

5 June 2020

Flow Systems Operations Pty Ltd

We have taken action in relation to Flow Systems Operations Pty Ltd (**Flow Systems Operations**) for contravening its licence (number 16_037) under the *Water Industry Competition Act 2006 (WIC Act)*. Flow Systems Operations holds this network operator's licence for its Box Hill North scheme.

Order to pay a monetary penalty

On 5 May 2020 we issued an order to Flow Systems Operations, under section 16 of the WIC Act to pay a total monetary penalty of \$38,000 for a contravention of clause 7(4)(a) of the *Water Industry Competition (General) Regulation 2008*. The contravention arose from a failure to fully enclose its recycled water storage tanks.

The total penalty was calculated on the basis of a penalty of \$25,500 for the original contravention plus an additional \$500 per day for 25 days to reflect the delay in rectification.

Flow Systems Operations paid the penalty on 22 May 2020.

Compliance and enforcement

IPART administers licences for private water utilities under the WIC Act and monitors compliance to protect public health, consumers and the environment.

Licensed private water utilities are required to report incidents and non-compliances to IPART and IPART undertakes regular audits to monitor compliance with licence conditions.

Monetary penalties and orders requiring specified remedial action are amongst the tools IPART can use to enforce compliance.

Further information about IPART's approach to compliance and regulation can be found in the [IPART Compliance and Enforcement Policy](#).