

# APPLICATION FORM FOR THE ISSUE OF A LICENCE BY THE ESSENTIAL SERVICES COMMISSION OF SA UNDER THE WATER INDUSTRY ACT

## *Application Form*

THIS REGULATORY DOCUMENT SHOULD BE READ IN CONJUNCTION  
WITH THE FINAL ADVICE



Enquiries concerning the currency of this form should be addressed to:

Essential Services Commission of South Australia  
GPO Box 2605  
Adelaide SA 5001

Facsimile: (08) 8463 4449  
Telephone: (08) 8463 4444  
Freecall: 1800 633 592 (SA and mobiles only)  
E-mail: [licensing@escosa.sa.gov.au](mailto:licensing@escosa.sa.gov.au)  
Web: [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)

## AMENDMENT RECORD (since MONTH 2012)

<b>Issue No.</b>	<b>Commencement Date</b>	<b>Pages</b>
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**Application form for the issue of a licence by the Essential Services Commission of SA under the Water Industry Act 2012**

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## INFORMATION FOR APPLICANTS BEFORE FILLING OUT THIS FORM

### *Purpose of this form*

This form is to be completed by persons making an application to the Essential Services Commission of South Australia (the **Commission**) for the issue of a licence to provide a retail service (or undertake any other activity for which a licence is required by the regulations) in the water industry in South Australia.

The Commission may consider joint applications from two or more persons who wish to hold a licence jointly. Persons making joint applications must ensure that each of the applicants completes a separate application form together with a covering letter explaining that the application is for a licence to be jointly held.

### *Basis for this form*

Section 19(1) of the *Water Industry Act 2012* (the **Act**) provides that an application for the issue of a licence must be made to the Commission in a form approved by the Commission. This is the form approved by the Commission.

### *Use of this form and applicant's responsibility*

For the purpose of this application form, a reference to the term "Officer" include the applicant's directors and secretary, and/or other persons who make or participate in making decisions that affect a substantial part of the business of the applicant (eg Chief Executive Officer, Chief Financial Officer, General Manager etc.).

Applicants should list the information requested in the spaces provided in this form and enclose additional information when required. Applicants must take all reasonable steps to ensure the information provided in the application form is complete, true and correct and are required to make a declaration to that effect. Failure to disclose information or misrepresent any matter relevant to such information may result in a licence not being issued or in the suspension or cancellation of a licence at a later time.

Applicants are responsible for providing the Commission with current, accurate and relevant information. This will ensure that the application is processed promptly and without delay. All applications are assessed on a case-by-case basis. If insufficient information is provided with an application, the Commission will request additional information to be submitted before the application is considered further. This may cause delays in the assessment of the application.

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#### **Prior reading**

It is essential that licence applicants read the Commission's Water Bulletin – "*Licensing Arrangements for the Water Industry*" before they fill out this form. This Bulletin is available on the Commission's website [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au) under water/licensing. Applicants should also familiarise themselves with the regulatory obligations set out in the Act and the Water Retail Code that will apply to entities that provide retail services.

#### **Licence conditions**

Section 25 of the Act requires the Commission to impose certain conditions in licences. The Commission strongly recommends that applicants review these mandatory conditions. Applicants must be familiar with the relevant conditions and be confident that they can comply with the conditions. The Commission will have regard to the scale and nature of the operations undertaken by an applicant in imposing these conditions and will be available to consult with an applicant in this regard.

#### **Consultation and Confidentiality**

The Commission will consult with relevant government, industry and consumer groups in the conduct of its licensing functions through a public consultation process. Consequently, applications and/or supporting information will be made available on the Commission's website and in hard copy from the Commission's office for this purpose.

If applicants believe that they are providing confidential information when completing this form they should write "this information is confidential" after any such information. It is the applicant's responsibility to ensure this is clearly highlighted on the form. Applicants should also provide a 'non-confidential' version of the form capable of publication on the Commission's website.

The Commission will use information supplied in applications and in support of applications in accordance with the requirements of Part 5 of the *Essential Services Commission Act 2002*. Applicants claiming confidentiality are encouraged to familiarise themselves with Part 5. Applicants should note that the Commission may be required to disclose confidential information in some circumstances.



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*How to lodge an application*

Applicants should send their completed application form in writing and electronically.

In writing to:      Essential Services Commission of SA  
GPO Box 2605  
Adelaide SA 5001

Electronically to: [licensing@escosa.sa.gov.au](mailto:licensing@escosa.sa.gov.au)

*Application fee*

Applicants must also enclose an application fee (which is to be set by the Treasurer) with their application. This fee must be received by the Commission in cleared funds before it can commence assessing an application.

*Annual licence fee*

Holding a licence incurs an annual licence fee. The licence fees are set by the Treasurer, however, are collected by the Commission. At annual intervals, the Commission, on behalf of the Department of Treasury and Finance, will send to each licensee an invoice for the relevant annual licence fee. Licence fees are to be paid on receipt of an invoice via one of the payment options set out in the invoice.

A licence cannot be issued until the first annual licence fee has been paid.

# Application form for the issue of a licence by the Essential Services Commission of SA under the Water Industry Act 2012

## Application Form

### 1. THE APPLICANT

*Applicants must answer all questions in this section.*

#### 1.1 Identity of applicant

*State the full name of the applicant. The applicant should be the person/entity that will be providing a retail service (e.g. retail or distribution operations etc). The Commission can also consider joint applications from two or more persons who wish to jointly hold the licence. Joint applicants should each complete an application form, and submit their application forms at the same time, with a covering letter explaining that a joint application is being made.*

**Name:** City of Onkaparinga .....

#### 1.2 Legal identity of applicant

*Provide information about the applicant, (i.e. whether the applicant is a natural person, proprietary limited or public company, partnership or local government body etc). If the applicant is a body corporate, please also state the jurisdiction in which the applicant is registered, and the applicant's ABN/ACN.*

The City of Onkaparinga is a body corporate under the Local Government Act 1999 established by the proclamation:

- 6 March 1997 to form a new council from the former councils of City of Noarlunga, City of Happy Valley, and the District Council of Willunga
- 1 July 1997 for the new council named City of Happy Valley, Noarlunga, and Willunga
- 22 December 1997 to change the name to City of Onkaparinga (ABN: 97 047 258 128)



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**1.3 Address and Contact Details of applicant**

**Business Address:**

Ramsay Place, Noarlunga Centre .....

**State:** South Australia..... **Post Code:** 5168.....

**Postal Address (if different to Business Address):**

PO Box 1, Noarlunga Centre.....

**State:** South Australia..... **Post Code:** 5168.....

**Telephone:** (08) 8384 0666.....

**Facsimile:** (08) 8384 0713.....

**E-mail:** mail@onkaparinga.sa.gov.au .....

**1.4 Contact Person on behalf of applicant**

*The full name, title and contact details of a person to whom the Commission can direct enquiries and correspondence about the application.*

**Full Name:** Benjamin Hall.....

**Title:** Team Leader, Water Business.....

**Business Address:**

Ramsay Place, Noarlunga Centre .....

**State:** South Australia..... **Post Code:** 5168.....

**Postal Address (if different to Business Address):**

PO Box 1, Noarlunga Centre.....

**State:** South Australia..... **Post Code:** 5168.....

**Telephone:** (08) 8384 0595 or 0438 770 208 .....

**Facsimile:** (08) 8384 0713.....

**E-mail:** benhal@onkaparinga.sa.gov.au .....

**1.5 Contact person for licence fees**

*The full name or title of the person to whom the Commission can direct enquiries and correspondence about licence fees.*

**Full Name:** As above.....

## 2. THE LICENCE

*Applicants must answer all questions in this section.*

### 2.1 A detailed description of the retail services for which a licence is sought

*For example:*

*Water: drinking- residential and/or non-residential;*

*Water: non-drinking – residential and/or non-residential;*

*Sewerage: residential and/or non-residential; and*

*Sewerage – trade waste – non-residential.*

*Applicants should provide detailed information in respect of where the retail services will be provided and to whom (i.e. type and number of customers)*

In line with the uses identified in the Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase 2) Stormwater Harvesting and Reuse (July 2009), the City of Onkaparinga is seeking a licence for the following retail services:

Use	Scheme / Customers	Location (Postcode)
<b>Municipal use with unrestricted access – open spaces, sports grounds, golf courses, and non-potable construction uses (eg dust suppression) OR irrigation of non-food crops</b>	Byards (Field) / up to 30	5158
	Brodie (Christies) / up to 60	5159
		5161
	Dalkeith (Pedler) / up to 45	5162
	Hart (Silver Sands) / up to 35	5164
		5163
		5166
		5165
		5160
<b>Municipal use with restricted access and application</b>	Little (Willunga) / up to 10	5172
<b>Dual reticulation with indoor and outdoor use</b>	Brodie (Christies) / 1	5163
		5162

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**2.2 Date from which licence is sought**

*If the applicant seeks to have the licence issued by a certain date, provide this date. Please note that the Commission does not undertake to issue the licence by this date. Applicants should usually allow the Commission a minimum of eight weeks to consider an application, as a public consultation period of several weeks forms part of the Commission's consideration of licence applications.*

1 January 2013 .....



### 3. SUITABILITY OF APPLICANT TO HOLD A LICENCE

*Applicants must answer all questions in this section.*

#### 3.1 Standard of honesty and integrity shown by applicant

*In deciding whether the applicant is a suitable person to hold a licence, the Commission may:*

- *consider the applicant's previous commercial and other dealings, and*
- *the standard of honesty and integrity shown in those dealings.*

*Please provide information that will assist the Commission in its consideration of this matter. If the applicant:*

- *has been found guilty of any criminal offence,*
- *has been successfully prosecuted under any Territory, State or Commonwealth legislation (such as the Australian Securities and Investments Commission Act 2001 or the Competition and Consumer Act 2010); or*
- *has been the subject of disciplinary action,*
- *details of such matters must be disclosed. Failure to disclose such information or misrepresent any matter relevant to such information may result in the cancellation of a licence.*

*The Commission may use the service of an external expert to assist with the assessment of the applicant's standard of honesty and integrity.*

The City of Onkaparinga as the applicant presents that:

- the Council has not been convicted of any criminal offence
- the Council has never been prosecuted under any State or Commonwealth legislation (or if otherwise, specify)
- the Council welcomes any further investigation by the Commission.

The employees of the City of Onkaparinga are required to work in accord with the City of Onkaparinga Employee Code of Conduct (as provided in attachment 1).

The City of Onkaparinga Code of Conduct sets out the principles of good conduct and standards of behaviour which are expected and required of employees of the City of Onkaparinga. Together with Council and administration policies and procedures, the code provides clear guidelines to assist in day-to-day operations and decision making and to clarify the distinct and separate roles of elected members and employees. It is built on shared values and is intended to help, not hinder, employees carrying out their organisational responsibilities. It reflects the same principles as those expressed in the Code of Conduct Elected Members.

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*1.2 Standards of honesty and integrity shown by officers and/or shareholders (if relevant) of the applicant*

*Applicants should address responses to this question in the same manner as 3.1 above.*

The City of Onkaparinga has the responsibility of being the caretaker of an area of around 518 square kilometres with a population of over 160,000 residents. Twenty-one elected members including the Mayor represent our community. The administration is led by the Chief Executive Officer and the five directors which each manage the five directorates of the organisation:

- People and Governance
- Community Relations
- City Operations
- City Development
- Finance, Assets and Commercial Viability.

For more information regarding the organisational structure of the City of Onkaparinga, please refer to <http://www.onkaparingacity.com>

The Chief Executive Officer and Directors Group are subject to the Employee Code of Conduct as outlined in response to question 3.1.

The Elected Member Code of Conduct is prepared and adopted in accordance with the Local Government Act 1999, Section 63, and is to be observed by the mayor and elected members of the City of Onkaparinga. It has been provided in attachment 2 to this application.

At the beginning of each Council term, all elected members undertake a 'Declaration of Office'. This declaration is the first step an elected member takes in publicly declaring their commitment to the community. The declaration reads:

*'having been elected to the office of Councillor for the Municipality of the City of Onkaparinga, I do hereby declare that I will discharge the duties of that office conscientiously and to the best of my ability'.*

The Code has been developed to guide elected members in making decisions and in determining an appropriate course of action and behaviour that is supported by a shared values and desired behaviour statement. The Code also sets out the importance of effective relationships within the city.



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**3.2 Names and addresses of the officers of the applicant**

*State the names and addresses of the officers of the applicant. "Officers" of the applicant include the applicant's directors and secretary, or other persons who make or participate in making decisions that affect a substantial part of the business or operations of the applicant that will be licensed.*

**Full Name:** Lorraine Rosenberg .....

**Date of Birth:** .....

**Office Held:** Mayor .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA..... **Post Code:** 5168 .....

**Full Name:** Wayne Olsen .....

**Date of Birth:** .....

**Office Held:** Elected Member.....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA..... **Post Code:** 5168 .....

**Full Name:** Yvonne Wenham .....

**Date of Birth:** .....

**Office Held:** Elected Member.....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA..... **Post Code:** 5168 .....



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**Full Name:** Gail Kilby .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168 .....

**Full Name:** Don Chapman .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168 .....

**Full Name:** Kym Richardson .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168 .....

**Full Name:** Chris Knight .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168 .....

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**Full Name:** William Jamieson .....

**Date of Birth:** .....

**Office Held:** Elected Member.....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE.....

**State:** SA..... **Post Code:** 5168 .....

**Full Name:** John Gunn .....

**Date of Birth:** .....

**Office Held:** Elected Member.....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE.....

**State:** SA..... **Post Code:** 5168 .....

**Full Name:** Rod Brown.....

**Date of Birth:** .....

**Office Held:** Elected Member.....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE.....

**State:** SA..... **Post Code:** 5168 .....

**Full Name:** Nick Swann .....

**Date of Birth:** .....

**Office Held:** Elected Member.....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE.....

**State:** SA..... **Post Code:** 5168 .....

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**Full Name:** Heidi Greaves.....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168.....

**Full Name:** Heather Merritt .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168.....

**Full Name:** Peter Schulze .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168.....

**Full Name:** Sandra Brown.....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168.....



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**Full Name:** Sharon Nash .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA..... **Post Code:** 5168 .....

**Full Name:** Steve Webster JP .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA..... **Post Code:** 5168 .....

**Full Name:** Martin Bray .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA..... **Post Code:** 5168 .....

**Full Name:** Darryl Parslow .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA..... **Post Code:** 5168 .....

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**Full Name:** Robert de Jonge .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168 .....

**Full Name:** Phil Sutherland .....

**Date of Birth:** .....

**Office Held:** Elected Member .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168 .....

**Full Name:** Mark Dowd .....

**Date of Birth:** .....

**Office Held:** Chief Executive Officer .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168 .....

**Full Name:** Donna Barchiesi .....

**Date of Birth:** .....

**Office Held:** Director People and Governance .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA ..... **Post Code:** 5168 .....

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**Full Name:** Philomena Taylor .....

**Date of Birth:** .....

**Office Held:** Director Community Relations.....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA..... **Post Code:** 5168 .....

**Full Name:** Bruce Williams.....

**Date of Birth:** .....

**Office Held:** Director City Operations .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA..... **Post Code:** 5168 .....

**Full Name:** Terry Sutcliffe .....

**Date of Birth:** .....

**Office Held:** Director City Development .....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA..... **Post Code:** 5168 .....

**Full Name:** Steve Mathewson .....

**Date of Birth:** .....

**Office Held:** Director Finance, Assets & Commercial Viability.....

**Business Address:**

PO Box 1, NOARLUNGA CENTRE .....

**State:** SA..... **Post Code:** 5168 .....

*(attach additional pages if necessary)*



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**1.4 Names and addresses of major shareholders of applicant (not relevant for local council applicants)**

*State the full names and addresses of the major shareholders of the applicant.*

Not applicable .....

**1.5 Details of the group members (not relevant for local council applicants)**

*This is information about entities controlled by the applicant, or by the ultimate parent entity of the applicant (if applicable).*

Not applicable .....

**1.6 Additional information**

*Please answer the following questions.*

- Is the applicant a resident of, or does it have permanent establishment in, Australia? If the answer to this question is "no", please provide further details.*

Yes .....

- Is the applicant under external administration (as defined in the Corporations Act 2001) or under a similar form of administration under any laws applicable to it in any jurisdiction? If the answer to this question is "yes", please provide further details.*

Not applicable .....

- Is the applicant immune from suit in respect of the obligations under the Water Industry Act 2012? If the answer to this question is "yes", please provide further details.*

No .....

- Is the applicant capable of being sued in its own name in a court of Australia? If the answer to this question is "no", please provide further details*

Yes .....

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*Provide information about the financial resources available to the applicant which provides sufficient evidence of the current and ongoing financial capacity of the applicant to effectively provide the relevant retail services (e.g. bank guarantees, credit history and business continuity arrangements).*

*If the applicant is a company, please enclose a copy of the audited (and Board approved) profit and loss statement and balance sheet for the previous two financial years, including the director's report and the audit opinion. If the applicant is a subsidiary company, please also provide a copy of the audited profit and loss statement and balance sheet of the applicant's parent company for the previous two financial years.*

*If an applicant is a local council, please enclose a copy of the audited profit and loss statement and balance sheet for the previous two financial years.*

*Applicants should also submit copies of business plans which detail the strategic direction of the applicant, including its objectives, identified opportunities in the market place and forecast results.*

The Constitution Act 1934 (SA), the Local Government Act 1999 (SA) (the Act), and the Local Government (Elections) Act 1999 (SA), create the legal framework within which Local Government operates and the four-yearly election process which underpins the representative nature of Local Government Councils.

With particular regard to the financial resources available to the City of Onkaparinga:

- Section 122 of the Act relates to sustainability of Council financial performance and position and also requires long term financial plan.
- Section 123 of the Act requires Council to have an annual business plan and budget for each financial year.
- Section 124 of the Act requires accounting records to be kept.
- Section 127 of the Act requires financial statements to be audited each year
- Section 122(1)(ab) of the Act requires Council to develop and adopt strategic management plans – including dealing with the extent to which any infrastructure will need to be maintained, replaced or developed)
- Section 122(1a) LG Act requires Council to prepare a long term (at least 10 years) infrastructure and asset management plan, relating to the management and development of infrastructure and major assets by the Council

In line with the requirements of the Local Government Act and in support of this application please find in attachment to this application:

- Copies of the City of Onkaparinga's audited statements for 2009/10 and 2010/11 financial years (attachment 3).

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Previous reports can be found at

[http://www.onkaparingacity.com/onka/council/about\\_council/annual\\_reports.jsp](http://www.onkaparingacity.com/onka/council/about_council/annual_reports.jsp).

Annual reports (including audited statements) are produced in December of each year for the financial year prior. The 2011/12 statements can be made available on request post the date of this application once they are complete.

- A copy of the City of Onkaparinga's 2012/13 adopted Annual Business Plan including budget (attachment 4).

More information regarding the Annual Business Plan can be found at

[http://www.onkaparingacity.com/onka/council/about\\_council/annual\\_business\\_plan.jsp](http://www.onkaparingacity.com/onka/council/about_council/annual_business_plan.jsp)

The Annual Business Plan (the Plan) links our Community Plan 2028 with the annual budget planning process to ensure that we continue to develop and maintain essential infrastructure services such as roads, bridges and open spaces as well as providing important services including libraries, health, planning and waste collection.

- A copy of the City of Onkaparinga's Long Term Financial Plan 2012-13 to 2031-32 (attachment 5). This was adopted by Council at its meeting on 11 September 2012.

More information regarding the Long Term Financial Plan can be found at

[http://www.onkaparingacity.com/onka/council/policies\\_strategies/strategies\\_plans/financial\\_planning/long\\_term\\_financial\\_plan.jsp](http://www.onkaparingacity.com/onka/council/policies_strategies/strategies_plans/financial_planning/long_term_financial_plan.jsp)

The Long Term Financial Plan (LTFP) is an important part of our financial planning process as it helps ensure that our long term financial sustainability can be maintained while meeting the needs and expectations of our communities and delivering Council's objectives as specified in the Community Plan and related strategies.

- A copy of the City of Onkaparinga's Corporate Asset Management Plan (attachment 6). Council's asset management framework is based on an industry leading model, industry standards and lifecycle asset management principles. The framework includes class asset management plans for each infrastructure asset class and an overarching corporate asset management plan.

More information regarding the Corporate Asset Management Plan can



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be found at

[http://www.onkaparingacity.com/onka/council/policies\\_strategies/strategies\\_plans/corporate\\_asset\\_management\\_plan.jsp](http://www.onkaparingacity.com/onka/council/policies_strategies/strategies_plans/corporate_asset_management_plan.jsp)

The Corporate Asset Management Plan is the first tier of our asset planning documentation. It provides the framework for asset management and presents consolidated information for all our assets.

The second tier of asset planning documentation is composed of individual Class Asset Management Plans. We have divided our assets into groups, classes, categories and subcategories of assets. Each asset class has its own plan that outlines its current status, lifecycle asset management and financial considerations.

We have implemented an integrated asset management approach that aims to:

- ensure the appropriate level of service
- ensure the asset's service is delivered in the most effective and efficient way
- embrace environmental sustainability
- promote economic sustainability
- ensure our financial sustainability
- balance risk.

At the time of application an individual class Asset Management Plan for water reuse infrastructure which is the subject of this application is under development with consideration of:

- recent completion of scheme capital works
- potential changes in operational requirements associated with the implementation of the Water Industry Act 2012 and associated regulations
- potential changes in operational requirement associated with implementation of water allocation planning and further detailed studies into key environmental features that may be influenced through water reuse schemes.

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**3.2 Human resources available to the applicant**

*Provide information about the human resources available to the applicant, for example, the number of employees and the experience of these employees in providing the services for which the licence is sought. If the applicant will employ contractor/s to assist with the licensed operations, please provide the name of that contractor/s, and details about the experience of the contractor/s in such operations and details of the processes in place to ensure the contractor/s will comply with the regulatory obligations imposed by the licence.*

Council's internal resources include dedicated resources for its water related business, an experienced management team, project management and engineering services and financial/revenue services.

The Water Business is currently staffed by 4.0FTE's . Those people are:

<b>Full Name</b>	<b>Kirk Richardson</b>
<b>Position</b>	Manager Projects and Technical Services
<b>Qualifications / Certifications</b>	<ul style="list-style-type: none"><li>• Professional Management Program</li><li>• Diploma of Management</li><li>• Workplace Assessment</li><li>• Civil Works Certificate</li></ul>
<b>Role</b>	Responsible for the efficient and effective planning, design and implementation of infrastructure assets across Council. The role provides oversight into the ongoing development of the water business.
<b>Relevant experience</b>	<ul style="list-style-type: none"><li>• 6 years in senior management roles</li><li>• 2 years management associated with the delivery of water reuse infrastructure, policy setting, strategic planning and asset management.</li><li>• 14 years in project management</li><li>• 8 years in asset management</li><li>• 20 years experience in Local Government</li></ul>





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<b>Full Name</b>	<b>Benjamin Hall</b>
<b>Position</b>	Team Leader Water Business
<b>Qualifications / Certifications</b>	<ul style="list-style-type: none"> <li>• Master of Project Management</li> <li>• Bachelor of Landscape Architecture</li> <li>• Bachelor of Design Studies (Landscape)</li> <li>• Cert III Work Team Leadership</li> </ul>
<b>Role</b>	<p>Lead the development and implementation of Water Proofing plans, programs, policy and projects and ongoing development of the water business through system expansion and the realisation of commercial agreements.</p> <p>The position has particular responsibilities in relation to managing grant funding, regulatory and licensing obligations, commercial, financial and asset management outcomes.</p>
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>• 4 years project management of the delivery of water reuse infrastructure, policy setting, strategic planning and asset management</li> <li>• 1.5 years operational management of the constructed scheme</li> <li>• 10 years in project management roles</li> <li>• 12 years experience in local government</li> </ul>

<b>Full Name</b>	<b>Mark Grundy</b>
<b>Position</b>	Project/Operations Officer
<b>Qualifications / Certifications</b>	<ul style="list-style-type: none"> <li>• Civil Supervisors Certificate</li> <li>• Front Line Management Certificate</li> </ul>
<b>Role</b>	Project and operational management for the design, construction and operation of all aspects of the City of Onkaparinga water business unit
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>• 2.5 years project management of the delivery of water reuse infrastructure</li> <li>• 1.5 years operational management of the constructed scheme</li> <li>• 12 years experience as a project officer</li> <li>• 24 years experience in local government</li> </ul>

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<b>Full Name</b>	<b>Julian James</b>
<b>Position</b>	Commercial Officer
<b>Qualifications / Certifications</b>	<ul style="list-style-type: none"> <li>• Master of Business Administration (2010)</li> <li>• Bachelor of Environmental Management (Hons) (2001)</li> <li>• Bachelor of Arts (1999)</li> </ul>
<b>Role</b>	Establish, oversee and coordinate the commercial and operational management elements of Council's water business.
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>• Financial Modelling</li> <li>• Asset Management</li> <li>• Strategic Planning</li> </ul>

<b>Full Name</b>	<b>Susan Hammond</b>
<b>Position</b>	Project Administrator
<b>Qualifications / Certifications</b>	Certificate IV in Business Administration
<b>Role</b>	Administration and project support to underpin the successful and ongoing management of the City of Onkaparinga's water business unit.
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>• 15 months supporting the project delivery of stage 2 of Water Proofing the South</li> <li>• 4.5 years in local government</li> <li>• 30 years experience in various administrative roles</li> </ul>



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### 3.3. Technical resources available to the applicant

*Applicants are asked to provide details about the availability of technical resources to be used in carrying out the services for which a licence is sought. The information should include details about the technically qualified staff available to the applicant and (if relevant) of experience gained in similar operations.*

#### **Technical resources**

At the time of application, the following companies are contracted to the City of Onkaparinga to provide construction and operational services as may be required to support the delivery and operation of the Water Business:

<b>Company name</b>	BRM Holdich
<b>Contact details</b>	Level 8, 420 King William Street Adelaide SA 5000 Ph: 8168 8400 <a href="http://www.brmholdich.com.au">www.brmholdich.com.au</a>
<b>About:</b>	<p>BRM Holdich works with a wide range of clients across a range of industries to maximise the performance of their human and physical assets we have particular specialisation in local government, the legal industry and waste management.</p> <p>BRM, a management consultancy practice and Holdich + Associates, a Chartered Accounting firm, merged on 1 July 2008 to bring together their respective strengths in:</p> <ul style="list-style-type: none"><li>• Accounting and financial statement preparation</li><li>• Business and Strategic Planning</li><li>• Commercial Advisory services</li><li>• Superannuation</li><li>• Taxation compliance and advice</li><li>• Information Security and IT Assurance</li></ul>
<b>Scope of service</b>	BRM Holdich provides commercial and financial advice for the delivery and operation of the City of Onkaparinga's Water Business, CWMS and Trade Waste Services



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<b>Company name</b>	Norman Waterhouse
<b>Contact details</b>	<p>Level 15, 45 Pirie St Adelaide SA 5000 Ph: 8210 1200 <a href="http://www.normans.com.au">www.normans.com.au</a></p>
<b>About:</b>	<p>Norman Waterhouse provides legal advice and representation in transactions and dispute resolution to a broad range of clients, both public and private, nationally and internationally in the areas of:</p> <ul style="list-style-type: none"> <li>• commercial dispute resolution</li> <li>• corporate and commercial</li> <li>• employment and industrial relations</li> <li>• environment and planning</li> <li>• family law</li> <li>• intellectual property</li> <li>• Local Government</li> <li>• governance and regulatory services</li> <li>• migration and international business</li> <li>• mining and resources</li> <li>• property construction and infrastructure development</li> <li>• taxation and wealth management</li> <li>• wills and estate planning</li> </ul>
<b>Scope of service</b>	<p>Provision of legal services and advice for the delivery and operation of the City of Onkaparinga's Water Business, CWMS and Trade Waste Services.</p>

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<b>Company name</b>	Leed Engineering Pty Ltd (Leed)
<b>Contact details</b>	95 King William Street Kent Town SA 5067 Australia Ph: 8132 1044 <a href="http://www.leed.net.au">www.leed.net.au</a>
<b>About:</b>	<p>Leed has carried out a wide range of major infrastructure projects around Australia, for both public and private enterprise.</p> <p>Civil and building works include:</p> <ul style="list-style-type: none"><li>• water management, recycled water and sewer including pump stations and pipelines</li><li>• structural concrete including dams, water storage and bridges</li><li>• process plant construction</li><li>• mining infrastructure</li><li>• bulk and detailed earthworks</li><li>• road works and drainage</li><li>• services installation</li><li>• precast, pre-stressed concrete manufacture and installation.</li></ul>
<b>Scope of service</b>	Leed Engineering Pty Ltd has delivered stages 1 and 2 of Water Proofing the South through design and construct based contracts working in collaboration with principle engineers GHD (Stage 1) and Parsons Brinckerhoff (Stage 2).

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<b>Company name</b>	Australian Groundwater Technologies Pty Ltd. (AGT)
<b>Contact details</b>	Unit 5, 1 London Road MILE END SOUTH SA 5031 Ph: 8352 4262 <a href="http://www.agwt.com.au">www.agwt.com.au</a>
<b>About:</b>	<p>AGT is a specialist groundwater technology consulting company with a focus on aquifer management, artificial recharge (AR), also referred to as Managed Aquifer Recharge (MAR) and ASR techniques and methodologies.</p> <p>AGT has a team of exceptional hydrogeologists and environmental engineers who provide technical excellence and innovative solutions to our clients in the areas of:</p> <ul style="list-style-type: none"><li>• urban water resources management, in particular stormwater harvesting coupled with managed aquifer recharge</li><li>• catchment water resource management through resource condition assessments, groundwater numerical modelling, sustainable yield and water balance estimations</li><li>• water management for mining</li><li>• strategic water resource policy and planning advice for regulators and industry.</li></ul>
<b>Scope of service</b>	AGT has been appointed as the owners hydrogeological services provider to support and guide the establishment of a Managed Aquifer Recharge scheme within the City of Onkaparinga to provide the necessary balancing storage within the water distribution network.



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<b>Company name</b>	SMEC
<b>Contact details</b>	Level 3, 190 Flinders Street Adelaide SA 5001 Ph: 8225 9800 <a href="http://www.smec.com">www.smec.com</a>
<b>About:</b>	<p>SMEC is a professional services firm with Australian origins and a global footprint that provides high-quality consultancy services on major infrastructure projects. SMEC has over 5,000 employees and an established network of more than 70 offices in Australia, Asia, the Middle East, Africa and North and South America.</p> <p>SMEC provides consultancy services for the lifecycle of a project, to a broad range of sectors. These are: Water, Transport, Environment, Geotechnics and Tunnels, Urban Development, Hydropower and Energy, Government and Advisory Services and Social Development.</p> <p>SMEC's consultancy services include: pre-feasibility and feasibility studies, field investigations, laboratory testing, computer modelling, detailed design, tender and contract management, construction supervision, quality assurance, commissioning, operation and maintenance, training and project management.</p>
<b>Scope of service</b>	SMEC has worked with the City of Onkaparinga in the role of owners engineer to provide technical and planning support to underpin the delivery of WPS2 and develop future plans for subsequent stages of the program.



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*Applicants must also provide sufficient details of the systems and processes to be used to market and/or communicate with customers, to provide bills, to follow up payments and process customer move-ins and move-outs and deal with customer enquiries and complaints.*

**Systems and processes**

A template copy of the City of Onkaparinga's standard terms and conditions for the supply of water to customers/consumers of water from the scheme has been provided in attachment 7 to this application for information. Broadly, the contract establishes:

- pricing and payment
- infrastructure responsibilities
- risk management
- conditions of supply
- termination and dispute resolution
- provisions for the then potential implications of the Water Industry Act 2012.

The following points identify other particular systems and processes that are being applied to the management of the scheme. In some instances, where business specific policies/procedures have not yet been established, corporate policies/procedures are applied:

- Billing arrangements / Payment options

Billing periods are aligned with the beginning and end of the irrigation season (or with reduced frequency as negotiated with the customer/consumer to best align with their particular needs). A template copy of a Debtor Tax Invoice for reclaimed water consumption is provided in attachment 8 to this application. It presents payment options that are available to the customer/consumer.

- Payment arrangements

Through our corporate debtors process we seek payment via:

- Invoice – 30 days
- Reminder – immediate but stays in place until the end of the month it is sent
- Final Notice – 21 days to make payment or risk civil action



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Council may impose fines and / or interest in respect of late payments pursuant to section 181(8) of the Local Government Act 1999.

- Customer enquiries

Customer enquiries can be made directly to the City of Onkaparinga call centre from which they are directed to the correct officer for response.

A dedicated phone line (1800#) is proposed to be established for direct contact with operational officers for the scheme including out of hours enquiries, emergency management and Occupational Health, Safety and Welfare enquiries.

- Hardship arrangements

Remissions of rates, fines and postponement of rates on the basis of hardship are provided for under the Local Government Act 1999. In particular Section 182 contains provisions for remission or postponement of rates in whole or in part on the basis of hardship.

Hardship arrangements are assessed on a case by case basis with negotiated payment terms available at council's discretion.

A copy of the City of Onkaparinga's application for remission of rates or postponement of rates due to financial hardship is provided in attachment 9 to this application.

- Records Management / Information Provision

Section 172 of the Local Government Act 1999 obliges a council to maintain an assessment record, which includes details of every piece of land in the Council's area to which a water / sewerage rate and / or service charge attaches and the person who is liable to pay the service rate or charge, thereby constituting a record of Council's water / sewerage service "customers".

The Freedom of Information Act 1991 (SA) gives individuals the right to access documents (subject to certain restrictions) that are within the council's possession. Information regarding making a freedom of information request including fees and charges is available for download via [www.onkaparingacity.com](http://www.onkaparingacity.com).

A copy of the City of Onkaparinga's Managing Corporate Records administrative procedure is provided in attachment 10 to this application.

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The nominated November 2011 review date has been deferred until March 2013 amongst other project priorities.

- **Complaint/Grievance Handling**

Section 270 of the Local Government Act 1999 requires a council to develop and maintain policies, practices and procedures for dealing with complaints requests/disputes etc.

A person may make a complaint to the Ombudsman at any time under the Ombudsman Act 1972.

A copy of the City of Onkaparinga's Customer Complaint Procedure is provided in attachment 11 to this application, and is available for download via [www.onkaparingacity.com](http://www.onkaparingacity.com). The nominated November 2011 review date has been deferred until March 2013 amongst other priority projects.

Complaints/challenges are to be handled in accord with the corporate procedure and if deemed necessary escalated to dispute.

A copy of the City of Onkaparinga's Internal Review of Council Decisions is provided in attachment 12 to this application and is available for download via [www.onkaparingacity.com](http://www.onkaparingacity.com). The nominated 2010 review date has been deferred until March 2013 amongst other priority projects.

- **Dispute resolution**

The water supply contract makes provision for dispute resolution and mediation.

- **Termination / Disconnection**

The water supply contract makes provisions for termination following a nominated period to remedy a breach of contract. Disconnection follows the termination of a water supply contract.

- **Restrictions**

The water supply contract makes provisions for the City of Onkaparinga's reserved right to restrict access to the water supply at any time with reasonable notice except in the case of emergencies.

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*Applicants must provide reasonable evidence that they are able to meet reasonably foreseeable obligations under contracts for the sale and supply of water or the sale or supply of sewerage services (or both) as the case may be. Such contracts would include contracts whereby the applicant is reliant on a supply of water or specific sewerage service from a third party which is intends to on sell to its customers.*

A template copy of the City of Onkaparinga's standard terms and conditions for the supply of water to customers/consumers of water from the scheme has been provided in attachment 7 to this application for information. Broadly, the contract establishes:

- pricing and payment
- infrastructure responsibilities
- risk management
- conditions of supply
- termination and dispute resolution
- provisions for the then potential implications of the Water Industry Act 2012.

Systems and processes associated with the management of the system and maintaining our obligations pursuant to the agreement are outlined in previous responses eg: asset management, customer enquiries, suitability of infrastructure.



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*The Commission may not issue a licence unless it is satisfied that the infrastructure to be used in connection with the relevant service is appropriate for the purposes for which it will be used.*

*Applicants are therefore asked to provide a detailed description of the infrastructure that will be utilised by the applicant in providing the retail services for which the licence is sought and verify that the infrastructure has been (or will be) developed in accordance with relevant Australian Industry Codes and Australian Standards with reference to technical specifications or reports.*

*If an applicant does not own the infrastructure to be used in delivering the relevant retail services, the applicant must provide information regarding the appropriateness of that infrastructure and of the binding arrangements that are (or will be) in place with the owner of the infrastructure in regards to the use of the infrastructure.*

The following tables present a detailed description of the infrastructure that is to be used in providing the retail services associated with each scheme for which a licence is sought. They highlight links to:

- relevant regulatory approvals that have been (or will be) obtained to underpin the operation of each scheme
- supporting evidence that the infrastructure has been (or will be) developed in accordance with relevant Australian Industry Codes and Australian Standards reference technical specifications and reports
- organisations that provided the technical advice to develop each scheme
- organisations that have funded, and therefore invested in the scheme's successful operation and outcome.

The City of Onkaparinga's response to asset management of the schemes that provide these retail services is provided in Section 3.7 of this application.

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<b>Scheme</b>	<b>Dalkeith (Pedler)</b>
<b>Use</b>	Municipal use with unrestricted access – open spaces, sports grounds, golf courses, and non-potable construction uses (eg dust suppression) or irrigation of non-food crops
<b>Location</b>	5169
<b>Commencement</b>	Planned for June 2013
<b>Key elements</b>	<ul style="list-style-type: none"> <li>• Water harvesting wetland</li> <li>• Pump station including mechanical treatment processes</li> <li>• Distribution network in road and reserve</li> <li>• Managed Aquifer Recharge (MAR) bore field</li> </ul>
<b>Funding partners</b>	<ul style="list-style-type: none"> <li>• City of Onkaparinga</li> <li>• Australian Government's Department of Sustainability, Environment, Water, Population and Communities under the National Water Initiative</li> <li>• State Government's Department of Environment, Water and Natural Resources under Water for Good</li> </ul>
<b>Appropriateness</b>	
<b>Development Approval</b>	Endorsed by Minister Caica as public infrastructure for the purposes of Section 49 of the Development Act 1993, 10 November 2011 (see attachment 13 to this application) and was therefore exempt from development approval pursuant to Schedule 14 of the Development Regulations 2008.
<b>Construction</b>	<p>Designed and constructed by Leed Engineering Pty Ltd in association with Parsons Brinckerhoff and other professional consultants of relevant disciplines.</p> <p>The scheme has been designed and constructed in accord with relevant known standards as presented in civil, pipeline and pump station specifications provided in attachment 14 to this application.</p> <p>Information regarding Leed Engineering is provided in response to Section 3.9 of this application.</p>
<b>Manage Aquifer Recharge (MAR)</b>	Australian Groundwater Technologies designed and superintended the construction of all wells in accord with relevant known standards as presented in the well specification provided in attachment 15 to this application.



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Scheme	Dalkeith (Pedler)
	<p>Wells have been constructed under permits issued by the former Department for Water as presented in attachment 16 to this application.</p> <p>Approval is being sought from the Environmental Protection Agency for the Managed Aquifer Recharge aspects of the scheme.</p> <p>Australian Groundwater Technologies are developing associated and relevant documentation including risk management and operational standards.</p> <p>Information regarding Australian Groundwater Technologies is provided in response to Section 3.9 of this application.</p>
<b>Surface water entitlement</b>	<p>In line with the Natural Resources Management Act 2004, we are currently seeking a Section 128 authorisation from the Minister for the taking of water from a surface water prescribed area. Our application is currently being considered by the Department for Environment, Water and Natural Resources.</p> <p>The Western Mount Lofty Ranges Water Allocation Plan 2010 prescribes water resources in the area.</p>
<b>Water distribution</b>	<p>No specific approvals are required.</p> <p>Water distribution and scheme management is to occur with regard to the <i>Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase 2) Stormwater Harvesting and Reuse July 2009</i>.</p>



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<b>Scheme</b>	<b>Byards (Field)</b>
<b>Use</b>	Municipal use with unrestricted access – open spaces, sports grounds, golf courses, and non-potable construction uses (eg dust suppression) or irrigation of non-food crops
<b>Location</b>	5162 5161 5159 5158
<b>Commencement</b>	Planned for June 2013
<b>Key elements</b>	<ul style="list-style-type: none"> <li>• Water harvesting wetland</li> <li>• Pump station including mechanical treatment processes</li> <li>• Distribution network in road and reserve</li> <li>• Managed Aquifer Recharge (MAR) bore field</li> </ul>
<b>Funding partners</b>	<ul style="list-style-type: none"> <li>• City of Onkaparinga</li> <li>• Australian Government's Department of Sustainability, Environment, Water, Population and Communities under the National Water Initiative</li> <li>• State Government's Department of Environment, Water and Natural Resources under Water for Good</li> </ul>
<b>Appropriateness</b>	
<b>Development Approval</b>	Endorsed by Minister Caica as public infrastructure for the purposes of Section 49 of the Development Act 1993, 10 November 2011 (see attachment 13 to this application) and was therefore exempt from development approval pursuant to Schedule 14 of the Development Regulations 2008.
<b>Construction</b>	<p>Designed and constructed by Leed Engineering Pty Ltd in association with Parsons Brinckerhoff and other professional consultants of relevant disciplines.</p> <p>The scheme has been designed and constructed in accord with relevant known standards as presented in civil, pipeline and pump station specifications provided in attachment 14 to this application.</p> <p>Information regarding Leed Engineering is provided in response to Section 3.9 of this application.</p>
<b>Manage Aquifer Recharge (MAR)</b>	Australian Groundwater Technologies designed and superintended the construction of all wells in accord with

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Scheme	Byards (Field)
	<p>relevant known standards as presented in the well specification provided in attachment 15 to this application.</p> <p>Wells have been constructed under permits issued by the former Department for Water as presented in attachment 16 to this application.</p> <p>Approval is being sought from the Environmental Protection Agency for the Managed Aquifer Recharge aspects of the scheme.</p> <p>Australian Groundwater Technologies are developing associated and relevant documentation including risk management and operational standards.</p> <p>Information regarding Australian Groundwater Technologies is provided in response to Section 3.9 of this application.</p>
<b>Surface water entitlement</b>	Not required
<b>Water distribution</b>	<p>No specific approvals are required.</p> <p>Water distribution and scheme management is to occur with regard to the <i>Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase 2) Stormwater Harvesting and Reuse July 2009</i>.</p>



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<b>Scheme</b>	<b>Hart (Silver Sands)</b>
<b>Use</b>	Municipal use with unrestricted access – open spaces, sports grounds, golf courses, and non-potable construction uses (eg dust suppression) or irrigation of non-food crops
<b>Location</b>	5173
<b>Commencement</b>	Planned for June 2013
<b>Key elements</b>	<ul style="list-style-type: none"> <li>• Water harvesting wetland</li> <li>• Pump station including mechanical treatment processes</li> <li>• Distribution network in road and reserve</li> <li>• Managed Aquifer Recharge (MAR) bore field</li> </ul>
<b>Funding partners</b>	<ul style="list-style-type: none"> <li>• City of Onkaparinga</li> <li>• Australian Government's Department of Sustainability, Environment, Water, Population and Communities under the National Water Initiative</li> <li>• State Government's Department of Environment, Water and Natural Resources under Water for Good</li> </ul>
<b>Appropriateness</b>	
<b>Development Approval</b>	Endorsed by Minister Caica as public infrastructure for the purposes of Section 49 of the Development Act 1993, 10 November 2011 (see attachment 13 to this application) and was therefore exempt from development approval pursuant to Schedule 14 of the Development Regulations 2008.
<b>Construction</b>	<p>Designed and constructed by Leed Engineering Pty Ltd in association with Parsons Brinckerhoff and other professional consultants of relevant disciplines.</p> <p>The scheme has been designed and constructed in accord with relevant known standards as presented in civil, pipeline and pump station specifications provided in attachment 14 to this application.</p> <p>Information regarding Leed Engineering is provided in response to Section 3.9 of this application.</p>
<b>Manage Aquifer Recharge (MAR)</b>	<p>Australian Groundwater Technologies designed and superintended the construction of all wells in accord with relevant known standards as presented in the well specification provided in attachment 15 to this application.</p> <p>Wells have been constructed under permits issued by the former Department for Water as presented in</p>



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Scheme	Hart (Silver Sands)
	<p>attachment 16 to this application.</p> <p>Approval is being sought from the Environmental Protection Agency for the Managed Aquifer Recharge aspects of the scheme.</p> <p>Australian Groundwater Technologies are developing associated and relevant documentation including risk management and operational standards.</p> <p>Information regarding Australian Groundwater Technologies is provided in response to Section 3.9 of this application.</p>
<b>Surface water entitlement</b>	<p>In line with the Natural Resources Management Act 2004, we are currently seeking a Section 128 authorisation from the Minister for the taking of water from a surface water prescribed area. Our application is currently being considered by the Department for Environment, Water and Natural Resources.</p> <p>The Western Mount Lofty Ranges Water Allocation Plan 2010 prescribes water resources in the area.</p>
<b>Water distribution</b>	<p>No specific approvals are required.</p> <p>Water distribution and scheme management is to occur with regard to the <i>Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase 2) Stormwater Harvesting and Reuse July 2009</i>.</p>

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<b>Scheme</b>	<b>Brodie (Christie Creek)</b>
<b>Use</b>	Municipal use with unrestricted access – open spaces, sports grounds, golf courses, and non-potable construction uses (eg dust suppression) or irrigation of non-food crops
<b>Location</b>	5166 5165 5164 5160 5162 5161
<b>Commencement</b>	December 2011 – is currently operating without problem and is fit for purpose.
<b>Key elements</b>	<ul style="list-style-type: none"> <li>• Water harvesting wetland</li> <li>• Pump station including mechanical treatment processes</li> <li>• Distribution network in road and reserve</li> <li>• Above ground storage</li> </ul>
<b>Funding partners</b>	<ul style="list-style-type: none"> <li>• City of Onkaparinga</li> <li>• Australian Government's Department of Sustainability, Environment, Water, Population and Communities under the National Water Initiative (formerly DEWHA)</li> <li>• State Government's Adelaide and Mount Lofty Ranges Natural Resource Management Board</li> </ul>
<b>Appropriateness</b>	
<b>Development Approval</b>	<p>The project was endorsed by the Adelaide and Mount Lofty Ranges Natural Resource Management Board as Crown Development pursuant to section 49(2)(c) of the Development Act 1993.</p> <p>As Crown development, pursuant to the Development Act 1993, development approval was considered and awarded by the South Australian Government's Development Assessment Commission 18 January 2012 for the:</p> <ul style="list-style-type: none"> <li>• Wilfred Taylor storage (145/V004/10)</li> <li>• Madeira Drive wetland (145/V005/10)</li> <li>• Brodie Road wetland (145/V006/10)</li> </ul> <p>The approvals are provided in attachment 17 to this application.</p>

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Scheme	Brodie (Christie Creek)
<b>Construction</b>	<p>Designed and constructed by Leed Engineering Pty Ltd in association with GHD engineering consultants and other professional consultants of relevant disciplines.</p> <p>The scheme has been designed and constructed in accord with relevant known standards as presented in the specifications provided in attachment 18 to this application.</p> <p>Information regarding Leed Engineering is provided in response to Section 3.9 of this application.</p>
<b>Surface water entitlement</b>	Not required
<b>Water distribution</b>	<p>No specific approvals are required.</p> <p>Water distribution and scheme management is to occur with regard to the <i>Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase 2) Stormwater Harvesting and Reuse July 2009</i>.</p>



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<b>Scheme</b>	<b>Brodie (Christie Creek)</b>
<b>Use</b>	Dual reticulation with indoor and outdoor use
<b>Location</b>	5162 5163
<b>Commencement</b>	Subject to approval
<b>Key elements</b>	<ul style="list-style-type: none"> <li>• Distribution infrastructure</li> </ul>
<b>Funding partners</b>	<ul style="list-style-type: none"> <li>• City of Onkaparinga</li> <li>• Australian Government's Department of Sustainability, Environment, Water, Population and Communities under the National Water Initiative (formerly DEWHA)</li> <li>• State Government's Adelaide and Mount Lofty Ranges Natural Resource Management Board</li> </ul>
<b>Appropriateness</b>	
<b>Development Approval</b>	Not required
<b>Construction</b>	<p>Designed and constructed by Leed Engineering Pty Ltd in association with GHD engineering consultants and Parsons Brinckerhoff and other professional consultants of relevant disciplines.</p> <p>The scheme has been designed and constructed in accord with relevant known standards as presented in the specifications provided in attachment 18 to this application.</p> <p>Information regarding Leed Engineering is provided in response to Section 3.9 of this application.</p>
<b>Surface water entitlement</b>	Not required
<b>Water distribution</b>	<p>Subject to the consideration and advice from the Department of Health</p> <p>Water distribution and scheme management is to occur with regard to the <i>Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase 2) Stormwater Harvesting and Reuse July 2009</i>.</p>

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<b>Scheme</b>	<b>Little (Willunga)</b>
<b>Use</b>	Municipal use with restricted access and application.
<b>Location</b>	5172
<b>Commencement</b>	December 2011 – is currently operating without problem and is fit for purpose.
<b>Key elements</b>	<ul style="list-style-type: none"> <li>• Tertiary treatment system</li> <li>• Distribution infrastructure</li> <li>• Balancing storage</li> </ul>
<b>Funding partners</b>	<ul style="list-style-type: none"> <li>• City of Onkaparinga</li> <li>• Australian Government's Department of Sustainability, Environment, Water, Population and Communities under the National Water Initiative (formerly DEWHA)</li> </ul>
<b>Appropriateness</b>	
<b>Development Approval</b>	Not required
<b>Construction</b>	<p>Designed and constructed by York Civil Pty Ltd and Fulton Hogan Pty Ltd following detailed design and documentation by HydroPlan Irrigation Consultants.</p> <p>The scheme has been designed and constructed in accord with relevant known standards as presented in the specifications provided in attachment 19 to this application.</p> <p>No information has been provided regarding the identified contractors and consultants as they are not currently contracted to the City of Onkaparinga, however information is generally available via their websites at:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.hydroplan.com.au">www.hydroplan.com.au</a></li> <li>• <a href="http://www.yorkcivil.com.au">www.yorkcivil.com.au</a></li> <li>• <a href="http://www.fultonhogan.com">www.fultonhogan.com</a></li> </ul>
<b>Surface water entitlement</b>	Not required
<b>Water distribution</b>	Water reuse at each site is subject to the preparation of an Irrigation and Risk Management Plan and approval by the Department of Health. Examples of approvals have been provided in attachment 20 to this application.



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The schemes have received numerous industry recognitions in recent years including:

- 2012 Australian Institute of Project Management (National and South Australian) - Sustainable Projects Project Management Achievement Award
- 2010 Stormwater Industry Association (National and South Australian) – Excellence in strategic and master planning
- 2010 Water Industry Alliance – Alliancing Award
- 2010 Local Government Managers Associated (SA) Excellence in Sustainability

### 3.1 Risk management

*Provide confirmation and reasonable evidence that the applicant's management has identified the risks associated with the retail services it intends to provide and has established, utilises and relies upon risk management systems and processes which are adequate, accurate and current to address those risks. A copy of the applicant's risk management strategy should be submitted.*

The City of Onkaparinga's Risk Management Framework 2010-13 is provided in attachment 21 to this application.

It outlines our framework for managing risk and is based on AS/NZS ISO 31000:2009 Risk Management—Principles and Guidelines. It is aligned with our Community Plan 2028 and Organisation Plan 2008-12 and aims to ensure that risk management is integrated into all processes and day to day operations. It highlights the various corporate systems that require a structured approach to risk management.

The risk management framework coupled with the following additional requirements led to the undertaking of numerous risk assessments for various aspects of the scheme, which are summarised in the table that follows:

- obligations under various sections of the Local Government Act (1999)
- expectations of funding providers
- particular requirements outlined in the Australian Guidelines for Water Recycling: Managing Health and Environmental Risks
- expectations of regulatory bodies for scheme approval and operation
- requirements pursuant to the City of Onkaparinga's
  - Business Continuity Plan (2011) (provided in attachment 22 to this application), the scope of which is to ensure that appropriate structure and protocols are in place that enable effective response to a business interruption event that as the potential to impact on councils objectives.



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- Section 7 (d) of the Local Government Act 1999 (the Act) states that the functions of a council during an emergency event are; 'to take measures to protect its area from natural and other hazards and to mitigate the effects of such hazards'.

The City of Onkaparinga's Emergency Management Plan (2005) (provided in attachment 23) identifies potential hazards which pose a risk to the community and environment of the City of Onkaparinga. It also outlines measures established to prevent and respond to hazards. The Plan covers the four planks of emergency management: prevention, preparedness, response and recovery. The plan is currently the subject of a major review to better align with the requirements and expectations triggered by the National Emergency Risk Assessment Guidelines (NERAG) and International Standard ISO 31000. The review is timely with regard to the City of Onkaparinga's water reuse systems, which have by and large been implemented post 2005.

The City of Onkaparinga has recently implemented a Quality Safety Environment Integrated Management System ((QSE) (IMS)). The QSE IMS is a comprehensive and easy to use Quality, Safety and Environment integrated management system for any company or organisation. The application covers all necessary management facilities for compliance with Quality, Safety and Environment standards including international standards such as ISO 31000, ISO 9001, AU/NZ 4801 and ISO 14001.

As risk management for the City of Onkaparinga's water reuse scheme has occurred in response to a number of drivers, it is intended to combine the relevant aspects of each risk management plan into the QSE environment once the risk management module has been introduced. This will provide for more effective monitoring and control of associated risk and mitigation strategies.

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Scheme	Risk Assessment
<b>Brodie (Christie Creek)</b>	<ul style="list-style-type: none"> <li>• The scheme is underpinned by a 93ML Wilfred Taylor Storage Dam. A Dam Safety Emergency Plan (DSEP) (2011) risk management and emergency response plan has been prepared in accord The Australian National Committee on Large Dams (ANCOLD) Guidelines on Dam Safety Management (2003). The DSEP applies to any conditions that may lead to unexpected or uncontrollable flooding from the Wilfred Taylor Reserve Storage, ranging from incidents such as small spillway flows, up to and including a dam break failure. It is provided in attachment 24 to this application.</li> <li>• Sinclair Knight Merz (SKM) have prepared a risk assessment to assist the CoO in identifying and assessing the risks to the new City of Onkaparinga Assets during their operational life. The Christie Creek upgrade risk assessment (2011) is provided in attachment 25 to this application.</li> <li>• Municipal usage occurs with regard to Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase 2) Stormwater Harvesting and Reuse.</li> <li>• The operation of the dual reticulation aspect of the scheme is subject to the development of a risk assessment in accord with the Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase 2) Stormwater Harvesting and Reuse.</li> </ul>
<b>Little (Willunga)</b>	<ul style="list-style-type: none"> <li>• Irrigation and Risk Management Planning (IRMP) as required to by the Department of Health to gain approval for the reuse of this class of water. A copy of an IRMP for a user of the scheme is provided in attachment 26 to this application.</li> </ul>

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Scheme	Risk Assessment
<p><b>Dalkeith (Pedler)</b>  <b>Hart (Silver Sands)</b>  <b>Byards (Field)</b></p>	<ul style="list-style-type: none"> <li>7 September 2010 consideration of the prudential issues associated with the project pursuant to Section 48 of the Local Government Act 1999 which for the purposes of subsection 1 of Section 48 includes:  <i>(e) if the project is intended to produce revenue, revenue projections and potential financial risks ;</i>  <i>(h) any risks associated with the project, and the steps that can be taken to manage, reduce or eliminate those risks (including by the provision of periodic reports to the chief executive officer and to the council);</i></li> </ul> <p>A copy of the Council report and associated prudential report including risk assessment is provided in attachment 27 to this application.</p> <ul style="list-style-type: none"> <li>The operation of the Managed Aquifer Recharge aspects of these schemes is subject to the development of a risk assessment in accord with the Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase 2) Managed Aquifer Recharge and subsequent Environmental Protection Agency approval. The scheme has been designed and developed with consideration of the particular requirements of the risk management plan and approval expectations.</li> <li>Municipal usage is to occur with regard to Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase 2) Stormwater Harvesting and Reuse.</li> </ul>



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**3.13. Licences held by the applicant in other Australian jurisdictions**

*If the applicant holds, or has previously held, a retail services licence or equivalent in other Australian jurisdictions please provide details. If a licence previously held has been suspended or cancelled, please provide details.*

Not applicable .....

**3.14. Previous unsuccessful licence applications in other Australian jurisdictions**

*Please state whether the applicant has applied for a water retail licence or equivalent in another Australian jurisdiction and not been issued with a licence, and provide relevant details.*

Not applicable .....

**3.15. Licences held by associates of the applicant**

*If an associate of the applicant (within the meaning of the Corporations Act) holds a water retail licence in South Australia or in other Australian jurisdictions, please provide details.*

Not applicable .....

**3.16. Compliance program**

*Applicants are required to submit a copy of their Compliance Program which details what compliance systems the applicant has (or will have) in place and a description of how these systems will ensure compliance with the applicable regulatory obligations imposed by a licence and the Water Retail Code. The Commission expects that a Compliance Program will, as a minimum, document:*

- the obligations that will apply to the applicant;*
- the processes that are (or will be) in place to ensure the applicant's compliance with obligations;*
- details on how compliance is monitored;*
- details of how non-compliance will be reported and rectified; and*
- details of any internal audit programs in place that review (or will review) the effectiveness of the Compliance Program from time to time.*

As an interim measure the City of Onkaparinga has created a risk profile report regarding the potential of non-compliance with applicable regulatory obligations imposed by a licence and the Water Retail Code under the Water Industry Act 2012 to its Risk Management System. An extract of the system is presented in attachment 28 to this application.

The proposed treatment of this risk is the development of a compliance program addressing the obligations under the Water Industry Act 2012 relating to

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stormwater reuse. With reference to our Risk Management Framework presented in response to Section 3.12 of this application, its inclusion on the Risk Management System ensures that:

- the mitigation task is allocated and a reasonable timeframe identified (which in this instance is intended to provide sufficient time for resolution of the Water Retail Code and Water Industry Regulations)
- it is reviewed and confirmed by the audit committee
- if escalated, considered by recommendation of the Chief Executive Officer and/or the audit committee is considered by Council.

**2.3.2 Additional Information**

*The Commission encourages applicants to provide any additional information they consider would be of assistance in supporting the application. Please provide below.*

The following attachments are issued for purposes of assessing this application and not for any other purposes. It is requested that they be held in confidence. Technical specifications and associated detailing may be subject to intellectual property and other rights on behalf of the authors. Where possible web-links to publicly accessible information have been purposefully provided throughout the application eg: Council Policy and Procedures.

**Attachments**

1. City of Onkaparinga Employee Code of Conduct
2. City of Onkaparinga Elected Member Code of Conduct
3. City of Onkaparinga audited statements for 2009/10 and 2010/11
4. City of Onkaparinga 2012/13 adopted Annual Business Plan including budget
5. City of Onkaparinga Long Term Financial Plan 2012-13 to 2031-32
6. City of Onkaparinga Corporate Asset Management Plan
7. City of Onkaparinga Water Supply Agreement template
8. City of Onkaparinga Debtor Tax Invoice template
9. City of Onkaparinga Application for remission of rates or postponement of rates - financial hardship
10. City of Onkaparinga Managing Corporate Records procedure
11. City of Onkaparinga Customer Complaint Procedure
12. City of Onkaparinga Internal Review of Council Decisions procedure
13. Letter from Minister Caica re development approval exemption
14. Civil, pipeline and pump station specifications
15. Drilling specification - wells
16. Well permits
17. Development approvals

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18. Construction specification – Christie Creek
19. Specification - Willunga Effluent Reuse
20. Examples of Department for Health approvals
21. City of Onkaparinga Risk Management Framework
22. City of Onkaparinga Business Continuity Plan
23. City of Onkaparinga Emergency Management Plan 2005
24. Wilfred Taylor Reserve Dam Safety Emergency Plan
25. Christie Creek Risk Assessment and Flood Mapping Study
26. Example Irrigation Risk Management Plan
27. Copy Council report and associated prudential report including risk assessment
28. Water Industry Act compliance risk extract
29. City of Onkaparinga Water Management Strategy Water Futures 2008-2013



## **4. FACTORS SPECIFIED IN THE ESSENTIAL SERVICES COMMISSION ACT 2002**

*In considering a licence application, the Commission must have as its primary objective the protection of the long term interests of consumers with respect to the price, quality and reliability of essential services, and must also have regard to the need to:*

- a) promote competitive and fair market conduct;*
- b) prevent misuse of monopoly or market power;*
- c) facilitate entry into relevant markets;*
- d) promote economic efficiency;*
- e) ensure consumers benefit from competition and efficiency;*
- f) facilitate maintenance of the financial viability of regulated industries and the incentive for long term investment;*
- g) promote consistency in regulation with other jurisdictions.*

*If the applicant believes that information about their application would assist the Commission in its consideration of these factors, the applicant should provide such information below.*

The context of the City of Onkaparinga's investment coupled with the various departments of Australian and State Government is presented in the city's water management strategy Water Futures 2008-2013 (see: [http://www.onkaparingacity.com/custom/files/docs/water\\_futures\\_strategy.pdf](http://www.onkaparingacity.com/custom/files/docs/water_futures_strategy.pdf)), which is presented in attachment 29 to this application.

## 5. APPLICATION FEES

Applicants for a licence must pay the Commission an application fee which is fixed by the Treasurer. Please enclose this fee with the application. An application cannot be considered until this fee has been received.

No application fee is payable by applicants that were providing water / sewerage retail services as at 30 June 2012.

## 6. DECLARATION

All information in this application for the issue of a licence to authorise the provision of retail services in the water industry in South Australia must be verified by a Statutory Declaration of the applicant, in accordance with the provisions of the *Oaths Act 1936 (SA)*<sup>1</sup>, stating that the information contained in the application is true and correct to the best of the applicant's knowledge, information and belief.

In conjunction with this declaration, evidence of the relevant authority of the declarant to sign on behalf of the applicant must also be provided to the Commission.<sup>2</sup>

### **Statutory Declaration**

I Mark Dowd

of City of Onkaparinga

do solemnly and sincerely declare that the information contained in this Application for the issue of a licence to authorise the provision of retail services in the water industry in South Australia is true and correct to the best of my knowledge information and belief.

And I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the *Oaths Act 1936*.

Date 30/10/12

Signature [Signature]

(Where the applicant is a body corporate, the declaration must be made by a person authorised by body corporate to sign on its behalf)

Declared at: Noarlunga this 30 day of Oct 2012

Before me: [Signature]

(Signature of Justice of the Peace or other person authorised under the Oaths Act 1936)

**Graham F. Simpson (23747)**  
**A Justice of the Peace in and for**  
**the State of South Australia**

- 
- 1 Or equivalent legislation in other Australian jurisdictions.
  - 2 The Commission will accept a copy of a Board or Council minute (or circulating resolution) giving approval for the declarant to sign on behalf of the applicant as evidence of the relevant authority.





THE ESSENTIAL SERVICES COMMISSION OF SOUTH AUSTRALIA

Level 8, 50 Pirie Street Adelaide SA 5000

GPO Box 2605 Adelaide SA 5001

T 08 8463 4444 | F 08 8463 4449

E [escosa@escosa.sa.gov.au](mailto:escosa@escosa.sa.gov.au) | W [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)

