

Annual compliance report

Licensees must submit their annual compliance report by 1 September to IPART.

Licensee details

Licensee business name	Solo Water Pty Ltd
ACN	160 013 614
Licence number	15_036R
Licence type	Retail Supplier's Licence
Reporting period	2022-23

Contact person	Primary contact	Alternative contact
Name	Brad Irwin	Craig Heiningen
Position	Environmental Engineer	Water & Wastewater Utilities Engineer
Phone	1300 SOLO WU (1300 7656 98)	1300 SOLO WU (1300 7656 98)
Email	brad.irwin@solowater.com.au	craig.heiningen@solowater.com.au

IPART should liaise with the contacts provided above regarding the Licensee's Annual Compliance Report.

Report checklist

- ☒ A statement of compliance with appropriate signatories
- ☒ Schedule A – Non-compliance
- ☒ Schedule B – Licence Data
- ☒ Schedule C – Certificates of currency
- ☒ Schedule D - Changes to insurance arrangements (if applicable)

Statement of compliance

Licensee declares that, to the best of its knowledge, having made reasonable inquiries:

1. This report:
 - a. documents all non-compliances with the licence conditions to which the Licensee is subject during the reporting period.
 - b. includes all Licence Data about Licensee's operations required to be reported in accordance with the current *Reporting Manual for Network Operators and Retail Suppliers under Water Industry Competition Act 2006* (Reporting Manual).
2. Schedule A provides information on all obligations with which the Licensee did not fully comply during the reporting period.
3. Other than the information provided in Schedule A, the Licensee has complied with all obligations to which it is subject.
4. The Licensee had, at all times during the reporting period, maintained insurance arrangements appropriate for the size and nature of the activities that are authorised by the licence.
5. Schedule C provides the current Certificate of Currency for all insurance policies, as applicable.
6. Schedule D provides a description of all changes to insurance arrangements during the reporting period, as applicable.
7. This report has been prepared by the Licensee 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 the Licensee is subject and in compliance with IPART's current Reporting Manual under the *Water Industry Competition Act 2006* (NSW).

Signed for and on behalf of the Licensee.

Details	Signatory	Signatory
Full name	Robert Richards	Rhys Richards
Position/title	Director	Director
Date of signing	25/08/2023	
Sign here		

X  X 

Schedule A Non-compliances



Licensees should report all non-compliances that occurred during the reporting period. This includes non-compliances that were identified after the reporting period but occurred during the reporting period.

Licensee can provide the required information in table or Excel format if preferred.

Non-compliances already reported to IPART

Include if applicable: WILMA notification ID number, date reported, brief description of each of the non-compliances and status of the non-compliances as of 30 June (e.g. closed or on-going).

Not Applicable

Non-compliances that have not been reported to IPART

Include the following if applicable. The information required below is the same as those specified in IPART's **Form – Non-compliance notification**.

The obligation with which the Licensee is non-compliant

Refer to *Reporting Manual for Network Operators and Retail Suppliers under Water Industry Competition Act 2006* (**Reporting Manual**) Appendices A and B for the lists of licence obligations.

Not Applicable

Obligation number

Refer to Appendices A and B of the Reporting Manual for the number allocated to each of the licence obligations. For example, Network Operator #8 or Retail Supplier #6.

Not Applicable

Date or period of non-compliance

Not Applicable

Nature and extent of non-compliance

Not Applicable

How many customers are affected?

Not Applicable

How many other licensees or stakeholders are affected?

Not Applicable

Describe the results of any monitoring (where applicable)

Not Applicable

Reasons for the non-compliance

Not Applicable

Corrective or remedial action taken to rectify the non-compliance

Not Applicable

Preventative actions taken/ proposed to minimise reoccurrence of the non-compliance

Not Applicable

Actual/ anticipated date of full compliance

Not Applicable

Schedule B Licence Data



Network Operators must report on Performance Indicators. Retail Suppliers must report on Licence Data.

The Excel template for Performance Indicators and Licence Data is at [IPART's website](#). You must submit the Performance Indicators or Licence Data using the Excel template.

Refer to Appendix C (Performance Indicators) and Appendix D (Licence Data) of the Reporting Manual for definitions.

Refer to the Excel file (file name: : IPART Report Spreadsheet_SoloWater_RL_2022-23 for Licence Data as part of the Annual Compliance Report submission.

Schedule C Certificates of currency



Attach all copies of certificates of currency that are valid on 30 June of the reporting period.

Refer to the [WIC Act Insurance Guide for Applicants and Licensees](#) for the types of insurance that are necessary.

Certificate's of Currency for Solo Water insurances have been attached below.

WTM Solutions Pty Ltd

WTM Solutions Pty Ltd | ABN 83610778651 | CAR 1241360
is a corporate authorised representative of
Steadfast IRS Pty Limited (ABN 95 159 898 398 AFSL 435538)

www.networksteadfast.com.au



Network
INSURANCE GROUP



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CERTIFICATE OF INSURANCE

To	Whom It May Concern	From	Tania McKone Authorised Broker Representative
Pages	1	Date	1 December 2022

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 2023
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

ph: 1300 655 037 | mb: 0432 699 020
PO Box 5350, Hallidays Point NSW 2430
em: tmckone@networksteadfast.com.au



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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 2023
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		

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

POLICY TYPE	Commercial Motor Vehicle Insurance		
INSURER	National Transport Insurance (NTI) - 100.00%		
POLICY NUMBER	46209853	EXPIRY DATE	01 December 2023
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	Own Damage and Third Party Liability arising out of the use of Motor Vehicles		
VEHICLE	All vehicles owned and operated by the Insured		
LIMIT OF LIABILITY	Own Damage - Market Value up to \$750,000 Third Party Liability - \$32,500,000		
REMARKS	Subject to the terms, conditions and exclusions of the policy		

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Kind Regards

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Pages	1	Date	1 December 2022

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

POLICY TYPE	Industrial Special Risks		
INSURERS	Zurich Australia Insurance Limited - 100.00%		
POLICY NUMBER	BNCP18101301	EXPIRY DATE	01 December 2023
INSURED	Catherine Hill Bay Water Utility Pty Limited Solo Water Pty Limited		
BUSINESS	Retail Water Services 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	Principally Montefiore Street, Catherine Hill Bay NSW 2281 and elsewhere in Australia where the Insured carries on business, has goods or other property stored or being processed.		
INTEREST INSURED	Material Damage & Business Interruption		
LIMIT OF LIABILITY	\$22,500,000 any one loss any one situation		
REMARKS	Subject to the terms, conditions and exclusions of the policy		

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Kind Regards

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Schedule D Changes to insurance arrangements



Delete Schedule D if it does not apply.

Set out any of the following that applies

1. In relation to the types of insurance policies set out in Schedule C above (as relevant); provide a description of any change to the:
 - Insurer
 - Underwriting panel
 - Type
 - Scope, or
 - Sum insured/ limit on amount/ limit on indemnity/ exclusions.
2. In relation to changes to the insurer or underwriting panel – provide the name, the Australian financial services licence number (if applicable) and the credit rating of the insurer or underwriting panel.
3. For all other changes, also provide reasons for the change.

Describe the changes to insurance arrangements during the reporting period

In order to maintain our level of insurance cover for our Industrial Special Risk Insurance we had to change insurers during the reporting period because our previous insurer no longer provided cover for bushfire risk.

Our new insurer for Industrial Special Risk Insurance is Zurich Australian Insurance Limited.

There were no other changes to insurance arrangements.

Schedule E Financial capacity statement

Deleted as not applicable to retail licence.