



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

# Non-drinking Water Supply Compliance & Performance Report 2014/15

Name of owner: **Icon Water Limited**

## Contents

[Completing the annual report](#)

[General responses](#)

[Networks Supplying Non-Drinking Water Sourced from Reclaimed Stormwater](#)

[Networks Supplying Non-Drinking Water Sourced from Recycled Effluent](#)

[Networks Supplying Non-Drinking Water Sourced from Raw Water or Drinking Water Mains](#)

[Supplementary information](#)



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

[Contents](#)

## Completing the annual report

Under section 78 of the Utilities (Technical Regulation) Act 2014, the technical regulator's function is to monitor compliance with technical codes by regulated utility services. The content and format of each report is as specified in this Excel workbook and the accompanying "Non-drinking Water Supply Compliance & Performance Report - 2014/15 - Dictionary" document.

Information provided in this Annual Compliance and Performance Report will be used in the Technical Regulator's report required under s.80 of the Act. The Technical Regulator's report is required to be published.

### Instructions for completing this report:

- 1 Please refer to the explanatory notes provided on the first page of the accompanying "Non-drinking Water Supply Compliance & Performance Report - 2014/15 - Dictionary" document.
- 2 Please indicate where material provided is confidential and not for general public release.
- 3 Completed annual reports must be received by the Technical Regulator by 30 September of the year of issue.
- 4 For enquiries please email [techregulator.utilities@act.gov.au](mailto:techregulator.utilities@act.gov.au) or call (02) 6207 0362

### Legend and data validation

#### Legend

Green cells with white text indicate column headings

Blank white cells beneath column headings can be used for additional comments

Light Green cells indicate qualitative inputs.

Blue cells indicate quantitative inputs

Grey cells indicate information to note when completing the form

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

[Link to another page](#)



**ACT**  
Government

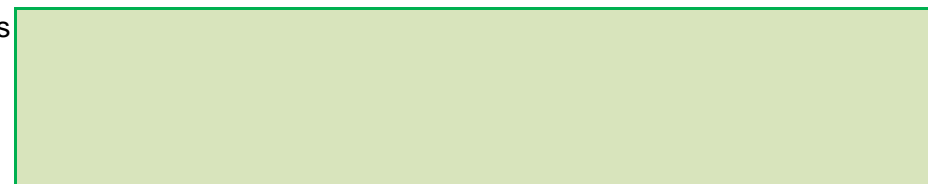
Chief Minister, Treasury and  
Economic Development

## General responses

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

The authorising officer may use an electronic signature.

Each regulated utility need answer the "General response" questions on this sheet only once each year. If the information has already been supplied in the questionnaire for another dam, it need not be supplied again here - instead please indicate in which dam's questionnaire these questions have been answered:



| Number         | Part | Question (short form)                      | Regulated Utility 2014/15 Response |
|----------------|------|--|------------------------------------|
| <b>General</b> |      |  |                                    |
| AG1            | a    | Corporate Approval (YN)                    | Yes                                |
| AG1            | b    | Authorising officer name                   | Ray Hezkial                        |
| AG1            | c    | Authorising officer title / position       | Acting Chief Executive Officer     |
| AG1            | d    | Authorising officer signature              |                                    |
| AG2            | a    | Technical compliance procedures (YN)       | Yes                                |
| AG2            | b    | Technical compliance procedure refs        | PR04.02 Non-conforming Product     |
| AG2            | c    | Technical compliance procedure NCs (#)     | 0                                  |
| AG2            | d    | Technical compliance procedure audits (YN) | No                                 |
| AG2            | e    | Adverse audit conclusions (YN)             | No                                 |
| AG3            | -    | Other network serviceability audits (YN)   | No                                 |
| AG4            | a    | Draft Emergency Plan submission            | 28/04/2015                         |
| AG4            | b    | Emergency event notifications              | 0                                  |
| AG4            | c    | Emergency event report                     | 0                                  |

|                           |   |  |   |
|---------------------------|---|--|---|
| AG4                       | d | Proposed technical standards                           | No submission   |
| AG4                       | e | Draft accreditation scheme submission                  | No submission   |
| AG4                       | f | Service & Installation Rules submission                | No submission   |
| AG5                       | - | Interference from other utilities (YN)                 | No  |
| <b>Network Boundaries</b> |   |  |   |
| AB1                       | - | Customer boundary issues? (YN)                         | No  |
| AB2                       | - | Inter-utility boundary issues? (YN)                    | No  |
| <b>Emergency Planning</b> |   |  |   |
| AE0A                      | a | Emergency procedures(YN)                               | Yes   |
| AE0A                      | b | Emergency procedure references                         | Water Supply and Sewerage Emergency Plan 2014   |
| AE0A                      | c | Emergency procedure NCs                                | 0   |
| AE0A                      | d | Emergency procedure audits(YN)                         | Yes   |
| AE0A                      | e | Emergency procedure adverse findings(YN)               | No  |
| AE1                       | a | Emergency Plan(YN)                                     | Yes   |
| AE1                       | b | Emergency Plan reference                               | Water Supply and Sewerage Emergency Plan 2014   |
| AE1                       | c | Emergency Plan NCs                                     | 0   |
| AE1                       | d | Emergency Plan audits(YN)                              | Yes   |
| AE1                       | e | Emergency Plan adverse findings(YN)                    | No  |
| AE2                       | a | Emergency event training procedures (YN)               | Yes   |
| AE2                       | b | Emergency training procedure reference                 | Water Supply and Sewerage Emergency Plan 2014   |
| AE2                       | c | Emergency trg proc NCs                                 | 0   |
| AE2                       | d | Emergency training procedure audits(YN)                | Yes   |
| AE2                       | e | Emergency trg proc adverse findings(YN)                | Yes   |
| AE3                       | a | Emergency event notification procedures (YN)           | Yes   |
| AE3                       | b | Emergency event notification proc ref                  | Water Supply and Sewerage Emergency Plan 2014   |
| AE3                       | c | Emergency event notification proc NCs                  | 0   |
| AE3                       | d | Emergency event notification proc audits(YN)           | No  |
| AE3                       | e | Emergency event notification proc adverse findings(YN) | No  |
| AE4                       | a | EM records(YN)   | Yes   |
| AE4                       | b | EM records reference                                   | Electronically stored in Guardian system and network drive \\Jeeves\Actew-Water\Emergency |
| AE4                       | c | EM records NCs   | 0   |
| AE4                       | d | EM records audits(YN)                                  | No  |
| AE4                       | e | EM records adverse findings(YN)                        | No  |
| AE5                       | a | Emergency Plan officer position                        | Emergency Management Officer  |
| AE5                       | b | Emergency Plan officer phone                           | 02 6175 2358  |

|     |   |                                 |  |
|-----|---|---------------------------------|--|
| AE6 | a | Emergency Plan training content | Water Supply and Sewerage Emergency Plan familiarisation |
| AE6 | b | Emergency Plan training date    | 16/09/2014   |
| AE7 | - | Emergency events - medium       | 0  |
| AE8 | - | Emergency events - high         | 0  |
| AE9 | - | Emergency plan distribution(YN) | Yes  |

#### Contestable Work Accreditation

|     |   |  |   |
|-----|---|--|---|
| AC1 | a | Accreditation scheme (YN)                                    | No  |
| AC1 | b | Accreditation scheme reference                               | No reference  |
| AC1 | c | Accreditation scheme non-conformances                        | 0   |
| AC1 | d | Accreditation scheme audits(YN)                              | No  |
| AC1 | e | Accreditation scheme adverse findings(YN)                    | No  |
| AC2 | a | Accreditation scheme training procedures(YN)                 | No  |
| AC2 | b | Accreditation scheme training proc refs                      | No reference  |
| AC2 | c | Accreditation scheme training proc NCs                       | 0   |
| AC2 | d | Accreditation scheme training proc audits(YN)                | No  |
| AC2 | e | Accreditation scheme training procedure adverse findings(YN) | No  |
| AC3 | a | Accreditation register (or Statement) (YN)                   | No  |
| AC3 | b | Accreditation register reference                             | No reference  |
| AC3 | c | Accreditation register NCs                                   | 0   |
| AC3 | d | Accreditation register audits(YN)                            | No  |
| AC3 | e | Accreditation register adverse findings(YN)                  | No  |
| AC4 | a | Accreditation scheme officer position                        | Senior Asset Management Officer, Water Asset Planning |
| AC4 | b | Accreditation scheme officer phone                           | (02) 6175 2403  |

#### Metering

|     |   |  |  |
|-----|---|--|--|
| AM1 | a | Meter issue procedures(YN)                       | Yes  |
| AM2 | b | Meter issue procedure references                 | CBS 304 Water meter Issue  |
| AM3 | c | Meter issue procedure NCs                        | 0  |
| AM4 | d | Meter issue procedure audits (YN)                | No   |
| AM5 | e | Meter issue procedure adverse findings (YN)      | No   |
| AM2 | a | Meter monitoring procedures(YN)                  | Yes  |
| AM2 | b | Meter monitoring procedure references            | Asset Class Management Plan (AC-WN-9 Property Services Connections and Water Meters) |
| AM2 | c | Meter monitoring procedure NCs                   | 0  |
| AM2 | d | Meter monitoring procedure audits (YN)           | No   |
| AM2 | e | Meter monitoring procedure adverse findings (YN) | No   |
| AM3 | - | Check reading requests                           | 0  |

|     |   |                             |                |
|-----|---|-----------------------------|----------------|
| AM4 | - | Number of readings accurate | Not applicable |
| AM5 | - | Meter test requests         | 0              |
| AM6 | - | Meters proved NOT defective | Not applicable |



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

[Contents](#)  
[Completing the annual report](#)

## Networks Supplying Non-Drinking Water Sourced from Reclaimed Stormwater

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

| Number | Part | Question (short form)                                 | Regulated Utility 2014/15 Response |
|--------|------|---|------------------------------------|
| S1     | a    | Design standards(YN)                                  |                                    |
| S1     | b    | Design standards reference                            |                                    |
| S1     | c    | Design standards non-conformances                     |                                    |
| S1     | d    | Design standards audits (YN)                          |                                    |
| S1     | e    | Design standards adverse findings (YN)                |                                    |
| S2     | a    | Design & construction procedures(YN)                  |                                    |
| S2     | b    | Design & construction procedure references            |                                    |
| S2     | c    | Design & construction procedure NCs                   |                                    |
| S2     | d    | Design & construction procedure audits (YN)           |                                    |
| S2     | e    | Design & construction procedure adverse findings (YN) |                                    |
| S3     | a    | O&M procedures(YN)                                    |                                    |
| S3     | b    | O&M procedure references                              |                                    |
| S3     | c    | O&M procedure NCs                                     |                                    |
| S3     | d    | O&M procedure audits (YN)                             |                                    |
| S3     | e    | O&M procedure adverse findings (YN)                   |                                    |
| S4     | a    | Water mains length (km)                               |                                    |
| S4     | b    | Water channels length (km)                            |                                    |
| S4     | c    | Treatment plants (#)                                  |                                    |
| S4     | d    | Pump stations (#)                                     |                                    |
| S5     | -    | Above ground storage volume (ML)                      |                                    |
| S6     | a    | Level D watermain SUI (%)                             |                                    |
| S6     | b    | Level C watermain SUI (%)                             |                                    |
| S6     | c    | Level B watermain SUI (%)                             |                                    |
| S6     | d    | Level A watermain SUI (%)                             |                                    |
| S7     | a    | Number of connected bores (#)                         |                                    |
| S7     | b    | Production bores metered (YN)                         |                                    |
| S7     | c    | Total volume to aquifer (ML)                          |                                    |
| S7     | d    | Total volume from aquifer (ML)                        |                                    |
| S7     | e    | Number of monitoring bores (#)                        |                                    |
| S7     | f    | Aquifer studies (YN)                                  |                                    |
| S8     | a    | Total connected properties (#)                        |                                    |
| S8     | b    | Connections with s.5 contract (#)                     |                                    |

## Networks Supplying Non-Drinking Water Sourced from Reclaimed Stormwater

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

| Number | Part | Question (short form)                       | Regulated Utility 2014/15 Response |
|--------|------|---|------------------------------------|
| S8     | c    | Total customer connections (#)              |                                    |
| S8     | d    | No of metered connections (#)               |                                    |
| S9     | a    | Minimum agreed supply pressure (m)          |                                    |
| S9     | b    | Minimum agreed flow values (L/s)            |                                    |
| S9     | c    | Maximum agreed suspended solids (mg/L)      |                                    |
| S9     | d    | Minimum agreed availability (hr/wk)         |                                    |
| S10    | a    | Total non-potable water supplied (ML)       |                                    |
| S10    | b    | Metered or estimated? (ME)                  |                                    |
| S11    | a    | Unavailability of supply (days#)            |                                    |
| S11    | b    | customer complaints (#)                     |                                    |
| S11    | c    | total water main breaks (#)                 |                                    |
| S11    | d    | water main breaks by party (#)              |                                    |
| S11    | e    | total unplanned interruption events (#)     |                                    |
| S11    | f    | UI events-supply was not restored (#)       |                                    |
| S11    | g    | overflow or flooding incidents (#)          |                                    |
| S11    | h    | overflow or flooding incidents by party (#) |                                    |
| S11    | i    | Incidents not contained (#)                 |                                    |
| S12    | a    | CHO water quality requirements? (YN)        |                                    |
| S12    | b    | CHO water quality breaches (#)              |                                    |
| S12    | c    | Water quality complaints (#)                |                                    |
| S13    | a    | License conditions (YN)                     |                                    |
| S13    | b    | Breaches of license conditions (#)          |                                    |
| S14    | a    | AMP standard                                |                                    |
| S14    | b    | Latest AMP (Date)                           |                                    |
| S14    | c    | Actions in accordance with AMP(YN)          |                                    |
| S14    | d    | Capital expenditure (\$000)                 |                                    |
| S14    | e    | Network renewal (\$000)                     |                                    |
| S14    | f    | Reactive maintenance (\$000)                |                                    |
| S14    | g    | Planned maintenance (\$000)                 |                                    |





**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

[Contents](#)  
[Completing the annual report](#)

## Networks Supplying Non-Drinking Water Sourced from Recycled Effluent

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

| Number | Part | Question (short form)                                 | Regulated Utility 2014/15 Response   |      |
|--------|------|---|--|------|
| E1     | a    | Design standards (YN)                                 | Yes  |      |
| E1     | b    | Design standards reference                            | Water Supply and Sewerage Standards (Release 2)<br>Design standards - Standard Specifications  |      |
| E1     | c    | Design standards non-conformances                     |  | 0    |
| E1     | d    | Design standards audits (YN)                          | No   |      |
| E1     | e    | Design standards adverse findings (YN)                | No   |      |
| E2     | a    | Design & construction procedures(YN)                  | Yes  |      |
| E2     | b    | Design & construction procedure references            | PU001 Project Unit Concept Phase, PU002 Project Unit Development Phase, PU003 Project Unit Implementation Phase, PU004 Project Unit Finalisation Phase, Investment Planning and Delivery (IPAD) Concept Development Statement Preparation & IPAD Tech Report Preparation |      |
| E2     | c    | Design & construction procedure NCs                   |  | 0    |
| E2     | d    | Design & construction procedure audits (YN)           | No   |      |
| E2     | e    | Design & construction procedure adverse findings (YN) | No   |      |
| E3     | a    | O&M procedures(YN)                                    | No   |      |
| E3     | b    | O&M procedure references                              | None   |      |
| E3     | c    | O&M procedure NCs                                     |  | 0    |
| E3     | d    | O&M procedure audits (YN)                             | No   |      |
| E3     | e    | O&M procedure adverse findings (YN)                   | No   |      |
| E4     | a    | Water mains length (km)                               |  | 18   |
| E4     | b    | Water channels length (km)                            | None   |      |
| E4     | c    | Treatment plants (#)                                  |  | 3    |
| E4     | d    | Pump stations (#)                                     |  | 3    |
| E5     | -    | Above ground storage volume (ML)                      |  | 4.88 |
| E6     | a    | Level D watermain SUI (%)                             |  | 50   |
| E6     | b    | Level C watermain SUI (%)                             |  | 50   |
| E6     | c    | Level B watermain SUI (%)                             |  | 0    |
| E6     | d    | Level A watermain SUI (%)                             |  | 0    |
| E8     | a    | Total connected properties (#)                        |  | 6    |
| E8     | b    | Connections with s.5 contract (#)                     |  | 0    |
| E8     | c    | Total customer connections (#)                        |  | 14   |

## Networks Supplying Non-Drinking Water Sourced from Recycled Effluent

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

| Number | Part | Question (short form)                       | Regulated Utility 2014/15 Response |
|--------|------|---|------------------------------------|
| E8     | d    | No of metered connections (#)               | 14                                 |
| E9     | a    | Minimum agreed supply pressure (m)          | None                               |
| E9     | b    | Minimum agreed flow values (L/s)            | None                               |
| E9     | c    | Maximum agreed suspended solids (mg/L)      | See supplementary information      |
| E9     | d    | Minimum agreed availability (hr/wk)         | None                               |
| E10    | a    | Total non-potable water supplied (ML)       | 71.93                              |
| E10    | b    | Metered or estimated? (ME)                  | Metered                            |
| E10    | c    | Volume of water from potable network (ML)   | 248.7                              |
| E10    | d    | Metered or estimated? (ME)                  | Metered                            |
| E11    | a    | Unavailability of supply (days#)            | Data not available                 |
| E11    | b    | customer complaints (#)                     | 0                                  |
| E11    | c    | total water main breaks (#)                 | 1                                  |
| E11    | d    | water main breaks by party (#)              | 0                                  |
| E11    | e    | total unplanned interruption events (#)     | 1                                  |
| E11    | f    | UI events when supply was unrestored (#)    | 0                                  |
| E11    | g    | overflow or flooding incidents (#)          | 0                                  |
| E11    | h    | overflow or flooding incidents by party (#) | 0                                  |
| E11    | i    | Incidents not contained (#)                 | 0                                  |
| E12    | a    | CHO water quality requirements? (YN)        | No                                 |
| E12    | b    | CHO water quality breaches (#)              | 0                                  |
| E12    | c    | Water quality complaints (#)                | 0                                  |
| E13    | a    | License conditions (YN)                     | Yes                                |
| E13    | b    | Breaches of license conditions (#)          | 0                                  |
| E14    | a    | AMP standard                                | None                               |
| E14    | b    | Latest AMP (date)                           | Jul-12                             |
| E14    | c    | Actions in accordance with AMP (YN)         | No                                 |
| E14    | d    | Capital expenditure (\$000)                 | 0                                  |
| E14    | e    | Network renewal (\$000)                     | 0                                  |
| E14    | f    | Reactive maintenance (\$000)                | 0                                  |
| E14    | g    | Planned maintenance (\$000)                 | 0                                  |



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

[Contents](#)  
[Completing the annual report](#)

## Networks Supplying Non-Drinking Water Sourced from Raw Water or Drinking Water Mains

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

| Number | Part | Question (short form)                 | Regulated Utility 2014/15 Response |
|--------|------|---------------------------------------|------------------------------------|
| R4     | a    | Water mains length (km)               | 61                                 |
| R8     | a    | Total connected properties (#)        | 103                                |
| R8     | b    | Connections with s.5 contract (#)     | 0                                  |
| R8     | c    | Total customer connections (#)        | 107                                |
| R8     | d    | No of metered connections (#)         | 107                                |
| R10    | a    | Total non-potable water supplied (ML) | 30,654                             |
| R10    | b    | Metered or estimated? (ME)            | Metered                            |



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

[Contents](#)  
[Completing the annual report](#)

## Supplementary information

**Note:** Please reference each item with the relevant question.



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

| Number | Part              | Regulated Utility 2014/15 Response  |
|--------|-------------------|---|
| AE0A b | General Response  | Water Supply and Sewerage Emergency Plan 2014   |
| AE2 e  | General Response  | Building fire warden poster was found to show a first aid officer whose first aid qualification had lapsed. Posters had not been managed through document management system. This has been resolved.<br>Posters are now managed documents subject to 6 month review triggered through IMS including checking of qualification status for next 6 month period with organisational development. |
| E4 c   | Recycled Effluent | Lower Molonglo Water Quality Control Centre (LMWQCC), Outward Bound and North Canberra Effluent Reuse Scheme  |
| E5     | Recycled Effluent | LMWQCC = 0.23ML, Outward Bound = 0.15ML and Russell Reservoir = 4.5ML   |

**Note:** Please reference each item with the relevant question.



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

| Number | Part              | Regulated Utility 2014/15 Response  |
|--------|-------------------|---|
| E9 c   | Recycled Effluent | Outward Bound = less than 20mg/L 80%, NCERS and LWMQCC = none   |
| E10 a  | Recycled Effluent | LMWQCC = 69.5ML and Outward Bound = 2.43ML  |
| E10 c  | Recycled Effluent | 248.7ML from North Canberra Effluent Reuse Scheme   |
| E13 a  | Recycled Effluent | Environment Protection Agreement for North Canberra Effluent Reuse Scheme and Outward Bound   |
| E14 b  | Recycled Effluent | ACMP for Non-potable re-use assets was not completed as part of the November 2014 revision.   |
| E14 c  | Recycled Effluent | NCERS has not been in operation since November 2012 and is not expected to operate in the near future. Southwell Park Watermining facility has not operated since 2010 and is scheduled for demolition. Omission of AMP items for these plants has no impact. Outward Bound and LMWQCC AMPs have been executed more-or-less as planned. |

