



Utility Licence Annual Report 2023–24

Licence utility:	Icon Water
utility service:	Water and sewerage services
Number of parts to report:	6

Parts to report

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Reporting period: **1 July 2023 to 30 June 2024**

Submission date: **by 1 October 2024**

Submit completed report to: **icrc@act.gov.au**



Please submit the completed report in MS excel format.

Part A — Utilities Act

Ref	Reporting requirements	Response		Supporting statement
Our tracking number		Answer n/a if the data requested is not available.	Answer "0" if data recorded is nil or zero	Please provide any information that you feel is relevant to support us in our assessment about the complaints and/or variances in numbers from previous years
		Data must relate only to the 2023–24 reporting period unless specified otherwise.		
		Response – Water	Response – Sewerage	
Damage etc. to be minimised (Section 108)				
A101w A101s	Number of complaints received about any inconvenience, detriment or damage to landholders' property resulting from network operations.	99	90	
	Provide details of the type of complaints received and actions taken to address the complaints.			<p>The majority of these complaints were related to site restoration issues stemming from the water meter replacement program and reactive maintenance activities. Actions taken to address these complaints included:</p> <ul style="list-style-type: none"> - the development and implementation of a handbook outlining the quality standards expected for delivery of the water meter replacement program. - staff education through toolbox talks, along with system development and process adjustments to ensure restoration jobs are accurately recorded in the works and asset management system.

Notice to landholders to undertake network operations (Section 109)

<p>A102w Number of times the licensee failed to give the landholder A102s at least seven days notice of a proposed network operation.</p>	9	0	<p>Increase is primarily attributed to inadequate planning and internal communication, which failed to allocate sufficient time to accommodate Australia Post delivery schedules, as well as the misinterpretation of notification requirements for meters that are not registering consumption ('no reads'). To address these issues, a new process has been developed specifically for the replacement of 'no read' meters. Additionally, staff have been educated on these matter through toolbox talks and project meetings.</p>
<p>A103w Number of complaints received about carrying out A103s operations in urgent circumstances under section 109(5).</p>	10	0	
<p>Provide details of the type of complaints received and actions taken to address the complaints.</p>			<p>All complaints related to network failures. Icon Water use the following channels to inform the community where practicable:</p> <ul style="list-style-type: none"> - social media - website - interactive voice response (IVR) messaging - local radio.

Network operations affecting heritage significance (Section 110A)

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

		Response – Water	Response – Sewerage	
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.	n/a	n/a	
Notice to other utilities (Section 111)				
A109w A109s	Number of complaints received for failing to give seven days notice to other public utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities.	0	0	
	Provide details of the type of complaints received and actions taken to address the complaints.	n/a	n/a	
A110w A110s	Number of complaints received for carrying out network operations in urgent circumstances under section 111(6).	0	0	
	Provide details of the type of complaints received and actions taken to address the complaints.	n/a	n/a	
Removal of utility's property and waste (Section 112)				
A111w A111s	Number of network operations where the licensee failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1).	Not recorded	Not recorded	

		Response – Water	Response – Sewerage	
A112w A112s	Number of complaints received for failing to remove as soon as practicable from the land for which it was not the landholder, any items listed in section 112(1).	13	7	
	Provide details of the type of complaints received and actions taken to address the complaints.			Complaints were primarily associated with spoil left behind after work or the failure to reinstate tracks. The majority of these issues could have been avoided through greater attention to detail, accountability, and care during reactive network operations. To address these concerns, measures have been implemented, including conducting toolbox talks and holding monthly stakeholder meetings to discuss and implement improvements.
Land to be restored (Section 113)				
A113w A113s	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.	15	9	
	Provide details of the type of complaints received and actions taken to address the complaints.			The majority of complaints relate to the timeliness of restoration work. Analysis of this data identified the root cause of these complaints as deficiencies in staff education and the use of systems. Actions taken to address these complaints includes: - developing systems to address existing gaps, alongside training and the appointment of change champions to promote consistent system usage. - implementing quality assurance processes to reduce the number of complaints arising from the water meter replacement program.

Authorised persons (Division 7.4)

A201	Were all persons authorised under Division 7.4 (Authorised people) issued with photo identity cards?	Yes	Photo identity cards are issued with section 114 authorisation after receiving an authorisation letter from the General Manager of the area requesting access.
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. Reminder information is also provided at regular intervals.	

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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Payment for loss or damage (Section 181)

A205	Number of written directions received from the ACAT under section 181(1) to pay a stated amount to a complainant for a loss or damage.	0	
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Response – Water Response – Sewerage

A205(a) Provide details of each direction including stated action/s and the licensee's compliance with the direction.

n/a

Community service obligations (Part 13)

The purpose of Part 13 of the Act is: (a) to oblige utilities to provide utility services in accordance with relevant Government programs, for example, for community services, the environment or other social issues; and (b) to achieve that results by agreement with particular utilities or; where agreement is not reached, by directions under part 13 of the Act; and (c) to provide utilities with a reasonable recompense for the provision of services in accordance with such directions.

A206	Number of directions received under section 221 from the minister responsible for a government program that required the licensee to provide utility services in accordance with the relevant government program.	0	
A207	Provide details of each direction including stated action/s and the licensee's compliance with the direction. Provide a summary with respect to the relevant government program.	0	
A208	Provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	0	

Obligation to connect or vary water connections (Section 83 & 85)

A301	Number of requests to install a water connection to the licensee's water network that were refused in 2023–24.	0	0	
A302	Number of requests to vary a water connection to the licensee's water network that were refused in 2023–24.	0	0	

Obligation to provide water supply service (Section 84)

A305	Number of requests to supply water to premises owned or occupied by a customer were refused in 2023–24.	0	0	
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Part B — Consumer Protection Code

B1 — Consumer protection obligations

Ref Our tracking number	Reporting requirements	Response	Supporting statement
Complaints procedures (6.1 and 6.2)			
B101	Does the licensee’s complaint handling procedures address all requirements of clause 6.1 of the Code?	Yes	
B101(a)	Provide a copy (or a link to a copy) of the licensee's complaint handling procedures.	Complaints handling policy	
B102	Which version of the Australian Standard does your complaints handling policy and procedures comply with?	ISO 10002 : 2018 Quality Management - Customer satisfaction - Guidelines for complaints handling in organisations.	
Addressing complaints (6.3)			
B103	How and when are customers or consumers advised of the utility's complaints handling procedures?	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.	
B104	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
Utility to keep records (6.4)				
B105	Are records of complaints made by a customer or consumer kept for at least 12 months after the complaint is resolved?	Yes		
Number of complaints				
		Water	Sewerage	
B106w B106s	Total number of complaints received	6,934	134	The reduction in water complaints compared to last year (11,909 complaints) relates to the categories accounts/billing, metering/meter reading and other retail complaints (see details below).
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.
B106w(a)	Water quality	178		Complaints in this category are primarily attributed to: -prolonged events impacting the suburbs within the Gungahlin District caused by network augmentation -developers accessing hydrants within residential suburbs to fill tankers for dust suppression in new suburbs in Gungahlin.
B106w(b)	Water reliability	0		
B106s(c)	Sewerage odour complaints		24	

Ref	Reporting requirements		Response	Supporting statement
B106s(d)	Sewerage services reliability		32	Below average rainfall was recorded during the winter months, which led to a reduction in soil moisture content. This results in an increase in the sewer blockage rate.
B106w(e) B106s(e)	Property damage / restoration of property	100	53	<p>Restoration complaints remain high, with the staff education of systems and quality of workmanship being the key contributing factors.</p> <p>Actions taken to address and minimise customer complaints in this area include:</p> <ul style="list-style-type: none"> - Standard expectations published through a Handbook for the water meter replacement program, as well as implementation of a more robust quality assurance program following meter replacement. - Introduction of change champions to support staff education and system use.
B106w(f)	Accounts / billing	3,574		There was a significant reduction in the number of account/billing complaints when compared to last year (5,362 complaints). This was predominately in the categories of bill error and title transfer which were the result of process improvement initiatives to remove systemic issues and inefficiencies in the process.

Ref	Reporting requirements	Response	Supporting statement
B106w(g)	Metering / meter reading	1,705	The decrease in complaints compared to the previous year (4,268 complaints in 2022-23) can be attributed to a reduction in the number of estimated meter reads and an improvement in the retention of meter reading resources.
B106w(h) B106s(h)	Failure to provide, or insufficient, notice	15	0 Of the complaints in this category, five had received the required notice of work to be undertaken in accordance with the requirements. However, due to a process failure, the remaining ten complaints did not receive the necessary notices. To rectify this issue, additional training has implemented.
B106w(i) B106s(i)	Unplanned interruptions	10	
B106w(j) B106s(j)	Other retail complaints (please specify)	1,283	Complaint categories - faults/outage, staff behaviour/misconduct, notices offended, damage to property, incorrect information provided, self service platform, rebate, rates/charges, discount, bill delay, reset payment arrangements.

Ref	Reporting requirements		Response	Supporting statement
B106w(k) B106s(k)	Other network complaints (please specify)	69	25	Categories include pressure (too high/too low), noisy assets, asset information/plans/GIS/location, timeliness of repair, permanent water conservation measures, damage hydrant/valve, damage manhole, customer service, poor communication/differing expectations, liquid trade waste. Increases were seen in the categories of pressure (too low) and noisy assets (mostly water hammer) when compared to last year's data.

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

Summary of Consumer and Utility Rights (Clause 9)

B107	Was the licensee compliant with all the requirements in clause 9.3?		Yes	
B108	Provide a copy of the licensee's statement summarising the rights of a consumer and the licensee under the Utilities Act,		Icon Water Customer Charter	
B109	What languages is the summary available in?	The customer charter is available in: - Traditional Chinese - Simplified Chinese - Nepali - Vietnamese - Punjabi - Hindi - Spanish		Icon Water also provides a translating service.

Life support (Clause 10)

B110	Number of instances where the utility failed to provide at least 4 business days' notice of a planned interruption to a registered life support equipment supply address.		0	
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Ref	Reporting requirements	Response	Supporting statement
Hardship Policy (Clause 14)			
B117	Please provide a link to the utility's hardship policy.	Staying Connected (Financial hardship policy)	
B117(a)	When was your hardship policy and associated procedures last reviewed?	2020-21	Customer and community consultations were conducted in quarter four to gain deeper insights into the impacts and experiences of customers facing financial hardship. The primary objective was to assess the effectiveness of the current financial hardship program in addressing customer needs. The hardship policy is scheduled for review and update in early 2024-25 to incorporate the insights from the customer and community consultations.
B118	Number of customers the utility applied its hardship policy to during the reporting year (hardship customers)	575	On 1 July 2023, there were 344 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 302.
Standard Customer Contract (Clause 19)			
B119	Please provide a link to the utility's Standard Customer Contract.	Icon Water Standard Customer Contract	
Disconnections and Restrictions (Clause 20)			
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	

Part B — Consumer Protection Code

B2 — Guaranteed Service Levels

Ref	Reporting requirements	Response		Supporting statement
Our tracking number		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.		Please provide information that you feel is relevant to support us in our assessment such as reasons for not meeting the requirement, and any actions taken to rectify the non-compliance and prevent future reoccurrence.
		Data must relate only to the 2023–24 reporting period unless specified otherwise.		When applicable, please provide an explanation or a reason/s for significant variances from the previous year.
		Response – Water	Response – Sewerage	
Obligation to pay rebate for non-compliance (Clause 11) Please provide details in B3.				
B111	Number of GSL rebate payments made	1,887	176	The majority of these rebate payments related to GSL-W3, where insufficient time was allowed for delivery by Australia Post. This was advised in the 2022-23 report.
B111(a)	Amount of GSL rebate payments made	\$96,290	\$17,660	The majority of these rebate payments related to GSL-W3, where insufficient time was allowed for delivery by Australia Post. This was advised in the 2022-23 report. The amount of rebates paid for breaches that occurred in 2023-24 was \$27,750.
B112	Number of breaches of GSL's where rebates have not been paid	28	77	
B113	In relation to B112, why have the GSL payments not been made?			Breaches occurred in June 2024. Therefore, payments will be made in 2024-25.
B114	In relation to B112, how are customers advised that a GSL payment has not 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	154	206	
B116	Number of GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred	36	15	

		Response – Water	Response – Sewerage	
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?			Significant efforts were undertaken to transition planned work, which contributes to GSL-W3, to the Works and Asset Management System. However, due to unforeseen issues, it became necessary to revert to the previous system. This resulted in delays in transferring data from the old system to the Works and Asset Management System upon completion of the transition. Additionally, delays were encountered with the manual validation process. To address these challenges, comprehensive training material has been developed, and additional personnel have been trained in the process.
Customer connection times (Guaranteed Service Level 1)				
B201w B201s	Number of connections not provided, or flow restrictors not removed, by required time/date.	0	n/a	
B202w B202s	What percentage does this represent of total connections?	0	n/a	
Responding to complaints (Guaranteed Service Level 2)				
B203w B203s	Number of complaints not responded to within 20 business days.	9	3	<p>The majority of these complaints were responded to within 21-22 days.</p> <p>The increase compared to the previous year is attributed to resourcing challenges within the contact centre and a high turnover rate.</p> <p>One particular complaint remained unresolved for 81 days due to a procedural lapse within the contact centre, which led to the complaint not being triaged and managed correctly. This issue was only identified when the customer followed up after not receiving a response.</p> <p>Recruitment efforts and a restructure were implemented in the fourth quarter to address these issues going forward.</p>

Response – Water

Response – Sewerage

Planned interruptions to utility services (Guaranteed Service level 3)

B204w	Number of planned interruptions to water and sewerage services	8,253	0	
B204s				
B205w	Number of premises that were not provided with 2 business days' notice of a planned interruption	133	0	
B205s				

B205w(a)
B205s(a) Please give details on every instance where you did not provide with 2 business days' notice of a planned interruption. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences. If multiple works occurred on the same date please list each incident separately.
Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

Reference code Your reference code	Date of planned interruption enter as dd/mm/yyyy	Number of affected premises	Number of premises not notified	Reason for failure to meet the required service level provide a reason(s) for failure to provide a notice within the required timeframe	Remediation provide details of actions taken to rectify the non-compliance and minimise future occurrences
Type 1 (20mm)meter replacement (Monash) 343563357172 415696766306 435034655634 452124001343 645859083630 992498714704	11-Sep-23		6	Due to unforeseen challenges in transitioning planned work into the Works and Asset Management System, it was necessary to revert to a more manual process for generating notifications regarding planned interruptions. This alternative process lacked the same level of oversight, which affected our ability to consistently provide customers with the required two days' notice.	The Works and Asset Management System underwent further development and testing before planned work was transitioned back into the system.
Type 1 (20mm)meter replacement (Monash) 089869494744 170834582131 276538843839 662411702068 899117084880	12-Sep-23		5	Due to unforeseen challenges in transitioning planned work into the Works and Asset Management System, it was necessary to revert to a more manual process for generating notifications regarding planned interruptions. This alternative process lacked the same level of oversight, which affected our ability to consistently provide customers with the required two days' notice.	The Works and Asset Management System underwent further development and testing before planned work was transitioned back into the system.

		Response – Water	Response – Sewerage		
Type 2 meter replacement (Conder) 396513364552 912214283330	27-Nov-23		2	2	Due to unforeseen challenges in transitioning planned work into the Works and Asset Management System, it was necessary to revert to a more manual process for generating notifications regarding planned interruptions. This alternative process lacked the same level of oversight, which affected our ability to consistently provide customers with the required two days' notice. The Works and Asset Management System underwent further development and testing before planned work was transitioned back into the system.
Type 2 meter replacement (Bonython) 085902328673 152944321189 499461412158 562835821750 608391317410 931667477911 932110760323 984275800905	21-Mar-24		8	8	Due to unforeseen challenges in transitioning planned work into the Works and Asset Management System, it was necessary to revert to a more manual process for generating notifications regarding planned interruptions. This alternative process lacked the same level of oversight, which affected our ability to consistently provide customers with the required two days' notice. The Works and Asset Management System underwent further development and testing before planned work was transitioned back into the system.
Type 2 meter replacement (Bonython) 636318368888 461099932067 338080773972 586513050860 255106967827 927748435317	25-Mar-24		7	7	Due to unforeseen challenges in transitioning planned work into the Works and Asset Management System, it was necessary to revert to a more manual process for generating notifications regarding planned interruptions. This alternative process lacked the same level of oversight, which affected our ability to consistently provide customers with the required two days' notice. The Works and Asset Management System underwent further development and testing before planned work was transitioned back into the system.
Type 1 (20mm)meter replacement Various - Palmerston, Nicholls, Gungahlin, Amaroo, Ngunnawal	08-May-24		104	104	Reactive work (without notice) commenced to address a backlog of meters that were not registering consumption. It was subsequently determined that customers needed to be provided with notice in advance. The process for replacing zero consumption meters was reviewed, updated and communicated with the relevant areas of the business.

		Response – Water	Response – Sewerage		
	Type 1 (20mm)meter replacement 965624032924	11-Jun-24	1	1	Incorrect information was entered into the Works and Asset Management system, resulting in a misalignment of the scheduled completion dates for the work (typo in the date). Information provided at Toolbox talk on the importance of accurate data entry.
Note: Press tab on your keyboard to start a new line.					
B208w	Total planned interruption time of water supply faced by an average customer	1.48 minutes / property			
Duration of unplanned interruptions to utility services (Guaranteed Service level 4)					
B209w B209s	Number of unplanned interruptions to water and sewerage services	452	1,354		
B210w B210s	Number of unplanned interruptions that lasted for 12 hours or longer	2	4		
B210w(a) B210s(a)	Please give details on every instance where an unplanned interruption lasted for 12 hours or longer. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences. Please tick ' Nothing to report ' if you have no incident to report. <input type="checkbox"/> Nothing to report				
Reference code <i>Your reference code</i>	Date <i>enter as dd/mm/yyyy</i>	Duration of unplanned interruption <i>enter as hours:minutes</i>	Number of premises affected <i>provide the number of customer affected by the interruption</i>	Reason for failure to meet the required service level <i>provide a reason(s) why unplanned interruption lasted for 12 hours or longer</i>	Remediation <i>provide details of actions taken to rectify the non-compliance and minimise future occurrences</i>
665219330192	28-Jun-24	18:09		1 A burst water main occurred at a school, requiring a deep excavation. Challenges were encountered in securing traffic management services, which delayed the commencement of work. The work could not begin until traffic management was in place to ensure that it could be carried out safely.	During the repair of the water main, a stop valve and a fire hydrant were added to the network to minimise the duration of water outages experienced by the school in the future. Two additional traffic management providers were also added to our panel of service providers.
250337307983	22-Jun-24	20:36		24 A burst water main occurred adjacent to a tree that needed to be removed to facilitate the repair the pipe. The water outage was created in the Geographic Information System (GIS) to document the time the water was turned off (18:10). Unfortunately the crew did not record the time when the water was turned back on (approximately six hours later) in the GIS until the following day.	Information emphasising the importance of data entry was provided to field crews during toolbox talks. Additionally, further training was given to the Network Delivery team on the verification of Guaranteed Service Level (GSL) breaches.

		Response – Water	Response – Sewerage		
	02447369201541	25-May-24	13:16	1	A call relating to a blockage in a sewer branchline was received after hours. The on call manager was not contacted by the call centre. Work is underway to bring the fault and emergency call centre in-house in 2024-25. This transition will facilitate more accurate triage of calls and enhance competency levels and business processes.
	81654150330956	13-Apr-24	12:57	1	A call was received at 21:28pm regarding an overflowing riser. A crew arrived at the site at 22:25pm but was unable to clear the blockage. The On-Call Manager subsequently attended the site and spoke with the customer, reaching an agreement for the crew to return the following day. A crew returned the next morning and successfully cleared the blockage. An error occurred in the creation of the two work activities within the Works and Asset Management System. Information on the importance of accurate data entry was provided during toolbox talks.
	52998427987670	10-Jan-24	46:06	0	An Icon Water employee identified a blocked sewer at a new vortex drop in a new development. This job was incorrectly created in the Works and Asset Management system. Additional information provided to the employee regarding the proper scheduling of this type of work in the Works and Asset Management system.
	19280118061036	15-Jul-23	46:21	1	A customer reported water trickling on a path; however, the issue was an overflowing manhole. Priority was assigned based on the information provided by the customer, and crews did not attend the site until two days after the initial call. Work is underway to bring the fault and emergency call centre in-house in 2024-25. This transition will facilitate more accurate triage of calls and enhance competency levels and business processes.

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

B211w	Average unplanned interruption frequency	0.107 interruptions / property		
B212w	Average unplanned interruption duration	118.09 minutes / property		
B213w	Total unplanned interruption time of water supply faced by an average customer	0.56 minutes / property		

		Response – Water	Response – Sewerage	
B214s	Total number of sewer main breaks and chokes in the reporting year		1,354	The reduction in the soil moisture content has led to the increase in sewer main breaks and chokes when compared to the previous year. Icon Water has implemented ongoing investment initiatives, including sewer mains renewal and sewer cleaning programs, to ensure the reliability of the sewer network in serving the ACT community.
B215s	Number of sewer breaks and chokes caused by tree roots		1,181	
B216s	Total number of property connection sewer breaks and chokes in the reporting year.		1,395	The reduction in the soil moisture content has led to the increase in property connection sewer breaks and chokes when compared to the previous year. Icon Water has implemented ongoing investment initiatives, including sewer mains renewal and sewer cleaning programs, to ensure the reliability of the sewer network in serving the ACT community.
B217s	Number of property connection sewer breaks and chokes caused by tree roots		1,060	

Frequency of Interruptions (Guaranteed Service level 5)

B218w B218s	Number of customers that experienced more than 9 unplanned interruptions during the reporting year.	0	0	
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Response time to notification of problem or concern (Guaranteed Service Level 6)

B219w B219s	Total number of notifications received related to damage to, or a fault or problem with the utility network	2,322	2,749	
B220w B220s	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).	17	1	
B221w B221s	Number of priority 1 notifications not responded to within six hours.	0	0	

B221w(a)
B221s(a) Please give details of each instance where a priority 1 notification was not responded to within six hours. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences.
Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

		Response – Water	Response – Sewerage		
Reference code <i>Your reference code</i>	Date <i>enter as dd/mm/yyyy</i>	How long before you responded? <i>enter as hours:minutes</i>	Suburb/s or area affected	Number of customers affected	Reason for failure to meet the guaranteed service level <i>provide a reason(s) why the priority 1 notification was not responded to within six hours</i>

B224w **Note:** Press tab on your keyboard to start a new line.
B224s

Number of notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property (priority 2).	365	2,748			
Number of priority 2 notifications not responded to within 48 hours.	89	0			
Number of notifications that were not resolved in the time specified in the response to the Customer	13	42			

Part B — Consumer Protection Code
B3 — Rebates paid against guaranteed service levels

Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.

Reporting year	Ref	Subject of the service level	Number of times GSL was not met in Q1		Number of times GSL was not met in Q2		Number of times GSL was not met in Q3		Number of times GSL was not met in Q4		Total number of times GSL was not met		Additional comments
			Water	Sewerage	Water	Sewerage	Water	Sewerage	Water	Sewerage	Water	Sewerage	
2023-24	GSL-1	Customer connection and removal of flow restrictors	0	0	0	0	0	0	0	0	0	0	
2023-24	GSL-2	Responding to complaints	2	0	1	0	3	3	3	0	9	3	
2023-24	GSL-3	Notice of planned interruption to services	11	0	2	0	15	0	105	0	133	0	Reactive work commenced to address a backlog of meters that were not registering consumption. It was subsequently determined that customers needed to be provided with notice in advance.
2023-24	GSL-4	Duration of interruption (single)	0	1	0	0	0	1	25	2	25	4	
2023-24	GSL-5	Frequency of unplanned interruptions	0	0	0	0	0	0	0	0	0	0	
2023-24	GSL-6	Response time to network problems or concern	4	8	16	6	1	99	2	101	23	214	
Total													

Part C — Water and Sewerage Capital Contribution Code

Ref	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 2023–24 reporting period unless specified otherwise.</p>	<p>Please provide information that is relevant to assists us in our assessment. For example, provide reasons for not meeting the requirement, and any rectification actions taken to fix the issue and prevent reoccurrence.</p> <p>When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.</p>

Payment of Capital Contribution Charge (Clause 6.1)

C101	In 2023–24, 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.	
C102	Total value of Capital Contribution Charges recoverable during 2023–24. This figure would include amounts charged in accordance with the Code but not yet invoiced or paid.	\$2.28M	180 developments were invoiced for capital contribution charges in 2023-24.

Removals, relocations and specific requirements (Clause 8.1)

C103	In 2023–24, 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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Ref	Reporting requirements	Response	Supporting statement
	If yes, please detail	<p>Some new developments need to:</p> <ul style="list-style-type: none">- relocate the existing mains if they were inside the block or too close to the block- upsize existing mains to provide the new demand for domestic and fire services- relocate fire hydrants if they were inside the new driveways- provide protection slabs for existing assets- relocate existing ties if the location of new driveways are above the existing ties- new developments need to upsize the ties to meet the new demand- new developments need to relocate the existing ties due to internal plumbing changes.	

Ref	Reporting requirements	Response	Supporting statement
C104	The number of works undertaken at the request of the customer	101	
C105	The number of works that were not requested by the developer, but were determined necessary by the Licensee.	20	
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"> - relocate the existing mains if they were inside the block or too close to the block - provide protection slabs for existing assets - relocate existing ties if the location of new driveways are above the existing ties - upsize existing mains to provide the new demand for domestic and fire services - relocate fire hydrants if they were inside the new driveways. 	

Part D — Licence conditions

Ref	Reporting requirements	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 2023–24 reporting period unless specified otherwise.</p>	
Availability of Utility Licence Annual Report (Clause 8.5)			
D101	Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2022-23 made publicly available by the licensee?	Yes	
D101(a)	Please provide the link to the ULAR summary.	https://www.iconwater.com.au/About-Us/Our-pricing/Reports-submissions	
D101(b)	Please confirm that a summary of the 2023–24 ULAR will be published before 30 November this year	Yes	
Operation and compliance audits (Clause 8.6)			
D102	When was the last time the licensee review its data collection and reporting process?	16/01/2024	
D103	How often do you audit or review your data collection and reporting process?	Reporting process is reviewed every three years	
Charge and assignment (Clause 11)			
D104	A licensee must keep the Commission informed of all relevant changes in the ownership of the Licensee. Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2023–24?	No	
D104(a)	If yes, please provide details.	n/a	
Record keeping (Clause 14)			
D105	Has the licensee kept or caused to be kept, comprehensive records in accordance with ICRC's requirements under the Utilities Act?	No	Records were not kept for the number of network operations where Icon Water failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1) of the Utilities Act 2000.
Emergency telephone service (Schedule: Clause 1)			

Ref	Reporting requirements	Response	Additional comments
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.	

Ref	Reporting requirements	Response		Additional comments
Supply of information to Water Services Association of Australia (WSAA) (Schedule 1: Clause 4)				
D107	Did the licensee provide all information requested by WSAA to assist with inter-agency comparisons in 2023–24?	Yes		Icon Water participated in the asset management customer value benchmarking study (four yearly exercise) to provide information on asset management maturity against ISO55000. Information was also provided for the 2024 Wastewater treatment plant survey.
		Response - Water	Response -Sewerage	
Licensee to notify ICRC of any material breaches (Clause 8.2)				
D201w D201s	Number of material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines.	0	0	
D201(a)	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	
Licensee to provide statement on any non compliance (Clause 8.3)				
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	
D202(a)	Detail each non-compliance (subject matter, date).	n/a	n/a	
D202(b)	Was the Commission notified of the non-compliances?	n/a	n/a	
Operation and compliance audits (Clause 8.6)				

Ref	Reporting requirements	Response	Additional comments
D203	<p>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>

Ref	Reporting requirements	Response	Additional comments
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 2023–24 which show it can continue to provide the services authorised in the licence.		See attachment 1
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 to minimise unaccounted water include:</p> <ul style="list-style-type: none"> - implementing a yellow tagging system that is installed before the handover of new greenfield water assets. These tags guide industry on their obligations to install water meters prior to extraction and help identify unauthorised connections, which are recorded and monitored. The rollout included communication via Icon Water's website, flyers, and outreach to industry and relevant government agencies, i.e. Access Canberra. - conducting revenue assurance activities to improve revenue collection (reduce apparent losses) by reconciling water meter and billing data. - refining business processes to reduce the time between identifying defective meters (including zero consumption meters) and their replacement to minimise losses. - running a planned meter replacement program based on compliance testing, with a focus on outlier replacements for high-usage meters during 2023-28. - monitoring and reporting internal water use through a metered standpipe fleet for operational and maintenance crews, allocating this usage to unbilled metered usage instead of unaccounted water. - continuing the water mains renewal program targeting problematic pipes and reactive repairs of mains bursts to reduce physical losses.
D209	What was the average annual distribution loss from the network in 2023–24? (l/km of main per day)	2,565	
Agreement with ACT Fire and Rescue (Schedule 1 Clause 5)			

Ref	Reporting requirements	Response	Additional comments
D210	Did the licensee comply with its fire fighting/water supply agreement with the ACT Fire and Rescue at all times during 2023–24?	Yes	<p>A project has been initiated to address the four remaining sites that do not meet fire flow requirements (as previously reported):</p> <ol style="list-style-type: none"> 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. <p>Contractors will be engaged in August 2024 and the project is expected to be completed by December 2025.</p>
D210 (a)	If not, please give details.	n/a	

Ref	Reporting requirements	Response	Additional comments
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	
Total volume of water supplied in ACT			
D301	What was the total volume of water supplied to the ACT in 2023-24? (kL) 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.	47,201,400	
Provide the volume of water supplied to the following consumer categories in 2023–24			
D302	Residential customers? (kL)	32,710,192	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)	9,199,488	See comment above
D304	Irrigation or urban open spaces including parks and sport grounds (kL)	1,053,488	See comment above
D305	Individual bulk supplies? (kL)	3,937,079	See comment above
D306	Other identifiable categories? (kL)	34,180	See comment above
D307	Please specify other categories	Raw water (W-RAW) Water Services Agreement Uriarra (W-WSA)	
Total volume of water supplied to Queanbeyan			
D308	What was the total volume of water supplied to Queanbeyan in 2023–24 ? (kL)	4,054,600	
Water losses			
D309	Real losses: service connections (L/service connection/day)	66	
D310	Real losses: water mains (kL/km water main/day)	2.7	
D311	Average annual water distribution loss from the network (mL)	3,753	

Authorising and contact officers

Authorising officer

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

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Contact officer

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

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