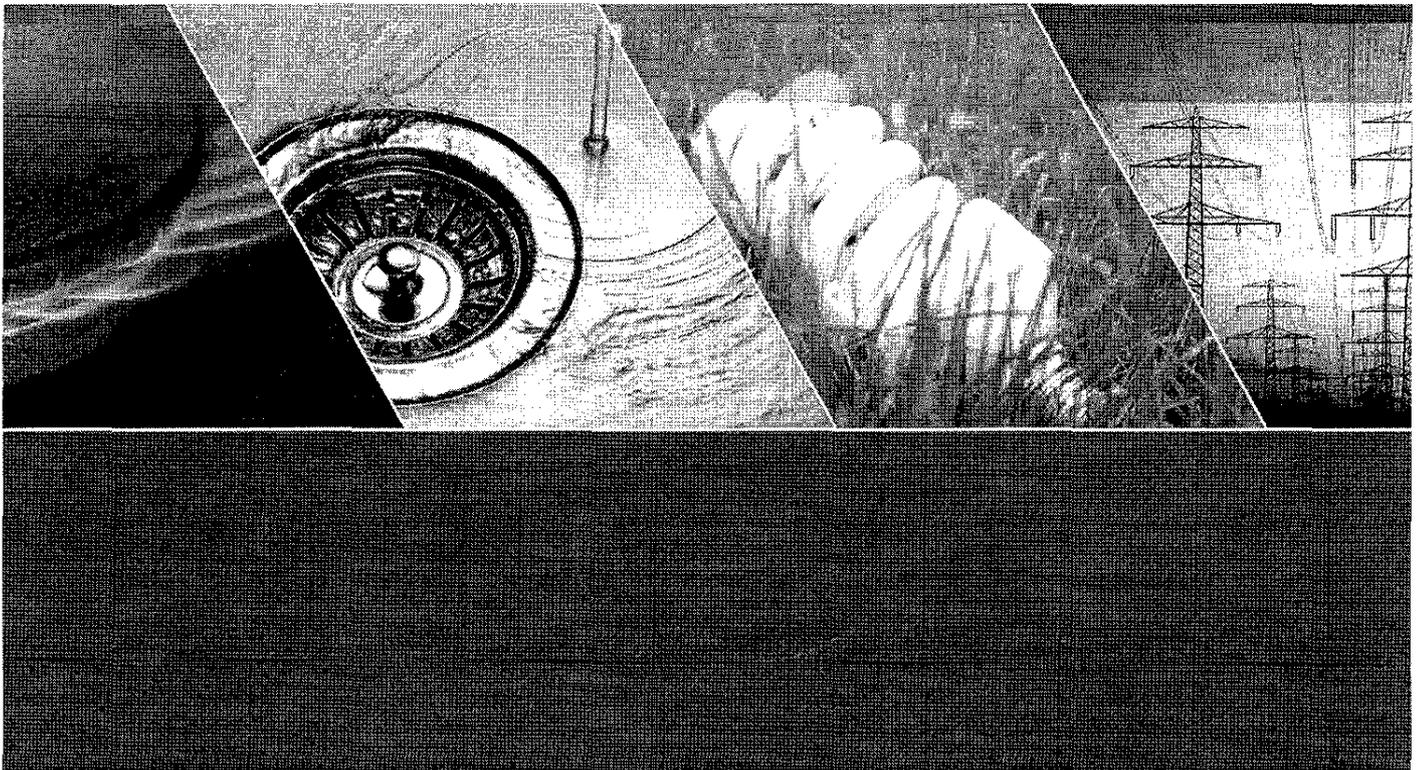




APPLICATION FORM FOR THE ISSUE OF A LICENCE BY
THE ESSENTIAL SERVICES COMMISSION OF SA UNDER
THE WATER INDUSTRY ACT

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)

Issue No.	Commencement Date	Pages
AF1/1	AUGUST 2012	



TABLE OF CONTENTS

Information for applicants before filling out this form	1
Purpose of this form	1
1. The Applicant	4
1.1. Identity of applicant	4
1.2. Legal identity of applicant	4
1.3. Address and Contact Details of applicant	4
1.4. Contact Person on behalf of applicant	5
1.5. Contact person for licence fees	5
2. The Licence	6
2.1. A detailed description of the retail services for which a licence is sought	6
2.2. Date from which Licence is sought	7
3. Suitability of Applicant to Hold a Licence	8
3.1. Standard of honesty and integrity shown by applicant	8
3.2. Standard of honesty and integrity shown by officers and major shareholders (if relevant) of the applicant	8
3.3. Names and addresses of the officers of applicant	9
3.4. Names and addresses of major shareholders of applicant (not relevant for local council applicants)	10
3.5. Details of the group members (not relevant for local council applicants)	11
3.6. Additional information	11
3.7. Financial resources available to the applicant	12
3.8. Human resources available to the applicant	12
3.9. Technical resources available to the applicant	14
3.10. Contracts	17
3.11. Suitable and appropriate infrastructure	19

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

Application Form

3.12. Risk management _____	20
3.13. Licences held by the applicant in other Australian jurisdictions _____	21
3.14. Previous unsuccessful licence applications in other Australian jurisdictions _____	21
3.15. Licences held by associates of the applicant _____	21
3.16. Compliance program _____	21
3.17. Additional information _____	22
4. Factors specified in the Essential Services Commission Act 2002 _____	24
5. Application Fees _____	25
6. Declaration _____	26

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.

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

Application Form

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.

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

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: Glen Meadow Community Water Association Incorporated

.....

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.

ABN 41647210832

1.3. Address and Contact Details of applicant

Business Address: 105 Mawson Road, Meadows

.....
.....

State: SA..... **Post Code:** 5201.....

Postal Address (if different to Business Address):

PO Box 87, Meadows

State: SA..... **Post Code:** 5201.....

Telephone: 0406206712

Facsimile:

E-mail: glenmeadowwater@hotmail.com.au

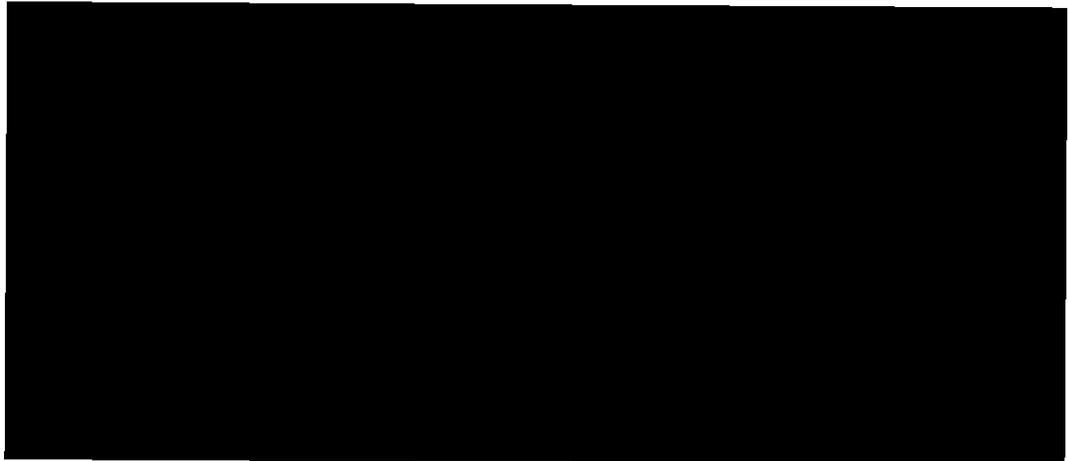
Application form for the issue of a licence by the Essential Services Commission of SA under the Water Industry Act 2012
Application Form

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: Leisa Marie Hislop

Title: Public Officer.....



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:

Title:

Business Address:

.....

State: **Post Code:**

Postal Address (if different to above):

.....

State: **Post Code:**

Telephone:

Facsimile:

E-mail:

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)

The applicant is seeking an exemption for Non-potable water. The Association is managed by a committee who's structure is outlined in The Rules of the Association (attached). 6. THE COMMITTEE 6.2. Appointment (a) The committee is to be comprised of a Chairperson, Secretary and Treasurer and may also have up to five other members (or such other number as approved by the association in general meeting).

The committee is currently comprised of 9 persons, 8 of which are members of the Association and 1 (Treasurer) is appointed by the committee from outside of the Associations membership. The current committee is comprised of a Chairperson, Correspondence Secretary, Minutes Secretary, Treasurer and 5 General Committee Members.

A Public Officer is appointed by the Management Committee at all times as required under the Act. An Auditor is appointed by the committee at each AGM. Licensed contractors are engaged to carry out maintenance and repair work to the infrastructure as needed. The Chairperson, Correspondence Secretary and Treasurer are also contractors to the Association. An Organizational Chart is attached.

.....

.....

.....

.....

.....

.....

.....

.....

.....

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 twelve weeks to consider an application, as a public consultation period of several weeks forms part of the Commission's consideration of licence applications.

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.

No.....
.....
.....
.....

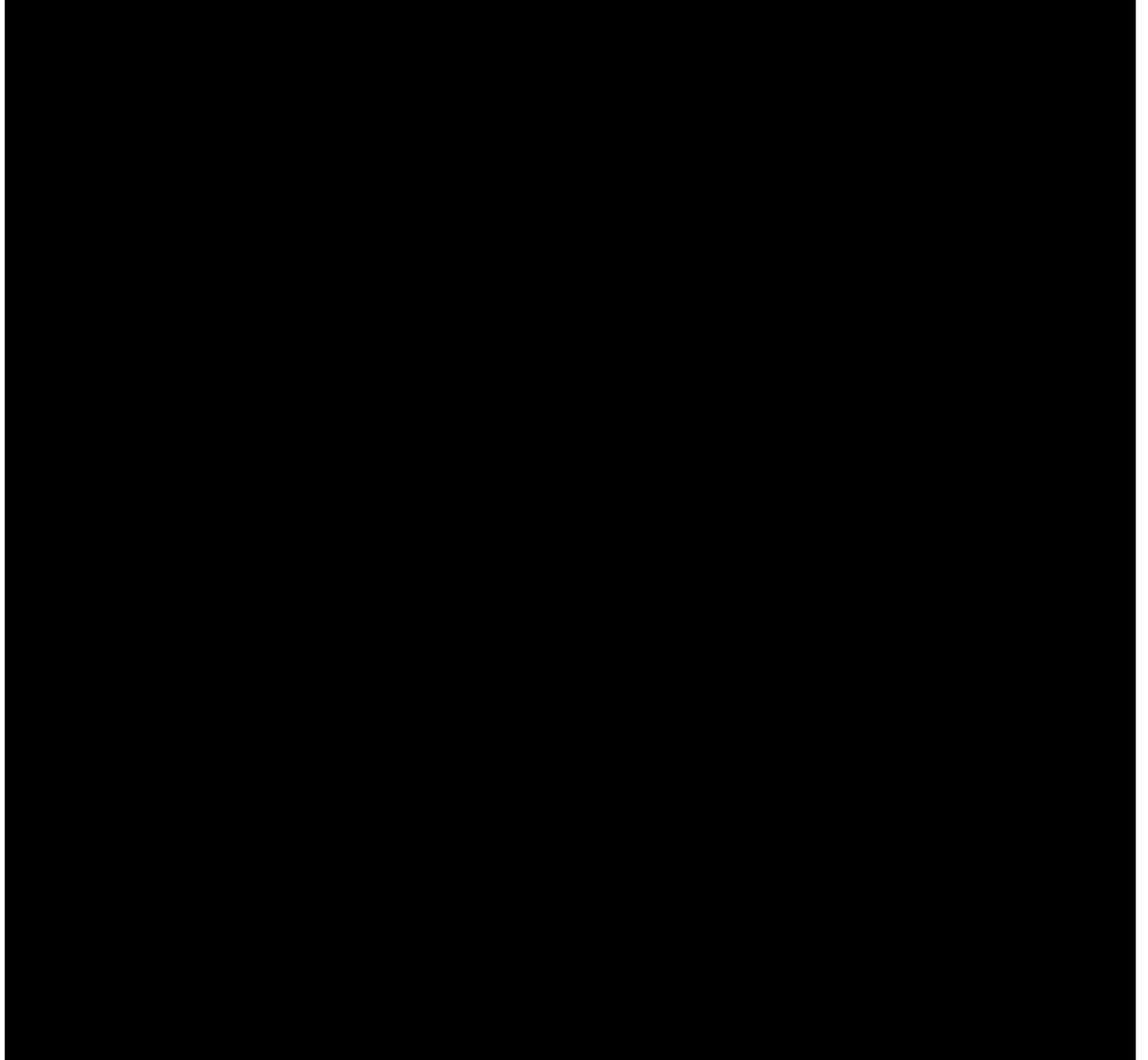
3.2. *Standard of honesty and integrity shown by officers and major shareholders (if relevant) of the applicant*

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

No.....
.....
.....

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.



(attach additional pages if necessary)

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.

Full Name:

Date of Birth (if applicable):

Office Held:

Business Address:
.....

State: **Post Code:**

Full Name:

Date of Birth (if applicable):

Office Held:

Business Address:
.....

State: **Post Code:**

Full Name:

Date of Birth (if applicable):

Office Held:

Business Address:
.....

State: **Post Code:**

(attach additional pages if necessary)

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).

.....
.....
.....
.....

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

.....

3.7. Financial resources available to the applicant

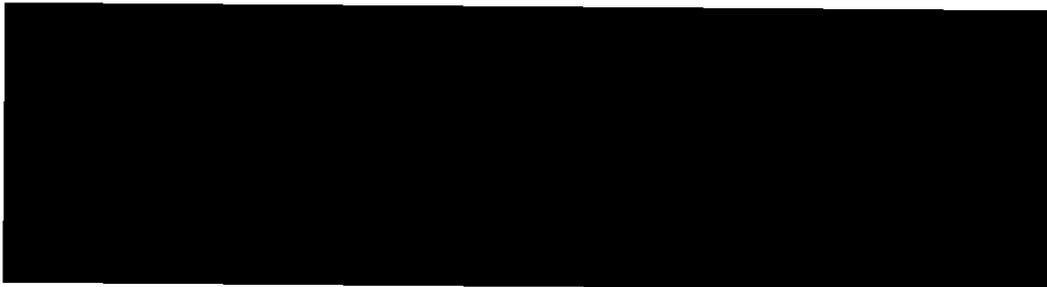
Provide information about the financial resources available to the applicant which provides sufficient evidence of the current and ongoing financial capacity of the applicant to effectively provide the relevant retail services (e.g. bank guarantees, credit history and business continuity arrangements).

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 past 3 Audit Reports and Chairperson reports are attached.



.....
.....
.....
.....

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.

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

Application Form

The Association does not have employees however three members of the committee are currently contracted for their services. They are the Chairperson, Correspondence Secretary and Treasurer.

Chairperson ABN 357 377 851 51. Mark joined the committee as Chairperson in 2016. Mark comes from a background in IT and is employed in the training sector. With many years as an IT Consultant liaising with customers and business owners he has developed strong communication skills. As a Vocational Trainer he has facilitated group training to a wide range of students including; students, unemployed, senior citizens and business aspirants. A Diploma in Management also supports this position.

Treasurer ABN 965 257 755 01. Cheryl Billett joined the committee as Treasurer in 2016. Cheryl has been managing a small home business for the past 14 years and has held the positions of Secretary and Treasurer on The German Shorthaired Pointer Club of SA Inc. committee for the past 4 years. Cheryl has vast experience in office duties and was branch manager at Knight Brenton James Funerals for 4 years during her 12 year tenure with the company. She also held the role of Secretary on The Echunga community Association for 3 years. Her formal qualifications include; Certificate II in Business, Certificate I in Information & Technology and MYOB V16 Advanced training. In late 2014 Cheryl refreshed her skills in both MYOB and Excel.

Correspondence Secretary ABN 900 315 678 24. Leisa joined the committee as Treasurer in 2010 and held this position until January 2015, at which time she was appointed Business Administrator by the committee. In August 2015 Leisa was elected Chairperson in addition to her role as Business Administrator. Leisa is currently the Association's Public Officer. At the 2016 AGM Leisa resigned as Business Administrator and Chairperson and accepted a nomination for the role of Correspondence Secretary. Leisa's experience is varied and includes; Customer sales, service, administration and data entry in Retail Sales, Financial Services, Telecommunications and Hospitality spanning 30 years. Leisa successfully completed the MYOB Essentials Workshop through TAFE in 2016.

B4Bookkeeping ABN 80 109 500 989. B4Bookkeeping is contracted by the Association to assist the committee with facilitating the development of the Associations website and other miscellaneous tasks on an as needs basis. Michael has a background in IT and Accounting Services.

.....

.....

.....

.....

.....

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

Application Form

3.9. 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.

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.

Licensed contractors are engaged to carry out repairs, maintenance and to provide technical support and advice to the committee. All contractors engaged by the Association have the relevant licenses for their field of work. All maintenance and repair work must be quoted in writing and approved by the committee prior to commencing. Contractors are expected to have the relevant insurance and the Association is fully insured (attached).

Contractors;

*Water meters and pipe work – Evanstone Contractors T/A Andrew Evans Plumbing.
BLD 8569 Master Plumber Lic PGE 1633. ABN 14 007 968 630.

*Concrete water storage tanks – S.A Tank Cleaning ABN 66 378 614 221

*Bore and transfer pumps and electrical cables – Aldgate Pumps ABN 12 862 322 580

*Electronic control equipment – qub Pty Ltd. License number PGE229456.
ABN 33 141 194 621.

*Hydrants & scour points – Fire and Emergency Services SA Pty Ltd (FESSA) ACN 064 188 816. ABN 34 064 188 816

A full Wiring Diagram and Operations Manual have been developed and are updated ongoing (attached).

Recent improvements to the infrastructure include the upgrade of the electrical board, installation of lightening protection, a safety switch and the installation of additional protection to the underground cable operating the transfer pump in tank 1 and the level switch in tank 2. An updated Wiring Diagram and Operations Manual will be forwarded upon receipt.

The Treasurer is provided with a dedicated laptop with MYOB Live (accounting software) and Microsoft Office installed. Outlook.com is used for all of the Association's email correspondence. The Correspondence Secretary is provided with a dedicated laptop with access to MYOB Live and a mobile phone. The Association has a 1300 service for members and tenants to call with Account Enquiries, General Enquiries or to report Faults. When a member or tenant calls the 1300 # they are asked to select from 3 options. Option 1 (Account Enquiries) and option 2 (General Enquiries) asks the caller to leave a message which is converted to email and sent to the Associations email address for the Treasurer, Secretary or Chairperson to respond too. The email is

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

Application Form

checked daily. Option 3 (Breakdown or fault) is diverted to the mobile phone where it can be answered by the Correspondence Secretary or the caller can leave a voicemail message if the call is unanswered. The voicemail is also checked daily.

Ways that the committee communicates with members and tenants include;

*Members are notified of the AGM in writing on their July invoice and via an AGM Notice sent with a proxy voting form in accordance with the Act. The AGM notice is sent via email or post.

*Members are notified of other General Meetings in accordance with the Rules of the Association sent via email or post.

*Members are sent a copy of the AGM Minutes via email or post.

*Chairperson, Treasurer, Secretary, Maintenance and Auditor reports are presented at the AGM.

*All AGM reports are also available to Members upon request via email or post.

*Invoices for water usage and rates are issued twice yearly in January and July. A notice appears on the front of all invoices informing users that the water is non-potable and not for human consumption. The prices and the Associations contact information is also printed on the invoices.

*All members were notified on their July 2016 invoice and in issue 3 of the Water Source Newsletter distributed in December 2016 that all future invoices, statement, notices and correspondence will be sent via email to the email address we have on file, unless they opt out. Members who do not have an email address on file or opt out continue to receive their invoices and correspondence by post at no charge.

*Reminder, Disconnection and Final Notices are issued for overdue invoices as per the Associations Payment Policy and Procedures (each attached). Final Notices are sent via registered mail. A copy of our Payment Policy and Procedures is available to members upon request and/or sent when a member negotiates a Payment Plan.

*Members are actively encouraged to request a Payment Plan if they are unable to pay their invoice by the Pay By Date printed on their invoice. A Payment Plan form is available upon request and can be sent via email or post. Administration fees are applied for late payment of accounts, as outlined in the Payment Policy and Procedures.

*Members and Tenants are sent an annual Newsletter in the 2nd quarter (Oct-Dec) following the AGM introducing the new committee, an overview of the previous years activities, plans for the coming year and any other relevant information, via email or post.

*New Members are sent a New Resident Brochure by post.

*Property managers are encouraged to provide new tenants with a New Resident Brochure or inform us when a new tenant enters a rental premises so that we can send the tenant a New Resident Brochure. A copy of the New Resident Brochure is sent via email to Property Managers and Landlords. The New Resident Brochure includes the

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

Application Form

prices, our contact details and informs users that the water is not for human consumption.

*New Members complete an Application for Water Supply/Membership form via email or post. A \$25 Account Establishment Fee is applied to their first invoice.

*Members and tenants can view and interact with the Associations Facebook page.

*A website address has been purchased and is currently under development by the committee with the support of B4Bookkeeping. <http://glenmeadow.p6.sol1.net/>

*Members can forward written correspondence to the committee via post or email. Our contact details appear on all invoices, statements, notices and correspondence.

*Memorandums are sent to members to share important information on an as need basis.

*From July 2016 a notice is placed in all members letter boxes when the scheduled meter readings are taken. This alerts the resident of the property that the meter has been read and includes a reminder that the water is non-potable and not for human consumption (attached).

*Water meter tags are attached to all water meters notifying users of the water that the water is non-potable and not suitable for human consumption. The Associations contact details are also printed on the tag.

*A notice is placed in letter boxes if a resident needs to clear their meter and are informed that if the meter is not cleared the reading will be estimated (attached).

*Residents are alerted and kept informed via text message or email if there is or will be an interruption to the water supply. For residents who do not have an email address or mobile phone number recorded a notice may be placed in their letter box if time permits.

*When there is a sale of a property the conveyancer or vendor will contact us via email or telephone to organise a final meter reading to be taken on the date of settlement by the meter reader. A final account is then sent to the conveyancer. An Application for Water Supply is sent to the purchaser and a new account is established. Following the date of settlement the purchaser is sent a printed New Resident Brochure and a copy of our Payment Policy and Procedures via email or post. A Final Meter Reading Fee of \$45 is applied to the Final Invoice.

Payment Policy and Procedures – Outlines how late payments and non payment of invoices are managed. Maximum extension is 6 weeks after the Pay By Date. It also lists the Administration Fees for late payment (attached).

Hardship Policy - for members who want to pay their invoice but are unable to do so due to extenuating circumstances. Members unable to pay their invoice within 6 weeks of the Pay By Date can request a longer extension which can be approved by the Executive Committee (Chairperson, Correspondence Secretary and Treasurer). If the request is not approved by the Executive Committee the member will need to put their

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

Application Form

request in writing to the committee explaining why they should be granted the extension.

Complaints – Member complaints are managed as per the Rules of the Association. A members complaint can be referred to another member of the Executive Committee i.e Chairperson who will work with the member to resolve the complaint. If the member is not satisfied with the response or if they prefer not to discuss their complaint with an Executive Committee Member they can forward their complaint in writing to the Management Committee, and their correspondence will be tabled at the next meeting for discussion. The member will be sent a written reply following the meeting with the committees response to their complaint.

The member is informed that if they are not satisfied with the committees response they can take their complaint to the Office of Consumer and Business Affairs.

Extensive Member, Tenant and Contractor contact information is stored and updated as needed in an Excel Spreadsheet which is kept securely by the Treasurer and Correspondence Secretary. Contact Details are also kept in MYOB. Email addresses are kept in the Associations Email Address Book under groups which is accessible only by the Chairperson, Treasurer, Secretaries and two long serving General Members who previously held Executive Committee Roles. Telephone numbers are stored in the Associations Mobile Telephone Phonebook accessible by the Correspondence Secretary.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

3.10. 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

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

Application Form

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.

Yes. Please find attached.

- Encumbrance
- Lease
- External Contractors Services Agreement (pending action)
- Standard Form Independent Contractor Agreement (pending action)

.....

.....

.....

.....

3.11. 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.

The infrastructure used to supply the water to residents consists of the following;

Grundfos SP17-10 submersible bore pump

Grundfos CR15/3 transfer pump

Electronic control equipment – Grundfos MP204 bore pump controller and Schneider-electric Zelio Relay alarm system and transfer pump controller.

Gallagher Remote Controller, Wireless level sensors (tank 1 & tank 2) and visual display unit

2 x 30,000 gallon concrete holding tanks fitted with iron lids and lockable manholes

Level Switch (tank 2)

Pipework to 79 allotments

79 water meters

The Association leases the property from the property owner and the responsibilities of the lessee and lessor are outlined in the lease document. The Association is able to meet its obligations under the lease. Refer also to the Wiring Diagram, Operations Manual and Equipment Inventory attached.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

3.12. 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.

Attached is the Risk Assessment Plan and Maintenance Schedule developed by the committee.

.....
.....
.....
.....

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

Application Form

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.

No

.....

.....

.....

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.

No

.....

.....

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.

No

.....

.....

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;*

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

- *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.*

Our compliance program is comprised of the Rules of Glen Meadow Community Water Assoc. Inc, the Encumbrance, Maintenance Schedule, Risk Assessment and Routine Electrical Inspection. These documents guide the committee to carry out the necessary tasks to adhere to the various Acts and ensure the committee is fulfilling their obligations.

3.17. Additional information

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

An exemption is being sought because the Association does not have the capacity or resources to meet the full requirements of the Retail Water Act 2010. Glen Meadow Community Water Assoc. Inc. is a not for profit community organisation established in 2010 and is managed by a member committee. The committee is responsible for managing the supply of non-potable bore water to potentially 79 residential allotments for domestic and garden purposes. The lease agreement does not allow for expansion of the water supply.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

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

.....

.....

.....

.....

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 Association is bound by the terms of the Encumbrance and the Rules of Glen Meadow Community Water Association Inc.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

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, Leisa Marie Hislop
of 40 Michelmore Drive Meadows

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 11-8-17

Signature [Handwritten 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: MOUNT BARBER this 11th day of AUG 2017

Before me: [Handwritten Signature]

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

Paul Anthony Wells, J.P. 31591
A Justice of the Peace
for 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 | W www.escosa.sa.gov.au

