

19 August 2021

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

Submitted via WILMA

Solo Water Pty Ltd declares as follows:

1. This report:
 - a) documents all non-compliances with the licence conditions to which Solo Water Pty Ltd is subject by virtue of its Retail Supplier's licence during Reporting Period 2020-21; and
 - b) includes all Licence Data about Solo Water Pty Ltd's operations required to be reported in accordance with Schedule B of the Retail Supplier's Reporting Manual (July 2020).
2. This report has been prepared by Solo Water Pty Ltd with all due care and skill, including to ensure that all information provided in the report is true and correct, in full knowledge of conditions to which it is subject and in compliance with IPART's current Retail Supplier's Reporting Manual under the *Water Industry Competition Act 2006 (NSW)*.
3. Schedule A provides information on all obligations with which Solo Water Pty Ltd did not fully comply during Reporting Period.
4. Other than the information provided in Schedule A, Solo Water Pty Ltd has complied with all conditions to which it is subject.
5. Solo Water Pty Ltd had, at all times during Reporting Period, maintained insurance arrangements appropriate for the size and nature of the activities that are authorised by the Licence.
6. Schedule C provides the current Certificates of Currency for all insurance policies, as applicable.
7. Schedule D provides a description of all changes to insurance arrangements during the reporting period, as applicable.
8. Schedule E provides the financial capacity statement and Schedule F contains any relevant exemptions to the Financial Capacity Statement.

IPART should liaise with Brad Irwin in regard to Solo Water 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
Reporting Period 2020-21

Licensee: Solo Water Pty Ltd (15_036R)
ACN: 160 013 614



Signed for and on behalf of,

Solo Water Pty Ltd
ACN 160 013 614

A handwritten signature in black ink that reads 'R. Richards'.

Signature of Director

Robert Richards

Name of Director (print name)

A handwritten signature in black ink that reads 'Rhys Richards'.

Signature of Director

Rhys Richards

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: Solo Water Pty Ltd did not record any Non-Compliance's during the 2020/21 reporting period.

Schedule B Performance Indicators

Table 1: Licence Data

Licence data #	Units	Report in relation to licence data	Licence data	Definition
L1	ML	68.4	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	ML	26.64	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	ML	40.16	Total volume of wastewater collected (ML)	The total volume of wastewater collected by the utility during the reporting year, in megalitres (ML).
L4	'000	0.32	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	'000	0	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	'000	0.29	Connected residential properties – wastewater (000s)	The number of connected residential properties receiving wastewater services from the utility during the reporting year (properties 000s).
L7	'000	0	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	'000	0.29	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	'000	0	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: The above data has also been provided in excel format via email.

Annual Compliance Report
Reporting Period 2020-21

Licensee: Solo Water Pty Ltd (15_036R)
ACN: 160 013 614



Schedule C Insurance Certificates of Currency



CERTIFICATE OF INSURANCE

To	Whom It May Concern	From	Tania McKone Authorised Broker Representative
Pages	1	Date	21 January 2021

We hereby confirm that we have arranged the insurance cover mentioned below and is current as at todays date :

POLICY TYPE General Liability

INSURER Epsilon Underwriting Agencies on behalf of Lloyds London 100%

POLICY NUMBER STA0519CGL **EXPIRY DATE** 01 December 2021

INSURED Solo Water Pty Limited
Catherine Hill Bay Water Utility Pty Limited

BUSINESS Principally but not limited to
design, installation, construct, maintenance, project and construction management,
operation and retail of water treatment systems,
property owners, property occupiers and all ancillary or incidental activities.

SITUATION Anywhere in Australia

INTEREST INSURED Legal liability to third parties for personal injury and/or property damage arising out of
the business activities.

LIMIT OF LIABILITY \$30,000,000 any one occurrence and in the aggregate in respect of Products

EXTENSION Pollution Liability – Sudden and Unforeseen up to \$10,000,000

REMARKS Subject to the terms, conditions and exclusions of the policy

This Certificate is issued as a matter of information only and confers no right upon the certificate holder.

Kind Regards

Tania McKone



CERTIFICATE OF INSURANCE

To	Whom It May Concern	From	Tania McKone Authorised Broker Representative
Pages	1	Date	21 January 2021

We hereby confirm that we have arranged the insurance cover mentioned below and is current as at todays date :

POLICY TYPE	Professional Indemnity		
INSURER	Epsilon Underwriting Agencies on behalf of Lloyds London 100%		
POLICY NUMBER	STA0519CGL	EXPIRY DATE	01 December 2021
INSURED	Solo Water Pty Limited Catherine Hill Bay Water Utility Pty Limited		
BUSINESS	Principally but not limited to design, installation, construct, maintenance, project and construction management, operation and retail of water treatment systems, property owners, property occupiers and all ancillary or incidental activities.		
SITUATION	Worldwide, excluding USA and Canada		
INTEREST INSURED	Provides cover for breach of duty or contract as a result of any negligent act, error or omission arising out of or in connection with the Insured's business.		
LIMIT OF LIABILITY	\$10,000,000 any one claim and in the aggregate One Reinstatement		
REMARKS	Subject to the terms, conditions and exclusions of the policy		

This Certificate is issued as a matter of information only and confers no right upon the certificate holder.

Kind Regards

Tania McKone

**CERTIFICATE OF INSURANCE**

To	Whom It May Concern	From	Tania McKone Authorised Broker Representative
Pages	1	Date	21 January 2021

We hereby confirm that we have arranged the insurance cover mentioned below and is current as at today's date :

POLICY TYPE	Contract Works Material Damage		
INSURER	Mecon Insurance on behalf of AIG Australia Limited - 100.00%		
POLICY NUMBER	AP-186923	EXPIRY DATE	01 December 2021
INSURED	Solo Water Pty Limited, Catherine Hill Bay Water Utility Pty Limited and and Principals, Contractors, SubContractors, Consultants and Financiers.		
PROJECT	Principally but not limited to : Design and construction of waste water treatment plants.		
RISK INSURED	All risks of physical loss or damage from any cause to the works and/or contracts undertaken by or on behalf of the Insured commenced during the period of insurance including any maintenance period.		
TERRITORIAL LIMIT	Anywhere within Australia but not north of the 25 th parallel south		
SUM INSURED	Maximum Project Value		300,000
SUB LIMITS	Principal Supplied Materials		30,000
	Contractors Plant, Tools & Re-useable Equipment		100,000
	Variations and Escalation		66,000
	Removal of Debris		43,000
	Professional Fees		33,000
	Expediting Costs		16,500
	Mitigation Costs		16,500
REMARKS	Subject to the terms, conditions and exclusions of the policy		

This Certificate is issued as a matter of information only and confers no right upon the certificate holder.

Kind Regards

Tania McKone

Annual Compliance Report
Reporting Period 2020-21

Licensee: Solo Water Pty Ltd (15_036R)
ACN: 160 013 614



Schedule D Description of Changes to Insurance Arrangements

N/A

Schedule E Financial Capacity Statement

Financial Capacity Statement 2020-21

Submitted by Solo Water Utility Pty Ltd

Solo Water Pty Ltd declares as follows:

1. Solo Water Pty Ltd had, at all times during the period covered by the annual compliance report to which this statement is attached, stand-alone financial capacity to carry out activities that are authorised by licence no. 15_036R (except as described in Schedule F).
2. Solo Water Pty Ltd had, at all times during the period covered by the annual compliance report to which this statement is attached, financial support Rico Enterprises Pty Ltd as trustee for Rico Family Trust and therefore Solo Water Pty Ltd has financial capacity to carry out activities that are authorised by licence no. 15_036R (except as described in Schedule F).
3. The bank guarantee referred to in clause A4.3 of licence no. 15_036R remains valid and has not been amended, terminated or revoked during the period covered by the annual compliance report to which this statement is attached (except as described in Schedule F).
4. This declaration has been prepared by Solo Water Pty Ltd with all due care and skill, including to ensure that all information provided in the statement is true and correct, in full knowledge of conditions to which Solo Water Pty Ltd is subject.

For any questions relating to this declaration, please contact Brad Irwin at 1300 7656 98 (1300 SOLO WU), brad.irwin@solowater.com.au.

Signed for and on behalf of,

Solo Water Pty Ltd
ACN 160 013 614



Signature of Director

Robert Richards

Name of Director (print name)



Signature of Director

Rhys Richards

Name of Director (print name)

Schedule F Description of relevant exceptions to Financial Capacity Statement

N/A