



Utility Licence Annual Report 2017–18

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) - Minimum Service Standard 3
- 2.4 Consumer Protection Code 2012 (DI2012–149) - Minimum Service Standard 4
- 2.5 Consumer Protection Code 2012 (DI2012–149) - Minimum Service Standard 4 and 5
- 2.6 Consumer Protection Code 2012 (DI2012–149) - Complaints
- 2.7 Water and Sewerage Network Boundary Code (DI2013–73)
- 2.8 Water and Sewerage Capital Contribution Code (DI2017–291)

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: Contact Officers

- 4.1 Contact Officers

Instructions for completing the Utility Licence Annual Report

Completing the templates:

- 1 The report must be completed and submitted to the ICRC on or before **1 October 2018**.
- 2 The reporting period is from **1 July 2017 to 30 June 2018**.
- 3 Please read the Utility Licence Annual Report Guidance Note as it provides clear expectations on process and submission requirements.
- 4 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 required.
- 5 All licensed utilities must include information and data in the report even if a nil (zero) figure is recorded in relation to data required to be submitted.
- 6 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.
- 7 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). In the event the licensee provides other data, rather than the requested data, this must be clearly identified in the report.
- 8 Licensed utilities 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.
- 9 All responses provided should only relate to services provided in the ACT only. If 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.



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, the Water and Sewerage Network Boundary Code and Water and Sewerage Capital Contribution Code.

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

Section 4: Contact Officers. This section requires details of contact officers.



[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	Comments <small>Note 'Instructions No.8'</small>
1.1.1 Performance of network operations (Division 7.3)			
In 2017–18, 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 impractical to record all entries to privately leased land.
1.1.2 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 Utilities Act obligations to minimise damage etc.
In 2017–18, did the licensee receive complaints about any inconvenience, detriment or damage to landholders’ property resulting from network operations carried out?	Yes	Yes	
If so, how many complaints did the licensee receive about any inconvenience, detriment or damage to landholders’ property resulting from network operations?	78	84	Complaint categories include blowback, damage to property, site restoration and colour stained washing.

Reporting requirement	Response - water	Response - sewerage	Comments Note 'Instructions No.8'
1.1.3 Notice to land-holders to undertake network operations (Section 109)			
In 2017–18, 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?	Yes	Yes	
If so, how many times did the licensee fail to give notice at least 7 days before the operation began?	0	0	
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.	650	1,809	
1.1.4 Notice about lopping trees etc. on private land (Section 110)			
In 2017–18, 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	
1.1.5 Network operations affecting heritage significance (Section 110A)			
In 2017–18, 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	

Reporting requirement		Response - water	Response - sewerage	Comments Note 'Instructions No.8'
	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	
1.1.6	Notice to other utilities (Section 111)			
	In 2017–18, 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)?	n/a	n/a	
	If so, provide details and numbers of the incidents.	n/a	n/a	
1.1.7	Removal of utility's property and waste (Section 112)			
	What strategies does the licensee have in place that assists it in fulfilling its obligations under section 112?			All plant and machinery are removed from site as soon as practicable. Procedures and work instructions describe the restoration process, including team leaders and supervisors checking site for completeness.
	In 2017–18, did the licensee undertake any activities as network operations on land for which it was not the land-holder where it did not, as soon as practicable remove from the land the items listed in section 112(1) ?	Not recorded	Not recorded	All plant and machinery are removed from site as soon as practicable.
	If so, provide details.	n/a	n/a	

Reporting requirement		Response - water	Response - sewerage	Comments Note 'Instructions No.8'
1.1.8	In 2017–18, did the licensee receive complaints for failing to remove as soon as practicable from the land any items listed in section 112(1)?	Yes	Yes	
	If so, how many complaints did the licensee receive?	3	2	
	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 2017–18, did the licensee receive complaints for failing to ensure, as soon as practicable, that the land was restored to a condition that was similar to its condition before the operations began?	Yes	Yes	
If so, how many complaints did the licensee receive?	17	14		



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 Note 'Instructions No.8'
1.2.1	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	
1.2.2	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 2017-18?	0		
	What are the reasons for any refusals?	n/a		
1.2.3	Obligation to provide sewerage service (Section 86)			
	How many requests to provide a sewerage service to premises were refused in 2017-18?		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 Note 'Instructions No.8'
1.3.1	Authorised people (Division 7.4)			
	Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards in 2017–18?		Yes	
	Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?		Yes	
	How are authorised persons made aware of their obligations and entry restrictions under the Utilities Act? Please provide a brief outline of any induction or special training, including whether the training is provided on a regular or ad hoc basis.	New employees undergo an induction which includes entry to land training and awareness of the Utilities Act.		
1.3.2	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	
1.3.3	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	
1.3.4	Payment for loss or damage (Section 181)			

Reporting requirement	Response - water	Response - sewerage	Comments Note 'Instructions No.8'
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	
1.3.5 Community service obligations (Part 13)			
In 2017–18, 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	



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	Comments Note 'Instructions No.8'
2.1.1	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	
	Please provide a copy of your complaints handling policy and procedures.	http://www.iconwater.com.au/about/contact-us/compliments-and-complaints/complaints-handling-policy.aspx	
	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	Comments Note 'Instructions No.8'
2.1.2	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 policy 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 (please outline which languages the summary is available in); and large print? 	Yes	
Is a copy of the summary included in the customer's first account or earlier?	Yes		
2.1.3	Special needs - life support (Clause 10.1)		
	Were there any instances where the licensee failed to provide at least four business days notice of a planned interruption to a life support equipment supply address?	No	



2.2 Industry codes

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

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

Reporting requirement		Response - water	Response - sewerage	Comments Note 'Instructions No.8'
2.2.1	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 2017–18, how many claims did it receive?	0	0	
	If the licensee paid rebates to customers in 2017–18, how many were there?	n/a	n/a	
	What was the nature of the incidents? ¹	n/a	n/a	
	What was the total value in dollar amount of the rebates paid?	n/a	n/a	
2.2.2	Customer connection times (Schedule 1: Minimum Service Standards, Standard 1)			
	In 2017–18, 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	
	Please provide reasons for any failure to meet the performance standard.	n/a	n/a	

Reporting requirement		Response - water	Response - sewerage	Comments Note 'Instructions No.8'
2.2.3	Responding³ to complaints (Schedule 1: Minimum Service Standards, Standard 2)			
	Did the licensee receive any consumer or customer complaints in 2017–18?	Yes	Yes	
	If yes, how many?	828	156	
	How many complaints were responded to within 20 business days?	821	156	
2.2.4	Response time to notification of problem or concern (Schedule 1: Minimum Service Standards, Standard 3)			
	If in 2017–18, if the licensee received notifications of network problems or concerns about the licensee's network, how many did it receive?	2,996	3,620	
	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	12	
	Of the notifications referred to above, how many responses were not made within six hours?	See 2.3	See 2.3	
	How many notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property?	2,980	3,608	
	Of the notifications referred to above, how many responses were not made within 48 hours?	553	5	
	Of all notifications referred to above how many problems or concerns were not resolved in the time specified in the response?	153	53	There was an increase in the number of reactive jobs compared to last year due to dry weather conditions which required additional prioritisation of work.
2.2.5	Planned interruptions to utility services (Schedule 1: Minimum Service Standard 4)			
	How many planned interruptions to services were there in 2017–18?	6,698	0	

Reporting requirement		Response - water	Response - sewerage	Comments Note 'Instructions No.8'
	If there were instances where the utility did not provide at least 2 business days' notice of a planned interruption to a utility service to each premises affected, how many were there?	0	0	
	Please provide details. ⁴	See 2.4	See 2.4	
	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	See 2.5	See 2.5	
	Average water supply planned interruption frequency ⁶	0.1 interruptions / property		
	Average water supply interruption duration ⁷	32.3 minutes / property		
	Total interruption time of water supply faced by an average customer in 2017–18?	1.25 minutes / property		
2.2.6	Unplanned interruptions (Schedule 1: Minimum Service Standards, Standard 5)			
	If there were unplanned interruptions to services in 2017–18, how many were there?	650	1,809	
	In how many instances was supply not restored within 12 hours of the initial interruption?	0	0	
	Please provide details. ⁵	See 2.5	See 2.5	
	Average water supply unplanned interruption frequency ⁶	0.094 interruptions / property		
	Average water supply interruption duration ⁷	119.7 minutes / property		
	Total interruption time faced by an average customer in 2017–18? ⁸	0.44 minutes / property		
	In 2017–18, what was the total number of sewer main breaks and chokes? ⁹		1,855	The increase in breaks and chokes compared to last year is due to the recent dry weather conditions. The increase is in line with the values expected from our previous tracking on the influence of long term variations in weather patterns on sewer breaks and chokes.
	If any, how many were caused by tree roots?		1,723	

Reporting requirement		Response - water	Response - sewerage	Comments Note 'Instructions No.8'
In 2017–18, what was the total number of property connection sewer breaks and chokes?			1,806	The increase in breaks and chokes compared to last year is due to the recent dry weather conditions. The increase is in line with the values expected from our previous tracking on the influence of long term variations in weather patterns on sewer breaks and chokes.
If any, how many were caused by tree roots?			1,617	

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)

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

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.**

Note: Response to a notification of a problem or concern with the network is defined in the Consumer Protection Code

Please add additional lines if required

	Date	Time to respond (hours:minutes)	Suburb(s) / area affected	Type of service affected (water or sewerage)	Number of customers affected	Reason why problem or concern was not responded to within 6 hours
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						



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

2.4 Industry codes

Consumer Protection Code 2012 (DI2012–149)

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

Please provide the number of customers affected in each instance and reason for failure to provide **4 days' notice for planned works**. If multiple interruptions where the service standard was not met occurred on the same date please list each incident separately.

Please add additional rows if required

	Date	Type of service affected (Water or Sewerage)	Total No. of customers affected by interruption	Total No. of customers not notified	Reason for failure to meet minimum standard	Additional comments <small>(for example rectification action taken, planned system improvements or any other additional information that would assist the Commission in understanding why these events occurred and what is being done to prevent them in future)</small>
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						



2.5 Industry codes

Consumer Protection Code 2012 (DI2012–149)

2.5.1 Planned and Unplanned interruptions to utility services (Schedule 1: Minimum Service Standard 4 and 5)

Please provide the details of each instance where **supply was not restored within 12 hours**

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.

Please add additional lines if required

	Date	Duration of interruption (Hours:Minutes)	Type of service affected (water or sewerage)	Type of interruption (planned or unplanned)	Number of customers affected by the interruption	Reason for the interruption and why it was not restored within 12 hours
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						



2.6 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	Comments Note 'Instructions No.8'
2.6.1			
What was the total number of complaints ¹ received by the licensee in 2017–18?	828	156	
Of the complaints received in 2017–18, how many related to:			
<ul style="list-style-type: none"> Water quality?² 	134		Complaint categories include black specs/particles, chlorine odour, colour (other), colour blue/green, colour brown/dirty, colour white cloudy, other, otherwise thought unsafe, smells 'bad', tastes bad and colour stained washing.
<ul style="list-style-type: none"> Water supply reliability? 	4		Complaint category is supply interruptions.
<ul style="list-style-type: none"> Sewerage odour complaints?³ 			9 Complaint categories include odour (Icon Water network) and odour internal.
<ul style="list-style-type: none"> Sewerage services reliability ? 			28 Complaint categories include sewer blockage, repeat blockage and surcharge.

Indicator	Response - water	Response - sewerage	Comments Note 'Instructions No.8'
<ul style="list-style-type: none"> Property damage / restoration of property? 	113	84	Complaint categories include blowback, damage to property and site restoration. 2016-17 complaint categories also included damage to environment, colour stained washing, surcharge and water main burst which have been included elsewhere for 2017-18. Comparative figures for 2016-17 are 75 water complaints and 85 sewerage complaints.
<ul style="list-style-type: none"> Accounts / billing? 	168		Complaint categories include account transfer error, government policy, tariff structure, bill disputed, bill payment facilities and bill too high.
<ul style="list-style-type: none"> Metering / meter reading? 	214		Complaint categories include meter fault, meter replacement and meter reading.
<ul style="list-style-type: none"> Failure to provide, or insufficient, notice? 	19	6	Complaint categories include no/inadequate notice of work, outage notice nil/too short (planned) and outage notice nil/too short (reactive).
<ul style="list-style-type: none"> Unplanned interruptions? 	5		Complaint category is watermain burst.
<ul style="list-style-type: none"> Other retail complaints (please specify)? 	26	0	
Please specify	Complaint categories include information wrong, notices offended, other, privacy, rebates/ concessions, service request not met, service poor and staff rude.		
<ul style="list-style-type: none"> Other network complaints (please specify)? 	145	29	

Indicator	Response - water	Response - sewerage	Comments Note 'Instructions No.8'
	Please specify	Complaint categories include damage/fault our asset, damage to environment, driving/parking, failed to reply, information wrong, noise/unsightly, other, reimbursement assessment, safety/health, service request not met, staff rude, water hammer/noisy pipes, water leak, water pressure and work faulty.	Complaint categories include damage/fault our asset, driving/parking, information wrong, noise/unsightly, notices offended, other, reimbursement assessment, safety/health, staff rude, work faulty and trade waste.

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](#)

2.7 Industry codes

Water and Sewerage Network Boundary Code (DI2013–73)

The Water and Sewerage Network Boundary Code (DI2013–73) was in force up until 13 April 2018. DI2013–73 was an ICRC industry code and was replaced by the technical code DI2018–62. DI2018–62 came into effect on 14 April 2018 and is regulated by Utilities Technical Regulation. As such, the licensee is required to report on adherence to DI2013–73 up until 13 April 2018 (i.e. 1 July 2017 to 13 April 2018). However for ease of reporting, the licensee can choose to provide information for the whole 2017-18 reporting year.

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 Note 'Instructions No.8'
2.7.1	Agreement on alternative boundary (Clause 3.4)		
	In 2017–18, 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 2017–18, 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	



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

2.8 Industry codes

Water and Sewerage Capital Contribution Code (DI2017–291)

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
Note 'Instructions No.8'			
2.8.1	Payment of Capital Contribution Charge (Clause 6.1)		
	In 2017–18, were developments subject to a Capital Contribution Charge, calculated in accordance with the Code?	Yes	
	If yes, please detail		
	Number of developments subject to the charge		18
	Number of developments that elected to pay a Capital Contribution Charge under the transitional arrangements? (Clause 2.3)		18
	Total value of Capital Contribution Charges invoiced		\$0
2.8.2	Removals, relocations and specific requirements (Clause 8.1)		
	In 2017–18, 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?	No	The contractor undertakes the new work and conducts all related testing and commissioning. Icon Water isolates the existing line and connects the new line to the network.
	If yes, please detail:		
	The number of works undertaken at the request of the customer; and		
	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.		



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 Note 'Instructions No.8'
<p>3.1.1 Availability of Utility Licence Annual Report (Clause 7.5)</p> <p>A summary of the ULAR must be made publicly available by a licensee in accordance with the requirements specified in clause 7.5 of their licence.</p> <p>Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2016-17 made publicly available by the licensee?</p> <p>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>	

Reporting requirement		Response- water and sewerage	Comments Note 'Instructions No.8'
	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/our-pricing/reports-submissions.aspx	
3.1.2	Charge and assignment (Clause 10)		
	A Licensee must keep the Commission informed of all relevant changes in the ownership of the Licensee. Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2017–18?	No	
	If so, please provide details.	n/a	
3.1.3	Record keeping (Clause 14)		
	Has the licensee kept or caused to be kept, comprehensive records in accordance with ICRC's requirements under the Utilities Act?	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.
3.1.4	Emergency telephone service (Schedule: Clause 1)		
	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	
	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.	
3.1.5	Supply of information to Water Services Association of Australia (WSAA) (Schedule: Clause 3)		
	Did the licensee provide all information requested by WSAA to assist with inter-agency comparisons in 2017–18?	Yes	
	If not, please provide details.	n/a	



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

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 Note 'Instructions No.8'
3.2.1 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 2017–18?	No	No	
If yes, was the ICRC notified of the breaches? Please provide details if yes.	n/a	n/a	
3.2.2 Licensee to provide statement on any non-compliance (Clause 7.3)			
Were there any 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?	Yes	No	<p>There were a total of eight non-compliances under clause 6.2 of the licence.</p> <p>One non-compliance related to a cross connection on the 450mm treated water main in the Cotter precinct.</p> <p>There were seven non-compliances with clause 2 of Schedule 1 of the Utilities (Consumer Protection Code) Determination 2012 for not responding to a complaint within 20 business days. These instances were considered minor and did not require immediate reporting.</p>

Reporting requirement		Response - water	Response - sewerage	Comments Note 'Instructions No.8'
	If yes, was the ICRC notified of the non compliance/s? Please provide details if yes	Yes	n/a	Letter dated 17 January 2018 relating to a cross connection on the 450mm treated water main in the Cotter precinct.
3.2.3	Operation and compliance audits (Clause 7.6)			
	Provide details of how the licensee has, from time to time, undertaken audits of the services and operations authorised under its licence and of its compliance with its obligations under the licence and any law, code of practice, direction and guideline that it is to comply with under clause 6.2.	See Attachment 1	See Attachment 1	
3.2.4	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 2017–18 which show it can continue to provide the services authorised in the licence. ¹	See Attachment 2	See Attachment 2	
3.2.5	Environmental requirements (Schedule: Clause 2)			
	Please provide a copy of the licensee's environmental strategy.	See Attachment 3	See Attachment 3	
	What was the volume of unaccounted-for water from the network in 2017–18 (ML)	4,673		
	What was the average annual distribution loss from the network in 2017–18? (l/km of main per day)	3,058		

Reporting requirement	Response - water	Response - sewerage	Comments Note 'Instructions No.8'
<p>What measures were taken during the year to minimise unaccounted water from the water network?</p>	<p>Meter reading and billing cycle defect reporting (including Zero Consumption Meters) to identify defective customer meters which are replaced under the reactive meter replacement program. Planned meter replacement program based on meter defect and compliance testing data to maintain meter accuracy. Metered standpipe program to maintain standpipe meter accuracy. Planned maintenance - hydrants, valves and distribution mains inspections (and repair), water mains replacements based on identification of problematic cohorts 9km, monitoring of district metered areas (minimum night flows), water mains burst repairs (real losses).</p>		
<p>3.2.6 Agreement with ACT Fire Brigade (Schedule: Clause 4)</p>			
<p>Did the licensee comply with its fire fighting/water supply agreement with the ACT Fire Brigade at all times during 2017–18?</p>	<p>Yes</p>		
<p>If not, please give details.</p>	<p>n/a</p>		

Reporting requirement	Response - water	Response - sewerage	Comments Note 'Instructions No.8'
Has a copy of the latest agreement been provided to the Commission for review and approval?	Yes		Last 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 Note 'Instructions No.8'
3.3.1 What was the total volume of water supplied to the ACT in 2017–18? (kL) ¹	47,731,520	
What was the volume of water supplied to the following consumer categories in 2017–18?:		
• Residential customers? (kL)	32,336,778	
• Commercial customers? (kL)	9,668,810	
• Irrigation or urban open spaces including parks and sport grounds (kL)	1,248,663	
• Individual bulk supplies? (kL)	4,150,948	
• Other identifiable categories? (kL)	26,177	
Please specify other categories	Water Services Agreement (WSA) and raw water (RAW)	
What was the total volume of water supplied to Queanbeyan in 2017–18? (kL)	4,424,380	

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 Contact Officers

Contact Officer (Primary)

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

Name	Narelle Orr
Title/position in organisation	Governance and Regulatory Reporting Coordinator
Postal address	GPO Box 266, Canberra ACT 2600
Telephone	(02) 6180 6082
Email	narelle.orr@iconwater.com.au

Contact Officer (Secondary)

The licensee's alternative contact officer for those times when the main contact is unavailable 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

3.2.3 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:
 - ISO 9001:2015 - quality management system
 - ISO 14001:2015 - environmental management system
 - AS/NZS 4801:2001 - occupational health and safety management system
 - HACCP - hazard analysis and critical control points.

Attachment 2

3.2.4 Technical and prudential criteria (Clause 8)

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 2017-18 which show 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. 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 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 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.