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ICRC
independent competition and regulatory commission

Utility Licence Annual Report 2019–20

Icon Water

water and sewerage services



Utilities are required under the Utilities Act to hold a licence to provide a utility service in the ACT. The utility licence includes general conditions relating to compliance with the Utilities Act, relevant industry and technical codes and other laws in force in the ACT that relate to the provision of a utility service.

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. The reported information forms the basis for the Commission's monitoring report for licensed utility service providers.

The reporting requirements and obligations are divided into sections in the ULAR. We request the utility to provide complete and relevant data and information based on obligations set out below.

Ref	Instrument	Section / clause	Description of the obligation and compliance
PART A — OBLIGATIONS UNDER THE UTILITIES ACT 2000			
A1	Utilities Act 2000	s.108	A licensed utility must take all reasonable steps to ensure it causes as little inconvenience, detriment and damage when carrying out network operations.
A102	Utilities Act 2000	s.109	A utility must give a landholder a written notice of the proposed network operation at least seven days before a network operation began. The notice must contain information about the purpose of the operation; the nature of activities involved; the parts of the land likely to be affected; and the period or periods during which the activities are expected to be carried out. The notice must contain a statement indicating the utility's obligation under the Utilities Act to restore the land; and the ACAT's power to direct payment by the utility for loss or damage resulting from the operations.
A103	Utilities Act 2000		Providing a landholder with a seven days' notice does not apply if the operations are to be carried out in urgent circumstances in which it is necessary to protect the integrity of a network or network facility; or the health or safety of people; or public property; or the environment.
A106 A107 A108	Utilities Act 2000	s.110A(1) and (2)	In addition to the 7 day notice requirement for carrying out network operations under section 109 and 110, the utility must also provide a notice to the heritage council at least 7 days if such operations will affect a heritage place, a registered heritage object or nominated for provisional registration. A licensed utility may carry out such operations in urgent circumstances if it is necessary to protect the network, public health and safety; a public or private property or the environment.

Ref	Instrument	Section / clause	Description of the obligation and compliance
PART A — OBLIGATIONS UNDER THE UTILITIES ACT 2000			
A109	Utilities Act 2000	s.111	A licensed utility must give at least 7-day notice to a public utility when carrying out network operations or activity that affects or will likely affect a network facility that is under a public utility. The notice must include the purpose and details of the operation set out in section 111(3)(a)(b).
A111 A112	Utilities Act 2000	s.112	A licensed utility must as soon as practicable, remove from the land all plant, machinery and all other things that the utility constructed, installed, or placed on the land that are not part of, or are not to be used in the operation of the network facility to which the activity is related.
A113	Utilities Act 2000	s.113	A licensed utility that carries out network operation on land which is not a landholder must take all reasonable steps to ensure that the land is restored to its original condition as soon as practicable.
A201	Utilities Act 2000	s.115	A licensed utility must give each of its authorised people an identity card that specifies the person's name and appointment as an authorised person for the utility, and on which appears a recent photograph of the person.
A202	Utilities Act 2000	s.114	A licensed utility may appoint a person as an authorised person for the utility. An authorised person must exercise his or her functions under the Act in accordance with the conditions of appointment and any directions given to the person by the utility.
A203	Utilities Act 2000	s.179	If the ACAT is satisfied that the withdrawal of the utility services causes, or would cause, substantial hardship for a customer, the ACAT may give the respondent a written direction (a) not to withdraw the service; or (b) if the service has been withdrawn—to restore the service as soon as practicable and, in any event, within 24 hours after the direction is given to the respondent.
A204	Utilities Act 2000	s.180	If the ACAT is satisfied that payment of a customer debt in relation to residential premises would cause substantial hardship for the customer, the ACAT may, in writing, declare that the debt is discharged in whole or to a stated extent.
A205	Utilities Act 2000	s.181	If the ACAT is satisfied that a complainant suffered loss or damage because of an act by the licensee, or an authorised person for the licensee, of a kind mentioned in section 178 (ACAT decisions), the ACAT may give the licensee a written direction to pay a stated amount to the complainant for the loss or damage.
A206	Utilities Act 2000	s.221	The Minister responsible for a Government program may give a written direction to A licensed utility to take stated action that the Minister considers appropriate to ensure that the utility's services are provided in accordance with the program.

Ref	Instrument	Section / clause	Description of the obligation and compliance
PART B — INDUSTRY CODES			
B701	Consumer Protection Code	cl.9	A licensed utility must develop, maintain and implement procedures to deal with a complaint of a customer or consumer including: (a) a right to have a complaint considered by a senior employee; (b) a complaint by a customer or consumer against an agent of the utility; (c) a resolution of the dispute between the utility and a customer or consumer.
B101 B102	Consumer Protection Code	cl.9.3	A licensed utility must ensure that the summary prepared by the utility as required under clause 9.1 is available in the following versions: (a) English; (b) large print; and (c) each of the five most common non-English languages used in the Territory.
B6	Consumer Protection Code	cl. 11.2	A licensed utility must pay a customer a rebate as a result of its failure to comply with its obligations under Schedule 1: Minimum service standards.
B201	Consumer Protection Code	Schedule 1: Minimum service standard 1	<p>If a property is physically connected to the utility network, and the customer is entitled to the supply of the utility service, the utility must provide the service:</p> <ul style="list-style-type: none"> • on the same day as the request is made if the request is made before 2:00 pm or • by the end of the next business day if a request is made after 2:00 pm, otherwise, on a day agreed between the customer and the utility. <p>A customer may apply for, and claim a rebate of \$60 (to a maximum of \$300) for each day the utility failed to meet the standard.</p>
B202	Consumer Protection Code	Schedule 1: Minimum service standard 2	A licensed utility must respond to complaints within 20 business days. A customer may apply to the utility for a rebate of \$20 if it does not respond to a complaint within this timeframe.
B203 B204 B205 B206 B207	Consumer Protection Code	Schedule 1: Minimum service standard 3	<p>A licensed utility must respond to notifications about a network problem (fault) or concern within a certain timeframe based on the significance of the problem. A licensed utility must respond to notifications that are likely to affect public health, or cause (or have the potential to cause) substantial harm to the community or a property, within six hours. In all other cases, within 48 hours. In addition, a licensed utility must respond within the time period set out in its advice to consumers.</p> <p>A customer or consumer who made the notification may apply for a rebate of \$60 (to a maximum of \$300) for each day that the utility failed to respond.</p>

Ref	Instrument	Section / clause	Description of the obligation and compliance
PART B — INDUSTRY CODES			
B208	Consumer Protection Code	Schedule 1: Minimum service standard 4	A licensed utility must provide at least four business days' notice to premises affected by a planned interruption. A customer or consumer may apply for a rebate of \$50 if the required notice of interruption is not given.
B209	Consumer Protection Code	Schedule 1: Minimum service standard 4	A licensed utility must restore supply within 12 hours after planned interruptions. A customer or consumer may apply for a rebate of \$50 if supply is not restored within the time specified in the notice, which must not exceed 12 hours.
B211 B212	Consumer Protection Code	Schedule 1: Minimum service standard 5	A licensed utility must restore supply within 12 hours after unplanned interruptions. A customer or consumer may apply for a rebate of \$20 if supply is not restored within 12 hours.
B701	Consumer Protection Code	cl. 6.2	The procedure implemented by the utility under clause 6.1 of the CPC must provide for handling of a complaint in accordance with the relevant Australian Standard on complaints handling.
B701	Consumer Protection Code	cl. 6.3	A licensed utility that receives a complaint from a customer or consumer must advise the customer or consumer in its initial response; the utility's complaint handling practices and procedures; and in a response giving its final decision, the right of the complainant to lodge a complaint to the ACAT.
B702	Consumer Protection Code	cl 6.4	A licensed utility must keep its records of a complaint made by a customer or consumer for not less than 12 months after the complaint is resolved.
PART C — UTILITY LICENCE CONDITIONS			
	Utility licence	cl. 6.1	The licensee must comply with all Laws for the time being in force in the Territory and applicable to any services provided by the licensed utility in the Territory
	Utility licence	cl. 6.2	Without limiting the generality of clause 6.1, in providing the Authorised Utility Services a licensed utility must comply with: (1) any requirement of the Act; (2) relevant Industry Codes including the performance standards prescribed under those codes; (3) relevant Technical Codes including the performance standards (if any) prescribed under those codes; (4) any direction given to the licensee by the ICRC or the Chief Executive under the Act; and (5) any applicable ring fencing requirements.

Ref	Instrument	Section / clause	Description of the obligation and compliance
C101	Utility licence	cl. 7.4	A licensed utility must report to ICRC on its obligations under clause 6.2, and in relation to any other reporting requirements the licensee has under the Act, including information which ICRC requires to be reported against pursuant to the Act, by 1 October every year during the term of this Licence.
C103	Utility licence	cl. 7.5	A licensed utility must ensure that a summary of the annual report required under clause 7.4 is publicly available.
C201	Utility licence	cl. 7.2	If a licensed utility becomes aware of a material breach of its licence and any Law or such other code of practice, directions and guidelines applicable to the licensee and to any of the other services to be rendered by the licensee that it is required to comply with under clause 6.2, the licensee must notify ICRC of the breach as soon as practicable.
C202	Utility licence	cl. 7.3	If a licensed utility has not complied with any of its obligations under clause 6.2, the licensee must identify those obligations and provide a brief statement to ICRC that explains the circumstances of, and reasons for the non-compliance, consequences of the non-compliance (including any penalties imposed) and outlines measures that the licensee will put in place to rectify that non-compliance.
C203	Utility licence	cl. 7.6	(1) A licensed utility must, from time to time, undertake audits of the services and operations authorised by its licence and of its compliance with its obligations under its licence and any Law, code of practice, directions and guidelines that it is required to comply with under clause 6.2; (2) The audits must be conducted by an independent expert or auditor nominated by the licensee and approved by ICRC. (3) The audit results must be reported to ICRC in a manner (including as to form and substance) approved by ICRC.
C204	Utility licence	cl. 8.1	A licensed utility 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 the grant of the licence under the Act.
PART C — UTILITY LICENCE CONDITIONS			
C204	Utility licence	cl. 8.2	A licensed utility must, when reasonably required by the ICRC, provide ICRC with (1) details of the licensee's financial, technical and other capacity (including the capacity of its major contracted providers) to continue to provide the services and to conduct the operation authorised by this licence; and (2) such other information as ICRC requires.
C102	Utility licence	cl. 10.1	A licensed utility must not grant a charge over its interest in the licence without prior written consent of ICRC.

Ref	Instrument	Section / clause	Description of the obligation and compliance
C102	Utility licence	cl. 10.4	A change in the shareholding on the licensee, at any one time, resulting in the transfer of more than 50 percent of the shares from the licensee to a third party will be deemed to be an assignment for the purposes of clause 10.2. ICRC's consent to assignment in these circumstances will not be unreasonably withheld.
C104	Utility licence	Schedule 1: cl.1	Emergency Telephone Service - A licensed utility must have a 24-hour emergency telephone service that is accessible to the public every day of the year and able to receive reports of network emergencies.
C205	Utility licence	Schedule 1: cl.2.1	Program to minimise unaccounted water in network – The Licensee must develop and implement a program to cost effectively minimise unaccounted water from its water network.
C205	Utility licence	Schedule 1: cl.2.2	Unaccounted water annual report The Licensee must report annually to ICRC on: (1) the volume of unaccounted water from its water network; and (2) the implementation of measures to minimise unaccounted water from its water network.
C301-C306	Utility licence	Schedule 1: cl.2.3	Water use data collection The Licensee must, where practicable, collect information on the volume of water supplied to the following categories of consumer: (1) residential – standard; (2) residential – flats and units; (3) commercial; (4) identifiable government; (5) educational premises; (6) ecclesiastical institutions; (7) irrigation or urban open spaces including parks and sport grounds; and (8) individual bulk supplies.
C301-C306	Utility licence	Schedule 1: cl.2.4	Water use data to ICRC The Licensee must provide the water use data collected under clause 2.3 of this schedule to ICRC annually.
C209 C210	Utility licence	Schedule 1: cl.4.1	Agreement with ACT Fire Brigade The Licensee must develop and finalise an agreement with the ACT Fire Brigade which details water supply quantities required at set pressures for the fire fighting purposes of the Territory and the Licensee's program for the maintenance of street hydrants.

Ref	Instrument	Section / clause	Description of the obligation and compliance
C209 C210	Utility licence	Schedule 1: cl.4.3	Water for fire fighting services The Licensee must ensure that there is sufficient water available for fire fighting services to meet the Licensee's obligations under the agreement.
C209 C210	Utility licence	Schedule 1: cl.4.4	Reporting requirements The Licensee must report annually to ICRC about compliance with the agreement with the ACT Fire Brigade.

Reporting period and submission

Reporting period	1 July 2019 to 30 June 2020
Submission date	by 1 October 2020
Submit completed report to:	icrc@act.gov.au



Submit the completed report in MS Excel format.

Please note that we may seek additional details after receiving the initial report.

Providing data and information to the Commission

Please read the **Utility Licence Annual Report Guideline** for a more detailed instructions on providing relevant and quality information to the Commission.

- All responses provided should only relate to services provided in the ACT. In the event the licensee is unable to disaggregate ACT services from other jurisdictions, the licensee must provide a statement detailing: area that the dataset covers, brief explanation why data cannot be disaggregated, additional information that may assist the Commission in understanding the approximate percentage of services that are provided in the ACT from the dataset.
- All licensed utilities must provide information and data in the report that are within the reporting period. Data must be provided even if a nil (zero) figure is recorded.
- If the licensee is not able to provide the data or answer a question required in the report, the licensee should indicate 'not available' and provide supplementary information detailing why the information is not available and whether (and in what timeframe) it intends to collect this data.
- In most cases a response of 'yes', 'no', 'not applicable' or a figure will suffice. An explanatory statement or supplementary information (e.g. copies of policies or procedures or a link to material on the internet) maybe required.
- Where data is not available the licensee must provide other data that could serve a similar purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance). Such data should be clearly identified in the report together with an explanation of the alternative taken.
- The licensee should provide commentary where there is a need to explain key factors relevant to the level of, and trends in, their performance. If the licensee response represents a significant variation in the data from the previous reporting period, additional information is to be provided on the cause(s) of the variation. Any supplementary information can be provided in the comments column, or in an attachment. Where applicable, include measures or actions to be put in place to address or rectify the reported variation. All comments must be put in the comment section box.

PART A — OBLIGATIONS UNDER THE UTILITIES ACT

A1 — Performance of network operations (Division 7.3)

Reference n Reporting requirements		Response		Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero		<p>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</p> <p>Please provide an explanation or a reason/s for significant variances from the previous year.</p>
		Response – Water	Response – Sewerage	
Damage etc. to be minimised (Section 108)				
A101	Number of complaints received about any inconvenience, detriment or damage to landholders' property resulting from network operations.	120	97	Complaint categories include blowback, damage to property, site restoration and colour stained washing.
A101(b)	Provide details of the type of complaints received and actions taken to address the complaints.	<p>An increase in restoration complaints compared to 2018-19 related to the quality of workmanship, timing of remediation and clean up after leaving the site.</p> <p>A team will be established (2020-21) to provide effective scheduling and resourcing, customer communication and notifications, and root-cause analysis of restoration complaints.</p>		
Notice to landholders to undertake network operations (Section 109)				

Reference n	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its assessment. Please provide an explanation or a reason/s for significant variances from the previous year.

		Response – Water	Response – Sewerage	
A102	Number of times the licensee failed to give the landholder at least seven days notice of a proposed network operation.	0	0	
A102(a)	Provide a reason/s for failing to meet the requirement and actions taken to rectify any issues that are associated with not meeting the requirement.	0	0	
A103	Number of complaints received about carrying out operations in urgent circumstances under section 109(5).	6	0	
A103(a)	Provide details of the type of complaints received and actions taken to address the complaints.	Complaints related to outages due to burst water mains.		

Network operations affecting heritage significance (Section 110A)

A106	Number of notices given under sections 109 and 110 that may have affected a place or object of heritage significance under section 110A.	0	0	
A107	Number of notices under section 110A where the licensee failed to provide copies to the heritage council at least seven days before the network operation.	0	0	

Reference number	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its assessment. Please provide an explanation or a reason/s for significant variances from the previous year.

		Response – Water	Response – Sewerage	
A108	Number of complaints received related to carrying out 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.	0	0	
A108(a)	Provide details of the type of complaints received and actions taken to address the complaints.	0	0	

Notice to other utilities (Section 111)

A109	Number of complaints received for failing to give seven days notice to other public utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities.	0	0	
A109(a)	Provide details of the type of complaints received and actions taken to address the complaints.	0	0	
A110	Number of complaints received for carrying out network operations in urgent circumstances under section 111(6).	0	0	
A110(a)	Provide details of the type of complaints received and actions taken to address the complaints.	0	0	

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

Reference number	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its assessment. Please provide an explanation or a reason/s for significant variances from the previous year.

		Response – Water	Response – Sewerage	
A111	Number of network operations where the licensee failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1).	n/a	n/a	
A112	Number of complaints received for failing to remove as soon as practicable from the land for which it was not the landholder, any items listed in section 112(1).	2	3	
A112(a)	Provide details of the type of complaints received and actions taken to address the complaints.	Complaints related to para-webbing and rubble being left following the completion of work. The complaints were addressed by the crew returning to remove items.		

Land to be restored (Section 113)

A113	Number of complaints received 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.	32	7	
A113(a)	Provide details of the type of complaints received and actions taken to address the complaints.	Complaints related to restorations not being completed within the suggested timeframe. An initiative will commence in 2020-21 to review the process for service and business improvement.		

END OF A1

PART A— Exercise of functions under the Utilities Act 2000

A2 — General functions

Reference no.	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.

Joint response – water and sewerage services

Authorised persons (Division 7.4)

A201	Were all persons authorised under section 114 (Authorised Persons) issues with photographic identity cards?	Yes	
A202	Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes	
A202(b)	Provide details of any induction or special training to authorised persons to educate them about their obligations and entry restrictions under the Utilities Act. Please include whether the training is provided on a regular or ad hoc basis.	New employees undergo an induction which includes entry to land training and awareness of the Utilities Act.	

Continuity of utility services - non payment of customer debt (Section 179)

This section applies to a complaint about the actual or potential withdrawal of a utility service because of a failure to pay a customer debt in relation to residential premises.

A203	Number of written directions received from the ACAT under section 179(2).	0	
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Discharge of customer debt (Section 180)

Reference no.	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.

Joint response – water and sewerage services

A204	Number of written declarations received from the ACAT under section 180(1).	0	
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Payment for loss or damage (Section 181)

A205	Number of written directions received from the ACAT under section 181(1) to pay a stated amount to a complainant for a loss or damage.	0	
A205(a)	Provide details of each direction including stated action/s and the licensee's compliance with the direction.	0	

Community service obligations (Part 13)

The purpose of Part 13 of the Act is: (a) to oblige utilities to provide utility services in accordance with relevant Government programs, for example, for community services, the environment or other social issues; and (b) to achieve that results by agreement with particular utilities or, where agreement is not reached, by directions under part 13 of the Act; and (c) to provide utilities with a reasonable recompense for the provision of services in accordance with such directions.

Reference no.	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.
Joint response – water and sewerage services			
A206	Number of directions received under section 221 from the minister responsible for a government program that required the licensee to provide utility services in accordance with the relevant government program.	0	<p>Informal requests were received from the ACT Government to provide the following rebates in response to COVID-19:</p> <ol style="list-style-type: none"> 1. Community clubs rebate (requested by ACT Government 31/3/20) - to provide community clubs a rebate on water fixed charges and sewerage fixed charges – including the sewerage fixture charges for two billing cycles. Icon Water responded by applying the rebate to all community clubs nominated by the ACT Government. 2. Hotels and serviced apartments rebate (requested by ACT Government 7/5/20) - to provide hotels and serviced apartments (accommodation, not pubs) a rebate on water fixed charges and sewerage fixed charges - including the sewerage fixture charges for two billing cycles. This rebate was not an automatic rebate, it required the hotel/serviced apartment to apply to the ACT Government who assessed eligibility and notified Icon Water of newly approved applicants weekly. Icon Water responded by applying the rebate as notified by ACT Government.

Reference no.	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.
Joint response – water and sewerage services			
A207	Provide details of each direction including stated action/s and the licensee's compliance with the direction. Provide a summary with respect to the relevant government program.	0	
A208	Provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	0	

END OF A2

PART A — OBLIGATIONS UNDER THE UTILITIES ACT

A3 — Standard rights (Division 6.1)

Reference number	Reporting requirements	Response	Supporting statement	
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its assessment. Please provide an explanation or a reason/s for significant variances from the previous year.	
		Response – Water	Response – Sewerage	
Obligation to connect or vary connections (Section 83 & 85)				
A301	Number of requests to install a connection to the licensee’s network that were refused in 2019–20.	0	0	
A301(a)	Provide reasons for any refusals.	0	0	
A302	Number of requests to vary a connection to the licensee’s network that were refused in 2019–20.	0	0	
A302(a)	Provide reasons for any refusals.	0	0	
Obligation to provide water supply service (Section 84)				
A303	Number of requests supply water to premises owned or occupied by a customer were refused in 2019–20.	0		
A303(a)	Provide reasons for any refusals.	0		
Obligation to provide sewerage service (Section 86)				

Reference number	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its assessment. Please provide an explanation or a reason/s for significant variances from the previous year.

	Response – Water	Response – Sewerage
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Obligation to connect or vary connections (Section 83 & 85)

A304	Number of requests to provide a sewerage service to premises were refused in 2019–20.		0	
A304(a)	Provide reasons for any refusals.		0	

END OF A3

PART B — INDUSTRY CODES

B1 — Consumer Protection Code 2012 (DI2012–149) - Customer Protection

Reference no.	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Commission in its assessment. Please provide an explanation or a reason/s for significant variances from the previous year.

Summary of Consumer and Utility Rights (Clause 9)

B101	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.	Customer Charter	
B102	List the non-English languages the summary is available in.	Mandarin Vietnamese Cantonese Hindi Spanish	The standard customer contract is available in the listed languages on the Icon Water website. A translating service is also available for other languages.
B102(b)	Is the summary available in large print?	Yes	

Special needs (Clause 10)

B103	Number of instances where the licensee failed to provide at least four business days notice of a planned interruption to a registered life support equipment supply address.	0	
B103(a)	Please provide details as to why the licensee failed to provide notice within the timeframe and any rectification action.	0	

END OF B1

Reference number	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.

Response – Water

Response – Sewerage

Obligation to pay rebate for non-compliance (Clause 11.2)

PART B6	Provide details of the number of times MSS were not met and rebates paid in 2019–20 in part B6.	See part B6	
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Customer connection times (Minimum service standard 1)

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 electricity network connection in place, but network action is required to restore supply, for example if the premises has premises have been isolated from the network.

B201	Number of customer connections not made within the required timeframe specified in the Consumer Protection Code.	0	0	
B201(a)	Provide a reason/s for not meeting the requirement.	0	0	
B201(b)	Provide details of the type of complaints received and actions taken to rectify any issues that are associated with not meeting the requirement.	0	0	
B201(c)	What percentage does this represent of total connections?	0	0	

Responding to complaints (Minimum service standard 2)

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 (48)).

B202	Number of complaints not responded to within 20 business days.	14	3	
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Reference number	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.

		Response – Water	Response – Sewerage
B202(a)	Provide a reason/s for not providing a response to complaints within 20 business days.		Responses were not provided within the required timeframes due to some complaints requiring significant investigation and a delay in follow up by case managers.
B202(b)	Provide actions taken to rectify the non-compliance or minimise the failure of not meeting the requirement in the future.		An initiative to review and streamline processes and implement an escalation matrix for management review of cases will commence in 2020-21.

Response time to notification of problem or concern (Minimum service standards 3)

Reference n Reporting requirements		Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.
		Response – Water	Response – Sewerage
B203	Total number of notifications received related to damage to, or a fault or problem with the utility network.	2,879	5,728
			The number of notifications for sewer network concerns increased when compared to 2018-19. One of the most common causes of the sewer main breaks in Australia is the movement of reactive soils. Canberra is known to have heavy clay soil that gets hard and shrinks during dry weather and expands as it absorbs moisture during cooler, wet periods. The changes in weather conditions and lower amount of rainfall in Canberra from previous years may have contributed to the uptrend on the number of sewer main breaks in the region. A consequence of sewer breaks is that tree roots can infiltrate the sewer main, which is the cause of the vast majority of blockages experienced. Icon Water has ongoing investment programs such as the sewer main renewal program and planned maintenance sewer cleaning programs to ensure the sewer network is reliable to serve the ACT community.

Reference number	Reporting requirements	Response		Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.		Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.
		Response – Water	Response – Sewerage	
B204	Number of notifications related to damage to, or a fault or problem with the utility network likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property	8	14	
B205	Number of notifications not responded within six hours.	0	0	
PART B3	Provide details of the notifications not responded to within six hours in part B3.	See part B3		

Reference n Reporting requirements		Response		Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.		Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.
		Response – Water	Response – Sewerage	
B206	Number of 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.	2,871	5,714	The number of notifications for sewer network concerns increased when compared to 2018-19. One of the most common causes of the sewer main breaks in Australia is the movement of reactive soils. Canberra is known to have heavy clay soil that gets hard and shrinks during dry weather and expands as it absorbs moisture during cooler, wet periods. The changes in weather conditions and lower amount of rainfall in Canberra from previous years may have contributed to the uptrend on the number of sewer main breaks in the region. A consequence of sewer breaks is that tree roots can infiltrate the sewer main, which is the cause of the vast majority of blockages experienced. Icon Water has ongoing investment programs such as the Sewer Main Renewal program and planned maintenance sewer cleaning programs to ensure the sewer network is reliable to serve the ACT community.
B206(a)	Number of notifications not responded within 48 hours.	470	7	

Reference n Reporting requirements		Response		Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.		Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.
		Response – Water	Response – Sewerage	
B206(b)	Provide general summary of key examples as to why timeframes were not met, including actions taken to rectify or minimise the effect of not meeting the requirement.	Work is prioritised depending on the nature of the work and each priority has a different target to be responded by or fixed by. The types of jobs not responded to within 48 hours generally related to minor leaks on stop valves, maincocks, stopcocks and fire hydrants.		
B207	Number of notifications that were not resolved in the time specified in the response.	131	7	
B207(a)	Provide general summary of key examples as to why timeframes were not met, including actions taken to rectify or minimise the effect of not meeting the requirement.	Work is prioritised depending on the nature of the work. Examples of the types of jobs where the timeframes were not met are fire hydrant repairs (including installing a marker on the road, or replacing a cover) and stop valve repairs.		
Planned interruptions to utility services (Minimum service standard 4)				
B208	Number of planned interruptions to water and sewerage services services.	8,533	0	The increase in planned interruptions compared to 2018-19 relates to: - an increase in water meters replaced - an increase in developer work eg. connections to new suburb, installing/disconnecting/moving hydrants and valves - increased water mains renewals.
B209	Number of affected premises not notified with at least two business days' notice of a planned interruption to utility service.	0	0	
B4	Provide details in part B4.	See part B4		

Reference number	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.

		Response – Water	Response – Sewerage	
B210	Number of premises where supply was not restored within 12 hours of the initial interruption.	0	0	
B5	Provide details in part B5.	See part B5		
B211	Average water supply planned interruption frequency where: average water supply planned interruption frequency = Total number of properties interrupted / total number of water properties.	0.137 interruptions / property		
B212	Average water supply planned interruption duration where: average water supply planned interruption duration = Total number of planned interruptions / total number of interruptions.	33.68 minutes / property		
B213	Total planned interruption time of water supply faced by an average customer in 2019–20. Where: Total planned interruptions time / total number of services properties.	1.54 minutes / property		

Unplanned interruptions (Minimum service standards 5)

Reference n Reporting requirements		Response	Supporting statement	
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.	
		Response – Water	Response – Sewerage	
B214	Number of unplanned interruptions to water and sewerage services services.	545	2,843	The number of unplanned interruptions for sewerage services increased when compared to 2018-19. One of the most common causes of the sewer main breaks in Australia is the movement of reactive soils. Canberra is known to have heavy clay soil that gets hard and shrinks during dry weather and expands as it absorbs moisture during cooler, wet periods. The changes in weather conditions and lower amount of rainfall in Canberra from previous years may have contributed to the uptrend on the number of sewer main breaks in the region. A consequence of sewer breaks is that tree roots can infiltrate the sewer main, which is the cause of the vast majority of blockages experienced. Icon Water has ongoing investment programs such as the Sewer Main Renewal program and planned maintenance sewer cleaning programs to ensure the sewer network is reliable to serve the ACT community.
B215	Number of premises where supply was not restored within 12 hours of the initial interruption.	17	0	
B215(a)	Provide details in part B5.	See part B5		

Reference number	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.
		Response – Water	Response – Sewerage
B216	Average water supply unplanned interruption frequency in 2019–20. where: Total number of properties interrupted / total number of water properties.	0.082 interruptions / property	Due to implementation of a new system to track water supply interruptions, two months of data has been estimated (based on a five year average).
B217	Average water supply unplanned interruption duration in 2019–20. where: average water supply planned interruption duration = Total number of planned interruptions /total number of interruptions.	136.4 minutes / property	Due to implementation of a new system to track water supply interruptions, data is not available for July and August. Therefore, the calculation is based on ten months of data only.
B218	Total unplanned interruption time faced by an average customer in 2019–20. where: Total unplanned interruption time /total number of water properties	0.30 minutes / property	

Reference n Reporting requirements		Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.
		Response – Water	Response – Sewerage
B219	Total number of sewer main breaks and chokes in 2019–20.		2,829
			The total number of sewer main breaks increased when compared to 2018-19. One of the most common causes of the sewer main breaks in Australia is the movement of reactive soils. Canberra is known to have heavy clay soil that gets hard and shrinks during dry weather and expands as it absorbs moisture during cooler, wet periods. The changes in weather conditions and lower amount of rainfall in Canberra from previous years may have contributed to the uptrend on the number of sewer main breaks in the region. A consequence of sewer breaks is that tree roots can infiltrate the sewer main, which is the cause of the vast majority of blockages experienced. Icon Water has ongoing investment programs such as the Sewer Main Renewal program and planned maintenance sewer cleaning programs to ensure the sewer network is reliable to serve the ACT community.

Reference n Reporting requirements		Response	Supporting statement	
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.	
		Response – Water	Response – Sewerage	
B220	how many were caused by tree roots?		2,381	The percentage of sewer main breaks and chokes caused by tree roots has decreased compared to 2018-19. This is due to a data quality issue resulting from the implementation of a new works and asset management system. System enhancements and ongoing training will improve the quality of the data.
B221	Total number of property connection sewer breaks and chokes in 2019–20.		2,914	See comment above (B219)

END OF PART B2

PART B — INDUSTRY CODES

B3 — Consumer Protection Code 2012 (DI2012–149) - Response time to notification of a problem or fault within six hours (MSS3)

Please provide the details of each instance where notification related to damage to, or a fault or problem with the network which was likely to affect public health or had the potential to cause substantial damage or harm to a person or property that was **not responded to within six hours**. Please provide information as much as you can for each response.

In accordance with the Utilities Act, a customer includes a person whom is provided the utility service under a deemed standard connection contract or negotiated connection contract. Response to a notification of a problem or concern with the network is defined in the Consumer Protection Code.

Reference code	Date	Time to respond	Suburb/s or area affected	Number of customers affected	Reason for failure to meet minimum service standard	Remediation	Other
Your reference code	enter as dd/mm/yyyy	enter as hours:minutes			provide reasons why problem or concern was not responded to within 6 hours	Please provide information that relates to rectification action taken such as what has been done to fix the issue. Please include information for any planned system improvements.	Please provide other information that you believe is relevant and would assists the Commission in understanding why the minimum service standards were not met.

Note: Press tab on your keyboard to start a new line.

END OF B3

PART B — INDUSTRY CODES

B4 — Consumer Protection Code 2012 (DI2012–149) - Four business days notice of a planned interruption (MSS 4)

Please provide the number of customers affected in each instance and reason for failure to provide **four days' notice** for planned works. If multiple works occurred on the same date please list each incident separately.

Reference code Your reference code	Date enter as dd/mm/yyyy	Number of affected premises	Number of premises not notified	Reason for failure to meet minimum service standard provide a reason/s for failure to provide a notice within the required timeframe.	Remediation Please provide information that relates to rectification action taken such as what has been done to fix the issue and what has been done or will be done to prevent reoccurrence. Please include information for any planned system improvements.	Other please provide other information that you believe is relevant and would assist the Commission in understanding why minimum service standards were not met.

Note: Press tab on your keyboard to start a new line.

END OF B4

PART B — INDUSTRY CODES

B5 — Consumer Protection Code 2012 (DI2012–149) - Planned and unplanned interruptions to services that lasted for more than 12 hours (MSS4 and MSS5)

Please provide the details of each instance where supply was not restored within 12 hours. Please provide information as much as you can for each response.

In accordance with the Utilities Act, a customer includes a person whom is provided the utility service under a deemed standard connection contract or negotiated connection contract. An interruption means a total loss of supply of the Utility Service (as defined in the Consumer Protection Code). Calculation of the total duration of an interruption includes the total time from loss of supply to successful restoration, and includes any unsuccessful restoration attempts.

Reference code Your reference code	Date enter as dd/mm/yyyy	Duration of interruption enter as hours:minutes	Type of interruption Enter as "Planned or Unplanned"	Number of premises affected provide the number of customer affected by the interruption	Did this event occur on a Major Event day (as classified under the AER's distribution reliability measures) Answer Yes or No	Reason for failure to meet minimum service standard provide reasons why supply was not restored within 12 hours	Remediation Please provide information that relates to rectification action taken such as what has been done to fix the issue and what has been done or will be done to prevent reoccurrence. Please include information for any planned system improvements.	Other Please provide other information that you believe is relevant and would assists the Commission in understanding why minimum service standards were not met.
20200000015094	19-Jun-20	12:28	Unplanned	17	No	A 225mm water main burst causing damage to a property. The water main was isolated. A large tree needed to be removed before work could continue. The on call tree arborist (ACT Government) was contacted and attended the site (2:30am). They advised the tree needed to be removed. Arborists did not attend the site until 9:30am to remove the tree.	To ensure safety at the work site, work could not continue until the tree was removed by an accredited arborist.	

Note: Press tab on your keyboard to start a new line.

END OF B5

PART B — INDUSTRY CODES

B6 — Consumer Protection Code 2012 (DI2012–149) - Rebates paid against the minimum service standards

Provide details on which performance standard was not met and how many rebates were paid for that performance standard.

For MSS 1 and 3, please state in the comment section the number of days the rebate was paid for. The first row on the table below is filled as an example.

In accordance with the Utilities Act, a customer includes a person whom is provided the utility service under a deemed standard connection contract or negotiated connection contract. Response to a notification of a problem or concern with the network is defined in the Consumer Protection Code

Ref no. Our tracking number	Subject of the standard	Number of times the MSS were not met	Number of rebate claims	Number of rebates paid	Value of rebate paid (\$)	Other please provide other information that you believe is relevant and would assists the Commission in its assessment process
Water supply						
	<i>example: MSS 1 Customer Connection Times</i>	4	4	4	180	1 x customer connection late for 2 days; paid \$120 1 x customer connection later for 1 day; paid \$60
B601	MSS 1 Customer connection times	0	0	0	0	
B602	MSS 2 Responding to complaints	14	0	0	0	
B603	MSS 3 Respond time to notification of problem or concern	217 131	0	0	0	
B604	MSS 4 Planned interruptions to services	0	0	0	0	
B605	MSS 5 Unplanned interruptions to services	17	0	0	0	
Sewerage service						
B606	MSS 1 Customer connection times	0	0	0	0	
B607	MSS 2 Responding to complaints	3	0	0	0	
B608	MSS 3 Respond time to notification of problem or concern	7	0	0	0	
B609	MSS 4 Planned interruptions to services	0	0	0	0	
B610	MSS 5 Unplanned interruptions to services	0	0	0	0	

END OF B7

PART B — INDUSTRY CODES

B7 — Consumer Protection Code 2012 (DI2012–149) - Complaints (Clause 6)

Reference no.	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Please provide an explanation or a reason/s for significant variances from the previous year.

Complaints procedures to comply with Australian Standards

B701	Does the licensee have in place complaint handling procedures which complies with the Consumer Protection Code and the Australian Standard for complaint handling?	Yes	
B701(a)	Provide the version of the Australian Standard for complaints handling that you comply with.	ISO 10002 : 2018 Quality Management - Customer satisfaction - Guidelines for complaints handling in organisations.	
B701(b)	Provide a copy of the licensee's complaint handling procedure.	https://www.iconwater.com.au/about-us/contact-us/compliments-and-complaints/complaints-handling-policy.aspx	

Addressing complaints

B702	How and when are consumers advised of the licensee's complaints handling procedures?	Complaint handling procedures are advised when acknowledging a complaint, providing a meaningful response, upon request and on the website.	
B703	How and when are consumers advised of their right to lodge a complaint with ACAT?	Consumers are advised of this right in the complaints handling procedure and at resolution of a complaint.	

Utility to keep records

Reference no.	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Please provide an explanation or a reason/s for significant variances from the previous year.

B704	Are records kept, of complaints made by a customer or consumer, for not less than 12 months after the complaint is resolved?	Yes	
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	Response – Water	Response – Sewerage	Supporting statement
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Number of complaints

B705	Total number of complaints received	461	243	
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Breakdown of complaints per category

Ref	Complaint category	Water supply complaints	Sewerage services complaints	Supporting statement
WS01	Water quality	84		
WS02	Water reliability	6		Complaints category - supply interruption.
WS03	Sewerage odour complaints		22	Complaint categories include odour - Icon Water network and odour - internal.
WS04	Sewerage services reliability		74	Complaint categories include sewer blockage, sewer blockage repeat and surcharge. The number of sewerage blockages increased (predominately due to dry weather conditions) when compared to 2018-19. An additional 15% of sewers were cleaned in 2019-20 compared to the previous year to reduce the impact on customers.

Reference no. Our tracking number	Reporting requirements Data must relate only to the 2019–20 reporting period unless specified otherwise.	Response Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.		Supporting statement Please provide quality information that you believe is relevant and will assist the Please provide an explanation or a reason/s for significant variances from the previous year.
WS05	Property damage / restoration of property	100	98	Complaint categories include blowback, damage to property and restorations.
WS06	Accounts / billing	97		Complaint categories include account not created, amount transferred incorrect, bill delay, bill disputed, bill not received, bill payment facilities, bill tariff structure, bill too high, bill wrong name/address, change of ownership not processed.
WS07	Metering / meter reading	42		Complaint categories include estimated readings, meter fault, meter replacement and meters/meter reading.
WS08	Failure to provide, or insufficient, notice	27	4	Complaint categories include no/inadequate notice of work, outage notice nil/too short (reactive) and outage notice nil/too short (planned).
WS09	Unplanned interruptions	4	0	
WS10	Other retail complaints (please specify) Please specify	24	0	Complaint categories include staff behaviour/misconduct and service poor.
WS11	Other network complaints (please specify)	77	45	Complaint categories include colour

Reference no.	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Please provide an explanation or a reason/s for significant variances from the previous year. stained washing, damage/fault our asset, damage to environment, driving/parking, failed to reply, information wrong, noise/unsightly, notice offended, other, reimbursement assessment, safety/health, service request not met, staff behaviour poor/service poor, staff rude, water hammer/noisy pipes, water leak, water network other, water pressure and water waste.
	Please specify		

END OF B7

PART B — INDUSTRY CODES

B8 — Water and Sewerage Capital Contribution Code (DI2017–291)

Reference no.	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer N/A if the question is not applicable Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.

Payment of Capital Contribution Charge (Clause 6.1)

B801	In 2019–20, were developments subject to a Capital Contribution Charge, calculated in accordance with the Code?	Yes	
	If yes, please detail	Blocks inside a precinct that were not exempt under section 2.3 (a) of the Code were subject to the capital contribution charge calculated in accordance with section 9.1 of the Code.	
B802	Total value of Capital Contribution Charges recoverable during 2019–20. This figure would include amounts charged in accordance with the Code but not yet invoiced or paid.	\$ 1,472,100	

Removals, relocations and specific requirements (Clause 8.1)

B803	In 2019–20, in connection with a development, did the Licensee remove, relocate, provide protection or make changes to the existing Network in which the customer was charged the costs of carrying out the works?	Yes	
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Reference no. Reporting requirements	Response	Supporting statement
Our tracking number Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer N/A if the question is not applicable Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its Please provide an explanation or a reason/s for significant variances from the previous year.

Payment of Capital Contribution Charge (Clause 6.1)

If yes, please detail	Some new developments need to: - relocate the existing mains if they were inside the block or too close to the block - upsize to provide the new demand for domestic and fire services - relocate fire hydrant if they were inside the new driveways - provide protection slabs for existing assets.	
B804 The number of works undertaken at the request of the customer; and	0	
B805 The number of works that were not requested by the developer, but were determined necessary by the Licensee. Please provide a brief explanation including any categories of reasons why works were deemed necessary.	41 (these figures are approximate)	35 major jobs - to relocate, extend and upgrade 6 minor jobs - to relocate fire hydrants

END OF B8

PART C — UTILITY LICENCE CONDITIONS

C1 — Compliance (Joint reporting requirements)

Reference no.	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Please provide an explanation or a reason/s for significant variances from the previous year.

Availability of Utility Licence Annual Report (Clause 7.5)

Note: This requirement specifically refers to the ULAR only, not the General Annual Report of the licensee. Whilst a summary of ULAR is required, the licensee may also make the entire ULAR publicly available. Making the summary of a ULAR (or entire ULAR) publically available means placing the ULAR in a public space such as the utility's website, or making a clear and easily accessible statement on the website as to where a summary of the ULAR may be easily accessed. Simply providing a summary to a member of the public when requested and not being clear and explicit about the existence of the summary up front is not regarded as making the summary publically available.

C101	Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2018–19 made publicly available by the licensee?	Yes	
C101(a)	Please provide a link to the publicly available ULAR or a publicly available summary of the ULAR, or link to a clear and easily accessible statement on the website as to where a summary of the ULAR may be easily accessed.	http://www.iconwater.com.au/about-us/our-pricing/reports-submissions.aspx	

Charge and assignment (Clause 10)

C102	Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2019–20?	No	
C102(a)	If so, please provide details.	0	

Record keeping (Clause 14)

Reference no.	Reporting requirements	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Please provide an explanation or a reason/s for significant variances from the previous year.
C103	Has the licensee kept or caused to be kept, comprehensive records in accordance with ICRC's requirements under the Utilities Act?	No	
Emergency telephone service (Schedule: Clause 1)			
C104	Did the licensee maintain a 24 hour emergency telephone service that was accessible to the public every day of the year and be able to receive reports of network emergencies?	Yes	
C104(a)	How are customers and the public informed of the service?	White Pages, customer bills, website, newspaper advertisements, brochures, all correspondence with customers, Twitter, Facebook, event programs and bumper stickers.	
Supply of information to Water Services Association of Australia (WSAA) (Schedule: Clause 3)			
C105	Did the licensee provide all information requested by WSAA to assist with inter-agency comparisons in 2019–20?	Yes	
C105(a)	If not, please provide details.	0	

END OF C1

PART C — UTILITY LICENCE CONDITIONS

C2 — Standard rights (Division 6.1)

Reference number		Reporting requirements	Response	Supporting statement	
Our tracking number		Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero	Please provide quality information that you believe is relevant and will assist the Commission in its assessment. Please provide an explanation or a reason/s for significant variances from the previous year.	
			Response — Water	Response — Sewerage	
Licensee to notify ICRC of any material breaches (Clause 7.2)					
C201		Number of material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines.	0	0	
C201(a)		Provide details of each material breach.	0	0	
C201(b)		Was the ICRC notified of the breaches?	0	0	
Licensee to provide statement on any non compliance (Clause 7.3)					
C202		Number of non compliances with any of the licensee's obligations under clause 6.2 of its licence to comply with the Utilities Act, relevant Industry Codes, relevant Technical Codes, any directions given by the ICRC or any applicable ring-fencing requirements.	14	3	

		Response — Water	Response — Sewerage
C202(a)	Provide details of the non compliance/s, including actions taken to rectify or minimise the effect of the non compliance.		<p>Non-compliances related to section 2 of Schedule 1 of the <i>Utilities (Consumer Protection Code) Determination 2012</i> for not responding to a complaint within 20 business days.</p> <p>An initiative to review and streamline processes and implement an escalation matrix for management review of cases will commence in 2020-21.</p>
C202(b)	Was the ICRC notified of the breaches?	No	No
			<p>Non-compliances were considered relatively minor and included in the utility licence annual report as per the <i>Utility Reporting of Material Breaches and Non-compliance</i> guidance note.</p>

Operation and compliance audits (Clause 7.6)

		Response — Water	Response — Sewerage
C203	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.		<p>Icon Water uses an assurance map to target internal audit activity, specifically through the development of a three year internal audit strategy. The internal audit strategy is supported by the annual internal audit program which is revised on an annual basis. The annual internal audit program incorporates a broad range of internal audits including audits examining compliance and performance. Activities involved in the development of this program include:</p> <ul style="list-style-type: none"> - review of risk registers and reports - review of previous audit activity and findings - consideration of known assurance activities - consultation with Icon Water Executives - consideration of key pieces of legislation (via compliance management system) identified as being critical to the operations of Icon Water - consideration of management system standards requirements - consideration of emerging issues.

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.

Note: A copy of the Commission's technical and prudential criteria guideline is available at:

https://www.icrc.act.gov.au/_data/assets/pdf_file/0006/1241673/Guidelines_on_prudential_and_technical_criteria_Oct_2012.pdf

		Response — Water	Response — Sewerage	
C204	Please provide a summary of details of the licensee's financial and technical capacity for 2019–20 which show it can continue to provide the services authorised in the licence.	See attachment 1	See attachment 1	
Environmental requirements (Schedule 1: Clause 2)				
C205	Please provide a copy of the licensee's environmental strategy in a separate attachment.			See attachment 2 PO3 Sustainability and environment
C206	What was the volume of unaccounted-for water from the network in 2019–20? (ML)	3,253		Increase in unaccounted-for water compared to 2018-19 can be attributed to an increase in demand (system input volume) and unmetered authorised consumption for fire fighting (bushfires).
C207	What was the average annual distribution loss from the network in 2019–20? (l/km of main per day)	1,860		See comment above

		Response — Water	Response — Sewerage
C208	What measures were taken during the year to minimise unaccounted water from the water network?		<p>Projects undertaken in 2019-20 to minimise unaccounted water include:</p> <ul style="list-style-type: none"> - imbedding revenue assurance activities to improve revenue collection (reduce apparent losses) water meter and billing data reconciliation - report to identify and replace zero consumption meter, meter defect reporting based on meter readers inspection and rectification through reactive meter replacement - planned meter replacement program based on meter compliance testing - metered standpipe program and audit to maintain customer fleet and meter accuracy - maintaining and reporting on internal water use through metered standpipe fleet for operation and maintenance crews (allocated to unbilled metered usage and not unaccounted water) - water mains renewal program targeting problematic pipe cohorts and reactive repair of mains burst to reduce physical losses.
Agreement with ACT Fire Brigade (Schedule: Clause 4)			
C209	Did the licensee comply with its fire fighting/water supply agreement with the ACT Fire Brigade at all times during 2019–20?	No	

		Response — Water	Response — Sewerage
C209 (a)	If not, please give details.		<p>In 2018-19 Icon Water identified parts of Pialligo as being unable to provide the required pressures under the required fire flow scenario. Icon Water notified ACT Fire and Rescue of the issue and obtained their detailed requirements throughout the affected area. Icon Water has permanently opened a zone valve at Pialligo, which significantly improved the available flow and pressure but did not achieve compliance. Construction of augmentation to rectify the issue is currently underway and will be completed in September 2020.</p> <p>Unlined mains are still resulting in some fire flow failures. The program to replace these assets continues, with 16.9km of the 20.1km renewed as at 30 June 2020.</p>
C210	Has a copy of the latest agreement been provided to the Commission for review and approval?	Yes	
C210 (a)	If not, please attach a copy to this report.	0	

END OF C2

PART C — UTILITY LICENCE CONDITIONS

C3 — Schedule (clause 2.3) Water use data collection

Reference no.	Indicator	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Please provide an explanation or a reason/s for significant variances from the previous year.
Total volume of water supplied in ACT			
C301	<p>What was the total volume of water supplied to the ACT in 2019–20? (kL)</p> <p>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.</p>	50,765,900	
Provide the volume of water supplied to the following consumer categories in 2019–20			
C302	Residential customers? (kL)	35,563,548	Billing data is used to obtain a breakdown of the volumes supplied to each category. Due to different billing cycles these volumes do not match the total volume of water supplied above.
C303	Commercial customers? (kL)	10,447,497	See comment above
C304	Irrigation or urban open spaces including parks and sport grounds (kL)	1,487,305	See comment above
C305	Individual bulk supplies? (kL)	4,618,297	See comment above
C306	Other identifiable categories? (kL)	41,552	See comment above

Reference no.	Indicator	Response	Supporting statement
Our tracking number	Data must relate only to the 2019–20 reporting period unless specified otherwise.	Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero.	Please provide quality information that you believe is relevant and will assist the Please provide an explanation or a reason/s for significant variances from the previous year.
	Please specify other categories	Water services agreement (W-WSA) Raw water (W-RAW)	See comment above
Total volume of water supplied to Queanbeyan			
C307	What was the total volume of water supplied to Queanbeyan in 2019–20 ? (kL)	4,503,900	

END OF C3

Authorising and contact officers

Authorising officer

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

Name	Ray Hezkial
Title/position in organisation	Managing Director
Postal address	GPO Box 366, Canberra ACT 2601
Telephone	(02) 6180 6100
Email	ray.hezkial@iconwater.com.au

Contact officer

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

Name	Cath Pennington
Title/position in organisation	Senior Commercial Analyst
Postal address	GPO Box 366, Canberra ACT 2601
Telephone	(02) 6180 6979
Email	cath.pennington@iconwater.com.au

Attachment 1 - financial and technical capacity for 2019-20

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 2019-20 which shows it can continue to provide the services authorised in the licence.

Financial Capability

Icon Water has a finance team led by the Chief Financial Officer who is also a member of the Executive Team. 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 Chartered Accountants Australia and New Zealand. 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 each year by the ACT Auditor General through a contract with PricewaterhouseCoopers. Icon Water's financial and budget numbers are included in the ACT Government Whole of Government Accounts. Icon Water produces a Business Strategy annually.

The Icon Water board receives monthly financial 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. Where required, technical capability is augmented via specialised consultancy through external service providers.

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. 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 counsel 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

Sustainability and environment



Responsible Executive: General Manager Business Services
Version Date: 11 October 2019 **Next review date:** 2 September 2021

Our purpose

As custodian of our region's water supply, Icon Water has an important role to play protecting human health and the environment.

This policy articulates the Icon Water Board and Executive's beliefs, commitments and expectations regarding sustainability and environmental management.

Sustainability and environmental management is important for our business, our community and our world. Icon Water has an important role to play as custodian of our region's water supply. We must take actions today to protect the beautiful region we live and work in and leave a positive legacy for the future.

Our beliefs

We believe in the importance of the environment and the imperative to live and operate positively.

- Having a healthy environment and resilient business is key to providing safe, reliable and affordable water and sewerage services for our community.
- We can and must live our lives and operate our business to have a net positive impact, improve liveability and enhance the environment.
- We have a unique responsibility to manage our precious water resources, for now and generations to come. This in turn provides a unique opportunity to drive positive change in our community.

Our commitments

We are committed to taking action to improve sustainability and embed sound environmental management.

We are committed to taking action – large and small – to improve sustainability and embed sound environmental management across our business, in partnership with our community. We will do this through:

- considering sustainability and the environment in all our investments
- limiting our emissions profile and building resilience to address the climate emergency we face
- protecting biodiversity, ecosystems and resources for current and future generations
- learning from the wealth of knowledge that already exists, including from First Nations People and our water industry peers.

Our expectations

We expect our people to know, consider and act to protect the environment and enhance sustainability.

- We expect Icon Water leaders to ensure our people understand the sustainability and environmental challenges and opportunities facing our business.
- We expect our people to consider sustainability and environmental implications in all their work, look for opportunities to do better, challenge existing norms and be accountable for the footprint we leave.
- In all they do, we expect our people to enrich our neighbourhood, respect resources and care for tomorrow (our Sustainability Principles).
- We expect our contractors and suppliers to operate in a manner that is consistent with this policy.

ENRICH OUR NEIGHBOURHOOD

RESPECT RESOURCES

CARE FOR TOMORROW