



ICRC

independent competition and regulatory commission

Compliance and performance annual report 2011-12

Water supply and sewerage

Part 1: Non-technical

Actew Corporation

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Section 1: Introduction

Instructions for completing the annual report

Completing the templates:

- 1 In most cases a response of “yes”, “no”, “not-applicable”, “not available”, or a number will suffice. Additional details can be provided in the “Comments” column. 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 required in this template, the licensee should indicate “data not available” and provide supplementary information detailing whether and when it intends to collect this data. 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, particularly whether non-compliance results from deficiencies in capacity or condition or operation of the networks).
- 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 2011-12 financial year only.



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

Legend and data validation

Legend

- Blue cells with white text indicate column headings
- Blank white cells beneath column headings can be used for additional comments
- Orange cells indicate qualitative inputs.
- Yellow cells indicate quantitative inputs

Column heading

Enter comments in these cells

Enter qualitative data in these cells

Enter quantitative data in these cells

Grey cells indicate information to note when completing the form
Diagonal stripes indicate a value is not required
Blue text indicates a link to another page

Notes for completing questions
These cells are locked
[Link to another page](#)



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) each financial year on the performance of their functions under the statute and their compliance with licence conditions. Reports must be submitted to the Commission within three months of the end of the financial year (i.e. by 1 October). The reported information forms the basis for the Commission's compliance reports and performance reports for licensed utility service providers. Parts 1 (Non-technical), 2 (Technical - general) and 3 (Technical - dam safety) of this template sets out the reporting requirements for 2011-12.

Part 1: Non-technical is made up of:

Section 1.1: Compliance Report, requires responses in relation to a set of licensed utility obligations set out in the Utilities Act, utility licences and relevant industry codes. References to the source documents are provided. Sections are divided by joint and separate responses for water and sewerage services.

Section 1.2: Performance Report - individual requirements, requires responses in relation to a range of market data, access and affordability, complaints, and customer service details required by the Commission. Separate responses are required for water and sewerage services. The details required are aligned with those used by other Australian regulators.

Section 1.3: Performance Report - water only, requires responses in relation to leaks, interruptions and supply of water services. The details required are aligned with those used by other Australian regulators.

Section 1.4: Performance Report - sewerage only, requires responses in relation to interruptions of sewerage services. The details required are aligned with those used by other Australian regulators.

Section 1.5: Authorising and contact officers, included in this questionnaire, has been provided by the Technical Regulator under the Utilities Act.



1.1.1 Obligations under the *Utilities Act 2000*

A Joint requirements

Reporting requirement	Response	Comments
Authorised persons (Division 7.4)		
Were all authorised persons issued with photographic identity cards in 2011–12?	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.	Induction / training refresher	New employees attend an induction, which includes entry to land training and awareness of the Utilities Act and Consumer Protection Code. Existing employees receive refresher induction training which also covers this information.



1.1.1 Obligations under the *Utilities Act 2000*

B Individual requirements

Reporting requirement	Response - water	Response - sewerage	Comments
Obligation to connect or vary connections			
How many requests to install a connection to the licensee's network were refused?	0	0	
If any, what percentage of the total requests for connection does this represent?			
What are the reasons for any refusals?			
How many requests to vary a connection were refused?	0	0	
If any, what percentage of the total requests to vary a connection does this represent?			
What are the reasons for any refusals?			
How many requests to allow an accredited third party to install or vary a water or sewerage connection (pipe) were refused?	0	0	
If any, what percentage of the total requests to allow an accredited third party to install or vary a connection or			
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 2011-12?	0		
If any, what percentage of the total requests for connection does this represent?			
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 2011-12?		0
If any, what percentage of the total requests for a sewerage service does this represent?		
What are the reasons for any refusals?		

Performance of network operations (Division 7.3)

How many times in 2011-12 did the licensee enter landholders' properties to undertake network operations?	Not recorded	Not recorded	Large percentage of sewers are in easements on private land and entry occurs many times
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Damage etc to landholders' property (Section 108)

What strategies does the licensee have in place to minimise inconvenience, detriment and damage to landholders' property			Quality system procedures describing nature of work. Supervision of work crews by
In 2011-12, how many complaints did the licensee receive about any inconvenience, detriment or damage to landholders'	78	158	Complaint categories: damage to property, site restoration and blowbacks.

Provision of notice to landholders to undertake network operations (Sections 109, 110)

In 2011-12 how many complaints did the licensee receive for failing to give seven days notice to landholders before	1	3
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Provision of notice to other utilities¹ to undertake network operations (Section 111)

In 2011-12 how many complaints did the licensee receive 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?	0	0
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Restoring landholders' property after undertaking network operations (Sections 112, 113)

In 2011-12 how many complaints did the licensee receive about the removal of its property and waste, or the restoration of affected land, after the completion of any network operations?	51	66
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¹ 1. For the purposes of s111 of the Utilities Act, utilities are those licensed under the Utilities Act, carriers or network operators under the Commonwealth Telecommunications Act 1997, and the person or authority responsible for stormwater network operations.



1.1.2 Compliance with licence conditions

A Joint requirements

Reporting requirement	Response	Comments
Availability of annual report (Clause 7.4)		
Was a summary of the annual report for 2010-11 made publicly available?	Yes	
Please provide a link to your website or attach the publicly available summary.		
Charge and assignment (Clause 10)		
Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2011-12?	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 1: 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?	Yes	
How are customers and the public informed of the service?	White Pages, Yellow Pages, customer bills, website, TV, newspaper advertisements, brochures	
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 2011-12?	No	

If not, please provide details.

Data was not provided for the indicator 'percentage of calls answered within 30 seconds'. Issues were experienced with estimating extrapolated values as a result of the implementation of a new phone system.

¹ Further information on licence compliance requirements is set out in the ICRC's guidance note, Utility reporting of material breaches and non-compliance, 2009 available from www.icrc.act.gov.au/__data/assets/pdf_file/0020/232265/Guidance_Note_Compliance_Reporting_Mar09.pdf



1.1.2 Compliance with licence conditions

B Individual 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 2011-12?	No	No	
If yes, was the ICRC notified of the breaches?			
If relevant, provide details (or provide a cross reference to discussion elsewhere in this report).			
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 relevant, provide details (or provide a cross reference to discussion elsewhere in this report)			
Were there any further instances of non-compliance not previously reported to the ICRC that the licensee wishes to bring to the ICRC's attention?	No	No	
If relevant, provide details (or provide a cross reference to discussion elsewhere in this report)			
Operation and compliance audits (Clause 7.6)			

Were any audits undertaken during the year of the services and operations authorised by the licence and of its compliance with its obligations under the licence and any law, code or practice, directions and guidelines required under clause 6.2?	No	No	
Environmental requirements (Schedule: Clause 2)			
Please provide a copy of the licensee's environmental strategy if this has changed from the previous year.	Unchanged	Unchanged	Sustainability Strategy 2010-2015
What was the volume of unaccounted-for water from the network in 2011-12 (ML)	3,183		
What was the average annual distribution loss from the network in 2011-12? (l/km of main per day)	2,140		
What measures were taken during the year to minimise unaccounted water from the water network?	replacement program has been implemented to minimise unaccounted for water from the network. This ensures that meter under-registration is kept to a minimum. 10% of the network is also monitored through district metering and the water use of 100 large customer meters is monitored through the large customer demand management program. Design of one new district meter area was completed with installation planned for early 2012/13.		
Agreement with ACT Fire Brigade (Schedule: Clause 4.4)			
Did the licensee comply with its fire fighting/water supply agreement with the ACT Fire Brigade at all times during 2011-12?	Yes		

Has a copy of the latest agreement been provided to the Commission for review and approval?	Yes		Agreement unchanged
If not, please attach a copy to this report.			



1.1.3 Compliance with Consumer Protection Code

A Joint requirements

Reporting requirement	Response	Comments
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?	Leaflet sent with acknowledgement on receipt of complaint or mentioned in phone call if complaint is received by phone. Also available via website.	Link to website: http://www.actewagl.com.au/About-us/Contact-us/Compliments-and-complaints/Complaints-handling-procedure.aspx
Are consumers advised of their right to lodge a complaint with ACAT in relation to services provided by the licensee?	Yes	

<p>How and when are consumers advised of their right to complain to ACAT?</p>	<p>with complaints policy for written acknowledgements, which is also on the website. Accompanies advice of higher management review should complainant express dissatisfaction with outcome of review. Also included on access notification letters associated with network operations.</p>	<p>Link to website: http://www.actewagl.com.au/About-us/Contact-us/Compliments-and-complaints/Complaints-handling-procedure.aspx</p>
<p>Are records kept, of complaints made by a customer or consumer, for not less than 12 months after the complaint is resolved?</p>	<p>Yes</p>	
<p>Summary of Consumer and Utility Rights (Clause 9)</p>		
<p>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.</p>	<p>http://www.actewagl.com.au/About-us/~media/ActewAGL/ActewAGL-Files/Help-and-advice/Legal/customer-summary-your-rights-and-obligations.ashx</p>	
<p>Is the Summary available in:</p>		
<ul style="list-style-type: none"> the 5 most common non-English languages used in the Territory; and 	<p>Yes</p>	
<ul style="list-style-type: none"> large print? 	<p>Yes</p>	
<p>Payment of customer accounts (Clause 13.7)</p>		
<p>What methods of payment are available to customers to pay a customer account?</p>	<p>Direct debit Online via ActewAGL's ePayplus Over the counter at a post office or ActewAGL Home Connect store Centrepay Bpay By Mail</p>	

1 Where a physical connection already exists, reconnection must occur on the same day where the request is made before 2pm or by the end of the next business day if the request is made after 2pm. This standard applies where there is a physical electricity network connection in place, but network action is required to restore supply, for example if the premises have been isolated from the network.

2 A response is taken to mean the resolution of a problem or confirmation of the cause of the issue(s), if known, and advice about what corrective action is being taken to rectify the issue(s) and an indication of the likely time by which the issue(s) will be resolved (see Consumer Protection Code, Dictionary (50)).

3 Please provide number of instances, the number of customers affected in each instance and reason for failure to provide 2 days' notice.

4 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.



1.1.3 Compliance with Consumer Protection Code

B Individual requirements

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

Reporting requirement	Response - water	Response - sewerage	Comments
Customer connection times (Schedule 1: Minimum Service Standards, Standard 1)			
In 2011-12, how many customer connections failed to meet the performance standard specified in the Consumer Protection Code? ¹	0	0	
If any, what percentage does this represent of total connections?			
Please provide reasons for any failure to meet the performance standard.			
Responding² to complaints (Schedule 1: Minimum Service Standards, Standard 2)			
Did the licensee receive any consumer/customer complaints in 2011–2012? ²	Yes	Yes	
If yes, how many?	550	290	
How many were responded to within 20 business days?	550	290	
What was the average time (in days) taken to respond?	7.4	9.9	
Response time to notification of problem or concern (Schedule 1: Minimum Service Standards, Standard 3)			
If in 2011-12, the licensee received notifications of network problems or concerns about the licensee's network, how many did it receive?	3,200	2,660	

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?	32	15
Of the notifications referred to above, how many responses were not made within six hours?	0	0
If the licensee received 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, how many did it receive?	3,168	2,645
Of the notifications referred to above, how many responses were not made within forty-eight hours?	511	33
Of the notifications referred to above how many problems or concerns were not resolved in the time specified in the response?	86	34
Planned interruptions to utility services (Schedule 1: Minimum Service Standard 4)		
How many planned interruptions to services were there in 2011–12?	6,811 interruptions 12,705 properties	0
If there were instances where the utility did not provide at least two business days' notice of a planned interruption to a utility service to each premises affected, how many were there?	0	0
Please provide details. ³		
If there were instances where supply was not restored within twelve hours of the initial interruption, how many were there?	0	0
Please provide details. ⁴		
Unplanned interruptions (Schedule 1: Minimum Service Standards, Standard 5)		
If there were unplanned interruptions to services were there in 2011–2012, how many were there?	465 interruptions 10,034 properties	1,266 interruptions 1,266 properties
In how many instances was supply not restored within twelve hours of the initial interruption?	0	1

Please provide details.⁴

	Job 107565 - sewer choke job left overnight due to dispatch operator error
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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 2011–12, how many claims did it receive?

1	0

If the licensee paid rebates to customers in 2011-12, how many were there?

1	

What was the nature of the incidents?⁵

Failure to notify of planned interruption to utility service	
--	--

What was the total value of the rebates paid? (\$)

50	

- 1 Where a physical connection already exists, reconnection must occur on the same day where the request is made before 2pm or by the end of the next business day if the request is made after 2pm. This standard applies where there is a physical 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 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)).
- 3 Please provide number of instances, the number of customers affected in each instance and reason for failure to provide 2 days' notice.
- 4 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.
- 5 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'.



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Section 1.2: Performance report - individual requirements

1.2.1 New customers connected

Indicator	Response - water	Response - sewerage	Comments
How many new properties were connected to the licensee's network in 2011-12?	3,901	3,807	
How many total properties were connected to the licensee's network in 2011-12?	153,916	153,068	
How many customers were connected to the licensee's network as at 30 June 2012?	154,210	150,065	



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Section 1.2: Performance report - individual requirements

1.2.2 Complaints

Indicator	Response - water	Response - sewerage	Comments
What was the total number of complaints ¹ received by the licensee in 2011-12?	550	219	
Of the complaints received in 2011-12, how many related to:			
• Water quality? ²	131	n/a	
• Water supply reliability?	48	n/a	category: supply interruption and outage notice nil/too short
• Sewerage odour complaints? ³	n/a	6	category: odour ACTEW network, odour internal
• Sewerage services reliability ?	n/a	30	Category: sewer blockage, sewer blockage repeat, surcharge
• Property damage / restoration of property?	78	85	Category: damage to property, site restoration
• Accounts / billing?	109	n/a	Water and sewer are not recorded separately, therefore, all cases reported under water Category: account transfer error, bill disputed, bill not received, bill too high, bill payment facilities, tariff structure, bill govt policy
• Metering / meter reading?	97	n/a	Category: meter box/cover, meter fault, meter readers, meter replacement, meters, meter reading
• Failure to provide, or insufficient, notice?	47	3	Category: no/inadequate notice of works, outage notice nil/too short, not notified outage cancelled
• Unplanned interruptions?	27	0	Category: no/inadequate notice of works, outage notice nil/too short, supply interruption

<ul style="list-style-type: none"> Other retail complaints (please specify)? 	11	n/a	Water and sewer are not recorded separately, therefore, all cases reported under water
Please specify	notices offended, staff behaviour, staff rude, information wrong		
<ul style="list-style-type: none"> Other network complaints (please specify)? 	73	95	
Please specify	driving/parking, other, water hammer, water pressure, safety/health, damage/fault our asset, reimbursement assessment, information wrong, noise/unsightly, failed to reply, water leak, work faulty, watermain burst, staff rude, water waste	blowback, driving/parking, other, safety/health, damage/fault our asset, noise/unsightly, failed to reply, damage to environment, staff rude, trade waste service	

- 1 Refer also to Section 1. A complaint is defined as “any expression of dissatisfaction with an action, a proposed action, or failure to act, or in respect of a product or service offered or provided by, the licensee, and where a response is explicitly or implicitly expected.” It does not include queries or requests for advice.
- 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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Section 1.2: Performance report - individual requirements

1.2.3 Security deposits

Indicator	Response - water	Response - sewerage	Comments
How many security deposits were lodged with the licensee as at 30 June 2012 by residential customers?	0	0	
What was the total value of the security deposits lodged by residential customers? (\$)	n/a	n/a	
How many security deposits were lodged with the licensee as at 30 June 2012 by non-residential customers?	0	0	
What was the total value of the security deposits lodged by non-residential customers? (\$)	n/a	n/a	
How many security deposits has the licensee held for 12 months or more for:			
• Residential customers?	0	0	
• Non-residential customers?	0	0	



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Section 1.2: Performance report - individual requirements

1.2.4 Instalment plans, access and affordability

Indicator	Response - water	Response - sewerage	Comments
How many residential customers were on instalment plans ¹ as at 30 June 2012?	1,323	1,323	
List the types of instalment plans the licensee offers	EXT - extensions SUP – suppressions* LTA – long term arrangements* LTB – long term bills* DEF – deferment – suppression type agreed on by ActewAGL and legal authorities which does not require the customer to make payments STA – staying connected	EXT - extensions SUP – suppressions* LTA – long term arrangements* LTB – long term bills* DEF – deferment – suppression type agreed on by ActewAGL and legal authorities which does not require the customer to make payments STA – staying connected	* Given when the customer requires an extended time to pay their bills.
Indicate the numbers of customers on each type of instalment plan.	STA - 61 EXT - 784 LTA - 468 LTB - 10	STA - 61 EXT - 784 LTA - 468 LTB - 11	
How many non-residential customers were on instalment plans as at 30 June 2012?	146	100	
List the types of instalment plans the licensee offers	EXT – extensions LTA – long term arrangements* LTB – long term bills*	EXT – extensions LTA – long term arrangements* LTB – long term bills*	* Given when the customer requires an extended time to pay their bills.

Indicate the numbers of customers on each type of instalment plan.

EXT - 26	EXT - 17
LTA - 107	LTA - 80
LTB - 13	LTB - 3

Access and affordability

How many residential customers used Centrelink's Centrepay option in 2011-12?

218	218
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¹ An instalment payment plan is defined for the purposes of this measure is an arrangement between the utility and a customer for the customer to pay arrears and continued usage on their account according to an agreed payment schedule and capacity to pay. It does not include customers using a payment plan as a matter of convenience or for flexible budgeting purposes. The distinction is between debt-related payment plans for those experiencing payment difficulties and budgeting/payment-in-advance plans.



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Section 1.2: Performance report - individual requirements

1.2.5 Direct debit defaults

Indicator	Response - water	Response - sewerage	Comments
How many customers used direct debit facilities to pay customer accounts:			
• Residential customers?	34,531	34,531	
• Non-residential customers?	976	725	
How many customers defaulted on direct debit payments in 2011-12:			
• Residential customers?	1,312	1,312	
• Non-residential customers?	16	1	
What definition of direct debit payment defaults did the licensee use to answer these questions?	Insufficient funds	Insufficient funds	



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Section 1.3: Performance report - water only

1.3.1 Burst or leaking pipes

Indicator	Response	Comments
Number of instances in 2011-12 of reported burst or leaking pipes?	927	
In how many of these instances did the licensee respond within three hours?	532	
How many instances were there in 2011-12 of burst or leaking pipes that DID NOT affect public health, or cause or were likely to cause substantial damage or harm to people and/or property?	927	
In how many of these instances did the licensee respond within 24 hours?	796	



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Section 1.3: Performance report - water only

1.3.2 Planned interruptions

Indicator	Response	Comments
How many planned interruptions to water supply services were there in the ACT in 2011-12?	6,811 interruptions 12,705 properties	
Average water supply planned interruption frequency ¹	0.083 interruptions/property	
Average water supply interruption duration ²	19.1 min/interruption	
Total interruption time faced by an average customer in 2011-12? ³	0.71 min/property	

1 Calculated as follows: Total number of properties interrupted/total number of water properties

2 Calculated as follows: Total number of planned interruptions /total number of interruptions

3 Calculated as follows: Total time of planned interruptions /total number of water properties



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Section 1.3: Performance report - water only

1.3.3 Unplanned interruptions

Indicator	Response	Comments
How many unplanned interruptions to water supply services were there in the ACT in 2011-12?	465 interruptions	
Average water supply unplanned interruption frequency ¹	0.061 interruptions/property	
Average water supply interruption duration ²	126.7 mins/interruption	
Total interruption time faced by an average customer in 2011-12? ³	0.36 min/property	

1 Calculated as follows: Total number of properties interrupted/total number of water properties.

2 Calculated as follows: Total number of unplanned interruptions /total number of interruptions.

3 Calculated as follows: Total time of unplanned interruptions /total number of water properties.



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Section 1.3: Performance report - water only

1.3.4 Restriction of supply

Indicator	Response	Comments
How many residential customers had their water supply restricted in 2011-12 for failure to pay an amount due?	0	
How many of these residential customers had their supply subsequently restored within seven days and in the same name?	n/a	
How many non- residential customers had their water supply restricted in 2011-12 for failure to pay an amount due?	0	
How many of these non- residential customers had their supply subsequently restored within seven days and in the same name?	n/a	



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Section 1.3: Performance report - water only

1.3.5 Water supply

Indicator ¹	Response	Comments
What was the total volume of water supplied to the ACT in 2011-12? (kL)	41,789,800	Includes water supplied to Queanbeyan
What was the volume of water supplied to the following customer categories in 2011-12?:		
• Residential customers? (kL)	26,326,395	
• Commercial customers? (kL)	8,476,664	
• Irrigation or urban open spaces including parks and sport grounds (kL)	891,969	
• Individual bulk supplies? (kL)	3,291,984	
• Other identifiable categories? (kL)	20,121	
Please specify other categories	MIS1 - W & S Unavailable WSA - Water Service Agreements	
What was the total volume of water supplied to Queanbeyan in 2011-12? (kL)	3,291,984	

¹ Reporting requirement under clauses 2.3 and 2.4 of the licence Schedule.



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Section 1.4: Performance report - sewerage only

1.4.1 Unplanned interruptions

Indicator	Response	Comments
How many unplanned interruptions to sewerage services were there in the ACT in 2011-12?	1266	
In 2011-12, what was the total number of sewer main breaks and chokes? ¹	1336	
If any, how many were caused by tree roots?	1189	
In 2011-12, what was the total number of property connection sewer breaks and chokes?	1256	
If any, how many were caused by tree roots?	1089	

¹ Includes sewer chokes, bursts and leaks in the reticulation, pressure and trunk mains.



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Section 1.5: Authorising and contact officers

1.5.1 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 Mark Sullivan

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 Lisa Quinn

Title/position in organisation Senior Manager Customer & Business Support

Postal address GPO 366, Canberra, ACT 2600

Telephone (02) 6242 2108

Email lisa.quinn@actew.com.au