Water Supply and Sewerage Compliance & Performance Report 2022-23

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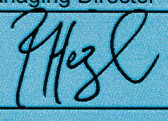
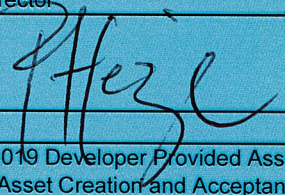
A General

Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.
The authorising officer may use an electronic signature.

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
A	0A		Authorising officer name	Ray Hezkial	Ray Hezkial
A	0A		Authorising officer title / position	Managing Director	Managing Director
A	0B		Authorising officer signature		
A	0A	a	Technical compliance procedures (Y/N)	Yes	Yes
A	0A	b	Technical compliance procedure refs	STD-SPE-G-019 Developer Provided Assets – Water Supply and Sewerage – Asset Creation and Acceptance Process Water Supply and Sewerage Standards (WSSS) are now based on WSAA codes: - WSA-02 Gravity Sewerage Code of Australia (reissued March 2022) - WSA-03 Water Supply Code of Australia (reissued March 2022) - WSA-04 Sewage Pumping Station Code of Australia - Icon Water Supplements to WSA-02 and WSA-03 Water and sewerage service and installation rules (Issued 5 December 2002) Icon Water SD Series Drawings – Issued 2 July 2018 EN07.03.03 Water Supply and Sewerage Emergency Plan WI02.01.02 Reporting a safety incident to the Regulator	STD-SPE-G-019 Developer Provided Assets – Water Supply and Sewerage – Asset Creation and Acceptance Process Water Supply and Sewerage Standards (WSSS) are now based on WSAA codes: - WSA-02 Gravity Sewerage Code of Australia (last reissued March 2022) - WSA-03 Water Supply Code of Australia (last reissued March 2022) - WSA-04 Sewage Pumping Station Code of Australia - Icon Water Supplements to WSA-02 and WSA-03 Water and sewerage service and installation rules (Issued 5 December 2002) Icon Water SD Series Drawings – Issued 2 July 2018 EN07.03.03 Water Supply and Sewerage Emergency Plan WI02.01.02 Reporting a safety incident to the Regulator
A	0A	c	Technical compliance procedure NCs (#)	0	0
A	0A	d	Technical compliance procedure audits (Y/N)	No	No
A	0A	e	Adverse audit conclusions (Y/N)	No	No
A	1	--	Other network serviceability audits (Y/N)	Yes	Yes
A	2	-	Interference from other utilities (Y/N)	Yes	Yes

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B Emergency planning

Note: Responses should be provided in accordance with the Instructions

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
B	00A	a	Draft Emergency Plan submission	29/04/2022	28/04/2023
B	00A	b	Emergency Plan contact list submission	29/04/2022	28/04/2023
B	00A	c	Emergency event notification	See supplementary information (00A d)	See supplementary information (00A d)
B	00A	d	Emergency event report	See supplementary information	See supplementary information
B	0A	a	Emergency procedures(YN)	Yes	Yes
B	0A	b	Emergency procedure references	EN07.03.03 Water Supply and Sewerage Emergency Plan	EN07.03.03 Water Supply and Sewerage Emergency Plan
B	0A	c	Emergency procedure NCs	0	0
B	0A	d	Emergency procedure audits (YN)	No	No
B	0A	e	Emergency procedure adverse findings (YN)	No	No
B	1	a	Emergency Plan (YN)	Yes	Yes
B	1	b	Emergency Plan reference	EN07.03.03 Water Supply and Sewerage Emergency Plan	EN07.03.03 Water Supply and Sewerage Emergency Plan
B	1	c	Emergency Plan NCs	0	0
B	1	d	Emergency Plan audits (YN)		No
B	1	e	Emergency Plan adverse findings (YN)	No	No
B	1	f	Emergency Plan testing (YN)	No	Yes
B	2	a	Emergency event training procedures (YN)	Yes	Yes
B	2	b	Emergency training procedure reference	EN07.03.03 Water Supply and Sewerage Emergency Plan, EN07.03 Emergency and Continuity Management Procedure	EN07.03.03 Water Supply and Sewerage Emergency Plan, EN07.03 Emergency and Continuity Management Procedure
B	2	c	Emergency traingg proc NCs	0	0
B	2	d	Emergency training procedure audits (YN)	No	No
B	2	e	Emergency training proc adverse findings (YN)	No	No

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
B	3	a	Emergency event notification procedures (YN)	Yes	Yes
B	3	b	Emergency event notification proc ref	EN07.03.03 Water Supply and Sewerage Emergency Plan, EN07.03.19 Incident Communciation Guide	EN07.03.03 Water Supply and Sewerage Emergency Plan, EN07.03.19 Incident Communciation Guide
B	3	c	Emergency event notification proc NCs	0	0
B	3	d	Emergency event notification proc audits (YN)	No	No
B	3	e	Emergency event notification proc adverse findings (YN)	No	No
B	4	a	Emergency event Notification (#)	0	0
B	4	b	Report on emergency event (Y/N/NA)	Yes	Yes
B	5	a	EM records (YN)	Yes	Yes
B	5	b	EM records reference	Electronically stored in CMO (compliance management system), Noggin (incident management system), Recordkeeper (SharePoint)	Electronically stored in CMO (compliance management system), Noggin (incident management system), Recordkeeper (SharePoint)
B	5	c	EM records NCs	0	0
B	5	d	EM records audits (YN)	No	No
B	5	e	EM records adverse findings (YN)	No	No
B	6	a	Emergency Plan officer position	Manager Risk and Resilience	Manager Risk and Resilience
B	6	b	Emergency Plan officer phone	(02) 6180 6905	(02) 6180 6905
B	7	a	Emergency Plan training content	Emergency management concepts (Australasian Inter-service Incident Management System doctrine, Emergency and Continuity Management Framework, Incident Communication Guide, Incident Management Centre Operations Guide, Crisis Appreciation and Strategic Planning), Electronic Incident Management Systems (Noggin), Water Supply and Sewerage Emergency Plan, Business Continuity Plan, Cryptosporidium and Giardia Response Plan, Potentially Contaminated Service Reservoir Response Plan, Security Management Plan	Emergency management concepts (Australasian Inter-service Incident Management System doctrine, Emergency and Continuity Management Framework, Incident Communication Guide, Incident Management Centre Operations Guide, Crisis Appreciation and Strategic Planning, Electronic Incident Management Systems (Noggin), Water Supply and Sewerage Emergency Plan, Business Continuity Plan, Cryptosporidium and Giardia Response Plan, Potentially Contaminated Service Reservoir Response Plan, Security Management Plan)
B	7	b	Emergency Plan training date	19/03/2022	21/03/2023
B	8	--	Emergency events - medium	0	0
B	9	--	Emergency events - high	0	0
B	10	--	Emergency plan distribution (YN)	Yes	Yes

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C Contestable Work

Note: Responses should be provided in accordance with the Instructions and

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
C	0A	-	Draft Accreditation scheme submission	No	No
C	1	a	Accreditation scheme (Y/N)	Yes	Yes
C	1	b	Accreditation scheme reference	Doc # 242801 Water and sewerage accreditation scheme	Doc # 242801 Water and sewerage accreditation scheme
C	1	c	Accreditation scheme non-conformances	277	271
C	1	d	Accreditation scheme audits (Y/N)	No	No
C	1	e	Accreditation scheme adverse findings (Y/N)	No	No

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D Service and Installation Rules

Note: Responses should be provided in accordance with the Instructions and

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
E	1	-	Draft S&I Rule submission	No	No
E	1	a	S&I Rules (YN)	Yes	Yes
E	1	b	S&I Rules reference	Water and sewerage service and installation rules	Water and sewerage service and installation rules
E	1	c	S&I Rules NCs	0	0
E	1	d	S&I Rules audits (YN)	Yes	No
E	1	e	S&I Rules adverse findings (YN)	No	No
E	2	a	S&I Rules training procedures (YN)	Yes	Yes
E	2	b	S&I Rules training procedure reference	Maintenance Services are trained and assessed against the National Water Training Package	Maintenance Services are trained and assessed against the National Water Training Package
E	2	c	S&I Rules training procedure NCs	0	0
E	2	d	S&I Rules training procedure audits (YN)	No	No
E	2	e	S&I Rules trg proc adverse findings (YN)	No	No

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E Network Design & Maintenance

Note: Responses should be provided in accordance with the Instructions and

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
E	1	a	Design standards (YN)	Yes	Yes
E	1	b	Design standards reference	STD-SPE-G-019 Developer Provided Assets – Water Supply and Sewerage – Asset Creation and Acceptance Process Water Supply and Sewerage Standards (WSSS) are now based on WSAA codes: - WSA-02 Gravity Sewerage Code of Australia (last reissued March 2022) - WSA-03 Water Supply Code of Australia (last reissued March 2022) - WSA-04 Sewage Pumping Station Code of Australia - Icon Water Supplements to WSA-02 and WSA-03 Water and sewerage service and installation rules (Issued 5 December 2002 with minor update in 2019) Icon Water SD Series Drawings – Issued 2 July 2018 and amended August 2019	STD-SPE-G-019 Developer Provided Assets – Water Supply and Sewerage – Asset Creation and Acceptance Process Water Supply and Sewerage Standards (WSSS) are now based on WSAA codes: - WSA-02 Gravity Sewerage Code of Australia (last reissued March 2022) - WSA-03 Water Supply Code of Australia (last reissued March 2022) - WSA-04 Sewage Pumping Station Code of Australia - Icon Water Supplements to WSA-02 and WSA-03 Water and sewerage service and installation rules (Issued 5 December 2002 with minor update in 2019) Icon Water SD Series Drawings – Issued 2 July 2018 and amended August 2019
E	1	c	Design standards non-conformances	0	0
E	1	d	Design standards audits (YN)	No	No
E	1	e	Design standards adverse findings (YN)	No	No
E	2	a	Service projections for water (YN)	Yes	Yes
E	2	b	Service projection update	Jan-18 Aug-21 - for water distribution network	Jan-18 (Note: Growth Service Plans published in March 2023)
E	2	c	Service capability projection estimate	Yes	Yes
E	2	d	Service capability projection in financial plan	Yes	Yes
E	2	e	Service capability projection citation	Icon Water (2018), Service Capability Projection - Water Supply System	Icon Water (2018), Service Capability Projection - Water Supply System
E	2	f	Service projections for Sewerage Network	Yes	Yes
E	2	g	Service projection update	Jan-18	Jan-18 (Note: Growth Service Plans published in March 2023)
E	2	h	Service capability projection estimate	Yes	Yes
E	2	i	Service capability projection in financial plan	Yes	Yes
E	2	j	Service capability projection citation	Icon Water (2018), Service Capability Projection - Sewerage System	Icon Water (2018), Service Capability Projection - Sewerage System
E	2	k	Service projection non-conformances	0	0
E	2	l	Service projection audits (YN)	No	No
E	2	m	Service projection adverse findings (YN)	No	No

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
E	3	a	Design & construction procedures (YN)	Yes	Yes
E	3	b	Design & construction procedure references	EN05.22.25 Investment Planning and Delivery (IPAD), Project Delivery process map, Engineering design process maps (concept, feasibility and detailed), Handover work instruction	EN05.22.25 Investment Planning and Delivery (IPAD), Project Delivery process map, Engineering design process maps (concept, feasibility and detailed), Handover work instruction
E	3	c	Design & construction procedure NCs	0	0
E	3	d	Design & construction procedure audits (YN)	Yes	No
E	3	e	Design & construction procedure adverse findings (YN)	No	No
E	4	a	O&M procedures (YN)	Yes	Yes
E	4	b	O&M procedure references	STD-SPE-G-015 General Specification, Operations and Maintenance Manuals WI11.09.01 Managing asset records STD-SPE-G-020 Requirements for asset data records	STD-SPE-G-015 General Specification, Operations and Maintenance Manuals WI11.09.01 Managing asset records STD-SPE-G-020 Requirements for asset data records
E	4	c	O&M procedure NCs	0	0
E	4	d	O&M procedure audits (YN)	No	No
E	4	e	O&M procedure adverse findings (YN)	No	No
E	5	a	Asset registers (YN)	Yes	Yes
E	5	b	Asset register references	Works and Asset Management System (engineering asset register), OnePM (Maintenance strategy management and optimisation tool), Oracle (financial asset register), Icon Water corporate mapping system (geospatial asset register), Water Meter Database, Asset records library, Meridian drawing management system PR05.08 Drawing management overview PR05.14 Engineering asset register overview WI07.11.01 Managing asset records STD-SPE-G-018 Drafting Standard STD-SPE-G-019 Asset Creation and Acceptance Process STD-SPE-G-020 Asset Data Records	Works and Asset Management System (engineering asset register), OnePM (Maintenance strategy management and optimisation tool), Oracle (financial asset register), Icon Water corporate mapping system (geospatial asset register), Water Meter Database, Asset records library, Meridian drawing management system PR05.08 Drawing management overview PR05.14 Engineering asset register overview WI05.12.01 Spatial System Asset Recording WI05.14.05 EAR Data maintenance STD-SPE-G-018 Drafting Standard STD-SPE-G-019 Asset Creation and Acceptance Process STD-SPE-G-020 Asset Data Records
E	5	c	Asset register NCs	0	0
E	5	d	Asset register audits (YN)	No	No
E	5	e	Asset register adverse findings (YN)	No	No
E	6	a	AM program assessments (YN)	Yes	Yes
E	6	b	AM program assessment references	Strategic Asset management Plan (June 2022) Asset Managment Plans (June 2022) Investment Planning and Delivery (IPAD) process Annual program status report Capital work program	Strategic Asset management Plan (June 2022) Asset Managment Plans (June 2022) Investment Planning and Delivery (IPAD) process Annual program status report Capital work program
E	6	c	AM program assessment NCs	0	0
E	6	d	AM program assessment audits (YN)	No	No
E	6	e	AM prog assessment adverse findings (YN)	No	No
E	7	a	AM plans (YN)	Yes	Yes
E	7	b	AM plan references	Asset Management Plans (June 2022)	Asset Management Plans (June 2022)

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
E	7	c	AM plan NCs	0	0
E	7	d	AM plan audits (YN)	No	No
E	7	e	AM plan adverse findings(YN)	No	No
E	8	a	Implementation time	See supplementary information	See supplementary information
E	9	a	Performance monitoring procedures	Yes	Yes
E	9	b	Performance monitoring procedure references	National Performance Report, National Water Account, Drinking Water Quality Management Plan	National Performance Report, National Water Account, Drinking Water Quality Management Plan
E	9	c	Performance monitoring procedure NCs	0	0
E	9	d	Performance monitoring procedure audits	Yes	Yes
E	9	e	Performance monitoring procedure adverse findings	No	No
E	10	a	Water network works as per AMP? (YN)	Yes	Yes
E	10	b	Sewerage network works as per AMP? (YN)	Yes	Yes
E	10	c	list of items not carried out as per AMP	See supplementary information	See supplementary information
E	10	d	Impact of deviation from AMP	See supplementary information	See supplementary information

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F Service Standards

Note: Responses should be provided in accordance with the

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
F		a	Rising main risk assessment (Y/N)	Yes	Yes
F		b	Rising main contingency plans(Y/N)	Yes	Yes
F		c	Rising main leak detection (Y/N)	No	No

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G Metering

Note: Responses should be provided in accordance with the Instructions and Dictionary

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
G	1	a	Meter issue procedures (YN)	Yes	Yes
G	1	b	Meter issue procedure references	WI06.03.07 Water meter issue	WI06.03.07 Water meter issue
G	1	c	Meter issue procedure non-conformances	0	0
G	1	d	Meter issue procedure audits (YN)	No	No
G	1	e	Meter issue procedure adverse findings (YN)	No	No
G	2	a	Meter monitoring procedures (YN)	Yes	Yes
G	2	b	Meter monitoring procedure references	05.00.107 Compliance testing of Elster and RMC 20mm water meters	05.00.107 Compliance testing of Elster and RMC 20mm water meters
G	2	c	Meter monitoring procedure NCs	0	0
G	2	d	Meter monitoring procedure audits (YN)	No	No
G	2	e	Meter monitoring procedure adverse findings (YN)	No	No
G	3	--	Check reading requests (#)	556	334
G	4	--	Number of readings accurate (#)	Data not available	Data not available
G	5	--	Meter test requests (#)	4	3
G	6	--	Meters proved NOT defective (#)	4	3

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H Audit Schedule

Note: Responses should be provided in accordance

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
H		1	Forward audit schedule	See supplementary informaiton	See supplementary informaiton

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I Customer Experience

Note: Responses should be provided in accordance with the Instructions and Dictionary.

Sec	#	pt	Question (short form)	Utility Response 2020-21	Utility Response 2021-22	Utility Response 2022-23
I	1	a	Customer contact	Yes	Yes	Yes
I	1	b	Customer engagement issues	Icon Water continues to engage the community on a range of topics including blocked pipes - Free the Poo campaign, Belconnen trunk sewer project, Care for Water campaign, drain care responsibilities, water quality, urban water cycles, Canberra's water and sewerage network and seeking customer insights into priorities and investments to provide affordable, reliable and quality water and wastewater services.	Icon Water continues to engage the community on a range of topics including blocked pipes and drain care responsibilities - *Free the poo* campaign, Belconnen trunk sewer project, *Care for Water* campaign, water quality, urban water cycles, Canberra's water and sewerage network and seeking customer insights into priorities and investments to provide affordable, reliable and quality water and wastewater services.	Icon Water continues to engage the community on a range of topics including blocked pipes and drain care responsibilities - Free the poo campaign, Belconnen trunk sewer project, water conservation and permanent water conservation measures awareness, water quality, urban water cycles, Canberra's water and sewerage network. In 2022-23 our Let's Talk Water and Wastewater program sought input from community and stakeholders for two significant projects for our primary wastewater treatment plant, Lower Molonglo Water Quality Control Centre (LMWQCC).
I	1	c	Customer engagement frequency	Weekly	See supplementary informaiton	See supplementary informaiton
I	1	d	d Customer engagement estimation	See Att1 2021	See Att1 21-22	See Att1 21-22
I	1	e	Customer engagement into business plan	Yes	Yes	Yes
I	1	f	Customer engagement outcome	Yes	Yes	Yes
I	1	g	Customer satisfaction	An independent satisfaction survey is conducted annually to measure performance and overall satisfaction with products and services. 91% of survey participants are satisfied with our overall service in 2020-21.	An independent satisfaction survey is conducted annually to measure performance and overall satisfaction with products and services. 96% of survey participants are satisfied with our overall service in 2021-22.	An independent satisfaction survey is conducted annually to measure performance and overall satisfaction with products and services. 96% of survey participants are satisfied with our overall service in 2021-22.

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J Network Boundary Code

Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
J	1	a	Alternative boundary agreement (YN)	No	No
J	1	b	Details of Alternative boundary	n/a	n/a
J	1	c	Alternative boundary agreement without TR consent (YN)	Yes	Yes
J	1	d	Details of Alternative boundary without TR consent	In the cases where the basement wall is at the boundary, the accepted drawings show the ownership line at the flange/socket of the penetration pipe, not at the block boundary.	In the cases where the basement wall is at the boundary, the accepted drawings show the ownership line at the flange/socket of the penetration pipe, not at the block boundary.

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KW Key indicators - water supply (potable)

Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions.

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
K	W1	--	Total water supplied (ML)	45,336	47,702
K	W2	a	Connections - water supply (#)	196,772	200,447
K		b	Customers on standard contract (#)	194,318	200,640
K		c	Less onerous contracts (#)	3	3
K	W3	a	Water mains - total (km)	3,384	3,395
K		b	Water mains - trunk (km)	202	204
K		c	Water mains - reticulation (km)	2,698	2,704
K		d	Water mains - critical (km)	616	617
K		e	Water mains (critical) maintenance strategy	See supplementary information	See supplementary information
K		f	Water mains - non-critical (km)	2,767	2,778
K		g	Water mains - unassessed (km)	0	0
K		h	Stop valves (#)	19,437	19,555
K		i	Pump stations (#)	25	25
K		j	Pump stations documentation (#)	25	25
K	W4	a	Main breaks, old def (#/100km)	9.96	8.44
K	W4	b-c	Deleted		
K	W5	a	Mains UIs (#/1000 prop)	53.93	67.9
K		b	Property service UIs (#/1000 prop)	0.53	0.88
K		c	Properties with ONE UI (#)	12,515	15,020
K		d	Properties with 2 UI (#)	1,549	1,748
K		e	Properties with 3 UI (#)	115	449
K		f	Properties with 4 UI (#)	30	106
K		g	Properties with 5+ UI (#)	26	85

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
K		h	Deleted		
K	W6	a	Deleted W6 a-d		
K	W7	--	CAPEX water supply ($000s)	15,560	25,331
K	W8	a	Mains repair cost ($000s)	3,731	4,212
K		b	Mains renewal - 100mm (km)	0	0
K		c	Mains renewal - over 100mm (km)	0	0
K		d	Mains renewal cost ($000s)	0	0
K		e	Mains renewal - critical (km)	0	0
K		f	Mains renewal - non-critical (km)	0	0
K	W9	a	Valve & hydrant repair cost ($000s)	1,017	913
K		b	Valves & hydrants renewed (#)	254	0
K		c	Valve & hydrant renewal cost ($000s)	1,479	0
K	W10	a	ACTFB non-compliances (#)	0	0
		b	Agreement with ACTFB (YN)	No	Yes

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
		c	ACTFB required flowrate maintained (YN)	No	No
		d	Basis of response	Icon Water has initiated capital works at Southern Cross Yacht Club, Yarralumla to address fire flow issues. The preferred solution involves constructing a new 150 mm nominal diameter main to ensure that fire flows can be delivered. Icon Water will continue working with ACT Fire & Rescue to determine the requirements at six other sites identified in last year's report. - commercial area, Victoria St Hall - Black Mountain School & Canberra Chinese Christian Church, Dryandra St O'Connor - Alexandrina Dr Yarralumla, between Novar St and Hopetoun Cct - embassies of Norway & Denmark, Hunter St Yarralumla - St Aidan's Uniting Church, Wylie St Narrabundah - 6 Makin Pl Deakin Alivio Tourist Park, Kunzea St O'Connor was also identified in last year's report but has been determined compliant.	Water mains augmentation to meet firefighting flow and pressure for Southern Cross Yacht Club, Yarralumla is underway. The expected commissioning date is in August 2023. ACT Fire & Rescue confirmed acceptance of the current level of service as being adequate for the following sites: 1.Commercial area in Hall, 2.6 Makin Place, Deakin 3.Alexandria Drive Yarralumla, between Novar St and Hopetoun Circuit. A project is initiated to address the four other sites mentioned in last year's report which are 1.Black Mountain School and Canberra Chinese Christian Church, Dryandra St, O'Connor 2.Embassies of Norway & Denmark, Hunter St Yarralumla 3.St Aidan's Uniting Church, Wylie St Narrabundah 4.Embassies East of Empire Circuit in Yarralumla including embassies for: Indonesia, Belgium, France, Egypt, Myanmar, Israel, and the United States.
K	W11	a	Water service complaints (#)	159	189
		b	Water service complaints by type	See W11 b worksheet	See supplementary information
K	W12	--	Real losses (ML)	2,458	3,479
K	W13	a	Leakage investigation - length (km)	0	0

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
K		b-c	Deleted		
K	W14	a	Water quantity tests requested (#)	4	3
K		b	Water quantity tests compliant (#)	4	3
K	W15	a	DWQC NCs (#)	0	0
K		b-c	Deleted		
K	W16	a	Total WQ complaints (#)	40	135
K		b	WQ responses > 4 hr (#)	0	0
K		c	WQ remedies > 24 hr (#)	0	0
K		d	Widespread WQ events (#)	0	1
K		e	WQ complaints unresolved	8	0
K	W17	a	WQ tests requested (#)	12	5
K		b	WQ tests compliant (#)	12	5
K	W18	--	% microbiological compliance (%)	100	100
K	W19	a	Level D watermain SUI (%)	79.95%	79.95%
K		b	Level C watermain SUI (%)	19.00%	19.00%
K		c	Level B watermain SUI (%)	0.80%	0.80%
K		d	Level A watermain SUI (%)	0.25%	25.00%
K		e	Budget to upgrade	0	0
K		f	Gifted asset SUI (A/B/C/D)	See supplementary information	See supplementary information

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KS Key indicators - sewerage

Note: Responses should be provided in accordance with the Instructions and Dictionary.

Sec	#	pt	Question (short form)	Utility Response 2020-21	Utility Response 2021-22	Utility Response 2022-23
K	S1	--	Total sewage collected (ML)	42,648	44,411	43,373
K	S2	--	Connected properties - sewerage (#)	191,037	196,207	199,887
K	S3	a	Sewers (km)	3,416	3,425	3,433
K		b	Sewer mains - trunk (km)	356	353	363
K		c	Sewer mains - reticulation (km)	3,060	3,073	3,070
K		d	Sewer mains - critical (km)	0	0	0
K		e	Sewer mains - non-critical (km)	0	0	0
K		f	Sewer mains -unassessed (km)	3,416	3,425	3,433
K		g	Number of pump stations (no.)	27	27	27
K	S4	a	Breaks & chokes - mains (#/100km)	52	35	29
K		b	Breaks & chokes - connections (#/1000prop)	10	7	5
K		c	Roots - mains (%)	88.47%	88.38%	87.84%
K		d	Roots - connections (%)	79.98%	82.07%	77.89%
K		e	Breaks in mains (#)	1,787	1,188	995
K		f	Breaks in connections (#)	1,998	1,433	977
K	S5	--	Drainage reimbursements	1,165	776	442
K	S6	a	Sewer overflows, total (#)	1,201	956	792
K		b	Sewer overflows, critical (#)	17	294	280
K		c	Overflows from overload conditions (#)	Not recorded	Not recorded	Not recorded
K		d	Overflows from pump stations (#)	0	2	0
K		e	Overflows cause undetermined (#)	233	43	76
K		f	Properties subject to repeat overflows (#)	506	226	408
K		g	Overflows in properties	10	4	6
K		h	Trunk sewer under capacity (#)	1	1	1
K		i	Trunk sewer under capacity in 5 years (#)	1	1	1
K	S7	a	LWAP (YN)	Yes	Yes	Yes
K		b	LWAP reference	Icon Water Liquid Waste Acceptance Policy and Guidelines	Icon Water Liquid Waste Acceptance Policy and Guidelines	Icon Water Liquid Waste Acceptance Policy and Guidelines
K		c	Customer (#)			
K		d	Sites with GITs			
K		e	LWAP NCs			
K		f	Customer inspection (#)			
K		g	Non-complying customers (#)			
K		h	Non-complying customers (#)			

Sec	#	pt	Question (short form)	Utility Response 2020-21	Utility Response 2021-22	Utility Response 2022-23
		i	Volume Trade Waste Collected ML	Not recorded	Not recorded	Not recorded
		j	Businesses Discharging LTW (#)	2,522	2,559	1,959
		k	Businsses Discharging LTW - High Risk	53	49	44
		l	Businsses Discharging LTW - Medium Risk	435	476	354
		m	Businsses Discharging LTW - Low Risk	718	1,056	1,561
		n	Food Businesses requiring GITs	1,502	1,474	868
		o	Compliance Inspections completed - Total (#)	110	52	333
		p	Compliance Inspections - High risk (#)	24	11	40
		q	Compliance Inspections - Medium Risk (#)	23	8	48
		r	Compliance Inspections - Low Risk (#)	63	33	220
		s	Non-compliant inspections - Total (#)	72	15	135
		t	Non-compliant inspections - High Risk (#)	17	5	7
		u	Non-compliant inspections - Medium Risk (#)	13	2	25
		v	Non-compliant inspections - Low Risk (#)	42	8	103
		w	Non Complaint inspections - inadequate GIT - Total (#)	4	3	25
		x	Non compliant inspections resolved - Total (#)	15	1	31
K	S7.1	a-b	Deleted			
K	S8	--	Sewerage complaints (#)	146	110	92
K	S9	--	Treatment compliance (%)	100	100	100
K	S10	--	CAPEX sewerage ($000s)	48,920	51,335	47,074
K	S11	a	Sewer repair cost ($000s)	1,872	1,500	1,258
K		b	Sewer renewal - 150mm (km)	16.487	2.07	0.954
K		c	Sewer renewal - 225mm (km)	0.414	0	0.072
K		d	Sewer renewal - over 225mm (km)	0.411	0	0.0985
K		e	Sewer renewal cost ($000s)	6,142	1,398	574
K		f	Sewer renewal - critical mains (km)	0	0	0
K		g	Sewer renewal - non-critical mains (km)	17.312	2.07	1.124
K	S12	a	Sewer connection repair cost ($000s)	2,096	1,809	1,235
K		b	Sewer connection renewal (#)	314	27	0
K		c	Sewer connection renewal cost ($000s)	1,856	128	0
K	S13	a	Sewer length inspected (km)	105.1	81.11	88
K		b	Sewer inspection cost ($000s)	446	414	457
K		c	Sewer length cleaned (km)	319.5	247.53	198
K		d	Sewer cleaning cost ($000s)	1,301	1,019	641
K		e	Sewer length root-cleaned (km)	0	0	0
K		f	Sewer root-cleaning cost ($000s)	0	0	0
K	S14	a	Level D sewer mains SUI (%)	39.95%	39.95%	39.95%
K		b	Level C sewer mains SUI (%)	50.00%	50.00%	50.00%
K		c	Level B sewer mains SUI (%)	9.95%	9.95%	9.95%
K		d	Level A sewer mains SUI (%)	0.10%	0.10%	10.00%
K		e	Budget to upgrade	0.00%	0.00%	0.00%
K		f	Gifted asset SUI (A/B/C/D)	See supplementary information	See supplementary information	See supplementary information

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ACT Government
Chief Minister, Treasury and Economic Development

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L UTR Act Requirements

Note: Responses should be provided in accordance with the Instructions and Dictionary

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
L	1	-	Compliance UTR Act (Y/N). If N, advise: (a) Section of UTR Act where there is NC (b) Details of NC (c) Mitigating actions.	Yes	Yes
L	2	-	Directions given by Tech Regulator (Y/N). If Y, advise: (a) Direction (b) Compliance with direction (Y/N) (c) Details of any NC	No	No
L	3	a	UTR Act Audits (Y/N). If Y, advise: (a) Details of Audit (b) Non conformances (c) Adverse findings	No	No
L	3	b	Date last audit - compliance UTR Act	n/a	n/a

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M Licence Requirements

Note: Responses should be provided in accordance with the Instructions and Dictionary

Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23
M	1	-	ICRC notified of material beach of Licence in relation to UTR Act or Tech Code (Y/N). If Y, advise: (a) No NC (b) When NC occurred (c) Reasons for NC (d) Consequences of NC (e) Rectification measures	No	No
M	2	a	Agreement with ACT F&R (Y/N)	Yes	Yes
M	2	b	ACT F&R agreement specifies (Y/N): - pressure and flow available in network - street hydrant maintenance program.	Yes	Yes
M	2	c	ACT F&R agreement review completed within 12 months of review commencement (Y/N). If N provide details.	No	No
M	2	d	Compliance ACTF&R agreement - flowrates & pressure (Y/N). If N, advise of NCs.	No	No

Contents

SI Water supply and sewerage - supplementary information

Note: Please

Tip : Press

Number	pt	Utility Response 2020-21	Utility Response 2021-22	Utility Response 2022-23
A 1	--	The following audits were completed in 2020-2021: - Water quality and waste management vendor/third party risk management - Compliance with the Work Health and Safety Regulation - working at heights and excavation - Fatigue Management Audit - First Quarterly ICT Security Health Check - Drinking Water Quality Management - Australian Laboratory Services' compliance with the Service Level Agreement - Working in or near the natural environment (specifically on waterways) - Second quarterly ICT security health check - Business continuity planning - Assurance mapping - Compliance audit of Icon Water's Quality Management System	The following audits were completed in 2021-2022: - Payroll - Compliance with the *Consumer Protection Code 2020* - Assurance activities relating to sourcing corporate services (Project Nova) - Assurance framework relating to the Price Review (Part 1) - Assurance framework relating to the Price Review (Part 2) - Continuity of energy for asset operation (to protect human health and the environment) - Compliance with occupational health and safety management systems AS/NZS 4801:2001 - Drinking water quality management - Assurance framework relating to the Price Review (Part 3) - Internal audit management	The following audits were completed in 2022-2023: - Drinking water quality management - Customer Support Program - Compliance of Environmental Management Systems to ISO 14001:2015 - Risk management framework - Environmental Protection Controls to prevent sewer overflow from pump stations - Fraud controls and processes - Compliance with the Consumer Protection Code (automatic rebate payments) - Training gap assessment
A2			Interference recorded in the works and asset management system includes other utilities and third party damage by contractors. Assets affected include: Water - domestic 30 - residential 1 - reticulation main 5 - valve gate 1 - valve hydrant spring hydrant 5 - water meter 20mm or smaller 20 - water meter greater than 20mm 1 Sewer - residential 1 - reticulation 7 - rising main 2 - service line 1 - standard maintenance hole 3 - trunk 3	Interference recorded in the works and asset management system includes other utilities and third party damage by contractors. Assets affected include: Water - distribution main 2 - domestic 21 - reticulation main 6 - valve gate 1 - valve hydrant spring hydrant 1 - water meter 20mm or smaller 12 - water meter greater than 20mm 2 Sewer - reticulation 1 - standard maintenance hole 1
B 00A			There were four events report to UTR within the reporting period, however, they did not meet the definition of an emergency event in the *Utilities (Emergency Planning Code) Determination 2011* and were for information purposes only. 1. 06/09/2021 (email) - wet weather event impacting LMWQCC (report date 17/09/2021) 2. 15/11/2021 (email) - severe wet weather event impacting LMWQCC (report date 03/12/2021) 3. 26/11/2021 (email) - severe wet weather event impacting LMWQCC (report date 15/12/2021) 4. 19/03/2022 (email) - drinking water network contamination (report date 25/03/2022)	
B 1			Emergency plan was activated over the nominated testing date (drinking water network contamination event 24/03/2022).	
B 4	a			
B8			Below are the details of the events reported to UTR within the reporting period. They did not meet the definition of an emergency event in the *Utilities (Emergency Planning Code) Determination 2011* and were for information purposes only. 1. (09/2021) Wet Weather event impacting the LMWQCC By-Pass Dam. On 4 - 5 September 2021, 49.4.0mm of rain was recorded at Canberra airport. This rain event in an already saturated catchment resulted in a significant increase of inflow and infiltration into the Canberra sewerage catchment and in turn LMWQCC. LMWQCC received peak inflows greater than 5000L/s (average dry weather flows are ~1200L/s). A wet weather strategy was developed in the lead up to the rainfall. On 5 September 2021, bypass storage dam capacity was reached and discharge from the spillway commenced. The bypass storage dam ceased spilling at approximately 3pm on 6 September 2021. Of the total 179ML diverted to the bypass storage dam, 20ML was discharged via the dam spillway.	

Number	pt	Utility Response 2020-21	Utility Response 2021-22	Utility Response 2022-23
B8			2. (11/2021) Severe Weather event impacting the LMWQCC By-Pass Dam. A wet weather strategy was developed in the lead up a predicted significant rainfall event for 12 – 14 November 2021. An incident management team was formed to manage the wet weather event. Regulators were informed in advance of a potential spill and downstream stakeholders were notified following the commencement of the spill. LMWQCC received peak inflows greater than 3900L/s (more than three times the average dry weather flows ~1200L/s). On 14 November 2021, bypass dam capacity was reached and discharge from the spillway into the receiving waters commenced. Following the rain the sewerage network volumes remained high and the treatment plant held a high solids inventory loading. Flow was again bypassed on 15 November to assist plant recovery. A total of 210 ML was diverted to the bypass storage dam. 50.3ML was discharged from the dam during the event. The flows from the storage dam were less than 0.2% of Murrumbidgee River flow.	
B8			3. (11/2021) Severe Weather event impacting the LMWQCC By-Pass Dam. Significant rainfall was predicted for the 25 - 29 November to fall on saturated catchments with elevated groundwater levels. Management of process flows, standby process units and bypasses to the storage dam were in accordance with controls stated in the Environmental Management Plan. An incident management team from the spill event of early November managed the wet weather event. Regulators were informed in advance of a potential spill, and downstream stakeholders were notified as soon as reasonably practical following the commencement of the spill. In the period from 25 - 28 November, a total of 39.2 mm was recorded at Canberra airport. LMWQCC received peak inflows of 5719L/s, more than four times average dry weather flows (approx ~1200L/s). At 17:36 pm on 26 November, bypass dam capacity was reached and discharge from the spillway into the receiving waters commenced. Following the rain the sewerage network volumes remained high and the treatment plant held a high solids inventory loading. A total of approximately 79.3ML was discharged from the dam during this event.	
B8			4. (03/2022) Drinking Water network contamination On 19 March 2022, while responding to a burst water main in Latham, a rising sewer main was struck. The sewer pumping station and water supply were shut-off while the repair was completed. On 23 March 2022, the potential for contamination was identified and specific water quality testing was undertaken. The test results identified the presence of Enterococcus spp and indicated a potential public-health hazard. An Incident Management Team was formed on 24 March 2022. Icon Water's proposed course of action (deactivation via elevated chlorine residual) was communicated with ACT Health. Water mains were flushed on 25 March and daily water quality samples collected (22 sites). Service reservoirs in the affected zone were re-chlorination. A daily review of water quality and chlorine residual values across 15 days was used to decide efficacy of the activity and confirmed that the network complied with the Australian Drinking Water Guidelines. The incident response was formally closed on 8 April 2022. No adverse health outcomes or public comments were reported.	
C 1	c	Accreditation scheme non-conformances increased due to a change in when a water meter needs to be installed by plumbers. This change was implemented to address risks relating to loss of revenue water and potential network contamination during construction. Changes were communicated to all plumbers on our system, through relevant industry bodies and on our website. The number of defects is expected to decrease over time as plumbers become accustomed to the new requirements.		
D1		A review is currently underway on applications and subsequent approvals granted (conditional or full) in 2019-20 to identify any anomalies in the process. Applications being reviewed range from landscaping and retaining wall construction in the vicinity of Icon Water infrastructure to multi-story construction adjacent to water mains and sewers. Preliminary investigations will be completed by 31 October 2021 and the final report completed by 31 December 2021.	The review from the previous year was finalised. Three matters of concern were found where appropriate due diligence had not been followed during the approval process, with no structural or operational impact on existing services.	
E2	b&g			
E 8	a	Icon Water has an Asset Management System aligned to ISO 55001 and continues to improve our asset management capability through people, processes and technology.	Icon Water has an Asset Management System aligned to ISO 55001 and we continue to improve our asset management capability through people, processes and technology.	Icon Water has an Asset Management System aligned to ISO 55001 and we continue to improve our asset management capability through people, processes and technology.

Number	pt	Utility Response 2020-21	Utility Response 2021-22	Utility Response 2022-23
E10	c	There were 55 projects identified in the water and sewer AMP for 2020-21. This included 19 post business case in planning and implementation and 36 which were in evaluation and option selection stages. The following projects have business cases approved. These have commenced with delivery but planning or construction has taken longer than anticipated compared to the 2017 price review and Asset Management Plans: CX10749: Uriarra water mains replacement CX11113 Sewer vent fans CX11047: Cotter Dam appurtenant assets CX10066 Belconnen trunk sewer CX11020: Water network electrical, instrumentation, monitoring and control (EIMC) CX11069 Mugga reservoir roof replacement CX11070: O'Connor reservoir roof replacement CX10950: LMWQCC high voltage renewal CX11256: Bendora renewals CX11057: Lower Molonglo potable water system backflow prevention CX11068 Sewer concrete mains renewal CX11133 Sewer monitoring program CX11095 Sewer pump station renewal program CX11176: Water meter renewal program	There were 65 projects identified in the water and sewer AMP for 2021-22. This included 23 post business case in planning and implementation and 36 which were in evaluation and option selection stages. The following projects have business cases approved. These have commenced with delivery but planning or construction has taken longer than anticipated compared to the 2017 price review and Asset Management Plans. This has been particularly impacted with sustained COVID-19 restrictions this financial year. Time lost has not been recovered due to continual labour shortages, procurement and supply chain issues and delayed mobilisation of contractors back to sites. CX10066 Belconnen Trunk Sewer Augmentation CX10749 Uriarra Water Mains Replacement CX11070 O'Connor Reservoir Roof Replacement CX11176 Water Meter Renewals (2018 – 2023) CX10998 LMWQCC – Safety Improvements and Equipment Rectification CX10534-2 LMWQCC Tertiary Filters and Disinfection System Upgrade CX10798 Googong WTP Clarifier Renewals CX11114 Reactive water valve and hydrant replacement and planned high capacity hydrant replacement CX11282 Bendora Left Abutment Track Repairs CX11069 Mugga Reservoir Roof Replacement and Floor Joint Sealing CX11250 Coppins Crossing Closure CX11020 Water Network EIMC CX11013 Network Access Upgrades CX11047 Cotter Dam Appurtenant Assets Upgrade CX10937 One Tree Reservoir	There were 69 projects identified in the water and sewer AMP for 2022-2023 This included 33 post-business case in planning and implementation and 36 which were in evaluation and option selection stages. In the annual program, this was a total of $60.02m for FY22/23 compared to an actual expenditure of $60.04m. The following projects have business cases approved. These have commenced with delivery but planning or construction has taken longer than anticipated compared to the annual program approved by the Investment Review Committee. Some projects have had lingering supply chain delays associated with international supply issues. Some of these reflect spending timing change within a twelve-month period, rather than delays to the final delivery of the program/project. These may also be offset by increased or earlier expenditure to other projects and programs. CX10534 2 LMWQCC Tertiary Filters and Disinfection System Upgrade CX11013 Network Access Upgrades CX11035 LMWQCC Furnace 2 Overhaul Capex Component CX11038 Dewatered Sludge Temporary Laydown Pad at LM CX11095 Sewage Pumping Stations Renewal CX11250 Coppins Crossing Closure CX11281 LMWQCC Disinfection Renewal CX11282 Bendora Left Abutment Track Repairs CX11305 LM Liquid Sugar
E10	d	The total water and sewer capital works asset management program for 2020–21 consisted of approximately $92m worth of projects. During the year $88m worth of capital works was delivered. To maintain the program within the organisation's overall expenditure limits, the program was reviewed and adjusted throughout the year. In 2020-21, the program timing was further impacted by the various lockdowns around Australia which impacted consultant and contractor availability for work, and recovery from the 2020 bushfire season which impacted on construction prices and procurement activities. Of the projects and programs with >$200,000 proposed expenditure which were not undertaken: (a) 16 projects prior to business case and option selection had expenditure below the original indicative forecast. This is due to a combination of option selection, updated information, reviewed delivery timings, and scope reductions compared to the indicative solution. (b) The following projects in implementation also had changes to actual annual cash flow compared to forecast. Project implementation may occur over several years and a change in cashflow may not indicate a significant delay in commissioning. (i) There may be delays of < 3 months for these projects and existing project controls are sufficient to minimise the impact of construction delays on overall service levels and lifecycle cost. CX11069 Mugga reservoir roof renewal CX11070 O'Connor reservoir roof renewal Project delays and deferral have limited impact. Delays to these projects may delay the implementation of other reservoir renewal projects. Mugga reservoir renewal was completed in 2020-21. CX11256: Bendora renewals	• No to low long-term impact: Impact will not impact lifespan or lifecycle costs CX10066 Belconnen Trunk Sewer This project has had several design approval delays and is now impacted by COVID-19 construction and contractor availability. The impact on the life-cycle costs is not yet determined as construction is still underway. In the interim, Icon Water has some slightly elevated risk of sewage overflow during high intensity rainfall events. There is flow and level monitoring in the sewer. This is a growth driven project, so delays have a minor impact on short-term risk profile. CX10948 Uriarra Hazard reduction Implementation of this project was delayed confirming scope and to undertake value management assessment. Operational controls were implemented to minimise the ongoing risks. This has had a small increase on the life-cycle costs of Uriarra Treatment Plant. Implementation of the projects below have been delayed due to overall prioritisation with resource constraints. This does not have a significant impact on the short-term risk profile. CX11282 Bendora Left Abutment Track Repairs - extended delays may cause subsequent delays to other works in the area. CX11259 Stromlo DAF design review and modifications - there may be decreased short term ability to respond to a rapid deterioration in water quality. CX11097 Improving Real time understanding of performance of major Dams CX11253 LMWQCC Grit Tanks refurbishment and grit pumping control	• No to low long-term impact: Impact will not impact lifespan or lifecycle costs CX10534-2 LMWQCC Tertiary Filters: This project closed in the financial year. While there was a slight variation in the annual budget, this reflects project savings including non-required contingency. This is a positive impact on lifecycle costs CX11013: Network Access Upgrades: This project underspent the financial year by 11% which is reflective of upfront delays in awarding the contract that resulted in work slipping into 2023-24. CX11035 LMWQCC Furnace 2 Overhaul Capex Component: works were deferred due to operational contraints resulting in a reduction in expenditure. CX11038 Dewatered Sludge Temporary Lay Down Pad at LM: Program prioritisation resulted in the deferral of this project, leading to a delay in the award of the detailed design consultancy. The delay will not impact lifespan or lifecycle costs. Some short-term operational controls will be required if there is a solids system (Furnace) shutdown before this is completed. CX11095 Sewage Pumping Stations Renewal. Significant delays with the awarding the contract and durther delays with detailed design has impacted the overall project with a financial year underspend of 54%. CX11250 Coppins Crossing Closure. This project underspent in the financial year which is reflective of the delays experienced due to poor
G3		The reduction in the number of check reading requests may be attributed to having access to the meter reader portals where photos can be reviewed before requesting a check read and the customers now having the ability to send in a photo of their meter for billing purposes.		

Number	pt	Utility Response 2020-21	Utility Response 2021-22	Utility Response 2022-23
H1		Internal audit coverage from our three year strategy: Year 1 - 2021-22: - payroll - compliance with the Consumer Protection Code (relating to automatic rebate payments) - assurance activities relating to Project Nova (review of corporate service agreements) - assurance framework relating to the Price Review (part 1) - recruitment and on-boarding (reserve topic) - assurance framework relating to the Price Review (part 2) - continuity of Energy for Asset Operation (to protect human health and the environment) - compliance with occupational health and safety (OHS) management systems AS/NZS 4801:2001 - drinking water quality management - assurance framework relating to the Price Review (part 3) - implementation of the Price Review Strategy and Ambition (reserve topic) - internal audit management	Internal audit coverage from our Internal Audit Annual Plan: Year 1 2022-23 - Drinking water quality - Digital program governance model review - Management systems review - environment system - Risk management framework - Environmental protection controls to prevent sewer overflow from pump stations - Fraud control and processes - Sourcing of corporate services (Program Nova) delivery - Compliance with the *Consumer Protection Code 2020* (automatic rebate payments) - Workforce planning and succession planning	Internal audit coverage from our Internal Audit Annual Plan: Year 1 2023-24 - Drinking water quality management - Management systems review (Quality - ISO 9001) - Confined space management and isolation - Assessment of controls to mitigate risk of natural hazards on LMWQCC infrastructure - Corporate services transition (transition partner contract management review) - Corporate services transition (capability review) - Corporate services transition (business readiness review) - Data privacy - Asset protection
		Year 2 - potential areas for review in 2022-23: - management of nonconforming products and processes - drinking water quality and sewage operations - compliance with the Work Health and Safety Regulation (confined space management and isolation) - management of operational environment management plans - cyber security roadmap - incident management - arrangements in place for managing water contamination - recruitment and termination - compliance management - financial reporting (including management of gifted assets), accounting and controls - workforce planning and succession planning Year 3 - potential areas for review in 2023-24: - billing and revenue cycle process - process for non-conformance of third parties for illegal dumping - cyber security - pipeline management - management of chlorine - drinking water quality management - processing development building approvals - monitoring, measurement, analysis, and evaluation (safety, environment management systems and quality) - property management - community support program - inventory management - works and asset management	Year 2 - potential areas for review in 2023-24: - Financial controls - Compliance with the *Work Health and Safety Regulation 2011* (ACT) (confined space management and isolation) - Drinking water quality - Management systems review - quality systems - Complaints management - Cyber security - Procurement framework - Trunk sewer failure response readiness - Workplace culture and soft controls - Security of critical infrastructure – framework implementation Year 3 - potential areas for review in 2024-25: - Billing cycle and revenue assurance - Drinking water quality (management of non-conforming products and processes – drinking water quality and sewage operations) - Management systems review - OHS systems - Data governance management - Management of operational environment management plans - Development and building approvals process - Process safety - Incident management - Liquid trade waste management / compliance - Training gap assessment	Year 2 - potential areas for review in 2024-25: - Drinking water quality management - Management systems review (OHS) - Workforce planning - Capital contributions scheme - GIS system currency review - Procurement framework - Trunk sewer failure response readiness - Security of critical infrastructure - framework implementation - Billing cycle and revenue assurance - IT access management Year 3 - potential areas for review in 2025-26: - Drinking water quality management - Management system review (environment) - Financial controls - Workplace culture - Data governance management - Development and building approvals process - Process safety - Incident management - Liquid trade waste management / compliance - Complaints management
I 1	a	The customer and community engagement program 'Let's talk water and wastewater' can be found on our website https://letstalk.iconwater.com.au/. Icon Water continues on with a broad range of engagement and educational activities within the ACT. These activities include community consultation, surveys and educational activities which target our residential and commercial/industrial segments.	The customer and community engagement program *Let's talk water and wastewater* can be found on our website https://letstalk.iconwater.com.au/. Icon Water continues on with a broad range of engagement and educational activities within the ACT. These activities include community consultation, surveys and educational activities which target our residential and commercial/industrial segments.	The customer and community engagement program Let's talk water and wastewater can be found on our website https://www.iconwater.com.au/Community-and-Education/lets-talk-water-wastewater.aspx . Icon Water continues on with a broad range of engagement and educational activities within the ACT. These activities include community consultation, surveys and educational activities which target our residential and commercial/industrial segments.
I1			Customer satisfaction survey is conducted annually; customer perceptions (pulse surveys) are conducted three times each year; *Let's Talk* strategic engagement is conducted as required by topic.	Customer satisfaction survey is conducted annually; customer perceptions (pulse surveys) are conducted three times each year; Let's Talk strategic engagement is conducted as required by topic.
I 1		The 'Free the Poo' campaign (don't flush wet wipes) commenced and the community feedback has been very positive. Water storage levels are at a high for all catchment areas and Canberrans continue to manage water usage in accordance with current permanent water conservation measures. We continue to keep stakeholders updated with regards to the progress of the Belconnen trunk sewer project via group meetings, online website and customer notifications.	The *Let's Talk Water and Wastewater* is our widest-reaching and most comprehensive program to date and has so far involved over 17,500 Canberrans. The engagement activities were designed to inform our strategic priorities and investment decisions. Topics canvassed included customer priorities for water security, levels of service, tariffs, innovation, sustainability, liveability and customer service channels. Our 2023–28 price proposal is underpinned by this engagement, which included focus groups, an open community survey, online and social media engagement, a deliberative deep-dive process, stakeholder interviews, a Customer Advocacy Forum and a quantitative survey (including a willingness-to-pay study). Through our *Let's Talk Water and Wastewater* engagement, our customers told us they have clear expectations and priorities for how we plan and invest in the future. Water security, environmental sustainability, maintaining quality, maintaining long-term affordability and being more visible in the community are the key areas of focus our customers highlighted. In addition to this we also engaged with the community of a number of our campaigns, education and literacy programs as detailed in ATT1 21-22.	The *Let's Talk Water and Wastewater* engagement program for 2022-23 was focused on talking to the community about two significant projects (Biosolids and Bioreactors) for our primary wastewater treatment plant, Lower Molonglo Quality Control Centre (LMWQCC). We have engaged with our customers and community, as well stakeholders and partners through multiple channels including our website and social media channels. Engagement occurred via surveys and deep dive deliberative processes. We continue to work with various ACT Government forums to participate and to promote the program. We are also sharing insights with our partners to identify mutual areas of interest and responsibility. The wastewater engagement program included a Citizens Panel with participants representing all segments and demographics, an Environmental Panel with representatives from various environmental groups, and our Expert Panel – a group of eight experts in the areas of water, wastewater, the environment and meteorology.
M 2			Refer to K W 10 d.	Refer to K W 10 d.
W2				

Number	pt	Utility Response 2020-21	Utility Response 2021-22	Utility Response 2022-23
W3	b			
W3	e	Water mains and associated assets, like all other assets in Icon Water asset base in general, are subject to reliability centred maintenance (RCM) based maintenance strategies. Critical water transfer mains installed above ground are inspected externally on an annual basis. This is part of the preventative maintenance program. Critical water transfer mains assets such as access tracks, pipe bridges, valves, gears, manholes, actuators, and valve chambers installed on and associated with the mains are inspected externally on an annual and biennial (every two year) basis. This is part of the annual preventative maintenance program. Critical water transfer mains, where installed below ground, are inspected externally by using specialised non-intrusive techniques as required. pCAT technology was one of the technologies used in recent years for condition assessment of the critical water transfer mains. Smart Ball and noise detection based technologies are the others Icon Water is exploring as alternatives. Critical water transfer mains are inspected internally as required either by man-entry inspection, CCTV inspection, or a technology based assessment based on criticality and access. The approach is targeting short sections at different locations/chainage along a critical main for assessment to understand overall condition. Technology based assessment is sometimes used as a screening tool to narrow down problematic sections. Minor defects identified from these inspections, if practical, are rectified on the spot at the time of inspections.	Water mains and associated assets, like all other assets in Icon Water asset base in general, are subject to reliability centred maintenance (RCM) based maintenance strategies. Critical water transfer mains installed above ground are inspected externally on an annual basis. This is part of the preventative maintenance program. Critical water transfer mains assets such as access tracks, pipe bridges, valves, gears, manholes, actuators, and valve chambers installed on and associated with the mains are inspected externally on an annual and biennial (every two year) basis. This is part of the annual preventative maintenance program. Critical water transfer mains, where installed below ground, are inspected externally by using specialised non-intrusive techniques as required when condition measures indicate potential issues arising. Critical water transfer mains are inspected internally as required either by man-entry inspection, CCTV inspection, or a technology based assessment based on criticality and access. The approach is targeting short sections at different locations/chainage along a critical main for assessment to understand overall condition. Technology based assessment is sometimes used as a screening tool to narrow down problematic sections. Minor defects identified from these inspections, if practical, are rectified on the spot at the time of inspections.	Water mains and associated assets, like all other assets in Icon Water asset base in general, are subject to reliability centred maintenance (RCM) based maintenance strategies. Critical water transfer mains installed above ground are inspected externally on an annual basis. This is part of the preventative maintenance program. Critical water transfer mains assets such as access tracks, pipe bridges, valves, gears, manholes, actuators, and valve chambers installed on and associated with the mains are inspected externally on an annual and biennial (every two year) basis. This is part of the annual preventative maintenance program. Critical water transfer mains, where installed below ground, are inspected externally by using specialised non-intrusive techniques as required when condition measures indicate potential issues arising. Critical water transfer mains are inspected internally as required either by man-entry inspection, CCTV inspection, or a technology based assessment based on criticality and access. The approach is targeting short sections at different locations/chainage along a critical main for assessment to understand overall condition. Technology based assessment is sometimes used as a screening tool to narrow down problematic sections. Minor defects identified from these inspections, if practical, are rectified on the spot at the time of inspections.
W3		New pump station in Casey (One tree hill)		
W4		Maincock failures have been excluded from the calculation. Maincocks are no longer listed as an asset in the works and asset management system and are considered a component of the service line. Analysis of the failure data showed that the majority of maincock failures are at the joint and repaired by replacing the maincock elbow which does not require isolation of the water main. Maincock failures are now counted under service line failures.		
W5		Maincock failures have been excluded from the calculation. Maincocks are no longer listed as an asset in the works and asset management system and are considered a component of the service line. Analysis of the failure data showed that the majority of maincock failures are at the joint and repaired by replacing the maincock elbow which does not require isolation of the water main. Maincock failures are now counted under service line failures.		
W5		Crews knocked on customers doors to advise of an outage for small reactive meter replacements. These outages were not recorded in the works and asset management system.		
W5	c-g			Properties with 5+ unplanned interruptions relate to the following shut off blocks: Gungahlin: all interruptions related to service line failures involving the premature failure of a specific type of polyethylene service line tap-in fitting. Investigations are continuing. Ngunnawal: a single valve failure event required an outage and isolation of the affected shut off block. In the process of isolating upstream valves, several other valves failed prematurely in operation due to an unusual failure method (valve bonnet snapping under light operation). A warning notification has been added to the GIS for Ngunnawal. Investigations are continuing.
W5		All properties with 5+ unplanned interruptions are within the same shut off block. These properties do not have a history of failures. We will continue to monitor these properties to determine if replacement is required.		
W5		All properties are within the same shut off block and have not previously been listed as having multiple unplanned interruptions. These properties will be monitored for any further failures.	Properties identified as having 5+ unplanned interruptions last year have not experienced any further interruptions. Properties identified this year were in Kaleen.	
W7			Capex expenditure was lower than the previous year. This was initially driven by COVID-19 restrictions resulting in the suspension of construction activities for three months early in the financial year and a combination of differences in project mix, timing and some project savings.	
W8		The water mains repair costs were understated in 2019-20 by approximately $725k due to an accounting error. Progressive improvements in cost allocation in the works and asset management system has enabled internal equipment charges (e.g. cost recovery of vehicles) to be allocated to the water mains repair program resulting in an increase in costs.		
W8	b&c	Water main renewal was lower than the previous year. With a fixed scope for the five year regulatory period, stage two works (FY20) centred on completing work within specific suburbs (Ainslie and Griffith) rather than returning to the areas over a number of years. As a result, a large portion of th program was completed in 2019-20.		

<table>
<tr><th>Number</th><th>pt</th><th>Utility Response 2020-21</th><th>Utility Response 2021-22</th><th>Utility Response 2022-23</th></tr>
<tr><td>W8</td><td></td><td>Costs increased compared to 2019-20 as the majority of the scope was completed using open trenching methodology, which is inherently more expensive. Works were completed in Braddon which requires additional customer liaison, traffic management and contaminated soil testing resulting in a higher cost.</td><td></td><td></td></tr>
<tr><td>W9</td><td></td><td>There was a 33% increase in the number of valves and hydrants repaired when compared to 2019-20. Progressive improvements in cost allocation in the works and asset management system has enabled internal equipment charges (e.g. cost recovery of vehicles) to be allocated to the hydrant and valve repair program resulting in an increase in costs.</td><td></td><td></td></tr>
<tr><td>W9</td><td></td><td></td><td>The higher per unit valve and hydrant replacement cost relates to a specific project to replace the old, yellow high-capacity hydrants with modern in-ground hydrants and a valve. These works are expensive per unit as we mobilised to the site specifically for the works (costs not defrayed by mobilising to replace pipeline as well as valves). The works themselves were also more involved than generally required for replacing valves and hydrants as part of a water main renewal.</td><td></td></tr>
<tr><td>W10</td><td>a</td><td></td><td>Icon Water has initiated capital works to address fire flow issues at Southern Cross Yacht Club, Yarralumla. The preferred solution involves constructing a new 150 mm nominal diameter main to ensure that fire flows can be delivered.</td><td>New deed signed on 4 July 2023.</td></tr>
<tr><td>W11</td><td>a</td><td></td><td></td><td></td></tr>
<tr><td>W11</td><td>b</td><td>Water service complaints received by the type of issue concerning bursts, leaks, service interruptions, adequacy of service, water pressure and water
<table>
<tr><th>What</th><th>Water network</th></tr>
<tr><td>Damage/Fault our asset</td><td>5</td></tr>
<tr><td>Damage to environment</td><td>1</td></tr>
<tr><td>Damage to property</td><td>34</td></tr>
<tr><td>Driving/Parking</td><td>11</td></tr>
<tr><td>Failed to reply</td><td>2</td></tr>
<tr><td>Information wrong</td><td>1</td></tr>
<tr><td>Meter fault</td><td>24</td></tr>
<tr><td>Meter replacement</td><td>7</td></tr>
<tr><td>No/inadequate notice of work</td><td>7</td></tr>
<tr><td>Noisy/Unsightly</td><td>3</td></tr>
<tr><td>Notices offended</td><td>2</td></tr>
<tr><td>Other</td><td>1</td></tr>
<tr><td>Other - Contractor water usage</td><td>1</td></tr>
<tr><td>Other - FOI - Ministerial</td><td>1</td></tr>
<tr><td>Other - meter location</td><td>1</td></tr>
<tr><td>Other - Standpipe usage</td><td>1</td></tr>
<tr><td>Other - Water network</td><td>1</td></tr>
<tr><td>Outage notice nil/too short (planned)</td><td>15</td></tr>
<tr><td>Outage notice nil/too short (reactive)</td><td>4</td></tr>
<tr><td>Reimbursement assessment</td><td>1</td></tr>
<tr><td>Safte/Health</td><td>4</td></tr>
<tr><td>Service request not met</td><td>5</td></tr>
<tr><td>Site restoration</td><td>66</td></tr>
<tr><td>Staff behaviour</td><td>1</td></tr>
<tr><td>Staff rude</td><td>1</td></tr>
<tr><td>Supply interruptions</td><td>6</td></tr>
<tr><td>Water hammer/Noisy</td><td>12</td></tr>
<tr><td>Water leak</td><td>9</td></tr>
<tr><td>Water pressure</td><td>14</td></tr>
<tr><td>Watermain burst</td><td>4</td></tr>
</table></td><td>See worksheet W11 b (unable to paste in this sheet due to protection).
<table>
<tr><th>What</th><th>Water network</th></tr>
<tr><td>Damage/Fault our asset</td><td>2</td></tr>
<tr><td>Damage to environment</td><td>1</td></tr>
<tr><td>Damage to property</td><td>9</td></tr>
<tr><td>Driving/Parking</td><td>5</td></tr>
<tr><td>Failed to reply</td><td>2</td></tr>
<tr><td>Information wrong</td><td>3</td></tr>
<tr><td>Meter fault</td><td>11</td></tr>
<tr><td>Meter replacement</td><td>8</td></tr>
<tr><td>No/inadequate notice of work</td><td>3</td></tr>
<tr><td>Noisy/Unsightly</td><td>3</td></tr>
<tr><td>Notices offended</td><td>1</td></tr>
<tr><td>Reimbursement assessment</td><td>4</td></tr>
<tr><td>Outage notice nil/too short (reactive)</td><td>5</td></tr>
<tr><td>Safety/Health</td><td>1</td></tr>
<tr><td>Service request not met</td><td>8</td></tr>
<tr><td>Site restoration</td><td>63</td></tr>
<tr><td>Staff rude</td><td>3</td></tr>
<tr><td>Water hammer/Noisy</td><td>4</td></tr>
<tr><td>Water leak</td><td>28</td></tr>
<tr><td>Water pressure</td><td>3</td></tr>
<tr><td>Watermain burst</td><td>4</td></tr>
<tr><td>Total</td><td>171</td></tr>
</table></td><td>Water service complaints received by the type of issue concerning bursts, leaks, service interruptions, adequacy of service, water pr essure and water reliability.

</td></tr>
<tr><td>W12</td><td></td><td></td><td></td><td>Customer metering (and billing) inaccuracies have increased in excess of the target set for percentage estimates. We are currently investigating the source of these inaccuracies.</td></tr>
<tr><td>W16</td><td></td><td></td><td></td><td>The increase is due to two primary factors:
1. A natural event with an elevated presence of 2-Methylisoborneol (MIB), an aesthetic change presenting an organic taste in water supply.
2. New system implemented allowing complaints to be registered which are resolved at first interaction without case management.</td></tr>
<tr><td>W16</td><td></td><td></td><td></td><td>Approximately three quarters of the water quality complaints are directly related to taste as a result of a natural event that occurred with an elevated presence of 2-Methylisoborneol (MIB), an aesthetic change presenting an organic taste in water supply.</td></tr>
<tr><td>W16</td><td></td><td></td><td></td><td></td></tr>
</table>

Number	pt	Utility Response 2020-21	Utility Response 2021-22	Utility Response 2022-23
W17	b			
W19				
W19	f	Standards have been developed to cover subsurface utility information which align with AS5488. However, they only apply if the project started after the standards were introduced. For the majority of existing assets, water gifted assets are an interpretation based on surface assets and accuracy cannot be confirmed.	Standards have been developed to cover subsurface utility information which align with AS5488. However, they only apply if the project started after the standards were introduced. For the majority of existing assets, water gifted assets are an interpretation based on surface assets and accuracy cannot be confirmed.	Standards are being further developed as while they currently align with AS5488 there appears to be a lack of understanding of how these interact with our WAE requirements. This may also be affected by the upcoming change to Geocentric Datum of Australia 2020 (GDA2020). For the majority of existing assets, water gifted assets are an interpretation based on surface assets and accuracy cannot be confirmed.
S2				
S4		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.		
S4	c&d			
S6			Icon water reports the following sewage overflows to Environment Protection Authority: - pump stations - >300mm - entering stormwater - waterways designated for primary contact recreation - locations including public swimming pools, play grounds, child care centres, hospitals and medical centres, shops, schools or aged care facilities. In previous years, sewage overflows entering the stormwater were not included in this figure.	
S6			The number of sewer overflows with the cause undertermined reduced significantly in 2021-22. This is due to changes made in the works and asset management system that make it mandatory for field workers to identify the cause of the overflow. The quality of the data has improved significantly.	
S6	h	Belconnen trunk sewer is under capacity and is currently being augmented to rectify the issue.	Belconnen trunk sewer is under capacity and is currently being augmented to rectify the issue.	Belconnen trunk sewer was identified as under capacity. Augmentation is executed and the new sewer is expected to be commissioned in July 2023.
S6	i	North Canberra trunk system will be under capacity within 5 years.	North Canberra trunk system will be under capacity in 5 years. Several more localised augmentations have also been identified in the south to service anticipated development in 5 years.	North Canberra trunk system will be under capacity within 5 years. Several more localised augmentations have also been identified in the south to service anticipated development within 5 years.
S7				
S7				
S7	e			
S7				
S7				
S7				
S7			The liquid trade waste roadmap project has made flow estimates from trade waste customers. This data is not yet considered accurate enough to use for reporting (8,000-9,000 ML per year at +/-45% accuracy). Work on increaseing the accuracy of this estimate is underway.	

Number	pt	Utility Response 2020-21	Utility Response 2021-22	Utility Response 2022-23
S7	j	The increase when compared to 2019-20 is due to a more accurate assessment of the number of commercial customers under large shopping centres and malls (102 of the 364 increase were under reported last year and do not represent 'new' customers). This figure continues to be refined.		This number includes data for a 5 year period i.e. 1 July 2018 - 30 June 2023, which is in line with our standard maximum LTW approval term. It is counting individual business discharger(s) as opposed to LTW customer's (i.e. property owners). It is our best estimation, whilst data cleaning continues. Manual counts were undertaken for some of the larger shopping malls to ensure they were captured with increased accuracy. Previous reporting has not restricted the dates of LTW approvals and all records were included in counts. As work continues on the LTW roadmap project, we are ensuring our records and program are focussed on reporting the status of current customers and business discharger(s). Older records are still on file and are available for review as required e.g. help direct compliance inspection schedules, inform gaps in compliance management, understand history of a site.
S7	l		Change from last year is due to a reclassification of low risk businesses that sit under a high risk approval (e.g. the cafe at the Royal Australian Mint has been reclassified as low risk).	The number has decreased when compared to last year due to some sites no longer discharging LTW and some having changed risk classification following further review of business activities.
S7	i		Change from last year is due to classification of previously unclassified low risk customers.	
S7	i			This number includes data for a 5 year period i.e. 1 July 2018 - 30 June 2023, which is in line with our standard maximum LTW approval term. It is our best estimation, whilst data cleaning continues. Manual counts were undertaken for some of the larger shopping malls to ensure they were captured with increased accuracy. Previous reporting has not restricted the dates of LTW approvals and all records were included in counts. As work continues on the LTW roadmap project, we are ensuring our records and program are focussed on reporting the status of current customers and business discharger(s). Older records are still on file and are available for review as required e.g. help direct compliance inspection schedules, inform gaps in compliance management, understand history of a site.
S7	i		The number of inspecitons is lower than the previous year due to COVID-19 safety measures (lockdown and Icon Water safety measures). No inspections were undertaken from August 2021 to February 2022. Staffing shortages (team halved due to staff leaving) also impacted the inspection program from March 2022 to June 2022.	
S7	s		Low non-compliance percentage is due to inspection schedule initally focusing on customers who had recently been granted an approval to discharge. This is not considered to be a true representation of the percentage of non-compliant customers in the ACT. Also see response to S7 o above.	
S7	s	This figure is any new application that is approved that had a non-compliance via inspection prior to the application being lodged.	This data respresents a little over one month of effort due to reasons identified in S7 o above. There has not been enough time to get many of the non-compliant customers to compliance, especially considering prioritisation of high risk customers with complex agreements.	
S8	s			
S11	s	Progressive improvements in cost allocation in the works and asset management system has enabled internal equipment charges (e.g. cost recovery of vehicles) to be allocated to the sewer repair program resulting in an increase in costs.		
S11	c	The sewer renewal costs decreased when compared to 2019-20. A detailed cost assessment was conducted based on stage 1 and 2 contractor costs to determine the cost drivers. This assessment was then used to better allocate scope to contractors.		
S12	s	Progressive improvements in cost allocation in the works and asset management system has enabled internal equipment charges (e.g. cost recovery of vehicles) to be allocated to the sewer connection repair program resulting in an increase in costs.		
S12	c			
S14	f	Standards have been developed to cover subsurface utility information which align with AS5488. However, they only apply if the project started after the standards were introduced. For the majority of existing assets, water gifted assets are an interpretation based on surface assets and accuracy cannot be confirmed.	Standards have been developed to cover subsurface utility information. However, they only apply if the project started after the standards were introduced. For the majority of existing sewer gifted assets, the WAE submissions contain surveyed x and y coordinates on maintenance holes and a z value for pipe invert levels. From this, the subsurface asset locations are interpreted. For sewer mains this would indicate level B and for service lines level C.	Standards are being further developed as while they currently align with AS5488 there appears to be a lack of understanding of how these interact with our WAE requirements. This may also be affected by the upcoming change to Geocentric Datum of Australia 2020 (GDA2020). For the majority of existing assets, water gifted assets are an interpretation based on surface assets and accuracy cannot be confirmed.

Attachment 1

Details of the community consultation, engagement and education programs undertaken during the 2022-23 reporting period are outlined below.

Project	Consultation process (tools used)	Groups or individuals consulted	Approx. number consulted	Outcome
School and community education program	Education sessions about urban water cycle, Icon Water assets and treatment processes	ACT and Queanbeyan primary and secondary schools	145 sessions direct 3,981 pax. 11 STEM education events	Increased awareness of our water catchments, the urban water cycle and network.
	Digital school presentations	Tertiary groups - universities, CIT	63,700 pax.	Increased understanding of water quality and treatment processes, sustainability, conservation and wastewater drain care.
	Education program newsletter	Industry Delegates	4 newsletters	
	Use of website education materials	Community groups and individuals ACT Government	43,278 water education web page unique visitors	Contributed to the study of various tertiary areas of study including STEM, environment, history, geography, plumbing.
Community engagement and awareness program	Participation at local events such as Floriade Community and Lifeline's Bookfairs Participation in OzWater conference	ACT residents and visitors	150,000+	Relationship and awareness building.
	Community group talks Advertising Articles in publications Flyers and brochures Social media Website Media release	Interstate water industry operators and local trade community Website and social media users		Increased knowledge of services available and importance of individual responsibility in relation to the network (water consumption, drain care etc.).
Brand awareness and engagement	Promotion of Icon Water as Canberra's water and wastewater provider through partnerships, media, social media, website, stakeholder and sponsorship engagement	Customers and community	Website: over 812,840+ unique visits Social media: 962,000 impressions	Relationship building, education, community support and increased brand awareness.
Let's Talk Water and Wastewater strategic engagement program	Surveys Social media posts and polls Deliberative deep-dive process Presentation to environmental and community groups Icon Water Expert Panel Stakeholder interviews	Customers and community	Online survey provided by direct email to 98,936 customers. Citizens' panels: 20 community members	Community education on two significant projects for our primary wastewater treatment plant, Lower Molonglo Water Quality Control Centre (LMWQCC). The community informed future approach for communication relating to the projects.