



Reporting Manual for licensed operators and retailers under the *Water Industry Competition Act 2006*

# Manual

March 2025

Water >>

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## **Acknowledgment of Country**

IPART acknowledges the Traditional Custodians of the lands where we work and live. We pay respect to Elders both past and present.

We recognise the unique cultural and spiritual relationship and celebrate the contributions of First Nations peoples.

## **Tribunal Members**

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## **The Independent Pricing and Regulatory Tribunal**

IPART's independence is underpinned by an Act of Parliament. Further information on IPART can be obtained from [IPART's website](#).

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# 1 Introduction

## 1.1 Purpose of this reporting manual

This reporting manual (Manual) is applicable to operators and retailers (Licensees) licensed under the *Water Industry Competition Act 2006* (WIC Act).

Licensees are responsible for reporting in accordance with this Manual, as required by a standard condition in their licences.<sup>1</sup>

The purpose of this document is to provide Licensees with:

- information on what to and when to report on reporting obligations.
- instructions on how to report on compliance or other reporting obligations.

## 1.2 Legislative framework

Licensees are required to comply with licence conditions and other applicable obligations under the WIC Act and *Water Industry Competition (General) Regulation 2024* (WIC Reg).

The WIC Act, WIC Reg and Licences and Approvals impose conditions, and may refer to other legislation, statutory instruments or documents.<sup>2</sup> Compliance requirements imposed on a Licensee can vary depending on the nature, scale and complexity of its authorised activities.

## 1.3 How to use this Manual

This Manual consists of this document and the following forms:

- Incident Form A
- Incident Form B
- Form – Change notification
- Form – Non-compliance notification
- Form – Insurance experts report template
- Form – Customer contract charges or variations notification
- Form – Annual Compliance Report
- Form – Commencing operations or services notification.
- Form - Preparation of contingency plan notification

The forms for reporting are available for download separately from the [IPART website - Policies, manuals & guidelines](#).

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<sup>1</sup> See standard licence condition B2.3 in the retailer licence and licence condition C2.4 in the operator licence.

<sup>2</sup> For example, licence conditions require compliance with asset management plans or systems, water quality management systems and sewage management plans or systems, and with aspects of the *Environmental Planning and Assessment Act 1979*, *Protection of the Environment Operations Act 1997*, *Public Health Act 2010*, *Plumbing Code of Australia*, *Australian Drinking Water Guidelines* and *Australian Guidelines for Water Recycling*.

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The Manual provides information on common reporting obligations and explains what, when and how to submit a report. Licensees must use this Manual together with the downloadable forms available on IPART's website.

Obligations imposed by the WIC Act and WIC Reg are set out in Appendix A of this Manual: *List of obligations – Operators and Retailers*. However, it is necessary for Licensees to refer to the relevant legislation itself. Legislation may change over time and there may be a lag in time between the legislative change and this Manual being updated. The onus is on the Licensee to keep up to date with legislative changes and their compliance obligations.

This Manual does not reproduce the licence obligations for each licence in Appendix A. It is necessary for the Licensee to refer to their licence for details of the obligations.

## 1.4 Process for revision of this Manual

Appropriate reporting requirements for obligations may vary over time to reflect Licensees' previous compliance performance and evolving regulatory and government policy frameworks.

We will consult affected Licensees and other interested stakeholders before making any material revisions to reporting requirements, indicators or licence data. We will then notify stakeholders of the revisions to the Manual and the commencement date of any new reporting arrangements. In determining the commencement date for new reporting arrangements, we will allow a reasonable period for Licensees to implement the new arrangements.

## 2 Incidents and compliance reporting

### 2.1 Incidents

Incidents are events in the conduct of Licensee's activities that threaten, or could threaten, water quality, public health or safety. Note that an incident does not always involve a non-compliance with the licence.

#### What is required?

- Verbal notification to IPART within 24 hours of identifying the incident.
- Complete and submit **Incident Form A** within 24 hours of verbal notification to IPART.
- Ensure relevant stakeholders are also notified (refer to Forms for instructions).
- Consider whether the incident is a non-compliance.
- Complete and submit **Incident Form B** within 30 days of submitting Incident Form A.

If the required information is not available when submitting Incident Form B, Licensees must submit a revised Form B when all information is obtained and investigations are complete. This must also include reason(s) for the delay in providing the required information.

We will review the progress of any corrective actions identified in Form B in the compliance audit. Licensees must communicate any changes to the information submitted through Form B, if any, as part of the compliance audit.

### 2.2 Self-identified non-compliance

These are any non-compliances that the Licensee identifies, but excludes non-compliances identified through an IPART compliance audit.

#### What is required?

Report self-identified non-compliances annually (see section 2.3 below) except for those related to incidents.

If the non-compliance requires immediate reporting (see section 3.2, Table 1 for details), Licensees must complete and submit **Form - Non-compliance notification** as soon as they identify the non-compliance.

Optionally, Licensees may also complete and submit **Form - Non-compliance notification** for a non-compliance not requiring immediate reporting as soon as they identify the non-compliance and then reference these in their annual compliance report.

Licensees do not need to submit a **Form - Non-compliance notification** for incidents that were reported as a non-compliance using **Incident Form B**.

## 2.3 Annual compliance reporting

Licensees are required to submit annual compliance reports to us detailing the Licensee's compliance with its obligations during the previous financial year ending 30 June. Licensees must ensure that all information provided in the annual compliance report is accurate and reliable.

Reporting is exception-based. This means that only non-compliances are required to be reported.

**All non-compliances**, including those identified from IPART compliance audits or already reported in an **Incident Form B** or **Form – Non-compliance notification**, must be reported.

Licensees should refer to Appendix B *Performance Indicator – Licensed Operator* or Appendix C *Licence Data – Licensed Retailer* when completing the annual compliance report.

### What is required?

- Complete and submit **Form – Annual Compliance Report** with all schedules attached by **1 September** each year.
- The Report must include:
  - A statement of compliance with appropriate signatures
  - Schedule A – Non-compliance
  - Schedule B – Performance Indicators or Licence Data
  - Schedule C – Certificates of Currency
  - Schedule D - Changes to insurance arrangements (if applicable)
  - Schedule E - Financial capacity statement (if applicable)

*Appropriate signatories* are person(s) authorised to sign on behalf of the Licensee. Where the Licensee is a company, it must be signed by either two Directors or a Director and the Company Secretary. Where this is not possible (for example, due to having a different corporate structure), the Licensee should contact IPART for further advice on how the report must be signed.

## 3 Notification and information reporting

### 3.1 Insurance expert's report

Standard conditions of the operator and retailer licences (licence conditions C2.1 and B2.1 respectively) require Licensees to provide a report from an insurance expert certifying that in the insurance expert's opinion, the type, scope and limit of the insurance held by the Licensee is appropriate for the activities carried out under the licence.

#### What is required?

- A Report prepared by an insurance expert in the form prescribed by **Form - Insurance expert's report template**.
- The report needs to be submitted to IPART:
  - by the licensed operator, prior to commencing to operate water industry infrastructure for a scheme under an operational approval,
  - by the licensed retailer, before commencing to supply water or sewerage services to a scheme; or
  - from time to time as requested by IPART.

### 3.2 Provide documents and consult with NSW Health

A standard condition of the operator licence (licence condition C2.2) requires the Licensee to provide documents to and consult with NSW Health. The Licensee must consult with NSW Health each time it develops or proposes to make a material change to certain plans, systems or protocols and must provide NSW Health with a copy of any operational approval application audit report at the same time it provides the report to IPART (see the condition for details).

#### What is required?

- Contact the relevant Local Public Health Unit (Local PHU) in NSW Health prior to commencing to develop or making a material change to the plan, system or protocol.
  - Provide such documentation as is requested by the Local PHU to effectively understand and be consulted on the proposed plan, system or protocol or proposed material change.
- Provide the relevant Local PHU with a copy of the operational approval application audit report at the same time it is provided to IPART.

Systems, plans and protocols can relate to numerous or specific schemes operated by the Licensee. Each operational approval application audit will relate to a specific scheme. The relevant Local PHU will be the unit or units relevant to the location of the scheme/s – see [contact details for Local PHUs](#).



### 3.3 Notification of commencing operation of water industry infrastructure

A standard condition of the operator licence (licence condition C2.7) requires the Licensee to provide notice when it has commenced operating water industry infrastructure for a scheme under an operational approval or a variation to an operational approval.

#### What is required?

Within 10 days of commencing operation of the new infrastructure, the Licensee must:

- complete the **Form – Commencing operations or services notification** and submit it to IPART by via the Water Industry Licensing Management Application reporting portal ([WILMA](#)).
- provide an email containing the information required in the **Form – Commencing operations or services notification** to the stakeholders in the following table.

Local PHU in NSW Health

*By email to the Local PHU relevant to the scheme where the new infrastructure has commenced operation.*

Any public water utility operating in the area of operations of the scheme

*By email to the contact nominated in the licensee's code of conduct with the public water utility, if applicable, or otherwise by email addressed to the CEO.*

Any local council in which the scheme is located

*By email to the council, addressed to the CEO.*

### 3.4 Other notifications and information reporting

We have listed other general notification and information reporting requirements in **Table 1**. Note that some reporting is licence-specific and obligations can vary for Licensees.

Table 1 Other Notifications and information reporting

Type of change or notice	What's required?	When?
Maintain the technical, financial and organisational capacity to: <ul style="list-style-type: none"> <li>• operate all of the infrastructure for which a licensee is the registered operator and/or</li> <li>• provide all of the retail services provided by the licensee</li> </ul> (WIC Act s 8H(1)(d)-(e) and s 8I(1)(b)-(c))	<ul style="list-style-type: none"> <li>• Complete <b>Form – Change notification</b>.</li> </ul>	Report to IPART as soon as practicable after the failure by the Licensee to maintain this capacity.
Propose to cease or ceases to operate water industry infrastructure / provide retail services for a scheme (WIC Act s 8H(1)(f) and s 8I(1)(a))	<ul style="list-style-type: none"> <li>• Complete <b>Form – Change notification</b>.</li> <li>• The written notice must provide details of when the water industry infrastructure is to cease or has ceased operation.</li> </ul>	Notify IPART: <ul style="list-style-type: none"> <li>(a) 24 hours after proposing to cease to operate water industry infrastructure or provide retail services, and</li> <li>(b) 1 hour after ceasing to operate infrastructure/provide retail services.</li> </ul>

Type of change or notice	What's required?	When?
Customer contract charges (WIC Act s46AC(1)(b))	<ul style="list-style-type: none"> <li>Complete <b>Form – Customer contract charges or variations notification.</b></li> </ul>	Notify IPART of the customer contract charges for each scheme no later than 10 days after publishing the contract charges on the licensee's website. (Note that charges published are for the current and subsequent 3 financial years.)
Changes to the customer contract charges (WIC Act s46AC(1)(b))	<ul style="list-style-type: none"> <li>Complete <b>Form – Customer contract charges or variations notification.</b></li> <li>Provide the reason for the variation.</li> <li>Provide details of the variation including the date the varied charges become payable and, if charges are increasing, by how much.</li> <li>Provide details of the notice given or to be given to customers, if required.</li> </ul>	Notify IPART of the variation to the customer charges no later than 10 days after giving customers written notice of the variation.
Preparation of the contingency plan (WIC Reg s37(2))	<ul style="list-style-type: none"> <li>Complete <b>Form – Preparation of contingency plan notification</b></li> <li>The essential service provider is to provide notice if they intend to prepare the contingency plan.</li> </ul>	Notify IPART within 15 business days from the date the Minister designates a last resort provider for a scheme determined to be essential infrastructure.
Notification of change to the insurer or underwriters or to type, scope or limit of insurance held by the licensee (Operator licence condition C2.1 and Retailer licence condition B2.1)	<ul style="list-style-type: none"> <li>Complete <b>Form – Annual Compliance Report.</b></li> <li>Provide details of the change in Schedule D.</li> </ul>	1 September of each year.
Provision of a copy of each certificate of currency of the insurance held by the licensee (Operator licence condition C2.1 and Retailer licence condition B2.1)	<p>Complete <b>Form – Annual Compliance Report.</b></p> <ul style="list-style-type: none"> <li>Provide certificates in Scheduled C.</li> </ul>	1 September of each year.
Notification of material change to asset management/water quality/sewage management plans or systems (Operator licence condition C2.8)	<ul style="list-style-type: none"> <li>Complete <b>Form – Change notification.</b></li> <li>Provide copy of amended plan or system.</li> </ul>	Within 10 days of amending the plan or system.
Maintain appropriate insurance (Operator licence condition C2.1 and Retailer licence condition B2.)	<ul style="list-style-type: none"> <li>Complete <b>Form – Non-compliance notification</b></li> </ul>	Immediately report to IPART if Licensee ceases to maintain appropriate insurance.
Notification of changes to an agreement – termination, novation, assignment, transfer or alternation of an agreement (Operator licence condition C3.1, if applicable)	<ul style="list-style-type: none"> <li>Complete <b>Form – Change notification.</b></li> <li>The written notice must include details of how the services provided under the Agreement will be provided after the proposed termination, novation, assignment, transfer or variation.</li> </ul>	Refer to special licence condition C3.1 in the operator licence (if applicable)
Notification of supply of water or provision of sewerage services (Retailer licence condition B2.6)	<ul style="list-style-type: none"> <li>Complete <b>Form – Commencing operations or services notification.</b></li> </ul>	Within 10 days after commencing to supply water or to provide sewerage services to customers of a scheme.
Any other reporting	<ul style="list-style-type: none"> <li>Complete <b>Form – Change notification.</b></li> <li>Refer to relevant licence conditions for record keeping requirements.</li> </ul>	Dependent on licence condition

## 4 How to report

All reporting is done electronically through the Water Industry Licensing Management Application reporting portal ([WILMA](#)).

Instructions on how to access and use WILMA are on the [IPART website](#).

We have categorised reporting obligations in WILMA in **Table 2**. Licensees can contact their assigned IPART primary contact for more information if required.

Table 2 WILMA reporting categories

Reporting type	WILMA notification type
Incidents (Incident Forms A or B)	Incident (select sub-category as applicable)
Self-identified non-compliance (Non-compliance notification form)	Notification - non-compliance
Annual compliance report	Notification - Annual reporting
Insurance expert's report	Notification - Insurance
Change to Agreement(s) (Change notification form)	Notification - Other
Material change to plan or system (Change notification form)	Notification - Other
Notifying customer contract charges or changes to charges (Customer contract charges or variations notification form)	Notification - Other
Failure to maintain capacity / cease operating or providing services (Change notification form)	Notification - Other
Commencing to operate scheme infrastructure or commencing to supply services to a scheme (Commencing operations or services notification form)	Notification - Other
Notifying preparation of the contingency plan (Preparation of contingency plan notification form)	Notification - Other
Any other reporting	Notification - Other

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## A. List of licence obligations – Operators and Retailers

Each Licensee has obligations under the WIC Act and WIC Reg, as well as under licence and approval conditions which are set out in each instrument.

Obligations under the WIC Act and WIC Reg are summarised in **Tables A.1 to A.5** below.

However, this summary is just a guide and is not intended to be comprehensive. Licensees must refer to the legislation itself and not rely on this summary, as legislation may change over time and the accuracy of this summary is not guaranteed.

Licence and approval conditions are set out in the Schedules of each licence and approval instrument. Licensees should refer to their relevant licence and approval instruments for details.

Table A.1 General obligations for licensee - operators and retailers

Source of the obligation	Description of the obligation
WIC Act s 8J	A licensee must comply with the conditions of the licence.
WIC Act s 8N(1)(a)	A licensee must pay to the Minister the annual licence fee before the due date.
WIC Act s 8N(1)(b)	A licensee must lodge with IPART an annual return before the due date containing the information required by the Minister or IPART.
WIC Act s 9	A licensee must comply with a public health and safety direction requiring specified action to be taken to manage, reduce or eliminate risk to public health or safety arising from the construction or operation of water industry infrastructure.
WIC Act s 85A(2)	It is a condition of each approval and licence that the registered operator and licensee, as applicable, must co-operate with and facilitate a compliance audit.
WIC Act s 86(1)	A licensee is required to pay to the Treasurer the cost involved in and in connection with carrying out IPART's functions under Division 1 [of Part 8 of the Act] in relation to the licensee and the schemes for which the licensee is registered.
WIC Reg Sch 2 cl 1	<p>A licensee must, while water is being supplied to premises for which a water meter has been installed, ensure</p> <ul style="list-style-type: none"> <li>(a) the water meter is properly maintained and periodically tested, and</li> <li>(b) the water meter is read at intervals of no more than 4 months, and</li> <li>(c) written notice of each meter reading is sent to the relevant registered retailer.</li> </ul> <p>Note: This applies to both the licensed operator and licensed retailer unless there is a written agreement between both parties that 1 party will comply with a requirement under this section on behalf of both parties.</p>
WIC Reg Sch 2 cl 2	A licensee must give the Minister or IPART information required from time to time by the Minister or IPART in relation to the licensee's activities under the licence. A licensee must give the information required within the time specified by the Minister or IPART.
WIC Reg Sch 2 cl 3	<p>A licensee must immediately notify the following persons of an incident in the conduct of the licensee's activities that threatens, or could threaten, water quality or public health or safety</p> <ul style="list-style-type: none"> <li>(a) IPART,</li> <li>(b) the Minister administering the <a href="#">Public Health Act 2010</a>,</li> <li>(c) a person, other than the licensee, who is the registered operator or registered retailer of the water industry infrastructure to which the incident relates,</li> <li>(d) other registered operators or public water utilities with infrastructure connected to the water industry infrastructure to which the incident relates.</li> </ul> <p>The notice must be given in the form and way determined by IPART.</p>
WIC Reg Sch 2 cl 4(1)	<p>A licensee must permit the following matters concerning the licensee to be included on IPART's register</p> <ul style="list-style-type: none"> <li>(a) the matters required to be recorded on the register under the Act, section 89B,</li> <li>(b) the matters that IPART considers appropriate to be included on the register.</li> </ul>
WIC Reg Sch 2 cl 4(2)	A licensee must permit the disclosure between relevant government agencies of information the licensee has given to a relevant agency.

Source of the obligation	Description of the obligation
WIC Reg Sch 2 cl 4(3)	A licensee must permit the disclosure to the general public of information about incidents reported under clause 3 of the Regulation.
WIC Reg Sch 2 cl 5	If the licensee is taken to have entered into a deemed customer contract under the Act, section 46AB, the licensee must comply with the terms and conditions of the deemed customer contract.
WIC Reg Sch 2 cl 6	If a customer, a person living at a customer's property, or a representative of the customer or person, notifies the licensee that the customer or a person living at the customer's property has critical health needs, the licensee must treat the customer or person as a customer or person with critical health needs for this regulation, including the deemed customer contract.

#### Small retail customer contracts for regulated schemes

Note: the following obligations apply to

- licensed operators which, under the licence, operate infrastructure that connects a regulated scheme to a customer's premises and
- licensed retailers.

See the definition of *regulated scheme licence* in s 46AB of the Act. A regulated scheme is one using infrastructure to service 30 or more small retail customer premises – see the definition of *regulated scheme* and *small retail customer premises* in the Dictionary of the Act.

WIC Act s 46AC(1)(a)	It is a condition of a regulated scheme licence that the licensee must, for each regulated scheme for which the licensee provides services under the licence, publish on its website <ul style="list-style-type: none"> <li>(i) the contract charges payable for the services during the current financial year and the subsequent 3 financial years, and</li> <li>(ii) the rebates, refunds, discounts or similar payments available to customers, or classes of customers, for the services during the current financial year, and</li> <li>(iii) if the contract charges are to be varied—the date from which the charges as varied become payable.</li> </ul>
WIC Act s 46AC(1)(b) & s 46AC(6)	It is a condition of a regulated scheme licence that the licensee must, for each regulated scheme for which the licensee provides services under the licence give IPART written notice of the contract charges, and of a variation of the contract charges and reason for the variation. <p>Notice of an increase in a contract charge payable for a service by a customer is not required if</p> <ul style="list-style-type: none"> <li>(a) the increase does not exceed a maximum increase prescribed by the regulations, by reference to a consumer price index or other method, or</li> <li>(b) the increase is in accordance with a determination under Part 5, Division 2 of the Act. or</li> <li>(c) the licensee has complied with a regulated price parity arrangement for the increase. (See definition of <i>regulated price parity arrangement</i> in s 46AC(7) of the Act.)</li> </ul>
WIC Act s 46AC(1)(c)	It is a condition of a regulated scheme licence that the licensee must, for each regulated scheme for which the licensee provides services under the licence only charge customers the contract charges.
WIC Act s 46AC(1)(d)	It is a condition of a regulated scheme licence that the licensee must, for each regulated scheme for which the licensee provides services under the licence only pay a rebate, refund, discount or similar payment to a customer in accordance with <ul style="list-style-type: none"> <li>(i) the deemed customer contract taken to have been entered into under section 46AB, or</li> <li>(ii) a publication made under section 46AC(1)(a)(ii).</li> </ul>
WIC Act s 46AC(2)	The publication of information under section 46AC(1)(a) must be made in a way that is <ul style="list-style-type: none"> <li>(a) conspicuous to customers, and</li> <li>(b) specified by the regulations, if any.</li> </ul>
WIC Act s 46AC(3)	It is a condition of a regulated scheme licence that the licensee must give each customer at least 3 months written notice, or a shorter period of notice approved by IPART on application, of an increase in a contract charge payable by the customer.

Source of the obligation	Description of the obligation
WIC Act s 46AC(4)	For a licensed retailer, it is a condition of the licence that the notice must be sent with, or included in, an account or invoice for a service provided under the licence.
WIC Act s 46AC(5)	No amount of an increase in a contract charge may be recovered by the licensee from a customer if notice of the increase has not been given to the customer as required by section 46AC.
WIC Act s 46AD(1)	It is a condition of a regulated scheme licence that the licensee must, on application and payment of the fee fixed by the licensee and approved by IPART, issue the applicant a certificate <ul style="list-style-type: none"> <li>(a) containing particulars of the contract charges payable to the licensee for water or sewerage services provided to specified premises as at a specified date, or</li> <li>(b) to the effect that there are no contract charges payable.</li> </ul>

Table A.2 Obligations for licensed operators

Source of the obligation	Description of the obligation
WIC Act s 6	A person must not construct water industry infrastructure to which Part 2 of the WIC Act applies unless the construction <ul style="list-style-type: none"> <li>(a) is authorised by a scheme approval, and</li> <li>(b) is carried out by or on behalf of the registered operator for the scheme.</li> </ul>
WIC Act s 6A	A person must not operate water industry infrastructure to which Part 2 of the WIC Act applies unless <ul style="list-style-type: none"> <li>(a) the infrastructure is substantially constructed as authorised by a scheme approval, and</li> <li>(b) the operation is authorised by an operational approval, and</li> <li>(c) the person is the registered operator for the infrastructure.</li> </ul>
WIC Act s 8H(1)(a)	A licensed operator must comply with the conditions of each approval that applies to water industry infrastructure for which it is the registered operator.
WIC Act s 8H(1)(b)	A licensed operator must ensure the water industry infrastructure for which it is the registered operator is operated only for the purposes authorised by the relevant approval.
WIC Act s 8H(1)(c)	A licensed operator must operate water industry infrastructure for which it is the registered operator <ul style="list-style-type: none"> <li>(i) safely and reliably, and</li> <li>(ii) in a way consistent with the national safety guidelines for the control of public health risks, and</li> <li>(iii) in a way that does not present a significant risk of harm to the environment,</li> </ul> See the definition of <i>national safety guidelines</i> in s 5 of the WIC Reg.
WIC Act s 8H(1)(d)	A licensed operator must have and maintain the capacity, including technical, financial and organisational capacity, to operate all the infrastructure for which it is the registered operator.
WIC Act s 8H(1)(e)	A licensed operator must give written notice to IPART of a failure by the licensee to maintain technical, financial or organisational capacity as soon as practicable after the failure occurs.

Source of the obligation	Description of the obligation
WIC Act s 8H(1)(f)	If a licensed operator proposes to cease or ceases to operate water industry infrastructure for which it is the registered operator, the licensee must give written notice to IPART of that fact within the period required by the regulations.
WIC Reg s 15(1)	A licensee must give written notice to IPART within (a) 24 hours after proposing to cease to operate the water industry infrastructure for which the licensee is the registered operator, and (b) 1 hour after ceasing to operate the infrastructure.
WIC Act s 8H(1)(g)	A licensed operator must establish and maintain privacy policies and practices that lawfully enable customer information to be provided to and used by the following: (i) a last resort provider in connection with a declared failure or last resort contingency planning, and (ii) another licensee who is substituted as the registered operator for the scheme.
WIC Act s 8H(1)(h)	If a licensed operator is the registered operator of a regulated scheme, but is not the registered retailer for the scheme, the licensee must (i) ensure a water or sewerage service provided by means of the scheme is not sold except by the registered retailer for the scheme or a public water utility, and (ii) if the water or sewerage service provided by means of the scheme is sold by a registered retailer—maintain and give effect to an agreement with the registered retailer, being an agreement that complies with the requirements of the regulations, if any, for the sale by the registered retailer of the water or sewerage services,
WIC Reg s 16(a)	An agreement between a registered operator and a registered retailer must specify the responsibilities of each licensee under a customer contract, including who is responsible for (i) installing, testing, repairing, maintaining, reading or replacing meters and (ii) undertaking inspections, including inspections of backflow prevention devices or cross-connections in dual reticulation schemes,
WIC Reg s 16(b)	An agreement between a registered operator and a registered retailer must specify the notification requirements for each licensee under a customer contract, including a requirement for a licensee to notify the other licensee when (i) a customer is connected to the regulated scheme, or (ii) the water supply or sewerage service is interrupted, or (iii) a customer makes a complaint, or (iv) the licensee is notified that a customer or person living at the customer's property has critical health needs, or (v) a customer seeks or is granted an approval from the licensee.
WIC Act s 8H(1)(i)	If a licensed operator is the registered operator of a scheme, the licensee must, for essential infrastructure, take all reasonable steps to prevent circumstances arising that permit a declaration of a failure of an essential service provider under Part 5, Division 3 of the Act.
WIC Reg Sch 2 cl 7(1)	A licensed operator must develop and implement an asset management plan or asset management system in relation to the water industry infrastructure constructed and operated by the licensee.
WIC Reg Sch 2 cl 7(2)	An asset management plan must include policies and procedures relating to the construction and operation of the water industry infrastructure, including the following (a) the safe and reliable construction, operation and maintenance of the infrastructure, (b) the redundancy built into the infrastructure and the arrangements for the renewal of the infrastructure, (c) the continuity of water supply or sewerage services and alternative water supply or sewerage service arrangements, (d) the maintenance, monitoring and reporting of standards of service.
WIC Reg Sch 2 cl 7(3)	An asset management system must be consistent with AS ISO 55001:2014, <i>Asset management—Management systems—Requirements</i> .
WIC Reg Sch 2 cl 7(4)	A licensed operator must (a) comply with the asset management plan or asset management system, and (b) regularly review and update the asset management plan or asset management system to ensure it complies with this section, and



Source of the obligation	Description of the obligation
	(c) amend the asset management plan or asset management system in accordance with a direction by the Minister or IPART.
WIC Reg Sch 2 cl 8(1)	A licensed operator must develop and implement a water quality management system if the water industry infrastructure for which the licensee is the registered operator is for the production or supply of drinking water or recycled water.
WIC Reg Sch 2 cl 8(2)	The water quality management system for water industry infrastructure for drinking water must be consistent with the <i>Australian Drinking Water Guidelines</i> , published by the Australian Government, the National Health and Medical Research Council and the Natural Resource Management Ministerial Council, as in force from time to time.
WIC Reg Sch 2 cl 8(3)	The water quality management system for water industry infrastructure for recycled water must be consistent with the <i>Australian Guidelines for Water Recycling</i> , including Phases 1 and 2, published by the Environment Protection and Heritage Council, the Natural Resource Management Ministerial Council and the Australian Health Ministers' Conference, as in force from time to time.
WIC Reg Sch 2 cl 8(4)	A licensed operator must— (a) comply with the water quality management system, and (b) regularly review and update the water quality management system to ensure it complies with this section, and (c) amend the water quality management system in accordance with a direction by the Minister or IPART.
WIC Reg Sch 2 cl 9(1)	A licensed operator must develop and implement a sewage management plan or sewage management system if the water industry infrastructure for which the licensee is the registered operator will be used for the conveyance, treatment and disposal of sewage.
WIC Reg Sch 2 cl 9(2)	The sewage management plan or sewage management system must deal with the conveyance, treatment and disposal of sewage by the water industry infrastructure, including the following (a) how health and ecological assessments will be undertaken, (b) how a concern arising from an assessment will be addressed, (c) the arrangements for the disposal of waste from the infrastructure.
WIC Reg Sch 2 cl 9(3) & (5)	A licensed operator must— (a) comply with the sewage management plan or sewage management system, and (b) regularly review and update the sewage management plan or sewage management system to ensure it complies with this section, and (c) amend the sewage management plan or sewage management system in accordance with a direction by the Minister or IPART.
	<u>Note:</u> A sewage management system may be combined with a water quality management system developed under Sch 2, cl 8 of the WIC Reg.
WIC Reg Sch 2 cl 10	A water meter must be connected to each premises to which the licensed operator supplies water. The water meter must comply with the requirements of the <i>Plumbing Code of Australia</i> , published by the Australian Building Codes Board, as in force from time to time.
WIC Reg Sch 2 cl 11	A licensed operator must take all reasonable steps to give customer information to the following persons within 5 days after the event occurs (a) if the licensee is substituted by another licensee under section 89C of the Act - the other licensee, (b) if the Minister makes an order under section 57A of the Act in relation to the licensee—the public water utility that will provide the water or sewerage service on a permanent basis, (c) if the Minister makes an order under section 57B(1)(a) Act in relation to the licensee—the other licensee that will provide the essential service, (d) if the scheme for which the licensee is the registered operator is acquired by a public water utility—the public water utility.
WIC Act s 50(2)	If licensed operator is a regulated scheme licence within the meaning of Division 1AA, it is a condition of the operator licence that— (a) the licensed operator must be a member of an approved ombudsman scheme, and (b) the operator is bound by, and must comply with, a decision of the ombudsman under the scheme relating to a dispute or complaint involving the operator and a small retail customer or entitled person.

Source of the obligation	Description of the obligation
WIC Act s 58A(3)	No such work (other than routine connections, repairs or maintenance work) may be carried out unless the registered operator— (a) has given the local council or roads authority notice of the proposal to carry out the work, and (b) has given the local council or roads authority a reasonable opportunity (being at least 40 days from the date on which the notice was given) to make submissions to the registered operator in relation to the proposal, and (c) has given consideration to any such submissions.

Table A.3 Obligations for licensed retailers

Source of the obligation	Description of the obligation
WIC Act s 6B	A person must not sell water or sewerage services provided by means of a regulated scheme, including the service of connecting premises to the water or sewerage services, unless (a) the person is the registered retailer for the infrastructure, and (b) the sale is authorised by the person's retailer licence.
WIC Act s 8(1)(a)	If the licensed retailer proposes to cease, or ceases, to provide retail services under the licence for a particular regulated scheme, the licensee must give written notice to IPART of that fact within the period required by the regulations.
WIC Reg s 15(2)	A licensed retailer must give written notice to IPART within (a) 24 hours after proposing to cease to provide retail services under the licence for a particular regulated scheme, and (b) 1 hour after ceasing to provide the retail services.
WIC Act s 8(1)(b)	A licensed retailer must have and maintain the capacity, including financial and organisational capacity, to provide all the retail services provided by the licensed retailer under the licence.
WIC Act s 8(1)(c)	A licensed retailer must give IPART written notice of a failure by the licensee to maintain technical, financial or organisational capacity as soon as practicable after the failure occurs.
WIC Act s 8(1)(d)	A licensed retailer must establish and maintain privacy policies and practices that lawfully enable customer information to be provided to and used by the following (i) a last resort provider in connection with a declared failure or last resort contingency planning, (ii) another licensee who is substituted as the registered retailer for the scheme.
WIC Reg Sch 2 cl 12(1)	If the deemed customer contract applies to any customer of the licensed retailer, the licensed retailer must publish IPART's summary of the deemed customer contract on its website.
WIC Reg Sch 2 cl 12(2)	A licensed retailer must, each year, give a copy of IPART's summary of the deemed customer contract to any customer to whom the deemed customer contract applies.
WIC Reg Sch 2 cl 13	If the Minister notifies a licensed retailer that a NSW Government social program applies to the licensed retailer, the licensed retailer must implement or facilitate the implementation of the social program.
WIC Reg Sch 2 cl 14(1)	A licensed retailer must maintain and implement a procedure for receiving, responding to and resolving customer complaints (a <i>customer complaints procedure</i> ).

Source of the obligation	Description of the obligation
WIC Reg Sch 2 cl 14(2)	A licensed retailer's customer complaints procedure must be consistent with AS 10002:2022, <i>Guidelines for complaint management in organizations</i> .
WIC Reg Sch 2 cl 14(3)	A licensed retailer must publish on its website information about <ul style="list-style-type: none"> <li>(a) how a customer may make a complaint, and</li> <li>(b) how the licensee will receive, respond to and resolve a complaint, and</li> <li>(c) a customer's right to complain to the Energy and Water Ombudsman NSW.</li> </ul>
WIC Reg Sch 2 cl 14(4)	A licensed retailer must give a copy of the information in Sch 2 cl 14(3) of the WIC Reg to <ul style="list-style-type: none"> <li>(a) all of the licensee's customers annually, and</li> <li>(b) a customer on request.</li> </ul>
WIC Reg Sch 2 cl 14(5)-(6)	A licensed retailer must, on request by IPART or an auditor, give IPART or the auditor a report on the complaints the licensee has received. The report must be given in the form and way determined by IPART or the auditor.
WIC Reg Sch 2 cl 15(1)	A licensed retailer must maintain and implement a process for dealing with payment difficulty and debt recovery (a <i>payment difficulty process</i> ).
WIC Reg Sch 2 cl 15(2)	A licensed retailer's payment difficulty process must provide for the following <ul style="list-style-type: none"> <li>(a) how the licensee will identify customers experiencing difficulty paying bills,</li> <li>(b) how the licensee will ensure a customer is treated in a fair and reasonable way when experiencing difficulty paying bills,</li> <li>(c) the types of payment plans available, including the tailoring of a payment plan to an individual customer experiencing difficulty paying bills,</li> <li>(d) the circumstances in which the licensee may disconnect or restrict the supply of water to a customer's premises consistent with the customer contract,</li> <li>(e) the ways in which the licensee will assist customers to better manage current and future bills.</li> </ul>
WIC Reg Sch 2 cl 15(3)	A licensed retailer's payment difficulty process must be consistent with the customer contract.
WIC Reg Sch 2 cl 15(4)	A licensed retailer must publish its payment difficulty process on its website.
WIC Reg Sch 2 cl 15(5)	A licensed retailer must give a copy of the payment difficulty process to <ul style="list-style-type: none"> <li>(a) all of the licensee's customers annually, and</li> <li>(b) a customer on request.</li> </ul>
WIC Reg Sch 2 cl 16(1)	A licensed retailer must maintain and implement a family violence policy.
WIC Reg Sch 2 cl 16(2)	A licensed retailer's family violence policy must provide for the following <ul style="list-style-type: none"> <li>(a) the protection of private and confidential information,</li> <li>(b) access to payment difficulty programs,</li> <li>(c) processes that minimise the reliance on individuals to disclose family violence,</li> <li>(d) processes for referrals to specialist family violence services.</li> </ul>
WIC Reg Sch 2 cl 16(3)	A licensed retailer must publish its family violence policy on its website.

Source of the obligation	Description of the obligation
WIC Reg Sch 2 cl 16(4)	A licensed retailer must give a copy of the family violence policy to <ul style="list-style-type: none"> <li>(a) all of the licensee's customers annually, and</li> <li>(b) a customer on request.</li> </ul>
WIC Reg Sch 2 cl 17	A notice or bill that a licensed retailer must send to its customers must include, or be accompanied by, information about <ul style="list-style-type: none"> <li>(a) the available community translation services, including telephone numbers, and</li> <li>(b) the National Relay Service for hearing or speech-impaired customers.</li> </ul> <p>The information must be given in English, Mandarin, Cantonese, Arabic, Vietnamese and Hindi.</p>
WIC Reg Sch 2 cl 18	A licensed retailer must supply water or sewerage services consistently with the conditions of a scheme approval or operational approval that apply to water industry infrastructure for which the licensee is the registered retailer.
WIC Reg Sch 2 cl 19(1)	A licensed retailer must ensure recycled water is only supplied to customers for a purpose authorised by the relevant operational approval (a <i>permitted end use</i> ).
WIC Reg Sch 2 cl 19(2)-(3)	A licensed retailer must, before the licensee supplies recycled water to a customer, specify the permitted end uses of recycled water in a written notice to the customer. The notice must also include information about how to safely use recycled water.
WIC Reg Sch 2 cl 20(1)	A licensed retailer must not enter into water supply arrangements under which the licensee assumes obligations the licensee is unable to meet, or advertise that the licensee is willing to enter into water supply arrangements, having regard to the following <ul style="list-style-type: none"> <li>(a) the capacity of the relevant water source to supply water or the volume of water available to the licensee from the water source,</li> <li>(b) the quality of the water derived from the water source,</li> <li>(c) the water industry infrastructure from which the water will be supplied,</li> <li>(d) the conditions on which the licensee has access to the water industry infrastructure.</li> </ul>
WIC Reg Sch 2 cl 20(2)	A licensed retailer must not enter into a water supply arrangement with a customer unless the premises to which the water will be supplied are connected to, or readily connectible to, a water main <ul style="list-style-type: none"> <li>(a) to which the licensed retailer has access, whether under an access agreement, access determination or otherwise, or</li> <li>(b) that forms part of the relevant scheme.</li> </ul>
WIC Reg Sch 2 cl 21(1)	A licensed retailer must not enter into sewerage service arrangements under which it assumes obligations the licensee is unable to meet, or advertise that it is willing to enter into such arrangements, having regard to the following <ul style="list-style-type: none"> <li>(a) the water industry infrastructure from which the services are to be provided,</li> <li>(b) limitations on the capacity of the water industry infrastructure to treat and dispose of sewage,</li> <li>(c) the conditions on which the licensee has access to the water industry infrastructure.</li> </ul>
WIC Reg Sch 2 cl 21(2)	A licensed retailer must not enter into a sewerage service arrangement with a customer unless the premises to which the service will be provided are connected to, or readily connectible to, a sewer main to which the licensee has access, whether under an access agreement, access determination or otherwise.
WIC Reg Sch 2 cl 22(1)	A licensed retailer must take all reasonable steps to give customer information to the following persons within 5 days after the event occurs <ul style="list-style-type: none"> <li>(a) if the licensee is substituted by another licensee under section 89C of the Act - the other licensee,</li> <li>(b) if the Minister makes an order under section 57A of the Act in relation to the licensee—the public water utility that will provide the water or sewerage service on a permanent basis.</li> </ul>
WIC Act s 50(1)	It is a condition of a retailer's licence under which a licensed retailer provides water or sewerage services to small retail customers that <ul style="list-style-type: none"> <li>(a) the licensed retailer must be a member of an approved ombudsman scheme, and</li> </ul>

Source of the obligation	Description of the obligation
	(b) the licensed retailer is bound by, and must comply with, any decision of the ombudsman under the scheme relating to a dispute or complaint involving the licensed retailer and a small retail customer.

Table A.4 Obligations for monopoly suppliers

Source of the obligation	Description of the obligation
WIC Act s 52	A monopoly supplier must comply with a relevant determination by IPART under section 52 of the Act.
WIC Act s 53(1)	A monopoly supplier must connect premises within the area to which the monopoly service declaration applies and supply the monopoly service to the premises, if the owner of the premises requests the supplier to do so.  <i>Note:</i> This obligation does not apply in the circumstances set out in subsections 53(3) and (4). Under subsection 53(2) the regulations may impose further conditions on a monopoly supplier's licence relating to connection and supply.

Table A.5 Obligations for last resort providers (LRPs), essential service providers and failed licensees

Source of the obligation	Description of the obligation
WIC Reg s 37-38(1)	A last resort provider must prepare a contingency plan for an essential service and submit it to IPART for approval (a) within 6 months after the operational approval for the essential infrastructure is granted, or (b) within a longer period approved by IPART.  <i>Note:</i> The essential service provider may prepare the contingency plan if the essential service provider gives notice to IPART, in the form and way approved by IPART, within 15 business days of the designation of the last resort provider. The contingency plan must include the information set out in section 39 of the WIC Reg.
WIC Reg s 38(3)	A last resort provider must, at intervals determined by IPART by written notice to the nominated provider, review and resubmit the contingency plan to IPART for approval.
WIC Reg s 40(2)	If a contingency plan is to be prepared by a last resort provider, a provider of an essential service for which the last resort provider has been designated must facilitate the preparation and review of the contingency plan by the last resort provider, including by (a) providing information that the last resort provider reasonably requires in a timely way, and (b) giving the last resort provider a reasonable opportunity to inspect infrastructure and systems.
WIC Reg s 40(3)	If a contingency plan is to be prepared by a last resort provider, the essential service provider must notify the last resort provider of a change in systems or processes if the change— (a) may require modification of the contingency plan, or (b) is a change the last resort provider reasonably needs to be aware of.

WIC Reg s 40(4)	If a contingency plan is to be prepared by a last resort provider, the essential service provider must facilitate the conduct by the last resort provider of required exercises to test the operation of the approved contingency plan.
WIC Reg s 41	If a contingency plan is to be prepared by the essential service provider, the essential service provider must consult with the last resort provider about the contingency plan.
WIC Reg s 44(1)-(2)	The essential service provider must pay the last resort provider the reasonable costs incurred by the last resort provider in complying with Part 5 of the WIC Reg, as specified in a written request from the last resort provider to the essential service provider.
WIC Reg s 44(3)-(4)	If the essential service provider does not pay the last resort provider within 28 days of the written request, either the last resort provider or the essential service provider may apply to IPART for a determination of the amount. The essential service provider must pay the amount determined by IPART to the last resort provider within 28 days of the determination.
WIC Reg s 45	The essential service provider may pay a technical expert an amount for the reasonable costs incurred by the technical expert in the preparation or testing of a contingency plan, if IPART requires this by written notice to the essential service provider. The essential service provider must pay the amount notified by IPART within 28 days or another period agreed between the essential service provider and the technical expert.
WIC Act s 56A(1)	On the transfer date of a declared failure the licence of the failed licensee, if then in force, becomes subject to a condition prohibiting the licensee from providing the essential service under the licence.
WIC Act s 56A(2)	If the last resort provider is a public water utility, the utility is, for the duration of a declared failure, to be regarded as the licensed operator or licensed retailer, as the case requires, of the essential service for the purposes of this Act and bound by the relevant licence and approval conditions imposed under this Act or the regulations, other than conditions specified by IPART by written notice given to the last resort provider.
WIC Act s 56B(1)	A last resort provider must, for the duration of a declared failure, provide the essential service and, for that purpose, may have access to infrastructure and customer data systems and other property as reasonably required.
WIC Act s 56B(2)	During a declared failure, the failed licensee and last resort provider must <ul style="list-style-type: none"> <li>(a) facilitate the provision of the essential service by the last resort provider, and</li> <li>(b) take action as required by the approved contingency plan or the regulations, and</li> <li>(c) comply with reasonable directions given by the last resort provider in providing the essential service.</li> </ul>
WIC Act s 56B(3)	The failed licensee must enable the last resort provider to access customer information, including personal information under the <i>Privacy and Personal Information Protection Act 1998</i> and health information under the <i>Health Records and Information Privacy Act 2002</i> , in connection with the provision of the essential service, and the provision of the essential service includes exercising a right of the licensee under an easement or right of way relating to the essential service as if the last resort provider were the failed licensee.
WIC Act s 57C(3)	The last resort provider and registered operator of the essential infrastructure must <ul style="list-style-type: none"> <li>(a) facilitate the provision of the essential service by the new licensee or the provision of the service to replace the essential service by a public water utility, and</li> <li>(b) take action as required by the approved contingency plan or the regulations.</li> </ul>
WIC Act s 57E	The last resort provider must not use or disclose confidential or commercially sensitive information obtained under this Division other than for the purpose for which it is given unless <ul style="list-style-type: none"> <li>(a) the use or disclosure is authorised by the person to whom the information belongs, or</li> <li>(b) the last resort provider or new licensee is required by law to disclose the information.</li> </ul>

Note: The obligations for last resort providers in Table 5 only apply to licensees that have been designated as a last resort provider under section 55 of the WIC Act for an essential service. The obligations in Table 5 will apply to licensees who are essential service providers, failed licensees or the registered operator of essential infrastructure.

## B Performance indicators - licensed operator

The table below sets out the performance indicators developed by IPART, that WIC Act licensed operators must report on. The Licensee is to report these for **each scheme** for which it is the registered operator in their Annual Compliance Report.

Table B.1 Performance indicators for licensed operators

Indicator number	Performance indicator	Definition
Performance area: Assets		
A1	Number of properties that experience an unplanned water interruption that lasts for more than five continuous hours	Number of properties that experience an unplanned water interruption that lasts for more than five continuous hours in the financial year.
A2	Number of properties that experience three or more unplanned water interruptions that each lasts for more than one hour	Number of properties that experience three or more water interruptions that each lasts for more than one hour in the financial year.
A3	Total number of unplanned water interruptions – water supply	The total number of unplanned interruptions where customers are without potable water supply, during the reporting year (interruptions).
A4	Average duration of unplanned water interruptions – water supply	The average duration for which a customer is without potable water, due to an unplanned supply interruption during the reporting year minutes (minutes).
A10	Number of properties that experience a water pressure failure	Number of properties that experience a water pressure failure in the financial year.
A11	Number of properties (other than public properties) that experience an uncontrolled wastewater overflow in dry weather	Number of properties (other than public properties) that experience an uncontrolled wastewater overflow in dry weather in the financial year.
A12	Number of properties (other than public properties) that experience three or more uncontrolled wastewater overflows in dry weather	Number of properties (other than public properties) that experience three or more uncontrolled wastewater overflows in dry weather in the financial year.

Note: A3 is NWI indicator IC17  
A4 is NWI indicator C15

## Definitions

### Property

Means any single real property which is connected to the water utility's drinking water supply system, to the water utility's sewerage system or to the water utility's non-potable (or recycled) water system and a charge for the services provided by one or more of those systems is levied on the owner of the real property.

### Uncontrolled wastewater overflow

Refer to the WIC Act utility's current Asset Management System or Plan for a definition of when a property is taken to have experienced an Uncontrolled Wastewater Overflow.

### Water Pressure Failure

Refer to the Licensee's current Asset Management System or Plan for a definition of when a property is taken to have experienced Water Pressure Failure if it breaches the System Performance Standard for water pressure.

For the purpose of this indicator a Property is taken to have experienced a Water Pressure Failure:

- a. when a person notifies the water utility that the Property has experienced a Water Pressure Failure and the water utility confirms that the Property has experienced a Water Pressure Failure; or
- b. when the water utility identifies that the Property has experienced a Water Pressure Failure (including through its data collection systems and hydraulic analysis).

Despite above, a Property will not be taken to have experienced a Water Pressure Failure if that Water Pressure Failure occurred only because of:

- a. water usage in the case of a fire or other abnormal demand; or
- b. a short term or temporary operational problem (such as a main break) which is remedied within Four days of its commencement.

### Unplanned Water Interruption

Means an event which:

- a. commences when the supply of Drinking Water at the first cold water tap of a Property is interrupted without the Customer or Consumer having received prior notice of that interruption from the water utility; and
- b. ceases when a normal supply of Drinking Water is restored to the Property referred to in paragraph (a).



## C Licence Data – licensed retailer

IPART requires the information outlined below for administrative purposes (i.e. to calculate the annual fees of WIC Act retailer licences) and to inform our risk-based compliance approach. Before 1 July 2018 IPART collected that information under the Performance Indicators section. As that information does not relate to water utilities' performance, we are now collecting it separately. The licensed retailer is to report these for **each scheme** for which it is the registered retailer in their Annual Compliance Report.

Table C.1 Licence data for licensed retailer

Data number	Licence data	Definition
L1	Total volume of water supplied (ML)	The total volume of drinking and non-potable water supplied, including for environmental flows and bulk water exports in the financial year.
L2	Total volume of non-potable water supplied (ML)	The total volume of non-potable water supplied by the utility during the reporting year, in megalitres (ML).
L3	Total volume of wastewater collected (ML)	The total volume of wastewater collected by the utility during the reporting year, in megalitres (ML).
L4	Connected residential properties – water supply (000s)	The number of connected residential properties receiving water supply services from the utility during the reporting year (properties 000s).
L5	Connected non-residential properties – water supply (000s)	The number of connected non-residential properties receiving water supply services from the utility during the reporting year (properties 000s).
L6	Connected residential properties – wastewater (000s)	The number of connected residential properties receiving wastewater services from the utility during the reporting year (properties 000s).
L7	Connected non-residential properties – wastewater (000s)	The number of connected non-residential properties receiving wastewater services from the utility during the reporting year (properties 000s).
L8	Connected residential properties – recycled water supply (000s)	The number of connected residential properties receiving recycled water services from the utility during the reporting year (properties 000s).
L9	Connected non-residential properties – recycled water supply (000s)	The number of connected non-residential properties receiving recycled water services from the utility during the reporting year (properties 000s).

Note: L2 is NWI indicator W26  
 L3 is NWI indicator W18  
 L4 is NWI indicator C2  
 L5 is NWI indicator C3  
 L6 is NWI indicator C6  
 L7 is NWI indicator C7  
 L8 is NWI indicator C1\_N1  
 L9 is NWI indicator C1\_N2

## Definitions

### Property

Means any single real property which is connected to the water utility's drinking water supply system, to the water utility's sewerage system or to the water utility's non-potable (or recycled) water system and a charge for the services provided by one or more of those systems is levied on the owner of the real property.

**Connected residential properties** include:

- each apartment in a high-rise apartment complex
- each property in a department of housing unit complex
- each individual stand-alone residential property within a retirement village.

**Connected non-residential properties** include:

- commercial and municipal properties
- shopping centres
- schools, universities, and technical colleges (TAFEs),
- hospitals and nursing homes
- shopping centres with separate connections for each shop are to be counted as one non-residential connection.

## Document amendment record

Revision	Date issued	Notes
1	1 July 2009	First release
2	9 June 2010	Additional template for nil returns
3	24 June 2015	Additional insurance expert's requirement in 2.6.1 and report template in Appendix I. Additional notification requirements before/after changes in insurance coverage in 2.6.2. Additional template for immediate licence breach reporting in Appendix D. Updated standard licence clauses in the list of licence obligations and reporting frequency in Appendix E. Updated IPART's contact details. Information restructured to improve readability.
4	10 August 2015	Provided clarification on the definition of connection point in Appendix G following stakeholder feedback. Added notification requirement for changes in environmental mitigation measures for new licensees where applicable. Document issued as final.
5	1 June 2016	Amended notification requirements before/after changes in insurance coverage in 2.6.2. Updated signature requirements. Document issued as final, effective from 1 July 2016.
6	29 June 2018	Amended Performance Indicators Appendices. Reporting date updated to 1 September. Removed NIL returns template, formatting and minor editorial updates. Document issued as final, effective from 1 July 2018.
7	21 November 2018	Amended incident notification section Section 2 to cover non-compliance reporting. Section 3 Notification and reporting requirements created and reporting that doesn't relate to non-compliances moved to this section. Previous Section 3 moved to Section 4.
8	13 March 2019	Amended insurance section Section 3.2 to address ambiguities in when we will require insurance expert's reports. Table 3.1 to address changes in requirements when a licensee amends its level/type of insurance cover. Added Section 3.9 to add requirement for annual reporting of financial capacity for licensees that supply essential services to small retail customers. Amendment to annual reporting checklist in Appendix D to reflect changes made in Section 3.9. Added Appendix H – Financial capacity report template.
9	14 August 2019	Added section 3.10.
10	13 November 2019	Changed stakeholder contact details in Form A and Form B, in Appendix C.
11	1 July 2020	Updated to align process for submitting reports and notifications with the Water Industry Licence Management Application (WILMA). Updated Incident Notification Forms in Appendix C. Amended insurance section Amended section 3.2 to remove ad hoc notification of changes in insurance and provision of information (Table 3.2 deleted). Amended Appendix E to include an annual declaration in relation to maintaining appropriate insurance, annual provision of certificates of currency and explanation of any changes to insurance. Amended Appendix G to update the insurance expert's report template to be consistent with the new WICA Insurance Guide. Updated references to the Minister administering the WIC Act. Updated references to the Department administering the WIC Act.
12	22 November 2021	Draft for consultation: Combined the network operator and retail supplier reporting manuals and created 6 separate forms for reporting.

Revision	Date issued	Notes
		<p>Clarified reporting of incident and non-compliances.</p> <p>Incident Form B expanded to include question on non-compliances occurred and reporting required within 30 days of submitting Form A.</p> <p>Self-identified non-compliance reporting from 'immediate' and 'annual' categories to within 30 days of identification for all obligations.</p> <p>Consolidated all annual compliance reporting requirements into one form.</p>
13	1 April 2022	<p>Self-identified non-compliance reporting amended to annual reporting for all obligations as part of the annual compliance report, unless the non-compliances are related to incidents.</p> <p>Reporting Manual section 2.1 on incidents amended to clarify expectations where delay or change in information might occur.</p> <p>Annual Compliance Report Schedule A amended to clarify reporting requirements on non-compliances that have been reported and those that have not been reported.</p>
14	March 2025	New WIC Act and WIC Reg – updated to align with changes made to the legislation.

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