

<b>Water Supply &amp; Sewerage Utility SECTION 2: Technical Regulation</b>			
<b>Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.</b>			
<b>Sec</b>	<b>#</b>	<b>pt</b>	<b>Question (short form)</b>
			<b>Utility 2011 response</b>
<b>Section 2A - General</b>			
2A	00A		Corporate approval?
2A	00B		Authorizing officer name
2A	00C		Authorizing officer title / position
2A	00D		Authorizing officer signature
2A	0A	a	Technical compliance procedures
2A	0A	b	Technical compliance procedure references
2A	0A	c	Technical compliance procedure NCs
2A	0A	d	Technical compliance procedure audits
2A	0A	e	Technical compliance procedures adverse audit
2A	1	--	Other network asset related audits
2A	2	a	Draft Emergency Plan submission
2A	2	b	Emergency Plan contact list submission
2A	2	c	Emergency event notification
2A	2	d	Emergency event report
2A	2	e	Dam compliance report submission
2A	2	f	Dam surveillance program submission
2A	2	g	Draft DSEP submission
2A	2	h	Inundation mapping data submission
2A	2	i	DSEP contact list submission
2A	2	j	Dam emergency event report submission
2A	2	k	Draft accreditation scheme submission
2A	2	l	Service & Installation Rules submission
<b>Section 2B – Emergency Planning</b>			
2B	0A	a	Emergency procedures
2B	0A	b	Emergency procedure references
2B	0A	c	Emergency procedure NCs
2B	0A	d	Emergency procedure audits
2B	0A	e	Emergency procedure adverse findings
2B	1	a	Emergency Plan
2B	1	b	Emergency Plan reference
2B	1	c	Emergency Plan NCs
2B	1	d	Emergency Plan audits
2B	1	e	Emergency Plan adverse findings
2B	2	a	Emergency event training procedures
2B	2	b	Emergency training procedure reference
2B	2	c	Emergency trg proc NCs
2B	2	d	Emergency training procedure audits
2B	2	e	Emergency trg proc adverse findings

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2B	3	a	Emergency event notification procedures	Yes
2B	3	b	Emergency event notification proc ref	Water Supply and Sewerage Emergency Plan - DM# 550840v1
2B	3	c	Emergency event notification proc NCs	0
2B	3	d	Emergency event notification proc audits	NO ITEMS TO AUDIT
2B	3	e	Emergency event notification proc adverse findings	NO AUDIT
2B	4	a	Emergency management records	Yes
2B	4	b	Emergency management records reference	Water Division Compliance with ACT Emergency Planning Code - DM# 381825v1
2B	4	c	Emergency management records NCs	0
2B	4	d	Emergency management records audits	NO
2B	4	e	Emergency management records adverse findings	NO AUDIT
2B	5	a	Emergency Plan officer position	Risk and Emergency Manager
2B	5	b	Emergency Plan officer phone	(02) 6242 1182
2B	6	a	Emergency Plan training content	Cyberstorm III international exercise - simulated scenario involving a cyber attack on
2B	6	b	Emergency Plan training date	Cyberstorm III: 27 Sep - 1 Oct, McKenzie: 21 Dec 2010
2B	7	--	[no question]	
2B	8	--	Emergency events - medium	0
2B	9	--	Emergency events - high	0
2B	10	--	Emergency plan distribution	Yes
<b>Section 2C – Dam Safety</b>				
2C	1	a	Dam surveillance programs	Yes
2C	1	b	Dam surveillance program references	DM# 493945 ACTEW Dam Safety, Security & Surveillance Program for 2010/11
2C	1	c	Dam surveillance program NCs	0
2C	1	d	Dam surveillance program audits	NO
2C	1	e	Dam surveillance program adverse findings	NO AUDIT
2C	1C	a	Dam surveillance reports	Yes
2C	1C	b	Dam surveillance report references	DM# 566935v2 - Corin Dam Annual Surveillance Report 2010/11, DM# 567041v2 -
2C	1C	c	Dam surveillance report NCs	0
2C	1C	d	Dam surveillance report audits	NO
2C	1C	e	Dam surveillance report adverse findings	NO AUDIT
2C	1A	a	DSEPs	Yes
2C	1A	b	DSEP references	434437v1, Cotter River Dams DSEP Addendum 2 - DM# 562658v1, LMWQCC Bypass Storage
2C	1A	c	DSEP non-conformances	0
2C	1A	d	DSEP audits	Yes
2C	1A	e	DSEP adverse findings	No
2C	1B	a	Dam safety training procedures	Yes
2C	1B	b	Dam safety training procedure references	434437v1, Cotter River Dams DSEP Addendum 2 - DM# 562658v1, LMWQCC Bypass Storage
2C	1B	c	Dam safety training procedure NCs	0
2C	1B	d	Dam safety training procedure audits	Yes
2C	1B	e	Dam safety trg proc adverse findings	No

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2C	2	a	Dam safety notification procedures	Yes
2C	2	b	Dam safety notification procedure reference	347566v6, Googong Dam DSEP - DM# 345970v4
2C	2	c	Dam safety notification procedure non-conformances	0
2C	2	d	Dam safety notification procedure audits	NO
2C	2	e	Dam safety notification procedure adverse findings	NO AUDIT
2C	3	a	Dam safety management records	Yes
2C	3	b	Dam safety management records reference	File # G04/0926/1 - Dam Safety and Surveillance - Googong Dam - Risk Assessment, File
2C	3	c	Dam safety management records NCs	0
2C	3	d	Dam safety management records audits	NO
2C	3	e	Dam safety management records adverse findings	NO AUDIT
2C	3A	a	Dam safety training content	Simulated Exercise - large flood in Cotter River; ANCOLD Conference
2C	3A	b	Dam safety training date	22/2/11; 3/11/10
2C	4	a	Emergency events - low	1
2C	5	b	Emergency events - medium	0
2C	6	c	Emergency events - high	0
2C	7	a	DSEP officer position	Risk and Emergency Manager
2C	7	b	DSEP officer phone	(02) 6242 1182
2C	8	--	DSEP distribution	Yes
<b>Section 2D – Contestable Work</b>				
2D	1	a	Accreditation scheme	Yes
2D	1	b	Accreditation scheme reference	Doc # 242801 v1 - Accreditation Scheme Brief
2D	1	c	Accreditation scheme non-conformances	338
2D	1	d	Accreditation scheme audits	NO
2D	1	e	Accreditation scheme adverse findings	NO AUDIT
2D	2	a	Accreditation scheme training procedures	NO
2D	2	b	Accreditation scheme training proc refs	Doc # 209130 v2 - Water Meter Indtallation Guideline
2D	2	c	Accreditation scheme training proc NCs	0
2D	2	d	Accreditation scheme training proc audits	NO
2D	2	e	Accreditation scheme training procedure adverse findings	NO AUDIT
2D	3	a	Accreditation register (or Statement)	NO
2D	3	b	Accreditation register reference	No procedures
2D	3	c	Accreditation register NCs	0
2D	3	d	Accreditation register audits	NO ITEMS TO AUDIT
2D	3	e	Accreditation register adverse findings	NO AUDIT
2D	4	a	Accreditation scheme officer position	Lisa Quinn - Manager Customer & Business Support
2D	4	b	Accreditation scheme officer phone	(02) 6242 2108

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<b>Section 2E – Service and Installation Rules</b>				
2E	1	a	S&I Rules	Yes
2E	1	b	S&I Rules reference	Doc # 187290 v1 - Service and Installation Rules Final Version
2E	1	c	S&I Rules NCs	0
2E	1	d	S&I Rules audits	NO
2E	1	e	S&I Rules adverse findings	NO AUDIT
2E	2	a	S&I Rules training procedures	Yes
2E	2	b	S&I Rules training procedure reference	Field Services staff are trained and assessed against the National Water Package 07.
2E	2	c	S&I Rules training procedure NCs	0
2E	2	d	S&I Rules training procedure audits	Yes
2E	2	e	S&I Rules trg proc adverse findings	No
<b>Section 2F – Network Design &amp; Maintenance</b>				
2F	1	a	Design standards	Yes
2F	1	b	Design standards reference	ACTEW Water Supply and Sewerage Standards
2F	1	c	Design standards non-conformances	0
2F	1	d	Design standards audits	NO
2F	1	e	Design standards adverse findings	NO AUDIT
2F	2	a	Service projections	Yes
2F	2	b	Service projection reference	ACT Sewage Load Review and STP Demand Forecast - ActewAGL November 2007
2F	2	c	Service projection non-conformances	0
2F	2	d	Service projection audits	NO
2F	2	e	Service projection adverse findings	NO AUDIT
2F	3	a	Design & construction procedures	Yes
2F	3	b	Design & construction procedure references	IMS PB200 - Development Phase Overview, IMS PB200-WI01 - Undertake Design Work
2F	3	c	Design & construction procedure NCs	1
2F	3	d	Design & construction procedure audits	Yes
2F	3	e	Design & construction procedure adverse findings	YES
2F	4	a	O&M procedures	Yes
2F	4	b	O&M procedure references	Doc # 439928v1E - WD IMS 001 Integrated Management Systems Manual Contents
2F	4	c	O&M procedure NCs	6
2F	4	d	O&M procedure audits	Yes
2F	4	e	O&M procedure adverse findings	YES
2F	5	a	Asset registers	Yes
2F	5	b	Asset register references	WASP, ACMS, ESRI and Oracle system databases contain extensive lists of asset data
2F	5	c	Asset register NCs	0
2F	5	d	Asset register audits	NO
2F	5	e	Asset register adverse findings	NO AUDIT

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2F	6	a	AM program assessments	Yes
2F	6	b	AM program assessment references	Doc # 309811v1B - ACTEW Asset Management Plan 2008-2027 Vol 1, Doc # 309814v1c -
2F	6	c	AM program assessment NCs	0
2F	6	d	AM program assessment audits	NO
2F	6	e	AM prog assessment adverse findings	NO AUDIT
2F	7	a	AM plans	Yes
2F	7	b	AM plan references	Doc # 309811v1B - ACTEW Asset Management Plan 2008-2027 Vol 1, Doc # 309814v1c -
2F	7	c	AM plan NCs	0
2F	7	d	AM plan audits	NO
2F	7	e	AM plan adverse findings	NO AUDIT
2F	8	a	Performance monitoring procedures	Yes
2F	8	b	Performance monitoring procedure references	Doc # 460971 v3 - Compliance Plan 2010/11, Doc # 495534 v1 - UMA Operating Plan
2F	8	c	Performance monitoring procedure NCs	69
2F	8	d	Performance monitoring procedure audits	Yes
2F	8	e	Performance monitoring procedure adverse findings	YES
2F	9		[no question]	
2F	9	a	Water network works as per AMP?	Yes
2F	9	b	Sewerage network works as per AMP?	Yes
<b>Section 2G – Water Supply and Sewerage Service Standards Code</b>				
2G	1	a	LWAP	Yes
2G	1	b	LWAP reference	Trade Waste Notes TW 1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13 - 1/7/05; TW 3 - 13/8/10
2G	1	c	LWAP NCs	0
2G	1	d	LWAP audits	NO
2G	1	e	LWAP adverse findings	NO AUDIT
<b>Section 2H – Water Metering Code</b>				
2H	1	a	Meter issue procedures	Yes
2H	1	b	Meter issue procedure references	CSE304 - Water Meter Issue
2H	1	c	Meter issue procedure non-conformances	0
2H	1	d	Meter issue procedure audits	NO
2H	1	e	Meter issue procedure adverse findings	NO AUDIT
2H	2	a	Meter monitoring procedures	Yes
2H	2	b	Meter monitoring procedure references	AMB017 - Water Meter In-Service Compliance Testing
2H	2	c	Meter monitoring procedure NCs	0
2H	2	d	Meter monitoring procedure audits	NO
2H	2	e	Meter monitoring procedure adverse findings	NO AUDIT
2H	3	--	Check reading requests	1507
2H	4	--	Number of readings accurate	Data not available
2H	5	--	Meter test requests	9
2H	6	--	Meters proved NOT defective	9

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<b>Section 2KW – Key Indicators - Water Supply (Potable)</b>				
2K	W1	--	Total water supplied (ML)	40945
2K	W2	a	Connections - water supply (#)	150518
2K		b	Customers on standard contract (#)	150623
2K		c	Less onerous contracts (#)	6
2K	W3	a	Water mains - total (km)	3134
2K		b	Water mains - trunk (km)	244
2K		c	Water mains - reticulation (km)	2872
2K		d	Water mains - critical (km)	469
2K		e	Water mains - non-critical (km)	2665
2K		f	Water mains - unassessed (km)	0
2K		g	Stop valves (#)	16201
2K		h	Pump stations (#)	25
2K	W4	a	Main breaks, old def (#/100km)	26
2K		b	Main breaks, 2006 def (#/100km)	24
2K		c	Main breaks, potable (#/100km)	24
2K	W5	a	Mains UIs (#/1000 prop)	119
2K		b	Property service UIs (#/1000 prop)	4
2K		c	Properties with ONE UI (#)	13988
2K		d	Properties with 2 UI (#)	2286
2K		e	Properties with 3 UI (#)	619
2K		f	Properties with 4 UI (#)	40
2K		g	Properties with 5+ UI (#)	1
2K	W6	a	Customers on low pressure (#)	0
2K		b	Customers repeat low pressure (#)	0
2K		c	Customers on low pressure (ops) (#)	0
2K		d	Other cl. 7 non-compliances (#)	0
2K	W7	--	CAPEX water supply (\$000s)	30803
2K	W8	a	Mains repair cost (\$000s)	3038
2K		b	Mains renewal - 100mm (km)	1
2K		c	Mains renewal - over 100mm (km)	0
2K		d	Mains renewal cost (\$000s)	880
2K		e	Mains renewal - critical (km)	0
2K		f	Mains renewal - non-critical (km)	1
2K	W9	a	Valve & hydrant repair cost (\$000s)	498
2K		b	Valves & hydrants renewed (#)	17
2K		c	Valve & hydrant renewal cost (\$000s)	150
2K	W10	--	ACTFB non-compliances (#)	0
2K	W11	a	Water service complaints (#)	310
2K	W12	--	Real losses (ML)	2611
2K	W13	a	Leakage investigation - length (km)	15
2K		b	Leakage investigation - cost (\$000s)	25
2K		c	Leakage identified (ML)	20
2K	W14	a	Water quantity tests requested (#)	0
2K		b	Water quantity tests compliant (#)	0
2K	W15	a	DWQC NCs (#)	3
2K		b	DWQC NCs network (#)	0

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2K		c	DWQC NCs undetermined (#)	0

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2K	W16	a	Total WQ complaints (#)	155
2K		b	WQ responses > 4 hr (#)	0
2K		c	WQ remedies > 24 hr (#)	58
2K		d	Widespread WQ events (#)	3
2K	W17	a	WQ tests requested (#)	41
2K		b	WQ tests compliant (#)	41
2K	W18	--	% microbiological compliance (%)	100
<b>Section 2KR-- Key Indicators - Non Potable/ Recycled / Secondary Class Water Supply</b>				
2K	R1	--	Total non-potable water supplied (ML)	4305
2K	R2	--	Total connected properties - Non-potable water (#)	8
2K	R3	a	Non-potable water mains (km)	18
2K		b	Mains repurposed (km)	2
2K		c	Pump stations (#)	3
<b>Section 2KS-- Key Indicators - Sewerage</b>				
2K	S1	--	Total sewage collected (ML)	35441
2K	S2	--	Connected properties - sewerage (#)	149745
2K	S3	a	Sewers (km)	3134
2K		b	Sewer mains - trunk (km)	325
2K		c	Sewer mains - reticulation (km)	2770
2K		d	Sewer mains - critical (km)	0
2K		e	Sewer mains - non-critical (km)	0
2K		f	Sewer mains -unassessed (km)	3134
2K		g	Number of pump stations (no.)	26
2K	S4	a	Breaks & chokes - mains (#/100km)	78
2K		b	Breaks & chokes - connections (#/1000prop)	11
2K		c	Roots - mains (%)	66
2K		d	Roots - connections (%)	79
2K		e	Breaks in mains (#)	2435
2K		f	Breaks in connections (#)	1637
2K	S5	--	Drainage reimbursements	879
2K	S6	a	Sewer overflows, total (#)	2486
2K		b	Sewer overflows, critical (#)	96
2K		c	Overflows from overload conditions (#)	Data not available
2K		d	Overflows from pump stations (#)	1
2K		e	Overflows cause undetermined (#)	42
2K		f	Properties subject to repeat overflows (#)	1343



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2K	S7	a	Trade waste customers (#)	7278
2K		b	Trade waste compliance (#)	Data not available
2K	S8	--	Sewerage complaints (#)	383
2K	S9	--	Treatment compliance (%)	100
2K	S10	--	CAPEX sewerage (\$000s)	23672
2K	S11	a	Sewer repair cost (\$000s)	1908
2K		b	Sewer renewal - 150mm (km)	18
2K		c	Sewer renewal - 225mm (km)	1
2K		d	Sewer renewal - over 225mm (km)	0
2K		e	Sewer renewal cost (\$000s)	3251
2K		f	Sewer renewal - critical mains (km)	0
2K		g	Sewer renewal - non-critical mains (km)	0
2K	S12	a	Sewer connection repair cost (\$000s)	1350
2K		b	Sewer connection renewal (#)	644
2K		c	Sewer connection renewal cost (\$000s)	1260
2K	S13	a	Sewer length inspected (km)	89
2K		b	Sewer inspection cost (\$000s)	1027
2K		c	Sewer length cleaned (km)	431
2K		d	Sewer cleaning cost (\$000s)	2309

**Water Supply & Sewerage Utility SECTION 2: Technical Regulation**

**Minimum Reporting Requirements**

Supplementary information - please reference each item to the relevant question

Supplementary Information (Please type each item in one single cell of the spreadsheet.

(Use Alt-Enter forces a line break if you wish to type more than one paragraph in a cell)

Sec	#	Part	
2D	1	c	Non-conformances related to meters being installed late, no coverplate, no box, block and section incorrect, leaking meters and incorrect positioning of meters. The accreditation scheme has recently been reviewed and changes implemented to address common issues.
2F	3	c	A minor non-conformance was recorded from an internal audit on IMS PB300 - Implementation Phase Overview. An action plan has been created and is in progress to address the issue. <ul style="list-style-type: none"> <li>· implementation of IMS PB300 inconsistent. Action plan has been created and is addressing the issues.</li> <li>· inconsistency in the use and implementation of IMS PB400.</li> <li>· risk procedure not applied uniformly throughout Division. procedure has been reviewed and training conducted.</li> <li>· trade waste policy and procedures. Project plan has been implemented.</li> <li>· current process and system of raising NCR and time within which action is taken (3 days) is ineffective. Process owner responsible to close NCR.</li> <li>· housekeeping responsibilities during Project execution are not clear. Procedure reviewed and roles and responsibilities assigned.</li> </ul>
2F	4	c	37 of these incidents were related to fluoride levels being low. Low fluoride levels are not a health matter.
2F	8	c	
2K	W15	a	<ul style="list-style-type: none"> <li>· Potential contamination from plastic tap fitting. Removal of tap fitting before sampling.</li> <li>· Operations caused flow change. Operational procedures in place to prevent reoccurrence.</li> <li>· Automation issue. Operational procedures, automation and physical controls implemented.</li> </ul>