



11 May 2023

[REDACTED]

[REDACTED]

Freedom of information application - decision

I refer to your access application under the *Freedom of Information Act 2016* (FOI Act), dated 20 March 2023.

Application

In your application, you have requested access to the following information:

Copies of all records and information held by Icon Water regarding an ACT Government street tree at [REDACTED] in Richardson, including all records and information Icon Water has provided to the ACT Government in relation to the named tree, and any responses received.

On 21 March 2023, Icon Water acknowledged receipt of your request.

On 18 April 2023, Icon Water advised that a decision on your access application is due on 11 May 2023 as Icon Water, under section 38 of the FOI Act, is required to consult with a relevant third party before making a decision on the access of the information.

On 20 April 2023, Icon Water undertook third party consultation with the ACT Government, as represented by Transport Canberra City Services (TCCS) who is a party to some documents you requested.

Scope Clarification

On 27 April 2023, Icon Water wrote to you proposing to exclude the following categories of information from your access application:

- all correspondence (including emails) and any attachment to such correspondence, from you to Icon Water or cc-ing Icon Water; and
- all correspondence (including emails) and any attachment to such correspondence, from Icon Water to you.

The purpose of the proposed exclusions was to efficiently provide you with information, including by excluding information that was already available to you.

On 2 May 2023, you confirmed your agreement to the proposed exclusions and advised:

No issues from me if you exclude the information already held on file that relates from me to Icon Water or Icon Water to me on the matter.

Based on the above, I now interpret the scope of your access application to be:

Copies of all records and information held by Icon Water regarding an ACT Government street tree at [REDACTED] in Richardson, including all records and information Icon Water has provided to the ACT Government in relation to the named tree, and any responses received, but excluding any information previously provided to Icon Water by you or by Icon Water to you.

Authority

I am an information officer appointed by the Chief Executive Officer of Icon Water to make decisions about access to government information, in accordance with section 18 of the FOI Act.

Decision

I have identified 5 documents falling within the scope of your access application. These are outlined in the attached *Schedule of documents*.

I have decided to grant part access to all 5 documents.

For the reasons outlined in the attached *Reasons for decision*, I have redacted some of the information in the documents that you have requested. This is because it is contrary to the public interest information.

Disclosure log

Under section 28 of the FOI Act, Icon Water maintains an online record of access applications called a disclosure log. Your original access application, my decision and any documents released to you in response to your access application will be published in the Icon Water disclosure log on or after 17 May 2023.

You may view Icon Water's disclosure log at <http://www.iconwater.com.au/About/Contact-Us/Freedom-of-Information.aspx>.

Review rights

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek the ACT Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in Icon Water's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

Email (preferred): actfoi@ombudsman.gov.au

Post: The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

More information about ACT Ombudsman review is available on the ACT Ombudsman website at: <http://www.ombudsman.act.gov.au/improving-the-act/freedom-of-information>.

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal

Level 4, 1 Moore St

GPO Box 370

Canberra City ACT 2601

Telephone: (02) 6207 1740

<http://www.acat.act.gov.au/>

If you have any queries concerning the processing of your request, or would like further information, please contact me on iconwater.secretariat@iconwater.com.au.

Yours sincerely



Alison Pratt

Information Officer

Schedule of documents

Todd Lynch FOI application dated 20 March 2023

Document reference number	Document Page number	Date	Description	Decision	Category or Factor
1.	001 – 007	Various	Extracts of Icon Water customer contact memo	Part access	Schedule 1 section 1.4 & Schedule 2 Section 2.2(a)(ii)
2.	008 – 011	18 March 2020 (most recent)	Email chain re blowback and various concerns	Part access	Schedule 1 section 1.4 & Schedule 2 Section 2.2(a)(ii)
3.	012 – 019	Various	Extracts of Icon Water customer contact memo	Part access	Schedule 1 section 1.4 & Schedule 2 Section 2.2(a)(ii)
4.	020 – 021	16 May 2021	Work Activity Record - repair service line	Part access	Schedule 1 section 1.4 & Schedule 2 Section 2.2(a)(ii)
5.	022	19 May 2021	Email re tree	Part access	Schedule 1 section 1.4 & Schedule 2 Section 2.2(a)(ii)

Reasons for decision

FOI application dated 20 March 2023

What you requested

Copies of all records and information held by Icon Water regarding an ACT Government street tree at [REDACTED] in Richardson, including all records and information Icon Water has provided to the ACT Government in relation to the named tree, and any responses received, but excluding any information previously provided to Icon Water by you or by Icon Water to you.

What I took into account

In reaching my decision, I took into account:

- your original access application dated 20 March 2023
- the documents containing the information that fall within the scope of your access application
- consultation with TCCS about information concerning them
- the nature of the documents
- the agency's operating environment and functions
- your approval to clarify your access application by excluding information previously provided to Icon Water by you or by Icon Water to you (email from Icon Water to you and from you to Icon Water, both dated 2 May 2023)
- the FOI Act
- the ACT Ombudsman FOI Guidelines
- the *Information Privacy Act 2014*

Reasons for my decision

I am authorised to make decisions under section 18 of the FOI Act.

I have decided that parts of documents 1 to 5 contain information that is taken to be contrary to the public interest to disclose under Schedule 1 of the FOI Act. I have reviewed each of these documents individually. As they contain similar type of sensitive information, I am setting out my reasons in relation to the documents collectively. My finding of fact and reasons are discussed below.

Schedule 1 Section 1.4 Sensitive information & Schedule 2 Section 2.2(a)(ii) Prejudice the individual's right to privacy or any other right

I have applied Schedule 1 Section 1.4 and Schedule 2 Section 2.2(a)(ii) of the FOI Act to documents 1 to 5.

Schedule 1 Section 1.4 of the FOI Act provides that:

Information the disclosure of which would involve the unreasonable disclosure of sensitive information about any individual (including a deceased person).

Schedule 2 Section 2.2(a)(ii) of the FOI Act provides that:

A factor favouring nondisclosure is that disclosure *could reasonably be expected to prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004*

To come within scope of Schedule 1 Section 1.4 of the FOI Act, the information must be sensitive information and the disclosure must be unreasonable.

The FOI Act specifically recognises that the ACT Government collects and holds 'sensitive information' about individuals, which similarly requires additional protections to prevent unreasonable invasion of an individual's privacy.

The *Information Privacy Act 2014 (ACT)* provides that certain types of 'personal information' are 'sensitive information'. These types of personal information are afforded a higher level of privacy protection because inappropriate handling of this information is more likely to have adverse consequences for the relevant individual.

Section 8 of the *Information Privacy Act 2014* defines personal information as information or an opinion about an identified individual or an individual who is reasonably identifiable. It is not relevant whether the information, or opinion, is true or not.

In making my assessment, I have considered:

- the available range of information which may lead to individuals being identified
- the sensitive information is not well-known or publicly available
- the disclosure of the sensitive information would not promote the objects of the FOI Act
- the detriment that disclosure may cause to individuals whom the sensitive information relates
- the fact that restrictions cannot be placed on the use or dissemination of information released under the FOI Act.

I am satisfied the disclosure of some information contained in documents 1 to 5 could reasonably be expected to prejudice the protection of an individual's right to privacy.

The information I have decided not to disclose includes an individual's name, contact number, residential address, email address, reference numbers and/or signatures. I consider that this information is not well-known or publicly available.

On this basis, I am satisfied disclosure of some information contained in documents 1 to 5 could reasonably be expected to prejudice the protection of an individual's right to privacy.

The public interest test set out in section 17 of the FOI Act involves a process of balancing public interest factors favouring disclosure against public interest factors favouring nondisclosure to decide whether, on balance, disclosure would be contrary to the public interest.

When weighing up the public interest for and against disclosure under Schedule 2 of the FOI Act, I have taken into account relevant factors in favour of disclosure. In particular, I have considered the extent to which disclosure would promote the objects of the FOI Act and promote open discussion of public affairs and enhance the government's accountability.

Based on the above, I have decided that in this instance, the public interest in disclosing the information in documents 1 to 5 is outweighed by the public interest against disclosure because the disclosure of information of this nature would significantly prejudice the relevant individual's privacy.

I have not taken into account any of the irrelevant factors set out in section 17(2) of the FOI Act in making this decision.

Summary of my decision

In conclusion, I have decided to grant you part access to documents 1 to 5.

20/02/2020 4:07:00 PM

[REDACTED]

Message Sent

From: Icon Water Talk To Us

Sent: Thursday, 20 February 2020 4:07 PM

To: [REDACTED]@iconwater.com.au>

Subject: RE: [REDACTED] - blowback this morning and various concerns.

Hey [REDACTED],

Are you able to be contact this customer.

He is very concerned the riser is being installed as Icon Waters benefit as a money ride-off.

He would also like confirmation that his garden will be restored to the way it is. He has just planted an ornamental pear tree in the same place the riser is going to be restored.

A contractor has told the owner there are 2 trees at [REDACTED] that are affecting the pipes.

I will email on behalf of the customer to Access Canberra advising he would like the tree removed. As requested by the customer I do so.

If you are able to call him to advise of the risers reasoning to be installed and confirm the site will be restored to the way it is.

Customer details:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

20/02/2020 4:16:00 PM

I have contacted [REDACTED] to

[REDACTED]

Message Sent

20/02/2020 4:23:00 PM

██████████

Customer Contacted

I have spoken to ██████ to advise I am unable to request the trees to be cut down as there is no attendens to the property to suggest any issue from the roots. The age of the pipes and the quality of the pipes are the reason for repair not the roots.

He is very frustrated that Icon Water will not take responsibility for the trees.

████

Message Received

03 Oct 2020

From: [REDACTED]@iconwater.com.au>

Sent: Tuesday, 10 March 2020 9:30 AM

To: [REDACTED]@iconwater.com.au>

Cc: Icon Water Talk To Us <TalkToUs@iconwater.com.au>

Subject: FW: [REDACTED] - blowback this morning and various concerns.

Hi [REDACTED],

Further feedback from the resident at [REDACTED] in relation to street trees.

I have already requested the contractor to get in touch with him in relation to the restoration works.

Regards,

[REDACTED]
Project Engineer
Infrastructure Services Group

Icon Water
GPO Box 366 Canberra ACT 2601
T [REDACTED]
iconwater.com.au | Twitter | YouTube | LinkedIn

28/01/2021 12:42:00 PM

Customer Contacted

Spoke with [REDACTED] on the phone he was very unhappy with all his dealings with Icon Water he is requesting corospondance that was supposed to be sent from [REDACTED] and/or [REDACTED] to ACT Gov to request the

02 Jan 2021

Follow Up

Spoke with [REDACTED] about the case and that [REDACTED] requesteded him to call. [REDACTED] advsied thatwe lodge a job with ACTGov and have them contact [REDACTED] directly about the matter and he will call him today to discuss further

02 Jan 2021

Online enquiry submitted to ACT Gov Your reference number is [REDACTED].

Follow Up

From: [REDACTED]
Sent: Wednesday, 18 March 2020 11:21 AM
To: Icon Water Talk To Us
Subject: RE: Case 63299 - [REDACTED] - blowback this morning and various concerns.

Hi [REDACTED],
Apologies I haven't responded to this one sooner.
The contractor met with the resident late last week. The tree itself has recovered and the contractor has offered to pay for some small plants which the resident will procure and plant.
In terms of restoration works, no further action is required at this site.
Kind Regards,
[REDACTED]

From: Icon Water Talk To Us
Sent: Wednesday, 18 March 2020 11:13 AM
To: [REDACTED]
Subject: RE: [REDACTED] - blowback this morning and various concerns.

Hey [REDACTED],
Was the contractor able to get in contact with the customer ?
Thanks,
[REDACTED]

From: [REDACTED] <[\[REDACTED\]@iconwater.com.au](mailto:[REDACTED]@iconwater.com.au)>
Sent: Tuesday, 10 March 2020 9:30 AM
To: [REDACTED] <[\[REDACTED\]@iconwater.com.au](mailto:[REDACTED]@iconwater.com.au)>
Cc: Icon Water Talk To Us <TalkToUs@iconwater.com.au>
Subject: FW: [REDACTED] - blowback this morning and various concerns.

Hi Matt,
Further feedback from the resident at [REDACTED] in relation to street trees.
I have already requested the contractor to get in touch with him in relation to the restoration works.
Regards,
[REDACTED]

Project Engineer
Infrastructure Services Group



Icon Water
GPO Box 366 Canberra ACT 2601

T [REDACTED]
iconwater.com.au | [Twitter](#) | [YouTube](#) | [LinkedIn](#)

SAFETY ♦ EXCELLENCE ♦ OPENNESS

From: [REDACTED]
Sent: Monday, 9 March 2020 9:11 PM
To: [REDACTED] <[\[REDACTED\]@iconwater.com.au](mailto:[REDACTED]@iconwater.com.au)>
Cc: [REDACTED]
Subject: Re: [REDACTED] - blowback this morning and various concerns.

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment from the sender

Good Evening [REDACTED],
Thank you for your email on 24 February as well as your telephone call.
There were a couple of further things I wanted to add in relation to the summary of our discussion:

- Scale of the works being undertaken in [REDACTED] and [REDACTED] are major capital works and largely result from invasive tree roots by ACT Government street trees.

- ICON Water are replacing the sewage line in the street which you believed would make it difficult for the trees at [REDACTED] to infiltrate the new sewage line with their invasive root systems though you were not able to guarantee with absolute assurance that this will not occur. The only way to guarantee with absolute assurance is for the ACT Government to remove these trees.
- ICON water cannot guarantee with absolute assurance that the invasive root systems of ACT Government street trees at [REDACTED] will not invade the sewage system from my side of the boundary where the house sewage connects to the street sewage system.
- When my fiancé and I purchased our home in [REDACTED] we have at considerable expense removed invasive privet trees from our property and undertaken planting of new trees in our front yard; we deliberately planted species of tree that do not invade water and sewage infrastructure when searching for water rather they will simply die instead. Therefore, in the event that ICON water locate tree roots on our side of the riser my fiancé and I do not accept liability nor costs because those roots will be from the ACT Government street trees and not any trees of ours.
- [REDACTED] from ICON Water customer service advised on 20 February 2020 that she would write to the ACT Government recommending removal of the ACT Government street tree at [REDACTED] though later rescinded that undertaking. We discussed that I believed ICON Water has a duty of care to recommend to the ACT Government removal of the problematic street trees at [REDACTED] [REDACTED] particularly give subcontractors of ICON Water identified these two trees had roots which invaded the sewage system and ICON water records previously indicate tree roots being an issue in [REDACTED].

Also, outside of our discussion on 24 February, it appears some of the plants/trees in our gardens are starting to die after they were disturbed during the sewage works. Are you able to please advise how we are able to seek assistance with restoring our gardens?

Many thanks.

Kind Regards,

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@iconwater.com.au](mailto:[REDACTED]@iconwater.com.au)>

Sent: Monday, 24 February 2020 5:46 PM

To: [REDACTED]

Subject: FW: [REDACTED] - blowback this morning and various concerns.

Hi [REDACTED],

Thankyou for your time this afternoon. Your feedback in relation to the correspondence we provide to our customers is greatly appreciated and we will take it on board to hopefully avoid repeat issues.

In term of the correspondence issued to you in relation to works currently underway (received on 6th February 2020), we have discussed the following issues:

- The letter was a hand delivered piece of paper (not in an envelope). Future correspondence should be delivered in an Icon Water Envelope addressed to the resident.
- The letter did not clearly identify what to do in the event of a blowback. This will be clearly noted in future letters to customers.
- The letter does not clearly identify that the sewer riser is to be installed inside the property boundary. To be made clear in future correspondence
- The works period provided in the letter covers quite a long period. Current practice is for the contractor to issue a letter at least 7 days prior to any physical works being undertaken at the site. Following this the contractor is required to get in touch with the resident in the days leading up to the works in cases where their property is directly impacted (which is the case here). Following the works (which typically take up to a week for longer lines) restorations take place. This includes restoration of all disturbed areas and replacement of plants. The driver here is to ensure the finished product is as close to the original appearance as possible. This process can take time to finalise works at all properties within the street. Hence the long period noted in the letter.
- It is important to note that service disruptions are short for this type of work (2-3 hours) whilst the riser and new main is installed. Restorations are typically completed within the week, however can take longer. In these instance the contractor should advise the resident when the works are to be completed.
- Lastly I acknowledge that working hours need to be noted in the letters issued to customers for future works to ensure they are prepared.

I would also like to note our conversation in relation to the type of trees planted within the street. It is noted that the species of gum tree currently located near the sewer is known to have an invasive root system is likely a contributing factor to the current failures. It is also noted that you have made multiple request for this tree to be removed due to safety concerns and impacts to services. Following renewal of the sewer main the risk of root ingress into the main will be significantly reduced as the new pipe will have no joints for the roots to penetrate through. Any blockages within the network may be reported to Icon Waters Emergency and outages hotline (02 6248 3111). I also note that you have elected to plant species with non-invasive root systems on your property to protect your service tie from damage.

If I have missed anything in the above summary please feel include in a response. I will then provide to our customer service team to attach to this case number for future reference.
If you have further issues please feel free to contact me via email or on the number listed below.

Kind Regards,

[Redacted]
Project Engineer

Infrastructure Services Group



Icon Water
GPO Box 366 Canberra ACT 2601

T [Redacted]
iconwater.com.au | [Twitter](#) | [YouTube](#) | [LinkedIn](#)

SAFETY ♦ EXCELLENCE ♦ OPENNESS

From: Icon Water Talk To Us <TalkToUs@iconwater.com.au>

Sent: Thursday, 20 February 2020 4:07 PM

To: [Redacted] <[\[Redacted\]@iconwater.com.au](mailto:[Redacted]@iconwater.com.au)>

Subject: RE: [Redacted] - blowback this morning and various concerns.

Hey [Redacted],

Are you able to be contact this customer.

He is very concerned the riser is being installed as Icon Waters benefit as a money ride-off.

He would also like confirmation that his garden will be restored to the way it is. He has just planted an ornamental pear tree in the same place the riser is going to be restored.

A contractor has told the owner there are 2 trees at [Redacted] that are affecting the pipes.

I will email on behalf of the customer to Access Canberra advising he would like the tree removed. As requested by the customer I do so.

If you are able to call him to advise of the risers reasoning to be installed and confirm the site will be restored to the way it is.

Customer details:

[Redacted]

Thanks,

[Redacted]

From: [Redacted] <[\[Redacted\]@iconwater.com.au](mailto:[Redacted]@iconwater.com.au)>

Sent: Tuesday, 18 February 2020 4:47 PM

To: Icon Water Talk To Us <TalkToUs@iconwater.com.au>; _Pod 3 <Pod3@iconwater.com.au>

Cc: [Redacted] <[\[Redacted\]@iconwater.com.au](mailto:[Redacted]@iconwater.com.au)>

Subject: RE: [Redacted] - blowback this morning and various concerns.

Hi [Redacted],

Please find attached a copy of the letter issued to the resident. The scope of works is clear in the letter and includes details on the service tie.

The main was cleaned today in preparation for the works that will take place within the next week. As per the letter works include the installation of a riser (typically within 1m of the sewer main) and replacement of the sewer main (pipe bursting method).

In terms of delivering the letter, hand delivery is the preferred method by our contractors as it provides reassurance that the letter has been delivered on time and not held up in the post.

Please let me know if you require any further information to assist in closing this one out.

Regards,

[Redacted]
Project Engineer

Infrastructure Services Group



Icon Water
GPO Box 366 Canberra ACT 2601
T [REDACTED]
iconwater.com.au | [Twitter](#) | [YouTube](#) | [LinkedIn](#)

SAFETY ◆ EXCELLENCE ◆ OPENNESS

From: Icon Water Talk To Us <TalkToUs@iconwater.com.au>
Sent: Tuesday, 18 February 2020 9:40 AM
To: Pod 3 <Pod3@iconwater.com.au>
Cc: [REDACTED] <[\[REDACTED\]@iconwater.com.au](mailto:[REDACTED]@iconwater.com.au)>
Subject: Case [REDACTED] - blowback this morning and various concerns.

Good morning team,
Would you please assist [REDACTED] in providing a written response to [REDACTED] living at the above address?
Here is the extract from my conversation with him this morning. I am organising cleaning for him today.
Customer experience: [REDACTED] called to lodge a complaint about the sewer rehabilitation work.
Notification was dropped off on 6 February 2020, not sent. [REDACTED] feels that it is disrespectful.
The work started this morning at 7am and the house filled with stench of sewer. Ensuite toilet has erupted with water all over the walls and carpet in hallway. And request for drain not to be used for the duration of the works is unrealistic. Nothing in the letter explains what the riser is and where it will be installed. [REDACTED] find the advice ambiguous and believes the riser will just be revenue raising for Icon Water.
He wished to have his concerns addressed about the poor notification, the fact it was dropped off and not mailed, the early start of the works, the lack of information on the riser and the blowback.
Thank you for your help,

[REDACTED]
Customer Services Liaison
Customer Engagement Group



Icon Water
GPO Box 366 Canberra ACT 2601
T [REDACTED]
iconwater.com.au | [Twitter](#) | [YouTube](#) | [LinkedIn](#)

SAFETY ◆ EXCELLENCE ◆ OPENNESS

SAVE TIME
 HELP THE ENVIRONMENT
SIGN UP TO EMAIL BILLS TODAY
iconwater.com.au/ebilling

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Any views expressed in this message are those of the individual sender, except where the sender expressly, and with authority, states them to be the views of the organisation.

Reference Number	██████████	Source	Telephone
Logged By		Status	
Managed By	██████████	Importance	Normal
Logged On	28/01/2021 11:23:50 AM	Referred Via	No Referred Via
Account No	No Account Number	Customer Type	Customer
Sales Channel	Not selected	Rebate Sought	FALSE

Customer details

Name ██████████
Address ████████████████████
Email ████████████████████

Verbatim

Staff complaint - ██████████ is complaining about the service recived from ██████████ he stated that she was rude and huffing and puffing on the phone and wasnt helpful.

Summary

██████████ wants IW to send info to TCCS advising the tree is interfering with sewer main. ██████████, ██████████ & ██████████ were to have done this.

Original case ██████████

Investigation

Appears ██████████ confirmed on site with ██████████ that the tree should be removed as it is interfering with the IW network.

██████████ can find no written record about the tree.

Waterworks 2011 & 2016 NFF.

WAM sewer issues at ██████████

No jobs affecting ██████████ or ██████████.

Email shows ██████████ confirmed tree roots less likely to penetrtrte main due to newly installed pipe through pipe bursting.

Sharepoint

<https://iconwaterltd.sharepoint.com/:u:/r/teams/ComplaintsandEnquiries/Complaints%20and%20Enquiries%202021/Re%20%20Case%20%20%208%20%20%20Information%20Request%20.msg?csf=1&web=1&e=IdNQY3>

<https://iconwaterltd.sharepoint.com/:u:/r/teams/ComplaintsandEnquiries/Complaints%20and%20Enquiries%202021/Re%20%20Case%20%20%208%20%20%20blowback%20this%20morning%20and%20various%20concerns%20.msg?csf=1&web=1&e=P22TUK>

02 Jan 2021

[REDACTED]

Message Received

I took [REDACTED] call and confirmed that we had no record that a report had been sent to Access Canberra regarding removal of the tree. I apologised for this and advised I am happy to submit a request to remove the tree through to Access Canberra. [REDACTED] will provide me with photos and sepcies fo the tree. It apperars [REDACTED] had agreed in march 2020 that the tree should be taken down as it is interfering with Icon Watter assets. [REDACTED] explained that he had been passed around to different people in Icon Water annd had not had a proper response as to the status of the case. I apologised for our lack of service. I explained that Icon Water has no jurisdiction over trees and IW have always requested Access Canberra for removing trees where they pose a hazard for our staff in a mains burst or sewer blockage situation.

[REDACTED] talked at length about his experience with Access Canberra and had been on the receiving end of inappropriate personal comments.

I will await his information and submit applicable form request to the ACT Govt.

[REDACTED]

02 Jan 2021



Meaningful Response

Advised we will assist by providing request to remove tree form to the ACT Govt on his behalf and supporting information from Projects.



02 Oct 2021

[REDACTED]

Message Received

Spoke with [REDACTED] and advised we are trying to locate any supporting documentation about the tree aand then we'll issue request to Govt by this Friday.

[REDACTED]

02 Nov 2021

[REDACTED]

Follow Up

[REDACTED] could not find any record to confirm what [REDACTED] said about the tree requiring removal.

■

15/02/2021 8:43:00 AM

[REDACTED]

Message Sent

I left a message for [REDACTED] to call me back otherwise I will call him this morning after my meeting. Need to explain that I have found no record of the 'unsafe tree' or conversations between [REDACTED] and [REDACTED].

[REDACTED]

19/02/2021 12:28:00 PM

Message Received

Phone call escalated to [REDACTED]

[REDACTED] was very upset that there had been a breach of privacy by one of our staff 'impersonating' him and lodging a form with Access Canberra.

He was also very upset with the 'flippant' response he had received from [REDACTED] with regard to the seriousness of the issue.

We had a very lengthy conversation where [REDACTED] took me right back to the beginning of his experience and the summary is:

"March 2020, Icon Water started sewer works in [REDACTED]. Sewer network needed to be relined to remedy tree root damage and reduce sewer blockages.

"Large gum tree on the verge and on the boundary of [REDACTED] (Complainant: [REDACTED]) and [REDACTED].

"IW Project Manager agreed to provide a letter of support for [REDACTED] application to Access Canberra to have the tree removed. IW Project Manager agreed that the tree would continue to penetrate the internal pipework of [REDACTED] and they would continue to get sewer blockages in their internal private system.

[REDACTED] phoned IW because it had been several months and he had not received the letter. [REDACTED] was allocated the case to manage and found that IW Project Manager had left the business and there was no record of conversation on the project file.

"Before [REDACTED] could respond, she also left IW and upon her leaving the case was transferred to [REDACTED] to manage.

"Several weeks ago [REDACTED] phoned to speak with [REDACTED] because he had still not received his letter. [REDACTED] took the call and explained that [REDACTED] had left the business and [REDACTED] was now managing his case. He was transferred to [REDACTED] who said she would investigate and get back to him by xx date.

[REDACTED] phoned back after xx date to report a breach of privacy - he spoke with [REDACTED]. 'Out of the blue' he received a confirmation from Access Canberra to say that his fix my street application has been received. [REDACTED]

[REDACTED] immediately thought his identity had been stolen because he did not make the application with Access Canberra. He phoned Access Canberra and asked for the IP address of who had logged the application so he could report his stolen identity to the Police. On reading the application details more closely he said he then realised that it must have been IW because information that he had provided to us in email correspondence had been used in making the application (for which he did not give us permission to provide to a third party).

[REDACTED] told [REDACTED] that [REDACTED] had logged a fix my street on his behalf to progress the matter. [REDACTED] was understandably upset. [REDACTED] told [REDACTED] that he would investigate providing him the letter and get back to him by xx date.

[REDACTED] left a voice message for [REDACTED] on the morning of the agreed date and said that he would call him later in the day.

[REDACTED] said that day came and went and then he received an email from [REDACTED] with an inadequate apology of acknowledgement of the seriousness of breaching privacy and still didn't send him the letter.

I sincerely apologised to [REDACTED] and acknowledged that this was indeed a breach of his privacy. I told [REDACTED] that I would need a couple of days to understand the facts of the matter and also understand what help I can provide with regard to the tree. It will be either that it meets the criteria for us to request removal or it doesn't and I would be happy to provide a letter of support for his application. [REDACTED] accepted this and we agreed that I would phone him next Tuesday.

23/02/2021 3:38:00 PM

[REDACTED]

Customer Contacted

I phoned [REDACTED] and explained that given the extensive work we have done on the sewer network a request for removal of the tree by IW is not possible. However, as discussed on Friday I am happy to provide him a letter of support for his application to Access Canberra. [REDACTED] was very happy with that outcome.

I also confirmed that our assessment of the privacy breach, in our opinion, was not a reportable breach under the legislation. [REDACTED] was disappointed and asked if I could send him our assessment. I agreed to send him the assessment criteria that Icon Water uses to determine whether an issue is notifiable and an explanation for why we believe that it was not a notifiable breach. I committed to [REDACTED] that I would have those letters to him by Friday 5 March 2021. [REDACTED] was happy with that date.

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Work Activity

Main

INFORMATION MWM Water Repair Service Line Required By 16-05-2021, Completed 17-05-2021 Activation Date: 16-05-2021, Work From: 17-05-2021, To: 17-05-2021, 20210000009686 / 2

ACTIVITY TYPE MWM-Water: Repair Service Line

STATUS Completed

LOCATION Unit Location - Linear, Domestic, (607), AUS, Time Zone: Australian Eastern Standard Time

ASSET Domestic

SUPPLEMENTAL WORK LOCATION

WORK ORDER 20210000009686, Required By 18-05-2021, Completed, SC - Water: Water Flowing, 2 Activities

ACTIVITY NUMBER 2

PLANNER MWM Network Dispatcher

SERVICE CLASS Maintenance

LOCKED TO CREW MEMBER

Description

DESCRIPTION MWM-Water: Repair Service Line

DETAILED DESCRIPTION Leaking service very close to a huge tree possibly hydro dig to investor gate cheers

ASSET CRITICALITY Not Classified

WORK CLASS Corrective Maintenance

WORK CATEGORY Immediate Maintenance

WORK PRIORITY 06-Date Range

TOTAL RISK PRIORITY 9

TOTAL RISK PRIORITY SOURCE System Generated

REQUIRED BY DATE 16-05-2021

Schedule Details

CREW

ACTIVATION DATE/TIME 16-05-2021 17:17:01

WORK WINDOW START DATE/TIME 17-05-2021 14:45:00

WORK WINDOW END DATE/TIME 17-05-2021 16:00:00

ACTIVITY DISPOSITION Released

FIELDWORK PIP ACTIVITY ID 2d353332313030313436333637313030

COMPLETION DATE/TIME 17-05-2021 15:19:46

RESPONSE DATE/TIME 17-05-2021 12:53:47

SCHEDULED TO DATE 16-05-2021

Accounting Information

COST CENTER	PERCENTAGE
Retic Service Lines Corr_Water Network	100.00000

Planned Service History

Record Actions

Edit Duplicate View in Map Print

Record Information

PM Anniversary Information

PM ANNIVERSARY DATE

RUNTIME ANNIVERSARY VALUE

Origination

REQUESTOR

WORK REQUEST/SERVICE CALL 20210000006232, WATER FLOWING, Created By: , Closed

ORIGINATING ACTIVITY T0010185/1, MWM-Water: Perform Site Investigation - Water Flowing, MWM-Water: Perform Site Investigation, General

TEMPLATE ACTIVITY

Special Handling

EMERGENCY No

DELIVER TO LOCATION

HELD FOR PARTS No

OUTAGE TYPE

SERVICE PROVIDER

Administration

PROJECT

PHASE

Sensitive Information

ENVIRONMENTAL RATING

HAZARDOUS No

MAINTENANCE MANAGER

RUN TO FAILURE

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SERVICE HISTORY TYPE	REQUIRED
Corrective Water Network Outage	No
MWM_Water_Corrective_Checklist	No
Modified Facility Code	No
Temporary Traffic Management Plans	No

Activity Dependency ⓘ



PREDECESSOR ACTIVITY	TIMING OPTION	RESOURCE OPTION	MINIMUM OFFSET	MAXIMUM OFFSET
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From: [REDACTED]
Sent: Wednesday, 19 May 2021 8:31 AM
To: [REDACTED]@act.gov.au
Subject: Tree at [REDACTED]

Good morning [REDACTED],

Firstly let me introduce myself, my name is [REDACTED] and I manage the customer advocacy and experience branch at Icon Water. I have been trying to reach an appropriate person within TCCS for a number of months now to discuss a tree at the front boundary of [REDACTED]. I have phoned Access Canberra a number of times, I have written to Access Canberra and to-date I have not had anyone return my calls nor has anyone acknowledged my letter, which is why I am now escalating my enquiry to you directly.

There is a tree at the front boundary of [REDACTED] that is causing damage to the Icon Water assets. Within the last twelve months we have had to renew the sewer main due to significant tree root intrusion which was causing ongoing blockages for the residents. Although we were able to repair the Icon Water sewer network, we are unable to guarantee that tree roots will not continue to cause ongoing blockages to the residents due to the close proximity of the tree to the sewer tie and customer connection point. The owner of [REDACTED] has made contact with Access Canberra to request the tree be removed and Icon Water provided a letter of support. I understand from [REDACTED], that Access Canberra's response was not in favour of the tree being removed.

Within the last couple of weeks Icon Water was been made aware of a water leak at the base of the tree. Upon inspection we have found that the tree has now caused damage to the water service line.

The intent of this email is to request that Access Canberra reconsiders it's position. The location of the tree will continue to cause expense and inconvenience to both the resident and Icon Water.

I would appreciate a response at your earliest convenience. If you would prefer to discuss the issue with me directly, please call me on [REDACTED].

Kind regards,

[REDACTED]
Manager Customer Advocacy and Experience
Customer Engagement Group



Icon Water
GPO Box 366 Canberra ACT 2601
T [REDACTED]
iconwater.com.au | [Twitter](#) | [YouTube](#) | [LinkedIn](#)

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