

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
Web: www.escosa.sa.gov.au

AMENDMENT RECORD (since MONTH 2012)

<i>Issue No.</i>	<i>Commencement Date</i>	<i>Pages</i>
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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 (e.g. 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 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

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.

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 Playford

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.

Local Government Body ABN: 99397793662

1.3 Address and Contact Details of applicant

Business Address:

City of Playford

12 Bishopstone Road

Davoren Park

State: SA Post Code: 5113

Phone: 8256 0333

Email: Playford@playford.sa.gov.au

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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: Mr Mal Hemmerling

Title General Manager

Business Address:

12 Bishopstone Road

Davoren Park

State: SA **Post Code:** 5113

5. Contact person for licence fee

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

Full Name: Mr Paul Alberton?

Title: Senior Works Engineer

Business Address:

12 Bishopstone Road

Davoren Park

State: SA **Post Code:** 5113

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)

Playford is seeking a water licence for, non-drinking / non-residential.

Water will be used within municipal open spaces, sporting grounds, golf courses and non-potable construction uses (e.g. dust suppression).

At this stage Playford does not anticipate the use of water for dual reticulation within new housing developments, however cannot be ruled out in the future.

Playford has almost completed the construction of the necessary infrastructure which will enable the cleansing, harvesting & distribution of stormwater & bore water. It should be noted that Playford's system does not involve any treated effluent or STED's water. The following applies to Playford;

- Cleansing of stormwater via the use of wetlands and mechanical filtration systems.
- Harvest & storage cleansed stormwater in the underlying T1 & T2 Aquifers during the winter months.
- Extraction and distribution of cleansed stormwater from the aquifers during the drier months.
- Distribution will be to 24 Council sites (Ovals & Reserves) & 12 Schools (Mixture of private & DECS schools).
- A potential future connection to SA Water Mixing Facility which may connect up to 20,000 new homes in the northern area. It should be noted that SA Water will be the owner and operator of this site.

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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.

1st 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 Playford as the applicant presents that:

- The Council has not been committed of any criminal offence.
- The Council has not been prosecuted or subject of disciplinary action.
- The Council welcomes any further investigation by the commission.

3.2 *Standard of honesty and integrity shown by officers and major shareholders (if relevant) of the applicant*

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

The Chief Executive Officer and elected members of Council (Councillors) have not been convicted of any criminal offence and have not been prosecuted under any State or Commonwealth Legislation.

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3.3. Names and addresses of the officers of 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: Mr Mal Hemmerling

Office Held: General Manager

Business Address:

12 Bishopstone Rd, Davoren Park, SA 5113

Full Name: Mr Paul Alberton

Office Held: Manager Assets & Project Management

Business Address: 12 Bishopstone Rd, Davoren Park, SA 5113

3.4. 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.

N/A as Playford is a local Council

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3.5. 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).

N/A as Playford is a local Council

3.6. 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.*

No

- *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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3. Financial resources available to the applicant

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 the Local Government Councils.

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

- 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 the application:

- Copies of the City of Playford's audited profit and loss statement and balance sheet for the 2010/11 and 2011/2012 financial years has been provided within APPENDIX 1.

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Annual reports (including audited statements) are produced in December of each year for the financial year prior. The 2012/2013 statements can be made available on request post the date of this application once they are complete.

- A copy of the City of Playford's 2012/13 adopted Annual Business Plan including budget has been attached as APPENDIX 2

The Annual Business Plan links Playford's Council Plan 2011/12 – 2014/15 with the annual budgeting process.

The Annual Business Plan has been developed to be consistent with the Council Plan. The Annual Business Plan also identifies key activities to be implemented in the year ahead, and includes the budget for the 2012/13 financial year and the rating policy.

Further annual reports can be found on Playford's website.

- A copy of Playford's Long Term Financial Plan 2012/13 to 2021/22 has been attached as APPENDIX 3. This was adopted by Council at its meeting on 11 September 2012.

The Long Term Financial Plan is (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 Playford's Asset Management Plans Summary (APPENDIX 4). 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 Summary Asset Management Plan.

The Asset Management Plan is the first tier of our assets 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. The Asset groups are listed as follows;

- Transportation
- Stormwater
- Footpaths

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- Buildings
- Parks & Open Space
- Information Technology
- Fleet

Playford has 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 the application is under development with consideration of:

- Recent completion of the associated 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 influences through water reuse schemes.

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3.8. 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 currently has 5.0 Full Time Employment (FTE) allocated to the delivery of its water related projects and business. The FTE staff are listed as follows, with additional detail provided within the upcoming pages;

WFF Project Manager – Frank Lepore

Project Manager – Chris Burgess

Project Manager – Ben Woodrow

Water Operations Officer – David Strange

Further staff also provide input and assistance into the project as required, this includes input from;

General Manager – Mal Hemmerling

Assets and Project Management Manager – Paul Alberton

Finance Officer – Trang Vo

Marketing Officer – Rebecca Collie

Procurement Officer – Michael Knowles

An organisational chart has been provided in Appendix 5.

Full Name	Frank Lepore
Position	Senior Works Engineer
Qualifications / Certifications	<ul style="list-style-type: none">• Diploma in Civil Engineering• Bachelor's Degree Civil & Water Engineering• Advanced Diploma in Project Management
Role	Responsible for the overall project management of Playford's \$22.6 Million dollar water harvesting project. This also includes the responsibility of planning, design and construction for Playford's water harvesting projects. The role also involves a significant amount of reporting to State, Commonwealth & Playford Staff.
Relevant Experience	<ul style="list-style-type: none">• 3 years experience in the day to day project management of Playford's water re-use infrastructure project including the strategic planning.• 10 years in stormwater drainage design and master planning.• 10 years in stormwater harvesting design and construction• 10 years experience in construction supervision.• 10 years experience in local government

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Full Name	Rocco Ventra
Position	Civil Works Engineer
Qualifications / Certifications	<ul style="list-style-type: none"> • Diploma Civil Engineering • Diploma of Project Management
Role	Responsible for Planning, Design and Construction of Playford's water harvesting projects. Responsible for supervising project delivery.
Relevant Experience	<ul style="list-style-type: none"> • 10 years experience in local government • 8 years experience in ASR systems design and construction • 10 years experience in design and construction • 10 years experience in supervision of construction works • 10 years experience in construction reporting • 10 years experience in flood management

Full Name	Chris Burgess
Position	Project Manager / Water Technical Operations Officer
Qualifications / Certifications	<ul style="list-style-type: none"> • Bachelor of Natural Management • Diploma in Project Management • Cert 4 in Business Marketing • Cert 3 in Ecotourism
Role	Responsible for Planning, Design and Construction of Playford's water harvesting projects. Responsible for supervising project delivery.
Relevant Experience	<ul style="list-style-type: none"> • 8 years operation of stormwater harvesting and distribution systems • 12.5 years experience in local government • 3 years experience in design of stormwater harvesting in projects • 4 years experience in supervision of construction works • 6 years experience in educational program delivering outcomes to local school groups • 6 years experience in coordination between local government and key stakeholders. Including EPA, DENWR, DFW

Full Name	Ben Woodrow
Position	Undergraduate Civil Works Engineer
Qualifications / Certifications	<ul style="list-style-type: none"> • Bachelor of Engineering (Civil and Project Management) Honours (Graduating 18 March 2013)
Role	Responsible for Planning, Design and Construction of Playford's water harvesting projects. Responsible for supervising project delivery.
Relevant Experience	<ul style="list-style-type: none"> • Completed Numerous water related projects during degree • Skilled in water systems design and analysis • 6 months experience in local government

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Full Name	David Strange
Position	Water Resources Operator
Qualifications / Certifications	<ul style="list-style-type: none"> • Advanced Licenced Plumber and Drainer AS / NZ • Certified Confined Space Entry • Certified Excavator Operator • Certificate 4 in Water Treatment (Sewerage) • Recipient of Bravery Award (NT Government)
Role	Complete operation and management of Playford's complete ASR scheme and associated customers and infrastructure. Including all reporting requirements and administration as per EPA licence number 21223 and MAR Smith Creek ASR Risk Assessment guidelines.
Relevant Experience	<ul style="list-style-type: none"> • Licenced Plumber as of January 1980 • Self-employed plumbing industry 6 years • Installation of large diameter sewer mains 20 years • Installation of water mains 100mm – 900mm diameter 20 years • Water systems maintenance including bores, tanks, pipelines, pressure pump systems, UV disinfection. • Installation and operation of chlorine dosing systems • Sewer systems operations and maintenance including pump stations, wet wells, pipework and treatment ponds. • 2 years experience ASR maintenance and operation • 16 years experience in Local Government

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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.

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

Company Name	Norman Waterhouse
Contact Details	Level 15, 45 Pirie st Adelaide SA 5000 Ph: 8210 1200 www.normans.com.au
About	Norman Waterhouse provides legal advice and representation in transactions and dispute resolution to broad range of clients, both public and private, national and internationally in the areas of: <ul style="list-style-type: none">• Commercial dispute resolution• Corporate and Commercial• Employment and industrial relations• Environment and planning• Family law• Intellectual property• Local Government• Governance and regulatory services• Migration and international business• Mining and resources• Property construction and infrastructure development• Taxation and wealth management• Wills and estate planning
Scope of Service	Provision of legal services and advice for the delivery and operation of the City of Playford's Water Business Interests.

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Company Name	Australian Groundwater Technologies Pty Ltd. (AGT)
Contact Details	Unit 5, 1 London Road Mile End South SA 5031 Ph: 8352 4262 www.agwt.com.au
About	<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">• Urban water resources management, in particular stormwater harvesting coupled with managed aquifer recharge• Catchment water resource management through resource condition assessments, groundwater numerical modelling, sustainable yield and water balance estimations• Water management for mining• Strategic water resource policy and planning advice for regulators and industry
Scope of Service	AGT has been appointed as Playfords consultants in the field of hydrogeological advice and reporting. AGT has also documented Playford's ASR Risk Assessments which form the basis for Playford's Licence applications with EPA and other regulatory bodies.

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Company Name	SADB Directional Drilling
Contact Details	23 Meredith Street Newton SA 5074 Ph: 8168 7200 www.sadirectional.com.au
About	<p>SADB has broad and extensive experience in the following areas:</p> <ul style="list-style-type: none">• Trenchless (Horizontal Directional Drilling – HDD) and traditional trenching methods of conduit, pipe and fittings installations for all underground services, including electrical, communications, water, storm water, grey water, re-use water, sewer, gas and irrigation.• Project Management• Civil works, bulk earthworks, structure and concrete works• Design and construction of water, sewer, re-use pipelines communication/electrical networks• Directional drill from 25mm up to 1000mm in diameter• Rock drilling and excavations• Deep hole excavations• Underground service locations and hydro excavation (Potholing)• Vac Truck – Hydro Excavation and liquid and solid waste removal• Plant, equipment and labour hire• Consultants for Pipeline/Network Design• Pit and manhole installations• Manhole construction pre-cast and insitu• Traffic Control• Project Design – Communications/Water/Sewer/Electrical• Utilising the latest directional drilling technology, we specialise in laying an extensive variety of conduits, polyethylene and steel
Scope of Service	Supply and installation of all below ground water reticulation systems and repair of system defects for one year after system installation. SADB can also assist in rectifying any potential bursts or leaks beyond this period.

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Company Name	Wallbridge and Gilbert
Contact Details	60 Wyatt Street Adelaide SA 5000 Ph: 8223 7433 www.wallbridgeandgilbert.com.au
About	<p>Wallbridge and Gilbert offers the full breadth of consulting services in Civil, Structural and Environmental Engineering. The wide range of consulting services available include:</p> <ul style="list-style-type: none">• Bridges• Construction Planning• Design: Civil, Structural and Mechanical• Environmental Engineering• Hydraulics• Hydrology• Project Documentation and budget costing• Stormwater management• Waste water• Finite Element Analysis• Feasibility studies• Project management• Structural dynamics
Scope of Service	Wallbridge & Gilbert have provided Playford with extensive design services throughout the delivery of capital work projects. Wallbridge & Gilbert can continue to provide services for Council in regards to consultancy works.

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Company Name	SKETSCH Design Drafting
Contact Details	Ph: 8244 9261 www.sketsch.com.au
About	<p>For the past 10 years, SKETSCH has been providing professional drafting and design services to South Australian residential, commercial and council clients for civil applications such as subdivisions, stormwater and sewerage networks and road and traffic alterations. SKETSCH is a Master of trade with genuine experience and strong investment in specialist software tools.</p> <p>SKETSCH differentiates itself to other contractors by offering complete drafting and design capabilities with all the experience, software and insurance to be a completely mobile design service. This gives you – the customer – the ability to maintain control of your projects and the flexibility to bring in assistance to meet demand when and where it is needed.</p> <p>Based in Adelaide, SKETSCH can provide design and drafting services anywhere across the city and regional South Australia.</p>
Scope of Service	SKETCH can continue to provide services to Playford in regards to detailing of plans & drawings as required.

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Company Name	Olympic Boring
Contact Details	<p>Lot 101 Gawler Road</p> <p>Virginia SA 5120</p> <p>Ph: 8380 9474</p> <p>www.olympicboring.com.au</p>
About	<p>Olympic boring has machinery capable of drilling to a depth of 250 metres with a diameter of up to 300 mm. With very experienced drillers, Olympic Boring has the ability to drill in various formations of rock and unconsolidated formations using mud and air.</p> <p>In the Adelaide Metropolitan area Olympic Boring works for various Government Departments, Councils, Golf Courses, Football Ovals, Commercial Clients as well as private customers.</p> <p>Through years of experience working with various councils and consultants Olympic Boring has developed the best procedures for drilling bores intended for Aquifer storage and recovery (ASR).</p> <p>Olympic Boring has specialised machinery to drill with mud, air and auger for water wells, monitoring, environmental and drainage in Restricted Access Areas.</p> <p>In addition to well drilling, Olympic Boring specialises in line shaft pumps and installation of submersibles as well as service to pumps.</p>
Scope of Service	<p>Drilling of wells and supply and installation of submersible bore pumps. Service of pumps.</p>

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Company Name	Guidera O'conner
Contact Details	<p>31 Holland Street</p> <p>Thebarton SA 5031</p> <p>Ph: 8238 9999</p>
About	<p>Guidera O'Connor is a privately owned South Australian Company specialising in the design and construction of water treatment infrastructure. The directors are Tony Guidera BE (Mech), Iain Wood BE (Chem) MBA and Steve Palyga LLB. Guidera O'Connor operates predominantly in South Australia, Western Australia and Victoria and key clients include SA Water and The Water Corporation of Western Australia</p> <p>Guidera O'conner has specific expertise in the following areas:</p> <ul style="list-style-type: none"> • Water treatment • Wastewater treatment • Stormwater reuse • Aquifer storage and recovery • Chlorination • Lime storage and dosing • Powder activated carbon (PAC) storage and dosing • Chemical dosing • Pumping stations • Desalination • Microfiltration
Scope of Service	Design and construction of mechanical / electrical systems within the system.

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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Company Name	Tonkin Consulting
Contact Details	Level 2 / 66 Rundle Street Kent Town SA 5067 Ph: 8273 3100
About	<p>Tonkin Consulting, located in Adelaide SA, is one of the most successful engineering consulting firms in SA. Tonkin Consulting offer services such as:</p> <ul style="list-style-type: none">• Asset Management• Automotive Engineering• Environmental Consulting• Spatial Consulting• Structural Design• Transport Infrastructure• Urban Development• Water Management
Scope of Service	Tonkin have provided Playford with extensive design services throughout the delivery of capital work projects. Tonkin can continue to provide services for Council in regards to consultancy works.

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

Company Name	FMG Research House
Contact Details	<p>26 Beulah Road</p> <p>Norwood SA 5067</p> <p>Ph: 8363 0022</p>
About	<p>Research House is an independent NATA accredited soils, concrete, asphalt and materials testing laboratory. Operating to a Quality System (Registration Number 544) certified by NCS International to meet the requirements of ISO9001.</p> <p>Based in South Australia, Research House provides a broad range of quality control testing to the building, construction, quarrying, earthmoving and construction industries.</p> <p>NATA accredited testing ranges from routine compaction and concrete plant control testing to sophisticated soil triaxial and instability index testing.</p> <p>High levels of expertise and broad client base means that Research House is at the forefront of developments and issues that affect the construction and materials testing industry.</p> <p>The business has been built on being responsive and efficient.</p> <ul style="list-style-type: none"> • Rapid turnaround for compaction and laboratory tests • Rapid response from our fleet of field units <p>The Engineers and Technicians at Research House have many years experience in field works and can provide construction advice on materials use, compaction equipment optimisation and construction processes to optimise output. Additionally Research House is backed up by the broad engineering expertise of FMG Engineering.</p>
Scope of Service	<p>Supervision of earthworks taking place to ensure sufficient compaction is achieved and appropriate moisture levels are maintained to ensure the quality of the wetlands.</p>

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

Company Name	Design Flow
Contact Details	77 Mount Barker Road Stirling SA 5152 Ph: 8339 6838
About	<p>DesignFlow contributes to designs that uncover water as a defining and fundamental part of planning urban communities and supporting landscapes. DesignFlow is a team of water professionals that provide urban water solutions with the client focus of a small practice. DesignFlow is passionate about the environment and works closely with design collaborators to develop sustainable outcomes for communities through innovative designs that integrate water with community spaces. Design Flow's design approach draws heavily from natural systems that focus on collecting, filtering, reusing, conserving and enjoying water in urban spaces. The designs celebrate water as a resource to experience while providing environmental protection. DesignFlow is based in Victoria, South East Queensland and South Australia and its services include:</p> <ul style="list-style-type: none"> • Developing water sensitive urban design (WSUD) strategies for development and integrating water into urban spaces for environmental protection • Designing stormwater treatment systems (e.g. wetlands & bioretention) from concepts to detailed design • Supervising construction of our designs to ensure design intent is achieved • Developing approaches and designs to rehabilitate degraded natural and constructed systems • Developing strategies for water conservation (e.g. water recycling) • Training other professional groups • Developing frameworks to support sustainable urban water management (design manuals and technical guidelines/tools). • DesignFlow provides sustainable water systems to new urban areas and to the public realm that contribute to sustainable developments and a greater enjoyment of water in the community.
Scope of Service	<p>Design Flow have provided Playford with extensive design services throughout the delivery of capital work projects. Design Flow can continue to provide services for Council in regards to consultancy works.</p>

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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Company Name	Australian Water Quality Centre
Contact Details	250 Victoria Square Adelaide SA 5000 Ph: 1300 65 33 66
About	The AWQC, a business unit of SA Water Corporation, was founded more than 80 years ago with the purpose of ensuring safe drinking water to South Australia. Today, the AWQC provides high quality analytical services, leading edge research and professional advice for a range of water quality issues from its state-of-the-art laboratories in SA Water's head office in Adelaide. This facility includes advanced instrumentation to continue exploration of new and innovative ways to improve analytical methods.
Scope of Service	Periodic testing of water quality for all wetland sites

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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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.

The City of Playford has documented a Water Supply Agreement with terms and conditions in place for the user & Playford.

A template of the City of Playford's standard terms and conditions for the supply of water to customers/consumers of water from the scheme has been provided in APPENDIX 6. Broadly, the contract establishes;

- Pricing and payment
- Infrastructure responsibilities
- Risk management
- Conditions of supply
- Termination and dispute resolution

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).

- 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

Council may impose fines and / or interest in respect of late payments pursuant to section 18(8) of the Local Government Act 1999

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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- **Customer enquiries**

Customer enquiries can be made directly to the City of Playford call centre from which they are directed to the water officers for response.

- **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. Playford's relief policy has been attached as Appendix 7.

- **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". Refer to Appendix 9 for Playford's Record Management Policy.

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.

- **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. Refer to Appendix 8 for Playford Grievance Handling Policy.

- **Dispute resolution**

The water supply contract makes provision for dispute resolution and mediation

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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- 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 Playford reserved right to restrict access to the water supply at any time with reasonable notice except in the case of emergencies.

3.9. Contracts

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.

The City of Playford has documented a Water Supply Agreement with terms and conditions in place for the user & Playford.

A template of the City of Playford's standard terms and conditions for the supply of water to customers/consumers of water from the scheme has been provided in APPENDIX 6. Broadly, the contract establishes

- Pricing and payment
- Infrastructure responsibilities
- Risk management
- Conditions of supply
- Termination and dispute resolution

Systems & processes that are being applied to the management of the scheme can be found in the previous section.

3.10. Suitable and appropriate infrastructure

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.

Playford has developed its infrastructure in accordance with relevant codes and practices. Playford provides a list of items which make reference to relevant appendices. These items show provide evidence that Playford has complied with relevant codes and practices;

- A development approval for 3 sites has been attached as Appendix 12.
- Relevant EPA licences have been attached as Appendix 10.
- Relevant DENWR correspondence has also been attached within Appendix 11.
- A construction specification for Playford's wells has been attached as Appendix 13.
- Playford has attached an overarching map showing wetland sites, reticulation main alignments & proposed customer sites. Refer to Appendix 22.
- Photos of Playford project sites have been attached as Appendix 21 to show what has been progressively constructed.

In addition to the above 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 have provided technical advice to develop, design and construct each scheme.

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Scheme	Uley Road Community Bore
Use	Irrigation of the Uley Road Sports Field
Location	Elizabeth Downs 5113
Scheme Status	Operational since 2010
Key elements	<ul style="list-style-type: none"> • Tertiary One well, headworks and submersible pump • Storage tank • ASR reticulation connection • Pump shed • Irrigation pumps and SCADA control systems
Owner of Infrastructure	Playford
Codes & Practices	Uley Rd Community Bore Project and associated infrastructure has been constructed in accordance with all relevant codes & practices
Approvals	Uley Rd Bore Scheme has approval from the DFW, DoH to extract utilise the water for the purposes of irrigation.
Design & Construction	AGT have assisted with technical advice in regards to the scheme. The scheme was constructed by Guidera O'conner and Olympic boring.
Water distribution	Water from this site will be used solely for the irrigation of the ovals at this location. Water for this purpose will be source both from ground water and from Playford's ASR reticulation system.

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Scheme	Yorktown Road Community Bore
Use	Groundwater extraction site which also accepts flows from wetlands and Argana Park. Yorktown Rd then acts as a booster station which pressurises the reticulation main and then able to distribute water to over 15 customers.
Location	Elizabeth Downs 5113
Scheme Status	Operational December 1 st December 2012
Key elements	<ul style="list-style-type: none"> • Well, Head works and submersible pump • Pump shed • Distribution pump set • System control panel • Storage tanks • Above ground pipework • Various automated valves
Owner of Infrastructure	Playford
Codes & Practices	Yorktown Rd Community Bore Project and associated infrastructure has been constructed in accordance with all relevant codes & practices
Approvals	Yorktown Rd Booster Scheme has approval from the DFW, DoH to extract utilise the water for the purposes of irrigation.
Construction	Design & Constructed by Guidera O'conner and Olympic Boring.
Water distribution	Water from this site will be distributed into Playford's ASR reticulation main and used for irrigation purposes for various Council sites that are connected to the network.

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Scheme	Argana Community Bore
Use	Irrigation of the Argana Sports Field and supply of bore water to Yorktown Road Community Bore
Location	Elizabeth Downs 5113
Scheme Status	Operational December 1 st 2012
Key elements	<ul style="list-style-type: none"> • Irrigation pumps and control system • Well, headworks and submersible pump • Storage tank • Pipe line to Yorktown Road • Various automated valves
Owner of Infrastructure	Playford
Codes & Practices	Argana Park Community Bore Project and associated infrastructure has been constructed in accordance with all relevant codes & practices
Approvals	Argana Park Community Bore Project has approval from the DFW, DoH to extract utilise the water for the purposes of irrigation.
Construction	Design & constructed by Guidera O'conner and Olympic Boring
Water distribution	Water from this site is fed to the Yorktown Rd Booster Station, where it is distributed into Playford's ASR reticulation main and used for irrigation purposes for various Council sites that are connected to the network.

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Scheme	Olive Grove Wetland
Use	Capture, storage, Cleansing, Injection and Distribution of Stormwater
Location	Elizabeth 5112
Scheme Status	Operational since 2008
Key elements	<ul style="list-style-type: none"> • Capture basin and diversion pump • Wetland with multiple ponds and associated pipework • Wetland plants • Chemical filtration tanks and associated dosing and testing equipment • Well, headworks and submersible pump • Injection pump set for ASR operations • Connections to ASR reticulation network for irrigation use at various council sites
Owner of Infrastructure	Playford
Codes & Practices	Olive Grove Wetlands Project and associated infrastructure has been constructed in accordance with all relevant codes & practices
Approvals	Olive Grove Scheme has approval from the DFW and EPA to inject and extract water for the purposes of harvesting & irrigation.
Construction	Constructed by ADCIV, Joel Obrien Directional Drilling, Guidera O'Conner.
Water distribution	Water from this site will be injected into the aquifer to be extracted and distributed as required up to 80% of injection volume.

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Scheme	Stebonheath Park Wetland
Use	Capture, storage, cleansing , injection and distribution of stormwater. Also aids in control of flows through smith creek.
Location	Andrews Farm 5114
Scheme Status	Operational since 2010
Key elements	<ul style="list-style-type: none"> • Wetland with multiple ponds and associated pipework • Appropriate structures to allow flows in and out of the wetland through Smith Creek • Wetland plants • Mechanical filtration for cleansing of water • Distribution Pumps • Injection pumps • Wells, headworks and submersible pumps • Storage tanks
Owner of Infrastructure	Playford
Codes & Practices	Stebonheath Park Wetlands and associated infrastructure has been constructed in accordance with all relevant codes & practices
Approvals	Stebonheath Park Wetlands has approval from the DFW, DoH to extract utilise the water for the purposes of irrigation.
Construction	Constructed by York Civil, Guidara O'conner, Olympic Boring and Waternish Constructions.
Water distribution	Water from this site will be injected into the aquifer to be extracted and distributed as required up to 80% of injection volume.

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Scheme	Stebonheath and Curtis Wetland
Use	Capture, storage, cleansing, injection and distribution of stormwater. Also aids in control of flows through smith creek.
Location	Munno Para 5115
Scheme Status	Will be operational by 30 th March 2012.
Key elements	<ul style="list-style-type: none"> • Capture Basin and associated piping to fill wetland • Wetland • Wetland plants • 2 x Wells • Injection / Extraction headworks and submersible pumps • Injection pump set • Distribution pump set • Storage tanks • Various automated valves • Pump Shed • SCADA control system
Owner of Infrastructure	Playford
Codes & Practices	Stebonheath & Curtis Wetlands and associated infrastructure has been constructed in accordance with all relevant codes & practices
Approvals	Stebonheath & Curtis Wetlands & associated infrastructure has approval from DFW, DoH & EPA to inject, extract and distribute the water for the purposes of irrigation.
Construction	Constructed by T&J Constructions, Guidera O'conner and Olympic Boring
Water distribution	Water from this site will be injected into the aquifer to be extracted and distributed as required.

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Scheme	Munno Para Wetland
Use	Capture, storage, cleansing, injection and distribution of stormwater.
Location	Munno Para 5115
Scheme Status	Operational since 2010
Key elements	<ul style="list-style-type: none"> • Capture Basin and associated piping to fill wetland • Wetlands • Wetland plants • Well, headworks and submersible pump • Injection pump set • Distribution pump set • Storage tanks for injection and extraction • Above ground pipework • Various automated valves
Owner of Infrastructure	Playford
Codes & Practices	Munno Para Wetlands Project and associated infrastructure has been constructed in accordance with all relevant codes & practices.
Approvals	Munno Para Wetlands has approval from the DFW, DoH & EPA to inject, extract and utilise the water for the purposes of irrigation.
Construction	Constructed by York Civil, Guidera O'conner and Olympic Boring.
Water distribution	Water from this site will be injected into the aquifer to be extracted and distributed as required up to 80% of injection volume.

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Scheme	
NEXY Harvesting Basin	
Use	Flood mitigation and Stormwater harvesting for Injection
Location	Penfield 5121
Scheme Status	Will be operational by August 30 th 2012
Key elements	<ul style="list-style-type: none"> • High Flow Flood Diversion Wier • 600ML holding basin for flood waters • 30ML Harvesting basin • Low Flow Diversion pipe for Water Harvesting • Injection pump set • Well, Headworks and Submersible pump • Storage tanks • Pump shed • Various automated valves • Mechanical filtration • Bird Netting
Owner of Infrastructure	Playford
Codes & Practices	NEXY Basin harvesting project and associated infrastructure has been constructed in accordance with all relevant codes & practices
Approvals	NEXY Basin harvesting project will involve securing approval from the DFW & EPA to harvest water.
Construction	TBA
Water distribution	This site will be used for flood mitigation and injection of water into the aquifer. Extraction up to 80% of injection volume will take place once customers have been identified in the area and associated pipework has been put in place.

11. 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.

Playford has undertaken a range of risk assessment exercises, these exercises have been attached within the appendices and are listed as follows;

- AGT Risk Assessment
- Stormwater Harvesting & Reuse Consultancy Strategic Business Review for the City of Playford - Australian Clean Tech – Appendix 16
- Stormwater Harvesting & Reuse Consultancy Strategic Business Review for the City of Playford – Appendices - Australian Clean Tech – Appendix 17
- Water for the Future Risk Management Plan – Rev C – Appendix 14

AGT Risk Assessment investigates and reports upon;

- Commitment to Responsible use and Management of Recycled Water
- Assessment of the Recycled Water System
- Preventative Measures for Recycled Water Management
- Operational Procedures and Process Control
- Verification of Recycled Stormwater Quality and Environmental Performance
- Management of Incidents and Emergencies
- Operator, Contractor and End User Awareness and Training
- Community involvement and awareness
- Validation, research and development
- Documentation and reporting
- Evaluation and audit
- Review and continuous improvement
- A monitoring and management framework detailed in table 28 of the report

Stormwater Harvesting & Reuse Consultancy Strategic Business Review for the City of Playford - Australian Clean Tech reports upon a workshop undertaken to cover the following issues;

As part of the Operations and Risk workshop held on 10 February, a high level risk assessment was undertaken with key attendees from the Council.

The workshop covered the following issues:

- Agreeing the Risk Framework by looking at various industry risk management systems.

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- Identifying risks under the headings of Regulatory, Entity and Governance Structure, Water Quality, Costs, Pricing and Finance and Operational. A list of risks for discussion had been prepared prior to the workshop.
- Assigning Current Residual Consequence ratings to each of the identified risks and discussing those with consequence ratings of Major (4) or Catastrophic (5). The discussion included some consideration of the Impacts, the Likelihood, the existing Controls and any additional required Mitigation. This however was not a complete review of these risks with discussion of only the key items for each

For the first three risk categories, the risks were identified and the likelihood and consequence ratings were assigned.

The report captures the workshop discussions, the analysis following the workshop, the results of the risk assessment and the consequent recommendations for Council on additional mitigation measures.

Risk framework utilised for the workshop is based on AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines. The risk management aims to ensure that risk is integrated into all processes and day to day operations. It highlights the various corporate systems that require a structures approach to risk management.

Stormwater Harvesting & Reuse Consultancy Strategic Business Review for the City of Playford Appendices captures the detail behind the workshop and information presented to attendees, refer page 27 of the report.

Water for the Future Risk Assessment attached as Appendix 14 utilises the Risk Management Framework developed by the Local Government Mutual Liability Scheme and is based on 4360/2004. A detailed Risk Assessment was undertaken for Playford's Water for the Future Project and can be found with in Appendix 14.

Some of the above Risk Assessment works also couples with the following additional requirements:

- 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 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'.

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The City of Playford's Emergency Management Plan 2008 identifies top potential hazards which pose a risk to the community and the environment of the City of Playford. It also outlines measures established to mitigate and respond to hazards.

The Plan covers the four principles 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 Playford's water reuse systems, which have by and large been implemented post 2008.

A copy of Playford's Emergency Management Plan can be accessed at [http://www.playford.sa.gov.au/webdata/resources/files/Part A -
_Playford Gawler EM Plan V5.pdf](http://www.playford.sa.gov.au/webdata/resources/files/Part_A_-_Playford_Gawler_EM_Plan_V5.pdf)

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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.

N / A

3.12. 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.

N / A

3.13. 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.

N / A

3.14. 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.*

Playford advises that a strategic review of the Water Industry Act will be undertaken in the near future. Playford advises that it will comply with all aspects of the legislation and ensure that appropriate measures are taken and put in place to maintain & measure compliance as well as measure and report non-compliance.

Playford currently has a Full time officer –Water Resources who is responsible for the day to day running of the Infrastructure and customer management.

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This office is also responsible for the management of a \$600,000 budget which is used to operate and maintain the water infrastructure ensuring its compliance with relevant codes and practices. A copy of the Operations Budget can be found within Appendix 19.

The officer is also responsible for the regulatory reporting associated with the schemes operation. For Playford this includes EPA, DENWR reporting associated with the extraction and injection of water. These reports capture Playford's compliance and communicate data and associated results to the relevant body.

Furthermore the officer is also responsible with the overall operation of the network and supply to customers. Timeframes have been established to ensure that supply will be made available to users. It remains the operator's responsibility to ensure that issues, bursts, maintenance etc is undertaken in a timely fashion to ensure supply security. It should be noted that 99% of Playford's customers will be using the water for irrigation.

Playford's Risk Assessment works investigate and report on the 5 dot points listed previously. Playford's Risk Assessments within the AGT Works & the Australian Clean Tech Environments Report capture these, however Playford will undertake further works in the future to adequately address the act requirements and associated risks.

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3.15. Additional information

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

Appendices

1. Playford Audited Statements for 2010/11 & 2011/12 financial years
2. Playford 2012/13 adopted Annual Business Plan
3. Playford's Long Term Financial Plan 2012/13 to 2021/22
4. Playford's Summary Asset Management Plan
5. Organisational Chart
6. Playford's Water Supply Agreement
7. City of Playford Hardship Policy
8. City of Playford Grievance Handling Policy
9. City of Playford Record Management Policy
10. EPA Licence Correspondence
11. DEWNR Licence Correspondence
12. Development Approvals for Projects
13. Construction Specification – Well Drilling
14. Playford - Water for the Future - Risk Assessment
15. AGT Risk Assessment
16. Australian Clean Tech Environments Report (Contains Risk Assessment)
17. Australian Clean tech Environments Appendices (Contains Risk Assessment)
18. Playford Management Policy and Matrix Table
19. City of Playford Operations Budget 2011/12
20. City of Playford Council Paper 11th December 2012
21. Various photos of Playford sites
22. Overarching map of Playford harvesting & customer sites

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.

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.

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)*¹, 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.²

Statutory Declaration

I PAUL ALBERTON

of CITY OF PLAYFARD

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 21/02/13

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: DAVOREN PARK this 21 day of FEB 2013

Before me: [Signature]

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

Maureen Wisdom
A Justice of Peace for South Australia
30874

- 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.