



ICRC

independent competition and regulatory commission

Utility Licence Annual Report 2018–19

Water and sewerage services

Icon Water

Note:

A new works and asset management system was implemented on 23 May 2019. During the initial phase of implementation the system experienced a number of issues resulting in data not being accurately recorded for reactive work. As a result, data has been estimated from 23 May 2019 to 30 June 2019 using data from the same period in the previous year. This affects approximately 20% of indicators (water and sewer).

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- 4.1 Authorising and contact Officers

1.1 Exercise of functions under the Utilities Act 2000

Performance of network operations (Division 7.3)

Note: Please provide a separate response for water and sewerage.

Reporting requirement	Response - water	Response - sewerage	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
1. 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, 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 2018–19, did the licensee receive complaints about any inconvenience, detriment or damage to landholders' property resulting from network operations carried out?	Yes	Yes	
If so, provide details and number of complaints received.	99	71	Complaint categories include blowback, damage to property, site restoration and colour stained washing.

Reporting requirement

Response - water

Response - sewerage

Supporting statement

Please provide quality information that you believe is relevant and will assist the Commission in its assessment.

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

In 2018–19, did the licensee fail in any instances to give the land-holder at least 7 days written notice before the utility began network operations in relation to public land or private land?	No	No	
If so, how many times did the licensee fail to give notice at least 7 days before the operation began?			
Did the licensee receive any complaints related to carrying out operations in urgent circumstances under Section 109(5)?	Yes	No	
If so, provide details and numbers of complaints.	5		Complaints related to outages due to burst water mains.

3. Network operations affecting heritage significance (Section 110A)

Did the licensee receive any complaints related to carrying out network operations in urgent circumstances that may have affected a place or object registered, or nominated for provisional registration, where section 110A(2) was relied on to carry out the operations?	No	No	
If so, provide details including numbers of complaints and action taken.			

Reporting requirement	Response - water	Response - sewerage	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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4. Notice to other utilities (Section 111)

In 2018–19, 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?			
Did the licensee receive any complaints related to network operations in urgent circumstances under section 111(6)?	No	No	
If so, provide details and numbers of complaints.			

6. 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 the restorations supervisors checking site for completeness.
In 2018–19, 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.

Reporting requirement	Response - water	Response - sewerage	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
If so, provide details.			
In 2018–19, 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?	2	1	Complaints related to para-webbing and rubble being left following the completion of work.

7. 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 the restorations supervisors checking site for completeness.
In 2018–19, 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	

Reporting requirement	Response - water	Response - sewerage	Supporting statement <i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
If so, how many complaints did the licensee receive?	32	12	In 2018-19 1,081 restorations were undertaken. Complaints related to restorations not being completed within the suggested timeframe. This was primarily due to: <ul style="list-style-type: none"> - issues with contractors not completing work in a timely manner - implementation of a new asset and works management system.



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1.2 Exercise of functions under the *Utilities Act 2000* Standard rights (Division 6.1)

Note: Please provide a separate response for water and sewerage. A response is not required where the cells are shaded.

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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?			
How many requests to vary a connection were refused?	0	0	
What are the reasons for any refusals?			
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 2018–19?	0		
What are the reasons for any refusals?			
3. Obligation to provide sewerage service (Section 86)			
How many requests to provide a sewerage service to premises were refused in 2018–19?		0	
What are the reasons for any refusals?			



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1.3 Exercise of functions under the *Utilities Act 2000* General requirements

Note: Please provide a separate response for water and sewage respectively where the columns are separated, and a shared response for water and sewerage (or licensee) if the columns are merged.

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
1. Authorised people (Division 7.4)			
Were all persons authorised under section 114 (Authorised Persons) issued with photographic identity cards in 2018–19?	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.		

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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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.			

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.			

4. Payment for loss or damage (Section 181)

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.			

5. Community service obligations (Part 13)

In 2018–19, did the licensee receive any directions under section 221 from a minister responsible for a government program for the licensee to take a stated action that the minister considers appropriate to ensure that services are provided in accordance with a program?	No	No	
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Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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).			



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2.1 Industry codes

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

Note: Please provide a shared response for water and sewerage.

Reporting requirement	Response- water and sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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1. Complaints (Clause 6)

Does the licensee have in place complaints handling procedure 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 indicate the version of the Australian Standard for complaints handling procedure that you comply with.	AS ISO 10002-2006/Amdt 1-2011 : Customer satisfaction - Guidelines for complaints handling in organisations	
Please provide a copy of your complaints handling policy and procedures in a separate attachment.	[Redacted]	http://www.iconwater.com.au/about/contact-us/compliments-and-complaints/complaints-handling-policy.aspx
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	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
Are records of complaints made by a customer or consumer kept for not less than 12 months after the complaint is resolved?	Yes	
2. Summary of Consumer and Utility Rights (Clause 9)		
Please provide a copy of the licensee's statement that summarised the rights of a consumer and the licensee under the Utilities Act, the Consumer Protection Code and the relevant customer contract.	See Attachment 1	
Is the Summary available in 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 	No	The summary is available in Mandarin, Spanish, Arabic, Croatian, Vietnamese, Italian and Greek. Two of these are in the top five most common non-English languages used in the Territory as published in the most recent Australian census data. Icon Water also provides a translating service.
<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	
How many times in a year does the licensee send the customer a copy of the summary and in what manner are they being sent?	On request and in the method requested by the customer.	
3. Special needs - life support (Clause 10.1)		
Were there any instances where the licensee failed to provide at least 4 business days notice of a planned interruption to a life support equipment supply address? If yes, please provide details including any rectification action.	No	



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2.2 Industry codes

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

Note: Please provide a separate response for water and sewerage. A response is not required if the cells are shaded.

Reporting requirement	Response - water	Response - sewerage	
<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>			
1. Obligation to pay rebate for non-compliance with service standards (Clause 11.2)			
During the 2018-19, During 2018-19, did the licensee receive any claims for, or pay any, rebates for failing to meet the minimum service standards, specified in schedule 1 to the Consumer Protection Code?	No	No	
If yes, please provide details of rebate claims and payments in section 2.6	See 2.6	See 2.6	
What was the total value in dollar amount of the rebates paid?	n/a	n/a	

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

Note: 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.

2.2 Industry codes

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

Note: Please provide a separate response for water and sewerage. A response is not required if the cells are shaded.

Reporting requirement	Response - water	Response - sewerage	Please provide quality information that you believe is relevant and will assist the Commission in its assessment.
In 2018–19, were there any customer connections that failed to meet the performance standard specified in the Schedule 1 Service Standard 1 of the Consumer Protection Code? <i>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.</i>	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.			

3. Responding to complaints (Schedule 1: Minimum Service Standards, Standard 2)

Note: 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)).

Did the licensee receive any consumer or customer complaints in 2018–19?	Yes	Yes	
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2.2 Industry codes

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

Note: Please provide a separate response for water and sewerage. A response is not required if the cells are shaded.

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
If yes, please provide number of complaints in section 2.7	See 2.7	See 2.7	
4. Response time to notification of problem or concern (Schedule 1: Minimum Service Standards, Standard 3)			
In 2018–19, did the licensee receive notifications of network problems or concerns about the licensee's network? If yes, how many did it receive?	3,122	4,773	There was a 32% increase in the number notifications for sewer network concerns when compared to 2017-18. This is predominately due to the dry weather conditions which has led to a decrease in the soil moisture content. There is a direct correlation between the decrease in soil moisture content and increase sewer blockages.
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?	19	10	
Of the notifications referred to above, how many responses were not made within six hours?	See 2.3	See 2.3	All responses were made within six hours.

2.2 Industry codes

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

Note: Please provide a separate response for water and sewerage. A response is not required if the cells are shaded.

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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?	3,103	4,762	
Of the notifications referred to above, how many responses were not made within 48 hours?	672	12	
Of all notifications referred to above how many problems or concerns were not resolved in the time specified in the response?	200	141	
Please provide general summary of key examples as to what timeframes weren't met.			<p>Work is prioritised at four different levels depending on the nature of the work. Each priority has a different target to be responded by or fixed by. The majority of the work not responded to within 48 hours was classified as a priority four (lowest priority). These types of jobs are generally minor leaks which may require operation of a valve to stop the leak. In some cases the leak may be repaired but the restoration of the site may take longer than the time specified in the response, for example if a driveway needs to be repaired.</p>

2.2 Industry codes

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

Note: Please provide a separate response for water and sewerage. A response is not required if the cells are shaded.

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
5. Planned interruptions to utility services (Schedule 1: Minimum Service Standard 4)			
How many planned interruptions to services were there in 2018-19?	7,854	0	The increase in planned interruptions compared to last year relates to an increase in the number of small meters, hydrants and valves replaced.
If there were instances where the Utility did not provide at least two (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 in section 2.4	See 2.4	See 2.4	
If there were instances where there supply was not restored within 12 hours of the initial interruption? how many were there?	0	0	
Please provide details in section 2.5	See 2.5	See 2.5	
Average water supply planned interruption frequency where: <i>average water supply planned interruption frequency = Total number of properties interrupted / total number of water properties</i>	0.078 interruptions / property		

2.2 Industry codes

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

Note: Please provide a separate response for water and sewerage. A response is not required if the cells are shaded.

Reporting requirement	Response - water	Response - sewerage	Please provide quality information that you believe is relevant and will assist the Commission in its assessment.
Average water supply planned interruption duration <i>where:</i> $\text{average water supply planned interruption duration} = \frac{\text{Total number of planned interruptions}}{\text{total number of interruptions}}$	31.7 minutes / property		
Total planned interruption time of water supply faced by an average customer in 2018-19? <i>Where:</i> $\frac{\text{Total planned interruptions time}}{\text{total number of services properties}}$	1.39 minutes / property	0	

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

If there were unplanned interruptions to services in 2018-19? How many were there?	588	2,433	There was a 34% increase in the number of unplanned sewer interruptions when compared to 2017-18. This is predominately due to the dry weather conditions which has led to a decrease in the soil moisture content. There is a direct correlation between the decrease in soil moisture content and increase sewer blockages. A range of improvement initiatives have been implemented including a review of the methodology for cleaning, resource utilisation and cleaning equipment.
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2.2 Industry codes

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

Note: Please provide a separate response for water and sewerage. A response is not required if the cells are shaded.

Reporting requirement	Response - water	Response - sewerage	Please provide quality information that you believe is relevant and will assist the Commission in its assessment.
In how many instances was supply not restored within 12 hours of the initial interruption?	0	0	
Please provide details in section 2.5	See 2.5	See 2.5	
Average water supply unplanned interruption frequency in the 2018-19 period. <i>where:</i> <i>Total number of properties interrupted / total number of water properties</i>	0.085 interruptions / property		
Average water supply unplanned interruption duration in the 2018-19 period. <i>where:</i> <i>average water supply planned interruption duration = Total number of planned interruptions / total number of interruptions</i>	98.9 minutes / property		
Total unplanned interruption time faced by an average customer in 2018–19 period <i>where:</i> <i>Total unplanned interruption time / total number of water properties</i>	0.33 minutes / property		

2.2 Industry codes

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

Note: Please provide a separate response for water and sewerage. A response is not required if the cells are shaded.

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
Total number of sewer main breaks and chokes in the 2018-19 period.		2,424	The increase in sewer main breaks and chokes is predominately due to the dry weather conditions which has led to a decrease in the soil moisture content. There is a direct correlation between the decrease in soil moisture content and increase sewer blockages. A range of improvement initiatives have been implemented including a review of the methodology for cleaning, resource utilisation and cleaning equipment.
how many were caused by tree roots?		2,253	See comment above.
Total number of property connection sewer breaks and chokes in the 2018-19 period.		2,430	
how many were caused by tree roots?		2,148	

2.2 Industry codes

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

Note: Please provide a separate response for water and sewerage. A response is not required if the cells are shaded.

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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2.6 Industry codes

Consumer Protection Code 2012 (DI2012-149)

Rebates paid against the Minimum Service Standards

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

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

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

Subject of the standard	Water			Sewerage			Support statement please provide other information that you believe is relevant and
	Number of claims (no.)	Number of rebates paid (no.)	value of rebate paid (\$)	Number of claims (no.)	Number of rebates paid (no.)	value of rebate paid (\$)	
<i>example: MSS 1 Customer Connection Times</i>	2	2	180				1 x customer connection late for 2 days; paid \$120 1 x customer connection later for 1 day; paid \$60
MSS 1 Customer connection Times							
MSS 2 Responding to Complaints							
MSS 3 Respond time to notification of problem or concern							
MSS 4 Planned interruptions to services							
MSS 5 Uplanned interruptions to services							



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2.7 Industry codes

Consumer Protection Code 2012 (DI2012–149) - Complaints

Note: Please provide a separate response for water and sewerage.

Indicator	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
1. What was the total number of complaints ¹ received by the licensee in 2018–19?	499	146	The 34% decrease in complaints can be attributed to business improvement initiatives to improve the customer experience.
2. How many complaints were responded to within 20 business days?	488	141	
3. Of the complaints received in 2018–19, how many related to:			
• Water quality? ²	108		
• Water supply reliability?	2		Complaint category is supply interruption.
• Sewerage odour complaints? ³		14	Complaint categories include odour - Icon Water network and odour - internal.
• Sewerage services reliability ?		29	Complaint categories include sewer blockage, sewer blockage repeat and surcharge.
• Property damage / restoration of property?	104	73	Complaint categories include blowback, damage to property and restorations.

Indicator	Response - water	Response - sewerage	Please provide quality information that you believe is relevant and will assist the Commission in its assessment.
<ul style="list-style-type: none"> • Accounts / billing? 	121		<p>Complaint categories include account not created, amount transferred incorrect, bill delay, bill disputed, bill not received, bill payment facilities, bill tariff structure, bill too high, bill wrong name/address, change of ownership not processed, credit, water leak high and interest charges.</p> <p>The complaint category 'bill too high' saw a 42% reduction when compared to last year. This can be attributed to a business improvement initiative for proactive assessment of water consumption if a water meter is replaced due to a fault or leak.</p>
<ul style="list-style-type: none"> • Metering / meter reading? 	64		<p>Complaint categories include estimated readings, meter fault, meter replacement and meters/meter reading.</p> <p>There was a significant decrease in the number of metering complaints compared to last year. This can be attributed to a business improvement initiative to enhance the metering process.</p>
<ul style="list-style-type: none"> • Failure to provide, or insufficient, notice? 	10	5	<p>Complaint categories include no/inadequate notice of work, outage notice nil/too short (reactive) and outage notice nil/too short (planned).</p>
<ul style="list-style-type: none"> • Unplanned interruptions? 	5	0	<p>Complaint category is burst watermain.</p>

Indicator	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
• Other retail complaints (please specify)?	6	0	
Please specify	Complaint categories include staff behaviour/misconduct and service poor.		
• Other network complaints (please specify)?	79	25	The number of other network complaints has decreased when compared to last year. Complaint categories that have seen a large decrease include water pressure, water hammer/noisy pipes, other and information wrong.
Please specify	Complaint categories include connection took too long, damage/fault our asset, damage to environment, driving/parking, information wrong, noise/unsightly, other, otherwise thought unsafe, service request not met, staff rude, water hammer/noisy pipes, water leak and water pressure.	Complaint categories include damage/fault our asset, noise/unsightly, other, reimbursement assessment, safety/health, service request not met, staff rude and telephone service poor.	

1 Refer also to clause 34(10) for definition.

2 A water quality complaint is any complaint regarding discolouration, taste, odour, stained washing, illness, etc.

3 This includes all sewerage odour complaints, irrespective of where the business believes the odour was attributable to another non-business source.



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2.8 Industry codes

Water and Sewerage Capital Contribution Code (DI2017–291)

Note: Please provide a shared response for water and sewerage.

Reporting requirement	Response	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
1. Payment of Capital Contribution Charge (Clause 6.1)		
In 2018–19, were developments subject to a Capital Contribution Charge, calculated in accordance with the Code?	Yes	
If yes, please detail		
Number of developments that elected to pay a Capital Contribution Charge under the transitional arrangements? (Clause 2.3)	53	
Total value of Capital Contribution Charges recoverable during 2018–19. <i>This figure would include amounts charged in accordance with the Code but not yet invoiced or paid.</i>	\$226,464	

Reporting requirement	Response	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
2. Removals, relocations and specific requirements (Clause 8.1)		
In 2018–19, in connection with a development, did the Licensee remove, relocate, provide protection or make changes to the existing Network in which the customer was charged the costs of carrying out the works?	Yes	
If yes, please detail:		
The number of works undertaken at the request of the customer; and	18	
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	Relocated the fire hydrant due to the driveway covering the existing fire hydrant (Hughes section 43 block 11; Denman Prospect section 59 block 6; Moncrieff section 30 block 2)



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3.1 Utility Licence conditions: compliance

Joint reporting requirements (water and sewerage services combined)

Please provide a shared response for water and sewerage (or licensee).

Reporting requirement	Response- water and sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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1. Availability of Utility Licence Annual Report (Clause 7.5)

Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2017-18 made publicly available by the licensee?	Yes	
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	

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.

Reporting requirement	Response- water and sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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2. Charge and assignment (Clause 10)

<p>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 2018–19?</p>	No	
<p>If so, please provide details.</p>		

3. Record keeping (Clause 14)

<p>Has the licensee kept or caused to be kept, comprehensive records in accordance with ICRC's requirements under the Utilities Act?</p>	No	<p>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.</p>
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4. Emergency telephone service (Schedule: Clause 1)

<p>Did the licensee maintain a 24 hour emergency telephone service that was accessible to the public every day of the year and be able to receive reports of network emergencies?</p>	Yes	
<p>How are customers and the public informed of the service?</p>	<p>White Pages, customer bills, website, newspaper advertisements, brochures, all correspondence with customers, Twitter, Facebook, event programs and bumper stickers.</p>	

Reporting requirement

Response- water and sewerage

Please provide quality information that you believe is relevant and will assist the Commission in its assessment.

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 2018–19?

Yes

If not, please provide details.



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3.2 Licence conditions: compliance

Separate reporting requirements

Please provide a separate response for water and sewerage. A response is not required if the cells are shaded.

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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 2018–19?	No	No	
If yes, was the ICRC notified of the breaches? Please provide details if yes.			
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	

Reporting requirement	Response - water	Response - sewerage	Please provide quality information that you believe is relevant and will assist the Commission in its assessment.
If yes, was the ICRC notified of the non compliance/s? Please provide details if yes	<p>A non-compliance was reported to ICRC on 19 December 2018 for a breach of Icon Water's obligations under the Privacy Act 1988 (Cth). A programming error in the mail collation process resulted in approximately 4,900 water and sewerage invoices being sent to customers that were not the intended recipient.</p> <p>There were 17 non-compliances with clause 2 of Schedule 1 of the <i>Utilities (Consumer Protection Code) Determination 2012</i> for not responding to a complaint within 20 business days. Non-compliances were a result of staffing issues. Changes were made to work allocation practices, complaint management processes and performance reporting procedures to address the</p>		

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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3. Operation and compliance audits (Clause 7.6)

<p>Provide details of how the licensee has, from time to time, undertaken audits of the services and operations authorised under its licence and of its compliance with its obligations under the licence and any law, code of practice, direction and guideline that it is to comply with under clause 6.2.</p>			<p>Icon Water uses an assurance map to target internal audit activity, specifically through the development of a three year internal audit strategy. The internal audit strategy is supported by the annual internal audit program which is revised on an annual basis. The annual internal audit program incorporates a broad range of internal audits including audits examining compliance and performance. Activities involved in the development of this program include:</p> <ul style="list-style-type: none"> - review of risk registers and reports - review of previous audit activity and findings - consideration of known assurance activities - consultation with Icon Water Executives - consideration of key pieces of legislation (via CMO compliance system) identified as being critical to the operations of Icon Water - consideration of management system standards requirements - consideration of emerging issues.
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Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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4. Technical and prudential criteria (Clause 8)

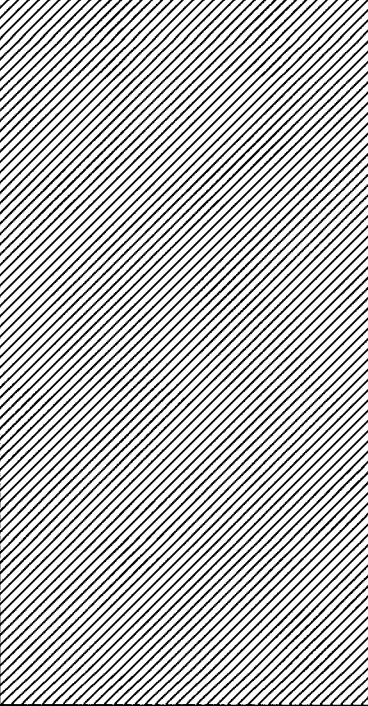
Please provide a summary of details of the licensee's financial and technical capacity for 2018–19 which show it can continue to provide the services authorised in the licence. ¹	See attachment 2	See attachment 2	
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5. Environmental requirements (Schedule: Clause 2)

Please provide a copy of the licensee's environmental strategy in a separate attachment.			See Attachment 3
What was the volume of unaccounted-for water from the network in 2018–19 (ML)			
What was the average annual distribution loss from the network in 2018–19? (l/km of main per day)			

3,038

1,730

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
<p>What measures were taken during the year to minimise unaccounted water from the water network?</p>	<p>A number of projects have been undertaken to minimise unaccounted water including:</p> <ul style="list-style-type: none"> - Revenue assurance project to identify opportunities to improve revenue collection (reduce apparent losses) including zero consumption meter, defect reporting and rectification through reactive meter replacement. - Planned meter replacement program based on meter defects compliance testing. - Metered standpipe program and audit to maintain customer fleet and meter accuracy. - Water mains renewal program targeting problematic cohorts and reactive mains burst repairs to reduce physical losses. 		

Reporting requirement	Response - water	Response - sewerage	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
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6. 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 2018–19?	No		
If not, please give details.	A part of the network in Pialligo was identified as being incapable of providing the required pressures under the required fire flow scenario. This has occurred as, although Pialligo is a broadacre land use zone, parts of the area have been developed for other uses which introduce a fire risk rating which is not usual for broadacre and the design of this part of the network has not kept up with these developments. An emergency project has been initiated to rectify the issue although the required augmentation is dependent on the proposed future development in the area. ACT Fire and Rescue is aware of the situation and have contingency measures in place.		
Has a copy of the latest agreement been provided to the Commission for review and approval?	Yes		
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/>



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3.3 Licence conditions: compliance

Schedule (clause 2.3) Water use data collection

Indicator	Response- water	<i>Please provide quality information that you believe is relevant and will assist the Commission in its assessment.</i>
1. What was the total volume of water supplied to the ACT in 2018–19? (kL)		
<i>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.</i>	48,346,300	
2. What was the volume of water supplied to the following consumer categories in 2018–19?:		
• Residential customers? (kL)	33,881,747	
• Commercial customers? (kL)	10,255,246	
• sport grounds (kL)	1,259,049	
• Individual bulk supplies? (kL)	4,662,374	
• Other identifiable categories? (kL)	26,887	
Please specify other categories	Water Services Agreement (WSA) and raw water (RAW)	
3. What was the total volume of water supplied to Queanbeyan in 2018–19? (kL)	4,391,600	



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4.1 Authorising and contact officers

Authorising officer

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

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

Contact officer

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

Name	Stephen Glowrey
Title/position in organisation	Manager Advisory
Postal address	GPO Box 366, Canberra ACT 2601
Telephone	(02) 6180 6890
Email	stephen.glowrey@iconwater.com.au

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 2018-19 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, management and financial accounting and financial support. The majority of finance positions are degree qualified and are either members of the CPA Australia or Chartered Accountants Australia and New Zealand. These functions are supported by a number of services contracted out to ActewAGL which include customer billing and collection, regulatory services, payroll, treasury, tax, fixed asset accounting and systems support.

Icon Water's financial statements are audited each year by the ACT Auditor General through a contract with PricewaterhouseCoopers. Icon Water's financial and budget numbers are included in the ACT Government Whole of Government Accounts. Icon Water produces a Business Strategy annually.

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

Technical Capability

Icon Water assets and water and sewerage businesses are planned, operated and managed by a team of highly competent and trained staff. Staff members bring to Icon Water a diverse range of skills and experiences covering asset management, customer services, business administration, environmental sciences, operations and maintenance, project management and governance. Where required, technical capability is augmented via specialised consultancy through external service providers.

Icon Water faces strategic and operational challenges on a continued basis due to changes in technology, community expectations and industry standards. To meet these challenges Icon Water encourages all staff to maintain currency with best practice standards. Specialist in-house and external training is provided, as well as professional development to meet the emerging challenges faced by the water and sewerage businesses. This professional development also supports staff retention. Training and professional development is formalised as a component of each staff member's annual Personal Performance and Development Plan.

All competency based training and development programs for operational staff are derived from the National Water Training Package. Icon Water staff hold specialised qualifications and high risk work licences where required. Icon Water's staff are respected in the industry and are sought out for technical counsel particularly from inland water and sewerage operators.

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

POLICY PO3

Environmental management



Responsible Executive:

General Manager Business Services

Version date: 15 May 2018

Version: 1.2 Next review date: 21 February 2020

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 14001:2015 *Environment Management – Requirements with Guidance for Use* and maintain compliance with ACT, NSW and Commonwealth legal obligations including the *Environment Protection Act 1997 (ACT)*, *Protection of the Environment Operations Act 1997 (NSW)*, *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 and enhance environmental performance.

3.1.2 The General Manager Business Services is the executive responsible for the EMS and leads its effective 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 integrated into business processes as they are established, implemented, and maintained (in accordance with ISO14001:2015)
- b. report on the performance of the EMS to the IMS Management 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 14001:2015.

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 <i>Territory-owned Corporations Act 1990 (ACT)</i>).
Management Representative (MR)	The organisation's top management has appointed a specific management representative(s) who, irrespective of other responsibilities, will have defined roles, responsibilities and authority for the EMS.
Sustainable outcomes	Outcomes achieved from a focus on sustainability, being: 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 <i>Work Health and Safety Act 2011 (ACT)</i>).

5. References

- 6.1.1 *Environment Protection Act 1997 (ACT)*
- 6.1.2 *Protection of the Environment Operations Act 1997 (NSW)*
- 6.1.3 *Water Resources Act 2007 (ACT)*
- 6.1.4 *Territory-owned Corporations Act 1990 (ACT)*
- 6.1.5 *ISO 14001:2015 Environment Management – Requirements with Guidance for Use*