

Utility Licence Annual Report 2020–21

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|----------------------------|------------------------------------|
| Licence utility: | Icon Water |
| utility service: | Water and sewerage services |
| Number of parts to report: | 15 |

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|-----------------------------|------------------------------------|
| Reporting period: | 1 July 2020 to 30 June 2021 |
| Submission date: | by 1 October 2021 |
| Submit completed report to: | icrc@act.gov.au |

Parts to report

Part A — Utilities Act

[A1 — Performance of network operations \(Division 7.3\)](#)

[A2 — General functions](#)

[A3 — Standard rights \(Division 6.1\)](#)

Part B — Consumer Protection Code

[B1 — Consumer protection obligations](#)

[B2 — Providing at least 4 business days' notice of a planned interruption to a customer with registered life support](#)

[B3 — Guaranteed Service Levels](#)

[B5 — Providing at least 2 business days' notice of a planned interruption \(Guaranteed Service Level 3\)](#)

[B6 — Duration of unplanned interruptions to utility services \(Guaranteed Service Levels 4\)](#)

[B7 — Responding to priority 1 notifications within 6 hours \(Guaranteed Service Level 6\)](#)

[B8 — Rebates paid against guaranteed service levels](#)

[B9 — Complaints \(Clause 6\)](#)

Part C — Water and Sewerage Capital Contribution Code

[C1 — Payment of Capital Contribution Charge](#)

Part D - Licence conditions

[D1 — Compliance \(Joint reporting requirements\)](#)

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[D3 — Schedule 1 Clause 3 Water use data collection](#)

Providing data and information to the Commission

Please read the **Utility Licence Annual Report Guideline** for a more detailed instructions on providing relevant and quality information to the Commission.

- All responses provided should only relate to services provided in the ACT. In the event the licensee is unable to disaggregate ACT services from other jurisdictions, the licensee must provide a statement detailing: area that the dataset covers, brief explanation why data cannot be disaggregated, additional information that may assist the Commission in understanding the approximate percentage of services that are provided in the ACT from the dataset.
- All licensed utilities must provide information and data in the report that are within the reporting period. Data must be provided even if a nil (zero) figure is recorded.
- If the licensee is not able to provide the data or answer a question required in the report, the licensee should indicate 'not available' and provide supplementary information detailing why the information is not available and whether (and in what timeframe) it intends to collect this data.
- In most cases a response of 'yes', 'no', 'not applicable' or a figure will suffice. An explanatory statement or supplementary information (e.g. copies of policies or procedures or a link to material on the internet) maybe required.
- Where data is not available the licensee must provide other data that could serve a similar purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance). Such data should be clearly identified in the report together with an explanation of the alternative taken.
- The licensee should provide commentary where there is a need to explain key factors relevant to the level of, and trends in, their performance. If the licensee response represents a significant variation in the data from the previous reporting period, additional information is to be provided on the cause(s) of the variation. Any supplementary information can be provided in the comments column, or in an attachment. Where applicable, include measures or actions to be put in place to address or rectify the reported variation. All comments must be put in the comment section box.

Part A — Utilities Act

A1 — Performance of network operations (Division 7.3)

| Ref | Reporting requirements | Response | | Supporting statement |
|--|--|---|----|---|
| Our tracking number | | Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero Data must relate only to the 2020–21 reporting period unless specified otherwise. | | Please provide any information that you feel is relevant to support us in our assessment about the complaints and/or variances in numbers from previous years |
| Response – Water Response – Sewerage | | | | |
| Damage etc. to be minimised (Section 108) | | | | |
| A101w A101s | Number of complaints received about any inconvenience, detriment or damage to landholders' property resulting from network operations. | 77 | 79 | |

| Ref | Reporting requirements | Response | Supporting statement |
|---------------------|------------------------|--|--|
| Our tracking number | | <p>Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2020–21 reporting period unless specified otherwise.</p> | <p>Please provide any information that you feel is relevant to support us in our assessment about the complaints and/or variances in numbers from previous years</p> |

| Response – Water | Response – Sewerage |
|------------------|---------------------|
|------------------|---------------------|

| | | | |
|--|--|--|--|
| <p>Provide details of the type of complaints received and actions taken to address the complaints.</p> | | | <p>The main type of complaint received relates to the timeliness of concrete works e.g. repairing a driveway. This process is managed by contractors.</p> <p>A working group was formed in 2020-21 to provide effective scheduling and resourcing, customer communication and notifications, and root-cause analysis of restoration complaints. As a result, the following improvements were implemented:</p> <ul style="list-style-type: none"> - field crews are able to request additional work to be undertaken in the asset and works management system using their iPads (e.g. restoration of grass following repair of water main) - field crews are regularly reminded in toolbox talks to leave appropriate calling cards for customers advising them that emergency work was undertaken or that restoration work is required - Customer Service staff, who are dealing with complaints, have visibility of the status of restoration work and are able to provide updates to customers within 3-5 business days of receiving a complaint. |
|--|--|--|--|

| Ref | Reporting requirements | Response | Supporting statement |
|---------------------|------------------------|--|---|
| Our tracking number | | <p>Answer n/a if the data requested is not available.</p> <p>Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2020–21 reporting period unless specified otherwise.</p> | Please provide any information that you feel is relevant to support us in our assessment about the complaints and/or variances in numbers from previous years |

Response – Water Response – Sewerage

Notice to landholders to undertake network operations (Section 109)

| | | | | |
|----------------|--|---|---|--|
| A102w A102s | Number of times the licensee failed to give the landholder at least seven days notice of a proposed network operation. | 2 | 0 | A water valve was incorrectly in the off position, which only became apparent when another valve was closed to undertake maintenance work. Having both valves closed resulted in an unplanned water outage for which notice was not provided. |
| A103w A103s | Number of complaints received about carrying out operations in urgent circumstances under section 109(5). | 3 | 0 | |
| | Provide details of the type of complaints received and actions taken to address the complaints. | | | Work related to a burst watermain, burst fire hydrant and a leaking main. In urgent circumstances, it is Icon Water's priority to repair and restore water services as soon as possible. Customers were upset that Icon Water had not door knocked to confirm that the water was being turned off. Outages are listed on the Icon Water website. |

Network operations affecting heritage significance (Section 110A)

| | | | | |
|----------------|--|---|---|--|
| A106w A106s | Number of notices given under sections 109 and 110 that may have affected a place or object of heritage significance under section 110A. | 0 | 0 | |
| A107w A107s | Number of notices under section 110A where the licensee failed to provide copies to the heritage council at least seven days before the network operation. | 0 | 0 | |

| Ref | Reporting requirements | Response | Supporting statement |
|---------------------|------------------------|--|---|
| Our tracking number | | <p>Answer n/a if the data requested is not available.</p> <p>Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2020–21 reporting period unless specified otherwise.</p> | Please provide any information that you feel is relevant to support us in our assessment about the complaints and/or variances in numbers from previous years |

| | | Response – Water | Response – Sewerage | |
|--|--|------------------|---------------------|--|
|--|--|------------------|---------------------|--|

| | | | | |
|----------------|---|---|---|--|
| A108w A108s | Number of complaints received 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. | 0 | 0 | |
| | Provide details of the type of complaints received and actions taken to address the complaints. | 0 | 0 | |

| Notice to other utilities (Section 111) | | | | |
|---|--|--|--|--|
|---|--|--|--|--|

| | | | | |
|----------------|---|---|---|--|
| A109w A109s | Number of complaints received for failing to give seven days notice to other public utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities. | 0 | 0 | |
| | Provide details of the type of complaints received and actions taken to address the complaints. | 0 | 0 | |
| A110w A110s | Number of complaints received for carrying out network operations in urgent circumstances under section 111(6). | 0 | 0 | |
| | Provide details of the type of complaints received and actions taken to address the complaints. | 0 | 0 | |

| Ref | Reporting requirements | Response | Supporting statement |
|---------------------|------------------------|--|---|
| Our tracking number | | <p>Answer n/a if the data requested is not available.</p> <p>Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2020–21 reporting period unless specified otherwise.</p> | Please provide any information that you feel is relevant to support us in our assessment about the complaints and/or variances in numbers from previous years |

Response – Water Response – Sewerage

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

| | | | | |
|----------------|---|--------------|--------------|---|
| A111w A111s | Number of network operations where the licensee failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1). | Not recorded | Not recorded | |
| A112w A112s | number of complaints received for failing to remove as soon as practicable from the land for which it was not the landholder, any items listed in section 112(1). | 6 | 6 | |
| | Provide details of the type of complaints received and actions taken to address the complaints. | | | Complaints received related to debris, rubble, star pickets and tape being left on sites. The complaints were addressed by returning to remove the items. |

Land to be restored (Section 113)

| | | | | |
|----------------|--|----|----|---|
| A113w A113s | Number of complains received 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. | 41 | 15 | |
| | Provide details of the type of complaints received and actions taken to address the complaints. | | | Complaints related to restorations not being completed within the suggested timeframes. Actions taken to address the complaints include regular meetings with relevant Team Leaders to discuss restorations and conduct root cause analysis where required. |

END OF A1

Part A — Utilities Act

A2 — General functions

| Ref | Reporting requirements | Response | Supporting statement |
|--|---|--|---|
| Our tracking number | | Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero | Please provide information that is relevant to assists us in our assessment. For example, provide reasons for not meeting the requirement, and any rectification actions taken to fix the issue and prevent reoccurrence. |
| | | Data must relate only to the 2020–21 reporting period unless specified otherwise. | When applicable, please also provide an explanation or a reason/s for significant variances from the previous year. |
| Authorised persons (Division 7.4) | | | |
| A201 | Were all persons authorised under Division 7.4 (Authorised people) issued with photo identity cards? | Yes | |
| A202 | Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act? | Yes | |
| A202(a) | Provide details of any induction or special training to authorised people to educate them about their obligations and entry restrictions under the Utilities Act. Please include 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. | |
| Continuity of utility services - non payment of customer debt (Section 179) | | | |
| This section applies to a complaint about the actual or potential withdrawal of a utility service because of a failure to pay a customer debt in relation to residential premises. | | | |
| A203 | Number of written directions received from the ACAT under section 179(2). | 0 | |
| Discharge of customer debt (Section 180) | | | |
| A204 | Number of written declarations received from the ACAT under section 180(1). | 0 | |

| Ref | Reporting requirements | Response | Supporting statement |
|--|---|----------|----------------------|
| Payment for loss or damage (Section 181) | | | |
| A205 | Number of written directions received from the ACAT under section 181(1) to pay a stated amount to a complainant for a loss or damage. | 0 | |
| A205(a) | Provide details of each direction including stated action/s and the licensee's compliance with the direction. | 0 | |
| Community service obligations (Part 13) | | | |
| The purpose of Part 13 of the Act is: (a) to oblige utilities to provide utility services in accordance with relevant Government programs, for example, for community services, the environment or other social issues; and (b) to achieve that results by agreement with particular utilities or; where agreement is not reached, by directions under part 13 of the Act; and (c) to provide utilities with a reasonable recompense for the provision of services in accordance with such directions. | | | |
| A206 | Number of directions received under section 221 from the minister responsible for a government program that required the licensee to provide utility services in accordance with the relevant government program. | 0 | |
| A207 | Provide details of each direction including stated action/s and the licensee's compliance with the direction. Provide a summary with respect to the relevant government program. | 0 | |
| A208 | Provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c). | 0 | |

END OF A2

Part A — Utilities Act

A3 — Standard rights (Division 6.1)

| Ref | Reporting requirements | Response | Supporting statement |
|---|--|---|--|
| Our tracking number | | Answer n/a if the data requested is not available Answer "0" if data recorded is nil or zero | Please provide information that you feel is relevant to support us in our assessment such as the reason for any refusals and/or variances in numbers from previous years |
| Data must relate only to the 2020–21 reporting period unless specified otherwise. | | | |
| Obligation to connect or vary water connections (Section 83 & 85) | | | |
| A301 | Number of requests to install a water connection to the licensee’s water network that were refused in 2020–21. | 0 | |
| A302 | Number of requests to vary a water connection to the licensee’s water network that were refused in 2020–21. | 0 | |
| Obligation to connect or vary sewerage connections (Section 83 & 85) | | | |
| A303 | Number of requests to install a sewerage connection to the licensee’s sewerage network that were refused in 2020–21. | 0 | |
| A304 | Number of requests to vary a sewerage connection to the licensee’s sewerage network that were refused in 2020–21. | 0 | |

| Ref | Reporting requirements | Response | Supporting statement |
|--|--|----------|----------------------|
| Obligation to provide water supply service (Section 84) | | | |
| A305 | Number of requests supply water to premises owned or occupied by a customer were refused in 2020–21. | 0 | |
| Obligation to provide sewerage service (Section 86) | | | |
| A306 | Number of requests to provide a sewerage service to premises were refused in 2020–21. | 0 | |

END OF A3

Part B — Consumer Protection Code

B1 — Consumer protection obligations

| Ref Our tracking number | Reporting requirements | Response | Supporting statement |
|--|---|---|----------------------|
| Complaints procedures (6.1 and 6.2) | | | |
| B101 | Does the licensee's complaint handling procedures address all requirements of clause 6.1 of the Code? | Yes | |
| B101(a) | Provide a copy (or a link to a copy) of the licensee's complaint handling procedures. | https://www.iconwater.com.au/About-Us/Contact-Us/Compliments-and-Complaints/Complaints-handling-policy.aspx | |
| B102 | Which version of the Australian Standard does your complaints handling policy and procedures comply with? | ISO 10002 : 2018 Quality Management - Customer satisfaction - Guidelines for complaints handling in organisations | |
| Addressing complaints (6.3) | | | |
| B103 | How and when are customers or consumers advised of the utility's complaints handling procedures? | Complaint handling procedures are advised when acknowledging a complaint, providing a meaningful response, upon request and on the website | |

| Ref | Reporting requirements | Response | | Supporting statement |
|--|--|---|-----------------|---|
| B104 | How and when are customers or consumers advised of their right to refer a complaint to the ACAT? | Consumers are advised of this right in the complaints handling procedure and at resolution of a complaint | | |
| Utility to keep records (6.4) | | | | |
| B105 | Are records of complaints made by a customer or consumer kept for at least 12 months after the complaint is resolved? | Yes | | |
| Number of complaints | | Water | Sewerage | |
| B106w B106s | Total number of complaints received | 368 | 155 | There has been a large decrease in the number of complaints when compared to 2019-20. There was a significant reduction in sewerage reliability complaints, primarily due to changes in the weather pattern (from dry to wet) resulting in fewer sewer breaks and chokes (refer B322). Improvements in the restoration process (refer A101) have led to a decrease in the number of restoration complaints and there was also a large decrease in the number of water quality complaints. |
| Summary of Consumer and Utility Rights (Clause 9) | | | | |
| B107 | Was the licensee compliant with all the requirements in clause 9.3? | Yes | | |
| B108 | 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. | Icon Water Customer Charter | | |

| Ref | Reporting requirements | Response | Supporting statement |
|--|---|--|---|
| B109 | What languages is the summary available in? | The standard customer contract is available in: <ul style="list-style-type: none"> - Mandarin (simplified Chinese) - Cantonese (traditional Chinese) - Vietnamese - Spanish - Hindi | Icon Water also provides a translating service. |
| Life support (Clause 10) | | | |
| B110 | Number of instances where the utility failed to provide at least 4 business days' notice of a planned interruption to a registered life support equipment supply address. | 0 | |
| Obligation to pay rebate for non-compliance (Clause 11) | | | |
| B111 | Number of complaints received regarding the payment of rebates | 0 | |
| B111(a) | Provide information about the complaints such as what the complaints related to (i.e. timeliness, method of payment, notification of payment etc). | 0 | |
| B112 | Number of payments not made to customers who were entitled to a GSL rebate | A rebate report was created in 2020-21 to meet the requirement in the <i>Consumer Protection Code 2020</i> to pay applicable rebates to a customer when the service performance has not met the required guaranteed service level. A review is currently underway to ensure the accuracy of the data in the report. The review is expected to be completed in November 2021. | |

| Ref | Reporting requirements | Response | Supporting statement |
|------------------------------------|--|--|----------------------|
| B113 | In relation to B113, how are customers advised that a GSL payment has not been made and which service level it relates to? | If data discrepancies are identified in the review currently being undertaken, customers who have incorrectly received a rebate will retain the rebate. Customers who have not received payment for a service performance not met will be advised as per the process outlined in B115. | |
| B114 | Please describe what systems the utility has in place to pay customers a GSL rebate payment. | Billing system - Velocity | |
| B115 | Describe the methods and processes in place, including the frequency of reports run, to identify and detect when Guaranteed Service Levels (GSL) are not met | Our intent is to run the rebate report monthly, however it took all of 2020-21 to develop the new report. In 2020-21 the report was run at the end of the financial year and payments made to eligible customers in July 2021. The process is complex and requires the gathering of information from several systems with some significant manual intervention. Once the information is collated into a single report, the data is sent to our billing team for the rebate to be applied to the customers account. Icon Water also sends a letter to the customer explaining that they will see a rebate on their next bill and why they were eligible for the rebate. | |
| Hardship Policy (Clause 14) | | | |
| B116 | Please provide a link to the utility's hardship policy. | Staying Connected Program | |
| B116(a) | When was your hardship policy and associated procedures last reviewed? | 2020-21 | |
| B117 | Number of customers the utility applied its hardship policy to during the reporting year (hardship customers) | 274 | |

| Ref | Reporting requirements | Response | Supporting statement |
|--|--|--|----------------------|
| Standard Customer Contract (Clause 19) | | | |
| B118 | Please provide a link to the utility's Standard Customer Contract. | Standard Customer Contract | |
| Disconnections and Restrictions (Clause 20) | | | |
| B119 | Did the utility restrict the supply of water to any residential premises for failure to pay an outstanding bill? | No | |
| B120 | Number of residential premises had their water supply restricted by Icon Water during the reporting year. | 0 | |

END OF B1

Part B — Consumer Protection Code

B2 — Providing at least 4 business days' notice of a planned interruption to a customer with registered life support

Please provide details for each instance as to why you did not give the required notice, details of the rectification action taken, and measures taken to prevent similar failures from occurring in the future.

Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

| Reference <i>Your incident reference number</i> | Date of planned interruption <i>dd-mmm-yy</i> | Duration of interruption <i>enter as hours:minutes</i> | Reason for the non-compliance <i>Please provide a reason(s) for not giving notice within the required timeframe</i> | What was the effect to the customer with registered life support? <i>We will use your response to assess whether the effect of the incident to the customer is serious or not</i> | Remediation <i>Please provide information that relates to rectification action taken such as what has been done to fix the issue and what has been done or will be done to prevent reoccurrence.</i> |
|--|--|---|--|--|---|
| | Nothing to report | | | | |
| | Nothing to report | | | | |
| | Nothing to report | | | | |
| | Nothing to report | | | | |
| | Nothing to report | | | | |
| | Nothing to report | | | | |
| | Nothing to report | | | | |

Note: Press tab on your keyboard to start a new line.

END OF B3

Part B — Consumer Protection Code

B3 — Guaranteed Service Levels

| Ref | Reporting requirements | Response | | Supporting statement |
|---|---|---|---------------------|--|
| Our tracking number | | Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero. | | Please provide information that you feel is relevant to support us in our assessment such as reasons for not meeting the requirement, and any actions taken to rectify the non-compliance and prevent future reoccurrence. |
| | | Data must relate only to the 2020–21 reporting period unless specified otherwise. | | When applicable, please provide an explanation or a reason/s for significant variances from the previous year. |
| | | Response – Water | Response – Sewerage | |
| Customer connection times (Guaranteed Service Level 1) | | | | |
| B301w B301s | Number of connections not provided, or flow restrictors not removed, by required time/date. | 0 | n/a | |
| B302w B302s | What percentage does this represent of total connections? | 0 | n/a | |
| Responding to complaints (Guaranteed Service Level 2) | | | | |
| B303w B303s | Number of complaints not responded to within 20 business days. | 8 | 0 | |

| Ref | Reporting requirements | Response | Supporting statement |
|---------------------|------------------------|--|---|
| Our tracking number | | <p>Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.</p> <p>Data must relate only to the 2020–21 reporting period unless specified otherwise.</p> | <p>Please provide information that you feel is relevant to support us in our assessment such as reasons for not meeting the requirement, and any actions taken to rectify the non-compliance and prevent future reoccurrence.</p> <p>When applicable, please provide an explanation or a reason/s for significant variances from the previous year.</p> |

Response – Water

Response – Sewerage

Planned interruptions to utility services (Guaranteed Service level 3)

| | | | | |
|----------------|---|--------------------------------|---|--|
| B304w B304s | Number of planned interruptions to water and sewerage services | 8,856 | 0 | <p>The increase in planned interruptions compared to 2019-20 relates to:</p> <ul style="list-style-type: none"> - an increase in the number of water meters replaced - an increase in developer work e.g. connections to new suburb, installing/disconnecting/moving hydrants and valves - an increase in the number of hydrants and valves replaced. |
| B305w B305s | Number of premises that were not provided with 2 business days' notice of a planned interruption | 13 | | See B5 for details |
| B306 | Average planned interruption frequency | 0.153 interruptions / property | | |
| B307 | Average planned interruption duration | 32.19 minutes / property | | |
| B308 | Total planned interruption time of water supply faced by an average customer | 1.49 minutes / property | | |

| Ref | Reporting requirements | Response | Supporting statement |
|---------------------|------------------------|--|---|
| Our tracking number | | <p>Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.</p> <p>Data must relate only to the 2020–21 reporting period unless specified otherwise.</p> | <p>Please provide information that you feel is relevant to support us in our assessment such as reasons for not meeting the requirement, and any actions taken to rectify the non-compliance and prevent future reoccurrence.</p> <p>When applicable, please provide an explanation or a reason/s for significant variances from the previous year.</p> |

| | Response – Water | Response – Sewerage | |
|--|------------------|---------------------|--|
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Duration of unplanned interruptions to utility services (Guaranteed Service level 4)

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|----------------|--|--------------------------------|-------|--|
| B309w B309s | Number of unplanned interruptions to water and sewerage services | 502 | 1797 | Changes in the weather pattern (from dry to wet) and completion of the preventative maintenance program has helped to reduce the sewer blockage rate. |
| B310w B310s | Number of unplanned interruptions that lasted for 12 hours or longer | 1 | 0 | See B6 for details |
| B311 | Average unplanned interruption frequency | 0.047 interruptions / property | | |
| B312 | Average unplanned interruption duration | 149.4 minutes / property | | |
| B313 | Total unplanned interruption time of water supply faced by an average customer | 0.40 minutes / property | | |
| B314 | Total number of sewer main breaks and chokes in the reporting year | | 1,787 | Changes in the weather pattern in 2020-21 from dry to wet and the completion of the preventative maintenance program have helped to reduce the number of sewer breaks and chokes when compared to last year. |
| B315 | Number of sewer breaks and chokes caused by tree roots | | 1,581 | |

| Ref | Reporting requirements | Response | Supporting statement |
|---------------------|------------------------|--|---|
| Our tracking number | | <p>Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.</p> <p>Data must relate only to the 2020–21 reporting period unless specified otherwise.</p> | <p>Please provide information that you feel is relevant to support us in our assessment such as reasons for not meeting the requirement, and any actions taken to rectify the non-compliance and prevent future reoccurrence.</p> <p>When applicable, please provide an explanation or a reason/s for significant variances from the previous year.</p> |

| | | Response – Water | Response – Sewerage | |
|--|--|------------------|---------------------|--|
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| B316 | Total number of property connection sewer breaks and chokes in the reporting year. | | 1,998 | See comment for B314 above |
| B317 | Number of property connection sewer breaks and chokes caused by tree roots | | 1,598 | |

| Frequency of Interruptions (Guaranteed Service level 5) | | | | |
|---|--|--|--|--|
|---|--|--|--|--|

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|--------------|--|---|---|--|
| B318w | Number of customers that experienced <u>more than 9</u> unplanned interruptions during the reporting year. | 0 | 0 | |
| B318s | | | | |

| Response time to notification of problem or concern (Guaranteed Service Level 6) | | | | |
|--|--|--|--|--|
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|--------------|--|-------|-------|---|
| B319w | Total number of notifications received related to damage to, or a fault or problem with the utility network | 3,242 | 3,788 | Sewerage notifications saw a decrease when compared to 2019-20 as a result of a reduction in blockages due to a change in weather pattern (from dry to wet) and the completion of the preventative maintenance program. |
| B319s | | | | |
| B320 | Number of notifications related to damage to, or a fault or problem with the utility network likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property (priority 1). | 8 | 10 | |
| B321 | Number of priority 1 notifications <u>not</u> responded to within six hours. | 0 | 0 | |

| Ref | Reporting requirements | Response | Supporting statement |
|---------------------|------------------------|---|--|
| Our tracking number | | Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero. | Please provide information that you feel is relevant to support us in our assessment such as reasons for not meeting the requirement, and any actions taken to rectify the non-compliance and prevent future reoccurrence. |
| | | Data must relate only to the 2020–21 reporting period unless specified otherwise. | When applicable, please provide an explanation or a reason/s for significant variances from the previous year. |

| | | Response – Water | Response – Sewerage | |
|------|---|------------------|---------------------|--|
| B322 | Number of 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 (priority 2). | 220 | 3,778 | Changes in the weather pattern (from dry to wet) and the completion of the preventative maintenance program has helped to reduce the sewer blockage rate. Notifications are for priority 2 jobs only. Total notifications for priority 2, 3 and 4 jobs are 3,234 for water and 3,778 for sewer. |
| B323 | Number of priority 2 notifications not responded to within 48 hours. | 46 | 1 | Notifications are for priority 2 jobs only. Total notifications for priority 2, 3 and 4 jobs are 611 for water and 2 for sewer. |
| B324 | Number of notifications that were not resolved in the time specified in the response to the Customer | 142 | 119 | Notifications are for priority 2, 3 and 4 jobs. |

END OF B3

Part B — Consumer Protection Code

B5 — Providing at least 2 business days' notice of a planned interruption (Guaranteed Service Level 3)

Please give details on every instance where you did not give at least 2 days' notice of planned works. Also, please provide reason for non-compliances and actions taken to rectify the non-compliance and minimise future occurrences. If multiple works occurred on the same date please list each incident separately.

Please tick 'Nothing to report' if you have no incident to report.

Nothing to report

| Reference code Your reference code | Date of planned interruption enter as dd/mm/yyyy | Number of affected premises | Number of premises not notified | Reason for failure to meet the required service level <i>provide a reason(s) for failure to provide a notice within the required timeframe.</i> | Remediation <i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i> |
|---------------------------------------|---|-----------------------------|---------------------------------|---|--|
| Greenway Section 29 Block 9 | 31-Mar-21 | 13 | 13 | Two days notice was provided to properties identified as being impacted by a planned interruption. On the day the work was undertaken, a neighbouring unit complex unexpectedly went out of water. The location of the water meter was incorrectly drawn on the map (on the opposite side of the valve) and therefore did not correctly identify the properties affected. | The map was updated with the correct location of the water meter. |

Note: Press tab on your keyboard to start a new line.

END OF B4

Part B — Consumer Protection Code

B6 — Duration of unplanned interruptions to utility services (Guaranteed Service Levels 4)

Please provide the details of each instance where supply was not restored within 12 hours. Please provide information as much as you can for each response.

Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

| Reference code <i>Your reference code</i> | Date <i>enter as dd/mm/yyyy</i> | Duration of unplanned interruption <i>enter as hours:minutes</i> | Number of premises affected <i>provide the number of customer affected by the interruption</i> | Reason for failure to meet the required service level <i>provide reasons why supply was not restored within 12 hours</i> | Remediation <i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i> |
|---|---|--|--|--|---|
| Activity ID: 65376069056096 | 25-Oct-20 | 17:30 | 12 | A large water main burst in O'Malley (600mm diameter), with water supply to 1000+ customers disrupted. ACT Fire and Rescue and SES attended the site. The burst ruptured approximately 4m of water main. An alternative supply was identified (through re-routing the network) and restored supply to a significant number of customers. The main was repaired and refilled, restoring services to the area. | The main was isolated and repaired. Bottled water was provided to customers without water for more than 12 hours. A technical post incident review was undertaken. It concluded that the incident did not indicate that other pipes in the main are susceptible to bursting and that operators should continue to take care to ensure that pressures in the system remain within acceptable working parameters. |

Note: Press tab on your keyboard to start a new line.

END OF B5

Part B — Consumer Protection Code

B7 — Responding to priority 1 notifications within 6 hours (Guaranteed Service Level 6)

Please give details of each instance where notification related to damage to, or a fault or problem with the network which was likely to affect public health or had the potential to cause substantial damage or harm to a person or property that was **not responded to within six hours.**

Please tick **Nothing to report** if you have no incident to report.

Nothing to report

| Reference code <i>Your reference code</i> | Date <i>enter as dd/mm/yyyy</i> | How long before you responded? <i>enter as hours:minutes</i> | Suburb/s or area affected | Number of customers affected | Reason for not meeting the guaranteed service level <i>provide reasons why problem or concern was not responded to within 6 hours</i> | What was the effect to the customer/s? <i>We will assess your response as to whether the effect of the incident to the customer is serious or not</i> | Remediation <i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i> |
|--|------------------------------------|---|---------------------------|------------------------------|--|--|--|
| | | | | Nothing to report | | | |

Note: Press tab on your keyboard to start a new line.

END OF B6

Part B — Consumer Protection Code

B8— Rebates paid against guaranteed service levels

*Note: Please report the actual number of rebates paid for every quarter of the reporting year. Please answer 'n/a' if the question is not applicable. Answer "0" if data recorded is nil or zero .

| Reporting year | Ref | Subject of the service level | Number of times GSL was not met (**see note) | | | | Number of rebates paid (*see note) | | | | Number of rebates not paid | | | | Total value of rebates paid (\$) | Reason for not paying rebates |
|----------------|-------|---|--|-----|-----|-----|------------------------------------|----|----|----|----------------------------|-----|-----|-----|----------------------------------|--|
| | | | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | | |
| 2020-21 | GSL-1 | Customer connection and removal of flow restrictors | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 2020-21 | GSL-2 | Responding to complaints | 3 | 3 | 1 | 1 | 3 | 3 | 1 | 1 | 0 | 0 | 0 | 0 | \$160 | |
| 2020-21 | GSL-3 | Notice of planned interruption to services | 0 | 0 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 0 | \$0 | Due to the time taken to develop the rebate report, payments for GSL's not met in 2020-21 were paid in July 2021 and will be reported in the 2021-22 annual report. |
| 2020-21 | GSL-4 | Duration of interruption (single) | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | \$0 | Due to the time taken to develop the rebate report, payments for GSL's not met in 2020-21 were paid in July 2021 and will be reported in the 2021-22 annual report. |
| 2020-21 | GSL-5 | Frequency of unplanned interruptions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 2020-21 | GSL-6 | Response time to network problems or concern | TBC | TBC | TBC | TBC | 0 | 0 | 0 | 0 | TBC | TBC | TBC | TBC | \$0 | The review outlined in B112 will confirm the number of times the GSL was not met and the number of rebates not paid. Due to the time taken to develop the rebate report, payments for GSL's not met in 2020-21 were paid in July 2021 and will be reported in the 2021-22 annual report. |

Note: The number may differ from the figure in **column E due to the timing of reports being run and the utility's payment processes. The **number of rebates paid** may include rebates identified in a previous reporting year, but not paid until the current reporting year.

END OF B7

Part B — Consumer Protection Code

B9 — Complaints (Clause 6)

| Breakdown of complaints per category | | | | |
|--------------------------------------|---|-----------------------------------|--|---|
| Ref | Complaint category | Number of Water supply complaints | Number of Sewerage services complaints | Additional comments |
| | | | | Please provide information that you feel is relevant to assist us in our assessment such as an explanation or a reason/s for significant variances from the previous year. When applicable, please also include actions taken to address and minimise customer complaints. |
| WS01 | Water quality | 15 | | The largest decreases were seen in the categories 'discoloured' (55 complaints in 2019–20 to 9 complaints in 2020–21) and 'taste' (17 in 2019–20 to 3 complaints in 2020–21) |
| WS02 | Water reliability | 0 | | Complaint category - supply interruption |
| WS03 | Sewerage odour complaints | | 18 | |
| WS04 | Sewerage services reliability | | 27 | Complaint categories - sewer blockage, sewer blockage repeat and surcharge. The largest decrease was seen in the 'surcharge' category (33 complaints in 2019–20 to 4 complaints in 2020–21). |
| WS05 | Property damage / restoration of property | 77 | 79 | Complaint categories - blowback, damage to property and restorations |
| WS06 | Accounts / billing | 150 | | Complaint category - 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 |

| Ref | Complaint category | Number of Water supply complaints | Number of Sewerage services complaints | Additional comments Please provide information that you feel is relevant to assist us in our assessment such as an explanation or a reason/s for significant variances from the previous year. When applicable, please also include actions taken to address and minimise customer complaints. |
|------|---|-----------------------------------|--|--|
| WS07 | Metering / meter reading | 55 | | Complaint categories - estimated readings, meter fault, meter replacement, meters/meter reading |
| WS08 | Failure to provide, or insufficient, notice | 1 | 11 | Complaint categories include no/inadequate notice of work, outage notice nil/too short (reactive) and outage notice nil/too short (planned) |
| WS09 | Unplanned interruptions | 5 | 0 | |
| WS10 | Other retail complaints (please specify) Please specify | 25 | 0 | Complaint categories - amount transferred incorrect, invoices, staff behaviour/misconduct, service poor, notices offended, bill backdated, failed to reply, privacy, cost/refunds, damage to property, interest charges, incorrect information provided, self-service platform, debt collection, final read fee, discount/rebate/concession |
| WS11 | Other network complaints (please specify) Please specify | 40 | 20 | Complaint categories - colour stained washing, damage/fault our asset, damage to environment, driving/parking, failed to reply, information wrong, noise/unsightly, notice offended, other, reimbursement assessment, safety/health, service request not met, staff behaviour poor/service poor, staff rude, water hammer/noisy pipes, water leak, water network other, water pressure and water waste |

END OF B7

Part C — Water and Sewerage Capital Contribution Code

C1 — Payment of Capital Contribution Charge

| Reference no. Reporting requirements | Response | Supporting statement |
|---|--|---|
| Our tracking number | <p>Answer N/A if the question is not applicable Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2020–21 reporting period unless specified otherwise.</p> | <p>Please provide information that is relevant to assists us in our assessment. For example, provide reasons for not meeting the requirement, and any rectification actions taken to fix the issue and prevent reoccurrence.</p> <p>When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.</p> |
| Payment of Capital Contribution Charge (Clause 6.1) | | |
| C101 In 2020–21, were developments subject to a Capital Contribution Charge, calculated in accordance with the Code? | Yes | |
| C101(a) If yes, please detail | Blocks inside a precinct that had an increase in EP and were not exempt under section 2.3 (a) of the Code were subject to the capital contribution charge calculated in accordance with section 9.1 of the Code. | |
| C102 Total value of Capital Contribution Charges recoverable during 2020–21. This figure would include amounts charged in accordance with the Code but not yet invoiced or paid. | \$3,585,519 | A development is included in this figure when the design is accepted. The total value of capital contribution charges increased compared to 2019-20 as a result of the end of the transition period. |

| Reference no. Reporting requirements | Response | Supporting statement |
|--|---|--|
| Removals, relocations and specific requirements (Clause 8.1) | | |
| C103 In 2020–21, 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 | Some new developments need to: <ul style="list-style-type: none"> - relocate the existing mains if they were inside the block or too close to the block - upsize existing mains to provide the new demand for domestic and fire services - relocate fire hydrants if they were inside the new driveways - provide protection slabs for existing assets - relocate existing ties if the location of new driveways are above the existing ties - new developments need to upsize the ties to meet the new demand - new developments need to relocate the existing ties due to internal plumbing changes. | |
| C104 The number of works undertaken at the request of the customer | 51 (these figures are approximate) | Numbers are approximate as data is difficult to extract from the current software. The software has recently been upgraded which will enable more accurate data to be reported in 2021-22. |

| Reference no. Reporting requirements | Response | Supporting statement |
|---|--|----------------------|
| C105 The number of works that were not requested by the developer, but were determined necessary by the Licensee. | 88 (these figures are approximate) | See comment above. |
| C105(a) Did the Licensee charged the costs to these works to the customer/developer? | Yes | |
| C105(b) Please provide a brief explanation including any categories of reasons why works were deemed necessary. | <ul style="list-style-type: none"> - major jobs: to relocate, extend and upgrade. - minor jobs: to relocate fire hydrants and ties from driveways. | |

END OF C1

Part D - Licence conditions

D1 — Compliance (Joint reporting requirements)

| Reference no. | Reporting requirements | Joint response for water and sewerage services | Additional comments |
|---|---|--|--|
| | Our tracking number | Answer n/a if the question is not applicable. Answer "0" if data recorded is nil or zero. | |
| | | Data must relate only to the 2020–21 reporting period unless specified otherwise. | |
| Availability of Utility Licence Annual Report (Clause 8.5) | | | |
| D101 | Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2019-20 made publicly available by the licensee? | Yes | |
| D101(a) | Please provide the link to the ULAR summary. | 2019-20 Utilities License Annual Report | |
| D101(b) | Please confirm that a summary of the 2020–21 ULAR will be published before 30 November this year | Yes | |
| Operation and compliance audits (Clause 8.6) | | | |
| D102 | When was the last time the licensee review its data collection and reporting process? | 23-Nov-20 | |
| D103 | How often do you audit or review your data collection and reporting process? | Reporting process is reviewed every three years | |
| Charge and assignment (Clause 11) | | | |
| D104 | 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 2020–21? | No | There was a change in shareholder (less than 50%) from Minister Gentleman to Minister Rattenbury on 07 December 2020 |

| Reference no. | Reporting requirements | Joint response for water and sewerage services | Additional comments |
|---|--|---|--|
| D104(a) | If yes, please provide details. | | |
| Record keeping (Clause 14) | | | |
| D105 | Has the licensee kept or caused to be kept, comprehensive records in accordance with ICRC's requirements under the Utilities Act? | No | Records were not kept for the number of network operations where Icon Water failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1) |
| Emergency telephone service (Schedule: Clause 1) | | | |
| D106 | Did the licensee maintain a 24 hour emergency telephone service that was accessible to the public every day of the year and be able to receive reports of network emergencies? | Yes | |
| D106(a) | How are customers and the public informed of the service? | White Pages, customer bills, website, newspaper advertisements, brochures, all correspondence with customers, Twitter, Facebook, event programs and bumper stickers | |
| Supply of information to Water Services Association of Australia (WSAA) (Schedule 1: Clause 4) | | | |
| D107 | Did the licensee provide all information requested by WSAA to assist with inter-agency comparisons in 2020–21? | Yes | |

END OF D1

Part D - Licence conditions

D2 — Separate reporting requirements

| Reference no. Reporting requirements Our tracking number | Response | | Additional comments | |
|--|---|----------|---------------------|--|
| | Water | Sewerage | | |
| Licensee to notify ICRC of any material breaches (Clause 8.2) | | | | |
| D201w D201s | Number of material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines. | 0 | 0 | |
| D201(a) | Provide details of each material breach. | n/a | n/a | |
| D201(b) | Was the Commission notified of the breaches? | n/a | n/a | |

| Reference no. Reporting requirements Our tracking number | Response Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero Data must relate only to the 2020–21 reporting period unless specified otherwise. | Additional comments | |
|--|--|---------------------|---|
| Water | | Sewerage | |
| Licensee to provide statement on any non compliance (Clause 8.3) | | | |
| D202 | 3 | 2 | There were six non-compliances in addition to the guaranteed service levels not met in the <i>Utilities (Consumer Protection Code) Determination 2020</i> (see tabs B3 and B8). |
| D202(a) | | | <p>Non-compliances with obligations under clause 6.2 of the licence include:</p> <ul style="list-style-type: none"> - not submitting revised dam safety emergency plans to the technical regulator by the required date (section 15.2 of <i>Dam Safety Code 2018</i>) – there was a misunderstanding with the technical regulator regarding submission of the plans; discussions with the technical regulator resulted in an agreed plan of action. - not obtaining correct planning approval before beginning construction of the Majura sewerage pump station vent stack (section 144 of <i>Planning and Development Act 2007</i>) – an amendment was submitted to the Environment, Planning and Sustainable Development Directorate (EPSDD) to relocate the vent stack for safety reasons; work began prior to receiving approval to maximise efficiency at the site. EPSDD was verbally advised of the non-compliance and did not require formal notification. - not responding to a freedom of information request within the required timeframe (section 40 of <i>Freedom of Information Act 2016</i>) – information was provided four days past the required date due to staff being on leave; processes have been reviewed to ensure no further non-compliances occur. - providing customer information to Access Canberra (<i>Fix my Street</i>) without customer’s knowledge or approval (section 26WH of <i>Privacy Act 1988</i>) – additional training was provided in the use of privacy information to prevent any further recurrences. - incorrectly redirecting the postal addresses of 24 billing accounts (section 26WH of <i>Privacy Act 1988</i>) – additional training was provided in the use of privacy information to prevent any further recurrences. |
| C202(b) | No | No | Breaches were considered non-material. |

| Reference no. | Reporting requirements | Response | | Additional comments |
|---|---|--|------------------|--|
| Our tracking number | | Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero Data must relate only to the 2020–21 reporting period unless specified otherwise. | | |
| | | Water | Sewerage | |
| Operation and compliance audits (Clause 8.6) | | | | |
| D203 | Provide details of how the licensee has, from time to time, undertaken audits of the services and operations authorised under its licence and of its compliance with its obligations under the licence and any law, code of practice, direction and guideline that it is to comply with under clause 6.2. | | | Icon Water has a dedicated internal audit function that undertakes audit activities that include compliance and performance audits. Internal audit activities are defined in the annual Internal Audit Program and three-year internal audit strategy. Oversight of the internal audit function is provided by the Risk and Assurance Committee. A copy of the annual internal audit program is submitted to the ACT Auditor-General as part of the ACT Audit Office's yearly financial statements audit. External audits are also undertaken by external auditors of certifying bodies such as the British Standards Institution (BSI). BSI conducts audits of Icon Water's quality management systems. In addition to the internal audit function and the BSI external audit, individual line areas within the business also undertake audits/assurance activities to ensure compliance with relevant legislation, such as a dam safety audit. |
| Technical and prudential criteria (Clause 9) | | | | |
| Click here for a copy of the Commission's Technical and prudential criteria guideline | | | | |
| D204 | Please provide a summary of details of the licensee's financial and technical capacity for 2020–21 which show it can continue to provide the services authorised in the licence. | See attachment 1 | See attachment 1 | |
| Program to minimise water losses in network (Schedule 1 Clause 2) | | | | |
| D205 | Does the licensee has program in place, and has implemented this program to cost efficiently minimise water losses to its water network? | Yes | | |

| Reference no. | Reporting requirements | Response | | Additional comments |
|---|---|--|----------|--|
| Our tracking number | | Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero Data must relate only to the 2020–21 reporting period unless specified otherwise. | | |
| | | Water | Sewerage | |
| D208 | What measures were taken during the year to minimise water losses from the water network? | | | Projects undertaken in 2020-21 to minimise unaccounted water include: <ul style="list-style-type: none"> - revenue assurance activities to improve revenue collection (reduce apparent losses) through water meter and billing data reconciliation - report to identify and replace zero consumption meter, meter defect reporting based on meter readers inspection and rectification through reactive meter replacement - planned meter replacement program based on meter compliance testing - metered standpipe program and audit to maintain customer fleet and meter accuracy - maintaining and reporting on internal water use through metered standpipe fleet for operation and maintenance crews (allocated to unbilled metered usage and not unaccounted water) - water mains renewal program targeting problematic pipe cohorts and reactive repair of mains burst to reduce physical losses. |
| D209 | What was the average annual distribution loss from the network in 2020–21? (l/km of main per day) | 2082 | | |
| Agreement with ACT Fire and Rescue (Schedule 1 Clause 5) | | | | |
| D210 | Did the licensee comply with its fire fighting/water supply agreement with the ACT Fire and Rescue at all times during 2020–21? | Yes | | |

| Reference no. | Reporting requirements | Response | | Additional comments |
|---------------------|---|--|----------|--|
| Our tracking number | | Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero Data must relate only to the 2020–21 reporting period unless specified otherwise. | | |
| | | Water | Sewerage | |
| D210 (a) | If not, please give details. | | | Upgrades to the reticulation model identified eight locations which failed to meet the required fire flow requirements as modelled. Further investigations are underway to check for on-site performance and consider measures to rectify as required, which may include network operational changes or capital works. Icon Water is in discussions with ACT Fire and Rescue in relation to these locations and the investigations. The locations are: <ul style="list-style-type: none"> - commercial area, Victoria St Hall - Alivio Tourist Park, Kunzea St O'Connor - Black Mountain School and Canberra Chinese Christian Church, Dryandra St O'Connor - Alexandrina Dr Yarralumla, between Novar St and Hopetoun Cct - embassies of Norway & Denmark, Hunter St Yarralumla - Southern Cross Yacht Club, Mariner PI Yarralumla - St Aidan's Uniting Church, Wylie St Narrabundah - 6 Makin PI Deakin The issues identified in last year's response have been addressed through completed capital works: <ul style="list-style-type: none"> - mains replacement and configuration changes in Pialligo - unlined mains replacement program. |
| D211 | Has a copy of the latest agreement been provided to the Commission for review and approval? | Yes | | |
| D211 (a) | If not, please attach a copy to this report. | n/a | | |

END OF D2

Part D - Licence conditions

D3 — Schedule 1 Clause 3 Water use data collection

| Reference no. | Indicator | Response | Additional comments |
|---|---|---|---|
| | Our tracking number | <p>Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero.</p> <p>Data must relate only to the 2020–21 reporting period unless specified otherwise.</p> | |
| Total volume of water supplied in ACT | | | |
| D301 | <p>What was the total volume of water supplied to the ACT in 2020–21? (kL)</p> <p>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.</p> | 45,251,700 | |
| Provide the volume of water supplied to the following consumer categories in 2020–21 | | | |
| D302 | Residential customers? (kL) | 32,014,226 | Billing data is used to obtain a breakdown of the volumes supplied to each category. Due to different billing cycles these volumes do not match the total volume of water supplied above. |
| D303 | Commercial customers? (kL) | 8,639,384 | See comment above |
| D304 | Irrigation or urban open spaces including parks and sport grounds (kL) | 1,051,581 | See comment above |
| D305 | Individual bulk supplies? (kL) | 3,865,627 | See comment above |
| D306 | Other identifiable categories? (kL) | 29,111 | See comment above |
| D307 | Please specify other categories | <p>Raw water (W-RAW)</p> <p>Water Services Agreement (W-WSA)</p> | See comment above |

| Reference no. | Indicator | Response | Additional comments |
|---|---|-----------|---------------------|
| Total volume of water supplied to Queanbeyan | | | |
| D308 | What was the total volume of water supplied to Queanbeyan in 2020–21 ? (kL) | 3,859,700 | |
| Water losses | | | |
| D309 | Real losses: service connections (L/service connection/day) | 55 | |
| D310 | Real losses: water mains (kL/km water main/day) | 2.1 | |
| D311 | Average annual water distribution loss from the network (mL) | 2082 | |

END OF D3

Authorising and contact officers

Authorising officer

The licensee's officer authorising the release of this information 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 contact officer for regulatory and compliance matters is

| | |
|--------------------------------|--|
| Name | Cath Pennington |
| Title/position in organisation | Senior Policy Advisor |
| Postal address | GPO Box 366, Canberra ACT 2601 |
| Telephone | (02) 6180 6979 |
| Email | cath.pennington@iconwater.com.au |

Attachment 1 - Technical and prudential criteria (D204)

Financial Capability

Icon Water has a finance team led by the Chief Financial Officer who is also a member of the Executive Team. 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 Ernst and Young. 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.