

17 July 2019

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## **Wollondilly Water Pty Ltd applications for WIC Act licences**

Dear Maria

Thank you for your letter to Kevin Young on 5 June notifying Sydney Water of Wollondilly Water's recent applications for WIC Act licences. As noted in those applications, Sydney Water is a party to a negotiated services agreement and a water industry Code of Conduct which are relevant to these applications.

### **Code of Conduct (COC)**

On 10 October 2013, Sydney Water entered into a Code of Conduct with Veolia Water Solutions & Technologies (Australia) Pty Ltd (VWST) and Lend Lease Communities (Wilton) Pty Limited (LLCW). This Code of Conduct (COC) describes the operational interface requirements of delivering potable water to the recycled water lilac network at Bingara Gorge and also defined the responsibilities of VWST, LLCW and Sydney Water for the delivery of that water at that time.

Many significant changes have occurred since this COC was signed. For example, the recycled water plant has been commissioned and recycled water is being supplied to residents. Despite these changes, the licence holder (VWST) has not sought to update the COC. Rather, we understand they rely on contractual provisions between LLCW and SWC within the Wilton Village Services Agreement (**WVSA**) as being sufficient to meet their COC requirement under WICA for the Bingara Scheme. As outlined below, the WVSA relates to the supply of wastewater treatment services to Sydney Water, and therefore only covers part of the services covered by the WIC Act licences.

It is our strong preference that the proposed new Licence holder, Wollondilly Water, be required to provide Sydney Water with an updated COC to review and negotiate as soon as possible. As a minimum, the COC should cover aspects such as:

- data sharing (eg, water quality)
- customer complaint protocols
- how the risk of cross connections will be managed/mitigated.

As there is joint responsibility for providing water services in the area, it is important that communication between all relevant parties is timely and operational protocols are clear and well understood.

**Negotiated Services Agreement (Wilton Village Services Agreement – WVSA)**

Sydney Water has an agreement with LLCW to deliver sewerage treatment services for our customers in Wilton Village. We note the list of key personnel provided in the licence application relates to executive staff in commercial, development and customer relations roles only. It does not name operational staff. As such, it would appear the change in Licence holder will not result in any change in operational staff.

If you would like to discuss any of these matters further, please contact me on [REDACTED] or by email at [REDACTED]

Yours sincerely

[REDACTED]

Michael English  
Competition and Licencing Manager