



ICRC

independent competition and regulatory commission

Utility Licence Annual Report 2014-15

Water supply and sewerage

Icon Water Limited

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Instructions for completing the annual report

Completing the templates:

- 1 In most cases a response of 'yes', 'no', 'not-applicable' or a number will suffice. An explanatory statement or supplementary information (e.g. copies of policies or procedures or a link to material on the internet) may also be attached.
- 2 If the licensee response represents a marked departure from previously reported performance or from industry norms, information is to be provided on the cause(s) of the departure. Any supplementary information can be provided in the “Comments” column, or in an attachment.
- 3 All responses provided should only relate to services provided in the ACT. Where this is not possible, the licensee should advise to which jurisdictions the information relates.
- 4 If the licensee is not able to provide the data or answer required in this template, the licensee should indicate 'not available' and provide supplementary information detailing whether and when it intends to collect this data (or to answer the question). Where data is not available the licensee should provide any other data it has that could serve essentially the same purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance).
- 5 Please indicate where material provided is done so on a confidential basis and not for general public release.
- 6 Details are to be provided for the 2014-15 financial year only.



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

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About the annual report

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) annually on the exercise of their functions under the statute and their compliance with licence conditions. Reports are on a financial year basis and must be submitted to the Commission within three months of the end of that year (i.e. by 1 October). The reported information forms the basis for the Commission's monitoring report for licensed utility service providers. A summary of the monitoring report is published each year in the Commission's annual report.

This template questionnaire sets out requirements of the Commission in relation to the annual report under subsection 25(2)(d) of the Utilities Act that licensed utilities must provide to the Commission.

Section 1: Exercise of functions under the *Utilities Act 2000*. This section sets out questions in relation to functions that the utility may or must perform under the Utilities Act.

Section 2: Industry Codes. This section sets out questions in relation to the utility's obligations under the Consumer Protection Code and the Water and Sewerage Network Boundary Code.

Section 3: Utility licence conditions. This section sets out questions in relation to the utility's obligations under their licence.

Section 4: Authorising and Contact Officers. This section requires details of both officers with the authorising officer to sign.



1.1 Exercise of functions under the *Utilities Act 2000*

Performance of networks

Reporting requirement	Response - water	Response - sewerage	Comments
Performance of network operations (Division 7.3) If in 2014-15, how many times did the licensee enter landholders' property to undertake network operations?	Not available	Not available	A large percentage of sewer assets are in easements on privately leased land and entry occurs up to a thousand times per year. It is impracticable to record all entries to privately leased land
Damage etc to be minimised (Section 108) What strategies does the licensee have in place to minimise inconvenience, detriment and damage to landholders' property resulting from network operations?			On site risk assessments and safe work method statements, quality system procedures and work instructions describing the nature of the work, supervision of work crews by an experienced supervisor, training in code and utilities ACT obligations to minimise damage, etc.
In 2014-15, did the licensee receive complaints about any inconvenience, detriment or damage to landholders' property resulting from network operations?	Yes	Yes	

If so, how many complaints did the licensee receive about any inconvenience, detriment or damage to landholders' property resulting from network operations?

64	115	Categories include: - Blowback - Damage to property - Site Restoration - Colour stained washing - Watermain burst There has been an overall increase due to three major programs of preventative maintenance, including Pipe bursting, pipe lining and water mains renewal
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Notice to land-holder (Section 109)

In 2014-15, before the utility began network operations in relation to public land or private land, did the licensee fail in any instances to give the land-holder seven days notice of the proposed operations?

No	No	
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If so, how many times did the licensee fail to give notice?

0	0	
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Did the licensee carry out any operations in urgent circumstances under section 109(5)?

Yes	Yes	
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If so, provide details and numbers of the incidents.

564	1,561	As per unplanned interruptions
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Notice about lopping trees etc on private land (Section 110)

In 2014-15, before the utility began network operations that involved activities as set out in sections 110(1)(a) to (c) (tree related activities), did the licensee fail to give at least seven days notice before operations began?

Not applicable	Not applicable	TAMS removed trees on our behalf and notified customers
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If so, how many times did the licensee fail to give notice?

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Did the licensee carry out any tree related activities in urgent circumstances under section 110(8)?

Not available	Not available	Trees removed in urgent circumstances not recorded
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If so, provide details and numbers of the incidents.

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Network operations affecting heritage significance (Section 110A)

In 2014-15, did the licensee conduct any network operations under notices given under sections 109 and 110 that may have affected a place or object registered, or nominated for provisional registration, under the Heritage Act 2004?	No	No	
If so, how many times did the licensee give a copy of the notice to the heritage council?			
Did the licensee give a copy of the notice at least seven days before operations began to the heritage council each time?	Not applicable	Not applicable	
If not, provide details as to why not for each time.			
Did the licensee carry out any network operations in urgent circumstances that may have affected a place or object registered, or nominated for provisional registration, where section 110A(2) was relied on to carry out the operations?	No	No	
If so, provide details and numbers of the incidents.			

Notice to other utilities (Section 111)

In 2014-15 did the licensee receive complaints for failing to give seven days notice to other utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities?	No	No	
If so, how many complaints did the licensee receive?			
Did the licensee carry out any network operations in urgent circumstances under section 111(6)?	Not applicable	Not applicable	
If so, provide details and numbers of the incidents.			

Removal of utility's property and waste (Section 112)

What strategies does the licensee have in place that assists it in fulfilling its obligations under section 112.			All Plant and machinery are removed from site as soon as practical possible
In 2014-15 did the licensee undertake any activities as network operations on land for which it was not the land-holder where it did not, as soon as practicable remove from the land the items listed in section 112(1)?	Not recorded	Not recorded	All plant and machinery are removed from site as soon as practicable. Procedures and work instructions describe the restoration process, including team leaders and supervisors checking site for completeness.
If so, provide details.			

In 2014-15 did the licensee receive complaints for failing to remove as soon as practicable from the land any items listed in section 112(1).	Not recorded	Not recorded	Unable to provide separation of complaints relating to section 112 and 113. Cases are recorded under section 113 and included in response below.
If so, how many complaints did the licensee receive?			

Land to be restored (Section 113)

What strategies does the licensee have in place that assists it in fulfilling its obligations under section 113.			On site risk assessments, safe work method statements, quality system procedures and work instructions describing the nature of work, supervision of work crews by an experienced supervisor and training in relevant code and Utilities Act obligations.
In 2014-15 did the licensee receive complaints for failing to ensure, as soon as practicable, that the land was restored to a condition that was similar to its condition before the operations began.	Yes	Yes	
If so, how many complaints did the licensee receive?	25	41	Unable to provide separation of complaints relating to sections 112 and 113. All cases included in response to section 113.



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1.2 Exercise of functions under the *Utilities Act 2000*

Standard rights (Division 6.1)

Reporting requirement	Response - water	Response - sewerage	Comments
Obligation to connect or vary connections (Section 83 & 85)			
How many requests to install a connection to the licensee's network were refused?	0	0	
What are the reasons for any refusals?			
How many requests to vary a connection were refused?	0	0	
What are the reasons for any refusals?			
Obligation to provide water supply service (Section 84)			
How many requests to supply water to premises owned or occupied by a customer were refused in 2013-14?	0		
What are the reasons for any refusals?			
Obligation to provide sewerage service (Section 86)			
How many requests to provide a sewerage service to premises were refused in 2013-14?		0	
What are the reasons for any refusals?			



1.3 Exercise of functions under the *Utilities Act 2000*

General requirements

Note: Please respond separately for water and sewerage where the response columns are separated, and jointly for water and sewerage (or licensee) where the response columns are merged.

Reporting requirement	Response - water	Response - sewerage	Comments
Authorised persons (Division 7.4)			
Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards in 2014-15?	Yes		
Are Authorised Persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes		
How are Authorised Persons made aware of their obligations and entry restrictions under the Utilities Act? Please provide a brief outline of any induction or special training, including whether the training is provided on a regular or ad hoc basis.	New employees undergo induction, which includes entry to land training and awareness of the Utilities Act. Existing employees receive refresher training which also covers this information.		
Continuity of utility services - non-payment of customer debt (Section 179)			
Did the licensee receive any written directions from the ACAT under section 179(2)?	No	No	
If yes, provide details of the number of directions received.			
Discharge of customer debt (Section 180)			
Did the licensee receive any written declarations from the ACAT under section 180(1)?	Yes	No	
If yes, provide details of the number of declarations received.	One declaration for the amount of \$2,263.24		Unexplained high usage. Discharged under S180 of the Utilities Act

Payment for loss or damage (Section 181)

Did the licensee receive any written directions from the ACAT under section 181(1)?

No	No
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If yes, provide details of the number of directions received.

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Community service obligations (Part 13)

In 2014-15 did the licensee receive any directions under section 221 from a minister responsible for a government program for the licensee to take a stated action that the minister considers appropriate to ensure that services are provided in accordance with a program?

No	No
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If yes, provide a summary of each direction and the stated action/s? Provide the summary with respect to the relevant government program.

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If yes, provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).

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2.1 Industry codes

Consumer Protection Code 2012 (DI2012-149) - Joint requirements

Reporting requirement	Response- water and sewerage	Comments
Complaints (Clause 6)		
Does the licensee have in place complaints handling procedures which:		
<ul style="list-style-type: none"> enables the consumer to have their complaint considered by a senior employee if not satisfied with the handling of their complaint? 	Yes	
<ul style="list-style-type: none"> deals with complaints against an agent of the licensee? 	Yes	
<ul style="list-style-type: none"> deals with the resolution of disputes between the licensee and consumers? 	Yes	
<ul style="list-style-type: none"> complies with the relevant Australian Standard on complaint handling? 	Yes	
Are consumers advised of the licensee's complaints handling procedures?	Yes	
How and when are consumers advised of the licensee's complaints handling procedures?	When cases are acknowledged, also available on request and on the website.	
Are consumers advised of their right to lodge a complaint with ACAT in relation to services provided by the licensee?	Yes	
How and when are consumers advised of their right to complain to ACAT?	When cases are acknowledged, following review by management, also available via complaint policy (available on request or available on the website)	
Are records kept, of complaints made by a customer or consumer, for not less than 12 months after the complaint is resolved?	Yes	

Summary of Consumer and Utility Rights (Clause 9)

Please provide a copy of the licensee’s statement summarising the rights of a consumer and the licensee under the Utilities Act, the Consumer Protection Code and the relevant customer contract.

See attachment 1

Is the Summary available in:		
<ul style="list-style-type: none"> the 5 most common non-English languages used in the Territory; and 	Yes	Language assistance is available to customers in seven languages.
<ul style="list-style-type: none"> large print? 	Yes	
Is a copy of the Summary included in the customer’s first account or earlier?	Yes	A Customer Charter is provided with all welcome letters which form part of the lease transfer process.



2.2 Industry codes

Consumer Protection Code 2012 (DI2012-149) - Separate requirements

Note: The following questions about compliance with performance standards set out in the schedule to the Consumer Protection Code do not apply where alternative arrangements or standards have been agreed between the licensee and the consumer.

Reporting requirement	Response - water	Response - sewerage	Comments
Obligation to pay rebate for non-compliance (Clause 11.2)			
If the licensee received any claims for a rebate for failing to meet the minimum service standards, specified in Schedule 1 to the Consumer Protection Code, during 2014-15, how many claims did it receive?	1	0	
If the licensee paid rebates to customers in 2014-15, how many were there?	1	0	
What was the nature of the incidents? ¹	No notice - planned interruption		
What was the total value in dollar amount of the rebates paid?	50		

Customer connection times (Schedule 1: Minimum Service Standards, Standard 1)

In 2014-15, were there any customer connections that failed to meet the performance standard specified in the Consumer Protection Code? ²	No	No	
If yes, how many?			
If any, what percentage does this represent of total connections?			
Please provide reasons for any failure to meet the performance standard.	Not applicable	Not applicable	

Responding³ to complaints (Schedule 1: Minimum Service Standards, Standard 2)

Did the licensee receive any consumer/customer complaints in 2014-15? ³	Yes	Yes
If yes, how many?	550	222
How many were responded to within 20 business days?	525	209

Response time to notification of problem or concern (Schedule 1: Minimum Service Standards, Standard 3)

If in 2014-15, if the licensee received notifications of network problems or concerns about the licensee's network, how many did it receive?	2,924	3,243
How many of these notifications related to damage to, or a fault or problem with the Utility's Network likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property?	14	34
Of the notifications referred to above, how many responses were not made within six hours?	0	0
How many notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property?	2,910	3,209
Of the notifications referred to above, how many responses were not made within 48 hours?	474	19
Of all notifications referred to above how many problems or concerns were not resolved in the time specified in the response?	73	51

Planned interruptions to utility services (Schedule 1: Minimum Service Standard 4)

How many planned interruptions to services were there in 2014-15?	2,555	0	Increase due to new planned 20mm meter replacement project
If there were instances where the utility did not provide at least two business days' notice of a planned interruption to a utility service to each premises affected, how many were there?	0	0	
Please provide details. ⁴			

If there were instances where there where supply was not restored within 12 hours of the initial interruption, how many were there?	0	0
Please provide details. ⁵		
Average water supply planned interruption frequency ⁶	0.043 interruptions/property	
Average water supply interruption duration ⁷	19 mins/property	
Total interruption time of water supply faced by an average customer in 2014-15? ⁸	0.39 mins/property	

Unplanned interruptions (Schedule 1: Minimum Service Standards, Standard 5)

If there were unplanned interruptions to services in 2014-15, how many were there?	564	1,561
In how many instances was supply not restored within 12 hours of the initial interruption?	0	0
Please provide details. ⁵		
Average water supply unplanned interruption frequency ⁶	0.085 interruptions/property	
Average water supply interruption duration ⁷	114.7 mins/property	
Total interruption time faced by an average customer in 2014-15? ⁸	0.39 mins/property	
In 2014-15, what was the total number of sewer main breaks and chokes? ⁹		1,678
If any, how many were caused by tree roots?		1,536
In 2014-15, what was the total number of property connection sewer breaks and chokes?		1,552
If any, how many were caused by tree roots?		1,385

1 Which performance standard was not met and how many rebates were paid for that performance standard, for example 'Failure to Make a Connection Within the Required Timeframe'.

2 Where a physical connection already exists, reconnection must occur on the same day where the request is made before 2pm or by the end of the next business day if the request is made after 2pm. This standard applies where there is a physical water/sewerage network connection in place, but network action is required to restore supply, for example if the premises have been isolated from the network.

3 A response is taken to mean the resolution of a problem or confirmation of the cause of the issue(s), if known, and advice about what corrective action is being taken to rectify the issue(s) and an indication of the likely time by which the issue(s) will be resolved (see Consumer Protection Code, Dictionary (50)).

4 Please provide number of instances, the number of customers affected in each instance and reason for failure to provide 2 days' notice.

- 5 Please provide number of instances, the number of customers affected in each instance and reason for failure to restore supply within 12 hours of the initial interruption.
- 6 Calculated as follows: Total number of properties interrupted/total number of water properties
- 7 Calculated as follows: Total number of planned interruptions /total number of interruptions
- 8 Calculated as follows: Total time of planned interruptions /total number of water properties
- 9 Includes sewer chokes, bursts and leaks in the reticulation, pressure and trunk mains.



2.3 Industry codes

Consumer Protection Code 2012 (DI2012-149) - Complaints

Indicator	Response - water	Response - sewerage	Comments
What was the total number of complaints ¹ received by the licensee in 2014-15?	550	222	
Of the complaints received in 2014-15, how many related to:			
• Water quality? ²	204		
• Water supply reliability?	2		
• Sewerage odour complaints? ³		20	
• Sewerage services reliability ?		43	
• Property damage / restoration of property?	64	132	
• Accounts / billing?	97		
• Metering / meter reading?	74		
• Failure to provide, or insufficient, notice?	26	1	
• Unplanned interruptions?	19		
• Other retail complaints (please specify)?	9		
Please specify	Category: Information wrong, notices offended, other, service request not met		
• Other network complaints (please specify)?	80	41	

Please specify

Category: Damage/fault our asset, Driving/parking, Failed to reply, Information wrong, noise/unsightly, notices offended, other, safety/health, service request not met, staff rude, water hammer/noisy pipes, water leak, water pressure, work faulty, water waste	Category: Damage/fault our asset, information wrong, noise/unsightly, notices offended, other, reimbursement assessment, safety/health, service request not met, staff rude, trade waste service
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- 1 Refer also to clause 34(10) for definition.
 - 2 A water quality complaint is any complaint regarding discolouration, taste, odour, stained washing, illness, etc.
 - 3 This includes all sewerage odour complaints, irrespective of where the business believes the odour was attributable to another non-business source.



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2.4 Industry codes

Water and Sewerage Network Boundary Code (DI2013-73)

Reporting requirement	Response	Comments
Agreement on alternative boundary (Clause 3.4)		
In 2014-15, did the licensee and a customer agree in writing (with the agreement of the Technical Regulator and as advised to the ICRC) upon an alternative boundary between the water network and the customer's premises.	No	
If so, provide details of the number of alternative boundaries agreed upon during that period.		
In 2014-15 did the licensee and a customer agree either verbally or in writing upon an alternative boundary between the water network and the customer's premises that was not made with the agreement of the Technical Regulator and/or not advised to the ICRC?	No	
If so, provide details of the agreement/s and why the agreement was not made pursuant to clause 3.4.		



3.1 Licence conditions: compliance

Joint reporting requirements (water and sewerage combined)

Reporting requirement	Response- water and sewerage	Comments
Availability of Utility Licence Annual Report (Clause 7.5) Was a summary of the Utility Licence Annual Report for 2013-14 made publicly available? ¹ Please provide a link to the report or attach the publicly available summary.	Yes http://www.iconwater.com.au/About/Reports-and-Publications/Key-Publications.aspx	
Charge and assignment (Clause 10) Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2014-15? If so, please provide details.	Yes Change in 50% shareholding: 1 share unchanged - Andrew Barr MLA 1 share transferred- Chief Minister Katy Gallagher resigned and shareholding transferred to Simon Corbell ACT Deputy Chief Minister and Minister for Environment	
Record keeping (Clause 14) Has the licensee kept or caused to be kept, comprehensive records in accordance with ICRC's requirements under the Utilities Act?	Yes	
Emergency telephone service (Schedule: Clause 1) Did the licensee maintain a 24-hour emergency telephone service that was accessible every day of the year and able to receive reports of network emergencies?	No	Four outages during the period including for maintenance on the phone platform. - 31/10/14 2 mins at 15:01 - 11/04/15 15 mins at 19:00 - 12/05/15 8 mins at 22:47 - 14/05/15 10 sec at 13:30
How are customers and the public informed of the service?	White pages, yellow pages, customer bills, website, TV, newspaper advertisements, brochures, all correspondence with customers	
Supply of information to Water Services Association of Australia (WSAA) (Schedule: Clause 3) Did the licensee provide all information requested by WSAA to assist with inter-agency comparisons in 2014-15? If not, please provide details.	Yes	

¹ This clause refers to a summary of the Utility Licence Annual Report (ULAR), not the licensee's general Annual Report. Whist a summary is required, the licensee may also make the entire ULAR publicly available as a way of fulfilling the requirement.



3.2 Licence conditions: compliance

Separate reporting requirements

Reporting requirement	Response - water	Response - sewerage	Comments
Licensee to notify ICRC of any material breaches (Clause 7.2)			
Were there any material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines in 2014-15?	No	No	
If yes, was the ICRC notified of the breaches?			
Licensee to provide statement on any non-compliance (Clause 7.3)			
Did the licensee provide to the ICRC any statements of non-compliance with its obligations under clause 6.2 of its licence to comply with the Utilities Act, industry codes, technical codes, directions from the ICRC or the Technical Regulator or any applicable ring-fencing requirements?	No	No	
If yes, provide details or a cross reference to where these matters are discussed elsewhere in this report.			
Operation and compliance audits (Clause 7.6)			
Provide details of how the licensee has, from time to time, undertaken audits of the services and operations authorised under its licence and of its compliance with its obligations under the licence and any law, code of practice, direction and guideline that it is to comply with under clause 6.2.	See attachment 2	See attachment 2	
Technical and prudential criteria (Clause 8)			
The licensee must, throughout the term of its licence, continue to satisfy the same technical and prudential criteria that it was required to meet as a condition of being granted the licence. Please provide a summary of details of the licensee's financial and technical capacity for 2014-15 which show it can continue to provide the services authorised in the licence. ¹	See attachment 3	See attachment 3	

Environmental requirements (Schedule: Clause 2)

Please provide a copy of the licensee’s environmental strategy.

What was the volume of unaccounted-for water from the network in 2014-15 (ML)

What was the average annual distribution loss from the network in 2014-15? (l/km of main per day)

What measures were taken during the year to minimise unaccounted water from the water network?

See attachment 4	See attachment 4
3,372	
2,177	
Monitoring of district meters (minimum night flow). Valve and hydrant inspection program. Large customer meter replacement program. Distribution mains inspection program. Distribution mains replacement program (burst frequency analysis), small and large water meter replacement program (planned and reactive programs). Metered standpipe management program and standpipe testing. Compliance testing of customer meters.	

Environmental Management Policy

Agreement with ACT Fire Brigade (Schedule: Clause 4)

Did the licensee comply with its fire fighting/water supply agreement with the ACT Fire Brigade at all times during 2014-15?

If not, please give details.

Has a copy of the latest agreement been provided to the Commission for review and approval?

If not, please attach a copy to this report.

Yes	
Yes	

1. A copy of the Commission's technical and prudential criteria (Guideline) is available at <http://www.icrc.act.gov.au/utilities-licensing/licence-applications-surrenders-variations-and->



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3.3 Licence conditions: compliance

Schedule (clause 2.3) Water use data collection

Indicator	Response- water	Comments
What was the total volume of water supplied to the ACT in 2014-15? (kL) ¹	42,938,100	
What was the volume of water supplied to the following customer categories in 2014-15?:		
• Residential customers? (kL)	29,458,017	
• Commercial customers? (kL)	8,984,402	
• Irrigation or urban open spaces including parks and sport grounds (kL)	1,147,964	
• Individual bulk supplies? (kL)	3,965,786	
• Other identifiable categories? (kL)	24,410	
Please specify other categories	W & S Unavailable Water Services Agreement	
What was the total volume of water supplied to Queanbeyan in 2014-15? (kL)	3,965,786	

¹ Note: this figure relates to **water supplied to the ACT**. A total figure including Queanbeyan may be provided, however the ACT figure must be made clear.



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4.1 Authorising and contact officers

Authorising officer

Note: The authorising officer may use an electronic signature.

The licensee's officer authorising the release of this information for water and sewerage services is:

Name Ray Hezkial

Signature _____

Title/position in organisation Acting Chief Executive Officer

Contact officer

The licensee's primary contact officer for regulatory and compliance issues for water and sewerage services is:

Name Craig Richardson

Title/position in organisation Company Secretary

Postal address GPO Box 366, Canberra City ACT 2601

Telephone (02) 6175 2323

Email craig.richardson@iconwater.com.au



Customer Charter

What you can expect as
an Icon Water customer





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Introduction

Our customers are at the centre of everything we do. Every hour of every day, Icon Water provides clean, safe drinking water to households across the Capital Region. Once this water has been used, we remove the waste and treat it to ensure the best outcomes for your health and to reduce environmental impacts.

About Icon Water

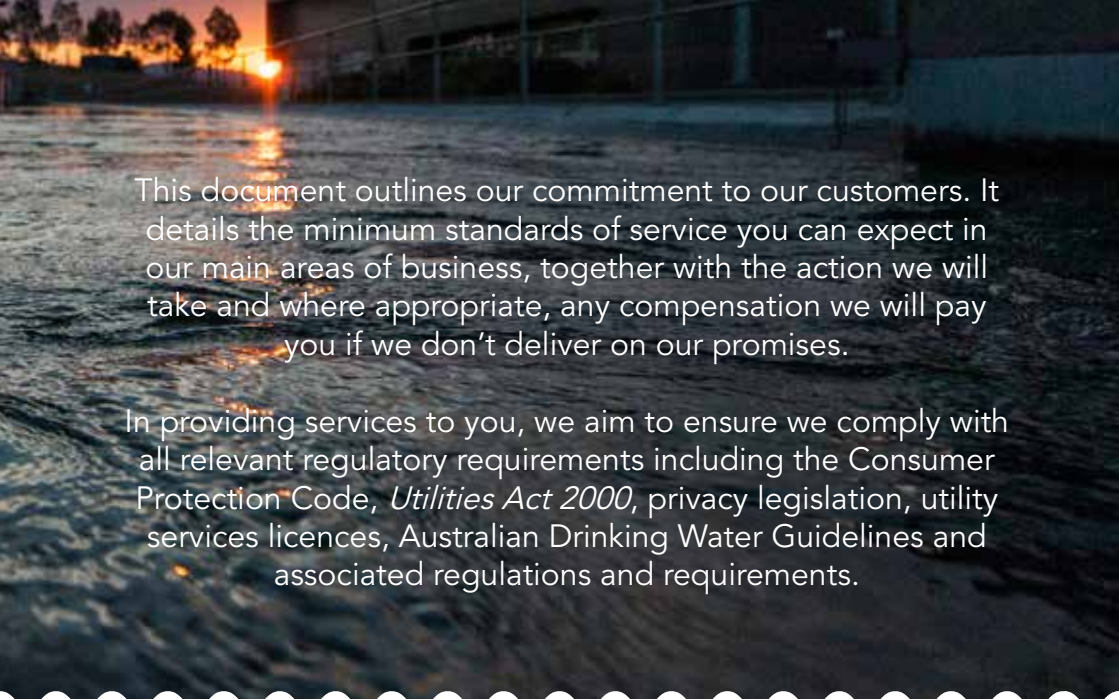
Icon Water is a territory-owned corporation of the ACT Government.

Icon Water owns the water and sewerage assets in the ACT and its investments include a 50% ownership of ActewAGL. Icon Water has two wholly owned subsidiary companies; Icon Retail Investments Limited and Icon Distribution Investments Limited which are Icon Water's partnership companies in ActewAGL, a joint venture with AGL Energy Limited and Jemena Limited.

ActewAGL Retail (ABN 43 221 314 841) provides billing and customer management services to Icon Water. More information about Icon Water can be found at iconwater.com.au.

Our Service Standards

The Independent Competition and Regulatory Commission (ICRC) determines Icon Water's service standards – a minimum level of service you can expect from us. The Consumer Protection Code details many of our service obligations and can be found on the ICRC's website icrc.act.gov.au or can be provided to you on request.



This document outlines our commitment to our customers. It details the minimum standards of service you can expect in our main areas of business, together with the action we will take and where appropriate, any compensation we will pay you if we don't deliver on our promises.

In providing services to you, we aim to ensure we comply with all relevant regulatory requirements including the Consumer Protection Code, *Utilities Act 2000*, privacy legislation, utility services licences, Australian Drinking Water Guidelines and associated regulations and requirements.

Your Standard Customer Contract

Most Icon Water customers are covered by our *Water and Sewerage Services Connection and Supply Standard Customer Contract*. The contract is a legally binding document for the supply of standard drinking water and domestic sewerage services to customers connected to the Icon Water network.

To view or download the contract visit iconwater.com.au or talk to us on 6248 3111 to have a copy posted to you.

Other agreements with us

If you have a separate agreement with us (for example, a non-drinking water or sewerage agreement), the terms of this Customer Charter will apply unless they are inconsistent with the terms of your separate agreement.

To view or download
the standard contract visit

iconwater.com.au

Information and privacy

We will keep your personal information confidential in accordance with our obligations under all relevant privacy legislation.

Our responsibility

- We will treat you ethically, fairly and honestly.
- We will ensure your personal information is protected from disclosure to a third party except where permitted by law, or permitted under your customer contract, or authorised by you. Your personal information may be cross referenced across any of the utility services provided to you by Icon Water or ActewAGL to check the accuracy of your contact details.
- We will ensure you are only contacted between 8am to 8pm on weekdays, between 9am to 5pm on Saturdays and Sundays, and not at all on ACT public holidays (unless there is an emergency or you agree to other arrangements).
- We will send you information that you request about your water or sewerage account and the services provided to your premises, to the extent this information is reasonably available to us. A fee may be charged for such information in certain circumstances.

Your responsibility

- Advise us if there is a change in relation to the person responsible for paying an account, or if your contact details change.
- Ensure that we have your up-to-date address and/or email so that we can send notices to you about your water and sewerage services.
- Inform us of any proposed changes to your premises or a utility installation which may affect access to our meters or the quality or safety of a utility service.
- Advise us of any problems with utility services when you become aware of them.
- Notify us if a person living at your premises relies on life support equipment which is reliant on your water services.

24-hour emergency
phone service
6248 3111

Sewerage services

Everything you pour down the sink or put down the toilet goes through the wastewater system. This travels to a treatment plant where we process it prior to returning it to the environment in a sustainable manner. The wastewater treatment plant plays a key role in protecting public health standards within our community.

Our responsibility

- We will provide a 24-hour emergency phone service for you to report interruptions to your services or obtain information about an interruption in your area. Talk to us on 6248 3111.
- We will respond when you notify us of an issue with the wastewater network as soon as possible and in any event within six hours.
- We will use our best endeavours to minimise interruption to sewerage services.
- In the case of an overflow occurring due to our system failure, we will do our best to minimise the damage and inconvenience to you and ensure that the affected area is efficiently and adequately cleaned. The extent of our financial liability is limited to where the overflow is caused by negligence on our part.

Your responsibility

- If there is a sewer blockage or fault in your property's pipework, you are responsible for repairs. You will need to engage a licensed plumber to undertake the work.
- Avoid flushing foreign objects other than toilet paper into the wastewater system through toilets, sinks, baths and showers as they block the wastewater system.
- Dispose of household waste correctly.
- Keep overflow relief gullies free of obstruction. Overflow relief gullies are located on the property internal plumbing, external to the house/building and prevent flooding inside your house/building in the event of a blockage.
- Maintain safe access to the property boundary riser. The property boundary riser is located where your internal plumbing connects to our sewer. We require a one (1) metre clearance around the boundary riser.
- Keep access chambers (wastewater manholes) that may be located on your property, free of obstruction and safe to access. We require a minimum of one (1) metre clearance around a wastewater manhole.

Disposal of common substances

Listed below are ways of correctly disposing of common substances:

	Cooking oil/grease	Wrap in paper and place in the bin
	Chemicals eg paint	Give to a licensed hazardous wastes contractor or contact Canberra Connect on 13 22 81
	Cleaning products	Give to a licensed hazardous wastes pesticides contract or contact Canberra Connect
	Food scraps	Place in the bin or compost onsite
	Newspaper/plastics	Recycle-in your recycle bin or at the local recycle yard or contact Canberra Connect
	Engine oils	Take to the local garage or oil recycling centre
	Unused medicines	Return to the pharmacy
	Wipes, nappies, razors, cotton buds, tampons	Dispose of appropriately in the bin
	Syringes	Place in a properly sealed puncture proof container and dispose of in a bin or preferably in your nearest public sharps disposal bin

Enquiries and complaints

We value your input into our continued effort to improve the services provided to you. We want to hear from you if you have been pleased with our service or if you have comments or suggestions as to how we can improve our service and products.

When we receive a complaint, it will be registered and assigned to a customer service representative to arrange an investigation, action and resolution in accordance with recognised quality standards and the Consumer Protection Code.

We will acknowledge your complaint promptly and will do our best to make sure the problem is resolved to your satisfaction. Our reply will give the reasons for our decision. You can expect to receive a substantive response within 20 business days.

If you are not satisfied with the reply, our complaints procedure gives you the right to request that your case is reconsidered by Icon Water management. If you are not satisfied after the reconsideration, you have the right of review by the ACT Civil and Administrative Tribunal (ACAT).

Our responsibility

- To provide convenient options for you to lodge a complaint or enquiry including telephone, facsimile, email, by mail and online at iconwater.com.au.
- Resolve your complaint as soon as reasonably possible.
- Deal with your complaint professionally, efficiently and fairly.
- Keep you advised of progress or changes.
- Discuss with you any costs that may be associated prior to undertaking any action.
- Provide reasons for all of our decisions.
- Learn from your feedback and improve our service and product delivery.
- Treat all customers with courtesy and respect.

Your responsibility

- Clearly identify the issues of the complaint.
- Provide any relevant supporting information and documents.
- Where possible, let us know what kind of result or outcome you are seeking.
- Advise us promptly if recent circumstances change your need for a complaint to be assessed.
- To treat all Icon Water representatives with courtesy and respect.

Talk to us
6248 3111

Water services

Our water service levels are guaranteed to the connection point at your property boundary. The connection point for water supply is usually identified by a meter or isolation valve/ball valve at the property boundary.

The general rule is that we are responsible for maintaining the water service up to and including the water meter. All plumbing and pipe work from the water meter to your residence is your responsibility as the property owner, and is referred to as the internal pipe work.

Our responsibility

- We will provide a 24-hour emergency phone service for you to report interruptions to your services or obtain information about an interruption in your area. Talk to us on 6248 3111.
- We will respond when you notify us of an issue with the water network as soon as practicable.
- We will use our best endeavours to minimise interruption to water services, or variation to water quality.
- To provide you at least two (2) business days written notice before a planned interruption to your water, or four (4) business days notice if you have registered life support equipment at your premises, which relies on your water service.

Your responsibility

- If you experience a significant change in your water flow, quality or pressure you should talk to us on 6248 3111.
- Please contact us for assistance on how to cope with unplanned interruptions to your water supply if you, or someone at your premises, is reliant on life support equipment. Talk to us on 6248 3111.

Talk to us about water
flow, quality or pressure

6248 3111



Water pressure and flow

The water pressure and flow of the water that we supply to your property is measured at the water meter or at the first tap after the water meter.

The following is the minimum flow you can expect based on the size of your water service pipe.

Diameter of the property service pipe (mm)	20	25	32	40	50
Minimum flow rate in litres per minute	20	35	60	90	160

Our responsibility

- To provide you a pressure of not less than 10 metres (100kPa) static head at the highest ground level point on the premises.

Your responsibility

- If you experience a significant change in your water flow, or pressure you should talk to us on 6248 3111.



Water meters

Icon Water owns the water meter, however we provide a meter box to standard household installations to protect the water meter.

We also own the connection pipe from the water main to the isolation valve/ball valve, if the isolation valve/ball valve is within one (1) metre of the property boundary. However, if the isolation valve/ball valve is more than one metre inside the property boundary, we are only responsible for the connection pipe up to the property boundary.

The leaseholder owns all the pipes and fixtures on the property side of the water meter. In most cases, the original land developer installed the connection pipe. However, since early 2000 the licensed plumber engaged during construction of the house/building installs the isolation valve, water meter, water meter box and protective lid on new building sites.

Our responsibility

- In most cases, we maintain the connection pipe from the water main to the water meter, including the water meter and the isolation valve.
- We will provide a 24-hour emergency phone service for you to report faults or leaks around the water meter. Talk to us on 6248 3111.
- We will read the meter on a quarterly basis for billing purposes.

Your responsibility

- Keep the water meter box and protective lid in good condition and free from obstruction so the meter can be safely read, and to ensure we can repair a fault in an emergency or maintenance situation. We require a minimum of one (1) metre clearance around a water meter. Clear access will also assist you in monitoring your usage in between quarterly reads. For more information on how to read your meter, visit iconwater.com.au or talk to us on 6248 3111.

Your responsibility (continued)

- By maintaining clear access to your isolation valve you will be able to ensure you can quickly isolate your water if there is an internal burst or if you need to change a tap washer.
- Protect the isolation valve/ball valve and water meter from damage. You may be charged for the cost to repair damage to the water meter, isolation valve/ball valve, water meter box or lid.
- Ensure all plumbing maintenance is undertaken by a licensed plumber. However, you are permitted to change tap washers without engaging a licensed plumber.
- Ensure all plumbing work connected to the Icon Water network is approved by the ACT Government Environment and Planning Directorate who administer the standards required for household plumbing installations and inspect new or modified plumbing works.

Easements

Many property owners in the ACT have utility pipes running through their properties. Utility pipes and registered easements are protected by legislation in recognition of the essential function water and sewerage services play in urban communities and the environment. Icon Water has a legislative obligation to protect these assets and to establish rules of how, when and where protection is required.

The presence of a service reservation or easement on the property title (or deposited plan) is not always a reliable indicator of the actual location of water and sewerage pipes. Utility pipes may traverse blocks without easements, and water and sewerage networks may exist outside an easement boundary. In all cases the 'pipe protection envelope' is the controlling requirement.

The pipe protection envelope is the unhindered space required to ensure our water and sewerage networks can be safely accessed, operated, repaired and replaced.

The underground networks have a mandatory pipe protection envelope which runs above, to both sides and the full length of all water and sewerage networks.

The width and height of the pipe protection envelope is typically determined according to the diameter, depth and category of the utility pipe.

Our responsibility

- To provide you seven (7) days notice should we require access to the utility pipe for planned maintenance (unless you agree to shorter notice).
- In an unplanned or emergency situation you will not receive prior notice; however we will introduce ourselves before entering. During an emergency, if you are not home we will leave you an information card.
- If we do work at your premises it will be returned to a similar condition, unless restoring a structure or landscaping will interfere with our infrastructure, or if any structure or landscaping is not approved.
- Provide advice on where assets are located and where you are able to build and landscape.

Your responsibility

- Seek advice, written approval and pipe location plans from Icon Water before erecting any structures, or landscape features whether permanent or temporary on your property. You can talk to us on 6248 3111 or apply for approval online at iconwater.com.au.
- Avoid planting trees or shrubs with invasive roots within the pipe protection envelope. Apply the canopy principle "What grows above ground, reflects the growth below ground" and consult your local nursery for more information.

Building, renovation, landscaping

Approximately one in every two ACT properties has sewerage network pipes inside its boundaries. Water supply network services also traverse properties or run through adjacent roadways, verges and public spaces.

We want to help you avoid a renovation disaster. Before you start designing your new home, extension or landscaping, ensure your designer, architect or builder contacts us to find out what sewerage or water pipes are located on or near your property. It is your responsibility as the property owner to ensure we have enough access space to bring in equipment to repair network mains.

If you build over or too close to our assets, you must remove the obstruction or pay for the mains to be moved, which can cost thousands of dollars. To avoid this scenario, ensure that you and your building team know what sewerage or water pipes are located on your property.

Our responsibility

- We will process your application for landscaping, building or renovation within 15 business days.
- We will provide you information that you request about the water and sewerage assets at your property, to the extent this information is reasonably available to us.

Your responsibility

- Ensure we have access to our assets on your property, free from interference, for the day-to-day operation, installation and maintenance of our services and infrastructure.
- Understand where our water and sewerage pipes are on your property before undertaking any excavation. Call Dial Before You Dig on 1100.
- Seek advice, written approval and pipe location plans from us before constructing any landscaping or structures, whether permanent or temporary on your property. You can talk to us on 6248 3111 or apply for approval online at iconwater.com.au.

Entry to your property

Icon Water employees or authorised contractors can enter your property to read a water meter, inspect any pipes or fittings connected to our infrastructure, investigate suspected water theft, carry out works on our network or other investigations or inspections, and in the case of an emergency.

Our responsibility

- To provide you written notice before we enter your property for planned maintenance or inspection of the network. We will give you seven (7) days notice unless it is an emergency or you agree to shorter notice.
- If we have agreed to an appointment with you, we will not be more than 30 minutes late, unless we have given you at least one hour notice that we will be late.
- We will give 24-hours notice to cancel an appointment. An appointment with you may be scheduled to occur within an agreed time frame, for example between 8am to 11am.
- To ensure that your property or nature strip will be returned to a similar condition if we do work on your premises, unless the restoration will interfere with our infrastructure.
- Our employees and contractors will carry identification that will be shown to you, upon request.

Your responsibility

- Ensure we have access to our assets on your property, free from interference, for the day-to-day operation, installation and maintenance of our services and infrastructure.
- If you have a manhole on your property, you must ensure that we have unhindered access at all times, in case of an emergency.

Talk to us
6248 3111
or visit
iconwater.com.au

Your account

We will issue you with a quarterly account for water usage, water supply service and sewerage supply service. Under the Utilities Act 2000 if your property has access to water or sewerage services, you will be charged regardless of whether you choose to connect to the service.

We may restrict your supply of water and sewerage services if you do not pay your account. However, we will give you written notice and a reasonable amount of time to pay. More information about disconnection in these circumstances can be found in Clause 17.4 of the Consumer Protection Code at icrc.act.gov.au.

If an account is not paid and we restrict the supply of water to a residential property, we will ensure that it is restricted to a flow rate of no less than two litres per minute.

Contact us
first so we
can assist

6248 3111

We understand it is not always easy to meet all financial commitments. If you have financial difficulties and are unable to pay your account, you should contact us first on 6248 3111 so we can talk with you about flexible payment methods. If we are unable to assist, we may refer you to the ACT Civil and Administrative Tribunal (ACAT) hardship program.



Our responsibility

- We will ensure you receive an account for your water and sewerage services at least every 120 days unless otherwise agreed.
- We will provide you with an account that contains the information required by the Consumer Protection Code.
- Upon your request, we will ensure your account reflects any rebates and concessions you may be eligible to receive.
- We will provide public notification of any change to our schedule of charges and ensure it is always available online at iconwater.com.au.
- We will provide convenient options for you to pay your account, including direct debit, online, in person and by mail.
- Upon your request, we will provide information about your account relating to the previous 12 months. We will provide this free of charge. If you require more we may charge you a fee.
- We will ensure your water usage is based on a reading of your water meter, unless:
 - you agree otherwise
 - we are not able to obtain a reading of the water meter. In this case we may provide you with an account based on an estimated consumption.
- If you are overcharged, we will inform you within 10 days of becoming aware of the error and you will receive a credit or refund.

Our responsibility (continued)

- If you are undercharged due to our error, we will only seek to recover sums incurred during the 12 months prior to your last account. You will be able to pay the amount to be recovered in installments or under a flexible payment plan.

Your responsibility

- Ensure we have access to our assets on your property, free from interference, to read your water meter. We require a one (1) metre clearance around the water meter.
- Pay your account by the due date. If your account remains unpaid we may charge interest and have the right to commence our debt recovery process.
- Talk to us on 6248 3111 if you have financial difficulties and are unable to pay your account.
- Let us know as soon as possible if you find a mistake with your account.
- You can ask us to re-read your meter if you think our reading was incorrect.
- You can ask us to carry out a meter test (at your cost) to ensure that it is working correctly. If the meter is found to be defective you may be eligible for a refund of the cost of the test.
- To request a special meter read and conveyancing certificate when you sell or transfer your property, so that the cost of water and sewerage services can be adjusted at settlement. Please note we do not do this adjustment, you will need to ensure that it is done by your solicitor.
- Advise us of any change to your postal address or contact details.



Permanent Water Conservation Measures

Icon Water currently has in place Permanent Water Conservation Measures which apply to your water use.

Permanent Water Conservation Measures apply to use of water in the below circumstances:

- Watering private gardens and lawns
- Irrigation and watering of public sports amenities, public parks and gardens, public open spaces
- Commercial nurseries, commercial market gardens and commercial turf-growing businesses
- Washing vehicles
- Cleaning paved areas
- Cleaning windows, buildings and building gutters
- Filling or topping up private ponds and fountains
- Filling or topping up public ponds and fountains
- Emptying, filling and topping up private swimming pools and spas
- Filling or topping up public swimming pools and spas
- Filling or topping up water storage tanks, dams and lakes
- Construction and related activities

The Permanent Water Conservation Measures are in place and enforced in accordance with Utilities (Water Conservation) Regulation 2006.

For further information or advice please talk to us on 6248 3111. To apply for an exemption, report a breach or to download further information online visit our website at iconwater.com.au.





Staying in touch

Icon Water is a proud, active part of the Canberra and Queanbeyan community.

We look forward to continuing partnerships with many local organisations and providing quality service to our customers.



Postal address

Icon Water
GPO Box 366
Canberra ACT 2601

Language assistance

13 14 50, 24 hours

للحصول على مساعدة لغوية، اتصل بالرقم أعلاه
如需 \square 言方面的 \square 助， \square 打上述号 \square
برای کمک زبانی به شماره بالا تلفن بزنید
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Nếu cần thông dịch viên, hãy gọi đến số trên đây

Provide details of how the licensee has, from time to time, undertaken audits of the services and operations authorised under its licence and of its compliance with its obligations under the licence and any law, code of practice, direction and guideline that it is to comply with under clause 6.2.

Operation and compliance audits (clause 7.6)

Icon Water obtains independent assurance through internal and external audits. Assurance is intended to provide confidence to stakeholders that objectives (both commercial and compliance) can be met with an acceptable degree of residual risk.

During 2014–15 internal audit activity comprised:

- A management systems audit program designed to support conformance with the management systems standards to which Icon Water is certified¹. The findings of these audits are reported to the Managing Director and recommendations for improvement are captured in our safety and risk management system (Guardian). Implementation of recommendations is monitored and reported to the Executive Committee.
- A performance audit program designed to support achievement of the organisation's objectives. The findings of these audits are reported to the Board Audit and Risk Management Committee. Implementation of recommendations for improvement are also monitored and reported to the Committee.

Both internal audit programs are developed on an annual basis, taking into account the status, importance and risk of the processes and areas to be audited, as well as the results of previous audits and other assurance activities.

External audit activity comprises:

- External management systems audits, to maintain Icon Water's certification to ISO 9001, ISO 14001, AS4801 and HACCP.
- External financial audit, undertaken by the ACT Auditor General's Office. The results of this audit are reported to the ARMC and Board for the purpose of preparation of the financial statements.

¹ These are: AS/NZS ISO 9001:2008 *Quality management systems – Requirements*; AS/NZS ISO 14001:2004 *Environmental management systems – Requirements with guidance for use*; AS/NZS 4801:2001 *Occupational health and safety management systems – Specifications with guidance for use*; Hazard Analysis Critical Control Points (a food safety standard).

Technical and prudential criteria (clause 8)

The licensee must, throughout the term of its licence, continue to satisfy the same technical and prudential criteria that it was required to meet as a condition of being granted the licence. Please provide a summary of details of the licensee's financial and technical capacity for 2014-15 which show it can continue to provide the services authorised in the licence.

Financial Capability

Icon Water has a finance team of 29 staff led by the General Manager Finance who is also a member of the Executive. This team provides a number of functions and activities including commercial management, advisory services, management and financial accounting and financial support. The majority of finance positions are degree qualified and are either members of the CPA Australia or Institute of Chartered Accountants Australia. These functions are supported by a number of services contracted out to ActewAGL which include customer billing and collection, regulatory services, payroll, treasury, tax, fixed asset accounting and systems support.

Icon Water's financial statements are audited on a financial year by the ACT Auditor General through a contract with Deloitte Touche Tohmatsu. Icon Water's financial and budget numbers are included in the ACT Government Whole of Government Accounts. Icon Water produces a Statement of Corporate Intent annually.

The Icon Water board receives monthly financial and treasury reports. Statutory financial statements and budgets are approved on an annual basis.

Technical Capability

Icon Water assets and water and sewerage businesses are planned, operated and managed by a team of highly competent and trained staff. Staff members bring to Icon Water a diverse range of skills and experiences covering asset management, customer services, business administration, environmental sciences, operations and maintenance, project management and governance.

Icon water faces strategic and operational challenges on a continued basis due to changes in technology, community expectations and industry standards. To meet these challenges Icon Water encourages all staff to maintain currency with best practice standards. Specialist in-house and external training is provided, as well as professional development to meet the emerging challenges faced by the water and sewerage businesses. This professional development also supports staff retention. Training and professional development is formalised as a component of each staff member's annual Personal Performance and Development Plan. All competency based training and development programs for operational staff are derived from the National Water Training Package (NWP07). Icon water staff hold specialised qualifications and high risk work licences where required. Icon Water's staff are respected in the industry and are sought out for technical advice particularly from inland water and sewerage operators.

Icon Water is well represented by its' staff on peak industry bodies (and sub committees) and through this representation is able to influence the development of industry standards and implementation of industry best practices.

POLICY PO3

Environmental management



Responsible Executive: General Manager Safety and Business Solutions

Date of issue: 14 October 2014 **Version:** 1.0 **Next review date:** 14 October 2016

1. Scope

- 1.1.1 All Icon Water workers must apply this policy to all work that they undertake. All Icon Water workers are responsible for understanding, implementing, maintaining and continuously improving the Environmental Management System in areas under their control.

2. Purpose

- 2.1.1 This policy provides high level direction and documents Icon Water's commitment to:
- a. provide safe water and wastewater services to its customers and the community
 - b. ensure environmental management and sustainability when designing, operating and maintaining Icon Water's assets
 - c. prevent pollution.

3. Policy

- 3.1.1 Icon Water is committed to operating and continually improving an effective Environmental Management System (EMS) that conforms to ISO 14001:2004 *Environment Management – Requirements with guidance for use* and support compliance with legal obligations including the *Environment Protection Act 1997 (ACT)*, *Water Resources Act 2007 (ACT)* and the *Territory-owned Corporations Act 1990 (ACT)*. The EMS will operate as a component of a broader Integrated Management System (IMS).
- 3.1.2 In order to achieve organisational objectives and support compliance with legal obligations including the *Environment Protection Act 1997 (ACT)*, *Water Resources Act 2007 (ACT)* and the *Territory-owned Corporations Act 1990 (ACT)*, Icon Water committed to operating and continually improving an effective Environmental Management System (EMS) that conforms to ISO 14001:2004 *Environment Management – Requirements with guidance for use*. The EMS will operate as a component of a broader Integrated Management System (IMS) and includes activities to support operations in accordance with the principles of Ecologically Sustainable Development.
- 3.1.3 The General Manager Safety and Business Solutions is the executive responsible for the EMS and leads its operation and continual improvement. The executive responsible must establish and document EMS objectives (relating to the operation and continuous improvement of the EMS), along with performance measures and targets. The executive responsible also makes decisions in regard to:
- a. appointing the EMS Management Representative (MR)
 - b. the focus of improvement effort
 - c. authorising the EMS objectives, performance measures and targets.
- 3.1.4 All Executives play a key role in applying the EMS in areas under their control. They make decisions to determine the adequacy and effectiveness of environmental management and identify areas for improvement.
- 3.1.5 The EMS MR must:
- a. ensure the EMS requirements are established, implemented and maintained (in accordance with ISO14001)
 - b. report on the performance of the EMS to the IMS MR for review and as a basis for improvement of the EMS
 - c. promote an awareness of environmental requirements throughout the organisation.

4. Definitions

Icon Water uses the terminology contained in ISO 14001:2004.

Term	Definition
Environment	The term environment refers to an organisation's natural and human surroundings. An organisation's environment extends from within the organisation itself to the global system, and includes air, water, land, flora, fauna, as well as human beings.
Executives	Individuals with the title 'General Manager' who report directly to the Managing Director.
Management Representative (MR)	The organisation's top management shall appoint a specific management representative(s) who, irrespective of other responsibilities, shall have defined roles, responsibilities and authority for the EMS. (As defined in <i>ISO14001:2004</i> .)
Ecologically sustainable development	The effective integration of environmental and economic considerations in decision-making processes. (As defined in the Territory-owned Corporations Act 1990.)
Worker	(As defined in the ACT <i>Work Health and Safety Act 2011</i> .) A person/s who carries out work in any capacity including an employee, contractor, employees of sub-contractors, labour hire workers, apprentices, students or volunteers.

5. References

- 5.1.1 *Environment Protection Act 1997 (ACT)*
- 5.1.2 *Water Resources Act 2007 (ACT)*
- 5.1.3 *ISO 14001:2004 Environment Management – Requirements with guidance for use*

6. Document control

Version	Short Description of Amendment
1.0	New policy for Icon Water IMS.