

22 August 2019

The Chief Executive Officer
Independent Pricing and Regulatory Tribunal of NSW
PO Box K35
Haymarket Post Shop NSW 1240

Sent via email to: *Jaime_Luke@ipart.nsw.gov.au*
cc: *Robert_Aposhian@ipart.nsw.gov.au*

Catherine Hill Bay Water Utility Pty Ltd reports as follows:

1. This report:
 - a) Documents all non-compliances with the licence conditions to which Catherine Hill Bay Water Utility Pty Ltd is subject by virtue of its Network Operator's Licence during the 2018/19 financial year ending 30 June; and
 - b) Includes all Performance Indicators about Catherine Hill Bay Water Utility Pty Ltd's operations required to be reported in accordance with Schedule B of the Network Operators' Reporting Manual (August 2019).
2. This report has been prepared by Catherine Hill Bay Water Utility Pty Ltd with all due care and skill, including to ensure that all information provided in the report is accurate and reliable, in full knowledge of conditions to which it is subject and in compliance with IPART's current Network Operator's Reporting Manual (August 2019) under the *Water Industry Competition Act 2006* (NSW).
3. Schedule A provides information on all obligations with which Catherine Hill Bay Water Utility Pty Ltd did not fully comply during 2018/19.
4. Other than the information in Schedule A, Catherine Hill Bay Water Utility Pty Ltd has complied with all condition to which it is subject.

IPART should liaise with Brad Irwin in regard to Catherine Hill Bay Water Utility Pty Ltd's Annual Compliance Report. Brad may be contacted at 1300 SOLO WU (1300 7656 98) or brad.irwin@solowater.com.au.

If Brad is unavailable at any time, IPART should liaise with Craig Heiningger. Craig may be contacted at 1300 SOLO WU (1300 7656 98) or craig.heiningger@solowater.com.au.

Annual Compliance Report

For 2018/19

Licensee: Catherine Hill Bay Water Utility Pty Ltd (16_035)
ACN: 163 381 922



Signed for and on behalf of,

Catherine Hill Bay Water Utility Pty Ltd
ACN 163 381 922

Handwritten signature of Robert Richards in black ink.

Signature of Director

Handwritten signature of Dean Wagstaff in black ink.

Signature of Director

Robert Richards

Name of Director (print name)

Dean Wagstaff

Name of Director (print name)

Schedule A Non-Compliances

#	List obligations breached, including a brief description of each obligation	Describe: i. Date or period of licence non-compliance ii. Nature and extent of licence non-compliance (including whether and how many customers and/or other licensees have been affected) iii. Reasons for licence non-compliance iv. Remedial action taken v. Actual/anticipated date of full compliance
N/A	N/A	N/A

Note: Catherine Hill Bay Water Utility Pty Ltd did not record any Non-Compliances during the 2018/19 reporting period.

Schedule B Performance Indicators

Table 1: Performance Indicators

Indicator set	KPI #	Units	Report in relation to indicator	Indicator	Definition
Assets	A1	number	0	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.
Assets	A2	number	0	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.
Assets	A3	number	1	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).
Assets	A4	minutes	18	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).
Assets	A10	number	0	Number of properties that experience a water pressure failure	Number of properties that experience a water pressure failure in the financial year.
Assets	A11	number	0	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.
Assets	A12	number	0	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: The above data has also been provided in excel format.