



**ICRC**

independent competition and regulatory commission

**Application template for the issue of a utility  
licence by the Independent Competition and  
Regulatory Commission under the  
*Utilities Act 2000 (ACT)***

**March 2009**

# 1 Information for applicants

This template is designed to assist persons wishing to apply to the Independent Competition and Regulatory Commission (the commission) for a licence to provide utilities services in the Australian Capital Territory.

## 1.1 Prior reading

Before completing this template, the applicant should be familiar with the commission's *Guidelines on technical and prudential criteria for licence applications under the Utilities Act 2000*, which are available on the commission's website: <http://www.icrc.act.gov.au>.

It is strongly recommended that the applicant read:

- The *Utilities Act 2000* (Utilities Act)
- Information Sheet: Licensing of utilities under the *Utilities Act 2000* (ACT)
- The applicable industry and technical codes and guidelines developed under the Utilities Act (these are available on the commission's website under the links to gas, electricity and water and sewerage)

The applicant may also benefit from reviewing utility licences issued to current ACT licensees, also available on the commission's website.

## 1.2 Supporting information

It is the responsibility of the applicant to ensure that its application provides adequate and accurate information, including supporting documents, and that it seeks legal, financial and other technical advice as appropriate.

The applicant should note that the commission may, by notice in writing, require the applicant to provide further information or documents that the commission reasonably requires to determine the Application.

**IT IS AN OFFENCE UNDER SECTION 50(2) OF THE *INDEPENDENT COMPETITION AND REGULATORY COMMISSION ACT 1997* (ACT) FOR A PERSON TO GIVE TO THE COMMISSION, WHETHER ORALLY OR IN WRITING, INFORMATION THAT IS KNOWN TO THAT PERSON TO BE FALSE OR MISLEADING IN A MATERIAL PARTICULAR, UNLESS THE PERSON INFORMS THE COMMISSION OF THAT FACT. THE MAXIMUM PENALTY FOR SUCH AN OFFENCE IS 100 PENALTY UNITS, IMPRISONMENT FOR 1 YEAR, OR BOTH.**

## 1.2.1 Confidentiality of information

The applicant should be aware that the commission will make applications and supporting information available for inspection to members of the public, unless there is a specific claim for information to be treated as confidential and the commission agrees with that claim<sup>1</sup>. Where it is necessary for the commission to seek advice from another agency (for example, the Technical Regulator) in relation to information agreed to be confidential, the confidential information will be provided to that agency subject to the same undertakings of confidentiality as between the commission and the applicant.

Subject to the above, applications and supporting information will be made available for inspection at the commission's offices at Level 2, 12 Moore Street, Canberra City, ACT during normal business hours.

## 1.3 How to lodge an application

This template can be completed electronically.

The applicant should enter the information requested under the headings provided in this form, and indicate what supporting information is attached.

The applicant can then send the completed application to the commission at either of the addresses below:

The Independent Competition and Regulatory Commission  
GPO Box 296  
Canberra City ACT 2601

Level 2, 12 Moore Street  
Canberra City ACT

The commission may be contacted at the above addresses, by telephone on (02) 6205 0799, or by fax on (02) 6207 5887. The commission's website is at [www.icrc.act.gov.au](http://www.icrc.act.gov.au) and its email address is [icrc@act.gov.au](mailto:icrc@act.gov.au).

For further information on this form or the licence application process please contact the Chief Executive Officer, on (02) 6205 0799.

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<sup>1</sup> The commission's powers and obligations in relation to confidential information are set out in Part 7 of the *Independent Competition and Regulatory Commission Act 1997* (ACT). An applicant should note that, in certain circumstances, the commission is authorised to disclose information even though it is provided on the basis that it is confidential information.

## 1.4 Application fee

The applicant should enclose the licence application fee (determined by the commission<sup>2</sup> as of 13 March 2009 at \$1,650.00 including GST for the consideration of one licence type and \$275.00 including GST for the consideration of the grant of an additional licence as part of a single application),<sup>3</sup> with its application.

Payment can be made:

- By cheque, payable to the Independent Competition and Regulatory Commission Utility Licence Fee Account
- By electronic funds transfer to:

Independent Competition and Regulatory Commission Utility Licence Fee Account

BSB: 062 987

Account Number: 1000 1889

If payment is made by electronic funds transfer, the applicant must provide the commission with confirmation of the date of the transfer, the receipt or reference number for the transfer, and the name of the transferor.

**An application will not be considered until the application fee has been received.**

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<sup>2</sup> Disallowable instrument DI2009-30.

<sup>3</sup> The commission is applying to have this fee made exempt from GST.

## 2 Preliminary information requirements

### 2.1 Current legal identity of the applicant

- a. Full legal name of the applicant, including company extensions

The Australian Capital Territory - represented for the purposes of this licence by Roads ACT or any successor of that administration unit.

- b. Trading name in which the licence is sought (if different to the above)

N/A

- c. Applicant's ACN (if applicable) or ARBN

N/A

- d. Applicant's ABN

Territory and Municipal Services Directorate

37 307 569 373

- e. Applicant's registered office address

Location: 255 Canberra Avenue, Fyshwick ACT 2609

Address: GPO Box 158, CANBERRA ACT 2601

- f. Applicant's address for correspondence and contact details (including a nominated contact person to whom the commission may direct queries in relation to the application and/or requests for supplementary information)

Contact Person: Ken Marshall

Position: Manager

ACT Road Maintenance Services, Roads ACT, Roads and Public Transport

Location: 255 Canberra Avenue, Fyshwick ACT 2609

Address: GPO Box 158, CANBERRA ACT 2601

Telephone: (02) 6213 0762

Fax: (02) 6213 0769

Email: [ken.marshall@act.gov.au](mailto:ken.marshall@act.gov.au)

## 2.2 Nature of application

### g. Utility service(s) for which the licence is sought

A licence is sought to supply non potable stormwater for irrigation from constructed urban pollution control ponds to irrigate sporting assets and recreational facilities within the ACT.

### h. Nature and scope of proposed operations or networks

The Canberra Integrated Urban Waterways Project was announced in November 2006, jointly by the Commonwealth and ACT Governments. The project aims to improve the quality of urban water runoff discharged into ACT streams and rivers and substitute potable water used for irrigation with harvested stormwater from urban ponds.

In 2007 the ACT and Commonwealth Governments agreed a Funding Deed for the project specifying a target of 1.5 gigalitres per year of substituted potable water with non-potable water by 2011, and 3 gigalitres per annum by 2015.

Canberra's network of urban lakes and ponds offers the community significant amenity, recreational opportunities and biodiversity habitats. Best practice management of stormwater infrastructure in conjunction with these water bodies also offers the opportunity to harvest non-potable water for the purposes of irrigation, substituting potable water use.

Two stormwater harvesting networks are under construction in the ACT as part of the implementation of the Canberra Integrated Urban Waterways Project. An additional two projects were also identified in Weston Creek and Tuggeranong, however have not proceeded to construction at this time. The decision not to proceed resulted from the submission of the draft report on secondary water use in the ACT, released by the ICRC in May 2012.

The non potable stormwater supply networks relating to this licence application include (but are not limited to):

- Inner North Stormwater Reticulation Network; and
- The Valley Ponds (Gungahlin) Stormwater Reticulation Network.

#### **Inner North Stormwater Reticulation Network**

The source ponds for the Inner North Stormwater Reticulation Network are:

- Flemington Road Pond (Corner of Flemington Road and Morrisett Street);
- Mitchell Pond (Corner of Flemington Road Pond and Randwick Road);
- Dickson Pond, Hawdon Street; and
- Lyneham Pond, Goodwin Street.

The end users for the Inner North Stormwater Reticulation Network are:

- Exhibition Park in Canberra;
- Harness Club;
- Yowani Country Club;
- Kamberra Winery;
- Thoroughbred Park;
- Sport and Recreation Services, Economic Development Directorate (Southwell Park, Dickson District Playing Fields and Downer and Hackett Neighbourhood Ovals);

- Education and Training Directorate (Dickson College, Lyneham High School, Lyneham Primary School); and
- Daramalan College.

Future end users may include:

- Gungahlin Cemetery;
- Norwood Crematorium;
- Sport and Recreation Services, Economic Development Directorate (Lyneham Neighbourhood Oval);
- Education and Training Directorate (North Ainslie Primary School);
- Ainslie Football Club; and
- Emmaus Christian School.

### **The Valley Ponds, Gungahlin**

End users irrigating assets from the Valley Ponds, Gungahlin include:

- Sport and Recreation Services, Economic Development Directorate; and
- Gungahlin College, Department of Education.

A Future end user may include Burgmann Anglican School.

**Attachment 1** - Commonwealth Funding Deed

**Attachment 2** - Media Release announcing the Canberra Integrated Urban Waterways Project

**Attachment 3** - Construction Plans – Inner North Stormwater Reticulation Network

**Attachment 4** - Construction Plans – The Valley Ponds, Gungahlin Stormwater Reticulation Network

i. The type of customer the applicant intends to supply

(eg domestic or non-domestic customers, small (<100MWhpa) or large (>100MWhpa) customers)

All end users are non-domestic large users whom irrigate public and private open spaces, such as sportsgrounds, school grounds, sporting and recreational facilities.

j. The date on which the applicant intends to enter the market

May 2013

## **2.3 Equity structure of the applicant**

If the applicant is part of a group of related companies, and/or party to a partnership, joint venture or alliance agreement with another company, please provide:

k. Details of the ownership structure of the group, including proportions of equity held. *(This should be traced through any corporate shareholders to the individual, natural persons who are the ultimate beneficial owners of the company)*

The Australian Capital Territory is the ultimate beneficial owner.

**Attachments:** Nil

- l. Details of the contractual arrangements (*eg alliance contracts, associate contracts, establishment contracts*) that define relationships within the group – shared resources, guarantees, revenue flows, obligations and/or responsibilities etc

Territory and Municipal Services is a Directorate of the Australian Capital Territory Government.

Territory and Municipal Services has established a Project Control Group (PCG) to oversee the Canberra Integrated Waterways Trial project. The PCG will manage the establishment of the Utility, commencement of operation and all activities undertaken by the Utility.

**Attachment 5:** Canberra Integrated Waterways Trial – Project Control Group - Terms of Reference

- m. Consolidated audited financial statements for the group

Financial Statements are detailed in Annual Reports

**Attachment 6:** TAMSD Annual Report 2010-11

[http://www.tams.act.gov.au/live/about\\_our\\_directorate/annual\\_reports](http://www.tams.act.gov.au/live/about_our_directorate/annual_reports)

**Attachment 7:** ESDD Annual Report 2010-11

[http://www.environment.act.gov.au/about\\_us/annual\\_reports](http://www.environment.act.gov.au/about_us/annual_reports)

## 3 Prudential criteria

### 3.1 *Is the applicant a fit and proper person to hold a utility licence in the ACT?*

#### 3.1.1 Previous good character of the applicant

##### 3.1.1.1 *The applicant*

Please provide:

- a. Details of any offences or successful prosecutions under any Territory, State or Commonwealth legislation (including, but not limited to, the *Australian Securities and Investments Commission Act 2001* (Cth) and the *Trade Practices Act 1974* (Cth)) that are relevant to the applicant's capacity as a utility licensee, or written confirmation that the applicant has not committed any such offences against, or been prosecuted under, any such legislation

**Attachment 8:** Written confirmation TAMSD Director-General

- b. Details of any concurrent applications by the applicant, or a company related<sup>4</sup> to the applicant, for utility licences in other Australian jurisdictions

Not Applicable

Attachments: Nil

- c. Details of utility licences held by the applicant, or a company related to the applicant, in other Australian jurisdictions, including details of:
- any additional/special licence conditions
  - any suspensions/revocations of a licence
  - any past/present administrative or legal actions in relation to a licence

Not Applicable

Attachments: Nil

- d. Details of any unsuccessful utility licence applications by the applicant, or a company related<sup>5</sup> to the applicant, in other Australian jurisdictions, including details of the reasons given for refusal of the utility licence(s)

Not Applicable

Attachments: Nil

- e. The applicant is encouraged to provide any additional information that will assist the commission in its consideration of the applicant's character and past performance.

Attachments: Nil

### ***3.1.1.2 Officers of the applicant***

Please provide:

- f. Full names and current residential addresses of all officers of the applicant
- Mr Gary Byles, Director-General, Territory and Municipal Services Directorate
  - Mr Paul Peters, Executive Director, Roads and Public Transport, Territory and Municipal Services Directorate
  - Mr Tony Gill, Director, Roads ACT, Territory and Municipal Services Directorate
  - Mr Ken Marshall, Manager, ACT Roads Maintenance Service, Territory and Municipal Services Directorate
  - Mr Gordon Elliot, Chief Finance Officer, Territory and Municipal Services Directorate
- g. Details of policies and procedures addressing the probity and competence of officers of the applicant

A Project Control Group (PCG) has been established to govern the pilot project. The PGC terms of reference outlines the role of the group and responsibilities of each named officer.

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<sup>4</sup> As defined the *Corporations Act 2001* (Cth) s 50

<sup>5</sup> As defined the *Corporations Act 2001* (Cth) s 50

**Attachment 5:** Canberra Integrated Urban Waterways Trial – Project Control Group – Terms of Reference

**Attachment 9:** TAMSD Organisational Chart

**Attachment 10:** TAMSD Strategic Asset Management Plan

**Attachment 11:** TAMSD Business Continuity Plan

**Attachment 12:** TAMSD Delegations Register

**Attachment 13:** TAMSD Position descriptions - Officers of the applicant

**Attachment 14:** Officers of the Applicant - Qualifications, relevant project experience, years of service and Conflict of Interest Declarations

- h. The applicant is encouraged to provide any additional information that will assist the commission in its consideration of the character and past performance of the applicant's officers.

Attachments: Nil

### **3.1.2 Risk management strategy**

Please provide:

- i. A written declaration from the Chief Financial Officer (or Chief Executive Officer) confirming that the applicant has in place a Risk Management Strategy that is maintained and operated in accordance with AS/NZS 4360:2004: Risk Management, covering the applicant's operations within the ACT and in any other jurisdictions in which the applicant operates. Where elements of the applicant's risk management strategy are controlled by another company within the group, these elements should be identified

**Attachment 15:** Written Declaration – Risk Management

**Attachment 16:** ACT Risk Management Framework

**Attachment 17:** Integrated Urban Waterways - Risk Management Study Report

**Attachment 18:** Letter from Chief Health Officer, ACT Health, confirming arrangements regarding water quality management plans for the stormwater reticulation networks.

- j. A certificate of currency from the applicant's insurer confirming that the applicant has insurance appropriate to its size and operations

**Attachment 19:** TAMSD asset insurance certificate

**Attachment 20:** ESDD construction insurance certificate

- k. The applicant is encouraged to provide any additional information in support of its ability to manage risk and operate in accordance with the commission's objectives under the *Utilities Act 2000* (ACT).

Attachments: Nil

### ***3.2 Does the applicant have the financial capacity to meet the requirements of, and its reasonably foreseeable obligations under, the utility licence sought?***

#### **3.2.1 Financial resources available to the applicant**

Please provide:

- l. A written declaration from the Chief Financial Officer (or Chief Executive Officer) stating that the applicant is a going concern and that the Officer is not aware of any factor that would affect the applicant's ability to securely finance the activities to be performed under the proposed licence over the next twelve months

**Attachment 21:** Finance Declaration

- m. A written declaration from an independent auditor or the applicant's principal financial institution stating:
- that the applicant has not been deregistered, wound up or dissolved, is not in receivership or under external administration, and has not made arrangements with creditors
  - that they are not aware of any factor that would affect the applicant's ability to securely finance the activities to be performed under the licence over the next twelve months
  - that the applicant's current financial commitments are appropriate to the applicant's size and reserves

**Attachment 21:** Finance Declaration

- n. Audited financial statements of the applicant for the last three years (or, if the applicant has been in existence for less than three years, all statements released to date) including:
- Balance Sheet
  - Profit and Loss Statement
  - Statement of Cash Flows (Short- and Medium-term)
  - Notes to financial statements (disclosure required by the regulations, notes required by the accounting standards, and any other information necessary to give a true and fair view)

- Directors' declaration that the financial statements comply with accounting standards, give a true and fair view, and have been made in accordance with the *Corporations Act 2001* (Cth), and that there are reasonable grounds to believe the company/entity will be able to pay its debts as and when they fall due and payable
- Directors' report
- Auditor's report

**Attachment 6:** Annual Report 2009-10 and 2010-11 - Department of Territory and Municipal Services

[http://www.tams.act.gov.au/live/about\\_our\\_directorate/annual\\_reports](http://www.tams.act.gov.au/live/about_our_directorate/annual_reports)

**Attachment 7:** Annual Reports 2009-10 and 2010-11 Department of Environment, Climate Change and Water

[http://www.environment.act.gov.au/about\\_us/annual\\_reports](http://www.environment.act.gov.au/about_us/annual_reports)

- o. An applicant that has been in existence for less than twelve months (and has not yet released audited financial statements) should provide:
  - Budgeted financial statements for the next three years
  - A comprehensive business plan including, but not limited to: strategic direction and objectives, identified opportunities in the marketplace, forecast results, benchmarks, impact of differing assumptions or scenarios on the applicant's financial position

Not Applicable

Attachments: Nil

- p. The applicant is encouraged to provide any other information that will assist the commission in its consideration of the applicant's financial capacity to meet the requirements of, and its reasonable foreseeable obligations under, the proposed licence

Not Applicable

Attachments: Nil

### ***3.2.1.1 External ratings agencies***

- q. Where available, please provide evidence of long- and/or short-term credit ratings from Standard & Poor's or Moody's Investor Services.

The ACT Government has a AAA credit rating

**Attachment 22:** AAA credit rating

### **3.2.1.2 Registration with the National Electricity Market Management Company (NEMMCO) or its successor body.**

An applicant for an electricity supply licence should provide evidence of registration with NEMMCO or its successor body as a participant in the National Electricity Market.

Where an applicant proposes to conduct business as an electricity supplier but is not registered with NEMMCO or its successor body, the applicant should explain why this is so.

Not Applicable

Attachments: Nil

## **4 Technical criteria**

### **4.1 Licence conditions**

- a. Please provide details of the applicant's compliance plan:
  - demonstrating the applicant's knowledge and understanding of the applicable licence conditions, statutory, industry and technical requirements; and
  - outlining how all applicable licence conditions, statutory, industry and technical requirements will be met by the applicant; and
  - stating the extent to which operational functions and activities (including, for example – complaints handling, engineering services, monitoring and testing services, network operations and maintenance facilities) will be established within the ACT, and, in cases where there will be no presence in the ACT, or where some, but not all, aspects of the applicant's operations will be conducted from within the ACT, how the applicant proposes to ensure that adequate levels of service and asset maintenance are provided. Where functions are to be established partly in the ACT, and partly in another jurisdiction (for example, a small ACT call centre whose operations are to be supplemented by larger interstate call centres), this should be explained.

TAMSD has an understanding of the statutory, industry and technical requirements it will be obliged to meet and has established systems to meet the requirements as demonstrated by its existing asset management.

Operational functions shall be publicly tendered and successful tenderer may or may not be located within the ACT. The tender documents will require that tenderers demonstrate capacity to meet licence conditions. The successful tenderer will be bound by contract conditions that require the licence conditions to be met. This includes engineering services, monitoring and testing services, network operation and maintenance facilities.

ACT Consumer Protection requirements will be met in accordance with the *Utilities (Consumer Protection Code) Determination 2012 (No 2)*. The code outlines the basic rights of customers and consumers and Utilities with respect to access to, and provision of Utility services. A Utility is obliged to give effect to these rights primarily through customer contracts.

A Non Potable Water Purchase Agreement will be signed between the Utility and each end user which will specify conditions of supply, operation and maintenance procedures. The non potable stormwater provided to end users for irrigation is a non essential

resource, and therefore many aspects of the Consumer Protection Code are not applicable to this application for a utility licence. The reticulation of non potable water from constructed urban ponds to end users is rainfall dependent, likely to result in variable volumetric reliability. The conditions of supply will be written into each purchase agreement with end users.

Canberra Connect will be used as the call centre for the Utility. Roads ACT will address emergency responses directly through its existing 24 hour incident response service. Canberra Connect will direct calls to the relevant Roads ACT officers.

Complaints will be addressed through TAMSD existing complaints handling systems, which meet Australian Standards.

TASMD has a Code of Conduct, which will be applicable to all activities undertaken by the Utility.

Customer account management will be undertaken in accordance with existing approved TAMDS practices.

End users are predetermined by the location of the network infrastructure, limiting marketing to liaison with those specific end users.

**Attachment 23:** Consumer Protection

## **4.2 Experience of the applicant**

b. In support of its application, the applicant should provide, where possible:

- Dates and location of utility operation(s)
- Type of utility service(s) provided (ie – electricity, gas, water, and/or sewerage, transmission, distribution, connection and/or supply)
- Scale of operation(s) (ie - number of customers, network size and capacity)
- Details of involvement in network planning, network design, total asset management, network operation and/or other relevant specialist services (eg testing services), and whether those activities were undertaken in relation only to pipe or cable assets, or also included special or complex network components (eg substations, pump stations, treatment plants, dams etc)
- An explanation of which activities and functions were conducted in-house, and which were undertaken under contract to another entity acting as an agent of the applicant
- Details of any current QA accreditations held by the applicant

The relevance of the applicant's experience to the requirements of the *Utilities Act 2000* (ACT), applicable industry and technical codes, guidelines and the conditions of an ACT utility licence should be clearly demonstrated.

The applicant has demonstrable experience in meeting equivalent requirements to the *Utilities Act 2000*. The Territory and Municipal Services Directorate owns and manages the majority of the ACT's public assets, requiring that Australian and ACT standards are met in relation to construction, operation and maintenance of those assets. The Territory and Municipal Services Directorate constructs, owns and manages all stormwater

infrastructure in the ACT, adopting standard processes and procedures to meet required industry standards.

The Territory and Municipal Services Directorate has 24 hour emergency services procedures in place to manage any issues that may arise regarding stormwater infrastructure.

A Technical Code has been drafted to apply to non potable water supply in the ACT.

**Attachment 25:** Draft Technical Code

**Attachment 3:** Construction Plans – Inner North Stormwater Reticulation Network

**Attachment 4:** Construction Plans – General Arrangement Plan – The Valley Ponds, Gungahlin

### **4.3 External resources**

If the applicant is to rely on another entity to provide staff and resources to meet the technical requirements of the applicant's licence, please provide details of the arrangements.

c. State all functions and activities the applicant proposes to outsource.

Specialist Services proposed to be outsourced include:

- SCADA operation and maintenance;
- pipeline testing and maintenance;
- pump station testing and maintenance; and
- treatment plant testing and maintenance.

Tender documents will require that technical and licence conditions are met by the contractors and that associated infrastructure operation and maintenance standards are met.

Construction contracts include the provision of operation and maintenance manuals for infrastructure. Arrangements for training and 24 hour emergency responses will also be specified in operation and maintenance contract documents.

**Attachment 24:** Operation and Maintenance

d. Please provide details of formal agreement(s) to provide services, including confirmation that the relevant technical competencies will be available to the applicant at all times.

Tender documents will require that technical and licence conditions are met by the contractors and that associated infrastructure operation and maintenance standards are met.

Construction contracts include the provision of operation and maintenance manuals for infrastructure. Arrangements for training and 24 hour emergency responses will also be specified in operation and maintenance contract documents.

**Attachment 24:** Operation and Maintenance

- e. Please provide details of the other entity's experience in and knowledge of the relevant industry.

Tender documents will require that technical and licence conditions are met by the contractors and that associated infrastructure operation and maintenance standards are met.

Construction contracts include the provision of operation and maintenance manuals for infrastructure. Arrangements for training and 24 hour emergency responses will also be specified in operation and maintenance contract documents.

**Attachment 24:** Operation and Maintenance

- f. Please provide evidence of the other entity's technical capacity to meet the relevant requirements of the licence, including any relevant accreditations.

**Attachments:**

Tender documents will require that technical and licence conditions are met by the contractors and that associated infrastructure operation and maintenance standards are met.

Construction contracts include the provision of operation and maintenance manuals for infrastructure. Arrangements for training and 24 hour emergency responses will also be specified in operation and maintenance contract documents.

**Attachment 24:** Operation and Maintenance

#### ***4.4 Human resources available to the applicant***

- g. Please provide a summary of the technical skills and experience of the officers of the applicant, and the relevance of those skills and experience to meeting the requirements of the licence

Resources required for operation and maintenance of the infrastructure will be externally sourced. Contract documentation will require that the contractors have the appropriate skills to meet the requirements of the licence.

The Territory and Municipal Services Directorate has a set of Human Resource Policy documents will apply to officers working in-house. Qualifications and position descriptions have been provided for each named officer.

**Attachment 13:** TAMSD Position descriptions - Officers of the applicant

**Attachment 14:** Officers of the Applicant - Qualifications, relevant project experience, years of service and Conflict of Interest Declarations

**Attachment 24:** Operation and Maintenance

- h. Please provide information on the number of people currently employed by the applicant.

The table below estimates the FTE time required to operate the infrastructure and meet the requirements of the licence.

Utility Function	TAMS Officer or External provider	% Full Time Equivalent (FTE)
Customer Interface	TAMS Officer(s) External provider(s)	Pre operation: 0.5 FTE (End user contracts) 10% FTE Administration officer (4 hours per week)  Nil
Business Management	TAMS Officer(s) External provider(s)	5% FTE Manager 20% FTE Administration Officers 5% FTE Executives (combined) 1FTE Project Officer  Nil
Operation and Maintenance	TAMS Officer(s) External provider(s)	25% FTE surveillance / incident response (10 hours per week)  1FTE

**Attachments:** Nil

- i. Please provide details of the applicant's human resources policies governing technical qualifications, including:
- experience and technical qualifications of employees in such operations
  - relevant industry licences or qualifications
  - training policies and programs.

Tender documents will require that technical and licence conditions are met by the contractors and that associated infrastructure operation and maintenance standards are met.

Construction contracts include the provision of operation and maintenance manuals for infrastructure. Arrangements for training and 24 hour emergency responses and other licence requirements will be specified in operation and maintenance contract documents.

## Licence application fee

The applicant should enclose the licence application fee (determined by the commission<sup>6</sup> as of 13 March 2009 at \$1,650.00 including GST for the consideration of one licence type and \$275.00 including GST for the consideration of the grant of an additional licence as part of a single application),<sup>7</sup> with its application.

On receipt of payment, the commission will issue a receipt to the applicant.

**An application will not be considered until the fee has been received.**

*Please complete one of the following:*

I enclose a cheque for \$1,650.00/\$1925.00 payable to the 'Independent Competition and Regulatory Commission Utility Licence Fee Account'

I have arranged for \$1,650.00/\$1925.00 to be paid into the 'Independent Competition and Regulatory Commission Utility Licence Fee Account':

BSB: 062 987

Account Number: 1000 1889

Date of transfer:

Transfer Receipt/Reference Number:

Name of Transferor:

<sup>6</sup> Disallowable instrument DI2009-30.

<sup>7</sup> The commission is applying to have this fee made exempt from GST.