

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

*Application Form*

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



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

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

Facsimile: (08) 8463 4449  
Telephone: (08) 8463 4444  
Freecall: 1800 633 592 (SA and mobiles only)  
E-mail: [licensing@escosa.sa.gov.au](mailto:licensing@escosa.sa.gov.au)  
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## *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](http://www.escosa.sa.gov.au) under water/licensing. Applicants should also familiarise themselves with the regulatory obligations set out in the Act and the Water Retail Code that will apply to entities that provide retail services.

### *Licence conditions*

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

### *Consultation and Confidentiality*

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

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

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

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*How to lodge an application*

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

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

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

*Application fee*

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

*Annual licence fee*

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

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

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## 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:** Lightsview Re-Water Supply Co Pty Limited

### 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.*

Lightsview Re-Water Supply Co Pty Limited (ACN 156 161 867) registered as a company under the *Corporations Act 2001* (Cth) in the state of Victoria.

### 1.3. Address and Contact Details of applicant

**Business Address:**

Suite 1005, 147 Pirie Street, Adelaide, SA 5000

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

As above

**Telephone:** (08) 7999 8555

**Facsimile:** NA

**E-mail:** [info@wua.com.au](mailto:info@wua.com.au)

### 1.4. Contact Person on behalf of applicant

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

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**Full Name:** Bradley James Rea

**Title:** Company Secretary

**Business Address:**

Suite 1005, 147 Pirie Street, Adelaide, SA 5000

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

As above

**Telephone:** 0400 296 171

**Facsimile:** NA

**E-mail:** [brea@wua.com.au](mailto:brea@wua.com.au)

### *1.5. Contact person for licence fees*

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

**Full Name:** Antonia Stevens

**Title:** Financial Controller

**Business Address:**

Suite 1005, 147 Pirie Street, Adelaide, SA 5000

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

As above

**Telephone:** (08) 7999 8555

**Facsimile:** NA

**E-mail:** [accounts@wua.com.au](mailto:accounts@wua.com.au)

## 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)*

Water: non-drinking water – residential and non-residential

This application is in respect to the recycled water scheme (Lightsview Scheme) owned and operated by Lightsview Re-Water Supply Co Pty Ltd at Lightsview, South Australia, and surrounding open space irrigation within the Port Adelaide Enfield Council (PAEC) area.

The Lightsview Scheme receives supply of recycled water from a DN180 PE100 pressure main owned and operated by the City of Salisbury (CoS) (CoS Supply Main). This main originates at the CoS Pump Station located adjacent the Yatala Prison and terminates at the contracted supply point to the Lightsview Scheme at the intersection of North Parkway and Folland Avenue at Lightsview. A recycled water supply main owned by Lightsview Re-Water Supply Co Pty Ltd delivers recycled water from the supply point to an underground storage tank located under the community tennis courts on Hindmarsh Terrace, Lightsview.

Water is supplied to Lightsview Re-Water Supply Co Pty Ltd from City of Salisbury under a Bulk Water Supply Agreement which encompasses the following key elements:

- Water quality to be consistent with Australian Guidelines for Water Recycling,
- Minimum flowrate and pressure as required to maintain supply to the Lightsview Scheme based on scheme design,
- Provision of back-up potable water in the event of a supply failure, and
- An open-ended supply contract.

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A delivery pump station is located adjacent the community tennis courts on Hindmarsh Terrace, Lightsview. The pump station contains a chlorine monitoring and dosing system and three pumps that treats and distributes the recycled water to residential customers within the suburb of Lightsview via 12.7 km of distribution pipework within the suburb of Lightsview. This recycled water is used by residential customers for dual reticulation purposes including toilet flushing, garden watering, car washing and other similar applications.

Recycled water is also supplied to non-residential customers from this distribution pipework to the parks and reserves within the suburb of Lightsview. These reserves are operated by CIC until handover to PAEC. Recycled water is also used for dust suppression and other construction related activities within the suburb of Lightsview by Catcon, the civil contractor working on behalf of CIC.

### 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.*

The Lightsview Scheme is an existing scheme currently operating under a *Water Industry Retail License* issued to Water Utilities Australia Pty Ltd (ACN 129 876 213) (WUA). WUA is a related body corporate to Lightsview Re-Water Supply Co Pty Ltd and will surrender its license once a license is issued to Lightsview Re-Water Supply Co Pty Ltd. Therefore, there is no critical date for this license to be granted, however, Lightsview Re-Water Supply Co Pty Ltd would appreciate the granting of this license as soon as is reasonably practicable.

### 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.*

Lightsview Re-Water Supply Co Pty Ltd is currently a subsidiary of Water Utilities Australia Pty Ltd. Both Lightsview Re-Water Supply Co Pty Ltd and Water Utilities Australia Pty Ltd are members of the Water Utilities Australia group of companies, headed by WUA TopCo Pty Ltd. The WUA group of companies is to be restructured in such a way as to separate Lightsview Re-Water Supply Co Pty Ltd as a subsidiary of Water Utilities Australia Pty Ltd (both entities will sit directly below WUA MidCo Pty Ltd) (see diagrams below). To be clear, the personnel and other resources dedicated to operating the Lightsview Scheme are not changing as a result of this corporate restructure.

No member of the WUA group of companies nor any officer of a WUA group member has not been found guilty of any criminal offence, nor successfully prosecuted under any Territory, State or Commonwealth legislation, and is not and has not been the subject of any administrative or legal actions in relation to an authorisation, authority, or licence in any industry. Water Utilities Australia Pty Ltd is currently licenced by the Essential Services Commission of South Australia. Water Utilities Australia Pty Ltd has complied with the requirements of this licence since it was issued in 2012. We have comprehensive systems in place to ensure that all of our licence obligations are met technically and on a timely basis.



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**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 officers and shareholders of Lightsview Re-Water Supply Co Pty Ltd have not been found guilty of any criminal offence, nor successfully prosecuted under any Territory, State or Commonwealth legislation, nor been the subject of disciplinary action, and are not and have not been the subject of any administrative or legal actions in relation to an authorisation, authority, or licence in any industry.

WUA TopCo Pty Ltd and by extension Lightsview Re-Water Supply Co Pty Ltd have comprehensive corporate governance systems in place.

The Board of WUA has ultimate responsibility for the business and ensures that appropriate governance processes are in place to deliver the operational functions of the business and that legal, contractual and regulatory compliance obligations are being effectively met. In addition, the Board is responsible for defining the Executive Management structure of the business and ensuring Executive Management are adequately supported with resources to deliver the objectives of the business. The WUA Board is also responsible for defining the strategic direction of the business and ensuring shareholders are managed and aware of the performance of the business.

The Board is supported by the Company Secretary who manages Board Reporting and ensure appropriateness governance is in place for Board decisions as well as providing day-to-day support to the Executive Management for ensuring overall governance of the Lightsview Scheme.

The Board and management of Lightsview Re-Water Supply Co Pty Ltd are committed to continuing to demonstrate the highest standards of corporate governance and ethics. Our Integrated Management System (IMS) explains the Board approved Corporate Governance Model and details the Policies and Directives that emanate from the Model. These Policies and Directives provide approved direction to WUA managers, employees and directors in the manner in which we must conduct ourselves in our business operations. Compliance with the Policies and Directives is mandatory.

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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:** Graham John Dooley

**Date of Birth:** 14 November 1951

**Office Held:** Executive Director and CEO

**Business Address:**

Suite 1005, 147 Pirie Street, Adelaide SA 5000

**Full Name:** Daniel Vincent Latham

**Date of Birth:** 20 September 1966

**Office Held:** Non-Executive Director and Chairman

**Business Address:**

Suite 1005, 147 Pirie Street, Adelaide SA 5000

**Full Name:** Alan Shang Ta Wu

**Date of Birth:** 19 July 1977

**Office Held:** Non-Executive Director

**Business Address:**

Suite 1005, 147 Pirie Street, Adelaide SA 5000

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**Full Name:** Bradley James Rea

**Date of Birth:** 22 February 1984

**Office Held:** Company Secretary

**Business Address:**

Suite 1005, 147 Pirie Street, Adelaide SA 5000

**Full Name:** Craig Andrew Heidenreich

**Date of Birth:** 29 September 1972

**Office Held:** General Manager

**Business Address:**

Suite 1005, 147 Pirie Street, Adelaide SA 5000

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**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:** Colonial First State Managed Infrastructure Limited (ACN 006 464 428) as trustee for the Global Diversified Infrastructure Fund (Active)

**Date of Birth (if applicable):** NA

**Office Held:** Shareholder of WUA TopCo Pty Ltd

**Business Address:**

Ground Floor, Tower 1, 201 Sussex Street, Sydney NSW 2000

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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).*

The WUA group currently consists of:

- WUA TopCo Pty Ltd (ACN 616 144 471)
- WUA MidCo Pty Ltd (ACN 616 197 703)
- Water Utilities Australia Pty Ltd (ACN 129 876 213)
- Water Utilities Australia Investment Pty Ltd (ACN 163 763 175)
- Water Utilities Australia Investment Trust
- Lightsview Re-Water Supply Co Pty Ltd (ACN 156 161 867)
- Lightsview Re-Water Infrastructure Pty Ltd (ACN 156 162 239)
- Lightsview Re-Water Infrastructure Trust
- WUA No. 1 Pty Ltd (ACN 158 288 085)
- WUA No. 1 Trust
- Willunga Basin Water Co Pty Ltd (ACN 081 133 619)
- Kooragang Water Pty Ltd (ACN 609 789 808)

Currently, Lightsview Re-Water Supply Co Pty Ltd is a 100% subsidiary of Water Utilities Australia Pty Ltd, who is a 100% subsidiary of WUA MidCo Pty Ltd, who is a 100% subsidiary of WUA TopCo Pty Ltd, which is a 100% subsidiary of Colonial First State Managed Infrastructure Limited as trustee for the Global Diversified Infrastructure Fund (Active).

Post the corporate restructure, the WUA group will consist of:

- WUA TopCo Pty Ltd (ACN 616 144 471)
- WUA MidCo Pty Ltd (ACN 616 197 703)
- Water Utilities Australia Pty Ltd (ACN 129 876 213)
- Lightsview Re-Water Supply Co Pty Ltd (ACN 156 161 867)
- Willunga Basin Water Co Pty Ltd (ACN 081 133 619)
- Kooragang Water Pty Ltd (ACN 609 789 808)

Post the corporate restructure, Lightsview Re-Water Supply Co Pty Ltd will be a 100% subsidiary of WUA MidCo Pty Ltd, who is a 100% subsidiary of WUA TopCo Pty Ltd, which is a 100% subsidiary of Colonial First State Managed Infrastructure Limited as trustee for the Global Diversified Infrastructure Fund (Active).

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**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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#### 3.7. *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 WUA group, including Lightsview Re-Water Supply Co Pty Ltd, has the ongoing support of its shareholder, Colonial First State Managed Infrastructure Limited as trustee for the Global Diversified Infrastructure Fund (Active). The Global Diversified Infrastructure Fund (Active) is managed by Colonial First State Global Asset Management (CFSGAM). CFSGAM, is the consolidated asset management division of the Commonwealth Bank of Australia (CBA), the largest financial institution in Australia and a leading global banking group. CBA is one of Australia's leading providers of integrated financial services including retail, business and institutional banking, funds management, superannuation, insurance, investment and broking services. CBA is one of the largest companies on the Australian Stock Exchange and is included in the Morgan Stanley Capital International global index. Its head office is in Sydney, Australia.

CFSGAM manages approximately AU\$195 billion of investments across a broad spectrum of traditional and alternative asset classes from offices in Australia, the UK, the USA, Europe and Asia. With over 20 years' experience in infrastructure investment, CFSGAM is one of the longest established managers of infrastructure assets on behalf of institutional investors and currently manages approximately AU\$7 billion of equity invested across unlisted infrastructure assets.

The CFSGAM Infrastructure Investments business is currently invested in 15 assets including water and sewerage networks, electricity utilities, gas pipelines, wind farms, district heating, airports, ferries, and portside storage terminals amongst others. CFSGAM is an investor in Anglian Water Group, the fourth largest water and sewerage utility company in the UK.

Consolidated financial statements of the WUA business for the last two years are attached in Attached to this application. These demonstrate the capacity of WUA to fund the operations of the Lightsview Scheme. This is further reinforced by the support of CFSGAM.

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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.*

#### **Board**

The Board of WUA has ultimate responsibility for the business and ensures that appropriate governance processes are in place to deliver the operational functions of the business and that legal, contractual and regulatory compliance obligations are being effectively met. In addition, the Board is responsible for defining the Executive Management structure of the business and ensuring Executive Management are adequately supported with resources to deliver the objectives of the business. The WUA Board is also responsible for defining the strategic direction of the business and ensuring shareholders are managed and aware of the performance of the business.

The Board is supported by the Company Secretary who manages Board Reporting and ensure appropriateness governance is in place for Board decisions.

The Board has delegated the Functional Management of the business to Executive Management.

#### **Executive Management**

Functional Management of the WUA business is the responsibility of the CEO who reports to the board of WUA. The CEO attends board meetings, however, decisions of the Board are independent of the CEO.

The General Manager is responsible for all day-to-day activities of the business which are delivered via an integrated team with experience across a broad range of utility specific functions. While retaining responsibility for these specific functions, individuals provide support across various functions to provide redundancy across the business and minimise overheads to maintain operational cost efficiency.

Quarterly management meetings are held involving the General Manager, functional managers and relevant staff to ensure all aspects of the business are reviewed including operations, finance, risk and compliance, customer feedback, HR and training. These forums ensure on-going communication across all functions of the business over and above the day-to-day interactions of the integrated delivery team.

### **Operations and Engineering**

Operations and maintenance is managed via a core team of three operational staff on a rotating on-call roster that provides first level response to all incidents affecting the operation of the Lightsview Scheme. Staff on this roster have in excess of 40 years' experience in the operation and maintenance of water infrastructure and are managed by the Operations Manager. The operations team are supported by external service providers that provide specialist support including:

- burst pipe and associated civil maintenance,
- SCADA/control system maintenance,
- mechanical and electrical repairs, and
- other maintenance as required.

Approved service providers are managed via an Approved Suppliers Register with service providers approved in-line with WUA's Approved Suppliers Procedure.

The operations team are also responsible for field response to customer enquiries and meter reading ensuring on-going direct exposure to the customers and customer properties to assess issues at the customer interface.

Major maintenance and new infrastructure installation are managed by the Infrastructure Manager who has specific experience in the design, construction, commissioning and operation of water infrastructure. As a member of the operations on-call roster the Infrastructure Manager works closely with the Operations Manager to maintain an understanding of the condition of the assets and to identify emerging maintenance issues.

### **Risk, Compliance, Finance, Administration and Customer Service**

The Risk and Compliance Officer monitors and reports on the performance of the operations of the assets with specific regard to regulatory reporting obligations to ESCOSA, OTR, EPA, DoH, WHS compliance, and internal reporting requirements as specified by the General Manager.

Finance and Administration is undertaken by the Financial Controller with support from an Administration Officer who provide reporting and monitoring of the financial position of the business to the General Manager and the Board.

The Risk and Compliance Officer, Financial Controller and Administration Manager all provide Customer Service Support to manage customer enquiries, escalate operational issues to the operation team, manage payment and billing enquiries, and escalate issue to the General Manager where appropriate.

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**Key Personnel**

WUA's staff has significant experience in large scale water infrastructure operations and maintenance with Graham Dooley, Craig Heidenreich, Michael Barnett and Mike Gallant having in excess of 100 years of combined experience in this space in South Australia. Due to the geographical dispersion of WUA's current assets the core operations team lead by Mike Gallant, and involving Michael Barnett, work on a highly mobile basis north and south of Adelaide ensuring coverage of all infrastructure can be achieved.

Operations Manager, Mike Gallant, leads the operations team which incorporates an on-call roster ensuring 24hr response across the business. The operational team is supported by experienced sub-contractors covering the core maintenance requirements such a burst mains, mechanical and electrical repairs and pump and filtration equipment repairs to ensure asset failures are responded to promptly. Key suppliers are on 24hr on-call contracts, such as burst mains repairs, to ensure that failure response times are maintained at an appropriate level for the services provided in-line with ESCOSA requirements.

Larger maintenance and capital expansion projects are managed by Infrastructure Manager, Michael Barnett. This function ensures that WUA can adequately control and manage repairs in-house maintaining the required quality of service from the contractors. Through close collaboration between the Operations and Infrastructure Managers, WUA can ensure repairs and maintenance is dealt with in an appropriate manner given the short-term service requirement while managing the longer term "whole-of-life" cost.

WUA's philosophy to asset management is to ensure the best "whole-of-life" solution to infrastructure as opposed to adopting an "operate to failure" methodology. For example, recent major pump upgrades in the WBWC business, while able to be deferred, were undertaken due to the low efficiency measured during operation and the benefit that could be achieved through reduced electricity costs. As a result of these upgrades, WUA's annual electricity costs have been maintained at a similar level over the past 2 years despite water pumped being 10% and 15% higher on a year on year basis over these periods. Given the electricity savings the investment in the pump upgrades has been paid back over these two years whilst also ensuring grater asset reliability and security for our customers.

The operational philosophy adopted by WUA is outlined in the Safety, Reliability, Maintenance and Technical Management Plan.

WUA manages risk utilising an enterprise risk management framework. Corporate and operational risk management is overseen by an in-house Risk and Compliance Officer, Brad Rea, who is also responsible for maintaining WUA's third party certification to quality, health and safety and environmental management

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standards ISO9001, AS/NZS4801, and ISO14001. Brad Rea is also ensures WUA is compliant with all legislative and regulatory obligations including compliance with our water retail license issued by ESCOSA.

WUA has an in-house Customer Service Manager, Elly Alford, who manages the customer relationships and new business growth of water to interested parties in the WBWC and Lightsview businesses. With a background in agribusiness and commercial banking, Elly has a long history of working with businesses, families and the agricultural industry which is valuable in understanding key drivers and tailor marketing and communication to the specific needs of our customers. Elly is supported by our Customer Service team who provide customer service support to ensure WUA maintains a strong relationship with our customers once they have been secured.

WUA's Financial Controller, Antonia Stevens, is responsible for managing all facets of our finances. This includes preparing management accounts, capital budgeting, statutory reporting, cash flow analysis and forecasting and accounts payable/receivable. Antonia is a Chartered Accountant nine years' experience.

CVs of our key personnel are attached to this application.

### 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.*

Lightsview Re-Water Supply Co Pty Ltd manages all aspects of the operations and maintenance, customer service, billing and meter reading, as well as the design and delivery of expansion projects and has the core internal team to deliver these services. The water infrastructure constructed within the Lightsview Development is managed by PEET Limited on behalf of Renewal SA, with whom WUA hold agreements for the Infrastructure Ownership and Operations and Maintenance to ensure the principles of the Development and involvement of WUA are upheld throughout the Development lifetime.

Billing is managed through a commercial software package called Utilibill. The Utilibill platform is the system in which customer details, tariffs, meter reads, communications and bills are issued through. These details are also backed up internally through WUA's secured server system.

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### 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 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.*

Lightsview Re-Water Supply Co Pty Ltd currently is a party to the following contracts:

- Bulk ReWater Supply Agreement for the supply of treated storm water from the City of Salisbury for the on-selling to residential and non-residential customers of the Lightsview Scheme.
- Operations Agreement with Renewal SA and PEET Limited for the operation of the Lightsview Scheme.
- Access Rights Agreement with City of Port Adelaide Enfield for the laying of pipes and other water infrastructure on council land and roads.
- ReWater Supply Agreements with non-residential customers.

Upon being granted a Water Industry Retail License, Lightsview Re-Water Supply Co Pty Ltd will publish an ESCOSA approved Standard Customer Sales Contract which will be published in accordance with section 36 of the *Water Industry Act 2012* (SA) and be on the same terms as the current Standard Customer Sales Contract that sets out the terms on which Water Utilities Australia Pty Ltd supply recycled water retail services to residential customers.

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#### 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 that has been developed for the Lightsview Scheme has been built in accordance with relevant Australian Industry Codes and Australian Standards. A description of the infrastructure is provided below:

##### **Recycled Water Supply Main**

The water supply main runs from the supply point to the Lightsview Scheme Storage Tank via approximately 590m of DN 180 PE100 pipe.

##### **Lightsview Scheme Storage Tank**

The Lightsview Scheme Storage Tank is an underground tank consisting of 22.2m x 21.2m x 2.25m Ausdrain Extra Heavy Duty Module units enclosed within a 2mm polyethylene liner providing a total working volume of 1.05ML.

Filling of the storage tank is controlled by level from a hydrostatic pressure transducer located in a stilling tube into the tank. As required this signal in turn activates a valve to allow recycled water into the storage tank.

##### **Lightsview Scheme Pump Station**

The Lightsview Scheme Pump Station is equipped with 3 pumps operating nominally as 2 duty, 1 standby. Recycled water is delivered at pressure into the Lightsview Scheme Supply Network. Each of these pumps are Hydrovar controlled 7.5 kW Lowara 46SVN02.

The pumps are operated on a pressure system controlled to maintain a final pressure of 440 kPa with a nominal flowrate of 32L/s. The pumps automatically start on low pressure in the distribution network, and operate on a variable speed drive to maintain pressure in the network.

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**Calcium Hypochlorite Dosing System**

The calcium hypochlorite dosing system includes the Calcium Hypochlorite Chlorine Feeder Unit and dosing pumps to deliver a 1.5% chlorine solution to the tank inlet line and the recirculation line.

Chlorine dosing is applied to the inlet flow to the storage tank. This is performed by a dedicated pump which applies a flow paced dose controlled by a flowmeter on the inlet pipe.

The tank inlet dosing pump has the following capacity:

- Peak CL<sub>2</sub> Dose Rate: 12.5 mg/l
- Control Philosophy: Automatic & Flow Paced
- Back Pressure at Dose Point: 2 Bar – Maximum (Assumed)
- Peak Calcium Hypochlorite Demand: 60 l/hr @ 1.5% w/w

A chlorine residual analyser continuously monitors chlorine residual in the tank. A recirculation line is in place to enable water from the storage tank to be recirculated from the discharge of the pump station back into the storage tank. A separate chlorine dose pump allows chlorine solution to be dosed into the recirculation line to trim the chlorine level to achieve a set-point chlorine residual. The trim chlorination dosing pump has the following capacity:

- Peak CL<sub>2</sub> Dose Rate: 1.2 mg/l
- Control Philosophy: Automatic & Fixed Rate
- Back Pressure at Dose Point: 2 Bar – Maximum (Assumed)
- Peak Calcium Hypochlorite Demand: 7.5 l/hr @ 1.5% w/w

The chlorine dosing system operates to achieve a free chlorine residual of 0.8mg/L in the storage tank. At peak daily demand the tank is designed to achieve a detention time of 16hrs. This yields an overall chlorine exposure CT of 750mg.min/L.

**Lightsview Scheme Distribution Network**

The Lightsview Scheme Distribution Network is supplied recycled water at pressure from the Lightsview Scheme Pump Station. The distribution network consists of approximately 12.7km (Note: due to the continuing nature of the development this figure is increasing as the development progresses) of both PE100 and PVC pipes laid underground throughout the suburb of Lightsview.

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Take-offs to consumers are designed to meet connection standards such that backflow prevention is assured. All connections are audited at the time of connection. Consumer take offs are either DN 20 or DN 50 pipework fitted with turbine meters.

Domestic meters are read quarterly. Customers are billed for their recycled water consumption in accordance with the Standard Customer Sale Contract and relevant consumer laws.

**Council Reserves External to Lightsview**

Supply of recycled water to the PAEC reserves external to Lightsview is described in the table below:

**Recycled water distribution system to PAEC reserves external to Lightsview**

	<b>Pressure Main Length, Diameter, Material.</b>	<b>From</b>	<b>To</b>
Stockade Botanic Park	65m x DN90 PE100	From CoS Supply Main Adjacent Yatala Prison.	South east corner of reserve
L.J. Lewis Park	25m x DN90 PE100	From CoS Supply Main in unmade section of Strawson Road	Eastern side of reserve
Edward Smith Reserve	20m x DN90 PE100	From CoS Supply Main in unmade section of Strawson Road	Western side of reserve.
L.J. Lewis Reserve	15m x DN90 PE100	From CoS Supply Main in carpark section of Strawson Road	Eastern side of reserve.
Leopold Conrad Reserve	140m x DN125 PE100	From CoS Supply Main at the corner of Dumfries Avenue and Cranbourne Close.	Along Cranbourne Close to south west corner of reserve.

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	<b>Pressure Main Length, Diameter, Material.</b>	<b>From</b>	<b>To</b>
Vickers Vimy Reserve	590m x DN125 PE100	From CoS Supply Main at the corner of Dumfries Avenue and Navigator Drive.	Along Navigator Drive to the south eastern corner of the reserve.
Duncan Fraser Reserve	300m x DN125 PE100	From CoS Supply Main at the corner of Dumfries Avenue and Charles Street.	Along Charles Street to the north west corner of reserve.
Northgate Reserve	15m x DN125 PE100	From CoS Supply Main on Dumfries Avenue.	North west corner of reserve.

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#### **Operational Responsibilities**

During high usage periods (spring and summer) an inspection of the Lightsview Scheme Pump Station and restocking of the Calcium Hypochlorite Dosing System is performed 3-4 times weekly. During the Winter period this is performed weekly. No operators are normally present, however, operations workers are on a 24 hour call out roster to attend to calls from equipment failures and process upsets.

The Lightsview Scheme Pump Station is equipped with an auto-dialer that provides dial out alarming for the following events:

- Low Pressure Alarm
- Low Residual Alarm
- Low/High Tank Level
- Power Supply Failure alarm

The requirement for operator attendance is determined in accordance with internal procedures.

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### 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.*

WUA demonstrates its commitment to risk management through a range of supporting policies, procedures and systems to ensure implementation of a robust risk management framework. These supporting policies, procedures and systems, collectively known as our Integrated Management System (IMS), is third party certified to the requirements of:

- AS/NZS ISO 9001: Quality Management Systems – Requirements
- AS/NZS 4801: Occupational Health and Safety Systems – Specifications with guidance for use
- AS/NZS ISO 14001: Environmental Management Systems – Requirements with guidelines for use

WUA has also committed to using an Enterprise Risk Management (ERM) approach consistent with the risk management processes of *ISO31000:2009* to identify the key risks to achieving the organisation's vision of being a privately owned, vertically integrated, national water utility with a customer focus.

A copy of the WUA corporate risk register and the Lightsview risk register is attached to this application.

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

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

Nil

**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.*

NA

**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.*

Water Utilities Australia Pty Ltd currently holds a Water Industry Retail Licence issued by ESCOSA for the Lightsview Scheme.

WUA MidCo Pty Ltd is currently in the process of applying for a Network Operator License and a Retail Supplier License from IPART in New South Wales.

Kooragang Water Pty Ltd is a named person on a current Retail Supplier License issued by IPART in New South Wales.

**3.16. Compliance program**

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

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

WUA operates the Lightsview Scheme under a Water Industry Retail License issued by ESCOSA. The scheme operates under its own unique set of key performance indicators

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(KPI), some of which are derived from licence conditions and others which are set by WUA to ensure safe, efficient and economic operation of the system.

The implemented performance monitoring and compliance structure includes a plan for review and continuous improvement against KPIs specific to the water industry and the environment within which WUA operates. These KPIs are regularly reported to internal stakeholders.

**KPI Measurement and Reporting**

KPIs are provided in Table 8.1 provide an on-going measurement of the organisations performance in providing a consistent, compliant service to customers in delivering recycled water services.

These KPIs have been developed with input from relevant internal and external stakeholders, and represent an agreed basis for the measuring the performance of the organisation. They are reviewed annually for relevance, and modified as necessary.

*Key Operational Performance Indicators*

<b>KPI</b>	<b>Description</b>	<b>Measure</b>	<b>Target</b>
Microbial concentrations	Recycled Water Quality Measures	E.coli count per 100 mL	<1 cfu / 100 mL
Salinity concentrations	Recycled Water Quality Measures	Salinity level per litre (grab sample)	<1500 mg/L
Salinity concentrations	Recycled Water Quality Measures	Salinity level per litre (24 hour average)	<900 mg/L
Iron concentrations	Recycled Water Quality Measures	Total iron level per litre	<0.3 mg/L
Manganese concentrations	Recycled Water Quality Measures	Total manganese level per litre	<0.1 mg/L
Turbidity level	Recycled Water Quality Measures	Turbidity NTU level	<2 NTU
Customer complaints response time	Customer satisfaction	Time to respond to complaints	Customer complaints to be responded to <48 hours

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KPI	Description	Measure	Target
Water infrastructure reliability	Customer satisfaction	Average duration of unplanned interruptions	< 1.00

WUA has processes in place to collect this data on a monthly basis and the reports of performance against the targets are provided to senior management monthly at the Board Meeting and quarterly at the Management Review Meetings.

The performance results also provide opportunity to identify aspects of our operations that should be improved, in order to maintain quality or other performance standards.

These opportunities are documented and fed into the WUA processes for asset management, including maintenance, replacement, upgrade or expansion, and also other processes as applicable such as health and safety, human resource management, training, and systems improvement.

WUA is committed to monitor and audit its operations commensurate with licence conditions and all other relevant contractual and regulatory obligations. Performance is reported monthly at Board Meetings and Quarterly at Management Review Meeting to ensure on-going assessment of business performance and to identify issues requiring further investigation.

Reporting and review processes includes monitoring of the following parameters to ensure all aspects of business operations are addressed on a routine basis:

- Water quality
- Water infrastructure reliability
- Adherence to legal and contractual obligations
- Adherence to internal policies and procedures
- Customer satisfaction
- Risk
- Resources

An annual audit plan is developed, reviewed and approved by the General Manager on an annual basis and are structured to focus on high risk activities, area for improvement and to ensure continual assessment of business as usual activities. The plan comprises internal and external audits and audit reports are prepared after each audit and findings are then recorded in the IMS action register for tracking.

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**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.*

The Lightsview Scheme is an existing scheme currently operating under a *Water Industry Retail License* issued to Water Utilities Australia Pty Ltd (ACN 129 876 213) (WUA). WUA is a related body corporate to Lightsview Re-Water Supply Co Pty Ltd and will surrender its license once a license is issued to Lightsview Re-Water Supply Co Pty Ltd.

There is no operational, management or shareholder changes as a result of the corporate restructure.

## **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.

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## 6. DECLARATION

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

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

**Statutory Declaration**

I Bradley James Rea

of Suite 1005, 147 Pirie Street, Adelaide SA 5000

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 20 March 2018

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: Adelaide this 20<sup>th</sup> day of March 2018

Before me:  .....

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

**Jim Papanicolaou**  
**Justice of the Peace in**  
**and for the State of**  
**South Australia**  
**No. 23944**

- 
- 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

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