



**NEW SOUTH WALES  
GOVERNMENT**

*WATER INDUSTRY COMPETITION ACT 2006*

**RETAIL SUPPLIER'S LICENCE**  
**Licence no. 13\_001R**

**Flow Systems Pty Ltd**  
**(ACN 136 272 298)**



New South Wales

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

**Section 10**

**Notice of Decision -  
Application for a Variation of Retail Supplier's Licence  
Licence no. 13\_001R**

I, The Hon. Donald Harwin MLC, Minister for Energy and Utilities, have decided to grant Flow Systems Pty Ltd (ACN 136 272 298) (**Applicant**)'s application (**Application**) to vary retail supplier's licence number 13\_001 (Licence) under section 10 (1) of the Water Industry Competition Act 2006 (NSW) (**Act**). The reasons for my decision are set out below.

I have considered the Independent Pricing and Regulatory Tribunal (**IPART**)'s advice and recommendations in its report to me on the Application. I attach IPART's report (**Attachment A**). I have also considered further advice provide by my Department.

Based on my consideration of IPART's report and my Department's advice:

- a) I am satisfied that the Applicant is not a disqualified corporation for the purposes of section 10(3)(a) of the Act;
- b) I am satisfied that the Applicant is not a corporation that is a related entity (within the meaning of the *Corporations Act 2001* (Cth)) of a disqualified corporation that would have a direct or indirect interest in, or influence on, the carrying out of the activities that the licence would authorise if granted, for the purposes of section 10(3)(b) of the Act; and
- c) I am satisfied as to each of the criteria set out in section 10(4) of the Act.

I have also had regard to the licensing principles set out in section 7 of the Act in considering whether or not to grant the licence and what conditions should be imposed on any such licence granted.

I attach the licence, as varied (**Attachment B**).

A handwritten signature in black ink, appearing to read 'Donald Harwin'.

.....  
The Hon. Donald Harwin, MLC  
Minister for Energy and Utilities

Dated this *13<sup>th</sup>* day of *October* 2017

## LICENCE SCOPE

### ACTIVITIES AUTHORISED UNDER THE LICENCE AND AREA OF OPERATIONS

#### S1 Activities authorised – non-potable water supply

S1.1 This Licence authorises the Licensee and any authorised persons specified in Table 1.1 to supply non-potable water:  
by means of the water industry infrastructure specified in Table 1.2;  
for one or more of the authorised purposes specified in Table 1.3;  
to the persons or classes of persons specified in Table 1.4; and  
within the area of operations specified in Table 1.5,  
subject to the conditions imposed by or under the Act, the Regulation and Schedules A and B of this Licence.

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#### Table 1.1 Authorised persons

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*[Not applicable]*

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#### Table 1.2 Water industry infrastructure

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The water industry infrastructure detailed in Schedule C, Table C.1.

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#### Table 1.3 Authorised purposes

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The authorised purposes detailed in Schedule C, Table C.1.

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#### Table 1.4 Persons or classes of persons

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Persons within the area of operations detailed in Schedule C, Table C.1.

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#### Table 1.5 Area of operations

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The area of operations detailed in Schedule C, Table C.1.

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#### S2 Activities authorised – drinking water supply

S2.1 This Licence authorises the Licensee and any authorised persons specified in Table 2.1 to supply drinking water:  
a) by means of the water industry infrastructure specified in Table 2.2;  
b) for one or more of the authorised purposes specified in Table 2.3;  
c) to the persons or classes of persons specified in Table 2.4; and  
d) within the area of operations specified in Table 2.5,

subject to the conditions imposed by or under the Act, the Regulation and Schedules A and B of this Licence.

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**Table 2.1      Authorised persons**

*[Not applicable]*

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**Table 2.2      Water industry infrastructure**

The water industry infrastructure detailed in Schedule C, Table C.2.

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**Table 2.3      Authorised purposes**

The authorised purposes detailed in Schedule C, Table C.2.

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**Table 2.4      Persons or classes of persons**

Persons within the area of operations detailed in Schedule C, Table C.2.

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**Table 2.5      Area of operations**

The area of operations detailed in Schedule C, Table C.2.

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**S3      Activities authorised – sewerage services**

S3.1 This Licence authorises the Licensee and any authorised persons specified in Table 3.1 to provide sewerage services:

- a) by means of the water industry infrastructure specified in Table 3.2;
- b) for one or more of the authorised purposes specified in Table 3.3;
- c) to the persons or classes of persons specified in Table 3.4;
- d) within the area of operations specified in Table 3.5,  
subject to the conditions imposed by or under the Act, the Regulation and Schedules A and B of this Licence.

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**Table 3.1      Authorised persons**

*[Not applicable]*

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**Table 3.2      Water industry infrastructure**

The water industry infrastructure detailed in Schedule C, Table C.3.

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**Table 3.3      Authorised purposes**

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The authorised purposes detailed in Schedule C, Table C.3.

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**Table 3.4      Persons or classes of persons**

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Persons within the area of operations detailed in Schedule C, Table C.3.

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**Table 3.5      Area of operations**

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The area of operations detailed in Schedule C, Table C.3.

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## **SCHEDULE A – SPECIAL MINISTERIALLY-IMPOSED LICENCE CONDITIONS FOR FLOW SYSTEMS PTY LTD RETAIL SUPPLIER’S LICENCE**

This schedule sets out the conditions which the Minister imposes pursuant to section 13(1)(b) of the Act. In addition to these special Ministerially-imposed conditions, the Licensee is subject to obligations imposed by the Act, the Regulation and the standard Ministerially-imposed licence conditions set out in Schedule B. The Minister may vary the conditions in this schedule or impose new conditions, provided there is no inconsistency with the conditions imposed by the Act or the Regulation.

- A1 If requested by IPART, the Licensee must prepare and provide IPART with:
- a) a report, to IPART’s satisfaction, outlining:
    - (i) evidence of discussions with intended customer(s) or formal agreement(s) with customer(s); and
    - (ii) the curriculum vitae of the key personnel involved in the operation and management of the activities authorised by this Licence, and
  - b) a statement:
    - (i) identifying any third party providing customer services under this Licence; and
    - (ii) outlining the enforceable controls the Licensee has in place to enable it to effectively respond to any suspected breaches of these Licence conditions.

## **SCHEDULE B - STANDARD MINISTERIALLY-IMPOSED LICENCE CONDITIONS FOR ALL LICENSED RETAIL SUPPLIERS**

This schedule sets out the standard conditions which the Minister imposes on the Licensee and all other licensed network operators pursuant to section 13(1)(b) of the Act. In addition to these standard Ministerially-imposed conditions, the Licensee is subject to obligations imposed by the Act, the Regulation and the special Ministerially-imposed licence conditions set out in Schedule A. The Minister may vary the conditions in this schedule or impose new conditions, provided there is no inconsistency with the conditions imposed on the Licensee by the Act or the Regulation.

### **B1 Ongoing capacity to operate**

B1.1 The Licensee must have the technical, financial and 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 in accordance with the Reporting Manual.

### **B2 Obtaining appropriate insurance**

B2.1 *[Not applicable]*

B2.2 *[Not applicable]*

B2.3 *[Not applicable]*

B2.4 *[Not applicable]*

B2.5 Before commencing to supply water and provide sewerage services through the Specified Water Industry Infrastructure under this Licence, the Licensee must:

- a) obtain insurance that is appropriate for the size and nature of the activities authorised under this Licence;
- b) provide a copy of each certificate of currency of the insurance obtained to IPART; and
- c) demonstrate that the insurance obtained is appropriate for the size and nature of the activities authorised under this 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 under the Licence; and
  - ii. is in the form prescribed by the Reporting Manual.

B2.6 *[Not applicable]*

### **B3 Maintaining appropriate insurance**

B3.1 The Licensee must maintain insurance that is appropriate for the size and nature of the activities authorised under this Licence.

B3.2 The Licensee must provide a copy of each certificate of currency of the insurance maintained by the Licensee to IPART in accordance with the Reporting Manual.

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 this Licence,

the Licensee must provide a report to IPART in accordance with the Reporting Manual.

- B3.4 From time to time when requested in writing by IPART, the Licensee 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, scope or limit on the amount of the insurance held by the Licensee is appropriate for the size and nature of the activities authorised under this Licence.

*[Note: The situations in which IPART may request a report under clause B3.4 include (but are not limited to) the following:*

- *when IPART has reason to believe that there may be a change in the type or level of insurance held by the Licensee in relation to activities authorised under this Licence;*
- *where there is a change in the type or extent of activities authorised under this Licence; or*
- *when IPART or an approved auditor has reason to believe that the type or level of insurance held by the Licensee may not be appropriate for the size and nature of the activities authorised under this Licence.]*

#### **B4 Complying with NSW Health requirements**

B4.1 The Licensee must carry out the activities authorised by this Licence in compliance with any requirements of NSW Health that:

- a) IPART has agreed to; and
- b) are notified from time to time to the Licensee by IPART in writing.

#### **B5 Complying with Audit Guidelines from IPART**

B5.1 The Licensee must comply with any audit guidelines issued by IPART.

#### **B6 Reporting in accordance with the Reporting Manual**

B6.1 The Licensee must prepare and submit reports in accordance with the Reporting Manual.

#### **B7 Reporting information in relation to the Register of Licences**

B7.1 Within 14 days of any change in relation to the following, the Licensee must notify IPART, and provide IPART with details, of the change in accordance with the Reporting Manual:

- a) any licensed network operator or public water utility from whose water industry infrastructure the Licensee supplies water to its customers;
- b) any source from which the water handled by the water industry infrastructure referred to in clause B7.1(a) is derived;
- c) whether or not any of the Licensee's customers are Small Retail Customers;
- d) any order under section 54 of the Act by which the Licensee is declared to be a retailer of last resort; and
- e) any licensed network operator or public water utility by means of whose sewerage infrastructure the Licensee provides sewerage services to its customers.
- f) *[Not Applicable]*
- g) *[Not Applicable]*



## **B8 Provision of copy of Plan**

B8.1 Whenever the Licensee 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.

## **B9 Delineating responsibilities**

B9.1 If a code of conduct has not been established under clause 25 of the Regulation, the Licensee must establish a code of conduct (**Licensee's Code of Conduct**) in accordance with this clause B9.

B9.2 The Licensee's Code of Conduct must set out the respective responsibilities of:

- a) the Licensee; and
- b) each licensed network operator, licensed retail supplier and/or public water utility that constructs, maintains or operates any other water industry infrastructure in the Specified Area of Operations,

by, at a minimum, providing for:

- A. if the Specified Water Industry Infrastructure is connected to any other water industry infrastructure, who is responsible for repairing, replacing or maintaining the Specified Water Industry Infrastructure;
- B. who is responsible for water quality;
- C. who is liable in the event of the unavailability of water;
- D. who is liable in the event of failure of the Specified Water Industry Infrastructure;
- E. the fees and charges payable in respect of the use of the Specified Water Industry Infrastructure; and
- F. who is responsible for handling customer complaints.

B9.3 Before commencing to supply water through the Specified Water Industry Infrastructure under this Licence or by a later date specified by IPART (if any), the Licensee's Code of Conduct must be agreed in writing between the Licensee and the other licensed network operators, licensed retail suppliers and/or public water utilities referred to in clause B9.2.

B9.4 *[Not applicable]*

B9.5 The Licensee must not contravene the Licensee's Code of Conduct to the extent that it makes the Licensee responsible or liable for the matters set out in it.

## **B10 Notification of changes to Authorised Person**

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 this Licence, the Licensee 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.

**B11 Infrastructure to be used**

B11.1 The Licensee must only source and supply water by means of water industry infrastructure maintained and operated by a licensed network operator or public water utility.

B11.2 The Licensee must only provide sewerage services by means of water industry infrastructure maintained and operated by a licensed network operator or public water utility.

**B12 Notification of operation**

B12.1 This clause B12 applies each time the Licensee has commenced to supply water or provide sewerage services through any of the Specified Water Industry Infrastructure under this Licence.

B12.2 The Licensee must:

- a) notify IPART in accordance with the Reporting Manual that it has commenced to supply water through the relevant Specified Water Industry Infrastructure; and
- b) provide such notification within 10 days after such commencement.

B12.3 The Licensee must:

- a) notify IPART in accordance with the Reporting Manual that it has commenced to provide sewerage services through the relevant Specified Water Industry Infrastructure; and
- b) provide such notification within 10 days after such commencement.

## SCHEDULE C – RELEVANT SCHEME DETAILS

**Table C.1 Non-potable water supply**

<b>Scheme</b>	<b>Water industry infrastructure</b>	<b>Authorised purposes</b>	<b>Area of operations</b>
Central Park Scheme	The water industry infrastructure specified in Schedule A, Table 2.2 of the Central Park Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 2.3 of the Central Park Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 2.4 of the Central Park Water Network Operator's Licence.
Pitt Town Scheme	The water industry infrastructure specified in Schedule A, Table 1.2 of the Pitt Town Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 1.3 of the Pitt Town Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 1.4 of the Pitt Town Water Network Operator's Licence.
Discovery Point Scheme	The water industry infrastructure specified in Schedule A, Table 1.2 of the Discovery Point Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 1.3 of the Discovery Point Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 1.4 of the Discovery Point Water Network Operator's Licence.
Wye Scheme	The water industry infrastructure specified in Schedule A, Table 1.2 of the Wye Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 1.3 of the Wye Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 1.4 of the Wye Water Network Operator's Licence.
North Cooranbong Scheme	The water industry infrastructure specified in Schedule A, Tables 1.2A and 1.2B of the Cooranbong Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 1.3 of the Cooranbong Water Network Operator's Licence.	The area of operations specified in Schedule A, Tables 1.4A and 1.4B of the Cooranbong Water Network Operator's Licence.
Huntlee Scheme	The water industry infrastructure specified in Schedule A, Table 1.2 of the Huntlee Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 1.3 of the Huntlee Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 1.4 of the Huntlee Water Network Operator's Licence.
Green Square Scheme	The water industry infrastructure specified in Schedule A, Table 1.2 of the Green Square Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 1.3 of the Green Square Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 1.4 of the Green Square Water Network Operator's Licence.
Box Hill North Scheme	The water industry infrastructure specified in clause S1, Table 1.2 of the Box Hill North Network Operator's Licence.	The authorised purposes specified in clause S1, Table 1.3 of the Box Hill North Network Operator's Licence.	The area of operations specified in clause S1 Table 1.4 of the Box Hill North Network Operator's Licence.

Shepherds Bay Scheme	The water industry infrastructure specified in Table 1.2 of the Shepherds Bay Network Operator's Licence.	The authorised purposes specified in, Table 1.4 of Shepherds Bay Network Operator's Licence.	The area of operations specified in Table 1.3 of the Shepherds Bay Network Operator's Licence
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**Table C.2 Drinking water supply**

<b>Scheme</b>	<b>Water industry infrastructure</b>	<b>Authorised purposes</b>	<b>Area of operations</b>
Central Park Scheme	The water industry infrastructure specified in Schedule A, Table 3.2 of the Central Park Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 3.3 of the Central Park Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 3.4 of the Central Park Water Network Operator's Licence.
Discovery Point Scheme	The water industry infrastructure specified in Schedule A, Table 2.2 of the Discovery Point Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 2.3 of the Discovery Point Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 2.4 of the Discovery Point Water Network Operator's Licence.
Wye Scheme	The water industry infrastructure specified in Schedule A, Table 2.2 of the Wye Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 2.3 of the Wye Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 2.4 of the Wye Water Network Operator's Licence.
North Cooranbong Scheme	The water industry infrastructure specified in Schedule A, Table 2.2 of the Cooranbong Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 2.3 of the Cooranbong Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 2.4 of the Cooranbong Water Network Operator's Licence.
Huntlee Scheme	The water industry infrastructure specified in Schedule A, Table 2.2 of the Huntlee Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 2.3 of the Huntlee Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 2.4 of the Huntlee Water Network Operator's Licence.
Shepherds Bay Scheme	The water industry infrastructure specified in Table 2.2 of the Shepherds Bay Network Operator's Licence	The authorised purposes specified in Table 2.2 of Shepherds Bay Network Operator's Licence.	The area of operations specified in Table 2.3 of the Shepherds Bay Network Operator's Licence.

**Table C.3 Provision of sewerage services**

<b>Scheme</b>	<b>Water industry infrastructure</b>	<b>Authorised purposes</b>	<b>Area of operations</b>
Central Park Scheme	The water industry infrastructure specified in Schedule A, Table 1.2 of the Central Park Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 1.3 of the Central Park Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 1.4 of the Central Park Water Network Operator's Licence.
Pitt Town Scheme	The water industry infrastructure specified in Schedule A, Table 2.2 of the Pitt Town Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 2.3 of the Pitt Town Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 2.4 of the Pitt Town Water Network Operator's Licence.
Discovery Point Scheme	The water industry infrastructure specified in Schedule A, Table 3.2 of the Discovery Point Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 3.3 of the Discovery Point Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 3.4 of the Discovery Point Water Network Operator's Licence.
Wye Scheme	The water industry infrastructure specified in Schedule A, Table 3.2 of the Wye Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 3.3 of the Wye Network Operator's Licence.	The area of operations specified in Schedule A, Table 3.4 of the Wye Network Operator's Licence.
North Cooranbong Scheme	The water industry infrastructure specified in Schedule A, Tables 3.2A and 3.2B of the Cooranbong Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Tables 3.3A and 3.3B of the Cooranbong Water Network Operator's Licence.	The area of operations specified in Schedule A, Tables 3.4A and 3.4B of the Cooranbong Water Network Operator's Licence.
Huntlee Scheme	The water industry infrastructure specified in Schedule A, Table 3.2 of the Huntlee Water Network Operator's Licence.	The authorised purposes specified in Schedule A, Table 3.3 of the Huntlee Water Network Operator's Licence.	The area of operations specified in Schedule A, Table 3.4 of the Huntlee Water Network Operator's Licence.
Box Hill North Scheme	The water industry infrastructure specified in clause S3, Table 3.2 of the Box Hill North Network Operator's Licence.	The authorised purposes specified in clause S3, Table 3.3 of the Box Hill North Network Operator's Licence.	The area of operations specified in clause S3, Table 3.4 of the Box Hill North Network Operator's Licence.
Shepherds Bay Scheme	The water industry infrastructure specified in Table 3.2 of the Shepherds Bay Network Operator's Licence	The authorised purposes specified in Table 3.2 of Shepherds Bay Network Operator's Licence.	The area of operations specified in Table 3.3 of the Shepherds Bay Network Operator's Licence.

## INTERPRETATION AND DEFINITIONS

### 1. Interpretation

1.1 In this Licence, unless the context requires otherwise:

- a) the singular includes the plural and vice versa;
- b) headings are used for convenience only and do not affect the interpretation of this Licence;
- c) a reference to a document includes the document as modified from time to time and any document replacing it;
- d) a reference to a "person" includes a natural person and any body or entity whether incorporated or not;
- e) a reference to a clause is to a clause in this Licence;
- f) a reference to a schedule is to a schedule to this Licence;
- g) a reference to a law or statute includes regulations, rules, codes and other instruments under it, and consolidations, amendments, re-enactments or replacements of them; and
- h) explanatory notes do not form part of this Licence, but in the case of uncertainty may be relied on for interpretation purposes.

### 2. Definitions

2.1 Expressions used in this Licence that are defined in the Act or the Regulation have the meanings set out in the Act or the Regulation.

2.2 In this Licence:

Act	means the <i>Water Industry Competition Act 2006</i> (NSW).
Audit Guidelines	means the document entitled "Audit Guideline – Water Industry Competition Act 2006" which is prepared by IPART and is available on IPART's website at <a href="http://www.ipart.nsw.gov.au">www.ipart.nsw.gov.au</a> , and any other guidelines issued by IPART in relation to audits under the Act.
Authorised Person	means the authorised persons specified in, as applicable: <ol style="list-style-type: none"><li>a) clause S1, Table 1.1;</li><li>b) clause S2, Table 2.1; and</li><li>c) clause S3, Table 3.1.</li></ol>
Authorised Purposes	means the authorised purposes specified in, as applicable: <ol style="list-style-type: none"><li>a) clause S1, Table 1.3;</li><li>b) clause S2, Table 2.3; and</li><li>c) clause S3, Table 3.3.</li></ol>
Box Hill North Network Operator's Licence	means network operator's licence no. 16_037 granted to Flow Systems Operations Pty Ltd (ACN 603 106 305) (as varied by the Minister from time to time)
Central Park Water Network Operator's Licence	means network operator's licence no. 12_022 granted to Central Park Water Factory Pty Ltd (ACN 151 072 838) (as varied by the Minister from time to time).

Cooranbong Water Network Operator's Licence	means network operator's licence no. 15_033 granted to Cooranbong Water Pty Ltd (ACN 169 450 453) (as varied by the Minister from time to time).
Discovery Point Water Network Operator's Licence	means network operator's licence no. 13_025 granted to Discovery Point Water Factory Pty Ltd (ACN 142 392 541) (as varied by the Minister from time to time).
Green Square Water Network Operator's Licence	means network operator's licence no. 15_031 granted to Green Square Water Pty Ltd (ACN 163 432 906) (as varied by the Minister from time to time).
Huntlee Water Network Operator's Licence	means network operator's licence no. 15_030 granted to Huntlee Water Pty Ltd (ACN 167 418 608) (as varied by the Minister from time to time).
Insurance Expert	means an insurance broker which holds an Australian financial services licence under Part 7.6 of the <i>Corporations Act 2001</i> (Cth) that authorises the broker to provide financial product advice for, and deal in, contracts of insurance within the meaning of Chapter 7 of that Act.
IPART	means the Independent Pricing and Regulatory Tribunal of New South Wales established under the <i>Independent Pricing and Regulatory Tribunal Act 1992</i> (NSW).
Licence	means this retail supplier's licence granted under section 10 of the Act.
Licensee	means Flow Systems Pty Ltd (ACN 136 272 298).
Licensee's Code of Conduct	has the meaning given in Schedule B, clause B9.1.
Minister	means the Minister responsible for Part 2 of the Act.
NSW Health	means the Water Unit of NSW Ministry of Health and any of the local health districts as defined by the NSW Ministry of Health.
Pitt Town Water Network Operator's Licence	means network operator's licence no. 10_014 granted to Pitt Town Water Factory Pty Ltd (ACN 141 705 660) (as varied by the Minister from time to time).
Plan	means the retail supply management plan that the Licensee is required to prepare under the Regulation.
Regulation	means the <i>Water Industry Competition (General) Regulation 2008</i> (NSW).
Reporting Manual	means the document entitled "Retail Supplier's Reporting Manual," which is prepared by IPART and is available on IPART's website at <a href="http://www.ipart.nsw.gov.au">www.ipart.nsw.gov.au</a> .
Shepherds Bay Network Operator's Licence	means network operator's licence no. 17_042 granted to Flow Systems Operations Pty Ltd (ACN 603 106 305) (as varied by the Minister from time to time)
Small Retail	has the meaning given to that term in the Regulation.

Customer

Specified Area of Operations means the area of operations specified in, as applicable:  
a) Licence Scope, clause S1, Table 1.5;  
b) Licence Scope, clause S2, Table 2.5; and  
c) Licence Scope, clause S3, Table 3.5.

Specified Water Industry Infrastructure means the water industry infrastructure specified in, as applicable:  
a) Licence Scope, clause S1, Table 1.2;  
b) Licence Scope, clause S2, Table 2.2; and  
c) Licence Scope, clause S3, Table 3.2.

Wye Water Network Operator's Licence means network operator's licence no. 14\_026 granted to Wye Water Pty Ltd (ACN 160 953 775) (as varied by the Minister from time to time).