

22 November 2019

## Green Square Water Pty Ltd

We have taken action in relation to Green Square Water Pty Ltd (**Green Square Water**) for contravening its licence under the *Water Industry Competition Act 2006* (**WIC Act**). Green Square Water holds a network operator's licence under the WIC Act for its Green Square non-potable water scheme, licence number 15\_031.

### Order to take remedial action

On 25 September 2019 we issued an order to Green Square Water, under section 16 of the WIC Act because it did not fully implement the verification monitoring requirements in the MSP, which it relied on to implement the Recycled Water Quality Plan (**RWQP**).

We required Green Square Water to take the following action:

- ▼ Ensure its RWQP is consistent with the requirements set out in the Australian Guidelines for Water Recycling (**AGWR**), in particular, to address the risks associated with treating stormwater from the catchment,
- ▼ Fully implement its Monitoring and Sampling Plan (**MSP**), Operation and Maintenance (**O&M**) Manual and all other operational and verification monitoring procedures that it relies on to implement the RWQP, and
- ▼ Keep records of its implementation of the operational and verification monitoring procedures required by its RWQP, MSP and O&M Manual.

The audit did not identify any impacts to water quality, public health and safety or the environment as a result of the shortcomings in respect of the RWQP.

### Compliance and enforcement

IPART administers licences for private water utilities under the WIC Act and monitors compliance to protect public health, consumers and the environment.

For those private water utilities, IPART undertakes regular audits to monitor compliance with their licence conditions.

Monetary penalties and orders requiring specified remedial action are amongst the tools IPART can use to enforce compliance.

Further information about IPART's approach to compliance and regulation can be found in the [IPART Compliance and Enforcement Policy](#).