

## Utility Licence Annual Report 2022–23

Licence utility:	<b>Icon Water</b>
utility service:	<b>Water and sewerage services</b>
Number of parts to report:	<b>14</b>

Reporting period:	<b>1 July 2022 to 30 June 2023</b>
Submission date:	<b>by 1 October 2023</b>
Submit completed report to:	<b>icrc@act.gov.au</b>

### Parts to report

#### Part A — Utilities Act

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## Providing data and information to the Commission

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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 2022–23 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
<b>Response – Water    Response – Sewerage</b>				
<b>Damage etc. to be minimised (Section 108)</b>				
A101w A101s	Number of complaints received about any inconvenience, detriment or damage to landholders' property resulting from network operations.	89	78	
	Provide details of the type of complaints received and actions taken to address the complaints.			Majority of these complaints are related to site restoration, timeliness, quality and different expectations. The following activities are currently being undertaken to address these results: <ul style="list-style-type: none"> <li>- review of processes, associated notifications and supporting resources.</li> <li>- review of contractor management and associated service expectations.</li> </ul>

### 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.	1	1	Water service line physically did not reflect maps for planned outage. Maps were corrected. Letter was sent late due to an administrative error. The process has been reviewed to ensure adequate notice is provided or planned work will be pushed back unless otherwise agreed.
A103w A103s	Number of complaints received about carrying out operations in urgent circumstances under section 109(5).	9	0	
	Provide details of the type of complaints received and actions taken to address the complaints.			Various burst water mains, unable to provide notice. - Use of social media channels - Site notice boards

### 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	
A108w A108s	Number of complaints received relating to operations undertaken pursuant to s110A(2)	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	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	
A109s				
	Provide details of the type of complaints received and actions taken to address the complaints.	0	0	
A110w	Number of complaints received for carrying out network operations in urgent circumstances under section 111(6).	0	0	
A110s				
	Provide details of the type of complaints received and actions taken to address the complaints.	0	0	

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

A111w	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	
A111s				
A112w	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).	0	0	
A112s				
	Provide details of the type of complaints received and actions taken to address the complaints.	0	0	

**Land to be restored (Section 113)**

<p><b>A113w</b> Number of complaints 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.</p>	<p>32</p>	<p>8</p>	
<p>Provide details of the type of complaints received and actions taken to address the complaints.</p>			<p>Analysis of the data identified two primary attributors to the increase.</p> <ol style="list-style-type: none"> <li>1. New staff and manual process to create restoration jobs following reactive sewer and hydraulic operations.</li> <li>2. Water meter replacement program.</li> </ol> <p>Systems changes are currently being developed to address the reactive operations as well as staff training and education in the interim.</p> <p>For the Water Meter Replacement Program, we are currently reviewing the process to address the issue.</p>

## Part A — Utilities Act

### A2 — General functions

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 2022–23 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>

#### 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	
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#### Discharge of customer debt (Section 180)

A204	Number of written declarations received from the ACAT under section 180(1).	0	
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Ref	Reporting requirements	Response	Supporting statement
<b>Payment for loss or damage (Section 181)</b>			
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	
<b>Community service obligations (Part 13)</b>			
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  Data must relate only to the 2022–23 reporting period unless specified otherwise.	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
<b>Obligation to connect or vary water connections (Section 83 &amp; 85)</b>			
A301	Number of requests to install a water connection to the licensee’s water network that were refused in 2022–23.	0	0
A302	Number of requests to vary a water connection to the licensee’s water network that were refused in 2022–23.	0	0
<b>Obligation to connect or vary sewerage connections (Section 83 &amp; 85)</b>			
A303	Number of requests to install a sewerage connection to the licensee’s sewerage network that were refused in 2022–23.	0	0
A304	Number of requests to vary a sewerage connection to the licensee’s sewerage network that were refused in 2022–23.	0	0

Ref	Reporting requirements	Response	Supporting statement
<b>Obligation to provide water supply service (Section 84)</b>			
A305	Number of requests to supply water to premises owned or occupied by a customer were refused in 2022–23.	0	0
<b>Obligation to provide sewerage service (Section 86)</b>			
A306	Number of requests to provide a sewerage service to premises were refused in 2022–23.	0	0

END OF A3

## Part B — Consumer Protection Code

### B1 — Consumer protection obligations

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 2022–23 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>
<b>Complaints procedures (6.1 and 6.2)</b>			
<b>B101</b>	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.	<a href="https://www.iconwater.com.au/about-us/contact-us/compliments-and-complaints/complaints-handling-policy.aspx">https://www.iconwater.com.au/about-us/contact-us/compliments-and-complaints/complaints-handling-policy.aspx</a>	
<b>B102</b>	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.	
<b>Addressing complaints (6.3)</b>			
<b>B103</b>	How and when are customers or consumers advised of the utility's complaints handling procedures?	A link to the procedure is included in the complaint acknowledgement email, when providing a meaningful response, upon request and on the Icon Water website.	
<b>B104</b>	How and when are customers or consumers advised of their right to refer a complaint to the ACAT?	Customers are advised of this right in the complaints handling procedure and at resolution of a complaint.	

Ref	Reporting requirements	Response		Supporting statement
<b>Utility to keep records (6.4)</b>				
B105	Are records of complaints made by a customer or consumer kept for at least 12 months after the complaint is resolved?	Yes		
<b>Number of complaints</b>				
		<b>Water</b>	<b>Sewerage</b>	
B106	Total number of complaints received	11,909	133	Using the previous method of calculation would result in a total of 2,503 complaints received for water .
<b>Summary of Consumer and Utility Rights (Clause 9)</b>				
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.	<a href="#">Icon Water Customer Charter</a>		
B109	What languages is the summary available in?	<ul style="list-style-type: none"> <li>- Traditional Chinese</li> <li>- Simplified Chinese</li> <li>- Nepali</li> <li>- Vietnamese</li> <li>- Punjabi</li> <li>- Hindi</li> </ul> <p>Icon Water also provides a translating service.</p>		

Ref	Reporting requirements	Response	Supporting statement
<b>Life support (Clause 10)</b>			
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	
<b>Obligation to pay rebate for non-compliance (Clause 11)</b>			
B111	Number of GSL rebate payments made	1,483	Includes payment of some rebates incurred in 2021-22 and paid in the first quarter of 2022-23.
B111(a)	Amount of GSL rebate payments made	\$181,340	
B112	Number of breaches of GSL's where rebates have not been paid	709	
B113	In relation to B112, why have the GSL payment not been made?	Rebates for breaches that occurred in June 2023 are not paid until the following financial year. An error was identified in the calculation of GSL-W3 (providing two days notice of a planned interruption), resulting in additional breaches being identified. These payments will be made in 2023-24.	
B114	In relation to B112, how are customers advised that a GSL payment has <u>not</u> been made?	A letter is sent to customers when a rebate is paid.	
B115	Number of GSL rebate payments made in the same or next billing quarter to the quarter the obligation to pay the GSL rebate occurred	139	GSL-W3 = 23 GSL-W4 = 2 GSL-W6 = 114
B116	Number of GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred	775	GSL-W3 = 663 GSL-W4 = 30 GSL-W6 = 82

Ref	Reporting requirements	Response	Supporting statement
B116(a)	In relation to B116, why were the GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred	<p>An error was identified in the calculation of GSL-W3 (providing two days notice of a planned interruption) in quarter four. GSL-W3 was recalculated for 2022-23 which identified additional breaches.</p> <p>Industrial action in the first half of the year resulted in a backlog of data that had to be manually entered into the Works and Asset Management System and validated. This impacted most GSL's.</p>	
<b>Hardship Policy (Clause 14)</b>			
B117	Please provide a link to the utility's hardship policy.	<a href="#">Staying Connected (Financial hardship policy)</a>	
B117(a)	When was your hardship policy and associated procedures last reviewed?	2020-21	
B118	Number of customers the utility applied its hardship policy to during the reporting year (hardship customers)	527	On 1 July 2022, there were 296 active customers on the program. Throughout the year, there were 231 customers added to the program. The number of active customers as at 30 June 2023 was 344.
<b>Standard Customer Contract (Clause 19)</b>			
B119	Please provide a link to the utility's Standard Customer Contract.	<a href="#">Icon Water Standard Customer Contract</a>	
<b>Disconnections and Restrictions (Clause 20)</b>			
B120	Did the utility restrict the supply of water to any residential premises for failure to pay an outstanding bill?	No	
B121	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

### B3 — Guaranteed Service Levels

Ref	Reporting requirements	Response		Supporting statement
		Response – Water	Response – Sewerage	
<b>Customer connection times (Guaranteed Service Level 1)</b>				
B301w B301s	Number of connections not provided, or flow restrictors not removed, by required time/date.	0	0	
B302w B302s	What percentage does this represent of total connections?	0	0	
<b>Responding to complaints (Guaranteed Service Level 2)</b>				
B303w B303s	Number of complaints <b>not</b> responded to within 20 business days.	3	0	All three cases were complex and required input from the customer. In all instances the cases were resolved to the customers satisfaction only a few days past the due date.
<b>Planned interruptions to utility services (Guaranteed Service level 3)</b>				
B304w B304s	Number of planned interruptions to water and sewerage services	11,496	0	The increase when compared to last year relates to an increase in the number of water meter replacements.
B305w B305s	Number of premises that were <b>not</b> provided with 2 business days' notice of a planned interruption	686	0	An error was identified in the calculation of GSL-W3. The updated calculation was applied to all planned work in 2022-23, resulting in an increase in the number of premises that were not provided with two days notice.
B308	Total planned interruption time of water supply faced by an average customer	1.84 minutes / property		

Ref	Reporting requirements	Response	Supporting statement	
<b>Duration of unplanned interruptions to utility services (Guaranteed Service level 4)</b>				
B309w B309s	Number of unplanned interruptions to water and sewerage services	409	995	
B310w B310s	Number of unplanned interruptions that lasted for 12 hours or longer	3	10	Refer to tab B6 for details
B311	Average unplanned interruption frequency	0.087 interruptions / property		
B312	Average unplanned interruption duration	131.5 minutes / property		
B313	Total unplanned interruption time of water supply faced by an average customer	0.43 minutes / property		
B314	Total number of sewer main breaks and chokes in the reporting year		995	
B315	Number of sewer breaks and chokes caused by tree roots		874	
B316	Total number of property connection sewer breaks and chokes in the reporting year.		997	
B317	Number of property connection sewer breaks and chokes caused by tree roots		761	
<b>Frequency of Interruptions (Guaranteed Service level 5)</b>				
B318w B318s	Number of customers that experienced <u>more than 9</u> unplanned interruptions during the reporting year.	1		Interruptions related to a blocked sewer branch line. Although the blockage was cleared each time, large tap roots on the tie continued to reoccur. The sewer tie will be replaced from the riser to the main in 2023-24.
<b>Response time to notification of problem or concern (Guaranteed Service Level 6)</b>				
B319w B319s	Total number of notifications received related to damage to, or a fault or problem with the utility network	2,592	1,972	



Ref	Reporting requirements	Response	Supporting statement
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).	6	6
B321	Number of priority 1 notifications <b>not</b> responded to within six hours.	0	0
B322	Number of notifications related to other problems or concerns that were <b>not likely</b> to affect public health, or cause or potentially cause substantial damage or harm to a person or property (priority 2).	300	1,966
B323	Number of priority 2 notifications <b>not</b> responded to within 48 hours.	72	27
B324	Number of notifications that were not resolved in the time specified in the response to the Customer	69	43

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	Date of planned interruption	Number of affected premises	Number of premises not notified	Reason for failure to meet the required service level	Remediation
Your reference code	enter as dd/mm/yyyy			provide a reason(s) for failure to provide a notice within the required timeframe.	Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.

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

**END OF B5**

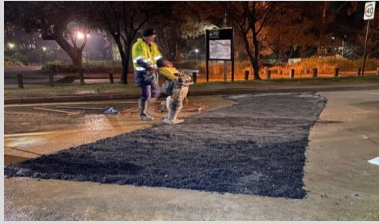
## Part B — Consumer Protection Code

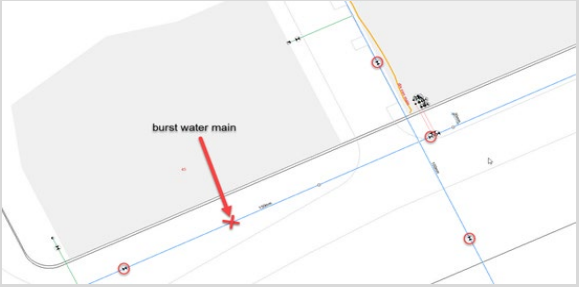
### B6 — Duration of unplanned interruptions to utility services (Guaranteed Service Levels 4)

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	Date	Duration of unplanned interruption	Number of premises affected	Reason for failure to meet the required service level	Remediation
<i>Your reference code</i>	<i>enter as dd/mm/yyyy</i>	<i>enter as hours:minutes</i>	<i>provide the number of customer affected by the interruption</i>	<i>provide reasons why supply was not restored within 12 hours</i>	<i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>
337381680096	12/08/2022	15:30	0	A 300mm water main failure required a full length of main (6m) to be replaced that was under a road. Turning the water off to repair the main did not impact any customers.	
410568760470	15/01/2023	14:41	0	Water was turned off to repair a burst water main. No customers were affected. Two high voltage cables were isolated and a tree removed in order to repair the main. Traffic management and a street sweeper were on site to assist.	

Reference code	Date	Duration of unplanned interruption	Number of premises affected	Reason for failure to meet the required service level	Remediation
<i>Your reference code enter as dd/mm/yyyy</i>		<i>enter as hours:minutes</i>	<i>provide the number of customer affected by the interruption</i>	<i>provide reasons why supply was not restored within 12 hours</i>	<i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>
711200684408	23/05/2023	21:51	0	The call was originally reported as a sewer choke. The on call manager attended the site at 21:49 and identified the job as a burst water main which required a tree to be removed in order to make the repair. The water was turned off by the on call manager as no customers were impacted. Tree removal was arranged for the following day and the main repaired.	
05545699724451	22/06/2023	18:30	1	Crew attended the site within the required timeframe but were unable to gain access to the property.	Crew attended the site the following day and cleared the sewer blockage resulting from a broken pipe under a retaining wall.
80394465042586	25/04/2023	25:18	1	Crew were unable to locate the manhole downstream of a sewer choke. They accessed the next downstream manhole but were unable to reach the blockage due to the length and incline of the gravity sewer main. The larger jet rodder truck was required to clear the blockage.	Work was completed using the larger jet rodder truck. An additional task was created to locate and raise the buried manhole to ground level to ensure clear access.
38094552342944	22/03/2023	27:00	1	Job was received after hours and not dispatched to crew.	Additional training provided to call centre staff. Work is underway to bring the 24 hour call centre in-house in 2023-24, which will lead to improved competency levels and business processes.
72648238875338	06/01/2023	14:18	1	Job was received after hours and not dispatched to crew.	Additional training provided to call centre staff. Work is underway to bring the 24 hour call centre in-house in 2023-24, which will lead to improved competency levels and business processes.
30056023528404	06/01/2023	13:18	1	Job was received after hours and not dispatched to crew.	Additional training provided to call centre staff. Work is underway to bring the 24 hour call centre in-house in 2023-24, which will lead to improved competency levels and business processes.

<b>Reference code</b> <i>Your reference code enter as dd/mm/yyyy</i>	<b>Date</b>	<b>Duration of unplanned interruption</b> <i>enter as hours:minutes</i>	<b>Number of premises affected</b> <i>provide the number of customer affected by the interruption</i>	<b>Reason for failure to meet the required service level</b> <i>provide reasons why supply was not restored within 12 hours</i>	<b>Remediation</b> <i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>
78441159709456	26/11/2022	14:18	1	Job was received after hours and not dispatched to crew.	Additional training provided to call centre staff. Work is underway to bring the 24 hour call centre in-house in 2023-24, which will lead to improved competency levels and business processes.
81037680065424	19/09/2022	12:04	1	The works and asset management system used to dispatch work was offline at the time. This resulted in a delay in dispatching this job.	Work is underway to bring the 24 hour call centre in-house in 2023-24, which will lead to improved competency levels and business processes.
51966364118490	19/09/2022	29:48	1	Crew attended the site within the required timeframe but were unable to clear the blockage. A crew returned the following day to dig up the sewer main and rectify the fault.	Customer was informed as part of the initial fault remediation.
93933803816365	29/08/2022	89:48	16	Completion of this activity was impacted by resource availability.	Resourcing issues addressed.
20521236223097	19/07/2022	53:20	1	Contractors undertaking sewer re-lining work created no flow to a property by covering an existing junction.	Crews attended the following day to excavate the sewer main to repair the sewer junction.

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

**END OF B6**

## 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	Date	How long before you responded?	Suburb/s or area affected	Number of customers affected	Reason for not meeting the guaranteed service level	What was the effect to the customer/s?	Remediation
<i>Your reference code</i>	<i>enter as dd/mm/yyyy</i>	<i>enter as hours:minutes</i>			<i>provide reasons why problem or concern was not responded to within 6 hours</i>	<i>We will assess your response as to whether the effect of the incident to the customer is serious or not</i>	<i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>

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

**END OF B7**

## 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 (\$)	Total value of rebates not paid(\$)	Reason for not paying rebates
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
2022-23	GSL-1	Customer connection and removal of flow restrictors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
2022-23	GSL-2	Responding to complaints	0	0	2	1	0	0	2	1	0	0	0	0	60	0	
2022-23	GSL-3	Notice of planned interruption to services	337	42	284	23	8	0	0	0	337	42	284	23	400	34,300	An error was identified in the calculation of GSL-W3 in quarter four. GSL-W3 was recalculated for 2022-23 which identified additional breaches. Data also required validation. Payment was made in 2023-24.
2022-23	GSL-4	Duration of interruption (single)	19	8	2	2	36	0	0	29	0	0	0	2	5,200	160	One breach in April 2023 was not paid in 2022-23. At the time payments were processed, there was no current account listed for this property. A new account number was identified in the new financial year, with validity dates within the breach period. Payment was made in 2023-24.  One breach in June 2023 will be paid in 2023-24.
2022-23	GSL-5	Frequency of unplanned interruptions	0	0	0	1	0	0	0	0	0	0	0	1	0	80	Breaches calculated as at 30 June 2023. Payment to be made in 2023-24.
2022-23	GSL-6	Response time to network problems or concern	54	17	34	101	1,238	0	0	169	0	0	0	20	175,680	2,100	Four breaches were not paid in 2022-23. At the time payments were processed, there was no current account listed. New account numbers were later identified, with validity dates within the breach period. Payment was made in 2023-24.  Rebates for June breaches will be paid in 2023-24.

\*\*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.

## 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	135		Increase in number has been due to two primary factors: 1. A natural event with an elevated presence of 2-Methylisobomeol (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.
WS02	Water reliability	7		
WS03	Sewerage odour complaints		20	
WS04	Sewerage services reliability		16	
WS05	Property damage / restoration of property	60	85	Increase has been due to multiple factors: - 50 per cent of the sewer services complaints related to blow backs and surcharges. - restoration work required not being entered into the works and asset management system correctly.  Improvements to the system are currently underway as well as additional training .



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.
WS06	Accounts / billing	5,362 (previous method of calculation 89)		Contributing factor to the increase has been due to transient resourcing of our meter reading contractor, their inability to attract and retain staff and high absenteeism. This has led to delays to the meter reading schedule and an increase in the number of estimated meter reads, resulting in an increase in complaints. We are monitoring the issue closely and working with our service provider on resourcing and knowledge-sharing strategies.
WS07	Metering / meter reading	4,268 (previous method of calculation 135)		
WS08	Failure to provide, or insufficient, notice	1	1	One related to an administrative error. The other related to incorrect maps, service not included in isolation modelling.
WS09	Unplanned interruptions	7		
WS10	Other retail complaints (please specify) Please specify	2,031 (old calculation 36)		Complaint categories - incorrect information provided, staff behaviour/misconduct, request not met/failed to reply, service poor, self service platform, notices offended, request not met/service poor, change of ownership conveyancing/lease transfer.

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.
WS11	Other network complaints (please specify) Please specify	38	11	Categories included - Customer service, water hammer, noisy asset, otherwise thought unsafe, poor communications/differing, public space/environment, service request not met, water pressure too high/too low.

END OF B9

## 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 2022–23 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)

<b>C101</b>	In 2022–23, 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 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.	
<b>C102</b>	Total value of Capital Contribution Charges recoverable during 2022–23. This figure would include amounts charged in accordance with the Code but not yet invoiced or paid.	\$5.5m	

#### Removals, relocations and specific requirements (Clause 8.1)

<b>C103</b>	In 2022–23, 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	
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Reference no. Reporting requirements	Response	Supporting statement
If yes, please detail	<p>Some new developments need to:</p> <ul style="list-style-type: none"> <li>- relocate the existing mains if they were inside the block or too close to the block</li> <li>- upsize existing mains to provide the new demand for domestic and fire services</li> <li>- relocate fire hydrants if they were inside the new driveways</li> <li>- provide protection slabs for existing assets</li> <li>- relocate existing ties if the location of new driveways are above the existing ties</li> <li>- new developments need to upsize the ties to meet the new demand</li> <li>- new developments need to relocate the existing ties due to internal plumbing changes.</li> </ul>	
C104 The number of works undertaken at the request of the customer	110	

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.	22	
C105(a) Did the Licensee charge 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"> <li>- relocate the existing mains if they were inside the block or too close to the block</li> <li>- provide protection slabs for existing assets</li> <li>- relocate existing ties if the location of new driveways are above the existing ties</li> <li>- upsize existing mains to provide the new demand for domestic and fire services</li> <li>- relocate fire hydrants if they were inside the new driveways.</li> </ul>	

**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 2022–23 reporting period unless specified otherwise.
<b>Availability of Utility Licence Annual Report (Clause 8.5)</b>			
D101	Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2021-22 made publicly available by the licensee?	Yes	
D101(a)	Please provide the link to the ULAR summary.	<a href="https://www.iconwater.com.au/about-us/our-pricing/reports-submissions.aspx">https://www.iconwater.com.au/about-us/our-pricing/reports-submissions.aspx</a>	
D101(b)	Please confirm that a summary of the 2022–23 ULAR will be published before 30 November this year	Yes	
<b>Operation and compliance audits (Clause 8.6)</b>			
D102	When was the last time the licensee review its data collection and reporting process?	23/11/2020	
D103	How often do you audit or review your data collection and reporting process?	Reporting process is reviewed every three years.	
<b>Charge and assignment (Clause 11)</b>			
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 2022–23?	No	
D104(a)	If yes, please provide details.	n/a	

Reference no.	Reporting requirements	Joint response for water and sewerage services	Additional comments
<b>Record keeping (Clause 14)</b>			
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) of the <i>Utilities Act 2000</i> .
<b>Emergency telephone service (Schedule: Clause 1)</b>			
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.	
<b>Supply of information to Water Services Association of Australia (WSAA) (Schedule 1: Clause 4)</b>			
D107	Did the licensee provide all information requested by WSAA to assist with inter-agency comparisons in 2022–23?	Yes	

END OF D1

## Part D - Licence conditions

### D2 — Separate reporting requirements

Reference no.	Reporting requirements	Response		Additional comments
		Water	Sewerage	
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 2022–23 reporting period unless specified otherwise.
<b>Licensee to notify ICRC of any material breaches (Clause 8.2)</b>				
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)	Please provide the dates for each material breach and type of breach.	n/a	n/a	
D201(b)	Was the Commission notified of the breaches? NB - Immediate reporting applies to material breaches, see the ICRC Material Breach Guideline 2021	n/a	n/a	
<b>Licensee to provide statement on any non compliance (Clause 8.3)</b>				
D202	Number of non compliances with any of the licensee's obligations under clause 6.2 of its licence to comply with the Utilities Act, relevant Industry Codes, relevant Technical Codes, any directions given by the ICRC or any applicable ring-fencing requirements.	0	0	Excludes non-compliances related to the guaranteed service levels in the <i>Consumer Protection Code 2020</i> (refer to sections B3 and B8 for details of these non-compliances).
D202(a)	Detail each non-compliance (subject matter, date).	n/a	n/a	
C202(b)	Was the Commission notified of the non-compliances?	No	No	
<b>Operation and compliance audits (Clause 8.6)</b>				



	Water	Sewerage	
<p><b>D203</b> Provide details of how the licensee has, from time to time, undertaken audits of the services and operations authorised under its licence and of its compliance with its obligations under the licence and any law, code of practice, direction and guideline that it is to comply with under clause 6.2.</p>			<p>Icon Water 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 topics for future consideration and annual 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, environment and safety 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.</p>

### 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 2022–23 which show it can continue to provide the services authorised in the licence.		See attachment 1
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### Program to minimise water losses in network (Schedule 1 Clause 2)

D205	Does the licensee have a program in place? Has it implemented this program to cost efficiently minimise water losses to its water network?	Yes	
D208	What measures were taken during the year to minimise water losses from the water network?		<p>Projects undertaken in 2022-23 to minimise unaccounted water include:</p> <ul style="list-style-type: none"> <li>- identification and reporting of alleged unauthorised connections to water network through routine field investigations and meter inspections</li> <li>- revenue assurance activities to improve revenue collection (reduce apparent losses)</li> <li>- water meter and billing data reconciliation</li> <li>- report to identify and replace zero consumption meter, meter defect reporting based on meter readers inspection and rectification through reactive meter replacement</li> <li>- planned meter replacement program based on meter compliance testing</li> <li>- 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)</li> <li>- water mains renewal program targeting problematic pipe cohorts and reactive repair of mains burst to reduce physical losses.</li> </ul>
D209	What was the average annual distribution loss from the network in 2022–23? (l/km of main per day)	2,807	

**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 2022–23?	Yes		<p>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 and Rescue confirmed acceptance of the current level of service as being adequate for the following sites:</p> <ol style="list-style-type: none"> <li>1. Commercial area in Hall</li> <li>2. 6 Makin Place, Deakin</li> <li>3. Alexandria Drive Yarralumla, between Novar St and Hopetoun Circuit .</li> </ol> <p>A project is initiated to address the four other sites mentioned in the last year report which are:</p> <ol style="list-style-type: none"> <li>1. Black Mountain School and Canberra Chinese Christian Church, Dryandra St, O'Connor</li> <li>2. Embassies of Norway &amp; Denmark, Hunter St Yarralumla</li> <li>3. St Aidan's Uniting Church, Wylie St Narrabundah</li> <li>4. Embassies East of Empire Circuit in Yarralumla including embassies for: Indonesia, Belgium, France, Egypt, Myanmar, Israel, and the United States.</li> </ol>
D210 (a)	If not, please give details.			
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 2022–23 reporting period unless specified otherwise.</p>	
<b>Total volume of water supplied in ACT</b>			
D301	<p>What was the total volume of water supplied to the ACT in 2022–23? (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>	43,901,900	
<b>Provide the volume of water supplied to the following consumer categories in 2022–23</b>			
D302	Residential customers? (kL)	30,285,736	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)	7,939,619	See comment above
D304	Irrigation or urban open spaces including parks and sport grounds (kL)	907,616	See comment above
D305	Individual bulk supplies? (kL)	3,753,165	See comment above
D306	Other identifiable categories? (kL)	40,390	See comment above
D307	Please specify other categories	<p>Raw water (W-RAW)</p> <p>Water Services Agreement Uriarra (W-WSA)</p>	

Reference no.	Indicator	Response	Additional comments
<b>Total volume of water supplied to Queanbeyan</b>			
D308	What was the total volume of water supplied to Queanbeyan in 2022–23 ? (kL)	3,744,600	
<b>Water losses</b>			
D309	Real losses: service connections (L/service connection/day)	72	
D310	Real losses: water mains (kL/km water main/day)	2.8	
D311	Average annual water distribution loss from the network (mL)	3,791	

**END OF D3**

## Authorising and contact officers

### Authorising officer

The licensee's officer authorising the release of this information is

Name	<b>Ray Hezkial</b>
Title/position in organisation	Managing Director
Postal address	GPO Box 366, Canberra ACT 2601
Telephone	(02) 6180 6100
Email	<a href="mailto:ray.hezkial@iconwater.com.au">ray.hezkial@iconwater.com.au</a>

### Contact officer

The licensee's contact officer for regulatory and compliance matters is

Name	<b>Virat Behla</b>
Title/position in organisation	Economic Regulation Manager
Postal address	GPO Box 366, Canberra ACT 2601
Telephone	0402 016 667
Email	<a href="mailto:virat.behla@iconwater.com.au">virat.behla@iconwater.com.au</a>

## 2022–23 Technical and prudential criteria (section 9 of Water and Sewerage licence)

### 9. Technical and prudential criteria

#### 9.1. Requirement to continue to meet criteria

*The Licensee must, throughout the term of this licence, continue to satisfy the same technical and prudential criteria that it was required to meet as a condition of the grant of the licence under the Act.*

#### 9.2. Licensee to advise the ICRC of financial and technical capacities

- 1) *The Licensee must, from time to time as reasonably required by the ICRC, provide the ICRC with:*
  - (a) *details of the Licensee's financial, technical and other capacity (including the capacity of its major contracted providers) to continue to provide the services and to conduct the operations authorised by this licence; and*
  - (b) *such other information as the ICRC requires.*
- 2) *The Licensee must promptly notify the ICRC of any significant reduction in its financial capacity which has potential to impact upon the Licensee's ability to carry on the operations authorised by this licence.*

### 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 various functions and activities including commercial management, strategic planning and 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 performance 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.