



Instructions for completing the annual report

Completing the templates:

Note : This report should be completed after reading the separate explanatory notes and data dictionary for water supply and sewerage.

- 1 All responses provided should only relate to services provided in the ACT. Where this is not possible, the licensee should advise which jurisdictions the information relates to.
- 2 Please indicate where material provided is confidential and not for general public release.
- 3 For instructions on completing Part 2 of the report, please refer to the explanatory notes provided on the first page of the '2012 Water and Sewerage - Pt2 Technical Dictionary'.



Tip : Press Alt-Enter to start a new line in a cell.

Legend and data validation

Legend

- Blue cells with white text indicate column headings
- Blank white cells beneath column headings can be used for additional comments
- Orange cells indicate qualitative inputs
- Yellow cells indicate quantitative inputs
- Grey cells indicate information to note when completing the form
- Diagonal stripes indicate a value is not required
- Blue text indicates a link to another page

Column heading
Enter comments in these cells
Enter qualitative data in these cells
Enter quantitative data in these cells
Notes for completing questions
These cells are locked
Link to another page



About the annual report

Contents Introduction

Under section 25(2)(d) of the *Utilities Act 2000* (Utilities Act), utilities are required to report to the Independent Competition and Regulatory Commission (Commission) each financial year on the performance of their functions under the statute and their compliance with licence conditions. Reports must be submitted to the Commission within three months of the end of the financial year (i.e. by 1 October). The reported information forms the basis for the Commission's compliance reports and performance reports for licensed utility service providers. Parts 1 (Non-technical), 2 (Technical - general) and 3 (Technical - dam safety) of this template sets out the reporting requirements for 2012-13.



2A General

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Section 2: Technical regulation of water and sewerage

Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.

The authorising officer may use an electronic signature.

Sec #	pt	Question (short form)	Utility 2013 response
2A	00A	Corporate Approval (Y/N?)	Yes
2A	00B	Authorising officer name	Ian Carmody
2A	00C	Authorising officer title / position	Deputy CEO
2A	00D	Authorising officer signature	
2A	0A a	Technical compliance procedures (Y/N)	Yes
2A	0A b	Technical compliance procedure refs	Compliance Reports v2 PP W1 0-11 Monitoring and Measurement - Checking Evaluation of Compliance
2A	0A c	Technical compliance procedure NCs (#)	0
2A	0A d	Technical compliance procedure audits (Y/N)	Yes
2A	0A e	Adverse audit conclusions (Y/N)	No
2A	1 --	Other network serviceability audits (Y/N)	Yes
2A	2 a	Draft Emergency Plan submission	10 May 13
2A	2 b	Emergency Plan contact list submission	23 April 13
2A	2 c	Emergency event notification	Nil
2A	2 d	Emergency event report	Nil
2A	2 e		
2A	2 f	Please refer to	
2A	2 g	Compliance and performance survey 2012-13	
2A	2 h	Water supply and sewerage	

Sec #	pt	Question (short form)	Utility 2013 response
2A	2 i	Part 3: Technical (dam safety)	
2A	2 j		
2A	2 k	Draft accreditation scheme submission	NIJ
2A	2 l	Service & Installation Rules submission	NIJ



2B Emergency planning

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#REF!

Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.

Sec #	pt	Question (short form)	Utility 2013 response	
2B	0A	a	Emergency procedures	Yes
2B	0A	b	Emergency procedure references	Water Supply and Sewerage Emergency Plan 2012
2B	0A	c	Emergency procedure NCs	0
2B	0A	d	Emergency procedure audits	Yes
2B	0A	e	Emergency procedure adverse findings	No
2B	1	a	Emergency Plan	Yes
2B	1	b	Emergency Plan reference	Water Supply and Sewerage Emergency Plan 2012
2B	1	c	Emergency Plan NCs	0
2B	1	d	Emergency Plan audits	Yes
2B	1	e	Emergency Plan adverse findings	No
2B	2	a	Emergency event training procedures	Yes
2B	2	b	Emergency training procedure reference	Water Supply and Sewerage Emergency Plan 2012
2B	2	c	Emergency trg proc NCs	1
2B	2	d	Emergency training procedure audits	Yes
2B	2	e	Emergency trg proc adverse findings	Yes
2B	3	a	Emergency event notification procedures	Yes
2B	3	b	Emergency event notification proc ref	Water Supply and Sewerage Emergency Plan 2012
2B	3	c	Emergency event notification proc NCs	0
2B	3	d	Emergency event notification proc audits	Yes
2B	3	e	Emergency event notification proc adverse findings	No
2B	4	a	EM records	Yes
2B	4	b	EM records reference	File C0011851 Water Supply and Sewerage Emergency Plan
2B	4	c	EM records NCs	0
2B	4	d	EM records audits	Yes

Sec #	pt	Question (short form)	Utility 2013 response
2B	4	e	EM records adverse findings
2B	5	a	Emergency Plan officer position
2B	5	b	Emergency Plan officer phone
2B	6	a	Emergency Plan training content
2B	6	b	Emergency Plan training date
2B	7	--	[no question]
2B	8	--	Emergency events - medium
2B	9	--	Emergency events - high
2B	10	--	Emergency plan distribution

No.

Senior Manager Risk and Emergency Management

(02) 6242 1182

Familiarisation with Emergency Plans for Responders

15 Apr 13

1

0

Yes



2E Service and Installation Rules

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Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.

Sec #	pt	Question (short form)	Utility 2013 response
2E 1	a	S&I Rules	Yes
2E 1	b	S&I Rules reference	Doc# 187290 v1 - Sewer and Installation Rules Final Version
2E 1	c	S&I Rules NCs	No
2E 1	d	S&I Rules audits	Not audited
2E 1	e	S&I Rules adverse findings	Yes
2E 2	a	S&I Rules training procedures	Field Service staff are trained and assessed against the National Water Package 07. Competency structures have been developed that align to the service and installation rules.
2E 2	b	S&I Rules training procedure reference	Yes
2E 2	c	S&I Rules training procedure NCs	No
2E 2	d	S&I Rules training procedure audits	Yes
2E 2	e	S&I Rules trg proc adverse findings	No



2D Contestable work

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Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.

Sec #	pt	Question (short form)	Utility 2013 response
2D 1	a	Accreditation scheme	Yes
2D 1	b	Accreditation scheme reference	Doc #242801M Water and sewerage accreditation scheme
2D 1	c	Accreditation scheme non-conformances	190
2D 1	d	Accreditation scheme audits	No
2D 1	e	Accreditation scheme adverse findings	Not audited
2D 2	a	Accreditation scheme training procedures	No
2D 2	b	Accreditation scheme training proc refs	No procedures
2D 2	c	Accreditation scheme training proc NCs	No procedures
2D 2	d	Accreditation scheme training proc audits	No
2D 2	e	Accreditation scheme training procedure adverse findings	Not audited
2D 3	a	Accreditation register (or Statement)	No
2D 3	b	Accreditation register reference	No procedures
2D 3	c	Accreditation register NCs	No procedures
2D 3	d	Accreditation register audits	No
2D 3	e	Accreditation register adverse findings	Not audited
2D 4	a	Accreditation scheme officer position	Principal Engineer, Water Asset Planning
2D 4	b	Accreditation scheme officer phone	(02) 6242 1137



2F Network design and maintenance

Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.

Sec #	pt	Question (short form)	Utility 2013 response
2F 1	a	Design standards	Yes
2F 1	b	Design standards reference	ACTEW Corporation Water Supply and Sewerage Standards Release 2 (including amendment 5 September 2012)
2F 1	c	Design standards non-conformances	No
2F 1	d	Design standards audits	Not audited
2F 1	e	Design standards adverse findings	Yes
2F 2	a	Service projections	DU202 Load Monitoring DU203 Future Demand Forecast DU204 Capacity and Performance Assessment DU205 Network Development Strategy DU214 Sewer Network Performance Model Construction and Archiving Doc # 628273 Service Capability Projections - Sewer Network Report Doc # 295109 V3 Review of Maintenance Strategies for the ACT Sewerage Reticulation System
2F 2	b	Service projection reference	No
2F 2	c	Service projection non-conformances	Not audited
2F 2	d	Service projection audits	Yes
2F 2	e	Service projection adverse findings	PU001 Projects Unit Concept Phase PU002 Projects Unit Development Phase PU003 Projects Unit Implementation Phase PU004 Projects Unit Finalisation Phase
2F 3	a	Design & construction procedures	No
2F 3	b	Design & construction procedure references	Not audited
2F 3	c	Design & construction procedure NCs	No
2F 3	d	Design & construction procedure audits	Not audited
2F 3	e	Design & construction procedure adverse findings	Not audited

Sec #	pt	Question (short form)	Utility 2013 response
2F 4	a	O&M procedures	Yes
2F 4	b	O&M procedure references	Policy relationship maps
2F 4	c	O&M procedure NCs	2
2F 4	d	O&M procedure audits	Yes
2F 4	e	O&M procedure adverse findings	Yes
2F 5	a	Asset registers	Yes
2F 5	b	Asset register references	WASP, Instrumentation, Measuring and Test Equipment, ACIEW, Corporate Mapping System (ACMS) and Oracle databases contain extensive lists of asset data complying with code requirements
2F 5	c	Asset register NCs	0
2F 5	d	Asset register audits	Yes
2F 5	e	Asset register adverse findings	No
2F 6	a	AM program assessments	Yes
2F 6	b	AM program assessment references	ACIEW Water Asset Management Plan 2013-2038
2F 6	c	AM program assessment NCs	0
2F 6	d	AM program assessment audits	Yes
2F 6	e	AM prog assessment adverse findings	Yes
2F 7	a	AM plans	Yes
2F 7	b	AM plan references	ACIEW Water Asset Management Plan 2013-2038
2F 7	c	AM plan NCs	0
2F 7	d	AM plan audits	No
2F 7	e	AM plan adverse findings	No
2F 8	a	Performance monitoring procedures	Yes
2F 8	b	Performance monitoring procedure references	TU500 Water Quality Management Plan AMU004 Develop, implement and manage asset operation and maintenance strategies and plans DU202 Load monitoring DU204 Capacity and performance assessment BSS309 Water Data Warehouse - KPI Reporting
2F 8	c	Performance monitoring procedure NCs	8
2F 8	d	Performance monitoring procedure audits	Yes
2F 8	e	Performance monitoring procedure adverse findings	Yes
2F 9		[no question]	
2F 9	a	Water network works as per AMP?	Yes
2F 9	b	Sewerage network works as per AMP?	No



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2G Water Supply and Sewerage Service Standards Code

Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.

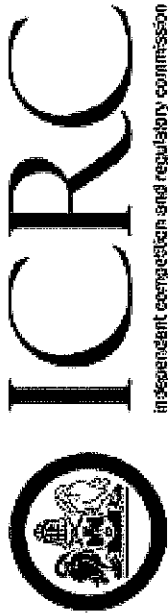
Sec #	pt	Question (short form)	Utility 2013 response
2G 1	a	LWAP	Yes
2G 1	b	LWAP reference	Trade Waste Notes 1-4 and 6-13
2G 1	c	LWAP NCs	720
2G 1	d	LWAP audits	No
2G 1	e	LWAP adverse findings	Not audited
2G 32	a	Rising main risk assessment	No
2G 32	b	Rising main contingency plans	No
2G 32	c	Rising main leak detection	No



2H Water Metering Code

Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.

Sec #	pt	Question (short form)	Utility 2013 response
2H	1	a	Yes
2H	1	b	CBS304 Water Meter Issue
2H	1	c	No
2H	1	d	Not Audited
2H	1	e	Yes
2H	2	a	AMU017 Water Meter In Service Compliance Testing
2H	2	b	No
2H	2	c	Not Audited
2H	2	d	
2H	2	e	
2H	3	--	625
2H	4	--	Data not available
2H	5	--	12
2H	6	--	12



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independent commission and regulatory commission

Section 2: Technical regulation of water and sewerage

2KW Key indicators - water supply (potable)

Sec #	pt	Question (short form)	Utility 2013 response
2K	W1 --	Total water supplied (ML)	45,832
2K	W2 a	Connections - water supply (#)	158,358
2K	b	Customers on standard contract (#)	159,589
2K	c	Less onerous contracts (#)	4
2K	W3 a	Water mains - total (km)	3,171
2K	b	Water mains - trunk (km)	255
2K	c	Water mains - reticulation (km)	2,916
2K	d	Water mains - critical (km)	469
2K	e	Water mains - non-critical (km)	2,702
2K	f	Water mains - unassessed (km)	0
2K	g	Stop valves (#)	16,662
2K	h	Pump stations (#)	25
2K	W4 a	Main breaks, old def (#/100km)	35.39
2K	b	Main breaks, 2006 def (#/100km)	36.05
2K	c	Main breaks, potable (#/100km)	23.9
2K	W5 a	Mains UIs (#/1000 prop)	114.15
2K	b	Property service UIs (#/1000 prop)	2.81
2K	c	Properties with ONE UI (#)	13,762
2K	d	Properties with 2 UI (#)	2,178
2K	e	Properties with 3 UI (#)	242
2K	f	Properties with 4 UI (#)	47
2K	g	Properties with 5+ UI (#)	1
2K	h	Total unplanned interruption events (#)	758
2K	W6 a	Customers on low pressure (#)	0

Sec #	pt	Question (short form)	Utility 2013 response
2K	b	Customers repeat low pressure (#)	0
2K	c	Customers on low pressure (ops) (#)	0
2K	d	Other cl. 7 non-compliances (#)	0
2K	W7	CAPEX water supply (\$000s)	109,826
2K	W8	Mains repair cost (\$000s)	4,176
2K	b	Mains renewal - 100mm (km)	2.8
2K	c	Mains renewal - over 100mm (km)	0
2K	d	Mains renewal cost (\$000s)	1,493
2K	e	Mains renewal - critical (km)	0
2K	f	Mains renewal - non-critical (km)	2.8
2K	W9	Valve & hydrant repair cost (\$000s)	610
2K	b	Valves & hydrants renewed (#)	99
2K	c	Valve & hydrant renewal cost (\$000s)	134
2K	W10	ACTFB non-compliances (#)	0
2K	W11	Water service complaints (#)	338
2K	W12	Real losses (ML)	2,218
2K	W13	Leakage investigation - length (km)	0
2K	b	Leakage investigation - cost (\$000s)	0
2K	c	Leakage identified (ML)	0
2K	W14	Water quantity tests requested (#)	1
2K	b	Water quantity tests compliant (#)	1
2K	W15	DWQC NCs (#)	0
2K	b	DWQC NCs network (#)	0
2K	c	DWQC NCs undetermined (#)	0
2K	W16	Total WQ complaints (#)	121
2K	b	WQ responses > 4 hr (#)	66
2K	c	WQ remedies > 24 hr (#)	10

Sec #	pt	Question (short form)	Utility 2013 response
2K	d	Widespread WQ events (#)	1
2K	W17 a	WQ tests requested (#)	7
2K	b	WQ tests compliant (#)	7
2K	W18 --	% microbiological compliance (%)	100
2K	W19 a	Level D watermain SUI (%)	Data not available
2K	b	Level C watermain SUI (%)	Data not available
2K	c	Level B watermain SUI (%)	Data not available
2K	d	Level A watermain SUI (%)	Data not available



2KR Key indicators - non potable/recycled/secondary class water supply

Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.

Sec #	pt	Question (short form)	Utility 2013 response
2K	R1	-- Total non-potable water supplied (ML)	1,844
2K	R2	-- Total connected properties - Non-potable water (#)	8
2K	R3	a Non-potable water mains (km)	18
2K		b Mains repurposed (km)	0
2K		c Pump stations (#)	3
2K	R4	a Level D watermain SUI (%)	Data not available
2K		b Level C watermain SUI (%)	Data not available
2K		c Level B watermain SUI (%)	Data not available
2K		d Level A watermain SUI (%)	Data not available



2KS Key indicators - sewerage

Section 2: Technical regulation of water and sewerage

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Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.

Sec #	pt	Question (short form)	Utility 2013 response
2K	S1	Total sewage collected (ML)	31,850
2K	S2	Connected properties - sewerage (#)	157,539
2K	S3	Sewers (km)	3,206
2K	b	Sewer mains - trunk (km)	327
2K	c	Sewer mains - reticulation (km)	2,879
2K	d	Sewer mains - critical (km)	0
2K	e	Sewer mains - non-critical (km)	0
2K	f	Sewer mains -unassessed (km)	3,206
2K	g	Number of pump stations (no.)	26
2K	S4	Breaks & chokes - mains (#/100km)	42
2K	b	Breaks & chokes - connections (#/1000prop)	7.57
2K	c	Roots - mains (%)	86.8
2K	d	Roots - connections (%)	86.7
2K	e	Breaks in mains (#)	1,344
2K	f	Breaks in connections (#)	1,192
2K	S5	Drainage reimbursements	477
2K	S6	Sewer overflows, total (#)	1,059
2K	b	Sewer overflows, critical (#)	63
2K	c	Overflows from overload conditions (#)	Data not available
2K	d	Overflows from pump stations (#)	0
2K	e	Overflows cause undetermined (#)	48
2K	f	Properties subject to repeat overflows (#)	283
2K	g	Overflows in properties	6
2K	S7	Trade waste customers (#)	3,738

Sec #	pt	Question (short form)	Utility 2013 response
2K	b	Trade waste compliance (#)	3,018
2K	S8 --	Sewerage complaints (#)	191
2K	S9 --	Treatment compliance (%)	99
2K	S10 --	CAPEX sewerage (\$000s)	27,246
2K	S11 a	Sewer repair cost (\$000s)	1,493
2K	b	Sewer renewal - 150mm (km)	14.13
2K	c	Sewer renewal - 225mm (km)	0.63
2K	d	Sewer renewal - over 225mm (km)	0.09
2K	e	Sewer renewal cost (\$000s)	3,186
2K	f	Sewer renewal - critical mains (km)	0
2K	g	Sewer renewal - non-critical mains (km)	0
2K	S12 a	Sewer connection repair cost (\$000s)	1,177
2K	b	Sewer connection renewal (#)	748
2K	c	Sewer connection renewal cost (\$000s)	1,715
2K	S13 a	Sewer length inspected (km)	63.6
2K	b	Sewer inspection cost (\$000s)	514
2K	c	Sewer length cleaned (km)	299
2K	d	Sewer cleaning cost (\$000s)	1,512
2K	e	Sewer length root-foamed (km)	0
2K	f	Sewer root-foaming cost (\$000s)	0
2K	S14 a	Level D sewer mains SUI (%)	Data not available
2K	b	Level C sewer mains SUI (%)	Data not available
2K	c	Level B sewer mains SUI (%)	Data not available
2K	d	Level A sewer mains SUI (%)	Data not available



2SI Water supply and sewerage - supplementary information

Note: Please reference each item with the relevant question.

Number	pt	Utility 2013 response
2A 1		<p>The following audits were conducted in relation to asset creation, maintenance or condition:</p> <ul style="list-style-type: none"> - Murrumbidgee to Googong Pipeline: audit on compliance with pipelines licence and associated regulation and legislation. - O&M Manuals: audit conducted on O&M manuals for Commonwealth Sewerage Pump Station (SPS) and Kingston SPS.
2B 1	c	<p>The audit found that awareness training on the Emergency Plans had not been undertaken. Awareness training has since been provided to all response staff.</p>
2B 8		<p>During routine inspection of a service reservoir, it was discovered that a roofing sheet had been bent, leaving the reservoir exposed to the atmosphere. The service reservoir was isolated. Sampling was conducted at the reservoir and throughout the reservoir supply area. No contaminants of concern were detected. A review of the incident management was undertaken. Revised notification arrangements for external parties to be developed.</p>
2D 1	c	<p>Non-conformances relate to box being too high, box being too late or meter installed late.</p>
2F 4	c	<p>1. Risk assessment tables from the Risk Management Framework in Guardian were not aligned with the tables in procedure REM102 Risk Assessment Tables. A review was conducted as to whether the difference in methodology caused any consequences in the risk matrix. Guardian has been updated.</p> <p>2. Action items and recommendations from emergency drills and real situations were identified as not being implemented in a formal way or documented in Guardian. The procedure has been reviewed and updated.</p>

Number	pt	Utility 2013 response
2F 8	c	<p>Non-conformances relate to the following:</p> <ul style="list-style-type: none"> - Control of documents: some policies didn't comply with the internal document control work instruction. A review was conducted of the approved framework for documentation. - Evaluation of compliance: the legal obligation and Licensing Requirement work instruction does not clearly identify how evaluation of compliance against current legal obligations is to be performed. A review was conducted. - Management review: monthly executive meetings do not include all the inputs required by the IMS Standards. A management review agenda template was created to be used as required. - Non-conformity, corrective action and preventative action: a weakness was identified in the raising of non-conformances in the Guardian system. A review was conducted on the approved framework documentation for executive decision on the process to be implemented. - Hazard Identification and Risk Assessment: forms being used do not meet the requirements of the standard. A new form had been developed, but the old form was also being used. - Records management: work instruction was not up to date with current practices. - Operational Control: cigarette butts outside the control room at LMWQCC are in violation of the internal non-smoking policy and workplace legislation.
2F 9	b	<p>Fyshwick Sewage Treatment Plant Upgrade - a strategic review of sewer services was undertaken which recommended the deferral.</p> <p>Vent Stack Replacement - inspections were conducted and vent stacks were in better condition than expected. More was done in previous years than initial planned.</p>
2G 1	c	<p>An audit was conducted of trade waste customers to identify dischargers without approval. Letters and applications were sent to businesses without approval.</p>
2G 32	c	<p>One rising main has a specific volume monitoring system in place. This is the main between Fyshwick Sewage Treatment Plant (STP) and Windsor Walk Sewer. The Fyshwick STP pump-out system has an automated shutdown protocol if tolerance on volume balance between start and end of the rising main is breached.</p>
2K W3	a	<p>The National Performance Report (NPR) definition excludes mains from source to treatment. This length was inadvertently included in the length of mains reported for 2011/12. The correct figure for 2011/12 is 3,120 km, which doesn't include mains in non-potable supply network as requested by this question.</p>
2K W4		<p>Unusually high numbers of water main breaks were experienced in March and April 2012. This is primarily due to a dry autumn, which led to increased failures due to shrinkage of soil. 2011/12 figures for his indicator were lower than normal due to a wet summer/autumn that year. A holistic review is currently being undertaken of water main bursts.</p>
2K W5		<p>The 2011/12 response for this question was incorrectly reported as \$21,623,000, which was for the CAPEX program and did not include all of the capital expenditure for water. The National Performance Report data for F 14, as per the question, was reported as \$192,363,000 for 2011/12.</p>
2K W7	c	<p>Cost for reactive hydrants and valves renewal (5 valves, 9 hydrants) is not included in the cost provided due to the difficulty extracting only the renewal costs from the maintenance costs, which are incorporated in the same project number. The cost of reactive hydrants and valves is estimated at a total of \$46,500.</p>
2K W9		<p>Data is not available due to not attributing to the fields that the AS 5488-2013 Subsurface Utility Information cover. An estimate would also be poor. Investigation into processes is underway to determine if a response is able to be provided to these questions in the future.</p>
2K R4		<p>See comment above for 2K W19.</p>
2K S6	f	<p>An error was identified in previous year's figures. 2011/12 should have been reported as 288 and 2010/11 reported as 363.</p>

