



Bulk Water Supply Code

1 January 2013

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Introduction

1. Code

This *Bulk Water Supply Code* (the *Code*) is made by the *Minister for Energy and Water Supply* (the Minister) under section 360M of the *Water Act 2000* (the Act).

2. Commencement

This Code commenced on 1 January 2013.

3. Purpose

The purpose of the Code is to regulate the supply of *Bulk Services* such as the supply of water and water services, between *Code-regulated Entities*, by providing for the matters outlined in section 360N (costs and prices) and section 360O (other general operational or miscellaneous matters) of the Act. In fulfilling obligations under this Code, it is recognised that the residents and businesses in the *SEQ Region* are the primary beneficiaries of co-ordinated water supply.

4. Scope

The Code applies to the supply of Bulk Services between Code-regulated Entities, irrespective of whether the Bulk Services are supplied in the SEQ Region or not (see s360E of the Act).

Under s360C of the Act, a Code-Regulated Entity is any entity who is specifically prescribed as a Code-regulated Entity or any *Bulk Water Party* (being a *Bulk Water Customer* or an entity who is prescribed under a regulation to be a Bulk Water Customer).

This means that the Code binds the core service providers in the SEQ Region, being the *Queensland Bulk Water Supply Authority* (the *Bulk Authority*) who operates the bulk water supply system and any *SEQ Service Provider* (councils and council-owned service providers) who operates the distribution-retail supply system of water supply in SEQ. Other parties may be bound by the Code if a prescribed by a regulation - irrespective of whether they buy or sell Bulk Services under a Bulk Water Supply Agreement. This provides the flexibility to impose obligations (e.g. metering) on new buyers or sellers of Bulk Services even if their contractual supply arrangements are not undertaken under a Bulk Water Supply Agreement. This Code does not apply to supply of services by the Bulk Authority to certain irrigation customers as they are not Bulk Water Parties, Bulk Water Customers, nor prescribed in a regulation (at the time of writing).

5. Structure

This Code comprises a number of parts.

(A) Part A which provides for the regulation of operational matters outlined in the Code provisions of Act (e.g. metering, whole of system planning and protocols etc).

(B) Part B which provides for pricing and access matters.

(C) Part C of the Code which provides for miscellaneous matters such as transitional arrangements, special rules for Non-core Customers and definitions.

6. Amendments

The Minister may amend the Code in accordance with the consultation requirements of s360U of the Act. Under those provisions, the Minister must ensure that each Code-regulated Entity is given a reasonable opportunity to make submissions to the Minister about the proposed amendment.

Section 360U(3) of the Act also allows for amendment without consultation to correct minor errors (such as typographical errors) or to make other amendments in limited circumstances (referred to as *Stated Amendments*).

For the purpose of this Code, Stated Amendments are limited to amendments which are required to:

- a) update the Code to reflect changes of other laws;
- b) remove a 'spent' provision which is no longer operative;
- c) lengthen a Code timeframe to benefit a Code-regulated Entity (provided that it does not cause detriment to any other party);
- d) make changes in the circumstance where affected parties have provided a waiver for the consultation process;
- e) amend the Interpretation Aide in Schedule 5 of this Code; or
- f) change any provision of the Code relating to the *Investigating Authority* (e.g. which entity is nominated, for what period(s), for what prices, using which processes etc).

Under s360P of the Act, amendments to the Code are effective from the time that the Minister makes a notice (subordinate legislation) notifying the change to the Code. The effective date of any amendment to the Code will be shown on the Departmental website from which the Code is available.

7. Compliance

Under s360S of the Act, a Code-regulated Entity must not contravene a provision of the Code. For most contraventions a maximum 200 penalty unit applies (see section 360S(b) of the Act). However, the Act also provides a higher maximum penalty unit of 1665 penalty units in relation to an emergency plan under the Code (see s360S(a)) and in relation to a failure of an entity to comply with a direction of the Minister about providing access to infrastructure in accordance with principles under a Code (see s360Z(3)). The Department of Energy and Water Supply (the *Department*) is responsible for compliance matters related to the Code. Where there is non-compliance with a provision of the Code, the Chief Executive of the Department may issue a compliance notice under s780 of the Act.

It is a requirement of this Code that a Code-regulated Entity must provide a copy of any document required to be prepared under this Code, to the Chief Executive of the Department as soon as practicable if requested.

8. Definitions

Defined terms in this Code are italicised for their first use and appear as capitalised terms for the remainder of the Code. Schedule 1 contains definitions for capitalised terms used in this Code.

Part A: Rationale

In the SEQ Region, the water supply chain is currently owned and operated by different types of entities:

- The Bulk Authority which owns and operates the bulk sector (bulk storage, treatment, manufacture, and transmission);
- SEQ Service Providers who are local councils and council-owned businesses which own and operate the distribution (reticulation) network; and
- Other Bulk Water Customers who are supplied Bulk Services by the Bulk Authority (for particular uses).

The focus of Part A of the Code is to regulate *operational* matters where the activities of one of the entities could have upstream or downstream impacts on the operations of another Code-regulated Entity.

Chapter 1: Operating Protocols

9. Purpose of chapter

- (a) An *Operating Protocol* is a document agreed between Code-regulated Entities which details operational matters affecting supply at a *Bulk Supply Point* (e.g. pressure, flow, quality notifications etc).
- (b) The purpose of this Chapter is to ensure that Code-regulated Entities have agreed on key communication matters prior to supply to ensure co-ordination of operations.

10. Requirement to have and comply with an Operating Protocol

- (a) Where operations interact at a Bulk Supply Point, the Bulk Authority and a Bulk Water Customer (referred to in this Chapter as 'the Parties') must have and comply with, an agreed Operating Protocol.
- (b) The Operating Protocol referred to above must meet the requirements of this Chapter.
- (c) If, despite best endeavours, the parties are not able to agree on an Operating Protocol (or an amendment to the Operating Protocol), they must use an expedited dispute resolution provision within their Bulk Water Supply Agreement to agree upon an Operating Protocol within the timeframes provided for under those resolution provisions.

11. Operating protocol content

- (a) The Department may make a guideline about Operating Protocol content, and any Operating Protocols agreed by the entities must ensure their Operating Protocols include the matters provided for in the guideline.
- (b) An Operating Protocol must contain the following communications requirements:
 - i.notification, including the timing and manner of publication of
 - (A) operational capacities and constraints; and
 - (B) periodic volume requirements;
 - ii.management of peak daily demand, flow rates and pressure;
 - iii.matters relating to maintenance and asset reliability;
 - iv.installation, operation and maintenance of interconnection works; and
 - v.notification requirements of the parties in relation to changes in water quality.
- (c) An Operating Protocol must also contain the following (non-communication) requirements:
 - i.short term demand forecasts (based on a 1 year horizon), medium term demand forecasts (based on a 3 year horizon) and long term demand forecasts (based on either a 20 or 30 year horizon) to be provided by the Bulk Water Customer;
 - ii.nominated Demand Zones (if supply is to an SEQ Service Provider);
 - iii.access arrangements of the parties to each other's infrastructure and operations (i.e. physical access) to meet regulatory obligations of the water legislation; and
 - iv.operation of manual and automated system control process.

12. Changes to Operating Protocols

- (a) Where the requirements of this Chapter change (including changes to any guideline) each of the parties must ensure that they make an agreed amendment to their Operating Protocol as soon as practicable, but within at least two months of the change.
- (b) Nothing in (a) prevents parties from initiating their own agreed amendments to their Operating Protocol.

Chapter 2: Co-ordinated water system planning

13. Purpose of chapter

- (a) The Bulk Authority and each SEQ Service Provider is subject to separate infrastructure planning requirements (outside of this Code) to ensure water services can meet future growth, security, reliability and water quality needs within the bulk and distribution sectors (respectively).
- (b) The purpose of this Chapter is to encourage co-ordinated network planning between the bulk and the distribution sectors to achieve infrastructure planning (including water quality improvements) on a best value for money basis.
- (c) Accordingly, this Chapter only applies to a Code-regulated Entity who is the Bulk Authority or who is an SEQ Service Provider.
- (d) For clarity, for this Chapter, any reference to the 'network' includes water treatment, transport and storage infrastructure owned by the Bulk Authority.

14. Working Group

- (a) The Bulk Authority and each SEQ Service Provider must make such staff and resources available to form a joint SEQ Service Provider/ Bulk Authority working group (referred to in this Code as the *Joint Working Group*).
- (b) Membership, Terms of Reference and procedures for the Joint Working Group are established by agreement.
- (c) Despite (b) above, the Terms of Reference must:
 - i.require the Joint Working Group to meet at least bi-annually;
 - ii.require members of the Joint Working Group to disclose their capital expenditure plans (including plans for renewals) and their infrastructure plans to each other (at timeframes jointly agreed by the members).
 - iii.for each SEQ Service Provider's local council area or geographic region, require the Joint Working Group to identify:
 - (A) key opportunities to co-ordinate infrastructure, operations and optimisation of assets across the network; and
 - (B) priority areas across the network where water quality outcomes might be improved on a best value for money, whole of network, basis (having regard to any strategic plan developed by the Joint Working Group).
 - iv.require the Joint Working Group to determine which of the identified opportunities (known as Key Possible Projects or KPPs) should be the subject of a Joint Working Group Report to the Minister (see section 15).
 - v.include processes for requests for sharing information between the Joint Working Group members where information is necessary either to:
 - (A) meet the requirements of its Terms of Reference;
 - (B) prepare the report referred to in section 15; or
 - (C) inform members of the Joint Working Group of any non-confidential changes to an entity's capital expenditure or infrastructure plan - if the change is likely to have a material upstream or downstream affect on an another Joint Working Group member's capital expenditure or infrastructure plan.

15. Joint Working Group reports

- (a) The Joint Working Group shall, annually, publish a joint report (as a single document) to the Minister about the results of its co-ordinated network planning activities.
- (b) The report must contain information about:
 - i.the KPPs chosen by the Joint Working Group for that year;

- ii.possible cost savings and benefits (and any possible limitations) which might be derived from pursuing the KPPs;
 - iii.if the chosen KPP's are not thought to deliver a cost saving, demonstrate why the KPP's would otherwise represent a better 'value for money' choice; and
 - iv.an explanation of any progress (and associated cost savings or otherwise) made in undertaking a KPP identified during the previous year.
- (c) Nothing in (b) prevents the Joint Working Group from including other matters in the report.
- (d) The joint report may provide an indication of where any member of the Joint Working Group has dissenting views to those provided in the joint report.

Chapter 3: Bulk Drinking Water Quality

16. Purpose of chapter

- (a) This purpose of this Chapter is to ensure that there continues to be publicly available information about the typical quality of bulk potable water supplied by the Bulk Authority.

17. Customer Confidence Report

- (a) The Bulk Authority must publish on its website, information about the typical quality of bulk potable water supplied from its major water sources to each Bulk Water Customer who is an SEQ Service Provider (the *Customer Confidence Report*).
- (b) The Customer Confidence Report must be updated at least quarterly.
- (c) The Customer Confidence Report must outline a variety of key health and aesthetic parameters which, in the Bulk Authority's sole discretion, are representative of the quality of the major water sources being supplied.

Chapter 4: Metering and Estimation

18. Purpose of chapter

This Chapter sets out the rights and obligations of Code-regulated Entities in relation to measurement of water volume and water flow, the collection of metering data and the provision of meter data to the supplier of a Bulk Service.

19. Which meters this chapter applies to

- (a) This Chapter applies to metering within the Bulk Authority's network as well as meters at a bulk supply point.
- (b) It applies only to *Registered Meters* which are used for billing purposes, other than meters regulated by a *Standard for Non-urban Meters*.

20. Responsible person for Bulk Supply Point

- (a) The *Responsible Person* for a meter related to a Bulk Supply Point is the entity who owns the infrastructure within which the meter is located.
- (b) The maintenance and operational costs of the meter may be provided for in a Bulk Water Supply Agreement.

21. Metering obligations

- (a) For any meter which regulated under this Chapter, the Responsible Person must:
 - i. ensure that the Responsible Person and the meter meets the requirements and standards outlined in this Chapter; and
 - ii. collect meter data (and estimated or substituted meter data) as required under this Chapter and enter this into the Metering Database (or provide it to the Bulk Authority if the Responsible Person is a Bulk Water Customer) by 5pm on the 3rd Business Day of the following month.

22. Standards for meters on new infrastructure

- (a) For any meter on new infrastructure installed after the commencement of this Code, the Responsible Person must ensure the meter meets the *NMI Standard* and that the meter is calibrated, inspected and tested in accordance with that standard.
- (b) Despite section 22(a), any part of the NMI Standard which requires compliance with a patent approval requirement, does not apply.

23. Standard for meters on existing infrastructure

- (a) For any meter installed or replaced on infrastructure existing prior to the commencement of this Code, the Bulk Authority must:
 - i. undertake a cost benefit analysis of adopting a particular metering standard for the meter; and
 - ii. develop a Strategic Metering Plan which:
 - (B) outlines the standard chosen for the meters (the *Existing Metering Standard*) (including any inspection, testing, calibration standard) as a result of the cost benefit analysis;
 - (C) process and timing in which the any and all of its meters would be made to comply with the standard outlined in the Strategic Metering Plan; and
 - (D) may be used to inform the Department about how the standards for un-metered supply in section 24, may be improved.
- (a) The Bulk Authority must consult with SEQ Service Providers when developing and undertaking the cost benefit analysis and the Strategic Metering Plan and SEQ Service Providers must provide reasonable assistance.

- (b) The Strategic Metering Plan must be in place within a year of the commencement of this Code, or a later date if the Chief Executive of the Department agrees.
- (c) The Existing Metering Standard must be made available as soon as practicable on the Bulk Authority's website.
- (d) Once published on the Bulk Authority's website, the Existing Metering Standard adopted in the Strategic Metering Plan is taken to be a standard under this Code for a meter on infrastructure in place prior to the commencement of this Code.
- (e) The Existing Metering Standard must not be amended unless the Bulk Authority has consulted with each SEQ Service Provider.
- (f) The Responsible Person must:
 - i. operate and maintain the meter in a reasonable manner until the Existing Metering Standard is published; and
 - ii. comply with the Existing Metering Standard once published (and as amended from time to time).

24. Standards for un-metered supply

- (a) If a Code-regulated Entity issues an invoice for providing a Bulk Service to a Bulk Supply Point which is not metered, the invoice must be based on the Bulk Authority's Volume Calculation Methodology (VCM) as in force from time to time.
- (b) The VCM is to be published on the Bulk Authority's website.
- (c) If requested by a Code-regulated Entity, the Bulk Authority must:
 - i. consider reviewing the VCM; and
 - ii. provide reasons to the Code-regulated Entity if it does not intend to review the VCM; or
 - iii. provide an indication of the likely timeframe and consultation approach if the Bulk Authority agrees that the VCM should be amended.
- (d) The Bulk Authority must consult with affected Code-regulated entities prior to making any amendment to the VCM.

25. Updating meters if standards change

- (a) If a standard under this Chapter is changed, the Responsible Person must ensure that the meter is updated to meet the standard in the timeframe outlined in the standard, or within a reasonable timeframe if none is stipulated.

26. Submission of data for metering database

- (a) The Bulk Authority must create, maintain and administer a *Metering Database* in accordance with this Chapter.
- (b) The Responsible Person must ensure that each meter relating to a Bulk Supply Point is registered in the *Metering Database*.
- (c) For each metered Bulk Supply Point used in the supply of a Bulk Service, the Metering Database must include:
 - i. details of each Registered Meter and each Bulk Supply Point relating to the meter;
 - ii. metering data collected; and
 - iii. substituted data under section 24.
- (d) For un-metered Bulk Supply Points, the Metering Database must include data estimated using the methodology outlined in the VMC.

27. Metering faults

- (a) The Responsible Person must immediately give a notice (a *Fault Notice*) to the Bulk Authority (if the Responsible Person is a Bulk Water Customer) or notify the Bulk Water Customer (if the Responsible Person is the Bulk Authority) of a fault detected in a meter if the meter is *Outside Tolerance*. The Fault Notice must include a timeframe nominated for the restoration of the meter.

- (b) Either the Bulk Authority or the Bulk Water Customer may object to a timeframe for restoration in the notice referred to in section 27(a).
- (c) If an objection is made under section 27(b), the Bulk Authority and the Bulk Water Customer must use best endeavours to agree an alternative timeframe, using an expedited dispute resolution process under their Bulk Water Supply Agreement if there is a dispute.
- (d) If no objection is made by either the Bulk Authority or the Bulk water customer, both parties are deemed to have agreed with the timeframe in the notice.
- (e) The relevant Responsible Person must restore the meter in accordance with the timeframes outline in the notice or the agreed alternative timeframe.

28. Testing and audit

- (a) A Bulk Water Customer (or the Bulk Authority if a Bulk Water Customer is the Responsible Person) may at any time, request an audit or a test of meter data relevant to water supplied by or to it.
- (b) The audit may be conducted by any person nominated by entity requesting the audit or test (including the Bulk Authority itself) and the Responsible Person must provide reasonable assistance and access to that entity.
- (c) The Responsible Person must pay the costs incurred in conducting an audit or test if the meter is found to be Outside Tolerance.
- (d) Section (c) may be modified by a provision of a Bulk Water Supply Agreement.

29. Data substitution

- (a) The Responsible Person must substitute volumes and flows for data collected from a meter, if:
 - i. a Fault Notice has been given; or
 - ii. an audit or test under section 28 has established that the meter is Outside Tolerance.
- (b) Where a Responsible Person is required to substitute volumes under this section, the Responsible Person must replace all readings derived from the meter during the period of the substitution with the substituted readings, in accordance with the VCM.

30. Amendments to data

- (a) A Code-regulated Entity must not alter data stored within the meter itself, except during an on-site accuracy testing of a meter.
- (b) The Bulk Authority may not amend data entered into the Metering Database unless the amendment is:
 - i. due to a fault in the meter which has been notified in accordance with section 27;
 - ii. required following an audit of the database by a competent authority; or
 - iii. made within 20 weeks after the data was first collected.

31. Access to metering database data

- (a) Subject to any relevant privacy law, the Bulk Authority may provide access to data from the database to any other person in its sole discretion.
- (b) Data from the Metering Database may also be accessed by any Code-regulated Entity that supplies or receives water from the Bulk Supply Point related to the data.
- (c) The Bulk Authority's reasonable costs incurred in providing access to the Metering Database must be paid by the person to whom the information is provided if the Bulk Authority requests.
- (d) Despite section 31(c) where a provision of the Act provides a right of access to the data, the Bulk Authority is not entitled to costs for the access, unless costs are expressly provided for by the Act.

Chapter 5: Consumption Information

32. Purpose of chapter

The Bulk Authority is responsible for administration of certain databases relating to water security and planning which contain information about residential and commercial consumption of water in the SEQ Region. The purpose of this Chapter is to ensure that SEQ Service Providers provide the *Required Consumption Information* to the Bulk Authority.

33. SEQ Service Providers Obligations

- (a) Each SEQ Service Provider must comply with a mandatory obligation (see section 34 below) to provide the Required Consumption Information in Schedule 2 of this Code to the Bulk Authority, within one month after the last day of each billing period for the SEQ Service Provider.
- (b) The Required Consumption Information is to be provided for the SEQ Service Provider's entire customer base, i.e. single family residential, multi-residential dwellings and non-residential dwellings.
- (c) The Required Consumption Information is to be provided electronically to the Bulk Authority in an Excel spreadsheet (or other format as agreed from time to time).

34. Mandatory obligations

- (a) For section 33(a), an obligation to provide the Required Consumption Information is only mandatory under this Code if it is marked as 'mandatory' or 'required' in Schedule 2.
- (b) Where an item is marked as 'required' in Schedule 2, the Required Consumption Information only need be provided if the data is available.
- (c) Schedule 2 also designates 'optional' requirements, where supply of the Required Consumption Information is at the SEQ Service Provider's discretion.

35. Bulk Authority Obligations

- (a) The information provided by the SEQ Service Provider is provided to the Bulk Authority to facilitate water supply and demand functions applicable to it under the *Water Legislation*.
- (b) The Bulk Authority must not use the data provided by the SEQ Service Provider for a purpose, other than that for which it was provided, unless agreed with the SEQ Service Provider.

36. Principles for consumption information derived from master meters or shared meters.

- (a) Where possible each unit dwelling should be represented as a unique record in the information base, even if they do not have a unique meter.
- (b) If a master meter is present, all dwellings associated with that master meter should have a consumption record.
- (c) The consumption must be the actual amount for each dwelling, or a calculated amount for each dwelling, not the master meter amount. For example:
 - i. a block of 10 units with one master meter and no sub meters – there should be 10 records for each period with the calculated volume for each dwelling. Each record would have the same meter ID but may have a different customer ID and / or name and / or possibly a different property number;
 - ii. a block of 10 units with one master meter and sub meters with no communal use between master meters and sub-meters – there should be 10 records for each period with the read volume for each dwelling. Each record would have a different meter ID and may have a different customer ID and / or name and / or possibly a different property number;
 - iii. a block of 10 units with one master meter and sub meters with some communal use between master meters and sub-meters – there should be 10 records for each period with the total calculated volume for each dwelling (being the sum of their read volume plus a calculated

share of the communal use). Each record would have a different meter ID and may have a different customer ID and / or name and / or possibly a different property number.

37. Principles for customers with multiple meters.

- (a) Where a customer has multiple meters, a consumption record is required for each meter. This would have different meter IDs but a common customer ID.

38. Account movements and consolidation of billing systems.

In some cases, customer IDs have changed, accounts are amalgamated or new accounts are established as a result of the organisational changes (such as council boundary changes). In this event, the information in subsections (a) and (b) are deemed to be mandatory obligation to provide the Required Consumption Information.

- (a) For circumstances where new account numbers/ property IDs have been created to replace account numbers/ property IDs under previous billing systems-
- i.property address
 - ii.old account number/property ID
 - iii.new account number/property ID
 - iv.old land use code
 - v.new land use code
- (b) For circumstances where an account number/ property IDs remains unchanged, however new land use codes have been applied-
- i.property address
 - ii.account number/property ID
 - iii.old land use code
 - iv.new land use code

Chapter 6: Emergencies and Risk

39. Purpose

The purpose of Chapter 6 is to ensure that the Bulk Authority and each SEQ Service Provider has in place plans to prepare for, manage and recover from, emergencies and risk which relate to the supply chain for bulk water services.

40. Bulk Authority Planning for emergency

- (a) The Bulk Authority, must prepare, implement and maintain a Bulk Authority Emergency Response Plan which co-ordinates emergencies across the water supply system as a whole and which specifies:
 - i. the approach for how the Bulk Authority will prepare for, respond to and recover from emergencies;
 - ii. incidents which must be reported to the entity (or entities) outlined in the plan;
 - iii. response levels for types of incidents reported in accordance with (i) above;
 - iv. escalation and notifications paths for each response level;
 - v. reporting and monitoring requirements for each response level;
 - vi. responsibilities for preparing and issuing public statements (if required) for each response level;
 - vii. any changes to the process for the issue of a Supply Information Notice following a reported incident; and
 - viii. any other matter the Bulk Authority considers appropriate.
- (b) The Bulk Authority must publish a draft Bulk Authority Emergency Response Plan in the manner determined by the Bulk Authority.
- (c) An SEQ Service Provider may submit written comments to the Bulk Authority on the draft plan no later than 20 business days after it is published in accordance with this Chapter.
- (d) The Bulk Authority may provide a copy of the draft plan to any relevant stakeholder for comment.
- (e) The Bulk Authority must consider any comments received from an SEQ Service Provider or any competent authority in accordance with this Chapter and amend the draft plan if the Bulk Authority considers it necessary.
- (f) Prior to providing the plan to the Minister for approval under this Chapter, the Bulk Authority must carry out such testing as the Bulk Authority considers appropriate to demonstrate that the draft plan addresses the content requirement for the plan under this Code.
- (g) Nothing in 40(a) removes an SEQ Service Provider's right or obligation in relation to the management of risks of its own assets.

41. Ministerial approval of plan

- (a) The Bulk Authority must submit a draft Bulk Authority Emergency Response Plan together with a report to the Minister for approval no later than 4 months after the draft plan is published.
- (b) The report in section 41(a) must provide details of the testing of the draft plan, a description of the testing activity and an evaluation of the results of the testing activity.
- (c) Once the Minister has approved the plan, the Bulk Authority must provide a copy of the approved plan to each SEQ Service Provider.

42. Review of the plan for the Bulk Authority

- (a) The Bulk Authority must review the approved Bulk Authority Emergency Response Plan every two years (at a minimum) and submit the revised Bulk Authority Emergency Response Plan to the Minister for approval by no later than August of the relevant review year.
- (b) The Bulk Authority must review the plan in the same way it was made under this Chapter.

43. SEQ Service Provider planning for Emergency

- (a) An SEQ Service Provider must prepare an Emergency Response Plan (referred to as a '*Customer ERP*') for any portion of its infrastructure which connects to the Bulk Authority's infrastructure, or is operated by the Bulk Authority (for an *Isolated Supply Scheme*).
- (b) The Customer ERP must specify:
 - i.response levels;
 - ii.operational procedures required for each response level;
 - iii.escalation and notification paths for each response level;
 - iv.reporting and monitoring requirements; and
 - v.any other matter required under an agreed Operating Protocol.
- (c) The CEO for the SEQ Service Provider must certify that the Customer ERP is not inconsistent with the Bulk Authority Emergency Response Plan to the extent that the Customer ERP provides for matters contained within the Bulk Authority Emergency Response Plan.
- (d) Prior to the CEO of the SEQ Service Provider certifying the Customer ERP, the SEQ Service Provider must provide a copy of a draft of the Customer ERP to the Bulk Authority for comment for a period of at least 20 business days and consider any submissions made by the Bulk Authority.
- (e) A copy of the certification referred to in (c) above must be provided to the Bulk Authority or the Minister upon request.

44. Review of SEQ Service Provider plan

- (a) An SEQ Service Provider must ensure that its Customer ERP remains consistent with the plan for the Bulk Authority made under this Chapter.
- (b) If the plan for the Bulk Authority is reviewed under this Chapter, the SEQ Service Provider must review its own plan in the way in which it was originally made under this Chapter.
- (c) The review must be completed and certified within 2 months of being provided a copy of the amendment to the Bulk Authority's plan.

45. Compliance with an emergency plan

- (a) The Bulk Authority and any SEQ Service Provider must comply with a provision of an emergency plan if the matter relates to matters which this Code provides.
- (b) For clarity, nothing in this Code prevents a Code-regulated Entity from including additional matters in its emergency plan ('voluntary material') and the Code imposes no compliance obligation on any entity in relation to any voluntary material included in an emergency plan.

46. Network interface risks

- (a) Where there is a risk relating to the interface between the operation of the Bulk Authority and the SEQ Service Provider's networks, the Bulk Authority and each SEQ Service Provider must:
 - i.consult with each other in the development of any plan designed to plan for or manage these operational risks;
 - ii.ensure that the management of risks is allocated and shared amongst those entities best placed to manage the risk; and
 - iii.communicate risks to each other, including progress against an agreed plan or activity (if any).
- (b) For section 46(a)ii, which entity is best placed to manage the risk may be determined having regard to (among other things):
 - i.which party the receives the predominant economic benefit of controlling the risk;
 - ii.any economic efficiencies that may be generated by allocating it to a particular party, including planning efficiencies; and
 - iii.which party is best placed to transfer a risk through insurance.

Part B: Rationale

The purpose of Part B is to set out principles and procedures in relation to:

- Pricing decisions;
- *Access Matters*; and
- The Investigating Authority.

Pricing Decisions

Under Chapter 2A, Part 3, Divs 3 and 4 of the Act, the Minister may make decisions about certain costs or prices (referred to in this Chapter of the Code as '*Pricing Decisions*') for the supply of bulk services supplied between Code-regulated entities. Under the Act, when deciding these costs and prices, the Minister must do so in accordance with the principles under this Code. Part B of this Code sets out pricing principles for the following types of costs and prices:

- *Bulk water costs* (formerly Grid Service Charges) – which are the (prudent and efficient) cost for the Bulk Authority to supply Bulk Services.
- *Bulk water prices* – which are the prices the Bulk Authority may charge an SEQ Service Provider for the supply of Bulk Services.
- *Other User Prices* – which are the prices the Bulk Authority may charge Bulk Water Customers other than an SEQ Service Provider (i.e. an entity prescribed under a regulation) for the supply of bulk services.

Access

Under s360O(d) of the Act, the Code may also provide for principles for the supply of Bulk Services by an SEQ Service Provider to the Bulk Authority. This might relate to the supply of services (to the Bulk Authority) by:

- one SEQ Service Provider to another specific SEQ Service Provider (formerly referred to as transportation services charges); or
- more generally access to existing or new distribution networks of the SEQ Service Provider by the Bulk Authority.

Agreements between the Bulk Authority and SEQ Service Provider require the parties to have regard to the Code principles when negotiating and pricing for these services.

However, where the parties cannot agree (on terms or price), section 360Z of the Act provides the Minister with powers to make a direction about those matters in accordance with the principles provided for in this Code. For example, if access to a distribution network is a reasonable least cost option, and does not cause detriment to the owner of the distribution network, the Minister may, under the Act direct that access be provided (an *Access Decision*) and/ or the charge payable for access (*Access Charges*) (collectively referred to in this Code as *Access Matters*). It should be noted that the access provisions under this Code are separate from existing third party access arrangements provided for under relevant State and Federal legislation.

Investigating Authority

To assist the Minister in making decisions about pricing or access matters, the Minister is able to seek advice from a nominated entity (i.e. an Investigating Authority). The Minister must consider but is not bound by such advice.

Chapter 7: Pricing and Access

47. Investigating Authority nomination

Schedule 3 of this Code outlines who is the Investigating Authority for each type of Pricing Decision or Access Matter made in accordance with this Code and nominates the particular period for which the Investigating Authority is appointed.

48. Directing the Investigating Authority

- (a) The Minister may issue a Direction Notice to the Investigating Authority to investigate and make a recommendation(s) about a Pricing Decision or an Access Matter.
- (b) Prior to issuing a Direction Notice, the Minister must provide the Investigating Authority and the Bulk Authority with a copy of the proposed Direction Notice so as to allow the Bulk Authority and the Investigating Authority the opportunity to comment on the proposed Direction Notice.
- (c) If the matter in section 48(b) relates to an Access Matter, a copy of the notice must also be provided to the relevant SEQ Service Provider.
- (d) For a Pricing Decision, the Direction Notice may be for one or more financial years.
- (e) For an Access Matter, the Direction Notice relates the particular dispute about access under the Bulk Water Supply Agreement, rather than a particular period.
- (f) A Direction Notice given by the Minister must set out:
 - i. the timeframes for the Investigating Authority to conduct an investigation, and prepare and submit draft and final reports.
 - ii. specific matters which the Investigating Authority is to take into account when making recommendations about Pricing Decisions or Access Matters.
 - iii. any specific matter which the Minister wishes the Investigating Authority to report on.
- (g) If the Minister issues a Direction Notice, the Investigating Authority must publish a copy of that Direction Notice on its website as soon as reasonably practicable after it is received by the Investigating Authority. This requirement does not apply if the Direction Notice relates to an Access Matter.
- (h) The Minister may change a Direction Notice (in which case the same process must be followed as was used to make the Direction Notice originally).

49. Conducting investigations (Pricing Decisions)

- (a) In carrying out the investigation for a Pricing Decision, the Investigating Authority must:
 - i. consider the directions in the Direction Notice and any relevant principles provided for in this Chapter; and
 - ii. provide a draft and final report containing recommendations and reasons for recommendations.
- (b) The draft report must be published on its website within 3 days of provision to the Minister. Draft reports on recommendations about Pricing Decisions are subject to a public submission process to be coordinated by the Investigating Authority.
- (c) The Investigating Authority's final report must be provided to the Minister in accordance with the timeframe set out in the Direction Notice.
- (d) The final report must be published on the Investigating Authority's website within 3 days of provision to the Minister.
- (e) The Minister may, in the Minister's discretion, extend the time by which the Investigating Authority may do anything under this Chapter by giving it written notice.

50. Conducting investigations (Access Matters)

- (a) In carrying out the investigation about an Access Matter, the Investigating Authority must:

- i. afford the parties to the access dispute the opportunity to make any submissions about the matter within a nominated timeframe;
 - ii. take into account the access principles provided for in 62 to 64 of the Code; and
 - iii. provide a draft and final report containing recommendations and reasons for recommendations.
- (b) The Investigating Authority's draft report:
- i. is not subject to a public submissions process;
 - ii. must not be published on the Investigating Authority's website; and
 - iii. must be given to the Minister and to the parties to the Bulk Water Supply Agreement by the date nominated in the Direction Notice.
- (c) The Investigating Authority's final report must:
- i. be provided to the parties to the Bulk Water Supply Agreement and to the Minister by the date nominated in the direction notice; and
 - ii. also contain an indication that the report is not binding and that a final decision would be required to be made by the Minister.
- (d) The Investigating Authority must provide a copy of any submission made to the Investigating Authority if requested by the Minister.

51. Ministerial decisions

- (a) The Minister may accept or reject in part or whole the recommendations made by the Investigating Authority when making a decision.
- (b) If the Minister is making a Pricing Decision or an Access Decision without having sought advice from an Investigating Authority, then, subject to the provisions of this Chapter and any relevant provision of the Water Act, the Minister:
- i. may conduct the Pricing Decision or Access Decision in whatever way the Minister sees fit and is not bound by the same procedures which would have applied to the Investigating Authority; and
 - ii. may require the Chief Executive to give the Bulk Authority a notice requesting information contained within s360F of the Act in order to assist the Minister; and
 - iii. may request any information from Bulk Water Customers the Minister reasonably considers is necessary to make the decision.
- (c) A Code-regulated Entity must comply with a request referred to in section 51(b) above within the timeframes nominated in the notice.
- (d) Under s360Y of the Act, judicial review of a Pricing Decision by the Minister (but not an access decision) is limited to the extent outlined.

52. Confidentiality of investigations and decisions

- (a) This section applies to the Minister and the Investigating Authority as part of any investigation or decision under this Chapter, where a person provides information to the Minister or the Investigating Authority and the person believes that:
- i. stated information made available, or to be made available to the Minister or the Investigating Authority is confidential; and
 - ii. the disclosure of the information is likely to damage the person's commercial activities.
- (b) In the circumstances outlined in (a) above, the person may:
- i. inform the Minister or the Investigating Authority of the person's belief; and
 - ii. ask the Minister or the Investigating Authority not to disclose the information to another person.
- (c) If the Minister or the Investigating Authority is satisfied the person's belief is justified and that the disclosure of the information would not be in the public interest, the Minister and the Investigating Authority must take all reasonable steps to ensure the information is not, without the person's consent, disclosed to another person, other than -
- i. to the Minister; or
 - ii. the Department; or
 - iii. the Investigating Authority;

- iv. any employee, consultant or agent of the Investigating Authority or the Department in the course of his or her duties.
- (d) If the Investigating Authority has decided that the information is confidential and gives the information to another person listed in (c), the Investigating Authority must ensure that it communicates to the person that the information has been provided on a confidential basis.

53. Principles for Pricing Decisions

Under s360N of the Act, this Code may provide for principles to be applied by the Minister when making a decision on costs and prices under s360W. Principles are provided for:

- (a) Bulk Water Costs;
- (b) Bulk Water Prices; and
- (c) Other User Prices.

54. Bulk Water Costs

The Bulk Water Cost is the prudent and efficient cost for the Bulk Authority to supply a Bulk Service.

55. Components of Bulk Water Costs

Bulk Water Costs may include the following components:

- (a) Capital costs;
- (b) Operating costs; and
- (c) Other costs that support the business activities of the Bulk Authority.

56. Principles applying to all Bulk Water Costs

In making a Pricing Decision, the Minister must take account of the:

- (a) the prudent and efficient costs of supplying water services;
- (b) relevant government policies (e.g. regarding water security and/or reliability); and
- (c) information provided by the Bulk Authority and other affected parties.

57. Changes to Bulk Water Costs

- (a) The Minister has a general power to amend a cost or price under s360X of the Act. The power to amend the price includes a power to review a determined price. The Minister may choose to review a decision about a determined Bulk Water Cost in order for the decision to better reflect actual costs. If the Minister decides to conduct a review without an application being made under section (b) below, the Minister must notify the Bulk Authority in writing.
- (b) The Bulk Authority may also from time to time apply by notice in writing to the Minister for a review of a component or components of the Bulk Water Costs which apply to it if it incurs expenditure which:
 - i. is materially greater or less than the costs included in the determination; and
 - ii. was unanticipated or was not reasonably foreseeable; or
 - iii. was outside the reasonable control of the Bulk Authority.
- (c) Upon receipt of an application for review under section 57(b), or at the Minister's discretion under section 57(a), the Minister shall:
 - i. consider updated information from the Bulk Authority and the reasons for changes; and
 - ii. notify the Bulk Authority as to whether any revisions to the Bulk Water Costs will be allowed.

58. Bulk Water Prices

The Bulk Water Price is the price that the Bulk Authority may charge an SEQ Service Provider for the supply of a Bulk Service.

59. Principles to apply to all Bulk Water Prices

In deciding Bulk Water Prices, the Minister must:

- (a) recognise Government policy settings, objectives and statements regarding the secure, reliable, multi-source supply of water to customers in the SEQ Region;
- (b) recognise Government policy decisions regarding the rate of increase in prices charged to customers and the period of time over which full cost recovery is to be achieved;
- (c) recognise the reliability and security of the supply to the particular SEQ Service Provider; and
- (d) take account of Bulk Water Costs determined under this Code (if any).

60. Other User Prices

The Other User Price is the price that the Bulk Authority may charge a Bulk Water Customer, other than an SEQ Service Provider, for the supply of a Bulk Service.

61. Principles to apply to Other User Prices

In deciding the Other User Price the Minister must apply the principles in section 59 (as modified for the context, for example sections (b) and (c) may not be relevant).

62. Access Matters

- (a) Under the Act, the Code may provide principles for provision of Bulk Services by an SEQ Service Provider to the Bulk Authority (access). This may be for existing or new services for the purpose of meeting bulk supply obligations at least cost.
- (b) While the terms of the Bulk Water Supply Agreements require the parties to have regard to the Code principles, the Bulk Authority and any SEQ Service Provider is not bound by these for any negotiated arrangement. Accordingly, a reference in the following sections should be read in that context (e.g. government policy references are to be read down etc).
- (c) Where the Bulk Authority and an SEQ Service Provider are unable to agree their own negotiated outcome, the Act provides the Minister with the power to make a direction about Access Decisions or Access Charges in accordance with principles under this Code.

63. Principles for terms of Access Decisions

An SEQ Service Provider must provide a Bulk Service to the Bulk Authority under Bulk Water Supply Agreement where:

- (a) there is spare capacity in the SEQ Service Provider's distribution network or the ability to provide spare capacity (suggesting building additional distribution works could be least cost);
- (b) there is no detriment to the SEQ Service Provider's current supply arrangements; and
- (c) provision of the Bulk Service by the SEQ Service Provider would be least cost.

64. Principles for deciding Access Charges

- (a) In deciding Access Charges, the following matters are to be considered—
 - i. the charges should not create any financial detriment to the SEQ Service Provider or its legitimate business interests;
 - ii. the charges should be set to reflect the prudent and efficient costs of the service provided; and
 - iii. relevant legislation and government policies.
- (b) In deciding the Access Charges, the payment terms should reflect the level of service being provided and include terms for payment (e.g. cessation) in times when the service is not required.

Part C: Rationale

Part C of the Code provides for:

- Communicating arrangements under the *Water (Transitional) Regulation 2012* to enable a transition from operating as market participants in a declared market under the Market Rules to operating under the Bulk Water Supply Code as Code-regulated Entities.
- To clarify the operation of the Code (and make special provision for) as it applies to *Non-core Customers*.
- Other miscellaneous matters.

Chapter 8: Non-core Customers

65. Purpose of Chapter 8

- (a) The Bulk Authority supplies Bulk Water Services to customers who are not local councils or council-owned SEQ Service Providers (Non-core Customers).
- (b) The purpose of this Chapter is, for Non-core Customers, to:
 - i. provide clarity around which provisions of this Code do and do not apply;
 - ii. modify the ordinary rules provided for in other provisions of this Code, where appropriate (given the different supply context);
 - iii. make additional provisions for Non-core Customers, where necessary.

66. Provisions of this Code which apply to Non-core Customers

The following provisions of this Code are applicable to Non-core Customers:

- (a) Operating Protocol requirements in Chapter 1;
- (b) metering provisions (e.g. right of Bulk Water Customer to seek meter verification, adjustment and if the Non-core customer is a Responsible Person etc) in Chapter 4;
- (c) other User Prices provisions in Chapter 7.

67. Provisions of this Code which do not apply Non-core Customers

For clarity, the following provisions of this Code do not apply to Non-core Customers:

- (a) co-ordinated system planning requirements under Chapter 2;
- (b) Bulk Water Quality under Chapter 3 (the information published is generic water quality information as supplied to nominated water zones);
- (c) Consumption Information under Chapter 5;
- (d) Emergency and Risk provisions under Chapter 6;
- (e) access provisions under Chapter 7;
- (f) Bulk Water Cost and Bulk Water Price provisions in Chapter 7.

68. Modification of applicable provisions

- (a) If a provision of this Code requires disputes to be resolved in circumstances where the Bulk Water Customer is not subject to a Bulk Water Supply Agreement made by the Minister under the Act, the parties must use a dispute resolution procedure in any contract for supply which exists between the parties.

69. Additional provisions

- (a) If the Bulk Authority intends to supply Bulk Services to an entity who is not an SEQ Service Provider, the Bulk Authority must inform the Department prior to supplying the entity with Bulk Services.
- (b) The Department may seek further information in relation to the proposed supply for the purpose of ascertaining whether the entity should be prescribed as a Bulk Water Customer in the Water Regulation 2002 or whether a Bulk Water Supply Agreement should be made between the parties.
- (c) If the Minister does not make a Bulk Supply Agreement between the parties, the Bulk Authority must consider the need for interruption to supply and possible disconnection of the customer.

Chapter 9: Transitional and other matters

70. Purpose of Chapter 9

- (a) This Chapter provides for a modification of the operation of Parts A to C of this Code to operate for particular years, where there is a desire to put in place different arrangements, on a temporary basis.
- (b) This Chapter also summarises transitional arrangements arising from a change between the Market Rules (which applied in relation to indirect supply arrangements taking place through the Water Grid Manager) to the Customer Code (where Code-regulated Entities directly supply to each other).

71. Modifications to Parts A to C of this Code

Parts A to C of this Code are taken to be modified in the following ways, for the following periods:

(a) Modification of Part A:

- i. Where the Transitional Regulation (see section 72 for a summary) allows an arrangement made under the Market Rules to continue to apply until a particular time - the requirements of this Code do not apply until the benefit of the Transitional Regulation has ended.
- ii. The requirement for an Operating Protocol to contain a long term demand forecast in Chapter 1 of this Code does not apply until the short term and medium term demand forecasts are also required to be contained within the Operating Protocol.
- iii. The first two-yearly review of the Bulk Authority Emergency Plan under this Code must be submitted to the Minister by 30 August 2013.

(b) Modifications to Part B:

- i. Despite section 51(b)i of this Code, for any Pricing Decision for the 2013 – 2014 financial year about Bulk Water Costs, the Department may invite the Bulk Authority to make a written proposal about the process to be applied to making a submission to the Minister to obtain a Minister's Pricing Decision for prudent and efficient Bulk Water Costs, and the principles and content requirements applying to any submission.
- ii. The Department may provide comment on any proposal provided by the Bulk Authority and provide the Bulk Authority with an opportunity to amend its proposal (amended proposal).
- iii. The Minister must have regard to the proposal (or the amended proposal if one is made) in making determinations about what are the Bulk Authority's prudent and efficient Bulk Water Costs.

(c) Modifications to Part C:

Nil.

72. Transitional arrangements under the regulation

- (a) Under a Transitional Regulation made under s1225 of the Act, certain arrangements have been put in place to allow certain documents, rights and obligations made under the previous Market Rules to continue to be used (despite the ending of the Market Rules) to fulfil certain similar obligations under this Code.
- (b) The Transitional Regulation puts these arrangements in place up until 31 December 2013 (or an earlier date if nominated), by which time, the Transitional Regulation will end and Code-regulated Entities must have made certain changes to ensure they meet the requirements under this Code in full. A summary of the transitional arrangements is included in Schedule 4 of this Code, but do not form obligations under this Code. Schedule 5 of this Code is a guide for interpreting transitional arrangements in the Transitional Regulation.

Schedule1: Definitions

Defined terms in this Code are italicised for their first use and appear as capitalised terms for the remainder of the Code. Definitions for terms used in this Code are as follows:

Term	Definition
Access Charges	Means a direction by the Minister under s360Z of the Act, about charges for access, in accordance with the principles under Chapter 7 of this Code.
Access Decision	Means a direction by the Minister under s360Z of the Act, for providing terms of access, in accordance with the principles under Chapter 7 of this Code.
Access Matters	Means an Access Charge and / or an Access Decision.
Act	Unless otherwise specified, means the <i>Water Act 2000</i> .
Bulk Authority	See the definition of the Queensland Bulk Water Supply Authority in this table.
Bulk Authority Emergency Response Plan	Means the emergency plan for the Bulk Authority referred to in Chapter 6 of this Code.
Bulk Service	See s360C of the Act.
Bulk Water Costs	Means the prudent and efficient costs of the Bulk Authority determined (or to be determined) by the Minister in accordance with Chapter 7 of this Code.
Bulk Water Customer	See s360C of the Act.
Bulk Water Party	See s360C of the Act.
Bulk Water Price	Means the price determined by (or to be determined by) the Minister for the Supply of Bulk Services by the Bulk Authority to an SEQ Service Provider, in accordance with Chapter 7 of this Code.
Bulk Water Supply Agreement	See s360C of the Act.
Bulk Water Supply Code	Means this Code as made by the Minister under s360M of the Act.
Bulk Supply Point	Means a bulk supply point nominated in a Bulk Water Supply Agreement between the Bulk Authority and a Bulk water customer. Any reference to a Bulk Supply Point may be taken to include a reference to a Demand Zone if the context permits.
Code	Means this Bulk Water Supply Code.
Code-regulated entity	See s360C of the Act.
Customer Confidence	Means the report about water quality generated from the Bulk Authority's system as referred to in Chapter 3.

Report	
Customer ERP	Means the emergency plan for an SEQ Service Provider referred to in Chapter 6 of this Code.
Demand Zone	Means an aggregation of Bulk Supply Points.
Department	Means the Department of Energy and Water Supply (unless otherwise stated).
Direction Notice	Means a notice given to the Investigating Authority in accordance with Chapter 7 of this Code.
Existing Metering Standard	Means the standard for meters on existing infrastructure installed prior to the commencement of this Code, as referred to in section 23 of this Code.
Fault Notice	Means a notice given under section 27 of this Code.
Investigating Authority	Means the entity nominated in Schedule 3 of this Code in accordance with s360O(e) of the Act.
Isolated Supply Scheme	Means a water system which has no alternative water supplies from a connected water distribution network.
Joint Working Group	Means a working group established under Chapter 2 of this Code.
<i>Queensland Bulk Water Supply Authority</i>	Means the authority in s9 of the <i>South East Queensland Water (Restructuring) Act 2007</i> .
LinkWater	Means the Bulk Transportation Authority under the <i>South East Queensland Water (Restructuring) Act 2007</i> prior to amendment by the <i>South East Queensland Water (Restructuring) and Other Legislation Amendment Act 2012</i> .
Market Rules	Means the SEQ Water Market Rules, made by the Minister for Energy and Water Supply under s360ZCX of the Water Act 2000 (and effective on 18 August 2012) prior to amendment by the <i>South East Queensland Water (Restructuring) and Other Legislation Amendment Act 2012</i> .
Metering Database	Means the database referred to in Chapter 4 of this Code.
Minister	Means the Minister for Energy and Water Supply (unless otherwise stated).
NMI Standard	Means the National Measurement Institute's <i>NMI M10-1 Meters Intended for the Metering of Water in Full Flowing Pipes Part 1: Metrological and Technical Requirements</i> , except any part of that standard which requires patent approval. The NMI standard is available at: http://www.measurement.gov.au/Publications/PARequirements/Documents/NMI_M_10-1.doc
Non-core Customer	Means a Bulk Water Customer who is not an SEQ Service Provider.
Operating Protocol	Means an Operating Protocol agreed between the Bulk Authority and a Bulk water customer in accordance with this Code.
Other User Price	Means the price determined by (or to be determined by) the Minister for the Supply of Bulk Services by the Bulk Authority to a Bulk Customer, other than an SEQ Service

	Provider, in accordance with Chapter 7 of this Code.
Operating Protocol	Means and Operating Protocol under Chapter 1, but includes an Operating Protocol provided for in a Transitional Regulation.
Outside Tolerance	For a meter regulated by this Code, means if, as a result of an audit or test under this Code, the meter error greater than the tolerance outlined in the standard for the meter in this Code (or is greater than +/-5% if there is no tolerance outlined in the standard).
Pricing Decision	Means a determination by the Minister in accordance with s360W of the Act and with the principles for providing access under Chapter 7 of this Code.
Purified Recycled Water (PRW)	Means recycled water (as defined in Schedule 3 of the <i>Water Supply (Safety and Reliability) Act 2008</i>) which has been purified by the Bulk Authority.
Raw water	Means water that has not been treated by the Bulk Authority.
Required Consumption Information	Means the consumption information referred to in Chapter 5 and Schedule 1 of this Code.
Registered Meter	Means a meter measuring potable water which is registered in the metering database referred to in Chapter 4 of this Code.
Responsible Person	See section 20 of this Code.
Section 360ZDD Grid Contract	Means the a grid contract made under s360ZDD of the <i>Water Act 2000</i> prior to amendment by the <i>South East Queensland Water (Restructuring) and Other Legislation Amendment Act 2012</i> .
SEQ Region	See s341 of the Act.
SEQ Service Provider	See the <i>South East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
Standard for Non-urban Meters	Means the Queensland Interim Water Meter Standard for Non-urban Metering (Interim Standard) made by the Department of Natural Resources and Mines, or a subsequent national standard made by the National Measurement Institute for non-urban water.
Stated Amendment	Means an amendment of a type which this Code states may be made without consultation. See s6 of this Code of a list of Stated Amendments.
Supply Information Notice	Means a notice given to a Bulk Water Customer under a Bulk Water Supply Agreement which informs the Bulk Water Customer of the source of water supplied to it as a result of an order for water placed under the Agreement.
Transitional Regulation	Means the regulation made under s1225 of the Act.
Water Grid Manager	Means the SEQ Water Grid Manager under the <i>South East Queensland Water (Restructuring) Act 2007</i> prior to amendment by the <i>South East Queensland Water (Restructuring) and Other Legislation Amendment Act 2012</i> .
Water	Water Legislation means any of the <i>Water Act 2000</i> , the

Legislation	<i>Water Supply Act 2008</i> , the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> ; the <i>South-East Queensland Water (Restructuring) Act 2007</i> or any other instrument made under any of those Acts, as in force from time to time.
Volume Calculation Methodology (or VCM)	Means the methodology for estimating use and calculating loss rates referred to in Chapter 4 of this Code.

Schedule 2: Required Consumption Information

Billing data fields

Field No.	Information		Unit/ Example		Comments
	Fields	Type			
1.	Meter ID	Text		Mandatory	
2.	Property ID	Text		Mandatory	
3.	Account Number	Text		Mandatory	
4.	WEMP ID	Text		Mandatory	If account number is not the identifier
5.	Sub Meter Count	Number	5	Required	
6.	Master Meter ID	Text		Required	
7.	Consumption Volume	Number	KL	Mandatory	Volume consumed within the billing period reported.
8.	Average Daily Consumption Volume	Number	L/day	Optional	Average daily volume consumed in the billing period.
9.	Meter Service Type	Text	Potable / Recycled / unknown	Required	For customers who may have two different meters for dual reticulation situations.
10.	Meter Size	Number	20	Optional	Meter diameter in millimetres
11.	Consumption Period	Number	2	Optional	
12.	Consumption Year	Number	2006	Optional	Assumed to be financial year, please indicate if calendar year.
13.	Start Read Date	Date	1/1/2010	Mandatory	
14.	End Read Date	Date	1/3/2010	Mandatory	
15.	Unit Number	Number	3	Required	For the property consuming the water.
16.	Street Number	Number	35a	Required	
17.	Street Name	Text	Queen Street	Mandatory	
18.	Suburb	Text	Milton	Mandatory	
19.	Postcode	Number	4067	Mandatory	
20.	Zone	Text	South	Optional	
21.	Residency Type	Text	Owned / rented	Optional	
22.	Lot	Number	65	Required	
23.	Plan	Text	RP89651	Required	
24.	Primary Land Use	Number	0-99	Required	
25.	Secondary Land Use	Number	0-99	Optional	
26.	Year of Construction	Number	1990	Optional	
27.	Area	Number	m ²	Optional	Lot size.
28.	ANZSIC code	Number		Optional	
29.	Commercial Activity Unit	Number		Optional	
30.	Concession	Text	Medical	Optional	
31.	Pedestals	Number	3	Optional	

*See section 34 for the difference between mandatory and required information.

Schedule 3: Investigating Authority

Nomination of Investigating Authority (see section 47)*

Bulk water costs

Entity	Period (financial years)
QCA	Review of 2011-12 and 2012-13 (TBC)
Nil	2013 - 14 onward until this schedule is amended

Bulk service charges

Entity	Period
QCA	Only if a disagreement on access to a bulk service is triggered under a Bulk Water Supply Agreement and the matter is referred.

Bulk Water Prices

Entity	Period
None	Ongoing until this schedule is amended

Other User Prices

Entity	Period
None	Ongoing until this schedule is amended

Other matters for referral to the Investigating Authority 360O(e)(iii)

Entity	Period
QCA	As provided for under direction notice

*No nomination is required for the Department of Energy and Water to assist the Minister in administration of the *Water Act 2000* as power is already provided for in the Administrative Arrangements Orders.

Schedule 4: Summary of transitional regulation

While the actual provision under the Water (Transitional) Regulation 2012 should be referred to, Table 1 below provides a summary how the arrangements under the Transitional Regulation are intended to work with the Code requirements.

Table 1: Summary of Transitional Arrangements

Matter	Summary
Operating Protocols	<ul style="list-style-type: none"> ○ Any Operating Protocols made under the Market Rules which operate in relation to supply by the Bulk Authority to a Bulk Water Customer to continue for certain purposes. ○ Operating Protocols as between grid service providers under the Market Rules are not transitioned, and end (although parties may voluntarily continue to abide by the non-regulated protocol). ○ The existing Operating Protocol can continue to be used for up to one year while the Transitional Regulation is in place after which time new Operating Protocols must be made to reflect any new arrangements or requirements (such as inclusion of Demand Forecasting Requirements). ○ Any requirement stated within an Operating Protocol for a review of an Operating Protocol will not be effective, despite the continued use of the protocol. ○ The Operating Protocol Guidelines made under the market rules continue, until such time as a new guideline is made or the Transitional Regulation ends.
Demand forecasting	<ul style="list-style-type: none"> ○ Demand forecasting requirements under the Market Rules are to continue until such time as the Bulk Authority and the Bulk Water Customer amend their Operating Protocols (and the Operating Protocol says it replaces the existing ones) or until the end of the Transitional Regulation (31 December 2014), whichever is the sooner.
Demand Zone	<ul style="list-style-type: none"> ○ Any Demand Zone nominated under the previous Market Rules for a Grid Customer continues to be a Demand Zone for an SEQ Service Provider for the purpose of the Bulk Water Supply Agreements or Bulk Water Supply Code – until such time an Operating Protocol is amended.
Emergency Plan	<ul style="list-style-type: none"> ○ The combined Emergency Response Plans of the Water Grid Manager and each of the grid service providers are taken, jointly to be a Bulk Authority Emergency Plan under Chapter 6 of this Code, until the date for the first review of the Bulk Authority Emergency Plan in August 2013. ○ By this time the Bulk Authority must have submitted a revised Bulk Authority Emergency Plan (as a single merged entity) to the Minister for approval. ○ Any Distribution Service Provider ERP made under the previous Market Rules is taken to be consistent with the Bulk Authority Emergency Plan, despite lack of certification by the CEO, until 2 months after the review of the Bulk Authority Emergency Plan.
Metering	<ul style="list-style-type: none"> ○ Any fault notified to the WGM under s6.2 of the Market Rules

	<p>is taken to be notified to the Bulk Authority for the purpose of any standard for metering under the Bulk Water Supply Code.</p> <ul style="list-style-type: none"> ○ Any meter data relating to a period prior to the commencement of this Code can still be used for substitution under the Bulk Water Supply Code requirements. ○ The Rules Administrator's Volume Calculation Methodology provided for under sections 6.4 and 6.9 of the Market Rules, is continues until such time as the Bulk Authority amends the document. The Bulk Authority will be responsible for the VCM in the future.
Price and determination notice	<ul style="list-style-type: none"> ○ Any price determined under the Market Rules is taken to be a price or a cost for a Bulk Water Customer under s360W of the Act, and can be amended under s360X of the Act, in accordance with the principles provided for under the Code. ○ Any Direction Notice given under the Market Rules to the Queensland Competition Authority which relates to a determination of a Grid Service Charge under the Market Rules continues to exist until the relevant recommendation is complete.
Dispute resolution	<p>For a Grid Contract matter survived under a regulation (see s16 of the Transitional Regulation), a reference to Dispute Resolution continues to be a reference to the Market Rules in force immediately prior to the commencement of the Code). References to the QWC are taken to mean the Department. References to the Rules Administrator or the Chief Executive of the QWC are taken to be a reference to the Chief Executive of the Department.</p>

Note: *The above table focuses on the need for temporary measures to move from the Market Rules regime to the Bulk Supply Code. For enduring matters under the Market Rules (such as the right to take action for breaches of the Market Rules or confidentiality obligations) - see section 20(2) of the Acts Interpretation Act 1954.*

Schedule 5: Interpretation aide for transitional matters

- (a) Where a document made under the Market Rules or a right or obligation under the Grid Contract Document continues by virtue of the Transitional Regulation or the *Acts Interpretation Act 1954* (section 20), Table 2 below provides a non-binding aide for interpretation of those transitioning arrangements.
- (b) The interpretation aide should be read in context of:
- new institutional arrangements for the bulk merger (including the abolition of the QWC);
 - new direct Bulk Water Supply Arrangements (instead of supply via the Water Grid Manager);
 - the policy intent of this Code (e.g. de-regulation of a matter that was previously regulated for under the Market Rules/ an intent not to regulate activities within the Bulk Authority itself in some cases etc);
 - regulations made under the *South East Queensland Water (Restructuring) Act 2007*, which provide that the Bulk Authority is the successor in law to the Water Grid Manager and LinkWater (with certain exceptions), meaning that any transitioned obligation or right applied in respect of any Grid Participant, this will become a right or obligation in relation to the Bulk Authority.

Table 2: Interpretation Aide

Pre- 1 January 2013 Term	Post 1 January 2013 Term	Interpretation Aide
Allconnex Water	Gold Coast City Council, Logan City Council and/ or Redland City Council	Any reference to Allconnex Water is taken to be a reference to Gold Coast City Council, Logan City Council and/ or Redland City Council as the context permits.
Alternate Methodology	VMC	References to an Alternate Methodology is taken to be a reference to the VMC under this Code.
Bulk Transportation Service	Access arrangement	For any service provided post 1 January 2013 a reference in a document to a Bulk Transportation Service is taken to be a reference to an Access Arrangement under a Bulk Water Supply Agreement (or as directed by the Minister under s360Z if applicable).
Category B Customer	Code-regulated Entity	A reference to a Category B Customer applies only to an entity prescribed under a regulation who is not also a Bulk Water Party (noting that at the time of making the Code, there are no such entities).
Declared Water Services	Bulk Services	Any reference to a Declared Water Service means a Bulk Service as defined in section 360C of the Act if the matter refers to Grid Contracts, Bulk Water Supply Agreements, the Market Rules or the Bulk Water Supply Code.
Dispute resolution	Dispute Resolution	For a Grid Contract matter survived under a regulation, a reference to Dispute Resolution continues to be a reference to the Market Rules in

Pre- 1 January 2013 Term	Post 1 January 2013 Term	Interpretation Aide
		force immediately prior to the commencement of the Code.)
Distribution Service Provider	SEQ Service Provider	A reference to a Distribution Service Provider is taken to be a reference to an SEQ Service Provider.
Good Operating Practice	N/A	Any requirement in a document which refers to operating in accordance with Good Operating Practice is taken to mean operating in accordance with s3.13 of the Market Rules.
Grid Customer	Bulk Water Customer	Any reference to a Grid Customer is taken to be a reference to a Bulk Water Customer.
Grid Customer Bulk Supply Point or Bulk Supply Point	Bulk Supply Point	Any reference to a Grid Customer Bulk Supply Point or a Bulk Supply Point is taken to be a reference to a Bulk Supply Point for a Bulk Water Customer. The Code does not regulated bulk supply points which operate for transactions within the Bulk Authority itself.
Grid Contract or Grid Contract Document	Bulk Water Supply Agreement	Any reference to a Grid Contract Document is taken to be a reference to a Bulk Water Supply Agreement, only if it relates to supply between the Bulk Authority and a Bulk Customer. There are no Bulk Water Supply Agreements in relation to LinkWater, Seqwater or the Water Grid Manager following the bulk merger.
Grid Instructions or operating instruction	Supply information notice	Any reference to a Grid Instruction or Operating Instruction to a grid customer under the Market Rules is taken to be a reference to a supply information notice under a Bulk Water Supply Agreement for an SEQ Service Provider, but only if the SEQ Service Provider on-supplies to an Other Bulk Water Customer under a Bulk Water Supply Agreement.
Grid Participant	Code-regulated Entity	Any reference to a Grid Participant is taken to be a reference to a Code-regulated Entity. If the Grid Participant in question is the any of the merged bulk entities, the reference is taken to be to the Bulk Authority, only if the context permits.
Grid Service Charges	Bulk Water Cost	A reference to a Grid Service Charge is taken to be a reference to a Bulk Water Cost if the context permits.
Manufactured Water Provider	Bulk Authority	Any reference to a Manufactured Water Provider is taken to be a reference to the Bulk Authority if the context permits.
Market Rules	Bulk Water Supply Code	A reference to the Market Rules is taken to be a reference to the Bulk Water Supply Code, but only if there is a correlating requirement under the Bulk Water Supply Code or a Transitional Regulation. For example the Code does not require Bulk Water Customers to prepare a Grid Risk Management Plan under the Code anymore. Any reference to this type of requirement would be

Pre- 1 January 2013 Term	Post 1 January 2013 Term	Interpretation Aide
		read down.
Metering Installation	Meter	A reference to a metering installation is taken to be a reference to a meter under this Code, irrespective of whether the reference assumed that the Metering Installation complied with a Metering Transition Plan or not.
Operating Protocol Guideline	Operating Protocol Guideline	Any reference in an Operating Protocol Guideline to a Market Rules requirement is taken to be a reference to requirements under this Code, with modification as provided by the Transitional Regulation.
Price Regulator	Minister	Any reference to the Price Regulator is taken to be a reference to the Minister for Energy and Water Supply.
Queensland Water Commission or Rules Administrator.	Department of Energy and Water Supply	Any reference in a document to the Queensland Water Commission or the Rules Administrator is taken to be a reference to the Department of Energy and Water Supply or the Chief Executive of the Department. Any reference to an approval by the Commissioner or CEO of the Queensland Water Commission is only to be read as an approval by the Minister or the Chief Executive of the Department if there is a similar approval role under this Code or the Bulk Water Supply Agreements.
Scheme Manager	Bulk Authority	Any reference to a Scheme Manager means the Bulk Authority.
Water Grid Quality Management Plan	N/A	Any reference to a Water Grid Quality Management plan is to be read down (unless this is a voluntary matter) as the Code does not regulate for this.
Water Grid Manager, LinkWater, Seqwater, Watersecure	Bulk Authority	Any reference to any of Water Grid Manager, LinkWater, Seqwater, Watersecure is taken to be a reference to the Bulk Authority, unless a regulation made under the <i>South East Queensland Water (Restructuring) Act 2007</i> indicates otherwise.