

# **Attachment 3**

## **CVs of key personnel**

# CURRICULUM VITAE

KURT DAHL



## Professional history:

- ✿ **coNEXA / Permeate Partners (2008 to Current)**  
Chief Executive Officer
- ✿ **ZENON Australia (2005 to 2008)**  
Managing Director
- ✿ **Ludowici Environmental (2003 to 2005)**  
General Manager
- ✿ **EIMCO Process Equipment (2001 to 2003)**  
Process Engineer
- ✿ **SNF Australia (1998 – 2001)**  
Process Engineer
- ✿ **Catherine Hill Bay Coal Preparation Plant (1996 – 1998)**  
Process Engineer



## Education and Professional Affiliations:

- > BE (Chemical) First Class Honours - University of Newcastle 1996
- > MBA – Deakin University 2002
- > Founding Member – Local Water Solutions Forum (Sydney Chapter)
- > Chair – WaterAid NSW Fundraising Committee
- > Chair – Membrane Operators Association (MOA) of Australia and New Zealand
- > Member – AWA, WIOA, SIA (NSW), AICD, AMTA

## Specialisation:

- > Strategic planning and design
- > Integration of local and regional utilities
- > Local water infrastructure and membrane systems
- > Complex water solutions

## Key strengths:

- > Taking projects from concept design through to long term operation
- > Clear and effective communicator at all levels – C suite to plant operator
- > Focus on sustainable infrastructure – social / financial / environmental
- > Commercial and technical negotiation
- > Working knowledge of private sector involvement in the water sector
- > Effective and efficient collaboration in multidisciplinary teams

## Experience overview:

Kurt Dahl is a Chemical Engineer with over 20 years' experience in the design, approvals, construction and operation of water and wastewater infrastructure. Projects have ranged in size and complexity for Government and Private Clients. Kurt started his career in process engineering roles focussed on water treatment in the mining industry. These roles reinforced Kurt's understanding of the fundamental relationship between design, operation and maintenance. Kurt travelled throughout Asia to undertake process design, contract negotiations, process testing, commissioning and troubleshooting at various mine sites.

Over the past 15 years Kurt has been actively involved in the rapidly growing Australian markets for local water infrastructure and membrane technology. Kurt has led the development and realisation of a number of industry leading / award winning infrastructure solutions to multifaceted water challenges across Australia. He understands the importance of sustainable infrastructure which continues to deliver on utility, social, financial and environmental objectives over the long term.

Kurt is committed to ongoing industry involvement and is founding member of the Local Water Solutions Forum in Sydney and Chair of the Membrane Operators Association. Through active participation in global networks, industry associations and Government consultation, Kurt seeks to continuously share and gain knowledge.

# CURRICULUM VITAE

ADAM STEVENS



## Professional history:

- ✿ **coNEXA / Water Utilities Australia (2019 to Current)**  
Chief Financial Officer
- ✿ **Osmoflo (2010 to 2018)**  
Chief Financial Officer / Financial Controller
- ✿ **Boar's Rock (2007 to 2009)**  
Finance and Administration Manager
- ✿ **Gibbs & Cox Australia (2006 to 2007)**  
Chief Accountant
- ✿ **Clipsal / Bytecraft Entertainment (1999 to 2006)**  
Commercial Manager / Accountant



## Education and Professional Affiliations:

- > Bachelor of Commerce, Flinders University
- > Graduate Diploma in Chartered Accounting, Chartered Accountants Australia and New Zealand
- > Graduate Diploma in Applied Corporate Governance, Governance Institute of Australia
- > Chartered Accountant, Chartered Accountants Australia and New Zealand
- > Chartered Secretary, Governance Institute of Australia

## Specialisation:

- > Finance
- > Accounting
- > Taxation

## Key strengths:

- > Financial reporting, budgeting and forecasting
- > Cash and debt facility management
- > Tax compliance
- > Corporate finance and financial modelling
- > Management of finance staff

## Experience overview:

Adam Stevens is a Chartered Accountant with nearly 25 years' experience.

In Adam's role as coNEXA's Chief Financial Officer he has management oversight of all facets of the business' corporate services function encompassing finance, treasury, information technology and human resources.

# CURRICULUM VITAE

CHRIS GANTT



## Professional History:

- ✿ **coNEXA Infrastructure Partners** (July 2023 to Current)  
Chief Growth Officer
- ✿ **Sydney Water** (May 2019 to June 2023)  
Head of City Growth & Development
- ✿ **Celestino** (March 2014 to March 2019)  
Development Director
- ✿ **Cardno** (March 2006 to March 2014)  
Business Unit Manager, Civil Infrastructure & Delivery

## Education and Professional Affiliations:

- > MIEAust (IEAust), CPEng (IEAust), NER (IEAust), RPEQ (BPEQ)
- > MAIPM (AIPM), CPPD (AIPM)
- > MBA (UNSW)
- > BA (Vanderbilt University), BE (Vanderbilt University)
- > DPM (NSW)
- > JP (NSW)

## Specialisations:

- > Strategic Leadership
- > Commercial Leadership
- > Innovation Leadership
- > Customer Engagement
- > Stakeholder Engagement
- > Trans-Disciplinary Portfolio Management

## Key strengths:

- > Customer-Centric Commitment
- > Collaborative Orientation
- > Value-based Perspective
- > Systems-based Approach
- > Risk-based Focus
- > Innovation Mindset

## Experience overview:

Chris's twin passions for innovative, sustainable infrastructure and customer-centric value creation unify his background and experience.

Chris brings a trans-disciplinary background, a strategic perspective and a results orientation in leading innovative solutions and driving outcomes. Chris is passionate about developing long-term relationships in collaborating with public and private stakeholders to bring people together to articulate common goals and unlock shared value.

In his 18 years in Australia, Chris has focused on agilely leading teams in delivering smarter solutions. Chris has led transformative trans-disciplinary initiatives to integrate planning and infrastructure outcomes for more efficient land development solutions. Chris led the successful establishment of a commercially viable integrated Smart City, property and utility (water, energy and telecommunications) model, bringing together multiple public and private organisations in partnership and incorporating a first of its kind in Australia Urban Living Laboratory. Just before joining coNEXA, Chris led Sydney Water's City Growth & Development team responsible for strategic customer coordination and engagement with developers, partners and industry in growing Sydney Water's networks.

# CURRICULUM VITAE

## JOSHUA MORAN



### Professional history:

- ❁ **coNEXA (2023 to current)**  
Chief Commercial Officer
- ❁ **Fortescue Future Industries (2022 to 2023)**  
NSW and Domestic Market Manager
- ❁ **Jemena (2019 to 2022)**  
Commercial Manager – Renewable Energy and Water
- ❁ **Bluewater Bio (2014 to 2018)**  
Product Development Manager
- ❁ **GBM Engineering Consultants (2012 to 2014)**  
Project Engineer
- ❁ **Jemena Infrastructure Services (2009 to 2011)**  
Project Engineer



### Education and Professional Affiliations:

- > B Mechanical Engineering (Space) / B Adv Sci First Class Honours - 2008
- > Executive MBA – Imperial College Business School - 2017
- > Chartered Engineer (CEng), Institution of Mechanical Engineers

### Specialisation:

- > Project Development
- > Commercial management
- > Product innovation and industry development
- > Business development

### Key strengths:

- > New market development and innovation
- > Working across existing and new industries to develop innovative solutions for customers.
- > Business and partnership development
- > Project development – from feasibility to commissioning
- > Commercial and technical negotiation

### Experience overview:

Joshua Moran is a Mechanical Engineer with 15 years of experience in the developing infrastructure in the bioenergy, hydrogen, mining, water, and wastewater sectors. He has experience throughout the project lifecycle from concept through to commissioning, such while at Jemena he worked on the Rosehill Recycled Water Scheme initially as a project engineer responsible for approvals through to commissioning and later as commercial manager of the asset through to divestment.

Josh has experience in successfully developing new opportunities, industries and innovative products through strong partnerships, technical and innovation skills, and his broad industry experience. For example, he developed the Malabar Biomethane Project from concept to FID through developing strong partnerships, particularly with Sydney Water, and establishing funding, certification, and government recognition of emissions reductions.

# CURRICULUM VITAE

## ANDREW MAGERS



### Professional history:

- ✿ **coNEXA (2024 to current)**  
Legal Counsel
- ✿ **ECH Inc (2023 to 2024)**  
Legal Counsel & Association Secretary
- ✿ **Trident Plastics (2021 to 2023)**  
Legal Counsel
- ✿ **Commonwealth Bank of Australia (2008 to 2018)**  
Senior Legal Counsel
- ✿ **PPB Advisory (1988 to 2008)**  
Director

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### Education and Professional Affiliations:

- > Bachelor of Laws
- > Bachelor of Arts
- > Graduate Diploma in Legal Practice
- > Advanced Insolvency Law & Practice

### Specialisation:

- > Contract Management
- > Commercial management
- > Regulatory Compliance
- > Dispute Management
- > Commercial Law
- > Negotiation

### Key strengths:

- > Presentation Skills
- > Stakeholder Engagement
- > Interpersonal Skills
- > Decision-making, coaching and managing legal & commercial teams.
- > Commercial negotiation
- > Trusted partner of business

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### Experience overview:

Andrew is a senior and experienced lawyer with experience gained across the NFP, manufacturing, and banking sectors and in leading ASX listed institutions.

He is passionate about helping others achieve self-reliance and independence with a proven ability to work across a variety of legal issues.

Through his various roles he has demonstrated experience in developing effective policy governance and review processes and extensive experience and knowledge of compliance and regulatory obligations and requirements across diverse industries including risk management.

His well-developed commercial acumen and ability to provide strategic legal advice across all levels of an organisation have led him to be a trusted advisor to business and sounding board for senior management, demonstrating strong judgement and analytical skills on matters which may have legal implications.

# CURRICULUM VITAE

## JASON JETTEN



### Professional history:

- ❁ **coNEXA Infrastructure Partners (2022 to Current)**  
Manager – Technical & Engineering Excellence
- ❁ **Permeate Partners (2019 to 2022)**  
Partner
- ❁ **Permeate Partners (2012 to 2019)**  
Operations Manager
- ❁ **GE Power & Water (2007 to 2012)**  
Field Service Engineer



### Education and Professional Affiliations:

- > BE (Mechanical) Honours – Curtin University 2009
- > RPEQ (Registered Professional Engineer, Queensland)
- > Engineers Australia National Engineering Register (NER)

### Specialisation:

- > Membrane technologies including UF, MBR, EDR & EDI
- > Mechanical Design
- > Installation and Commissioning
- > Infrastructure & Technology upgrades
- > Operations & Maintenance support

### Key strengths:

- > Detailed mechanical design knowledge relating to water treatment infrastructure
- > Equipment and Instrumentation selection
- > Construction auditing & process commissioning
- > Ability to troubleshoot a range of issues including process, mechanical, electrical both offsite and onsite
- > Training and technical services
- > Plant control and operations upgrades

### Experience overview:

Jason started his career as a field service engineer with a primary focus on the installation and commissioning of a varying range of projects in the Asia Pacific region. During this time, he has attended over 70 sites in 5 countries engaged in various roles, which enabled him to gain extensive knowledge pertaining to a range of membrane systems including UF, MF, RO, EDI and EDR. Jason joined Permeate Partners in 2012 to fill an industry need for independent, practical advice in the design, installation, operation and maintenance side of the water industry.

With a site-based background, extensive commissioning experience, PLC programming capabilities, coupled with a degree in mechanical engineering, Jason's real world experience enables him to offer a more "hands on" approach, making him a strong asset to any design team. His deep working knowledge of plant equipment and control networks allows him to formulate designs that are practical and fit for purpose. This approach also results in the generation of solutions that achieve long term operational performance by minimising plant downtime, reducing operational risk and maximising maintainability. Jason is often engaged by clients across Australia to complete detailed audits of plant designs / installations, highlighting operational risks and any aspects of the install that does not comply with the relevant Australian Standards and client specifications. Jason is meticulous in his approach and completed detailed reviews of all specifications and standards to ensure every aspect of the design and installation is compliant. This significant exposure to Australian Standards and public / private installation standards has allowed Jason to gain a considerable understanding of the design, installation and construction requirements for water treatment infrastructure.

# CURRICULUM VITAE

## JARROD LIVINGSTONE-FOGGO



### Professional History:

- ✿ **coNEXA Infrastructure Partners (2014 to Current)**  
Manager of Projects & Engineering
- ✿ **WorleyParsons (2011-2014)**  
Project Engineer
- ✿ **BlueScope Steel (2001 to 2011)**  
Mechanical Engineer, Maintenance Engineer



### Education and Professional Affiliations:

- > BE (Mechanical) *Honours* - University of Wollongong 2007

### Specialisation:

- > Project Management
- > Brownfield Installations
- > Contract management
- > Contractor negotiation
- > Operational support
- > Regulatory approvals

### Key strengths:

- > Extensive experience in water & wastewater project delivery
- > Extensive experience in brown field and heavy industry projects
- > Focus on operations and maintenance in design
- > Taking projects from concept design to completion
- > Troubleshooting and analytical skills
- > Development of technical specifications
- > Ability to effectively communicate at all levels from CEO to plant operator

### Experience overview:

Jarrold Livingstone-Foggo is Mechanical Engineer with over 22 years' experience in heavy industry and the water industry. Jarrold has worked on a large variety of projects including water and wastewater treatment plants, piping, pressure vessels, civil works and complex multi-disciplinary installations.

Jarrold started his career as a Mechanical engineering cadet at the Port Kembla Steelworks and through a variety of roles and plant environments developed an excellent focus on plant operation and maintenance in design and excellent attention to detail. On graduation Jarrold filled the role of Maintenance Engineer driving continuous improvement in plant reliability through design and maintenance processes. Later Jarrold filled the role as Mechanical Engineer, managing and completing, from design through to implementation, capital projects in the blast furnace area.

From 2011 Jarrold worked for WorleyParsons and was seconded to Orica's Kooragang Island manufacturing plant where he delivered from design through to operation numerous projects relating to plant improvements and upgrades. In this time Jarrold managed and led multi-disciplinary project teams to deliver a broad range of projects in challenging brown field sites in an aging, continuous operating plant.

More recently Jarrold has been involved in many water, wastewater and recycled water projects in his role with coNEXA Project & Operations. This has included activities across the full project lifecycle from concept to full operation on a range of projects throughout Australia. These experiences include feasibility, design, technical reporting, project management, government & regulatory approvals, commercial and procurement and operational support.

Jarrold's experiences have developed a driven customer focus with a strong appreciation for the requirements of operating plants with regards to plant uptime along with the importance of consideration of operation and maintenance in the design and delivery phase.



# CURRICULUM VITAE

## LIAM KILCULLEN



### Professional history:

- ❖ **coNEXA Infrastructure Partners/Permeate Partners (2019 to Current)**  
Manager – Contract Operations
- ❖ **Veolia Water Australia (2013 to 2019)**  
Operations Manager – Waste water – Hunter Water Contract (2015 – 2019)  
Operations Manager – Brine Concentrator - ERA Ranger Mine (2013 – 2015)
- ❖ **Veolia Water Solutions and Technologies (2010 to 2013)**  
Business Development Manager
- ❖ **GHD (2007 to 2010)**  
Senior Process Engineer
- ❖ **Campbell Brothers (Cleantec) (2003 – 2007)**  
State Manager SA/Vic - Water



### Education and Professional Affiliations:

- > BE (Chemical) - University of Melbourne 1999
- > Strategic Management Program – Macquarie Graduate School of Management 2017
- > Environmental Compliance – NSW TAFE, 2017
- > Certificate IV – Frontline Management  
Member – AWA

### Specialisation:

- > Operational Leadership
- > Contract management
- > Contractor Negotiation
- > Local water infrastructure
- > Membrane systems
- > Process design

### Key strengths:

- > Operational management and leadership
- > Commercial and technical negotiation
- > Focus on operations and maintenance in design
- > Taking projects from concept design to completion
- > Process troubleshooting
- > Ability to effectively communicate at all levels

### Experience overview:

Liam is a senior manager and qualified Chemical Engineer with over twenty years' experience in industrial water, water and wastewater treatment systems. Liam joined Permeate Partners in 2019 as Operations Manager. Prior to working for Permeate Partners Liam worked with Veolia Water Australia as Business Development Manager before taking the Operations Manager role at Veolia's ERA Brine Concentrator Project. He then transitioned to the Wastewater Treatment Manager for the Hunter Contract where he was responsible for the operation of the client's 19 WWTP to ensure compliance with their Environmental Protection Licenses.

Prior to joining Veolia, he worked with GHD then Campbell Brothers on industrial, water and wastewater treatment systems.

In his Operation Management roles, he has responsibility to ensure that the contract objectives are met, whilst taking responsibility for the broader client relationship as a member of collaborative management teams, Operation and Maintenance of plant and equipment, Environmental Compliance, team leadership, development and mentoring.

Liam has a highly developed ability to manage complex priorities, develop positive relationships, especially in the face of adversity, through his integrity and openness, his resilience, highly driven work ethic, urgent yet relaxed attitude, innate intelligence (social and technical) , relevant experience working in Alliance style contracts and leadership skills developed over his career

# CURRICULUM VITAE

## EDDIE MCGARRY

### Professional History:

- ✿ **coNEXA Infrastructure Partners (2019 to Current)**  
SA Asset Manager
- ✿ **SA Water (2017 to Current 2019)**  
Lead Asset Planner
- ✿ **Allwater (2014 to 2017)**  
Southern Wastewater Treatment Manager
- ✿ **Allwater (2013 to 2014)**  
Wastewater Pump Station Manager
- ✿ **Osmoflo (2010 to 2013)**  
Service and Operations Manager



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### Education and Professional Affiliations:

- > Professional Management Program, University of Adelaide
- > Certificate IV in Water Industry Operations, Illawarra Institute
- > Certificate in Engineering (Mechanical Strand)

### Specialisation:

- > Asset Renewals
- > Operations Management
- > Business Development
- > Infrastructure Management

### Key Strengths:

- > Leading coNEXA's SA Operations team
- > Development of asset maintenance and renewal programs
- > Leading business development for SA Businesses
- > Planning and project management of SA Business infrastructure installations, growth, and renewal

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### Experience overview:

Eddie has 20 year's experience in the water industry, working in technical and management roles in the public and private sector across the spectrum of wastewater and recycled water operations, maintenance and asset management including treatment and networks functions.

# **Attachment 6**

## **WTW Insurance Report May 2024**



coNEXA Projects & Operations Pty Ltd

# IPART (WIC Act) - Insurance Report

May 2024

[wtwco.com](http://wtwco.com)



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# Section 1: Introduction

Willis Australia Limited trading as WTW has been engaged by coNEXA Projects and Operations Pty Ltd (KWPL) a subsidiary of coNEXA TopCo Pty Ltd (coNEXA) to provide an “Insurance Expert” report to support an IPART Retailer and Operator licence application (Application).

## Reliances and Limitations

We have assumed that the information provided to us is accurate and complete in all material aspects. We have considered the reasonableness of the data but have not undertaken a complete review to verify the accuracy.

The opinions and estimates contained in this report constitute our best judgement as of the date of this report and are subject to change without notice. In our judgement, we have employed techniques and assumptions that are appropriate and the conclusions presented herein are reasonable, given the information currently available.

## Distribution and Use

This report contains confidential and commercially sensitive information. WTW agrees that this report may be disclosed to IPART on a confidential basis as part of coNEXA’s application. No other use of, or reference to, our report should be made without prior written consent from WTW, nor should the whole or part of this report be disclosed to any other person, other than persons for whom it is or has been intended.

In carrying out our investigations and providing the report, we have acted solely and exclusively for coNEXA and we have assumed no duty to advise IPART or any other entity or person. By consenting to the Report being given to IPART as part of the Application, we are not taken to have assumed any duty to advise you or to consider your circumstances or position. The Report is provided to coNEXA and IPART only for the purpose of assisting in consideration of the Application. IPART will rely on their own independent enquiries and advice in making any decision in respect of the Application. It is the responsibility coNEXA and IPART to determine the suitability of the Report for its own purposes.

Except insofar as liability under statute cannot be excluded, WTW, its directors, employees and agents will not be held liable for any loss or damage of any kind arising as a consequence of any use of this report or purported reliance on the report including any errors in, or omissions from, the utilised models.

This report must be read in its entirety. Individual sections of this report could be misleading if considered in isolation from each other. In particular, the opinions expressed in this report are based on a number of assumptions and qualifications which are set out in full in the report.

## Disclosure

WTW act’s as the appointed insurance broker for coNEXA and as such we have designed and placed the insurance program to which this report refers.

## Terms of Engagement

This report has been provided an “Additional Service” to our appointment as coNEXA’s insurance broker. Therefore the terms and conditions of that agreement applies to this report, including the Limitation of Liability. Our liability to any recipient of this report is limited and aggregated with our liability to coNEXA.



# Section 2: Insurance Experts Report

coNEXA Projects and Operations Pty Ltd (ACN 130 112 257) (Licensee) has engaged Willis Australia Limited (WTW), ACN 000 321 237, AFSL 240600 provide this report to the Independent Pricing and Regulatory Tribunal (IPART).

This report concerns the coNEXA's application for New Water Retail License.

## Licensee's Insurance Arrangements

The attached Schedule A sets out the:

- Type and level of insurance obtained by the licensee in relation to the activities authorised under the licence (Licensee's Insurance Arrangements).
- Reasons as to why the Licensee's Insurance Arrangements are appropriate for the size and nature of the activities authorised under the licence.

## Certification

WTW certifies to IPART that in its opinion, the Licensee's Insurance Arrangements are appropriate for the size and nature of the activities authorised under the Licence. In reaching this opinion WTW has:

- Identified and analysed the key risks of the licensee undertaking the activities authorised by the licence as set out in the attached Schedule C, using the approach or methodology set out in the attached Schedule B.
- Reviewed the Licensee's Insurance Arrangements.
- Based on the information set out below:
  - considered whether the Licensee's Insurance Arrangements are appropriate for the size and nature of the activities authorised under the licence using the risk analysis set out in the attached Schedule C, and
  - considered any risks that remain wholly or partially uninsured and explained in the attached Schedule D what those risks are, why they are wholly or partially uninsured, and why this does not affect the certification given in this report.

In preparing this report, WTW has:

- Been briefed by the licensee on the activities authorised by the licence and on the Licensee's Insurance Arrangements.
- Reviewed the risk register developed by the licensee.
- Reviewed evidence of the licensee's current insurance policies, or of the insurance policies that the licensee will obtain before commencing commercial operation or supply of services, in the form of certificates of currency (where currently available) and the relevant policy schedules and policy wording.

## Acknowledgments

WTW has prepared this report for the licensee.

WTW acknowledges that IPART may disclose this report:

- To the Minister administering the WIC Act (Minister) or the Department of Planning, Industry and Environment (which currently administers the Act on the Minister's behalf).
- Under the *Government Information (Public Access) Act 2009* (NSW) or the *Independent Pricing and Regulatory Tribunal Act 1992* (NSW), or where otherwise required by law.

WTW also acknowledges that this report is for the benefit of the Minister and IPART, and that the Minister and IPART will rely on the report in performing their respective functions under the Act.

## Certificates of Currency

All certificates of currency for the insurances are attached in Schedule E.

# **Attachment 7**

## **Retailer Technical Capacity**

coNEXA Pty Ltd (“coNEXA”) has a retail business, Lightsview Re-Water Supply Co Pty Ltd (“Lightsview Re-Water”), which provides recycled water pursuant to a Water Industry Retail License issued on 19 March 2013 and varied on 20 June 2018 to over 2,000 residential customers.

All retail functions are performed in-house by various teams within the coNEXA business which has a capacity to expand its services to 15,000-20,000 customers.

coNEXA currently perform the following range of services:

- Customer service team facilitate the initial onboarding of new customers, offboarding for customers leaving the Lightsview area and any changes to customer details. This includes corresponding via email, phone, in writing or in person with new customers, or their representatives, as well as preparing final invoices for customers leaving the Lightsview area.
- Its finance team prepare quarterly invoices for customers, including mailing out invoices and facilitating payments through various methods including over the phone.
- Its Operations staff review meter reads and investigate meters showing unusually high reads. In cases where they are unable to identify an issue with the meter, the operations staff contact the customer to discuss potential leaks within the property that should be investigated. Operations staff are on call to respond to reports of leaks within the Lightsview area.
- It offers its customers the following options to contact a customer service representative: Telephone, E-mail, Written correspondence and In person.
- Its customer service team operate the phone line during business hours to respond to client queries or complaints and monitor and respond to email queries or complaints. Where a customer is not satisfied with a response provided by a customer service representative, it provides them with the opportunity to escalate their complaint to a senior member of the organisation.
- As a part of dealing with customer complaints, it has a positive working relationship with the Energy and Water Ombudsman SA. Customers may raise a complaint with an Ombudsman who will then advise of the relevant steps to be undertaken to resolve the dispute.
- Its customer service team perform debt collection processes including following up with customers who have overdue balances via both phone and email as well as sending payment reminders.
- Its pricing, complaint handling and hardship policies are publicly available on its website.

<https://lightsviewrewater.com.au/customer-service-1:>

- Lightsview ReWater Customer Service Charter
- Price List
- Pricing Policy Statement
- Standard Customer Sales Contract
- Lightsview ReWater Customer Hardship Policy
- Lightsview ReWater Customer Enquiry, Complaint and Dispute Resolution Process
- Lightsview ReWater Privacy Policy Statement