



ICRC

independent competition and regulatory commission

Utility Licence Annual Report 2015-16

Water supply and sewerage

Icon Water

Table of Contents

[Instructions](#)

[About](#)

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](#)



Instructions for completing the annual report

Completing the templates:

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



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

[Contents](#)

About the annual report

Under section 25(2)(d) of the Utilities Act 2000 (Utilities Act), utilities are required to report to the Independent Competition and Regulatory Commission (Commission) annually on the exercise of their functions under the statute and their compliance with licence conditions. Reports are on a financial year basis and must be submitted to the Commission within three months of the end of that year (i.e. by 1 October). The reported information forms the basis for the Commission's monitoring report for licensed utility service providers. A summary of the monitoring report is published each year in the Commission's annual report.

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

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

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

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

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



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

1.1 Exercise of functions under the *Utilities Act 2000*

Performance of networks

Reporting requirement	Response - water	Response - sewerage	Please provide a brief explanation of the figures where there has been an increase from the previous year.
<p>Performance of network operations (Division 7.3) If in 2015-16, how many times did the licensee enter landholders' property to undertake network operations?</p>	Not available	Not available	A large percentage of sewer assets are in easements on privately leased land and entry occurs up thousands of times per year. It is impractical to record all entries to privately leased land.
<p>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?</p>			On site risk assessments and safe work method statements, quality system procedures and work instructions describing the nature of the work, supervision of work crews by an experienced supervisor, training in code and utilities ACT obligations to minimise damage etc.
<p>In 2015-16, did the licensee receive complaints about any inconvenience, detriment or damage to landholders' property resulting from network operations?</p>	Yes	Yes	
<p>If so, how many complaints did the licensee receive about any inconvenience, detriment or damage to landholders' property resulting from network operations?</p>	55	102	

Notice to land-holder (Section 109)

In 2015-16, before the utility began network operations in relation to public land or private land, did the licensee fail in any instances to give the land-holder seven days notice of the proposed operations?	Yes	No	
If so, how many times did the licensee fail to give notice?	2		
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.	561	1,697	

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

In 2015-16, before the utility began network operations that involved activities as set out in sections 110(1)(a) to (c) (tree related activities), did the licensee fail to give at least seven days notice before operations began?	Not applicable	Not applicable	Territory and Municipal Services (TAMS) removes trees on behalf of Icon Water and notifies customers.
If so, how many times did the licensee fail to give notice?			
Did the licensee carry out any tree related activities in urgent circumstances under section 110(8)?	Not available	Not available	Trees removed in urgent circumstances is not recorded.
If so, provide details and numbers of the incidents.			

Network operations affecting heritage significance (Section 110A)

In 2015-16, did the licensee conduct any network operations under notices given under sections 109 and 110 that may have affected a place or object registered, or nominated for provisional registration, under the Heritage Act 2004?	No	No	
If so, how many times did the licensee give a copy of the notice to the heritage council?			
Did the licensee give a copy of the notice at least seven days before operations began to the heritage council each time?	Not applicable	Not applicable	
If not, provide details as to why not for each time.			
Did the licensee carry out any network operations in urgent circumstances that may have affected a place or object registered, or nominated for provisional registration, where section 110A(2) was relied on to carry out the operations?	No	No	
If so, provide details and numbers of the incidents.			

Notice to other utilities (Section 111)

In 2015-16 did the licensee receive complaints for failing to give seven days notice to other utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities?

No	No
----	----

If so, how many complaints did the licensee receive?

--	--

Did the licensee carry out any network operations in urgent circumstances under section 111(6)?

Not applicable	Not applicable
----------------	----------------

If so, provide details and numbers of the incidents.

--	--

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

What strategies does the licensee have in place that assists it in fulfilling its obligations under section 112.

--	--

All plant and machinery are removed from site as soon as practicable. Procedures and work instructions describe the restoration process, including team leaders and supervisors checking site for completeness.

In 2015-16 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.

--	--

In 2015-16 did the licensee receive complaints for failing to remove as soon as practicable from the land any items listed in section 112(1).

Not recorded	Not recorded
--------------	--------------

Unable to provide separation of complaints for section 112 and 113. Cases are recorded under section 113 and included in the response below.

If so, how many complaints did the licensee receive?

--	--

Land to be restored (Section 113)

What strategies does the licensee have in place that assists it in fulfilling its obligations under section 113.

			On site risk assessments and safe work method statements, quality system procedures and work instructions describing the nature of the work, supervision of work crews by an experienced supervisor, training in code and utilities ACT obligations to minimise damage etc.
In 2015-16 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	Unable to provide separation of complaints relating to section 112 and 113. All cases are included in the response to section 113.
If so, how many complaints did the licensee receive?	21	34	



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

1.2 Exercise of functions under the *Utilities Act 2000*

Standard rights (Division 6.1)

Reporting requirement	Response - water	Response - sewerage	Comments
Obligation to connect or vary connections (Section 83 & 85)			
How many requests to install a connection to the licensee's network were refused?	0	0	
What are the reasons for any refusals?			
How many requests to vary a connection were refused?	0	0	
What are the reasons for any refusals?			
Obligation to provide water supply service (Section 84)			
How many requests to supply water to premises owned or occupied by a customer were refused in 2015-16?	0		
What are the reasons for any refusals?			
Obligation to provide sewerage service (Section 86)			
How many requests to provide a sewerage service to premises were refused in 2015-16?		0	
What are the reasons for any refusals?			



1.3 Exercise of functions under the *Utilities Act 2000*

General requirements

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

Reporting requirement	Response - water	Response - sewerage	Comments
Authorised persons (Division 7.4)			
Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards in 2015-16?	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 enter to land training and awareness of the Utilities Act.		
Continuity of utility services - non-payment of customer debt (Section 179)			
Did the licensee receive any written directions from the ACAT under section 179(2)?	No	No	
If yes, provide details of the number of directions received.			
Discharge of customer debt (Section 180)			
Did the licensee receive any written declarations from the ACAT under section 180(1)?	No	No	
If yes, provide details of the number of declarations received.			

Payment for loss or damage (Section 181)

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

No	No

If yes, provide details of the number of directions received.

Community service obligations (Part 13)

In 2015-16 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.

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



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

2.1 Industry codes

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

Reporting requirement	Response- water and sewerage	Please provide a brief explanation of the figures where there has been an increase from the previous year.
Complaints (Clause 6)		
Does the licensee have in place complaints handling procedures which:		
<ul style="list-style-type: none"> enables the consumer to have their complaint considered by a senior employee if not satisfied with the handling of their complaint? 	Yes	
<ul style="list-style-type: none"> deals with complaints against an agent of the licensee? 	Yes	
<ul style="list-style-type: none"> deals with the resolution of disputes between the licensee and consumers? 	Yes	
<ul style="list-style-type: none"> complies with the relevant Australian Standard on complaint handling? 	Yes	
Are consumers advised of the licensee’s complaints handling procedures?	Yes	
How and when are consumers advised of the licensee’s complaints handling procedures?	Complaint handling procedures are advised when acknowledging a complaint, upon request and on the website	
Are consumers advised of their right to lodge a complaint with ACAT in relation to services provided by the licensee?	Yes	
How and when are consumers advised of their right to complain to ACAT?	Advised in complaints policy and all notices advising of access requirements	
Are records kept, of complaints made by a customer or consumer, for not less than 12 months after the complaint is resolved?	Yes	

Summary of Consumer and Utility Rights (Clause 9)

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

<http://www.iconwater.com.au/~media/Files/Icon%20Water/About%20us/2015%20Icon%20Water%20Standard%20Customer%20Contract.ashx?la=en>

Is the Summary available in:		
<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	



[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 an increase 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 2015-16, how many claims did it receive?	0	0	
If the licensee paid rebates to customers in 2015-16, how many were there?	0	0	
What was the nature of the incidents? ¹	Not applicable	Not applicable	
What was the total value in dollar amount of the rebates paid?	Not applicable	Not applicable	

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

In 2015-16, were there any customer connections that failed to meet the performance standard specified in the Consumer Protection Code? ²	No	No	
If yes, how many?			
If any, what percentage does this represent of total connections?			
Please provide reasons for any failure to meet the performance standard.	Not applicable	Not applicable	

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

Did the licensee receive any consumer/customer complaints in 2015-16? ³	Yes	Yes
If yes, how many?	650	196
How many were responded to within 20 business days?	644	188

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

If in 2015-16, if the licensee received notifications of network problems or concerns about the licensee's network, how many did it receive?	3,016	3,469
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?	23	22
Of the notifications referred to above, how many responses were not made within six hours?	0	0
How many notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property?	2,993	3,447
Of the notifications referred to above, how many responses were not made within 48 hours?	344	9
Of all notifications referred to above how many problems or concerns were not resolved in the time specified in the response?	59	30

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

How many planned interruptions to services were there in 2015-16?	16,931	0	Large meter replacement program undertaken from October/November
If there were instances where the utility did not provide at least two business days' notice of a planned interruption to a utility service to each premises affected, how many were there?	0	0	
Please provide details. ⁴			

If there were instances where supply was not restored within 12 hours of the initial interruption, how many were there?	0	0
Please provide details. ⁵		
Average water supply planned interruption frequency ⁶	0.151 interruptions / property	
Average water supply interruption duration ⁷	22.8 minutes/property	
Total interruption time of water supply faced by an average customer in 2015-16? ⁸	2.28 minutes/property	

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

If there were unplanned interruptions to services in 2015-16, how many were there?	665	1,697
In how many instances was supply not restored within 12 hours of the initial interruption?	0	0
Please provide details. ⁵		
Average water supply unplanned interruption frequency ⁶	0.086 interruptions/property	
Average water supply interruption duration ⁷	115.3 minutes/property	
Total interruption time faced by an average customer in 2015-16? ⁸	0.38 minutes/property	
In 2015-16, what was the total number of sewer main breaks and chokes? ⁹		1,778
If any, how many were caused by tree roots?		1,639
In 2015-16, what was the total number of property connection sewer breaks and chokes?		1,694
If any, how many were caused by tree roots?		1,476

- 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

Indicator	Response - water	Response - sewerage	Please provide a brief explanation of the figures where there has been an increase from the previous year.
What was the total number of complaints ¹ received by the licensee in 2015-16?	650	196	
Of the complaints received in 2015-16, how many related to:			
<ul style="list-style-type: none"> Water quality?² 	210		Dirty water event due to tanker issue in Harrison/Gungahlin area accounted for approximately 19 complaints. The issue was addressed with standpipe customers.
<ul style="list-style-type: none"> Water supply reliability? 	2		
<ul style="list-style-type: none"> Sewerage odour complaints?³ 		13	
<ul style="list-style-type: none"> Sewerage services reliability ? 		41	
<ul style="list-style-type: none"> Property damage / restoration of property? 	62	124	
<ul style="list-style-type: none"> Accounts / billing? 	133		Increase relates to the category 'bill too high' (increased from 51 complaints in 2014/15 to 70 complaints in 2015/16) where the customer did not understand the increase in usage. Addressed by increasing staff education and tools on website for the customer to better understand how they use water and how to monitor usage by regularly reading their meter.
<ul style="list-style-type: none"> Metering / meter reading? 	93		
<ul style="list-style-type: none"> Failure to provide, or insufficient, notice? 	37	1	
<ul style="list-style-type: none"> Unplanned interruptions? 	24		

<ul style="list-style-type: none"> Other retail complaints (please specify)? 	17		
<p>Please specify</p>	<p>Information wrong, notices offended, other, service request not met, staff behaviour/service poor</p>		
<ul style="list-style-type: none"> Other network complaints (please specify)? 	118	39	
<p>Please specify</p>	<p>Damage/fault our asset, driving/parking, failed to reply, information wrong, noise/unsightly, notices offended, other, rebrand, reimbursement assessment, safety/health, service request not met, staff rude, water hammer/noisy pipes, water leak, water pressure, water waste, supply interruption, no/inadequate notice of works.</p>	<p>Driving/parking, failed to reply, information wrong, noise/unsightly, notices offended, other, reimbursement assessment, safety/health, service request not met, staff rude, telephone service poor, work faulty.</p>	<p>Supply interruption and no/inadequate notice of work complaints included here were for planned works with no interruption.</p>

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)

Reporting requirement	Response	Comments
<p>Agreement on alternative boundary (Clause 3.4) In 2015-16, 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.</p>	No	
<p>If so, provide details of the number of alternative boundaries agreed upon during that period.</p>		
<p>In 2015-16 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?</p>	No	
<p>If so, provide details of the agreement/s and why the agreement was not made pursuant to clause 3.4.</p>		



Contents
Instructions
About

3.1 Licence conditions: compliance

Joint reporting requirements (water and sewerage combined)

Reporting requirement	Response- water and sewerage	Comments
Availability of Utility Licence Annual Report (Clause 7.5)		
Was a summary of the Utility Licence Annual Report for 2014-15 made publicly available? ¹	Yes	
Please provide a link to the report or attach the publicly available summary.	http://www.iconwater.com.au/About/Reports-and-Publications/Key-Publications.aspx	
Charge and assignment (Clause 10)		
Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2015-16?	No	
If so, please provide details.		
Record keeping (Clause 14)		
Has the licensee kept or caused to be kept, comprehensive records in accordance with ICRC's requirements under the Utilities Act?	Yes	
Emergency telephone service (Schedule: Clause 1)		
Did the licensee maintain a 24-hour emergency telephone service that was accessible every day of the year and able to receive reports of network emergencies?	No	13/01/2016 05:40 - 07:30: contact centre offline following a feeder fault. 01/06/2016 17:30 - 19:00: contact centre offline due to network being shutdown to address crypto locker (virus) outbreak.
How are customers and the public informed of the service?	White Pages, customer bills, website, TV, newspaper advertisements, brochures, all correspondence with customers	

Supply of information to Water Services Association of Australia (WSAA) (Schedule: Clause 3)

Did the licensee provide all information requested by WSAA to assist with inter-agency comparisons in 2015-16?

Yes

If not, please provide details.

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



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

3.2 Licence conditions: compliance

Separate reporting requirements

Reporting requirement	Response - water	Response - sewerage	Comments
Licensee to notify ICRC of any material breaches (Clause 7.2)			
Were there any material breaches of the licensee’s licence or any applicable law, code of practice, directions and guidelines in 2015-16?	No	No	
If yes, was the ICRC notified of the breaches?			
Licensee to provide statement on any non-compliance (Clause 7.3)			
Did the licensee provide to the ICRC any statements of non-compliance with its obligations under clause 6.2 of its licence to comply with the Utilities Act, industry codes, technical codes, directions from the ICRC or the Technical Regulator or any applicable ring-fencing requirements?	No	No	
If yes, provide details or a cross reference to where these matters are discussed elsewhere in this report.			
Operation and compliance audits (Clause 7.6)			
Provide details of how the licensee has, from time to time, undertaken audits of the services and operations authorised under its licence and of its compliance with its obligations under the licence and any law, code of practice, direction and guideline that it is to comply with under clause 6.2.	See attachment 2	See attachment 2	

Technical and prudential criteria (Clause 8)

The licensee must, throughout the term of its licence, continue to satisfy the same technical and prudential criteria that it was required to meet as a condition of being granted the licence. Please provide a summary of details of the licence's financial and technical capacity for 2015-16 which show it can continue to provide the services authorised in the licence.¹

	See attachment 3	See attachment 3
--	------------------	------------------

Environmental requirements (Schedule: Clause 2)

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

Please provide a copy of the licensee's environmental strategy.	See attachment 4	See attachment 4
---	------------------	------------------

What was the volume of unaccounted-for water from the network in 2015-16 (ML)	3,928	
What was the average annual distribution loss from the network in 2015-16? (l/km of main per day)	2,511	
What measures were taken during the year to minimise unaccounted water from the water network?	Valve and hydrant inspection program, planned large meter replacement program (based on age/ consumption and compliance testing results), planned 20mm meter replacement and service connection upgrade program (based on age/ consumption and compliance testing results for meters, remove old/ leaking stop-cocks), distribution mains replacement program (based on burst frequency analysis), metered standpipe management program and standpipe testing, replacement of Icon Water operations and maintenance standpipes with metered standpipes.	

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 2015-16?

If not, please give details.

No
 The provisions of the Agreement are generally able to be met by the water network, with the exception of clause 2.2, which requires that fire hydrants are able to meet flow requirements set out in the Water Supply and Sewerage Standards. Analysis of the water network shows that 95% of the network can meet the requirements of the WSSS in terms of flow for firefighting. This analysis considers an extreme case, in that it applies a very high peak day demand assumption in addition to the fire flow requirements, as required by the standards. The 5% of mains which do not meet requirements represent about 110km of mains. A large proportion of these mains are unlined and they are programmed for renewal as part of the capital works program.

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.

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

Indicator	Response- water	Comments
What was the total volume of water supplied to the ACT in 2015-16? (kL) ¹	46,121,000	ACT only
What was the volume of water supplied to the following customer categories in 2015-16?:		
• Residential customers? (kL)	31,272,237	
• Commercial customers? (kL)	9,696,554	
• Irrigation or urban open spaces including parks and sport grounds (kL)	1,317,426	
• Individual bulk supplies? (kL)	4,166,946	
• Other identifiable categories? (kL)	26,947	
Please specify other categories	Water and sewerage unavailable (MIS1) Water services agreement (WSA)	
What was the total volume of water supplied to Queanbeyan in 2015-16? (kL)	4,279,000	

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 366, Canberra ACT 2601

Telephone (02) 6180 6163

Email alison.pratt@iconwater.com.au

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.

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 32 staff led by the General Manager Finance who is also a member of the Executive. This team provides a number of functions and activities including commercial management, advisory services, 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.

POLICY P03

Environmental management

Responsible Executive:

General Manager Business Services

Date of Issue: 14 October 2014

Version: 1.0

Next review date:

14 October 2016

1. Scope

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

2. Purpose

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

3. Policy

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

4. Definitions

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

Term	Definition
Environment	The term environment refers to an organisation's natural and human surroundings. An organisation's environment extends from within the organisation itself to the global system, and includes air, water, land, flora, fauna, as well as human beings.
Executives	Individuals with the title 'General Manager' who report directly to the Managing Director.
Ecologically sustainable development	Development that improves the total quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends. This includes the effective integration of environmental and economic considerations in decision-making processes (As defined in the Territory-owned Corporations Act 1990).
Management Representative (MR)	The organisation's top management shall appoint a specific management representative(s) who, irrespective of other responsibilities, shall have defined roles, responsibilities and authority for the EMS (As defined in ISO14001:2004).
Sustainability	Balancing financial health, environmental sustainability, cultural vitality and social responsibility to meet the needs of the present without compromising the ability for future generations to meet their own needs.
Worker	A person/s who carries out work in any capacity including an employee, contractor, employees of sub-contractors, labour hire workers, apprentices, students or volunteers (As defined in the ACT Work Health and Safety Act 2011).

5. References

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

6. Document control

Version	Short Description of Amendment
1.0	New policy for Icon Water IMS.
1.1	Administrative amendment – combined 3.1.1 and 3.1.2 policy requirements and included the definitions for sustainability and ecologically sustainable development.