



## **Solo Water**

Retail Supply Management Plan

IMS-OPER-B-8314-SW

### Document Status

Revision	Date	Revision Details	Author	Review	Approved
A	4/12/2013	IPART Application	Harvest	B. Irwin	B. Irwin
1	08/9/2017	General Review	Craig Heiningger	B. Irwin	B. Irwin

**Solo Water Pty Ltd.** ABN 111 60 013 614

86-88 Chinderah Bay Drive,  
Chinderah N.S.W. 2487

**T:** 1300 7656 98 **W:** solowater.com.au

**© Solo Water Pty Ltd 2017**

This document is and shall remain the property of Solo Water Pty Ltd. The document may only be used for the purposes for which it was commissioned and in accordance with the Terms of Engagement for the commission. Unauthorised use of this document in any form whatsoever is prohibited

## Contents

<b>1</b>	<b>INTRODUCTION .....</b>	<b>4</b>
1.1	Regulatory Framework - WICA.....	4
1.2	Solo Group – Integrated Management System .....	5
<b>2</b>	<b>CUSTOMER SERVICE .....</b>	<b>6</b>
2.1	Customer Contact.....	6
2.2	Customer Contract .....	6
2.3	Customer Complaints and Dispute Resolution .....	6
2.4	Debt Recovery.....	7
<b>3</b>	<b>INCIDENT MANAGEMENT AND RESPONSE .....</b>	<b>8</b>
3.1	Risk Management .....	8
3.2	Continuity of Water Supply and Sewerage Services.....	8
3.3	Interruption Due to Incidents or Asset Failure .....	9
3.4	Interruption to Drinking Water Supply .....	10
3.5	Interruptions to Recycled Water Supply .....	10
3.6	Interruptions to Sewerage Services .....	11
3.7	Interruption Due to Potable Water or Recycled Water Quality .....	11
3.8	Interruption Due to Demand Exceeding Availability .....	11
<b>4</b>	<b>COMPLIANCE.....</b>	<b>12</b>
4.1	Transfer Code of Conduct.....	12
4.2	Marketing Code of Conduct .....	12
4.3	Reporting Requirements .....	12
<b>5</b>	<b>REVIEW AND CONTINUOUS IMPROVEMENT .....</b>	<b>14</b>

## 1 INTRODUCTION

This *Retail Supply Management Plan (RSMP) (IMS-OPER-B-8314-SW)* has been developed to satisfy the requirements of schedule 2 to the *Water Industry Competition (General) Regulation 2008* for Solo Water as part of its Retail Suppliers Licence (No. 15\_036R).

Solo Water is wholly Australian owned and operated company that utilises the latest technology to provide a sustainable solution to the nation's water industry. Solo Water is able to reduce the burden on our country's precious water resources by providing recycling water treated to the highest standards.

Solo Water's objective is to provide customers with a sustainable and safe supply of potable water, recycled water and sewerage services for communities in an environmentally friendly and cost effective manner and in compliance with regulatory requirements, the Australian Drinking Water Guidelines (ADWG) and the Australian Guidelines for Water Recycling (AGWR).

This RSMP applies to Solo Water, its wholly owned subsidiaries and the associated water and wastewater infrastructure owned and operated by Solo Water and its subsidiaries.

### 1.1 Regulatory Framework - WICA

The RSMP forms part of the framework for licencing of private water utilities under the *Water Industry Competition Act (2006) – (WICA)*.

In accordance with the *Water Industry Competition (General) Regulation 2008*, the RSMP is required to be developed by the licenced retail supplier indicating the arrangements made, or proposed to make, in relation to:

1. The events and circumstances that could adversely affect the licensee's ability to supply water or provide sewerage services (or both), as authorised by the licence; and
2. The probability of the occurrence of any such event or circumstance; and
3. The measures to be taken by the licensee:
  - a. To prevent the occurrence, or minimise the effect, of any such event or circumstance; and
  - b. To arrange for alternative supplies of water or the provision of sewerage services (or both), as authorised by the licence, in response to any such event or circumstance; and
4. The arrangements that the licensee has made, or proposes to make, to ensure that it complies with:
  - a. Its code of practice for complaints by small retail customers and its code of practice for debt recovery from such customers; and
  - b. The marketing code of conduct and the transfer code of conduct.

In addition to the Retail Supplier Licence, Solo Water's wholly owned subsidiaries are licenced network operators under WICA. The water and wastewater schemes constructed, maintained and operated under the associated Network Operators Licence(s) are managed in accordance with the respective network operator management plans, processes and procedures. These management plans incorporate water quality

management, levels of service, risk assessment and control, asset life cycle management, incident and emergency response and alternative supplies of water and sewerage services.

The specific management plans under the associated Network Operators Licence(s) for each water and wastewater scheme generally include an Infrastructure Operating Plan (IOP), Drinking Water Quality Management Plan (DWQMP), Recycled Water Management Plans (RWMP) and Sewage Management Plan (SMP). These documents should be referred to for further details relating to each scheme.

## **1.2 Solo Group – Integrated Management System**

The Solo Group operates an Integrated Management System (IMS) that conforms to ISO 9001, ISO 14001 and AS/NZS 4801 and OHSAS 18001.

The RSMP will also apply within the broader context of the Solo Group IMS. The purpose of the IMS is to ensure that the company provides projects, products and services in a safe and environmentally responsible manner, whilst also meeting the high standards demanded by the company and expected by our customers and business partners.

The IMS is primarily defined within the following management plans which provide the overriding framework for the implementation of the IMS for the Solo Group including Solo Water activities. These include the following:

1. Quality Management Plan (*IMS-QUAL-B-8401*)
2. Safety Management Plan (*IMS-SAFE-B-4801*)
3. Environmental Management Plan (*IMS-ENVM-B-3714-SW*)

In supporting these management plans, the *IMS Document Control Procedure (IMS-DOCC-D-2420)* and the associated *Document Control Register (IMS-DOCC-G-2414)* details the document control procedures and associated register for all controlled documents (e.g. policies, plans, procedures, registers and forms) within the IMS. The RSMP and associated documentation is incorporated within this system.

## **2 CUSTOMER SERVICE**

### **2.1 Customer Contact**

Customers are able to interact with Solo Water's via telephone, website or in writing. Contact details are available on the Solo Water website ([www.solowater.com.au](http://www.solowater.com.au)), accounts notices and the *Home Owners Manual*.

The website platform includes access to customer information including:

- Solo Water policies;
- Contact details and online feedback and complaints forms;
- Customer and building application forms;
- Billing and account information;
- Management Plans and regulatory compliance reporting;
- Home Owner's Manual
- Customer information including:
  - o Customer Contract; and
  - o Codes of Practice.

Solo Water also provide telephone support at 1300 7656 98 (1300 SOLO WU) and email support on [info@solowater.com.au](mailto:info@solowater.com.au) for general and account enquiries, emergency contact, reporting faults and complaints and general feedback.

For all emergencies, sewer overflows and water outages please call us on 1300 7656 98 (SOLO WU) and follow the prompts for faults and emergencies.

### **2.2 Customer Contract**

Solo Water will ensure that a contract is in place with each retail customer prior to commencement of retail services for the supply of water and wastewater services.

The *Solo Water Customer Contract (IMS-OPER-G-8299-SW)* defines the scope of supply, commercial arrangements including account payment terms, responsibilities, restriction of supply provisions, access rights, water meter provisions, communications mechanisms and complaints handling processes. The customer contract will be available on the Solo Water website.

Solo Water may also enter into separate agreements with customers where different levels of service may be required.

### **2.3 Customer Complaints and Dispute Resolution**

Solo Water has developed a *Code of Practice for Customer Complaints (IMS-SERV-D-2097-SW)*.

This code of practice applies to all complaints lodged with Solo Water by customers, stakeholders or members of the public that wish to raise an issue regarding Solo Waters operations, products or services. The Solo Group is committed to managing complaints

fairly, transparently, efficiently and effectively. Complaints will be managed without cost to our customers.

Our complaint management systems and procedures are intended to:

- Enable us to respond to issues raised by customers making complaints in a timely and cost effective way.
- Ensure customer confidence in our business activities, products and services.
- Provide information to the company that can be used to deliver quality improvements to our business activities, products and services along with the way we manage complaints.

The *Code of Practice for Customer Complaints* specifies the process by which Solo Water will respond customer or community complaints, contact details and how the complaint can be escalated if necessary. Customers will be made aware of the existence of the Energy & Water Ombudsman NSW and the procedures for referring complaints or disputes to the ombudsman if the customer decides the matter need to be escalated.

The *Code of Practice for Customer Complaints* will be available on the Solo Water website.

## **2.4 Debt Recovery**

Solo Water has developed a *Code of Practice for Debt Recovery (IMS-ADMIN-0549-SW)* to assist customers who may be facing financial hardship or other factors beyond the customer's control.

Customers are encouraged to contact Solo Water when they believe that they will have trouble paying their bill on time. Solo Water will offer the customer a plan to settle the debt and recommence normal payment terms within a specified period.

Solo Water's commitment in debt recovery includes:

- Treating customers fairly and in an equitable manner; and
- Providing information to customers in regards to debt recovery requirements; and
- Setting aside debts that are in dispute, including holding any late payment fees for the duration of the investigation and notification of the outcome to the customer; and
- Providing information to the customer regarding the external dispute mechanism (The Energy & Water Ombudsman NSW).

Customers will be made aware of the *Code of Practice for Debt Recovery* prior to commencement of supply of potable water, recycled water and/or sewerage services. The *Code of Practice for Debt Recover* will be available on the Solo Water website.

### **3 INCIDENT MANAGEMENT AND RESPONSE**

#### **3.1 Risk Management**

A major objective of Solo Water is to reliably and safely meet the licence requirements of the Retail Operator's Licence and its associated Network Operator's Licences. This includes a commitment to providing continuity of water and wastewater services to customers and ensuring the infrastructure can operate without causing harm to public health and the environment and complies with the requirements of other relevant legislation such as the Occupational Health and Safety Act.

Solo Water has implemented a risk management system to proactively manage these risks through appropriate hazard identification and risk management frameworks. The particular frameworks applied may vary depending on the system components and aspects with separate frameworks being applied to drinking water, recycled water, sewage as well as the quality, work health and safety, and environmental aspects.

The methodologies used for hazard assessment and risk management include the AS/NZS ISO 31000 Risk Management Standard, Australian Drinking Water Quality Guidelines (2011) and the Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (NRMMC; EPHC; AHMC, 2006).

The outcome from the risk management processes are recorded in the respective risk registers for each scheme in accordance with the Solo risk management procedures. These risk registers are maintained and managed by the associated Network Operator throughout the life of the assets and regularly reviewed and updated in accordance with Solo IMS requirements.

An integral outcome of the risk management process relates to the development of risk prevention and control strategies for each significant hazard, including the implementation of management plans, operating procedures and emergency plans and through employing skilled and trained operators who can effectively manage and control the system.

#### **3.2 Continuity of Water Supply and Sewerage Services**

Solo Water is committed to minimising the incidence and inconvenience to customers associated with the potential for discontinuity of service. The design of Solo Water infrastructure as part of the network operator's licence has allowed for adequate redundancy to increase the reliability of system processes. Redundancy provision allows for equipment failure and for equipment to be taken off-line for programmed and un-programmed maintenance without compromising the level of service provided by the system.

A number of additional controls have been incorporated to mitigate the risk associated with continuity of supply. These include:

1. Automated operation, remote monitoring and alarm systems through the Supervisory Control and Data Acquisition (SCADA) system;
2. Provision of adequate storage within the water and wastewater system(s);



3. Regular asset inspections, monitoring and asset maintenance;
4. Provision for the connection of portable generators for critical assets including pumping stations;
5. Contingency planning for the arrangement of alternate supplies of water or the provision of sewerage services such as including the utilisation of bulk potable water tankers to provide continuity of potable water supply in the event of a failure or main break.

The adequacy of the above measures to reduce the risk of asset and system failure to an acceptable level will be assessed via a continuous improvement mechanism within the IMS framework.

Solo Water have identified and addressed the following scenarios for each system:

1. Interruption due to incidents and asset failure
2. Interruption to drinking water supply
3. Interruption to recycled water supply
4. Interruption to sewerage services
5. Interruption due to potable water or recycled water quality
6. Interruption due to demand exceeding availability

The events, circumstances and corrective measures associated with the above scenarios are detailed within the related IOP, DWQMP, RWMP and SMP for each water and wastewater scheme under the associated Network Operators Licence(s). These scenarios are discussed briefly below. The relevant management plan for each scheme should be referenced for further details.

### **3.3 Interruption Due to Incidents or Asset Failure**

Solo Water infrastructure as part of the respective network licence has allowed for adequate redundancy to increase the reliability of system processes however incidents may still potentially occur resulting in a disruption to service.

These will be addressed for each scheme; however the following measures will typically be implemented within each scheme to mitigate the risk of interruption due to incidents or asset failure:

1. Redundancy and storage provision will be incorporated where possible to allow for asset failure and for assets to be taken off-line for programmed and un-programmed maintenance without compromising the level of service provided by the system;
2. System automation and monitoring via SCADA providing continuous 24 hour seven days a week monitoring with early detection alarms. The early detection alarm system allows Solo Water operators to respond and rectify any potential issues that might cause an interruption in supply;

3. Asset inspection, monitoring and maintenance regimes are implemented as part of the asset management strategy of each scheme to ensure the infrastructure operates effectively and reliably. Programmed maintenance which may result in service interruption will be scheduled during periods of low demand and/or alternate supply or service provisions implemented where possible to minimise the interruption.
4. Security monitoring is implemented throughout the schemes where possible to detect potential security breaches at Solo Water assets.
5. Provision for the connection of portable generators for critical assets including pumping stations and Critical Control Points;
6. Contingency planning for the arrangement of alternate supplies of water or the provision of sewerage service. This includes the utilisation of bulk potable water tankers to provide continuity of potable water supply in the event of a failure or main break and the provision of sewage tankers for the removal and disposal of excess sewage.

Whilst asset failure or incidents may still potentially occur, Solo Water has implemented emergency response and incident management plans and procedures to minimise the duration of a potential outage and resulting impact on our customers. This includes planning for various incidents and failure scenarios including pipeline breaks and failures, power failure and communications failure.

### **3.4 Interruption to Drinking Water Supply**

Solo Water has designed the drinking water supply system with process controls, continuous monitoring and system redundancy to ensure the reliability of water supply. Solo Water has also established incident management plans and procedures to minimise any potential interruption to drinking water supply including the provision of alternate supplies and portable generators.

Where required, Solo Water will establish an inter-agency Code of Conduct with any public water utility or other authorised bulk drinking water supplier for the supply of drinking water. The Code of Conduct will detail the various responsibilities for each party including who is responsible for water quality and repairing, replacing or maintaining any pipes, pumps, valves or storages of other infrastructure connecting the drinking water systems.

### **3.5 Interruptions to Recycled Water Supply**

Solo Water's recycled water treatment facilities and associated network infrastructure are designed to operate reliably and supply recycled water in accordance with the Australian Guidelines for Water Recycling (AGWR). It is expected that interruption due to water quality issues will be rare because the system uses state of art treatment processes and online monitoring systems that can detect issues before they occur. It is however possible that some interruptions to a recycled water supply might occur from time to time which could adversely impact supply including a process failure, pipe failure and water quality incident.

Solo Water has designed the recycled water system with process controls, continuous monitoring and system redundancy to ensure the reliability of treatment system processes. The system allows for potable water to top up the recycled water network if the recycled water production is not able to meet demand. The system automatically shuts down before a possible water quality events can occur and potable water is issued as a backup to ensure continuity of supply. This in addition to the provision of adequate recycled water storage will assist in minimising the disruption of supply.

### **3.6 Interruptions to Sewerage Services**

Solo Water has systems and redundancy measures in place to prevent or minimise the disruption of sewerage service. Monitoring of the sewer system is undertaken by SCADA which provides early detection systems, real-time data and alarm response.

Incident and emergency response plans are also established and the system designed with the ability to isolate any breakages in the system and allow the redundancy in the pressure sewer system to store the sewage load until the problem has been fixed or to allow pump outs to occur.

Solo Water has also established arrangements in place to facilitate the collection of sewage for disposal in adjacent sewerage systems to maintain service continuity in the provision of sewerage services during abnormal operation.

### **3.7 Interruption Due to Potable Water or Recycled Water Quality**

If there are interruptions due to water quality, these problems will be addressed by the Network Operator in accordance with their respective DWQMP and RWMP(s).

Drinking water and recycled water quality will be regularly monitored at various points throughout the network. Incident and emergency response plans and procedures have been established in the event of an identified water quality incident which identifies the corrective actions required to address any water quality issues whilst enabling the system to be returned to normal operation as soon as possible to minimise the extent of any potential interruption.

Solo Water has designed the potable water and recycled water systems to facilitate the substitution of the recycled water system with potable water back up in the event of a recycled water quality event. The system automatically shuts down when a possible water quality event is detected and potable water will be issued as a backup to prevent the supply of non-compliant water.

### **3.8 Interruption Due to Demand Exceeding Availability**

Solo Water will ensure there is an adequate supply of water to meet the expected demand for each scheme. The expected demand for each system has been determined as part of the master plan development for each scheme. Potable water backup is available for recycled water system if the demand for recycled water exceeds the availability. Solo Water will enforce any water restrictions that may need to be in place due to prolonged seasonal droughts when potable water is being used to top up the recycled water system.

## 4 COMPLIANCE

### 4.1 Transfer Code of Conduct

Solo Water is committed to complying with the *Transfer Code of Conduct*<sup>1</sup> established by the Minister in accordance with the *Water Industry Competition (General) Regulation 2008* which applies when there is a transfer of water supplies or sewerage services.

When a customer is transferred from one licensed retail supplier to another, to a public water utility or vice versa the *Transfer Code of Conduct* describes the arrangements of how this is to be conducted. Obligations are imposed by the code on both the incoming and outgoing retailer, and the network operator.

Solo Water will abide by the *Transfer Code of Conduct* when transferring a customer to another retailer supplier or vice versa.

### 4.2 Marketing Code of Conduct

Solo Water is committed to complying with the *Marketing Code of Conduct*<sup>2</sup> as established by the Minister in accordance with the *Water Industry Competition (General) Regulation 2008* which applies to the marketing of water supplies and/or sewerage services by marketers to small retail customers.

When marketing to small customers Solo Water will comply with all applicable State and Commonwealth laws. This includes:

- Not engaging in misleading, deceptive or unconscionable conduct to a customer;
- Not exert undue pressure on a customer, or harass or coerce a customer;
- Ensuring that information provided to customers is truthful and in plain language;
- Ensuring that information provided to individual customers is relevant to that customer's circumstances; and
- Provide only timely, accurate and verifiable and truthful comparisons.

Solo Water will abide by the *Marketing Code of Conduct* in communication with small customers.

### 4.3 Reporting Requirements

As part of the WICA Retail Supplier Licence requirements, Solo Water are required to prepare and submit reports in accordance with the *IPART Retail Suppliers Reporting Manual (June 2016)* and the *Incident Notification by Network Operators and Retail Suppliers (2016)* document. This includes obligations for immediate and annual reporting requirements.

As part of the licence conditions, Solo Water will submit annual compliance reports detailing compliance with the licence obligations, during the previous financial year ending 30 June.

---

<sup>1</sup> Transfer Code of Conduct is available at <https://www.metrowater.nsw.gov.au/water-industry-reform/codes-conduct>

<sup>2</sup> Marketing Code of Conduct is available at <https://www.metrowater.nsw.gov.au/water-industry-reform/codes-conduct>

All compliance reporting is exceptions-based, meaning that only breaches are required to be reported. Breaches are required to be reported either as soon as practically able to do or in the annual report, depending on the potential impact of the breach on water quality, continuity of supply, public health, safety etc. The reporting frequency is specified within Appendix E within the Retail Supplier's Reporting Manual.

## 5 REVIEW AND CONTINUOUS IMPROVEMENT

This plan will be regularly reviewed and updated as part of Solo Water's ongoing commitment to continual improvement in accordance with the IMS document management procedures detailed within the *Quality Management Plan (IMS-QUAL-B-8401)*.

The RSMP review will include involvement from relevant stakeholders as required. This review will at a minimum take place annually.

Whilst undertaking the review the following inputs may be considered:

- Any directions from the Minister (as required)
- Changes to legislative and regulatory requirements;
- Changes to Solo Water's IMS, management plans, procedures, codes of conduct, risk registers and other relevant documentation;
- Results of internal and external audits;
- Communications from interested parties e.g. IPART, NSW Health;
- Performance against licence conditions, performance criteria and levels of service;
- Review of any significant issues, incidents and emergency events;
- Changing circumstances, including:
  - Changes in the company;
  - Changes in the services supplied;
  - Changes in the master plans and infrastructure (plant and equipment).

The *Codes of Practice for Customer Complaints or Debt Recovery* will also be reviewed in accordance with the IMS document management procedures or in the event that:

- There is a change to the WIC Act, Regulation or other Law that has a material effect on the codes; or
- There is a material change to the terms of the Customer Contract; or
- There is a change to Solo Water processes or procedures.

Solo Water will provide any update of the RSMP and associated codes of practice to IPART in accordance with its licence conditions. Copies of any updated documentation will also be posted on the Solo Water website and provided to the ombudsman and the Minister as required.