

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

Application Form

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



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

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

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

AMENDMENT RECORD (since MONTH 2012)

<i>Issue No.</i>	<i>Commencement Date</i>	<i>Pages</i>
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INFORMATION FOR APPLICANTS BEFORE FILLING OUT THIS FORM

Purpose of this form

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

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

Basis for this form

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

Use of this form and applicant's responsibility

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

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

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

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Prior reading

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

Licence conditions

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

Consultation and Confidentiality

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

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

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

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How to lodge an application

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

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

Electronically to: licensing@escosa.sa.gov.au

Application fee

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

Annual licence fee

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

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

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1.4. Contact Person on behalf of applicant

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

Full Name: Mrs Dianne Rogowski

Title: Chief Executive Officer

Business Address:

571 Montague Road, Modbury

State: SA **Post Code:** 5092

Postal Address (if different to above):

.....

State: **Post Code:**

Telephone: 08 8397 7444

Facsimile: 08 8397 7400

E-mail: cttg@cttg.sa.gov.au

1.5. Contact person for licence fees

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

Full Name: As above

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)

- Provision of services relating to Community Wastewater Management Scheme (CWMS) – collection of septic tank wastewater from approximately 4400 residential properties. Disposal of the wastewater to SA Water network.
- Treatment of wastewater (wastewater collected via sewer mining from SA Water network and treated via a Council owned wastewater plant), and stormwater treatment and aquifer storage (of stormwater only) for the purpose of supply of recycled water to:
 - 18 connections for irrigation to Council (City of Tea Tree Gully) recreational reserves/ovals.
 - 2 connections for irrigation to State Government run school ovals.
 - 1 connection for irrigation to private schools ovals.
 - 1 connection for commercial premises for garden irrigation.
 - Approximately 350 connections to residential allotments for toilet flushing/gardens.**
 - 1 connection to a unit life style village for toilet flushing/garden irrigation.**
 - 1 connection to a nursing home for toilet flushing/garden irrigation.**

Notes:

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** indicates no current supply to connections, work underway and supply anticipated in 2013

2.2. Date from which Licence is sought

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

From 1 January 2013

3. SUITABILITY OF APPLICANT TO HOLD A LICENCE

Applicants must answer all questions in this section.

3.1. *Standard of honesty and integrity shown by applicant*

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

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

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

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

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

The Council has not been convicted of any criminal offence.

The Council has never been prosecuted under any State or Commonwealth legislation.

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

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

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

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

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decisions that affect a substantial part of the business or operations of the applicant that will be licensed.

Refer to attachment.

*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)

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3.4. Details of the group members (not relevant for local council applicants)

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

Not Applicable

3.5. Additional information

Please answer the following questions.

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

Yes

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

Not applicable

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

No

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

Yes

3.6. 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.

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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.

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3.7. Human resources available to the applicant

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

Council Staff:

- Dave Checker Project Supervisor, 10 years experience supervising CWMS.
- Paul Taylor, Team Leader, Drain Layers Cert., 36 years experience working with CWMS.
- Jamie Gardiner, Asst. Team Leader, Drain Layers Cert., 16 years experience working with CWMS.
- Michael McLean, CWMS Worker/ Cert.Plumber, 2.5 years experience working with CWMS.
- Mark Buckley, CWMS Worker, 2.5 years experience working with CWMS.
- Brett Duggan, CWMS Worker, 1 year experience working with CWMS
- Tim Zanker Fill in when needed, 3 years experience working with CWMS.
- Peter Vranek Hydrojetting, 7 years experience working with CWMS.

Contractors:

- Septic Pumping Services, septic tank pump out programme. 25 years experience pumping septic tanks.
- Pipeline Technology Services, hydrojetting and jet vacking. Been in business many years.

Wastewater Treatment Plant (WWTP) – Operations:

- Contractor – Alano Water, 10 years experience in wastewater treatment and management of treatment plants. Engaged under contract with Council to assist with WWTP operations and maintenance.

Council Staff (involved in operations/management MAR and WWTP):

- David Baldwin – Senior Water Engineer, 20 years experience in civil/env/water engineering.

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- Gary Beveridge – Technical Officer Water Resources, 12 years experience in water/irrigation industry.
- Ryan Wong – Engineer Operations, 6 years experience in water industry.

3.8. 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.

Staff and contractors in relation to technical resources – refer to section 3.7 above.

See attached rates billing processes.

3.9. Contracts

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

Council's supply of recycled water to third-parties is covered by Water Supply Agreements – refer to attached example. Council is not obliged to provide continuous uninterrupted supply. It does however have available as recycled water a combination of MAR and recycled wastewater, and bore water.

Proposed future supply to residential properties for toilet flushing/gardening is covered as part of a Land Management Agreement – refer to attached example. Council is not obliged to provide continuous uninterrupted supply. It does however have available as recycled water a combination of MAR and recycled wastewater, and bore water. If necessary it is proposed that mains back-up supply will be sourced during exceptional and extended recycled water 'down-time'.

The collection and transfer of CWMS wastewater from residential properties on Council's CWMS network is managed by Council and funded via rates. The CWMS network is maintained and operated by Council in accordance with Council's CWMS asset management plan.

3.10. Council relies on a 3rd party contract for part of its operations of the CWMS scheme. This is in relation to a contractor engaged by Council to undertake residential septic tank pump-outs and disposal. The Contractor is responsible for pump-out of approximately 1100 tanks per year. If this service is not achieved Council would seek alternative contract arrangements, possibly with another contractor, and minor non-conformances would not cause critical interruption of Council's CWMS service. 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 Council owns and operates the CWMS network, recycled water supply network, stormwater harvesting and treatment infrastructure, and the wastewater treatment plant and associated infrastructure.

With the exception of the CWMS network, almost all of the other infrastructure mentioned above was designed and constructed post 2006. Approvals (where required and relevant) from Department of Health SA are provided attached for reference. Council is in the process of amending its documentation which forms part of Council's approved Risk Management Plan (RMP for recycled water - approved by Dept of Health) to include recent new works and processes which will in 2012 be submitted to Dept of Health for inclusion in the RMP.

The recycling schemes and delivery network is currently being certified by an independent consulting engineer for issue to the Department of Health.

Relevant EPA SA licences issues to Council relating to the MAR schemes and the wastewater treatment plant are attached for reference.

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Two subdivisions are under development within the Golden Grove area. A third-pipe recycled water network has been designed and installed by the developer for 'hand-over' to Council. SA Water were engaged by the developer to approve the design drawings and construction of the recycled water network within those subdivisions.

The CWMS scheme, comprising approximately 4400 connections, is managed by a dedicated Council CWMS crew and engineering aspects overseen Council engineers. Health and development aspects are managed by Council's own planning department and health officers. Where necessary the SA Department of Health are involved in health and development issues and approvals as referred to by Council.

The CWMS scheme was mostly developed in the period spanning 1950 - 1970's and during that time the (then) State Health Commission were involved in the development process. Since that time Council has undertaken significant drain replacements and improved the serviceability of the network. For example – replacing VC and AC drains with PE pipework and making modification to enable removing pump stations.

3.11. Risk management

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

The wastewater and recycling water scheme risk management is undertaken in accordance with Council's risk management plan. This document forms part of the documentation approved by the SA Department of Health. Refer to **copy attached**.

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Licences held by the applicant in other Australian jurisdictions

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

Not applicable.

3.12. Previous unsuccessful licence applications in other Australian jurisdictions

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

Not applicable

3.13. Licences held by associates of the applicant

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

Not applicable.

3.14. Compliance program

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

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

Council operates its wastewater and recycling schemes in accordance with the approvals from SA Department of Health and licences as issued by SA EPA. An approved Incident report protocol and emergency response procedure form part of the approvals and Council's operating procedures.

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3.15. Additional information

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

Not applicable.

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.

Council owns and operates the CWMS scheme as there is currently no SA Water sewage disposal option available to the (approximately) 4400 properties services in the City of Tea Tree Gully. The scheme was developed starting in the 1960's and historically was required as there was no sewage service available and at the time State Government encourages Council's to construct an economic form of communal drainage linking properties with septic tanks

Council's recycled water schemes (MAR and treated wastewater) is in-line with the State Government's water security plan 'Water for Good'.

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, Dianne Rogowski,

CEO of the City of Tea Tree Gully

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 : 25 October 2012

Signature

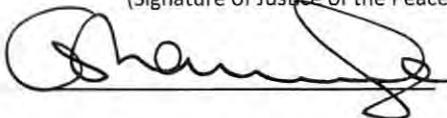
D Rogowski - Electronic signature used as per Council resolution dated: 9 October 2012

(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: Modbury this 25th day of October 2012

Before me: *Carla Leversedge JP. 24237.*

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



- 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.

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THE ESSENTIAL SERVICES COMMISSION OF SOUTH AUSTRALIA

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