Water Industry Act 1994 STATEMENT OF OBLIGATIONS

I, John Thwaites, *Minister* for Water, Environment and Climate Change, as *Minister* administering the **Water Industry Act 1994**, pursuant to section 4I of the **Water Industry Act 1994**, make and issue the attached *Statement* of Obligations to Westernport Region Water Authority.

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JOHN THWAITES MP

Minister for Water, Environment and Climate Change

Water Industry Act 1994

STATEMENT OF OBLIGATIONS

WESTERNPORT REGION WATER AUTHORITY

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STATEMENT OF OBLIGATIONS

PART 1	PART 1 - PRELIMINARY	
1	Commencement and Term	
	This Statement of Obligations commences on 1 July 2007 and operates until it is revoked.	
2	Authorising Provision	
	This <i>Statement</i> of Obligations is issued by the <i>Minister</i> for Water under section 4I of the Water Industry Act 1994 .	
3	Purpose	
	The purpose of this <i>Statement</i> is to impose obligations on the <i>Authority</i> in relation to the performance of its functions and exercise of its powers.	
4	Interpretation	
4.1	The definitions of the terms contained in Schedule A to this <i>Statement</i> apply in this <i>Statement</i> . ¹	
4.2	The following rules also apply in interpreting this <i>Statement</i> , except where the content makes it clear that a rule is not intended to apply.	
	(a) Terms defined in the Water Act 1989 and Water Industry Act 1994 have the same meaning in this <i>Statement</i> .	
	(b) Whenever this <i>Statement</i> requires the <i>Authority</i> to make something "available to the public", the <i>Authority</i> must:	
	(i) publish that thing on the <i>Authority</i> 's website; and	
	(ii) make a copy of the thing available for inspection at each of the <i>Authority</i> 's offices; and	
	(iii) provide a copy on request at no charge or, where providing the copy involves a significant cost to the <i>Authority</i> , for a charge that covers the fair and reasonable costs of making the copy available.	
	(c) Whenever this <i>Statement</i> requires an <i>Authority</i> to "develop" something, the <i>Authority</i> must be taken to have complied with that obligation if it has already developed the thing before this <i>Statement</i> commenced.	
5	Availability of Statement	
	The Authority must make this Statement available to the public.	
PART 2-	GENERAL	
6	Guiding Principles	
	In performing its functions and providing its services the Authority must:	
	(a) manage water resources in a sustainable manner; and	
	(b) effectively integrate economic, environmental and social objectives into its business operations; and	
	(c) minimise the impacts of its activities on the environment; and	

 $^{^{\}rm 1}$ Terms used in this ${\it Statement}$ that are defined in Schedule A have been italicised.

	(d) manage risk to protect public safety, quality and security of supply; and	
	(e) operate as efficiently as possible consistent with sound commercial practice; and	
	(f) manage its business operations to maintain the long-term financial viability of the Authorit and	<i>y</i> ;
	(g) undertake continuous review, innovation and improvement; and	
	(h) collaborate with other public authorities and government agencies to take account of region needs.	onal
PART 3	THE WATER PLAN	
7	Preparation and Delivery of a Water Plan	
7.1	The <i>Authority</i> must develop a <i>Water Plan</i> that complies with the requirements of this <i>Statement</i> the purpose of enabling the <i>Commission</i> to make a decision with respect to <i>Prices</i> for <i>Prescribe Services</i> in respect of the <i>Regulatory Period</i> .	
7.2	The Authority must deliver the Water Plan to the Commission by 8 October 2007.	
7.3	The Authority must include in the Water Plan:	
	(a) outcomes to be delivered in the <i>Regulatory Period</i> with respect to <i>Standards and Condition of Service and Supply</i> , meeting future demands on the <i>Authority</i> 's services and complying with any obligations specified in this <i>Statement</i> , a <i>Regulatory Obligation</i> and other obligation imposed by or under legislation; and	g
	(b) how the Authority proposes to deliver those outcomes; and	
	(c) the Authority's revenue requirements in the Regulatory Period; and	
	(d) the proposed <i>Prices</i> to be charged for each of the <i>Authority</i> 's <i>Prescribed Services</i> .	
8	Procedural Requirements	
8.1	In developing the <i>Water Plan</i> the <i>Authority</i> must undertake effective consultation with its custom on matters of concern to its customers that are to be included in the <i>Authority</i> 's <i>Water Plan</i> .	ers
8.2	The Authority must consult:	
	(a) each <i>Regulatory Agency</i> on outcomes to be included in the <i>Water Plan</i> that relate to a <i>Regulatory Obligation</i> ; and	
	(b) the <i>Commission</i> on <i>Standards and Conditions of Service and Supply</i> to be included in the <i>Water Plan</i> .)
8.3	In developing the <i>Water Plan</i> the <i>Authority</i> must consult with the <i>Department</i> on matters to be included in the <i>Water Plan</i> and that relate to the performance of the <i>Authority</i> 's functions and the obligations included in this <i>Statement</i> .	9
8.4	To facilitate consultation on the Water Plan, by 31 July 2007 the Authority must:	
	(a) make a draft of the Water Plan available to the public; and	
	(b) submit a draft of the Water Plan to the Minister, the Treasurer and each Regulatory Agend	су.
8.5	The Authority must make any variation to the Water Plan:	
	 requested by the <i>Minister</i>, after consultation with the Treasurer, in writing, at least one mo before the <i>Submission Date</i>; and 	onth
	(b) relating to the performance of the <i>Authority</i> 's functions and the obligations included in this <i>Statement</i> .	i

8.6	The <i>Authority</i> must have regard to any comments relating to a <i>Regulatory Obligation</i> that are provided by a <i>Regulatory Agency</i> , in writing, at least one month before the <i>Submission Date</i> .
PART 4	- GOVERNANCE AND RISK MANAGEMENT
9	Board Performance
	The <i>Authority</i> must annually review and report to the <i>Minister</i> and the Treasurer on the performance of the Board of the <i>Authority</i> .
10	Customer and Community Engagement
10.1	The <i>Authority</i> must develop and implement open and transparent processes to engage its customers and the community in its planning processes to ensure, among other matters, that the services it provides reflect the needs and expectations of customers.
10.2	The Authority must:
	(a) make available to the public, information about the water supply, sewerage and recycled water services it provides; and
	(b) make available to the public, information about water conservation and the efficient and responsible use of water; and
	(c) make available to schools in its area, educational material about water conservation and the efficient and responsible use of water, at no charge or, for educational material that involves a significant cost to the <i>Authority</i> , at a charge that covers the fair and reasonable costs of making the material available.
11	Managing Risks
	The Authority must develop and implement plans, systems and processes, having regard to the Australian/New Zealand Standard AS/NZS 4360 – Risk Management to ensure that risks to the Authority's assets or services are identified, assessed, prioritised and managed.
12	Responding to Incidents and Emergencies
12.1	The Authority must include in any plan, system or process to manage its risks, measures to deal with emergencies and incidents, including measures to deal with:
	(a) the disruption of services; and
	(b) incidents resulting in waste discharges to the environment; and
	(c) a dam failure; and
	(d) potential security risks, including but not limited to terrorist attacks.
12.2	The <i>Authority</i> must undertake such periodic training and exercises as may be necessary to ensure that an emergency management plan can be implemented effectively.
13	Managing Assets
13.1	The Authority must develop and implement plans, systems and processes to manage its assets in ways which:
	(a) allow the <i>Authority</i> to supply its services sustainably; and
	(b) maintain the levels and standards of service:
	(i) specified by the <i>Commission</i> in a Code issued under section 4F of the Water Industry Act ; or

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	(b) assessing and monitoring future demands on water supplies;
	(c) the efficient and effective management of demand for water;
	 (d) reducing leakage and minimising other losses of water from its works to an economically sustainable level;
	(e) identifying opportunities to substitute, and if appropriate substituting, potable supplies with water from alternative sources that are fit for purpose; and
	(f) the sustainable use of recycled water.
15.2	Programs developed by the <i>Authority</i> under sub-clause 15.1 must specify objectives to be achieved and measures for monitoring performance in accordance with any written directions issued by the <i>Minister</i> for that purpose.
15.3	The Authority must participate with those of its urban customers, that have been identified by the Authority as being large non-residential water users, to improve water management outcomes, including water conservation, recycling and waste minimisation.
16	Water Supply Demand Strategy
16.1	By 31 March 2007, and within each five years thereafter, the <i>Authority</i> must develop a <i>Water Supply Demand Strategy</i> to identify the best mix of demand measures and supply options for its urban supply systems.
16.2	The Water Supply Demand Strategy referred to in sub-clause 16.1 must
	(a) include water conservation targets; and
	(b) be developed in accordance with any written guidelines issued by the <i>Department</i> , after consultation with the Department of Treasury and Finance, for that purpose.
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17	Metering
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19.1	The Authority must participate with municipal councils in the development of <i>Domestic wastewater</i> management plans.
19.2	If reticulated sewerage services:
	(a) have been identified in a <i>Domestic wastewater management plan</i> as the preferred option for improved domestic wastewater management; or
	(b) have been nominated by the <i>Minister</i> in any Government program,
	the <i>Authority</i> must develop a sewerage management plan in conjunction with the Environment Protection Authority and relevant municipal council, and in consultation with the local community that:
	 (i) identifies the preferred types and levels of sewerage services to be provided together with costs and funding options;
	(ii) identifies priorities and possible timelines for the provision of services;
	 (iii) identifies how the wastewater collected, including biosolids, will be sustainably managed; and
	(iv) provides for a regular review of the plan and priority areas for sewering.
19.3	Subject to the <i>requirement for capital projects</i> , the <i>Authority</i> must implement any program of works for the provision of sewerage services identified in the sewerage management plan prepared under sub-clause 19.2 that has been:
	(a) included in a Water Plan for which the Commission has approved or specified Prices; or
	(b) included in a corporate plan adopted by the Authority; or
	(c) approved by the <i>Minister</i> , after consultation with the Treasurer.
19.4	If a program approved by the <i>Minister</i> referred to in sub-clause 19.3 includes a contribution from the owner of a property for the provision of sewerage services, the <i>Authority</i> cannot recover more than the amount of that contribution from the owner.
20	Sewerage Connections to Properties
20.1	The <i>Authority</i> must not require a serviced property to be connected to the <i>Authority</i> 's sewerage works unless the sewerage service has been:
	 (a) included in a sewerage management plan developed in conjunction with the Environment Protection Authority and relevant municipal council, and in consultation with the local community; or
	(b) provided in the interests of health or the environment after consultation with, and written advice from, the Environment Protection Authority, a municipal council or the Chief General Manager within the meaning of the Health Act 1958 .
20.2	The <i>Authority</i> must take all reasonable steps to ensure that a property provided with a sewerage service:
	(a) included in a sewerage management plan developed in conjunction with the Environment Protection <i>Authority</i> and relevant municipal council, and in consultation with the local community; or
	(b) provided in the interests of health or the environment after consultation with the Environment Protection Authority, a municipal council or the Chief General Manager within the meaning of the Health Act 1958 ,
	is connected to the <i>Authority</i> 's sewerage works, unless the owner of a property can demonstrate that wastewater can be sustainably reused on site in accordance with guidelines issued by the Environment Protection Authority.

21	Trade Waste
21.1	The Authority must develop policies and practices to manage trade waste:
	(a) to protect its sewerage systems, including treatment works and processes, and the health and safety of the public and of people working in or operating those systems; and
	(b) to minimise environmental impacts consistent with any licence issued under the Environment Protection Act 1970 ; and
	(c) improve the quality of trade waste entering its sewerage systems in order to maximise opportunities for the reuse of wastewater and biosolids.
21.2	In developing trade waste management policies and practices, the <i>Authority</i> should be guided by the waste management hierarchy principle set out in section 1I of the Environment Protection Act 1970 .
21.3	The <i>Authority</i> must develop and implement systems for managing compliance with trade waste agreements between the <i>Authority</i> and customers.
22	Regional and Local Government Planning
22.1	The <i>Authority</i> must participate in and support the development and implementation of any Regional Catchment Management Strategy or catchment sub-strategy or Regional River Health Strategy which may affect, or be affected by, the <i>Authority</i> 's activities.
22.2	The <i>Authority</i> must participate in and support the development and implementation of any municipal planning scheme, local planning policy framework or municipal strategic statement which may affect, or be affected by, the <i>Authority</i> 's activities.
22.3	A principal objective of the <i>Authority</i> 's participation will be to promote consistency of any strategy or any scheme with its planning and programs for sustainable water management.
23	Research and Knowledge
	The Authority must:
	(a) identify the Authority's research needs;
	(b) prioritise the research needs identified; and
	(c) identify how the <i>Authority</i> proposes to meet its research needs.
24	Sustainable Management
24.1	The Authority must:
	(a) in performing its functions, exercising its powers and carrying out its duties, apply the Sustainable Management Principles; and
	(b) demonstrate in its <i>Water Plan</i> how the <i>Authority</i> proposes to apply those principles.

24.2	In applying the <i>Sustainable Management Principles</i> the <i>Authority</i> must develop and implement programs for assessing, monitoring and continuously improving the <i>Authority's</i> sustainability performance, including:
	(a) responding to climate change;
	(b) maintaining and restoring natural assets;
	(c) using resources more efficiently; and
	(d) managing everyday environmental impacts, and
	must include those programs in its Water Plan.
25	Sustainable Water Strategy
	The <i>Authority</i> must:
	(a) manage its demand and supply balance to ensure it can meet current demand plus a buffer of contingency water equivalent to seven years growth in demand for urban areas;
	(b) develop a program of works or initiatives to secure water supplies beyond seven years: and
	(c) ensure that the program of works or initiatives is consistent with any Government sustainable water strategy and subject to customer consultation on the costs and benefits of different demand management and supply initiatives.
PART 6	- ENVIRONMENTAL MANAGEMENT
26	Environmental Management System
	The Authority must develop and implement an Environmental Management System which;
	 (a) must be in accordance with the following standards from the Standards Australia AS/NZS ISO 14000 Series of Environmental Management Systems Standards:
	 AS/NZS ISO 14001: – Environmental Management Systems – Requirements with Guidance for Use; and
	 (ii) AS/NZS ISO 14004: – Environmental Management Systems – General Guidelines on Principles, Systems and Support Techniques; but
	(b) need not be accredited under those standards.
27	Blue-Green Algal Blooms
27.1	The Authority must report any blue-green algal blooms impacting on water supply services to:
	(a) the Department of Human Services; and
	(b) the relevant <i>Convening Agency</i> .
27.2	If the Authority is a Convening Agency, the Authority must:
	(a) develop and maintain on an annual basis a contingency plan for regional blue-green algal blooms; and
	(b) undertake its duties as a <i>Convening Agency</i> in accordance with that contingency plan.
28	River and Aquifer Health
28.1	The <i>Authority</i> must manage the impact of its activities on any waterway, aquifer or wetland to minimise environmental impacts on and risks to the aquatic ecosystem.

28.2	When the <i>Authority</i> renews or carries out major works on a dam or existing structure on a waterwa or constructs a new structure on a waterway, the <i>Authority</i> must ensure that	y,
	(a) it is renewed or constructed so that:	
	(i) the dam or structure does not pose a barrier to native fish movement; and	
	 (ii) water releases do not pose an environmental risk through variations of temperature, dissolved oxygen, sediment, nutrients or other substances; and 	
	(iii) adequate offtakes are provided for environmental flows, or	
	(b) if it is not practical to comply with paragraph (a), it is renewed or constructed in accordance with a plan of works approved by the <i>Secretary</i> .	
28.3	The Authority must liaise with Catchment Management Authorities to ensure that environmental flo regimes are managed to maximise ecological benefits.	w
29	Monitoring River Health	
29.1	The <i>Authority</i> must monitor the impact of its activities on waterways and wetlands, including the impact of dams on the thermal regime of waterways.	
29.2	The Authority must make available to the public:	
	(a) water quality and flow data compiled by the Authority relating to waterways; or	
	(b) if the data is available from a central data agency, relevant contact details for that agency.	
PART 7	PAYMENT SCHEMES AND CONTRIBUTIONS	
30	Capital Contributions by Property Owners	
30.1	In this clause, the owner of a property does not include the owner of a property being subdivided, developed or used for commercial purposes.	
30.2	The <i>Authority</i> must offer the owner of any property who is required to make a contribution to the present day cost of works for the provision of reticulated sewerage services, under section 268(1) of the Water Act 1989 , the option of paying that contribution in equal instalments over 20 years as an annuity calculated by reference to the 20-year market annuity rate, as determined by the Treasury Corporation of Victoria, prevailing at the time the contribution is calculated.	
31	Providing Concessions and Rebates	
	The <i>Authority</i> must administer the following Government-funded programs, as applicable, in accordance with their respective requirements:	
	(a) Utilities Relief Grants Scheme;	
	 (b) Concessions for water service and usage charges and sewerage service and sewage disposal charges; 	
	(c) Water concession on Life Support Machines – Haemodialysis;	
	(d) Hardship Relief Grant Scheme (Sewerage Connection Scheme); and	
	(e) Water and Sewerage Rebate Scheme.	
32	Smart Water Fund	
	The <i>Authority</i> must participate in the <i>Smart Water Fund</i> . In this clause, participate does not include a requirement to make financial contributions to the Fund.	;

PART	PART 8 – COMPLIANCE	
33	Complying with Obligations	
33.1	The <i>Authority</i> must monitor compliance with its obligations under Parts 4 to 7 inclusive of this <i>Statement</i> .	
33.2	If the <i>Authority</i> becomes aware of a material failure to comply with its obligation under Parts 4 to 7 of this <i>Statement</i> , the <i>Authority</i> must give the <i>Minister</i> a written report, within 30 days after becoming aware of the failure, that includes:	
	(a) the nature of and reason for the failure; and	
	(b) a proposed plan of action to prevent the failure re-occurring.	
33.3	The <i>Authority</i> must make any variation to the plan of action referred to in sub-clause 33.2 requested in writing by the <i>Minister</i> .	
33.4	The Authority must:	
	(a) implement the plan of action referred to in sub-clause 33.2, as varied by the <i>Minister</i> ; and	
	(b) report its progress in implementing the plan, whenever the <i>Minister</i> requests in writing; and	
	(c) summarise the contents of any report made under sub-clause 33.2 and its progress in implementing the plan in its annual report.	
34	Compliance Audits	
34.1	The <i>Authority</i> must, when requested by the <i>Commission</i> , at intervals of not more than once in twelve months, arrange for an audit of its compliance with:	
	(a) clause 13 of this <i>Statement</i> ; and	
	(b) such other obligation under Parts 4 to 7 of this <i>Statement</i> that the <i>Authority</i> has been requested by the <i>Minister</i> to audit.	
34.2	The Authority must ensure that any audit under sub-clause 34.1 is:	
	(a) conducted by an independent auditor nominated by the <i>Authority</i> and approved by the <i>Commission</i> ; and	
	(b) conducted in accordance with any guidelines issued by the <i>Commission</i> .	
34.3	The <i>Authority</i> must ensure that a copy of the auditor's final report is provided to both the <i>Commission</i> and the <i>Minister</i> .	
34.4	The <i>Minister</i> may, at any time, require the <i>Authority</i> to report to the <i>Minister</i> in writing on action taken by the <i>Authority</i> on any matter:	
	(a) contained in an auditor's report; and	
	(b) specified by the <i>Minister</i> in writing.	
35	Other Audits and Reviews	
	The <i>Authority</i> must, when requested by the <i>Minister</i> , after consultation with the Treasurer, arrange for an audit or review of any matter specified by the <i>Minister</i> in relation to the performance of its functions and the exercise of its powers.	

SCHEDULE A

DEFINITIONS

The following definitions apply:

"ANCOLD Guidelines" means the Guidelines issued by the Australian National Committee on Large Dams Inc.

"Authority" means Westernport Region Water Authority.

"Commission" means the Essential Services Commission.

"**Convening Agency**" means an *Authority* listed as a Convening Agency in Circular No. 287 Blue-Green Algae – Co-ordination Arrangements for 2002-2003 and Related Matters as issued by the *Department*.

"Department" means the Department of Sustainability and Environment.

"**Domestic wastewater management plan**" means a plan developed by a municipal council for the purposes of clause 32(2)(e) of State environment protection policy No S-13 (Waters of Victoria) 1988.

"Minister" means the *Minister* administering the Water Industry Act 1994.

"**Prescribed Services**" means the services specified in the *Water Industry Regulatory Order* as Prescribed Services in respect of which the *Authority* has the power to regulate *Prices*.

"Price" includes the manner in which such Prices are to be calculated or otherwise determined.

"**Regulatory Agency**" means the Environment Protection Authority, the Secretary to the Department of Human Services, and the *Commission*;

"Regulatory Obligation" means

- (i) in relation to the Environment Protection Authority, an obligation imposed by or under the **Environment Protection Act 1970**;
- (ii) in relation to the *Authority*, an obligation imposed by or under a Code made under section 4F of the **Water Industry Act 1994**;
- (iii) in relation to the Secretary to the Department of Human Services, an obligation imposed by or under the Safe Drinking Water Act 2003, the Food Act 1984 or the Health (Fluoridation) Act 1973.
- "Regulatory Period" means the five-year period commencing on 1 July 2008.
- "**Requirement for capital projects**" means the requirement for the evaluation and approval of capital expenditure projects greater than \$5 million outlined in the *Minister's* and Treasurer's letter to the Authority of 5 March 2005.

"Secretary" means the person occupying or acting in the position of Secretary of the Department.

"Smart Water Fund" means the fund established to encourage environmentally sustainable water projects in the greater metropolitan area of Melbourne and the regional urban areas of Victoria.

"Standards and Conditions of Service and Supply" means Standards and Conditions of Service and Supply for services specified in the *Water Industry Regulatory Order* as declared services.

"Statement" means this Statement of Obligations.

"Submission Date" means the date specified in sub-clause 7.2.

"Sustainable Management Principles" are:

- the need to ensure that water resources are conserved and properly managed for sustainable use and for the benefit of present and future generations, and
- the need to encourage and facilitate community involvement in the making and implementation of arrangements relating to the use, conservation and management of water resources; and
- the need to integrate both long-term and short-term economic, environmental, social and equitable considerations; and
- the need for the conservation of biological diversity and ecological integrity to be a fundamental consideration; and

- if there are threats of serious or irreversible environmental damage, lack of full scientific certainty as to measures to address the threat should not be used as a reason for postponing such measures.
- "Water Conservation Program" means any program, plan or strategy that gives effect to improved water management outcomes including but not limited to conservation, demand reduction, recycling and waste minimization.

"Water Supply Demand Strategy" means a strategy that identifies measures to maintain a balance between demand for water and available supply over the next fifty years.

"Water Plan" means the Water Plan required by this Statement to be delivered to the Commission.

"Water Industry Regulatory Order" means the Water Industry Regulatory Order 2003.