

21 November 2018

Veolia Water Solutions & Technologies  
(Australia) Pty Ltd

**Order under section 16 of *Water Industry Competition Act 2006* (WICA):  
Requirement to develop and submit a compliance plan within 28 days**

Under section 16(1)(b) of WICA, the Tribunal ordered Veolia Water Solutions and Technologies (Australia) Pty Ltd (**VWST**) to take the action set out at points 1 and 2 below in respect of contravening licence condition B3.3 of its network operator's licences no. 10\_012 and 10\_008, and retail supplier's licences no. 10\_013R and 10\_009R (collectively referred to as the licences).

1. Develop and submit a compliance plan to IPART within 28 days of receiving this order.
2. The compliance plan must set out:
  - a) the changes that will be made to business or operational systems or processes to ensure VWST provides notification of insurance changes in accordance with IPART's *Network Operator's Reporting Manual* (2018) and *Retail Supplier's Reporting Manual* (2018) in respect of the licences, and
  - b) the date by when the compliance plan will be implemented, which must be a date no later than 3 months after the compliance plan is submitted to IPART.