



ICRC

independent competition and regulatory commission

Utility Licence Annual Report 2016–17

Water and sewerage services

Icon Water

Table of Contents

Instructions for completing the Utility Licence Annual Report
About the Utility Licence Annual Report

Section 1: Exercise of functions under the *Utilities Act 2000*

- 1.1 Performance of networks
- 1.2 Standard rights (Division 6.1)
- 1.3 General requirements

Section 2: Industry codes

- 2.1 Consumer Protection Code 2012 (DI2012–149) - Joint requirements
- 2.2 Consumer Protection Code 2012 (DI2012–149) - Separate requirements
- 2.3 Consumer Protection Code 2012 (DI2012–149) - Complaints
- 2.4 Water and Sewerage Network Boundary Code (DI2013–73)

Section 3: Licence conditions: compliance

- 3.1 Joint reporting requirements (water and sewerage combined)
- 3.2 Separate reporting requirements
- 3.3 Schedule (clause 2.3) Water use data collection

Section 4: Authorising and contact officers

- 4.1 Authorising and contact officers

[Contents](#)

Instructions for completing the Utility Licence 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 2016–17 financial year only.



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

[Contents](#)

About the Utility Licence 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. The Commission will publish the monitoring report on the website.

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.



[Contents](#)
[Instructions](#)
[About](#)

1.1 Exercise of functions under the *Utilities Act 2000*

Performance of network operations (Division 7.3)

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. The response is not required where response cells are upward diagonal patterned.

Reporting requirement	Response - water	Response - sewerage	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
Performance of network operations (Division 7.3) In 2016–17, how many times did the licensee enter landholders’ property to undertake network operations?	Not recorded	Not recorded	A large percentage of sewer assets are in easements on privately leased land and entry occurs up to thousands of 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 carried out?			On site risk assessments and safe work method statements (SWMS), 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 2016–17, did the licensee receive complaints about any inconvenience, detriment or damage to landholders’ property resulting from network operations carried out?	Yes	Yes	

Reporting requirement	Response - water	Response - sewerage	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
If so, how many complaints did the licensee receive about any inconvenience, detriment or damage to landholders' property resulting from network operations?	75	85	

Notice to land-holders to undertake network operations (Section 109)

In 2016–17, 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 at least 7 days written notice of the proposed operations?	No	No	
If so, how many times did the licensee fail to give notice at least 7 days before the operation began?	n/a	n/a	
Did the licensee carry out any operations in urgent circumstances under Section 109(5)?	Yes	Yes	
If so, provide details and numbers of the incidents.	569	1639	

Notice about lopping trees etc. on private land (Section 110)

In 2016–17, did the licensee carry out any network operations that involved activities as set out in sections 110(1)(a) to (c) (tree related activities)?	No	No	
If so, provide numbers of the network operations that involved tree related activities set out in sections 110(1)(a) to (c)?	n/a	n/a	
Did the licensee fail to give at least 7 days notice before the utility began network operations that involved tree related activities set out in sections 110(1)(a) to (c)?	No	No	
If so, how many times did the licensee fail to give notice at least 7 days before the operation began?	n/a	n/a	
Did the licensee carry out any tree related activities in urgent circumstances under section 110(8)?	No	No	
If so, provide details and numbers of the incidents.	n/a	n/a	

Reporting requirement	Response - water	Response - sewerage	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
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Network operations affecting heritage significance (Section 110A)

In 2016–17, 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?	n/a	n/a	
Did the licensee give a copy of the notice at least 7 days before operations began to the heritage council each time?	n/a	n/a	
If not, provide details as to why not for each time.	n/a	n/a	
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.	n/a	n/a	

Notice to other utilities (Section 111)

In 2016–17 did the licensee receive complaints for failing to give at least 7 days written notice of proposed operations to other public utilities before performing network operations on their land that potentially affected network facilities under the care and management of those public utilities?	No	No	
If so, how many complaints did the licensee receive?	n/a	n/a	
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.	n/a	n/a	

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

Reporting requirement	Response - water	Response - sewerage	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
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 practicable. Procedures and work instructions describe the restoration process, including team leaders and supervisors checking site for completeness.
In 2016–17 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) ? If so, provide details.	Not recorded	Not recorded	All plant and machinery are removed from site as soon as practicable.
In 2016–17 did the licensee receive complaints for failing to remove as soon as practicable from the land any items listed in section 112(1)? If so, how many complaints did the licensee receive?	See complaints for section 113 below	See complaints for section 113 below	Unable to provide separation of complaints for section 112 and 113. Cases are recorded under section 113 and included in the response below.

Land to be restored (Section 113)

What strategies does the licensee have in place that assists it in fulfilling its obligations under section 113?			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.
In 2016–17 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? If so, how many complaints did the licensee receive?	Yes 43	Yes 26	Unable to provide separation of complaints relating to section 112 and 113. All cases are included in the response to section 113.



1.2 Exercise of functions under the *Utilities Act 2000*

Standard rights (Division 6.1)

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. The response is not required where response cells are upward diagonal patterned.

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?	n/a	n/a	
How many requests to vary a connection were refused?	0	0	
What are the reasons for any refusals?	n/a	n/a	
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 2016–17?	0		
What are the reasons for any refusals?	n/a		
Obligation to provide sewerage service (Section 86)			
How many requests to provide a sewerage service to premises were refused in 2016–17?		0	
What are the reasons for any refusals?		n/a	



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. The response is not required where response cells are upward diagonally patterned.

Reporting requirement	Response - water	Response - sewerage	Comments
Authorised people (Division 7.4)			
Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards in 2016–17?	Yes		
Are authorised persons made aware of their obligations and entry restrictions under the <i>Utilities Act</i> ?	Yes		
How are authorised persons made aware of their obligations and entry restrictions under the <i>Utilities Act</i> ? 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 an induction which includes entry to land training and awareness of the <i>Utilities Act</i> .		
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.	n/a	n/a	
Discharge of customer debt (Section 180)			
Did the licensee receive any written declarations from the ACAT under section 180(1)?	No	No	
If yes, provide details of the number of declarations received.	n/a	n/a	

Payment for loss or damage (Section 181)

Reporting requirement	Response - water	Response - sewerage	Comments
Did the licensee receive any written directions from the ACAT under section 181(1) to pay a stated amount to a complainant for a loss or damage?	No	No	
If yes, provide details of the number of directions received.	n/a	n/a	

Community service obligations (Part 13)

In 2016–17 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	
If yes, provide a summary of each direction and the stated action/s? Provide the summary with respect to the relevant government program.	n/a	n/a	
If yes, provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	n/a	n/a	



[Contents](#)
[Instructions](#)
[About](#)

2.1 Industry codes

Consumer Protection Code 2012 (DI2012–149) - Joint 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. The response is not required where response cells are upward diagonally patterned.

Reporting requirement	Response- water and sewerage	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
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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 customers or consumers? 	Yes	
<ul style="list-style-type: none"> complies with the relevant Australian Standard on complaints 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?	Complaint handling procedures are advised when acknowledging a complaint, providing a meaningful response, upon request and on the website.	

Reporting requirement	Response- water and sewerage	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
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 customers or consumers advised of their right to complain to ACAT?	Customers are advised of their right to complain to ACAT in the complaints handling procedure and when providing a meaningful response.	
Are records of complaints made by a customer or consumer kept 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.	Customer contract	
Is the Summary available in the following versions:		
<ul style="list-style-type: none"> the 5 most common non-English languages used in the Territory?; and 	Yes	
<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 copy of the Customer Summary was not included in the welcome pack for new customers from 1 February 2017 with the implementation of a new billing system. This has been rectified and all new customers have received a copy of the Customer Summary. This is considered a minor non-compliance under clause 7.3 of the Utilities Service Licence.



[Contents](#)
[Instructions](#)
[About](#)

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	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
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 2016–17, how many claims did it receive?	0	0	
If the licensee paid rebates to customers in 2016–17, how many were there?	0	0	
What was the nature of the incidents? ¹	n/a	n/a	
What was the total value in dollar amount of the rebates paid?	0	0	

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

In 2016–17, 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?	n/a	n/a	
If any, what percentage does this represent of total connections?	n/a	n/a	

Reporting requirement	Response - water	Response - sewerage	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
Please provide reasons for any failure to meet the performance standard.	n/a	n/a	

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

Did the licensee receive any consumer or customer complaints in 2016–17?	Yes	Yes	
If yes, how many?	749	158	
How many complaints were responded to within 20 business days?	725	156	

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

If in 2016–17, if the licensee received notifications of network problems or concerns about the licensee's network, how many did it receive?	2956	3222	
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?	16	16	
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?	2940	3206	
Of the notifications referred to above, how many responses were not made within 48 hours?	400	7	
Of all notifications referred to above how many problems or concerns were not resolved in the time specified in the response?	75	33	

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

Reporting requirement	Response - water	Response - sewerage	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
How many planned interruptions to services were there in 2016–17?	14227	0	
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?	1	n/a	
Please provide details. ⁴	System error which allowed notification on Friday for work conducted on Monday.	n/a	
If there were instances where supply was not restored within 12 hours of the initial interruption, how many were there?	0	0	
Please provide details. ⁵	n/a	n/a	
Average water supply planned interruption frequency ⁶	0.139 interruptions / property		
Average water supply interruption duration ⁷	22 minutes/property		
Total interruption time of water supply faced by an average customer in 2016–17? ⁸	1.8 minutes/property		

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

If there were unplanned interruptions to services in 2016–17, how many were there?	577	1639	
In how many instances was supply not restored within 12 hours of the initial interruption?	0	0	
Please provide details. ⁵	n/a	n/a	
Average water supply unplanned interruption frequency ⁶	0.089 interruptions / property		
Average water supply interruption duration ⁷	133.8 minutes/property		
Total interruption time faced by an average customer in 2016–17? ⁸	0.44 minutes/property		

Reporting requirement	Response - water	Response - sewerage	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
In 2016–17, what was the total number of sewer main breaks and chokes? ⁹		1618	
If any, how many were caused by tree roots?		1468	
In 2016–17, what was the total number of property connection sewer breaks and chokes?		1634	
If any, how many were caused by tree roots?		1425	

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.



[Contents](#)
[Instructions](#)
[About](#)

2.3 Industry codes

Consumer Protection Code 2012 (DI2012–149) - Complaints

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. The response is not required where response cells are upward diagonally patterned.

Indicator	Response - water	Response - sewerage	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
What was the total number of complaints ¹ received by the licensee in 2016–17?	749	158	
Of the complaints received in 2016–17, how many related to:			
• Water quality? ²	169	n/a	
• Water supply reliability?	3	n/a	
• Sewerage odour complaints? ³	n/a	7	
• Sewerage services reliability ?	n/a	33	
• Property damage / restoration of property?	91	106	
• Accounts / billing?	117	n/a	
• Metering / meter reading?	159	n/a	
• Failure to provide, or insufficient, notice?	32	8	
• Unplanned interruptions?	16	n/a	
• Other retail complaints (please specify)?	27	0	
Please specify	Complaint categories: information wrong, notices offended, other, privacy, requested information wrong, service request not met, staff behaviour/service poor		
• Other network complaints (please specify)?	151	24	

Indicator	Response - water	Response - sewerage	Please provide a brief explanation of the figures where there has been a reasonable variance from the previous year.
Please specify	Complaint categories: 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, water waste.	Complaint categories: damage/fault our asset, driving/parking, information wrong, noise/unsightly, other, reimbursement assessment, safety/health, service request not met, trade waste service.	

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.



[Contents](#)
[Instructions](#)
[About](#)

2.4 Industry codes

Water and Sewerage Network Boundary Code (DI2013–73)

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. The response is not required where response cells are upward diagonally patterned.

Reporting requirement	Response	Comments
Agreement on alternative boundary (Clause 3.4)		
In 2016–17, 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.	n/a	
In 2016–17 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.	n/a	



3.1 Utility Licence conditions: compliance

Joint reporting requirements (water and sewerage services combined)

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. The response is not required where response cells are upward diagonally patterned.

Reporting requirement	Response- water and sewerage	Comments
<p>Availability of Utility Licence Annual Report (Clause 7.5) Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2015-16 made publicly available by the Licensee? (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 publically 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).</p>	<p>Yes</p>	
<p>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.</p>	<p>2015-16 Utilities Licence Annual Report</p>	

Charge and assignment (Clause 10)

Reporting requirement	Response- water and sewerage	Comments
<p>A Licensee must keep the Commission informed of all relevant changes in the ownership of the Licensee.</p> <p>Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2016–17?</p> <p>If so, please provide details.</p>	No	There was a change in shareholder from Simon Corbell MLA Deputy Chief Minister to Mick Gentleman MLA Minister for the Environment and Heritage.
Record keeping (Clause 14)		
<p>Has the licensee kept or caused to be kept, comprehensive records in accordance with ICRC's requirements under the Utilities Act?</p>	No	Records were not kept for the number of times landholders' property was entered to undertake network operations or the removal of the utility's property as soon as practicable.
Emergency telephone service (Schedule: Clause 1)		
<p>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?</p>	Yes	
<p>How are customers and the public informed of the service?</p>	White Pages, customer bills, website, newspaper advertisements, brochures, all correspondence with customers, Twitter, Facebook, event programs, bumper stickers.	
Supply of information to Water Services Association of Australia (WSAA) (Schedule: Clause 3)		
<p>Did the licensee provide all information requested by WSAA to assist with inter-agency comparisons in 2016–17?</p>	Yes	
<p>If not, please provide details.</p>	n/a	



3.2 Licence conditions: compliance

Separate reporting 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. The response is not required where response cells are upward diagonally patterned.

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 2016–17?	No	No	
If yes, was the ICRC notified of the breaches as soon as practicable?	n/a	n/a	

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?

If yes, provide details or a cross reference to where these matters are discussed elsewhere in this report.

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?	Yes	Yes	
If yes, provide details or a cross reference to where these matters are discussed elsewhere in this report.	Letter dated 16 December 2016 relating to late payment of 2016-17 annual licence fee. Refer to Summary of Consumer and Utility Rights (Clause 9) questions in section 2.1 of the report.	Refer to Summary of Consumer and Utility Rights (Clause 9) questions in section 2.1 of the report.	

Reporting requirement	Response - water	Response - sewerage	Comments
<p>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.</p>	<p>See attachment 1</p>	<p>See attachment 1</p>	
<p>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 2016–17 which show it can continue to provide the services authorised in the licence.¹</p>	<p>See attachment 2</p>	<p>See attachment 2</p>	
<p>Environmental requirements (Schedule: Clause 2) Please provide a copy of the licensee's environmental strategy.</p>	<p>See attachment 3</p>	<p>See attachment 3</p>	<p>Icon water's environmental strategy comprises key elements of the Environmental Management System. The following documents are at the highest level: - PO3 Environmental Management Policy - EN03.01.01 Environmental Objectives and Targets - EN03.01.05 Environmental Management System Manual.</p>
<p>What was the volume of unaccounted-for water from the network in 2016–17 (ML)</p>	<p>4354</p>		
<p>What was the average annual distribution loss from the network in 2016–17? (l/km of main per day)</p>	<p>2833</p>		

Reporting requirement	Response - water	Response - sewerage	Comments
What measures were taken during the year to minimise unaccounted water from the water network?	Planned and reactive meter replacement program to maintain meter accuracy (reduce apparent losses). Planned maintenance - hydrants, valves and distribution mains inspections (and repair), water mains replacements based on identification of problematic cohorts 7 km, monitoring of District Metered Areas (DMA, minimum night flows), water mains burst repairs (real losses)		

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 2016–17?	Yes		
If not, please give details.	n/a		
Has a copy of the latest agreement been provided to the Commission for review and approval?	Yes		Latest agreement is dated 9 August 2004.
If not, please attach a copy to this report.	n/a		

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-revocations/>



[Contents](#)
[Instructions](#)
[About](#)

3.3 Licence conditions: compliance

Schedule (clause 2.3) Water use data collection

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. The response is not required where response cells are upward diagonally patterned.

Indicator	Response- water	Comments
What was the total volume of water supplied to the ACT in 2016–17? (kL) ¹	49,916,500	ACT and Queanbeyan
What was the volume of water supplied to the following consumer categories in 2016–17?:		
• Residential customers? (kL)	31,099,605	
• Commercial customers? (kL)	8,951,004	
• Irrigation or urban open spaces including parks and sport grounds (kL)	1,162,147	
• Individual bulk supplies? (kL)	4,179,626	
• Other identifiable categories? (kL)	32,652	
Please specify other categories	Water Service Agreement (WSA) Raw (RAW)	
What was the total volume of water supplied to Queanbeyan in 2016–17? (kL)	See individual bulk supplies above	

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.



[Contents](#)
[Instructions](#)
[About](#)

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 John Knox

Signature _____

Title/position in organisation Managing Director

Contact officer

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

Name Alison Pratt

Title/position in organisation Manager Legal and Secretariat

Postal address GPO Box 266, Canberra ACT 2600

Telephone (02) 6180 6163

Email alison.pratt@iconwater.com.au

ATTACHMENT 1 - 3.2 Licence conditions: compliance

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.

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.

Internal audit

Icon Water's internal audit function provides an independent, objective assurance and consulting activity designed to add value and improve operations. Icon Water uses an assurance map to target internal audit activity, specifically through the development of a three year internal audit strategy. The three year internal audit strategy is supported by the annual internal audit program. The annual internal audit program incorporates a broad range of internal audits including audits examining compliance and performance. Results from the Internal Audit Program are routinely reported to the Risk and Assurance Committee (RAC).

External audit

External audit activity comprises:

- External management systems audits to maintain Icon Water's certification to:

- AS/NZS ISO 9001:2008 - quality management system
- AS/NZS ISO 14001:2004 - environmental management system
- AS/NZS 4801:2001 - occupational health and safety management system
- HACCP - hazard analysis and critical control points.

- External financial audit undertaken by the ACT Auditor General's Office. The results of this audit are reported to the RAC and Board for the purpose of preparation of the financial statements.

ATTACHMENT 2 - 3.2 Licence conditions: compliance

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 2015-16 which show it can continue to provide the services authorised in the licence.

Financial Capability

Icon Water has a finance team of 30 staff led by the Chief Financial Officer who is also a member of the Executive. This team provides a number of functions and activities including commercial management, advisory services, procurement, 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 PricewaterhouseCoopers. 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. 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.