences as soon as a licensee is granted a licence. A checklist for annual compliance reporting is provided in Appendix A. Annual reporting is required for all licence obligations.

Licensees must submit the following to IPART by no later than 31 August each year:

- ▼ Annual compliance reports:
 - If the licensees **have commenced any activities** authorised by their licences, licensees should use the annual compliance report template provided in Appendix B. The licensee should also include performance indicators, performance standards, **key financial indicators** (as detailed in sub-sections below), and a brief summary of any breaches identified by audits during the financial year (see section 2.5). This summary should include an update of any further actions the licensee has taken with respect to the breach, or
 - If the licensees have **not commenced any activities** authorised by their licences during the 12 months ending on 30 June, use the annual compliance report template: NIL return in Appendix C.
- ▼ A brief summary of any 'immediate' licence breaches (see section 2.1).

The annual compliance report must be signed by:

- ▼ the Chief Executive Officer (or equivalent), and
- ▼ the Chairman of the Board or a duly authorised Board member other than the Chief Executive Officer.

Performance Indicators

Licensees are also required to submit performance indicators as part of their annual compliance reports. These are classified as National Water Initiative (NWI) indicators and WICA indicators (see Appendix F).

Where an indicator is not relevant or applicable to a particular licensee's activities, the licensee should indicate in its annual compliance report 'not applicable' in relation to that particular indicator. If an indicator is relevant but the activity has not commenced, a zero should be reported.

Performance Standards

Licensees must also report on the performance standards established in their Retail Supply Management Plans (Licence Plans) in their annual compliance reports (See Appendix E, Retail Supplier Table #34).

Key Financial Indicators

Licensees must also report on key financial indicators for the most recent financial year ending 30 June in their annual compliance reports. The required indicators are:

- ▼ **Operating surplus ratio:** by what percentage does the major controllable income source vary from day to day expenses; calculated by operating result (or net result) / total operating revenue (all excluding capital items).
- ▼ **Net financial liabilities ratio:** how significant is the net amount owned compared with income; calculated by total liabilities less total assets / total operating revenue (excluding capital items).
- ▼ **Interest cover ratio:** amount of income used in paying loans (supplements the ratios above when no new infrastructure spend is required).

2.4 How to lodge an annual compliance report

All annual compliance reports should be lodged electronically, with a follow-up hard copy sent by mail. Licensees should provide the name and contact details (phone, email) of a primary contact. An alternate contact should also be provided for when the primary contact is unavailable.

Email addressed to: compliance@ipart.nsw.gov.au

Hard copy addressed to: **The Chief Executive Officer**
Independent Pricing and Regulatory Tribunal of NSW
PO Box K35
Haymarket Post Shop NSW 1240

2.5 Information regarding compliance audits

In our report to the Minister, we will include summaries of licence breach or non-compliance information, performance indicators and standards provided by licensees in their annual compliance reports to us. We will also include any breaches identified in compliance audits conducted in the financial year ending 30 June. The licensee should include licence breaches identified in compliance audits in their annual compliance reports.

For a retail supplier's licence compliance audits:

- ▼ We determine the frequency and scope of auditing a licensee's compliance with their licence conditions and requirements of the Act and Regulation.
- ▼ We base the audit frequency and scope on the licensee's consequences of licence breach and likelihood of licence breach informed by previous performance.
- ▼ We have a risk-based approach to auditing and do not require all clauses of the licence to be audited every year. This approach ensures auditing reflects the type, size, complexity and level of risk associated with the licensee's activity.
- ▼ We also require the following audits:⁹
 - Licence Plans audits to assess compliance of a licensee's licence plans¹⁰ with the relevant guidelines or standards, and legal requirements.
 - Incident-related audits to assess the licensee's operational compliance with the legal and formal requirements, triggered in response to a significant licence breach incident that threatens, or could threaten water quality, public health or safety.

2.6 Other information to IPART

Licensees are required to provide other information or notification to IPART as set out in conditions in Schedule B of the licence.

Unless otherwise stated, information or notification provided to IPART should be lodged electronically via compliance@ipart.nsw.gov.au, and addressed to Director, Water Licensing & Compliance.

In the correspondence, the licensee should provide the name, licence number, contact details (phone and email) of the primary contact and an alternate contact for those times when the primary contact is unavailable.

⁹ Further information on the audits and their requirements are included in the documents, *Audit Guideline for Greenfield Schemes* and *Audit Guideline for Brownfield Schemes* available on our website at http://www.ipart.nsw.gov.au/Home/Industries/Water/Private_Sector_Licensing_WICA/Audit_Guidelines_Technical_Services_Audit_Panel

¹⁰ This may include audits of the licensee's Retail Supply Management Plan.

2.6.1 Insurance Expert's Report

As a standard condition of the licence, licensees are required to provide a report from an Insurance Expert certifying that in the Insurance Expert's opinion, the type and level of the insurance obtained (and maintained) by the licensee is appropriate for the size and nature of the activities authorised under the licence.

An Insurance Expert's Report template outlining our expectations is provided in Appendix I. The report may be formatted to suit the style of the author, provided that all of the content requested is provided. Requirements for the delivery of this report are outlined in Schedule B of the retail supplier licence. We may request an additional Insurance Expert's Report in accordance with Schedule B of the retail supplier licence.

2.6.2 Change in insurance coverage

Licence granted, varied or reviewed before March 2015

Whenever there is a change in type, scope or limit on the amount of insurance held by the licensee in relation to the activities authorised under the Licence, the retail supplier must provide a copy of each certificate of currency to IPART within 10 business days of the change being made.

Licence granted, varied or reviewed from March 2015

In March 2015 IPART changed its recommended standard licence to include the requirement that licensees must report to IPART where there is to be a change in insurance coverage under licence condition B3.3.

The changes in insurance and the reporting requirements are:

Change in insurance coverage includes		Period of notification	Information to provide to IPART where applicable
<ul style="list-style-type: none"> ▼ Insurer ▼ Underwriting panel ▼ Type ▼ Scope ▼ Sum insured/ Limit on the amount/ Limit on indemnity 	Increase in coverage	30 days after the change	<ul style="list-style-type: none"> ▼ Name and Australian financial services licence number of new insurer ▼ Name and Australian financial services licence number of new underwriting panel ▼ New product disclosure statement(s) ▼ Reasons for change ▼ Revised certificate of currency once finalised
	Reduction in coverage	14 days prior to change initiated by the insurer	
		45 days prior to change initiated by the licensee	

2.6.3 Information in relation to the Register of Licences

In addition to any other obligations required by the Act, Regulation, licence conditions or within the reporting manuals, licensees must provide written notice within 14 days of changes to any of the following listed in IPART's Register of Licences:¹¹

- ▼ any licensed network operator or public water utility from whose water industry infrastructure the Licensee supplies water to its customers
- ▼ any source from which the water handled by the water industry infrastructure referred to in item above is derived
- ▼ whether or not any of the Licensee's customers are small retail customers
- ▼ any order under section 54 of the Act by which the Licensee is declared to be a retailer of last resort
- ▼ any licensed network operator or public water utility by means of whose sewerage infrastructure the Licensee provides sewerage services to its customers.

We will review this information and update our Register of Licences. Please note that in some cases, a licence variation would be required prior to proceeding with the change.

2.6.4 Changes to Authorised Person(s)

Licensees must provide written notice as soon as practicable but no later than 28 days before the date of cessation of the services if an Authorised Person ceases, proposes to cease, or receives notification to cease providing any of the services relating to the activities authorised by the licences.

The written notice must also include details of how the services after the Authorised Person ceased to provide those services will continue to be undertaken.

2.6.5 Commencement of supply of retail services

Licensees must provide written notice within 10 business days of commencing to supply water or provide sewerage services through any of the specified Water Industry Infrastructure under the retail supplier's licence.

Licensees must notify us **after** they have commenced retail supply of services to customers.

¹¹ *Water Industry Competition (General) Regulation 2008 (NSW)*, clauses 18(1) – 18(5).

Licensees must ensure that their written notification includes the following details:

- ▼ the relevant licence number
- ▼ the Specified Water Industry Infrastructure through which the licensee is supplying water or sewerage services, including a reference to the relevant table in the retail supplier's licence (if relevant), and
- ▼ the date operation started.

3 | Process for revision

Appropriate reporting and auditing requirements for each condition may vary over time to reflect licensees' previous compliance performance and evolving regulatory and government policy frameworks.

Changes to the reporting manuals, including amendments to the classification of licence obligations, may be necessary to:

- ▼ include new licence obligations
- ▼ delete redundant licence obligations
- ▼ reflect new government initiatives, and
- ▼ rectify problems identified through compliance monitoring and reporting.

We will consult the relevant licensees and other interested stakeholders before making any significant revisions to the reporting requirements or indicators. We will then notify the stakeholders of the revisions to the reporting manual and the commencement date of any new reporting arrangements. In determining the commencement date for new reporting arrangements, we will allow a reasonable period for licensees to implement the new arrangements.



Appendices

A Checklist for annual reporting

By no later than 31 August each year, all licensees must lodge a hard and electronic Annual Compliance Report comprising of the following:

- ☐ Annual Compliance Report Certification
 - ☐ Licence breach schedule
 - ☐ Performance Indicators
 - ☐ **Key financial indicators**
 - ☐ Name and contact details (phone, email) of the main person we can liaise with when assessing the Licensee's compliance. Please also nominate an alternate person for those times when the main contact is unavailable.
- } See templates in
Appendices B & F

A template for annual compliance reporting where a licensee has not engaged in any activities authorised by its Licence is provided as Appendix C.

B Annual compliance report format

Annual Compliance Report *[Insert Year]*

For 20__/__/__

Submitted by [Licensee]

ACN: [ACN]

To: The Chief Executive Officer
Independent Pricing and Regulatory Tribunal of NSW
PO Box K35
Haymarket Post Shop NSW 1240

[Name] reports as follows:

1. This report documents compliance during [most recent financial year ending 30 June] with all obligations to which [Licensee] is subject by virtue of its Retail Supplier's Licence.
2. This report has been prepared by [Licensee] with all due care and skill in full knowledge of conditions to which it is subject and in compliance with IPART's current Retail Supplier's Reporting Manual under the *Water Industry Competition Act 2006* (NSW).
3. Schedule A provides information on all obligations with which [Licensee] did not fully comply during [financial year].
4. Other than the information provided in Schedule A, [Licensee] has complied with all conditions to which it is subject.
5. Performance Indicators about [Licensee's] operations is provided in Schedule B.
6. This compliance report has been approved by the Chief Executive Officer (or equivalent)¹² and the Board of Directors of [Licensee] at its meeting on [date].
7. IPART should liaise with [Name of primary contact] when assessing [Licensee]'s compliance. [Name of primary contact] may be contacted at [telephone number], [email address].

¹² Some Licensees may not have CEOs. In these circumstances, an alternate officer who has day-to-day management control of the business may verify the report. If there is any doubt about who should sign the report, businesses are requested to contact the Director, Water Licensing & Compliance.

8. If [Name of primary contact] is unavailable at any time, IPART should liaise with [Name of alternate contact]. [Name of alternate contact] may be contacted at [telephone number], [email address].

DATE:

DATE:

Signed

Signed

Name:

Name:

Designation:

Designation:

Schedule A Non Compliances¹³

Table # ^a	List obligations breached, including a brief description of each obligation ^b	Describe:
		<ul style="list-style-type: none"> i Date or period of licence breach ii Nature and extent of licence breach (including whether and how many customers and/or other Licence holders have been affected) iii Reasons for licence breach iv Remedial action taken v Actual/anticipated date of full compliance

^a See Appendix E. Licensees should indicate, for example, Retail Supplier Table #37.

^b See Appendix E. Licensees should include, for example: WIC (General) Reg cl 13, WIC (General) Reg Schedule 2, cl 1(1) - A retail supplier must provide the Minister or IPART with such information as required in relation to Licensee's activities under Licence.

¹³ Licensees should report only breaches that were identified during the reporting period.

Schedule B Performance indicators¹⁴

NWI Indicator # or WICA Indicator # ^a	Indicator description ^b	Report in relation to indicator ^c
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^a See Appendix F, last column. Licensees should indicate, for example: NWI W1 or WICA#18.

^b See Appendix F, middle column. Licensees should enter short description of indicator, for example: Volume of water sourced – Surface Water (ML).

^c See Appendix G, Definitions. Licensees should report against the relevant indicator in accordance with the Definitions. Values should be reported as indicated, for example, in ML, number of complaints, minutes or other manner indicated in the Definitions. Additional details required under the Definitions should also be reported, for example, WICA#1 requires the nature of the other source or sources to be identified (eg, stormwater, rainwater) and, if there is more than one source, the volume of each source to be specified.

¹⁴ See Appendix F for a full list of Retail Supplier's performance indicators. The Licensee must report against all applicable indicators, as determined by IPART in consultation with the Licensee.

Schedule C Key financial indicators

Indicator	Indicator description	Report in relation to indicator ^a
Operating surplus ratio	Shows the extent (by percentage) that the major controllable income source varies from day to day expenses. Calculated by operating result (or net result) / total operating revenue (all excluding capital items).	
Net financial liabilities ratio	Shows how significant net ownership is compared with income. Calculated by total liabilities less total assets / total operating revenue (excluding capital items)	
Interest cover ratio	Shows the amount of income used to pay loans. Calculated by dividing earnings (before interest and taxes) by interest expenses.	

^a data should be for most recent financial year ending 30 June.

C Annual compliance report format: NIL return

Annual compliance report: Nil return

For 20__/__/__

Submitted by [*name of company*]

ACN: [ACN]

To: The Chief Executive Officer
Independent Pricing and Regulatory Tribunal of NSW
PO Box K35
Haymarket Post Shop NSW 1240

I make the following declaration for and on behalf of the company:

1. The company currently holds the following New South Wales WIC Act Licence(s) (strike out any that do not apply):
 - retail supplier
 - network operator
2. During the reporting period, the company did not engage in any activities authorised under the WIC Act Licence/s it holds.
3. IPART should liaise with [Name of primary contact] when assessing [Licensee]'s compliance. [Name of primary contact] may be contacted at [telephone number], [email address].
4. If [Name of primary contact] is unavailable at any time, IPART should liaise with [Name of alternate contact]. [Name of alternate contact] may be contacted at [telephone number], [email address].

Note: This declaration must be signed and completed by the Chief Executive Officer (or equivalent) of the business.

DATE:

Signed

Name:

Designation:

D Immediate licence breach report

Immediate licence breach report

Time of licence breach [Insert date and time]

Submitted by [Licensee]

ACN: [ACN]

To: The Chief Executive Officer
Independent Pricing and Regulatory Tribunal of NSW
PO Box K35
Haymarket Post Shop NSW 1240

I make the following declaration for and on behalf of the company:

1. The company currently holds the following New South Wales WIC Act Licence(s) (strike out any that do not apply):
 - retail supplier
 - network operator.

2. On [Insert date] and at [insert time], the following licence clause(s) was/were breached:

[Insert licence clauses(s) breached]

3. Schedule A provides information on the licence breach(es) incurred by [Licensee].
4. Once the licence breach(es) have been rectified, [Licensee] will notify IPART of the actual date of full compliance.

Note: This declaration must be signed and completed by the Chief Executive Officer (or equivalent) of the business.

DATE:

Signed

Name:

Designation:

Schedule A Details of licence breach(es)

Details of licence breach	
Date and time that IPART <i>Director, Water Licensing & Compliance</i> was notified of breach	
Extent and nature of breach/ non- compliance (brief description)	
How many customers are affected?	
How many other licensees are affected?	
Reason(s) for licence breach	
Action(s) taken to rectify the breach and prevent reoccurrence	
Contact details for person managing response to event	Name: Telephone number: Email address: Address:
Anticipated date of full compliance	

E Licence obligations – reporting frequency

This Appendix sets out the reporting frequency allocated to each licence obligation. Each licence obligation has been classified with a reporting frequency of either ‘immediate’ or ‘annual’ reporting.

Immediate reporting is limited to those licence obligations where a breach could have serious consequences, for example, the breach could threaten continuity of supply, public health or safety, or have a critical impact on the Government’s policy objective(s), or have significant impacts on other licensees.

Annual reporting is required for all other obligations. However, licensees should also summarise any ‘immediate’ licence breaches in the Annual Compliance Reports to IPART.

Licensees should read and understand the obligations applicable to them in their specific licences. **As soon as a licensee is aware of any breach, rectify the breach as soon as possible.**

The licensee must identify which obligation has been breached, and note whether the reporting requirement is ‘immediate’ or ‘annual’ in accordance with this appendix. If ‘immediate’ reporting is required, refer to section 2.1 and 2.2. If ‘annual’ reporting is required, refer to section 2.3 and 2.4.

Examples:

- ▼ A retail supplier is considering terminate the supply of water to any of its customers within the area of operations. The licensee has not notified IPART and the Minister in writing at least 14 days in advance. As soon as it realised there is a breach, it should rectify the situation, and identify that it has breached clause 11 of Schedule 2 of the Regulation. The reporting frequency is classified as ‘immediate’ (see #6 in Appendix E). The licensee should follow immediate reporting requirements in section 2.1 and 2.2.
- ▼ A licensee has not informed its customers of a water restriction that applies to them while the restriction is in force. As soon as it is aware of such breach, it should rectify the situation, and identify that it has breached the WIC Regulation Schedule 2, clause 12. The reporting frequency is classified as ‘annual’ (see #5 in Appendix E). The licensee should follow annual reporting requirements in section 2.3 and 2.4.

Retail supplier – general reporting requirements

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting ¹⁵	Verification
1	WICA section 14(3)	WICA section 14(3)	A retail supplier must pay the annual Licence fee determined by the Minister.	Annual	CEO and Board
2	WICA section 18(2)	WICA section 18(2)	A retail supplier must comply with any direction of the Minister to take specified action to reduce or eliminate a risk to public health or public safety arising from certain activities.	Immediate	CEO
3	WICA section 50	WICA section 50(1a)	A retail supplier to small retail customers must be a member of an approved ombudsman scheme.	Annual	CEO and Board
4	WICA section 50	WICA section 50(b)	A retail supplier must comply with any decision of the ombudsman relating to a dispute or complaint with a small retail customer.	Annual	CEO and Board
5	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 1(1)	A retail supplier must provide the Minister or IPART with such information as required in relation to Licensee's activities under Licence.	Annual	CEO and Board
6	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 1(2)(a)	A retail supplier must immediately notify IPART of any incident in the conduct of its activities that threatens, or could threaten, water quality, public health or safety.	Immediate	CEO
7	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 1(2)(b)	A retail supplier must immediately notify the Minister administering the <i>Public Health Act 2010</i> (NSW) and the <i>Public Health Regulation 2012</i> (NSW) of any incident in the conduct of its activities that threatens, or could threaten, water quality, public health or safety.	Immediate	CEO
8	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 1(2)(c)	A retail supplier must immediately notify the Minister administering Part 2 of the <i>Water Industry Competition Act 2006</i> (NSW) of any incident in the conduct of its activities that threatens, or could threaten, water quality, public health or safety.	Immediate	CEO
9	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 1(2)(d)	A retail supplier must immediately notify any licensed network operator by means of whose infrastructure the retailer supplies water or provides sewerage services of any incident in the conduct of its activities that threatens, or could threaten, water quality, public health or safety.	Immediate	CEO

¹⁵ Notification of an incident that threatens, or could threaten, water quality, public health or safety must be made in accordance with the document "Incident Notification by Network Operators and Retail Suppliers" available from our website at www.ipart.nsw.gov.au. However, where a Licensee has failed to provide immediate notification of an incident that should have been immediately notified, a breach of this licence obligation has occurred which must be reported immediately in accordance with sections 2.1 and 2.2 of this reporting manual.

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting ¹⁵	Verification
10	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 1(3)(a)	A retail supplier must permit the publication on IPART's website of matters recorded on the Register of Licences.	Annual	CEO and Board
11	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 1(3)(b)	A retail supplier must permit disclosure between government agencies of information the licensee has provided to any one of them.	Annual	CEO and Board
12	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 1(3)(c)	A retail supplier must permit: disclosure to the general public of information about reported incidents.	Annual	CEO and Board
13	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 2(1)(a)	A retail supplier of small retail customers must implement any relevant government policy that applies to it.	Annual	CEO and Board
14	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 2(1)(b)	A retail supplier of small retail customers must ensure the details of any relevant government policy are forwarded to each customer at least once a quarter.	Annual	CEO and Board
15	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 2(1)(c)	A retail supplier of small retail customers must furnish a report to IPART and the Department Head each quarter relating to the following: (i) the identity of each customer to whom any payment assistance, discount or rebate has been given during that quarter pursuant to any relevant government policy and (ii) the amount of any such payment assistance, discount or rebate.	Annual	CEO and Board
16	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 2(1)(d)	A retail supplier of small retail customers must furnish a report to other retail suppliers to which there is a transfer of water supplies or sewerage services in respect of a customer referred to in(i) above, as soon as practicable after the transfer takes effect as to: (i) the fact that the customer has been receiving any payment assistance, discount or rebate pursuant to any such policy and (ii) the amount of any such payment assistance, discount or rebate.	Annual	CEO and Board
17	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 3	Any notice a retail supplier of small retail customers is required to send its customers must include or be accompanied by information (in various languages) about available community translation services.	Annual	CEO and Board
18	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 4(1)(a)	A retail supplier of small retail customers must establish and comply with a code of practice for customer complaints whether in relation to: (i) the supply of water or the provision of sewerage services, by the retail supplier or (ii) the operation of the water or sewerage infrastructure from which that water is supplied or those services provided.	Annual	CEO and Board

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting ¹⁵	Verification
19	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 4(1)(b)	A retail supplier of small retail customers must provide copies of its code of practice for customer complaints to the Minister, IPART and the ombudsman.	Annual	CEO and Board
20	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 4(1)(c)	A retail supplier of small retail customers must keep its customers informed as to (i) the provisions of the code of practice for customer complaints and (ii) the existence of and procedure for referring complaints or disputes to the ombudsman.	Annual	CEO and Board
21	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 4(1)(d)	A retail supplier of small retail customers must furnish periodic reports to the Minister and IPART in relation to complaints it receives, in such form and containing such information as the Minister or IPART requires.	Annual	CEO and Board
22	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 4(2)	A retail supplier of small retail customers' code of practice for customer complaints must conform to the requirements of AS/ISO 10002-2006.	Annual	CEO and Board
23	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 5(1)(a)	A retail supplier of small retail customers must establish and comply with a code of practice for debt recovery.	Annual	CEO and Board
24	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 5(1)(b)	A retail supplier of small retail customers must provide copies of its code of practice for debt recovery to the Minister, IPART and to the ombudsman.	Annual	CEO and Board
25	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 5(1)(c)	A retail supplier of small retail customers must keep its customers informed as to the provisions of the code of practice for debt recovery.	Annual	CEO and Board
26	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 5(2)	A retail supplier of small retail customers' code of practice for debt recovery must provide for the deferment, in whole or in part, of payments owed by customers suffering financial hardship.	Annual	CEO and Board
27	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 6	A retail supplier must comply with any water industry code of conduct, marketing code of conduct and transfer code of conduct.	Annual	CEO and Board
28	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 7(1)(a)	In its activities under the licence, a retail supplier must comply with the requirements of the <i>Environmental Planning and Assessment Act 1979</i> (NSW) and any environmental planning instruments under that Act.	Annual	CEO and Board
29	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 7(1)(b)	In its activities under the licence, a retail supplier must comply with the requirements of the <i>Protection of the Environment Operations Act 1997</i> (NSW) and any regulations under that Act, in relation to the protection of the environment.	Annual	CEO and Board

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting ¹⁵	Verification
30	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 7A(1)(a)	Before commencing activities under a retail supplier's licence/ Within 6 months of being granted a retail supplier's licence for the supply of water, a retail supplier must prepare and forward to IPART a retail supply management plan that indicates the arrangements the licensee has made, or proposes to make, in relation to the events and circumstances that could adversely affect the licensee's ability to supply water or provide sewerage services (or both), as authorised by the licence.	Annual	CEO and Board
31	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 7A(1)(b)	Before commencing activities under a retail supplier's licence/ Within 6 months of being granted a retail supplier's licence for the supply of water, a retail supplier must prepare and forward to IPART a retail supply management plan that indicates the arrangements the licensee has made, or proposes to make, in relation to the probability of the occurrence of any such event or circumstance.	Annual	CEO and Board
32	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 7A(1)(c)	Before commencing activities under a retail supplier's licence/ Within 6 months of being granted a retail supplier's licence for the supply of water, a retail supplier must prepare and forward to IPART a retail supply management plan that indicates the arrangements the licensee has made, or proposes to make, in relation to the measures to be taken by the retailer: (i) to prevent the occurrence, or minimise the effect, or any such event or circumstance and (ii) to arrange for alternative supplies of water or the provision of sewerage services (or both), as authorised by the licence, in response to any such event or circumstance.	Annual	CEO and Board
33	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 7A(1)(d)	Before commencing activities under a retail supplier's licence/ Within 6 months of being granted a retail supplier's licence, a retail supplier must prepare and forward to IPART a retail supply management plan that indicates the arrangements the licensee has made, or proposes to make, in relation to ensure that it complies with (i) its code of practice for complaints by small retail customers and its code of practice for debt recovery from such customers and (ii) the marketing code of conduct and transfer code of conduct.	Annual	CEO and Board
34	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 7A(2)(a)	The retail supplier must ensure that its retail supply management plan is fully implemented and kept under regular review and, in particular, that all of its activities are carried out in accordance with that plan.	Annual	CEO and Board

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting ¹⁵	Verification
35	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 7A(2)(b)	The retail supplier must, if the Minister so directs, amend its retail supply management plan in accordance with the Minister's direction.	Annual	CEO and Board
36	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 7A(3)(a)	If the Minister or IPART so demands, or if any significant change is made to its retail supply management plan, the retail supplier must provide the Minister or IPART with a report, prepared by an approved auditor in such manner and form as the Minister or IPART may direct, as to the adequacy of the plan.	Annual	CEO and Board
37	WIC (General) Reg cl 13	WIC (General) Reg Schedule 2, cl 7A(3)(b)	Alternatively, the retail supplier must pay the Minister's or IPART's costs of conducting an investigation into the adequacy of the amended retail supply management plan.	Annual	CEO and Board

Retail suppliers – water infrastructure – general reporting requirements

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
38	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 7B(1)(a)	The retail supplier must have an internet website on which the following matters are available for inspection by members of the public: (i) the retail supplier's standard water supply contract for small retail customers and (ii) the existence of any water restriction order that is in force in its area of operations.	Annual	CEO and Board
39	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 7B(1)(c)	The retail supplier's website must contain the retail supply management plan.	Annual	CEO and Board
40	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 7B(1)(d)	The retail supplier's website must contain the retail supplier's code of practice for complaints by small retail customers.	Annual	CEO and Board
41	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 7B(1)(e)	The retail supplier's website must contain the retail supplier's code of debt recovery from small retail customers.	Annual	CEO and Board
42	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 7B(1)(f)	The retail supplier's website must contain details of any relevant government policy that applies to the retail supplier.	Annual	CEO and Board

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
43	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 7B(1)(g)	The retail supplier's website must contain the most recent auditor's report on the retail supply management plan.	Annual	CEO and Board
44	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 10(1)(a)	A retail supplier must not enter into water supply contracts under which it assumes obligations that it is unable to meet, or advertise that it is willing to enter into such contracts, having regard to the capacity of the relevant water source to supply water or the volume of water available to the retail supplier from that source.	Annual	CEO and Board
45	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 10(1)(b)	A retail supplier must not enter into water supply contracts under which it assumes obligations that it is unable to meet, or advertise that it is willing to enter into such contracts, having regard to the quality of the water derived from that water source.	Annual	CEO and Board
46	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 10(1)(c)	A retail supplier must not enter into water supply contracts under which it assumes obligations that it is unable to meet, or advertise that it is willing to enter into such contracts, having regard to the water infrastructure from which the water is to be supplied.	Annual	CEO and Board
47	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 10(1)(d)	A retail supplier must not enter into water supply contracts under which it assumes obligations that it is unable to meet, or advertise that it is willing to enter into such contracts, having regard to the conditions on which the retail supplier has access to the infrastructure services provided by that infrastructure, whether pursuant to an access agreement or access determination or otherwise.	Annual	CEO and Board
48	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 10(2)	A retail supplier must not enter into a water supply contract with a customer unless the premises to which the water is to be supplied are connected to, or readily connectible to, a water main to which the licensee has access.	Annual	CEO and Board
49	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 11	A retail supplier must not terminate the supply of water to any of its customers within the whole or any part of its area of operations unless it has given IPART and the Minister at least 14 days' written notice.	Immediate	CEO
50	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 12	A retail supplier must ensure its customers are kept informed of any water restriction that applies to them in any bill or other correspondence it sends to them while the restriction is in force.	Annual	CEO and Board
51	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(1)	A retail supplier must not supply water to a small retail customer otherwise than under a water supply contract.	Annual	CEO and Board
52	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(2)	A retail supplier of small retail customers' water supply contracts must address certain matters.	Annual	CEO and Board

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
53	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(3)(a)	The contract to supply water of a retail supplier of small retail customers must provide that the licensee must not disconnect the customer's premises from the licensee's water main as a consequence of a customer's non-payment of a debt.	Annual	CEO and Board
54	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(3)(b)	The contract to supply water of a retail supplier of small retail customers must provide that the licensee must not reduce the flow of drinking water from a retail supplier's main below that necessary for basic sustenance and hygiene as a consequence of a customer's non-payment of a debt.	Annual	CEO and Board
55	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(4)	A retail supplier that proposes to supply water to a small retail customer on terms that a different from those set out in the licensee's standard water supply contract must notify the customer of the various differences before the customer enters into the contract.	Annual	CEO and Board
56	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(5)(a)	Before entering into a contract to supply water to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the customer's name, and the address of the premises to be supplied.	Annual	CEO and Board
57	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(5)(b)	Before entering into a contract to supply water to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the date on which supply is to commence.	Annual	CEO and Board
58	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(5)(c)	Before entering into a contract to supply water to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the fees and charges that will be payable in respect of the supply.	Annual	CEO and Board
59	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(5)(d)	Before entering into a contract to supply water to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the circumstances in which the customer's premises may be disconnected from the water main.	Annual	CEO and Board
60	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(5)(e)	Before entering into a contract to supply water to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the retail supplier's procedures for handling customer complaints.	Annual	CEO and Board
61	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(5)(f)	Before entering into a contract to supply water to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the existence of any government-funded rebates for which the customer may be eligible.	Annual	CEO and Board
62	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 14(5)(g)	Before entering into a contract to supply water to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies where the customer can obtain a copy of the contract.	Annual	CEO and Board

Retail suppliers – supply of non-potable water – reporting requirements

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
63	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 9(1)(a)	A retail supplier of non-potable water must inform any customer to which such water is supplied as to the authorised purposes in relation to that water.	Annual	CEO and Board
64	WIC (General) Reg cl 13(1)(a)	WIC (General) Reg Schedule 2, cl 9(1)(b) and cl 9(2)	A retail supplier of non-potable water must not supply such water to any customer for use for an unauthorised purpose unless the water is to be processed by the customer to become water for which that purpose is an authorised purpose.	Annual	CEO and Board

Retail suppliers – provision of sewerage services – reporting requirements

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
65	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 7B(1)(b)	The retail supplier must have an internet website on which its sewerage service contract for small retail customers is available for inspection by members of the public.	Annual	CEO and Board
66	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 7B(1)(c)	The retail supplier's website must contain the retail supply management plan.	Annual	CEO and Board
67	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 7B(1)(d)	The retail supplier's website must contain the retail supplier's code of practice for complaints by small retail customers.	Annual	CEO and Board
68	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 7B(1)(e)	The retail supplier's website must contain the retail supplier's code of debt recovery from small retail customers.	Annual	CEO and Board
69	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 7B(1)(f)	The retail supplier's website must contain details of any relevant government policy that applies to the retail supplier.	Annual	CEO and Board
70	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 7B(1)(g)	The retail supplier's website must contain the most recent auditor's report on the retail supply management plan.	Annual	CEO and Board

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
71	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 16(1)(a)	A retail supplier must not enter into sewerage service arrangements under which it assumes obligations that it is unable to meet, or advertise that it is willing to enter into such arrangements, having regard to the sewerage infrastructure from which those services are to be provided.	Annual	CEO and Board
72	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 16(1)(b)	A retail supplier must not enter into sewerage service arrangements under which it assumes obligations that it is unable to meet, or advertise that it is willing to enter into such arrangements, having regard to any limitations on the capacity of that infrastructure to dispose of waste.	Annual	CEO and Board
73	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 16(1)(c)	A retail supplier must not enter into sewerage service arrangements under which it assumes obligations that it is unable to meet, or advertise that it is willing to enter into such arrangements, having regard to the conditions on which the retail supplier has access to the infrastructure services provided by that infrastructure, whether pursuant to an access arrangement or access determination or otherwise.	Annual	CEO and Board
74	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 16(2)	A retail supplier must not enter into a sewerage service arrangement with a customer unless the premises to which the water is to be supplied are connected to, or readily connectible to, a sewer main to which the licensee has access.	Annual	CEO and Board
75	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 17	A retail supplier must not terminate the provision of sewerage services to any of its customers within the whole or any part of its area of operations unless it has given IPART and the Minister at least 14 days' written notice.	Immediate	CEO
76	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 19(1)	A retail supplier must not provide a sewerage service to a small retail customer otherwise than under a sewerage service contract.	Annual	CEO and Board
77	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 19(2)	A retail supplier's sewerage service contracts for small retail customers must address certain matters.	Annual	CEO and Board
78	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 19(3)(a)	A retail supplier's sewerage contracts for small retail customers must provide that the licensee must not disconnect the customer's premises from the retail supplier's sewer main as a consequence of the customer's non-payment of a debt.	Annual	CEO and Board
79	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 19(3)(b)	A retail supplier's sewerage contracts for small retail customers must provide that the licensee must not reduce the flow of sewage into a retail supplier's sewer main below that necessary for basic hygiene as a consequence of the customer's non-payment of a debt.	Annual	CEO and Board

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
80	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 19(4)(a)	Before entering into a contract to supply a sewerage service to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the customer's name, and the address of the premises to be supplied.	Annual	CEO and Board
81	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 19(4)(b)	Before entering into a contract to supply a sewerage service to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the date on which supply is to commence.	Annual	CEO and Board
82	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 19(4)(c)	Before entering into a contract to supply a sewerage service to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the fees and charges that will be payable in respect of the supply.	Annual	CEO and Board
83	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 19(4)(d)	Before entering into a contract to supply a sewerage service to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the circumstances in which the customer's premises may be disconnected from the sewer main.	Annual	CEO and Board
84	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 19(4)(e)	Before entering into a contract to supply a sewerage service to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the retail supplier's procedures for handling customer complaints.	Annual	CEO and Board
85	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 19(4)(f)	Before entering into a contract to supply a sewerage service to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies the existence of any government-funded rebates for which the customer may be eligible.	Annual	CEO and Board
86	WIC (General) Reg cl 13(1)(b)	WIC (General) Reg Schedule 2, cl 19(4)(g)	Before entering into a contract to supply a sewerage service to a small retail customer, a retail supplier must provide the customer with a disclosure notice that specifies where the customer can obtain a copy of the contract.	Annual	CEO and Board

Retail suppliers – Monopoly suppliers – reporting requirements

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
87	WICA section 52(3)	WICA section 52(3)	A monopoly supplier must comply with any IPART determination in relation to the pricing for any service in respect of which a declaration is in force under section 51.	Annual	CEO and Board
88	WICA section 53(1)	WICA section 53	A monopoly supplier must, in accordance with the declaration for that service, supply that service to any eligible premises to which the owner of the premises requests the supplier to provide that service.	Annual	CEO and Board

Retail suppliers – Retailers of Last Resort – reporting requirements

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
89	WICA section 55(4)(a)	WICA section 55(1)	As soon as practicable after becoming a RoLR, a RoLR must, in accordance with the regulations, submit a contingency plan for the Minister's approval.	Annual	CEO and Board
90	WICA section 55(4)(b)	WICA section 55(4)(b)	A RoLR must maintain the arrangements set out in its contingency plan.	Annual	CEO and Board
91	WICA section 57(2)	WICA section 57(2)	In the case of a declaration of a supply failure, a RoLR must comply with an order of the Minister.	Annual	CEO and Board

Retail suppliers - reporting requirements under Schedule A of the Licence

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
92	Licence, Schedule A - Ministerially-imposed Licence conditions	Schedule A, cl A1.1, Table 1.1, A2.1, Table 2.1, A3.1 Table 3.1	The retail supplier and the authorised third parties have supplied water or provided sewerage services by means of the water industry infrastructure.	Immediate	CEO
93	Licence, Schedule A - Ministerially-imposed Licence conditions	Schedule A, cl A1.1, Table 1.2, A2.1, Table 2.2, A3.1 Table 3.2	The retail supplier and the authorised third parties have supplied water or provided sewerage services by means of the water industry infrastructure specified in the Licence.	Immediate	CEO
94	Licence, Schedule A - Ministerially-imposed Licence conditions	Schedule A, cl A1.1, Table 1.3, A2.1, Table 2.3, A3.1 Table 3.3	The retail supplier and the authorised third parties have supplied water or provided sewerage services by means of the water industry infrastructure for the authorised purposes.	Immediate	CEO
95	Licence, Schedule A - Ministerially-imposed Licence conditions	Schedule A, cl A1.1, Table 1.4, A2.1, Table 2.4, A3.1 Table 3.4	The retail supplier and the authorised third parties have supplied water or provided sewerage services within the area of operations specified in the Licence.	Immediate	CEO

Retail suppliers - reporting requirements under Schedule B of licence

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
96	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B1	The Licensee must have the technical capacity to carry out the activities authorised by this Licence. If the Licensee ceases to have this capacity, it must report this to IPART immediately.	Immediate	CEO
97	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B1	The Licensee must have the financial capacity to carry out the activities authorised by this Licence. If the Licensee ceases to have this capacity, it must report this to IPART immediately.	Immediate	CEO
98	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B1	The Licensee must have the organisational capacity to carry out the activities authorised by this Licence. If the Licensee ceases to have this capacity, it must report this to IPART immediately. <i>This includes reporting to IPART for any change in Licensee's directorship.</i>	Immediate	CEO
99	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B2.1(a), B2.2(a)(i), B2.3(a), B2.4(a)(i), B2.5(a), B2.6(a)(i)	Before commencing to supply water and/or provide sewerage services through the <i>Specified Water Industry Infrastructure</i> under this Licence, the retail supplier must obtain insurance that is appropriate for the size and nature of the activities authorised under the Licence.	Immediate	CEO
100	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B2.1(b), B2.2(a)(ii), B2.3(b), B2.4(a)(ii), B2.5(b), B2.6(a)(ii)	Before commencing to supply water and/or provide sewerage services through the <i>Specified Water Industry Infrastructure</i> under this Licence, the retail supplier must provide a copy of each certificate of currency of the insurance obtained to IPART.	Immediate	CEO
101	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B2.1(c), B2.2(b), B2.3(c), B2.4(b), B2.5(c), B2.6(b)	Before commencing to supply water and/or provide sewerage services through the <i>Specified Water Industry Infrastructure</i> under this Licence/Within 6 months of the date on which this Licence is granted or by a later date specified by IPART (if any), the Licensee must demonstrate that the insurance obtained is appropriate for the size and nature of the activities authorised under the Licence by providing a report to IPART from an Insurance Expert that: (i) certifies that in the Insurance Expert's opinion, the type and level of the insurance obtained by the Licensee is appropriate for the size and nature of the activities authorised by the Licence (ii) is in the form prescribed by the reporting manual (see Appendix I)	Immediate	CEO
102	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B3.1	The retail supplier must maintain insurance that is appropriate for the size and nature of the activities authorised under the Licence.	Annual	CEO and board

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
103	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B3.2	The retail supplier must provide a copy of each certificate of currency of the insurance maintained by the Licensee to IPART in accordance with the reporting manual.	Annual	CEO and board
104	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B3.3	If there is to be a change in: a) the insurer or underwriting panel in respect of an insurance policy held by the Licensee; or b) the type, scope or limit on the amount of insurance held by the Licensee, in relation to the activities authorised under the Licence, the Licensee must provide a report to IPART in accordance with the reporting manual.	Annual	CEO and board
105	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B3.4	When requested in writing by IPART, the retail supplier must provide a report to IPART, in the manner, form and time specified by IPART, from an Insurance Expert, certifying that in the Insurance Expert's opinion, the type and level of insurance held by the Licensee is appropriate for the size and nature of the activities authorised under the Licence.	Annual	CEO and board
106	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B4	The retail supplier must carry out activities authorised by the licence in compliance with any requirements of NSW Health that IPART has agreed to and are notified from time to time to the Licensee by IPART in writing.	Immediate	CEO
107	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B5	The retail supplier must comply with any Audit Guidelines issued by IPART.	Annual	CEO and board
108	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B6	The retail supplier must prepare and submit reports in accordance with the reporting manual.	Annual	CEO and Board
109	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B7.1(a)	Within 14 days of any change to any licensed network operator or public water utility from whose the <i>Specified Water Industry Infrastructure</i> the Licensee supplies water to its customers, the retail supplier must notify IPART, and provide details, of the change in accordance with the reporting manual.	Immediate	CEO
110	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B7.1(b)	Within 14 days of any change to any source from which the water handled by the <i>Specified Water Industry Infrastructure</i> is derived, the retail supplier must notify IPART, and provide details, of the change in accordance with the reporting manual.	Immediate	CEO

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
111	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B7.1(c)	Within 14 days of any change to whether or not any of the retail supplier's (water supply) customers are small retail customers, the Licensee must notify IPART, and provide details, of the change in accordance with the reporting manual.	Immediate	CEO
112	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B7.1(d)	Within 14 days of any change to any order under section 54 of the Act by which the retail supplier is declared to be a retailer of last resort (for water supply services), the Licensee must notify IPART, and provide details, of the change in accordance with the reporting manual.	Immediate	CEO
113	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B7.1(e)	Within 14 days of any change to any licensed network operator or public water utility by means of whose sewerage infrastructure the retail supplier provides sewerage services to its customers, the Licensee must notify IPART, and provide details, of the change in accordance with the reporting manual.	Immediate	CEO
114	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B7.1(f)	Within 14 days of any change to whether or not any of the Licensee's (sewerage services) customers are small retail customers, the retail supplier must notify IPART, and provide details, of the change in accordance with the reporting manual.	Immediate	CEO
115	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B7.1(g)	Within 14 days of any change to any order under section 54 of the Act by which the retail supplier is declared to be a retailer of last resort (for sewerage services), the Licensee must notify IPART, and provide details, of the change in accordance with the reporting manual.	Immediate	CEO
116	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B8.1	Whenever the retail supplier makes a significant amendment to a Plan, the Licensee must provide a copy of the amended Plan to IPART at the same time that it provides a copy to the approved auditor engaged to prepare a report as to the adequacy of the amended Plan, as required under the Regulation.	Immediate	CEO
117	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B9.1	Delineating responsibility – interconnections If a code of conduct has not been established under cl. 25 of the Regulation, the retail supplier must establish its own code of conduct by the date specified by IPART.	Annual	CEO and Board
118	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B9.2(a)	The retail supplier's Code of Conduct must set out the respective responsibilities of the Licensee.	Annual	CEO and Board

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
119	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B9.2(b),(c)	The retail supplier's <i>Code of Conduct</i> must set out the respective responsibilities of each licensed network operator, licensed retail supplier and/or public water utility that: <ul style="list-style-type: none"> - supplies water, provides sewerage services by means of; or - constructs, maintains or operates any water industry infrastructure that is connected to <i>Specified Water Industry Infrastructure</i>; by, at a minimum, providing for who is responsible for repairing, replacing or maintaining any pipes, pumps, valves, storages or other infrastructure connecting the <i>Specified Water Industry Infrastructure</i> to the other water industry infrastructure. 	Annual	CEO and Board
120	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B9.2(d)	The retail supplier's <i>Code of Conduct</i> must set out of the respective responsibilities of who is responsible for water quality.	Annual	CEO and Board
121	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B9.2(e)	The retail supplier's <i>Code of Conduct</i> must set out who is liable in the event of unavailability of water.	Annual	CEO and Board
122	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B9.2(f)	The retail supplier's <i>Code of Conduct</i> must set out who is liable in the event of failure of the <i>Specified Water Industry Infrastructure</i> .	Annual	CEO and Board
123	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B9.2(g)	The retail supplier's <i>Code of Conduct</i> must set out the fees and charges payable in respect of the use of the <i>Specified Water Industry Infrastructure</i> .	Annual	CEO and Board
124	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B9.2(h)	The retail supplier's <i>Code of Conduct</i> must set out who is responsible for handling customer complaints.	Annual	CEO and Board
125	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B9.3 or B9.4	<ul style="list-style-type: none"> - Greenfield schemes: Before commencing commercial operation through the <i>Specified Water Industry Infrastructure</i> under the Licence or by a later date specified by IPART (if any); - Brownfield schemes: Within 6 months of the date on which the Licence is granted or by a later date specified by IPART (if any); the retail supplier's <i>Code of Conduct</i> must be agreed in writing between the Licensee and other licensed network operators, licensed retail suppliers and/or public water utilities.	Annual	CEO and Board

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
126	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B9.5	The retail supplier must not contravene the Licensee's <i>Code of Conduct</i> to the extent that it makes the Licensee responsible or liable for the matters set out in it.	Annual	CEO and Board
127	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B10.1	If an Authorised Person ceases, proposes to cease, or receives notification to cease providing any of the services relating to the activities authorised by the Licence, the retail supplier must provide IPART with written notice as soon as practicable but no later than 28 days before the date of cessation of the services. The written notice must include details of how the services previously undertaken by the Authorised Person will continue to be undertaken.	Immediate	CEO
128	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B11.1 and/or B11.2	The retail supplier must only source and supply water, or provide sewerage services, by means of water industry infrastructure maintained and operated by a licenced network operator or public water utility.	Immediate	CEO
129	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B12.2(a)	The retail supplier must notify IPART in accordance with the reporting manual that it has commenced to supply water through the relevant <i>Specified Water Industry Infrastructure</i> under the Licence.	Immediate	CEO
130	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B12.2(b)	The retail supplier must provide such notification within 10 days after such commencement.	Immediate	CEO
131	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B12.3(a)	The retail supplier must notify IPART in accordance with the reporting manual that it has commenced to provide sewerage services through the relevant <i>Specified Water Industry Infrastructure</i> under this Licence.	Immediate	CEO
132	Licence, Schedule B - Ministerially-imposed Licence conditions	Schedule B, cl B12.3(b)	The retail supplier must provide such notification within 10 days after such commencement.	Immediate	CEO

Retail suppliers – specified Licensees only¹⁶

#	Licence Condition	Obligations under condition	Brief description of obligation	Reporting	Verification
#	[Licensee's name], Licence number #	Schedule A, cl A#	[Brief description]	[Immediate/ Annual]	[CEO/ CEO and Board]
#	[Licensee's name], Licence number #	Schedule A, cl A#	[Brief description]	[Immediate/ Annual]	[CEO/ CEO and Board]

¹⁶ Some Licensees will be subject to non-standard Ministerially-imposed Licence conditions specific to their licensed activities. At this point in time, IPART anticipates that non-standard Ministerially-imposed Licence conditions will be the exception, rather than the rule. Please contact IPART if this applies to your licence.

F Retail Supplier's performance indicators

Important note:

The majority of the following retail supplier performance indicators and their corresponding definitions were developed by the National Water Commission (NWC) as part of the "National Benchmarking Framework for Rural and Urban Water Utilities". These indicators are notated as "NWI Indicators" below. Where necessary, we have made minor modifications to some of the NWI Indicators and their corresponding definitions to adapt them to the regulatory regime provided under the Act. In particular, given the scale of activities licensed under the Act (many of which are anticipated to be small scale), NWI Indicators that use a measure of 'per 1,000 properties' are to be reported in actual numbers *or* per 1,000 properties (where possible). NWI Indicators in relation to service interruptions have been modified to apply to 'connection points' instead of 'customers'.

We have also developed a small number of indicators and corresponding definitions required in relation to the Act and Regulation. These are notated as "WICA Indicators" below. We have endeavoured to define the WICA Indicators in a manner consistent with definitions used for the NWI Indicators, and to build on existing NWI Indicators where possible.

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #
Sources of water	Volume of water sourced from public water utility (ML)	WICA#17
	Volume of water sourced from (ML):	
	– Surface Water (ML)	NWI W1
	– Groundwater (ML)	NWI W2
	– Desalination (ML)	NWI W3
	– Recycling (ML)	NWI W4
	– Other (ML)(please specify)	WICA#1
	Total volume of water sourced (ML)	NWI W7
Sewage collected	Volume of sewage collected – residential sewage, non-residential sewage and non-trade waste (ML)	NWI W16
	Volume of sewage collected – trade waste (ML)	NWI W17
	Total volume of sewage collected (ML)	NWI W18
Uses of water supplied	Volume of water supplied - residential (ML)	NWI W8
	Volume of water supplied - commercial/municipal/industrial (ML)	NWI W9
	Volume of water supplied - other (ML)	NWI W10
	Volume of water supplied - environmental flows (ML)	NWI W13
	Volume of bulk water exports (ML)	NWI W14
	Total volume of water supplied (ML)	WICA#18
Uses of recycled water	Volume of recycled water supplied - residential (ML)	NWI W20
	Volume of recycled water supplied - commercial, municipal, industrial (ML)	NWI W21
	Volume of recycled water supplied - agriculture (ML)	NWI W22
	Volume of recycled water supplied - environmental flows (ML)	NWI W23
	Volume of recycled water supplied - on-site	NWI W24
	Volume of recycled water supplied - other (ML)	NWI W25

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #
	Volume of bulk recycled water exports (ML)	NWI W15
	Total of recycled water supplied (ML)	NWI W26
Customers - water	Number of connected residential properties – water supply	NWI C2
	Number of connected non residential properties – water supply	NWI C3
	Total number of connected properties – water supply	NWI C4
Customers - sewerage	Number of connected residential properties - sewerage	NWI C6
	Number of connected non residential properties - sewerage	NWI C7
	Number of connected non-residential properties - trade waste	WICA#19
	Total number of connected properties - sewerage	NWI C8
Small customers	Number of small retail customers in relation to water supply	WICA#20
	Number of small retail customers in relation to the provision of sewerage services	WICA#21
Complaints	Number of water quality complaints	NWI C9
	Number of water service complaints	NWI C10
	Number of sewerage service complaints	NWI C11
	Number of billing and account complaints – water and sewerage	NWI C12
	Number of other complaints – water and sewerage	WICA#22
	Total water and sewerage complaints	NWI C13
Restrictions	Number of customers to which restrictions applied for non-payment of water bills	NWI C18
	Number of customers to which disconnections applied	WICA#23
	Number of customers to which legal actions applied for non-payment of water bills	NWI C19

Indicator Set	Indicator	NWI Indicator #. or WICA Indicator #
Service Interruptions	Average duration of unplanned interruption – water (minutes)	NWI C15
	Average duration of planned interruption – water (minutes)	WICA#6
	Average duration of unplanned interruption – potable water (minutes)	WICA#7
	Average duration of planned interruption – potable water (minutes)	WICA#8
	Average duration of unplanned interruption – non-potable water (minutes)	WICA#9
	Average duration of planned interruption – non-potable water (minutes)	WICA#10
	Average sewerage interruptions (minutes)	NWI C16
	Average frequency of unplanned interruption – water	NWI C17
	Average frequency of planned interruption –water	WICA#11
	Average frequency of unplanned interruption – potable water	WICA#12
	Average frequency of planned interruption – potable water	WICA#13
	Average frequency of unplanned interruption – non-potable water	WICA#14
	Average frequency of planned interruption – non-potable water	WICA#15
	Average frequency of unplanned interruption – sewerage	WICA#16

Please refer to the applicable “Definitions” in Appendix G.

G Definitions of performance indicators

G.1 Sources of water

Reported indicators	Indicator number
Volume of water supplied - Residential (ML)	W8
Volume of water supplied - Commercial, municipal and industrial (ML)	W9
Volume of water supplied - Other (ML)	W10
Volume of water supplied - Environmental flows (ML)	W13
Volume of bulk water exports (ML)	W14
Volume of bulk recycled water exports (ML)	W15
Total volume of water supplied (ML)	WICA#18

Raw data collected

1. Volume of water supplied to residential properties (ML). (W8)
2. Volume of water supplied to commercial, municipal and industrial properties (ML). (W9)
3. Volume of other components of water supplied (ML). (W10)
4. Volume of water supplied – environmental flows (ML). (W13)
5. Volume of bulk water exports (ML). (W14)
6. Volume of bulk recycled water exports (ML). (W15)

Purpose

To report the total urban water supplied (potable and non-potable) by the water utility from all water sources, including any recycled water.

It may also be used to report the distribution of total water supplied.

Definitions

W8 - Volume of water supplied - residential

Total metered and estimated non-metered, potable and non-potable water supplied to residential properties for the reporting period. (If some volumes are estimated, this should be noted on the data).

W9 - Volume of water supplied – commercial, municipal and industrial

Total metered and estimated non-metered, potable and non-potable water supplied to commercial, municipal and industrial properties for the reporting period. (If some volumes are estimated, this should be noted on the data).

W10 - Volume of water supplied - other

Total metered and estimated non-metered water (potable and non-potable) supplied to other users. This would include, but may not be limited to, an estimate of water used for fire fighting, mains flushing, losses due to customer meter errors, leakage or contractors and any other consumption due to operations.

W13 - Volume of water supplied – environmental flows

Wholesale flow allocations to the environment, generally upstream of the master meter, for the reporting period as specified in the environmental flow management regime generally required by the relevant natural resource management agency. Accidental or unintentional releases should not be included unless they can be incorporated into the environmental flow management regime.

W14 - Volume of bulk water exports

The total volume of water (potable and non-potable) sold to another utility or another entity outside this utility's geographic area of responsibility. The volume of water will include water originated from another source (see example).

W15 - Volume of bulk recycled water exports

The total volume of recycled water sold to another utility or another entity outside this utility's geographic area of responsibility.

WICA#18 – Total volume of water supplied

The total volume of water supplied as determined above.

Units

Megalitres (ML).

Example

Utility A Bulk supplier sells 100 ML water sourced from surface water to Utility B Retailer who then treats the total volume. Utility B Retailer then sells 60 ML to Utility C Retailer who in turn sells a proportion of this to Utility D Retailer. In this example, Utility A Bulk supplier would include 100 ML water as bulk water exports and would report this water as sourced from surface water. Utility B Retailer would include 100 ML water as bulk of water purchased from a bulk supplier but would not report the water as sourced from surface water.

G.2 Sewage collected

Reported indicators	Indicator number
Volume of sewage collected - Residential sewage, non-residential sewage and non-trade waste (ML)	W16
Volume of sewage collected -Trade waste (ML)	W17
Total sewage collected (ML)	W18

Raw data collected

1. Residential sewage, non-residential sewage and non-trade waste collected (ML). (W16)
2. Trade waste collected (ML). (W17)
3. Total sewage collected (ML). (W18)

Purpose

To provide an overview of the volume of sewage collected by the utility.

Definitions

W16 - Volume of sewage collected - Residential sewage, non-residential sewage and non-trade waste

Sewage received from residential, non-residential and non-trade waste sources. This also includes any volumes collected in the sewage system due to stormwater, illegal connection inflow and infiltration to the sewerage system. Residential (domestic) sewage is the water borne waste derived from human origin comprising of faecal matter, urine and liquid household waste from water

closet pans, sinks, baths, basins and similar fixtures designed for use in private dwellings.

W17 - Volume of sewage collected - Trade waste

Total volume of estimated and metered trade waste collected and treated by the water utility, or on behalf of the water utility. This includes any volumes of stormwater collected in the trade waste system. Trade waste (industrial waste) is the liquid waste generated from any industry, business, trade, or manufacturing process. It does not include domestic sewage.

W18 – Total sewage collected

Total volume of sewage collected by the utility, measured as treatment plant inflow, plus sewage treated by another business on behalf of the water utility eg, wholesaler. Where only treatment plant outflow is measured, record this value and comment appropriately. This measure should equal the sum of volumes reported for residential, non-residential and non-trade sewage collected and trade sewage collected.

Note: Residential and non-residential sewage and trade waste are defined as per either *The National Water Management Strategy Guidelines for Sewerage Systems 1994* or state-based legislation.

Units

Megalitres (ML).

G.3 Uses of recycled water

Reported indicators	Indicator number
Volume of recycled water supplied - Residential (ML)	W20
Volume of recycled water supplied - Commercial, municipal and industrial (ML)	W21
Volume of recycled water supplied - Agricultural (ML)	W22
Volume of recycled water supplied - Environmental (ML)	W23
Volume of recycled water supplied - On-site (ML)	W24
Volume of recycled water supplied - Other (ML)	W25
Total recycled water supplied (ML)	W26

Raw data collected

1. Residential recycled water supplied (ML). (W20)
2. Commercial, municipal and industrial recycled water supplied (). (W21)
3. Agricultural recycled water supplied (ML). (W22)
4. Environmental recycled water supplied (ML). (W23)
5. On-site recycled water supplied (ML). (W24)
6. Other recycled water supplied (ML). (W25)

Purpose

To report the volume of recycled water supplied. It may also be used to report the distribution of recycled water in the business.

Definitions

W20 - Volume of recycled water supplied - residential

Total metered and estimated non-metered consumption of recycled water by residential properties for the reporting period. (If some volumes are estimated, this should be noted on the data). This would generally occur via a third pipe system.

W21 - Volume of recycled water supplied - commercial, municipal and industrial

Total metered and estimated non-metered consumption of recycled water by commercial, municipal and industrial properties for the reporting period. (If some volumes are estimated, this should be noted on the data) ie, recycled water supplied to golf courses, heavy industry and commercial areas.

W22 - Volume of recycled water supplied - agricultural

Total metered and estimated non-metered consumption of recycled water supplied for agricultural purposes. (If some volumes are estimated, this should be noted on the data ie, irrigation of crops, recycled water supplied to forestry, agricultural products including livestock.)

W23 - Volume of recycled water supplied - environmental

Recycled water discharged to a waterway for environmental purposes as prescribed by the environmental regulator. There must be a quality characteristic that is a net benefit to the environment as determined by the relevant regulator. (If some volumes are estimated, this should be noted on the data) ie, water discharged to rivers, the sea, natural wet lands. This may exclude non

harvestable forests and bushland if the regulator determines there is 'disposal' rather than 'beneficial use'.

W24 - Volume of recycled water supplied – on site

Recycled water used on-site external to the treatment process. (If some volumes are estimated, this should be noted on the data). Total volumes of recycled water supplied within the period ie, volumes must capture total water supplied in a continuous process irrespective of whether it is re-used within a cycle.

W25 - Volume of recycled water supplied - Other

Total estimated non-metered recycled water supplied to other users. This would include, but may not be limited to, an estimate of water used for fire fighting, mains flushing, losses due to customer meter errors, leakage or contractors and any other consumption due to operations.

W26 - Total recycled water supplied

The sum of all treated effluent that is used by either the water utility itself, a business supplied by the water utility, or supplied through a third pipe system for urban reuse. Evaporation is excluded. The parameters are the total sewage collected and the volume of effluent recycled (see examples 1, 2, 3 and 4).

Recycled water can be provided for onsite re-use, agriculture, irrigation, industry, potable or other use external to the treatment process.

Note:

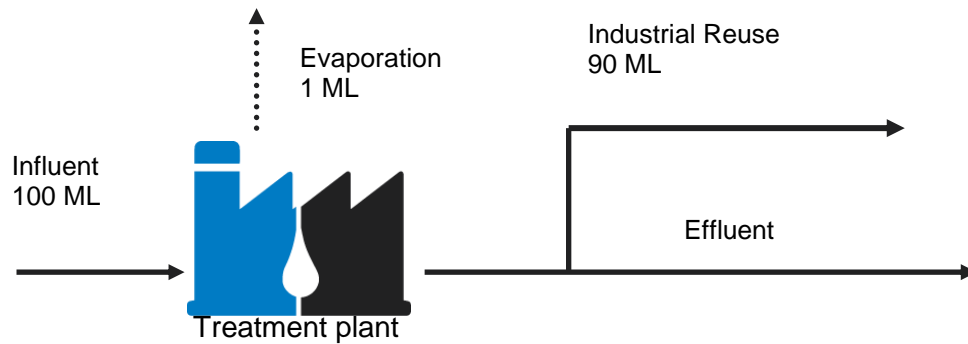
1. Recycled water supplied to clubs, sporting fields, or other businesses is included.
2. Environmental flows are included if they are approved by the EPA and substitute raw water abstraction or are recognised as an environmental flow by regulator/authority.
3. Sewer mining extracted from the utility's mains is an accepted form of recycling.

Units

Megalitres (ML).

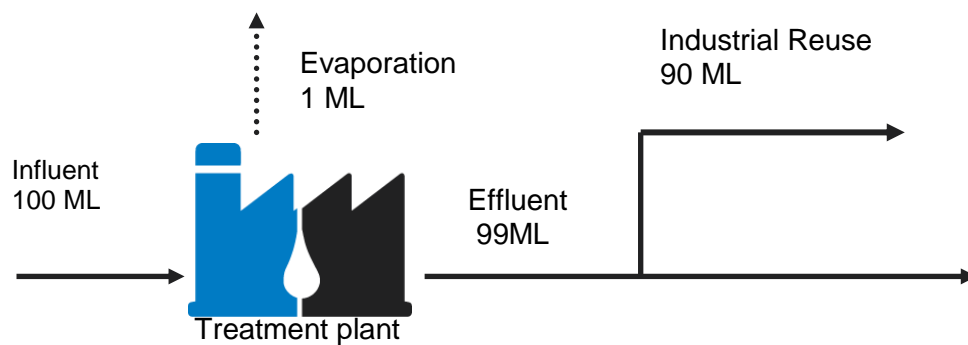
Examples

1. Recycled water is supplied to industry for use. No onsite reuse occurs.



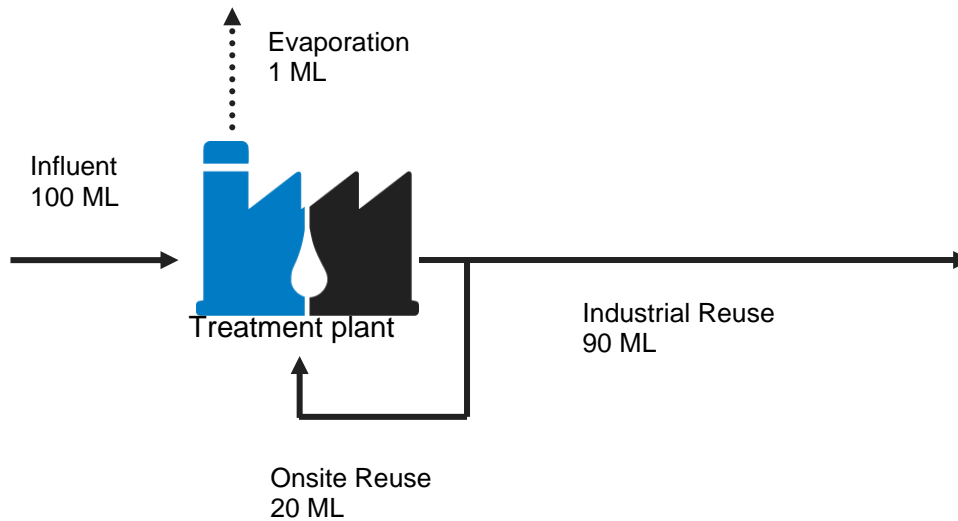
$$\text{Per cent of Water Recycled} = \frac{\text{Volume of Water Recycled}}{\text{Volume of Influent} - \text{Net Evaporation}} = \frac{90}{100-1} = 90.9\%$$

2. Recycled water is supplied to industry for use. No onsite reuse occurs.



$$\text{Per cent of Water Recycled} = \frac{\text{Volume of Water Recycled}}{\text{Volume of Effluent}} = \frac{90}{99} = 90.9\%$$

3. Recycled water is used on site and supplied to industry for use.

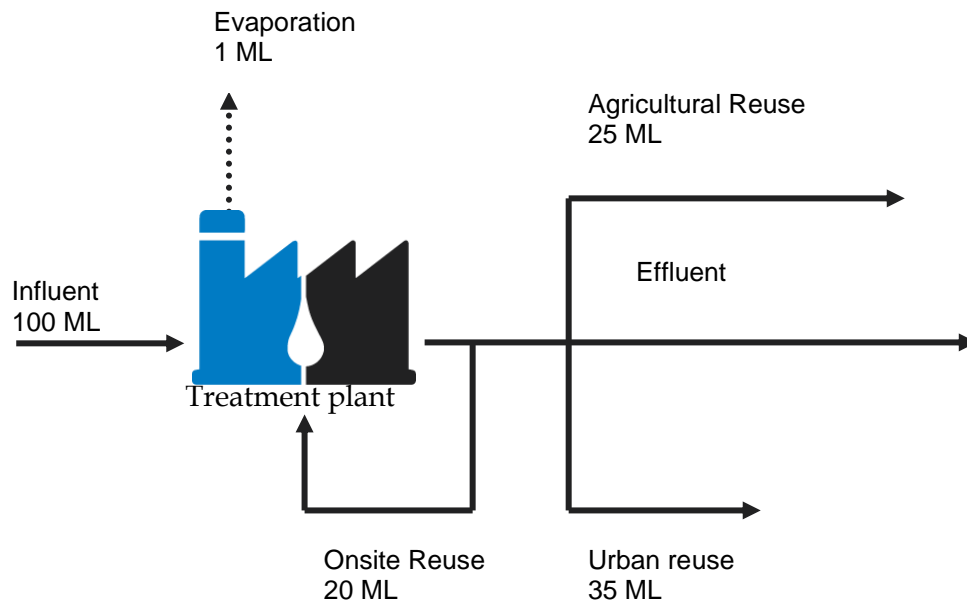


$$\text{Per cent of Water Recycled} = \frac{\text{Vol of Water Recycled}}{\text{Vol of Influent} - \text{Net Evaporation}} = \frac{(20+90)}{(100-1)} = 111.1\%$$

Note:

Where a percentage greater than 100% is achieved please provide a footnote to explain the figure and aid reader understanding of the process.

4. Recycled water is used on site, supplied for agricultural reuse and supplied for urban reuse through a third pipe system to urban households for toilet flushing and garden watering and for irrigation of open space community facilities.



$$\text{Per cent of Water Recycled} = \frac{\text{Vol of Water Recycled}}{\text{Vol of Influent} - \text{Net Evaporation}} = \frac{(20+25+35)}{(100-1)} = 80.8\%$$

5. A market garden historically abstracts 40 ML of river water per year for irrigation purposes. In the reporting period, the water utility supplies 30 ML of recycled water to the market garden, which subsequently abstracts only 10 ML of river water. The volume of recycled water substituting raw water abstraction is 30 ML.
6. Water supplied per residential property within a water utility's service area is 220 kL/a (W12). The water utility supplies 30,000 kL of recycled water to 1000 properties via a third pipe system for toilet flushing and garden watering. Whilst the total water supplied per property remains unchanged, potable water consumption for properties also supplied with recycled water decreases by 30 kL per year (ie, 190 potable + 30 recycled = 220 kL residential water supplied per property). The 30,000 kL of recycled water supplied therefore is included as **BOTH** residential water supplied and total recycled water supplied.

G.4 Connected properties

Reported indicators	Indicator number
Connected Residential properties – water supply	C2
Connected Non-residential properties – water supply	C3
Total connected properties – water supply	C4
Connected Residential properties – sewerage	C6
Connected Non-residential properties – sewerage	C7
Connected Non-residential properties – trade waste	WICA#19
Total connected properties – sewerage	C8

Raw data collected

1. Connected Residential properties – water supply. (C2)
2. Connected non-residential properties – water supply. (C3)
3. Connected residential properties – sewerage. (C6)
4. Connected non-residential properties – sewerage. (C7)
5. Connected non-residential properties – trade waste. (WICA#19)

Purpose

To report on the scale and composition of the water business. Connected property numbers are also used as a normaliser for many indicators.

Definitions

Water/sewerage properties

(See Figure 1 below)

A connected water/sewerage property is:

- ▼ connected to the Licensee's water/sewerage system
- ▼ the subject of billing for water supply/sewerage collection – fixed and /or consumption (see examples 1, 2 and 3), and
- ▼ any property which, at the end of the reporting period, is connected to the water/sewerage system and is separately billed for the water/sewerage services – fixed and/or consumption (see examples 1, 2 and 3)
- ▼ state-wide water utilities can also report the number of connected properties for their state-wide operations as a footnote.

This includes:

- ▼ a connected non-rateable property, and
- ▼ a connected but non-metered property.

It does NOT include:

- ▼ a body corporate
- ▼ a rated but unconnected property, or
- ▼ a non-real property or strata garages ie, a master meter for a block separately metered strata title flats.

Non strata title flats or units

Where a utility has no more than 10% of its properties as non strata title flats or units, it is acceptable to report each such block of flats or units as one property.

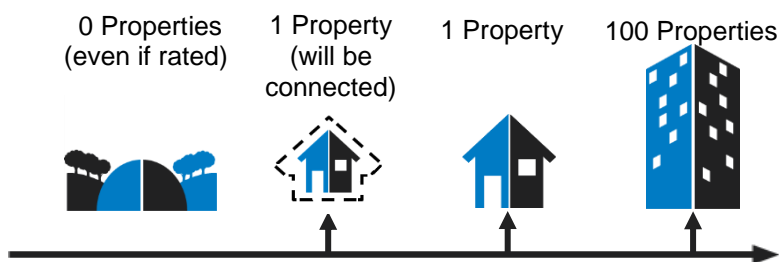


Figure 1

Notes:

- ▼ The owner and tenant of a rented property are NOT counted as separate properties.
- ▼ A sewerage property which is also a trade sewerage property counts as one non-residential connected property.

Units

Per number of properties or per thousands (000s), if possible.

Calculations

C4 & C8 - Total connected properties receiving water/sewerage services =
(Residential connected properties) + (Non-residential connected properties)

Examples

1. A block of 30 units with a single meter = 30 connected properties.
2. A factory building housing five partitioned companies, all with separate water bills = five non-residential connected properties.
3. Properties are classified according to their main purpose. For example, a hotel which has a few permanent residential tenants (short term, long term or strata titled apartments) is classed as one non-residential connected property, likewise a shopping centre, or a serviced apartment/hotel complex = one non-residential connected property.
4. A TAFE property which extends over two blocks and has six separate connections = one non-residential connected property. Similarly, a school or hospital is also counted as one non-residential connected property.
5. A high-rise apartment residence which has individual connections for each apartment. Each apartment is a separate residential connected property. This also applies to department of housing units/flats.
6. A shopping centre where each shop within the complex has a separate connection = one non-residential connected property.
7. A property which is not connected (ie, no mains to meter connection), but is on a street with a main running along it, is not counted as a connected property. Similarly, if a vacant lot is being charged/rated, but is not physically connected, it is not to be counted as a connected property.
8. A nursing home/retirement home is counted as one non-residential connected property.
9. With respect to retirement villages, communal buildings count as one non-residential property, whereas stand-alone buildings for residents are each counted as residential properties. For example, 20 stand-alone buildings for residents and a communal building are counted as 20 residential connected properties and one non-residential connected property.
10. Residential apartment buildings where individual residents are shareholders in a company owning the entire building rather than holding individual apartment titles should be counted as individual flats/units. For example, 20 residential units in a building with 20 associated shares = 20 residential connected properties.
11. Where combined commercial/residential dwellings exist, the property should be classified according to its primary purpose where one bill is issued. If two separate bills are issued for the commercial and residential parts of the property, then the property is counted as one residential connected property and one non-residential connected property.

G.5 Small retail customers

Reported indicators	Indicator number
Number of small retail customers in relation to water supply	WICA#20
Number of small retail customers in relation to the provision of sewerage services	WICA#21

Raw data collected

1. Number of small retail customers in relation to water supply. (WICA#20)
2. Number of small retail customers in relation to the provision of sewerage services. (WICA#21)

Purpose

To report on the number of small retail customers a utility supplies water or provides sewerage services to.

Definitions

Small retail customer in relation to water supply

A person is a small retail customer in relation to water supply if the maximum rate at which water is supplied, pursuant to one or more water supply contracts, to all premises that the person owns, leases or occupies is less than 15 megalitres per year: clause 5(1) of the *Water Industry Competition (General) Regulation 2008*.

Small retail customer in relation to the provision of sewerage services

A person is a small retail customer in relation to the provision of sewerage services if the maximum rate at which sewage is discharged, pursuant to one or more sewerage service contracts, from all premises that the person owns, leases or occupies is less than 10.5 megalitres per year, as determined in accordance with guidelines issued by IPART: clause 5(2) of the *Water Industry Competition (General) Regulation 2008*.

Units

Per number of customers or per thousands (000s), where possible.

Calculations

Total number of small retail customers receiving water services.

Total number of small retail customers receiving sewerage services.

G.6 Water quality complaints

Reported indicator	Indicator number
Water quality complaints	C9

Raw data collected

1. Total number of water quality complaints.

Purpose

To report customer satisfaction with the quality of water provided. It may also be used as an indicator of the suitability of the water treatment process.

Only complaints need to be classified, collected and reported. If dissatisfaction has not been expressed or if the customer has not sought resolution, the matter should not be classified and recorded as a complaint.

Definitions

Complaint

Australian Standards define a complaint as an “expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.” (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (ie, contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints, as do multiple complaints from one customer.

Includes complaints received by the water utility in person, by mail, fax, phone, email, text messaging.

Note:

A water utility must be able to differentiate a 'query' versus a 'complaint' in order to be materially compliant for this indicator.

A query can be defined as "A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction."

Water quality complaints

The total number of complaints received by the water business that relate to water quality, including water quality complaints resulting from operational practices. With respect to water quality, this is any complaint regarding:

- ▼ discolouration
- ▼ taste
- ▼ odour
- ▼ stained washing
- ▼ illness, or
- ▼ cloudy water (eg, caused by oxygenation), etc.

It excludes complaints relating to:

- ▼ service interruption
- ▼ adequacy of service
- ▼ restrictions, or
- ▼ pressure, etc.

Note: It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

Note: This definition has been changed to exclude "any contact that results in a water quality issue is counted as a complaint".

Examples

1. If a customer complains about milky water and it is found to be caused by mains flushing then this is still counted as a complaint.
2. If a customer rings to ask about the health standards that apply for water quality, this is counted as a query.

3. If a customer rings to complain about the Premier's media comments on water quality, this is not counted as a complaint as the complaint is about a third party over whom the water utility has no control.
4. If a customer rings to complain about the Premier's media comments on water quality because they have suffered poor water quality this is counted as a complaint.

Calculations

C9 - Water quality complaints (per number of properties or per 1000 properties, if possible) =

Total number of water quality complaints / Total water connected properties (actual number or per 000s, if possible)

G.7 Water service complaints

Reported indicator	Indicator number
Water service complaints	C10

Purpose

To report customer satisfaction with the water supply service and provide a partial indicator of service reliability.

Only complaints need to be classified, collected and reported. If dissatisfaction has not been expressed or if the customer has not sought resolution, the matter should not be classified and recorded as a complaint.

Definitions

Complaint

Australian Standards define a complaint as an "expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected." (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (ie, contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints, as do multiple complaints from one customer.

Includes complaints received by the water utility in person, by mail, fax, phone, email, text messaging.

Note:

A water utility must be able to differentiate a 'query' versus a 'complaint' in order to be materially compliant for this indicator.

A query can be defined as "A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction."

Water service complaints

The total number of water service complaints received by the water utility. This includes all complaints concerning:

- ▼ bursts
- ▼ leaks
- ▼ service interruptions
- ▼ adequacy of service
- ▼ water pressure, and
- ▼ water reliability.

When a customer reports a service interruption, this is not counted as a complaint unless the customer expresses dissatisfaction about the interruption.

It **excludes** complaints relating only to:

- ▼ water quality
- ▼ billing and accounts
- ▼ government pricing policy, or
- ▼ tariff structures.

Note: It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

Examples

1. If a customer complains about water pressure and it is found to be caused by a leak in the network this is counted as a complaint.
2. If a customer rings to ask about the relevant standard for water pressure in their town this is counted as an enquiry.
3. If a customer rings to ask about the relevant standard for water pressure because they are unhappy about their pressure, this is counted as a complaint.
4. If a customer rings to report a burst pipe due to a contractor working on the utility's assets this is counted as a complaint.
5. If a customer rings to complain about government pricing policy this is not a complaint. However, if the price has created an affordability issue for the customer who is now unable to meet the payment plan previously negotiated and has been refused renegotiation this is a complaint but should be recorded as a billing and account complaint not a service complaint.

Calculations

C10 - Water service complaints (per number of properties or per 1000 properties, if possible) =

Total number of water service complaints / Total number of water connected properties (actual number or per 000s, if possible)

G.8 Sewerage service complaints

Reported indicator	Indicator number
Sewerage service complaints	C11

Purpose

To report customer satisfaction with sewerage service and provide a partial indicator of service quality and reliability.

Only complaints need to be classified, collected and reported. If dissatisfaction has not been expressed or if the customer has not sought resolution, the matter should not be classified and recorded as a complaint.

Definitions

Complaint

Australian Standards define a complaint as an “expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.” (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (ie, contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints, as do multiple complaints from one customer.

Includes complaints received by the water utility in person, by mail, fax, phone, email, text messaging.

Note:

A water utility must be able to differentiate a ‘query’ versus a ‘complaint’ in order to be materially compliant for this indicator.

A query can be defined as “A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction.”

Sewage service complaints

The total number of complaints received by the sewerage utility that relate to sewerage service quality and reliability. Includes all complaints concerning:

- ▼ sewer blockages and spills
- ▼ trade waste services
- ▼ sewage odours
- ▼ sewerage system reliability, and
- ▼ all other sewerage issues.

If an operator is doubtful whether the customer is making an enquiry or wishing to lodge a complaint they should ask the customer if they want a complaint to be recorded.

It **excludes** complaints relating only to:

- ▼ government pricing policy, or
- ▼ tariff structures, or
- ▼ other non-applicable areas of the business.

Note: It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

Examples

1. If a customer rings to report a sewage odour this is a complaint.
2. If a customer rings to enquire about the conversion of a septic tank to the mains sewerage system this is an enquiry.
3. If a customer rings to complain about the way sewerage service bills are calculated, and the bill has been calculated according to government pricing policy, this is not a complaint.

Calculations

C11 - Sewage service complaints (per number of properties or per 1000 properties, if possible) =

Total number of sewage service complaints / Total number of connected properties - sewerage (actual number or per 000s, if possible)

G.9 Billing and account complaints

Reported indicator	Indicator number
Billing and account complaints	C12

Purpose

To report the level of billing and account complaints received for the utility's water supply and sewerage services.

Only complaints need to be classified, collected and reported. If dissatisfaction has not been expressed or if the customer has not sought resolution, the matter should not be classified and recorded as a complaint.

Definitions

Complaint

Australian Standards define a complaint as an “expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.” (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (ie, contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints, as do multiple complaints from one customer.

Includes complaints received by the water utility in person, by mail, fax, phone, email, text messaging.

Note:

A water utility must be able to differentiate a ‘query’ versus a ‘complaint’ in order to be materially compliant for this indicator.

A query can be defined as “A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction.”

Billing and account complaints

This includes all complaints concerning:

- ▼ account payment
- ▼ financial loss or overcharging
- ▼ billing errors and
- ▼ affordability.

Where a customer rings to query an account (eg, “could you please explain how the variable sewerage component of my bill is calculated, or could you explain how my bill is calculated”) this is not to be recorded as a complaint unless the customer identifies that they have rung to make a complaint. If the customer rings to make an enquiry but remains dissatisfied or the enquiry identifies an error in the bill this should be recorded as a complaint.

If a customer makes repeated contact on the same billing issue this should be recorded as a complaint.

If an operator is doubtful whether the customer is making an enquiry or a complaint they should ask the customer if they want a complaint to be recorded.

It **does not include** complaints relating only to:

- ▼ government pricing policy
- ▼ tariff structures, or
- ▼ a correctly calculated bill is too high.

Note: It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

Examples

1. If a customer rings to query the meter reading because they believe the bill is too high this is a complaint.
2. If a customer rings to enquire about how the tariff structure is set this is an enquiry.
3. If a customer rings to complain about tariff structures this is not a complaint (where the tariff is set by an external body). If the tariff is set by the utility then it is a complaint.

Calculations

C12 - Billing and account complaints (per number of properties or per 1000 properties, if possible) =

Total number of billing and account complaints / Total number of water connected properties (actual number or per 000s, if possible)

G.10 Other complaints

Reported indicator	Indicator number
Number of other complaints – water and sewerage	WICA#22

Purpose

To report any complaints that do not fall within any of the complaint categories above (ie, C9 - C12 above) received for the utility's water supply and sewerage services.

Definitions

Complaint

Australian Standards define a complaint as an "expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected." (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (ie, contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints, as do multiple complaints from one customer.

Includes complaints received by the water utility in person, by mail, fax, phone, email, text messaging.

Note:

A water utility must be able to differentiate a 'query' versus a 'complaint' in order to be materially compliant for this indicator.

A query can be defined as "A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction."

Other complaints

Any complaints that do not fall within any of the complaint categories above (ie, C9 - C12 above) received for the utility's water supply and sewerage services

Calculations

WICA#22 - Other complaints (per number of properties or per 1000 properties, if possible) =

Total number of other complaints / Total number of water connected properties (actual number or per 000s, if possible)

G.11 Total water and sewerage complaints

Reported indicator	Indicator number
Total water and sewerage complaints	C13

Purpose

To report customer satisfaction with the water and sewerage services and provide an indicator of service quality and reliability.

Only complaints need to be classified, collected and reported. If dissatisfaction has not been expressed or if the customer has not sought resolution, the matter should not be classified and recorded as a complaint.

Note: This may be greater than the total of C9 - C12 as it includes "other" complaints.

Definitions

Complaint

Australian Standards define a complaint as an "expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected." (AS ISO 10002-2006)

A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors.

Note:

Whilst complaints about third parties over which the utility has no control should not be counted as complaints, complaints about third parties where the water utility does have control (ie, contractors) should be included.

Complaints from separate customers arising from the same cause count as separate complaints, as do multiple complaints from one customer.

Includes complaints received by the water utility in person, by mail, fax, phone, email, text messaging.

Note:

A water utility must be able to differentiate a 'query' versus a 'complaint' in order to be materially compliant for this indicator.

A query can be defined as "A request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction."

Total water and sewerage complaints

The total number of complaints received by the water utility that relate to water or sewerage services. This includes all complaints concerning:

- ▼ bursts
- ▼ leaks
- ▼ service interruptions
- ▼ adequacy of service
- ▼ water pressure
- ▼ water quality or reliability
- ▼ sewerage service complaints
- ▼ sewage odours
- ▼ affordability
- ▼ billings, and
- ▼ behaviour of staff or agents.

When a customer reports a service interruption, this is not counted as a complaint unless the customer expresses dissatisfaction about the interruption.

It **excludes** complaints relating only to:

- ▼ government pricing policy, or
- ▼ tariff structures.

Note: It excludes complaints related to these issues, however, a complaint where this issue is one component that leads to another issue may be included as a complaint in this or another complaint category.

Calculations

Total water and sewage service complaints (per number of properties or per 1000 properties, if possible) =

Total number of water and sewerage complaints / Total number of water connected properties (actual number or per 000s, if possible)

G.12 Average duration of unplanned water supply interruptions

Reported indicators	Indicator number
Average duration of an unplanned interruption - water (minutes)	C15
Average duration of planned interruption – water (minutes)	WICA#6
Average duration of unplanned interruption – potable water (minutes)	WICA#7
Average duration of planned interruption – potable water (minutes)	WICA#8
Average duration of unplanned interruption – non-potable water (minutes)	WICA#9
Average duration of planned interruption – non-potable water (minutes)	WICA#10

Raw data collected

1. Average duration of an unplanned water supply interruption (min). (C15)
2. Average duration of a planned water supply interruption (min). (WICA#6)
3. Average duration of unplanned potable water supply interruption (min). (WICA#7)
4. Average duration of planned potable water supply interruption (min). (WICA#8)
5. Average duration of unplanned non-potable water supply interruption (min). (WICA#9)
6. Average duration of planned non-potable water supply interruption (min). (WICA#10)

Purpose

To report average duration a customer is without a water supply for the reporting period. It is a partial indicator of customer service and the condition of the water network, and how effectively the operation of the network is being managed (eg, whether operating pressures are too high).

Definitions

Water supply interruption (customer service)

A water supply interruption is any event causing a total loss of water supply due to any cause. Interruptions **do not include**:

- ▼ Those caused by bursts or leaks in the property service (mains to meter connection), unless the property connections are owned or maintained by the water utility or the burst or leak requires the mains to be shut down for repair.
- ▼ In the case of a utility that has contracted with the customer to provide an interrupted service (eg, at peak demand periods), those interruptions that are in accordance with the levels of service specified in the contract.

Unplanned water supply interruptions

This is when the customer has NOT received at least 24 hours notification (or as otherwise prescribed by regulatory requirements) of the interruption. It also includes situations where the duration of a planned interruption exceeds that which was originally notified. In this circumstance, the length of the entire interruption is counted (see example 1). All un-notified interruptions caused by third parties should be included.

Unplanned potable water supply interruption

As above, but in relation to potable water only.

Unplanned non-potable water supply interruption

As above, but in relation to non-potable water only.

Planned water supply interruption

This is when the customer has received at least 24 hours notification (or as otherwise prescribed by regulatory requirements) of the interruption and the duration of the planned interruption does not exceed that which was originally notified.

Planned potable water supply interruption

As above, but in relation to potable water only.

Planned non-potable water supply interruption

As above, but in relation to non-potable water only.

Duration of an unplanned water supply interruption

An interruption commences when the water utility is aware that 'water is no longer available at the customer's first cold water tap' and ceases 'when "normal" service is restored' (OFWAT Return Reporting Requirements) ie, when the last valve has been opened (see examples 2 and 3).

Where the utility is aware of a water supply interruption via internal systems alarms, the duration commences when the alarm is raised.

If a customer notifies the water utility they are without water, the duration commences at the time of notification. If the water utility is responding to a notification of a broken main, unless this notification also indicates a loss of supply, the duration commences once the break is isolated (if repairs are not being done under pressure).

Duration of an unplanned potable water supply interruption

Same as above, but in relation to potable water only.

Duration of an unplanned non-potable water supply interruption

Same as above, but in relation to non-potable water only.

Duration of a planned water supply interruption

An interruption commences when the water utility ceases to supply water to the customer in accordance with its notification, and ceases 'when "normal" service is restored' (OFWAT Return Reporting Requirements) ie, when the last valve has been opened, on or before the period which was originally notified.

Duration of a planned potable water supply interruption

Same as above, but in relation to potable water only.

Duration of a planned non-potable water supply interruption

Same as above, but in relation to non-potable water only.

Average duration of an unplanned water supply interruption

The average duration for which a customer is without supply due to an unplanned interruption.

Average duration of an unplanned potable water supply interruption

The average duration for which a connection point is without supply due to an unplanned interruption.

Average duration of an unplanned non-potable water supply interruption

The average duration for which a connection point is without supply due to an unplanned interruption.

Average duration of a planned water supply interruption

The average duration for which a customer is without supply due to a planned interruption.

Average duration of a planned potable water supply interruption

The average duration for which a connection point is without supply due to a planned interruption.

Average duration of a planned non-potable water supply interruption

The average duration for which a connection point is without supply due to a planned interruption.

Units

Minutes (min).

Calculations

C15 - Average duration of an unplanned water supply interruption =

Total minutes off water supply / total number of customers affected

WICA#6 - Average duration of an unplanned potable water supply interruption

Total minutes off potable water supply / total number of potable water customers affected

WICA#7 - Average duration of an unplanned non-potable water supply interruption =

Total minutes off non-potable water supply / total number of non-potable water customers affected

WICA#8 - Average duration of a planned water supply interruption =

Total minutes off water supply / total number of customers affected

WICA#9 - Average duration of a planned potable water supply interruption =

Total minutes off potable water supply / total number of potable water customers affected

WICA#10 - Average duration of a planned non-potable water supply interruption =

Total minutes off non-potable water supply / total number of non-potable water customers affected

(see example table below)

Examples

1. A customer calls the water utility advising that they have no water. The interruption commences at the time the call is received.
2. A customer calls the water utility advising of a broken main. The interruption commences when staff arrive at the main and isolate the main break.
3. Mains are shut down due to fire fighting requirements. This interruption is included and commences at the time the mains are shut down.
4. See table below for example of calculation

Interruption	Minutes of interruption	Number of customers affected	Minutes off supply (ie, minutes interruption x number of customers affected)	Average duration of an unplanned interruption (minutes)
A	240	20	4,800	(ie, Total Minutes off supply / Number of Customers affected)
B	300	1,000	300,000	
C	120	400	48,000	
D	60	2	120	
E	410	35	14,350	
Total		1,457	367,270	252.1

G.13 Average sewerage interruptions

Reported indicator	Indicator number
Average sewerage interruptions (minutes)	C16

Raw data collected

1. Average sewerage interruption (min). (C16)

Purpose

To report for how long, on average, a customer is without sewerage services for the reporting period. It is a partial indicator of customer service and the condition of the sewerage network.

Definitions

Sewerage interruption

A sewerage interruption is any event causing a significant reduction of sewerage service due to any cause. Interruptions **exclude** those caused by breaks or chokes in the property connection sewer.

Unplanned sewerage service interruption

This is when the customer has NOT received at least 24 hours notification of the interruption (or as otherwise prescribed by regulatory requirements). It also includes situations where the duration of a planned interruption exceeds that which was originally notified. In this circumstance, the length of the entire interruption is counted. All un-notified interruptions caused by third parties should be included.

Duration of an unplanned sewerage service interruption

An interruption commences when the water utility is aware that sewerage services are no longer available and ceases when 'normal' service is restored.

Average sewerage interruption

The average duration for which a customer is without a sewerage service due to unplanned work.

Choke

A confirmed partial or total blockage that may or may not result in a spill to the external environment from the sewer system.

Breaks of leaks

A break or leak is a failure of the sewer main which results in an interruption to the sewerage service.

Units

Minutes (min).

Calculations

C16 - Average sewerage interruption (minutes) =

$$\text{Total minutes of interruptions} / \text{total number of interruptions}$$

Example

Interruption	Minutes of interruption
A	240
B	300
C	50
D	70
E	90
Total interruptions = 5	Total minutes of interruptions = 750

Average sewerage interruption = 150 minutes

G.14 Customer interruption frequency

Reported indicators	Indicator number
Average frequency of unplanned interruptions – water	C17
Average frequency of planned interruptions – water	WICA#11
Average frequency of unplanned interruptions – potable water	WICA#12
Average frequency of planned interruptions – potable water	WICA#13
Average frequency of unplanned interruptions – non-potable water	WICA#14
Average frequency of planned interruptions – non-potable water	WICA#15

Purpose

To report how frequently customers are without access to the water supply service. It is a partial indicator of service quality, reliability and customer satisfaction.

Note: Title change only, no material definition change.

Definitions

Average frequency of unplanned interruptions

Average customer-interruption frequency

A water supply customer-interruption is a loss of water supply to an individual customer due to an unplanned water supply interruption. For example, a water supply interruption which causes loss of supply to 100 customers is 100 customer-interruptions.

Includes:

- ▼ Each occurrence of unplanned interruptions to supply.

Excludes:

- ▼ mains to meter interruptions unless the burst or leak requires the mains to be shut down for repair
- ▼ some reduction to the level of service but where normal activities (shower, washing machine, toilet flushing etc.) are still possible, breaks in house connection branches or planned interruptions.

Interruption

Where the property is without a service due to any cause.

Unplanned Interruption:

An interruption caused by a fault in the utility's system.

Planned Interruption:

An interruption for which the utility has provided at least 24 hours' advanced notification (or as otherwise prescribed by regulatory requirements or in accordance with the levels of service specified in the contract with the customer).

Units

Megalitres (ML), per cent (%).

Calculations

C17 - Average frequency of unplanned interruptions (per number of properties or per 1000 properties, if possible) =

Total number of unplanned interruptions / Total number of water connected properties (actual number or per 000s, if possible)

WICA#11 - Average frequency of planned interruptions (per number of properties or per 1000 properties, if possible) =

Total number of planned interruptions / Total number of water connected properties (actual number or per 000s, if possible)

WICA#12 - Average frequency of unplanned interruptions – potable water (per number of properties or per 1000 properties, if possible) =

Total number of unplanned interruptions – potable water only / Total number of potable water connected properties (actual number or per 000s, if possible)

WICA#13 - Average frequency of planned interruptions – potable water (per number of properties or per 1000 properties, if possible) =

Total number of planned interruptions – potable water only / Total number of potable water connected properties (actual number or per 000s, if possible)

WICA#14 - Average frequency of unplanned interruptions – non-potable water (per number of properties or per 1000 properties, if possible) =

Total number of unplanned interruptions – non-potable water only / Total number of non-potable water connected properties (actual number or per 000s, if possible)

WICA#15 - Average frequency of planned interruptions – non-potable water (per number of properties or per 1000 properties, if possible) =

Total number of planned interruptions – non-potable water only / Total number of non-potable water connected properties (actual number or per 000s, if possible)

G.15 Customer interruption frequency – sewerage

Reported indicators	Indicator number
Average frequency of unplanned interruptions – sewerage	WICA#16

Purpose

To report how frequently customers are without access to the sewerage service. It is a partial indicator of service quality, reliability and customer satisfaction.

Definitions

Average frequency of unplanned interruptions

Average customer-interruption frequency

A sewerage services customer-interruption is a loss of sewerage services to an individual customer due to an unplanned sewerage service interruption. For example, a sewerage service interruption which causes loss of services to 100 customers is 100 customer-interruptions.

Includes:

- ▼ Each occurrence of unplanned interruptions to the service.

Excludes:

- ▼ Some reduction to the level of service but where normal activities (toilet flushing etc.) are still possible, breaks in house connection branches or planned interruptions.

Interruption

Where the property is without a service due to any cause.

Unplanned Interruption

An interruption caused by a fault in the utility's system.

Planned Interruption

An interruption for which the utility has provided at least 24 hours' advanced notification (or as otherwise prescribed by regulatory requirements).

Calculations

Average frequency of unplanned interruptions (per number of properties or per 1000 properties, if possible) =

Total number of unplanned interruptions / Total number of sewer connected properties (actual number or per 000s, if possible)

G.16 Restrictions and legal action for non-payment of water bill

Reported indicators	Indicator number
Number of restrictions applied for non-payment of water bill	C18
Number of disconnections	WICA#23
Number of legal actions applied for non-payment of water bill	C19

Purpose

To report on the incidence of water restrictions or legal action applied for non-payment of a water bill, and the incidence of disconnections.

Note: Indicator name change in 2007-08, no material change. This indicator was changed in the 2006-07 definitions and was divided into two indicators, one for restrictions (C18) and one for legal action (C19). This does not constitute a material change and historical data may be published if separated out.

Definitions

C18 - Number of customers to which restrictions applied for non-payment of water bill

The total number of restrictions (including disconnections) applied for non-payment of water bills in the reporting period.

Includes all cases where restriction devices are fitted to reduce water flows to a customer due to non-payment of accounts.

If a water business disconnects rather uses a restriction device this is also counted.

Includes restrictions taken against both residential and non-residential customers.

It does not include:

- ▼ were a business threatens to restrict a supply, but does not undertake the fitting of a restrictor
- ▼ disconnections carried out due to unsafe infrastructure connected to the water utility's system, and
- ▼ customers who choose to disconnect from the water utilities supply (eg, due to preference for a tank water supply).

WICA#23 - Number of customers to which disconnections applied

A small retail customer cannot be disconnected for non-payment of water bills.

Includes all cases where a water business disconnects a residential or non-residential customer for any reason.

It does not include:

- ▼ disconnections carried out due to unsafe infrastructure connected to the water utility's system, and
- ▼ customers who choose to disconnect from the water utilities supply (eg, a due to preference for a tank water supply).

C19 - Number of customers to which legal action applied for non-payment of water bill

The total number of legal actions applied for non-payment of water bills in the reporting period.

Includes legal actions taken against both residential and non-residential customers.

Legal action commences from issue of summons. It does not include were a utility threatens to take legal action, but does not proceed

Note: Multiple restrictions, disconnections/legal actions for one customer should be counted as separate occasions.

H Illustrative examples – applicable performance indicators

As noted earlier in this reporting manual, IPART will determine the indicators that are applicable to a particular Licensee, in consultation with the Licensee. The Licensee will be notified by IPART of the applicable performance indicators at the time of being granted the Licence (and subsequently, if there are any significant changes to the activities undertaken).

The following are illustrative examples to assist Licensees to understand which performance indicators are likely to be applicable to their particular licensed activities.

Example 1: Retail supplier's Licence to supply recycled water to residential and commercial/municipal/industrial customers (ie, "small retail customers" under the Act)

Indicators in relation to 'sources of water' would apply. Where the source of water is from a public water utility, this would need to be reported (WICA#17). Indicators in relation to 'sewage collected' would not be applicable, as the retailer is not providing sewerage services to customers. There is potential for doubling-up in reporting under 'uses of water supplied' and 'uses of recycled water supplied' indicators. In such a case, IPART is likely to indicate to the Licensee that reporting is only necessary in relation to the most appropriate set of indicators (eg, 'uses of recycled water').

As the retailer is involved in supplying recycled water to residential and non-residential customers, the 'customers - water' indicators would be applicable. The 'customers - sewerage' indicators would not apply. The special 'small customers' indicator would also apply (WICA#20), as some of these customers are within the definition of "small retail customers" under the Act.

The 'complaints', 'restrictions' and 'service interruptions' sets of indicators in relation to water services only would be applicable. There is potential for some doubling-up in reporting under the 'service interruptions' indicators, as 'water' is defined to include 'non-potable water', and also with the 'service interruptions' indicators being reported by any Network Operator in relation to the same water supply. In such cases, IPART is likely to indicate that the Licensee only report against the most appropriate indicators (eg, 'non-potable water' indicators only). However, where reporting by the network operator and the retail supplier

Licensee against ‘service interruptions’ indicators provides different information or verification of the same information, IPART may require such reporting.

Example 2: Bundled network operator and retail supplier receiving treated effluent to provide retail supplier with recycled water which is then supplied to industrial/commercial customers only.

Indicators in relation to ‘sources of water’ would apply. Where the source of water is from a public water utility, this would need to be reported (WICA#17). Indicators in relation to ‘sewage collected’ would not be applicable, as the retailer is not providing sewerage services to customers. There is potential for doubling-up in reporting under ‘uses of water supplied’ and ‘uses of recycled water supplied’ indicators. In such a case, IPART is likely to indicate to the Licensee that reporting is only necessary in relation to the most appropriate set of indicators (eg, ‘uses of recycled water’).

As the retailer is involved in supplying recycled water to industrial/commercial customers, the ‘customers - water’ indicators would be applicable. The ‘customers - sewerage’ indicators and the special ‘small customers’ indicator (WICA#20) are not applicable.

The ‘complaints’, ‘restrictions’ and ‘service interruptions’ sets of indicators in relation to water services only would be applicable. There is potential for some doubling-up in reporting under the ‘service interruptions’ indicators, as ‘water’ is defined to include ‘non-potable water’ and also with the ‘service interruptions’ indicators required to be reported in accordance with the Network Operator’s Reporting Manual. In such cases, IPART is likely to indicate that the Licensee only report against the most appropriate indicators (eg, ‘non-potable water’ indicators only). As the Licensee in this example is a bundled network operator and retail supplier, IPART will determine in consultation with the Licensee which Licence the various ‘service interruptions’ indicators are more appropriate to be reported under (ie, the network operator’s or retail supplier’s Licence) or whether the indicators need to be reported under both.

(Note: See Appendix H of the Network Operator’s Reporting Manual for an illustrative example of the network operator indicators likely to be applicable for a bundled network operator and retail supplier receiving treated effluent to provide recycled water to industrial/commercial customers only.)

Example 3: Retail supplier's Licence to provide sewerage services and recycled water to small retail customers and industrial/commercial customers.

Indicators in relation to 'sources of water' would apply. Where the source of water is from a public water utility, this would need to be reported (WICA#17). Indicators in relation to 'sewage collected' would also be applicable, as the retailer is also providing sewerage services to customers. There is potential for doubling-up in reporting under 'uses of water supplied' and 'uses of recycled water supplied' indicators. In such a case, IPART is likely to indicate to the Licensee that reporting is only necessary in relation to the most appropriate set of indicators (eg, 'uses of recycled water').

As the retailer is involved in supplying recycled water and sewerage services to residential and non-residential customers, the 'customers - water' and 'customers - sewerage' indicators would both be applicable. The special 'small customers' indicators would also apply (WICA#20 & WICA#21), as some of these customers are within the definition of "small retail customers" under the Act.

The 'complaints', 'restrictions' and 'service interruptions' sets of indicators in relation to both water and sewerage services would be applicable. There is potential for some doubling-up in reporting under the 'service interruptions' indicators, as 'water' is defined to include 'non-potable water', and also with the 'service interruptions' indicators being reported by any Network Operator in relation to the same water supply. In such cases, IPART is likely to indicate that the Licensee only report against the most appropriate indicators (eg, 'non-potable water' indicators only). However, where reporting by the Network Operator and the retail supplier Licensee against 'service interruptions' indicators provides different information or verification of the same information, IPART may require such reporting.

I Insurance Expert's Report template

It is a standard Licence condition for all Licensees under the Act to obtain appropriate insurance prior to commencing commercial operation of the infrastructure. (See Schedule B, clause B2 of the Licence for full details.)

Licensees must demonstrate that the insurance they have obtained is appropriate. This is established by providing a report to IPART from an insurance expert, certifying that in the insurance expert's opinion, the type and level of insurance obtained is appropriate for the size and nature of the activities authorised under the licence, and attaching all certificates of currency of insurances obtained. The insurance expert must be an insurance broker, holding an Australian financial services licence (AFSL) under Part 7.6 of the *Corporations Act 2001* (Cth) that authorises it to provide financial advice on, and deal in, insurance contracts.

The report must be in the form prescribed by IPART, as set out below. The report should also set out the insurance expert's AFSL number and ABN (or attach a copy of an AFS licence register search from ASIC providing these details). The expert must be able to state in the report that they have no conflicts of interest preventing them from providing the report.

This report may take 4 to 6 weeks (or potentially longer) to obtain, as it will require the insurance expert to undertake or review a risk assessment of the licensed activities in order to provide the information required in the report. Licensees should allow for sufficient time to obtain the report before commencing supply of retail services (or, for Brownfield schemes that have already commenced retail supply, within 6 months of the date on which the licence is granted or by a later date specified by IPART (if any)).

Insurance Expert's Report template

The Insurance Expert's Report required under licence condition B2 is to contain a certification statement with supporting attachments. The below certification statement is to be provided on the insurance broker's letterhead and signed by a Partner, Director or Senior Manager of the brokerage.

[Licensee's name and ACN] (**Licensee**) has engaged [Insurance broker's name, ACN and Australian financial services licence number] to provide this report to the Independent Pricing and Regulatory Tribunal (**IPART**).

This report concerns the Licensee's insurance arrangements in relation to the activities authorised under the Network Operator's licence [insert No.] and/or retail supplier's licence [insert No.] (**Licence**) granted to the Licensee under the *Water Industry Competition Act 2006* (NSW) (**Act**). Those activities are [enter a brief description of the authorised activities eg, the construction, operation and maintenance of and/or supply of recycled water from, the recycled water scheme at Rooty Hill]. The provision of this report is required by Licence condition B2.

Licensee's Insurance Arrangements

The attached **Schedule A** sets out:

- ▼ the type and level of insurance obtained by the Licensee in relation to the activities authorised under the Licence (**Licensee's Insurance Arrangements**), and
- ▼ the reasons as to why the Licensee's Insurance Arrangements are appropriate for the size and nature of the activities authorised under the Licence.

Certification

[Insurance broker's name] certifies to IPART that in its opinion, the Licensee's Insurance Arrangements are appropriate for the size and nature of the activities authorised under the Licence. In reaching this opinion, [Insurance broker's name] has:

- ▼ identified and analysed the key risks of the Licensee undertaking the activities authorised by the Licence as set out in the attached **Schedule C**, using the approach or methodology set out in the attached **Schedule B**
- ▼ reviewed the Licensee's Insurance Arrangements, and
- ▼ based on the information set out below:
 - considered whether the Licensee's Insurance Arrangements are appropriate for the size and nature of the activities authorised under the Licence using the risk analysis set out in the attached **Schedule C**, and

- considered any risks that remain wholly or partially uninsured and explained in the attached **Schedule D** what those risks are, why they are wholly or partially uninsured, and why this does not affect the certification given in this report.

In preparing this report, *[Insurance broker's name]* has:

- ▼ been briefed by the Licensee on the activities authorised by the Licence and on the Licensee's Insurance Arrangements
- ▼ reviewed the risk assessment in the following operational plans provided by the Licensee:
 - Network Operator's Water Quality Plan *[delete if not applicable]*
 - Network Operator's Sewage Management Plan *[delete if not applicable]*
 - Network Operator's Infrastructure Operating Plan *[delete if not applicable]*
 - Retail Supplier's Retail Supply Management Plan *[delete if not applicable]*
- ▼ reviewed the risk register developed by the Licensee
- ▼ reviewed evidence of the Licensee's current insurance policies, or of the insurance policies that the Licensee will obtain before commencing commercial operation or supply of services, in the form of certificates of currency (where currently available) and the relevant policy schedules and policy wording. Where an insurance policy is in a foreign language, *[Insurance broker's name]* has reviewed an English translation or English summary of the policy, and
- ▼ *[insert details of other information/documents reviewed or any other inquiries made]*.

Acknowledgments

[Insurance broker's name] has prepared this report for the Licensee.

[Insurance broker's name] acknowledges that IPART may disclose this report:

- ▼ to the Minister administering the Act (**Minister**) or the Department of Primary Industries (which currently administers the Act on the Minister's behalf), and
- ▼ under the *Government Information (Public Access) Act 2009* (NSW) or the *Independent Pricing and Regulatory Tribunal Act 1992* (NSW), or where otherwise required by law.

[Insurance broker's name] also acknowledges that this report is for the benefit of the Minister and IPART, and that the Minister and IPART will rely on the report in performing their respective functions under the Act.

[Include the following section if attaching certificates of currency to this report on behalf of the Licensee]

Certificates of Currency

All certificates of currency for the insurances are attached in **Schedule E**.

[Insert page break]

SCHEDULE A: Summary of current insurance arrangements

Include a brief statement of the insurance arrangements the licensee has or intends to have in place prior to commencing commercial operation and/or supply of services.

For each insurance policy, the following information is to be summarised:

Policy type/class	<i>(eg, Public & Products Liability, Professional Indemnity, Industrial Special Risks, Environmental Impairment Liability, Workers Compensation, etc)</i>
Parties Insured	<i>[full name of entity to be insured – ensure covers the licensee, particularly where the licensee is a subsidiary company]</i>
Policy number	
Policy period	
Insurer	
Risks/Interests insured	<i>[Summary of what the insurance covers]</i>
Limit of Liability, including notable sub-limits	<i>[eg, \$ amount/s or 'as provided under Legislation']</i>
Key Exclusions	
Policy Extensions	<i>[if applicable]</i>
Geographical Limits	
Evidence of Policy	<i>[ie, Policy Wording & Schedules (or Policy summary/translation where policy issued in another language); Certificate of Currency dated x (where available)]</i>
Appropriateness of Policy	<i>[insert commentary]</i>

[Insert page break]

SCHEDULE B: Risk profiling and analysis approach

Insert details of the approach used to identify and analyse risks. All business risks must be considered, whether insurable or not. The approach used should be consistent with the International Standard ISO 31000-2009, Risk Management – Principles and guidelines, as published by the International Organization for Standardization.

Explain how the risk is evaluated (or rated) and set out your risk evaluation criteria or descriptors in tables below.

[Insert page break]

SCHEDULE C: Insurable risk analysis – key risks

Set out in table form the following:

- ▼ each key risk identified, including a general risk type (eg, Product liability – water; Financial risks; etc) and a more detailed description of the risk or the risk scenario identified (eg, product causing property damage or personal injury; failure of critical equipment; inadequate funds available resulting in licensee's bankruptcy; etc)
- ▼ your assessment or evaluation of the consequences of each key risk, including your risk rating (eg, this will be numbers and/ or descriptors, as described in Schedule B)
- ▼ an indication of whether or not the key risk is insurable or not (eg, yes/no/partially)
- ▼ an indication of what the applicable insurance or insurances for that key risk would be (ie, the policy type)
- ▼ an indication of whether the key risk is in fact insured (eg, yes/no/partially)
- ▼ any further insurance comments on the insurance cover for the risk (eg, extent of the cover) and the appropriateness of that cover (eg, This exposure will be picked up under the property policies of the asset owner; Generally the combined liability policy will provide cover for these risks, except in relation to...; etc)

[Insert page break]

SCHEDULE D: Wholly or partially uninsured risks

For each key risk that is currently wholly or partially uninsured, the following information should be set out in table form:

- ▼ a description of each wholly or partially uninsured risk (eg, Legislative breaches of OH&S, environmental, etc; Asset damage; Inadequate funds available resulting in Licensee's bankruptcy; etc)
- ▼ whether there is an available insurance solution (eg, Yes, No, Partial or an explanatory comment such as: 'A statutory liability policy is available to provide cover for innocent breaches of legislation', etc) and
- ▼ comment as to why the risk is wholly or partially uninsured, and why this does not affect the certification given in this report (eg, A commercial decision has been made to self insure these exposures, and it is not considered a material risk exposure with respect to the licensee's project; Responsibility for insurance of the asset rests with the owner of the asset, not the licensee; Such cover is not typically purchased due to the high cost of obtaining such cover and therefore the licensee's insurance arrangements are considered standard industry practice; etc).

[Insert page break]

SCHEDULE E: Certificates of currency

The insurance broker may attach certificates of currency to the report where the insurances are already in place. If the certificates of currency are not attached to the report, the Licensee must separately provide them to IPART before commencing commercial operation or supply of services.

Glossary

WICA	<i>Water Industry Competition Act 2006 (NSW)</i>
WIC (General) Reg	<i>Water Industry Competition (General) Regulation 2008 (NSW)</i>
RoLR	Retailer of last resort
AS/ISO 10002-2006	<i>Australian Standard entitled AS ISO 10002 – 2006, Customer Satisfaction – Guidelines for complaints handling in organizations.</i>
OFWAT	The economic regulator of the water sector in England and Wales