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 Chief Minister, Treasury and
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Water Supply and Sewerage Compliance & Performance Report 2023-24

A General							
Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions. The authorising officer may use an electronic signature.							
Sec #	pt	Question (short form)	Utility Response 2018-19	Utility Response 2019-20	Utility Response 2020-21	Utility Response 2023-24	
A	0A	Authorising officer name	Ray Hezkial	Ray Hezkial	Ray Hezkial	Ray Hezkial	
A	0A	Authorising officer title / position	Managing Director	Managing Director	Managing Director	Managing Director	
A	0B	Authorising officer signature					
A	0A	a	Technical compliance procedures (Y/N)	No	Yes	Yes	
A	0A	b	Technical compliance procedure refs	STD-SPE-G-019 Developer Provided Assets – Water Supply and Sewerage – Asset Creation and Acceptance Process Water Supply and Sewerage Standards (WSSS) are now based on WSAA codes: - WSA-02 Gravity Sewerage Code of Australia - WSA-03 Water Supply Code of Australia - WSA-04 Sewage Pumping Station Code of Australia - Icon Water Supplements to WSA-02 and WSA-03 Water and sewerage service and installation rules (Issued 5 December 2002) Icon Water SD Series Drawings – Issued 2 July 2018 EN07.03.03 Water Supply and Sewerage Emergency Plan WI02.01.02 Reporting a safety incident to the Regulator	STD-SPE-G-019 Developer Provided Assets – Water Supply and Sewerage – Asset Creation and Acceptance Process Water Supply and Sewerage Standards (WSSS) have been based on WSAA codes since 2018: - WSA-02 Gravity Sewerage Code of Australia - WSA-03 Water Supply Code of Australia - WSA-04 Sewage Pumping Station Code of Australia - Icon Water Supplements to WSA-02 and WSA-03 Water and sewerage service and installation rules (Issued 5 December 2002; minor amendment 2019) Icon Water SD Series Drawings – Initial issued July 2018 and amended August 2019 EN07.03.03 Water Supply and Sewerage Emergency Plan WI02.01.02 Reporting a safety incident to the Regulator	STD-SPE-G-019 Developer Provided Assets – Water Supply and Sewerage – Asset Creation and Acceptance Process Water Supply and Sewerage Standards (WSSS) are now based on WSAA codes: - WSA-02 Gravity Sewerage Code of Australia - WSA-03 Water Supply Code of Australia - WSA-04 Sewage Pumping Station Code of Australia - Icon Water Supplements to WSA-02 and WSA-03 Water and sewerage service and installation rules (Issued 5 December 2002) Icon Water SD Series Drawings – Issued 2 July 2018 EN07.03.03 Water Supply and Sewerage Emergency Plan WI02.01.02 Reporting a safety incident to the regulator	STD-SPE-G-019 Developer Provided Assets – Water Supply and Sewerage – Asset Creation and Acceptance Process Water Supply and Sewerage Standards (WSSS) are now based on WSAA codes: - WSA-02 Gravity Sewerage Code of Australia (last reissued March 2022) - WSA-03 Water Supply Code of Australia (last reissued March 2022) - WSA-04 Sewage Pumping Station Code of Australia - Icon Water Supplements to WSA-02 and WSA-03 Water and sewerage service and installation rules (Issued 5 December 2002) Icon Water SD Series Drawings – Issued 2 July 2018 EN07.03.03 Water Supply and Sewerage Emergency Plan WI02.01.02 Reporting a safety incident to the Regulator
A	0A	c	Technical compliance procedure NCs (#)	0	0	0	
A	0A	d	Technical compliance procedure audits (Y/N)	No	No	No	
A	0A	e	Adverse audit conclusions (Y/N)	No	No	No	
A	1	--	Other network serviceability audits (Y/N)	Yes	Yes	Yes	
A	2	-	Interference from other utilities (Y/N)	Not recorded	Not recorded	Not recorded	

Emergency planning

Responses should be provided in accordance with the Instructions at

#	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
00A	a	Draft Emergency Plan submission	28/04/2023	19/04/2024
00A	b	Emergency Plan contact list submission	28/04/2023	19/04/2024
00A	c	Emergency event notification	See supplementary information (00A d)	None
00A	d	Emergency event report	See supplementary information	Not applicable
0A	a	Emergency procedures(YN)	Yes	Yes
0A	b	Emergency procedure references	EN07.03.03 Water Supply and Sewerage Emergency Plan	EN07.03.03 Water Supply and Sewerage Emergency Plan
0A	c	Emergency procedure NCs	0	0
0A	d	Emergency procedure audits (YN)	No	No
0A	e	Emergency procedure adverse findings (YN)	No	No
1	a	Emergency Plan (YN)	Yes	Yes
1	b	Emergency Plan reference	EN07.03.03 Water Supply and Sewerage Emergency Plan	EN07.03.03 Water Supply and Sewerage Emergency Plan
1	c	Emergency Plan NCs	0	0
1	d	Emergency Plan audits (YN)	No	No
1	e	Emergency Plan adverse findings (YN)	No	No
1	f	Emergency Plan testing (YN)	Yes	Yes
2	a	Emergency event training procedures (YN)	Yes	Yes
2	b	Emergency training procedure reference	EN07.03.03 Water Supply and Sewerage Emergency Plan, EN07.03 Emergency and Continuity Management Procedure	EN07.03.03 Water Supply and Sewerage Emergency Plan, EN07.03 Emergency and Continuity Management Procedure
2	c	Emergency training procedure NCs	0	0
2	d	Emergency training procedure audits (YN)	No	No
2	e	Emergency training procedure adverse findings (YN)	No	No

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#	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
3	a	Emergency event notification procedures (YN)	Yes	Yes
3	b	Emergency event notification proc ref	EN07.03.03 Water Supply and Sewerage Emergency Plan, EN07.03.19 Incident Communication Guide	EN07.03.03 Water Supply and Sewerage Emergency Plan, EN07.03.19 Incident Communication Guide
3	c	Emergency event notification proc NCs	0	0
3	d	Emergency event notification proc audits (YN)	No	No
3	e	Emergency event notification proc adverse findings (YN)	No	No
4	a	Emergency event Notification (#)	0	0
4	b	Report on emergency event (Y/N/NA)	Yes	Not applicable
5	a	EM records (YN)	Yes	Yes
5	b	EM records reference	Electronically stored in CMO (compliance management system), Noggin (incident management system), Recordkeeper (SharePoint)	Electronically stored in CMO (compliance management system), Noggin (incident management system), Recordkeeper (SharePoint)
5	c	EM records NCs	0	0
5	d	EM records audits (YN)	No	No
5	e	EM records adverse findings (YN)	No	No
6	a	Emergency Plan officer position	Manager Risk and Resilience	Manager Risk and Resilience
6	b	Emergency Plan officer phone	(02) 6180 6905	(02) 6180 6905
7	a	Emergency Plan training content	Emergency management concepts (Australasian Inter-service Incident Management System doctrine, Emergency and Continuity Management Framework, Incident Communication Guide, Incident Management Centre Operations Guide, Crisis Appreciation and Strategic Planning, Electronic Incident Management Systems (Noggin), Water Supply and Sewerage Emergency Plan, Business Continuity Plan, Cryptosporidium and Giardia Response Plan, Potentially Contaminated Service Reservoir Response Plan, Security Management Plan)	Emergency management concepts (Australasian Inter-service Incident Management System doctrine, Emergency and Continuity Management Framework, Incident Communication Guide, Incident Management Centre Operations Guide, Crisis Appreciation and Strategic Planning, Electronic Incident Management Systems (Noggin), Guardian (Incident Reporting System), Water Supply and Sewerage Emergency Plan, Business Continuity Plan, Cryptosporidium and Giardia Response Plan, Potentially Contaminated Service Reservoir Response Plan, Security Management Plan)
7	b	Emergency Plan training date	21/03/2023	1/11/2023
8	--	Emergency events - medium	0	0
9	--	Emergency events - high	0	0
10	--	Emergency plan distribution (YN)	Yes	Yes

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C Contestable Work

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

Sec #	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24	
C	0A	-	Draft Accreditation scheme submission	No	No
C	1	a	Accreditation scheme (Y/N)	Yes	Yes
C	1	b	Accreditation scheme reference	Doc # 242801 Water and sewerage accreditation scheme	Doc # 242801 Water and sewerage accreditation scheme
C	1	c	Accreditation scheme non-conformances	271	45
C	1	d	Accreditation scheme audits (Y/N)	No	No
C	1	e	Accreditation scheme adverse findings (Y/N)	No	No



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D Service and Installation Rules

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

Sec #	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24	
E	1	-	Draft S&I Rule submission	No	No	
E	1	a	S&I Rules (YN)	Yes	Yes	
E	1	b	S&I Rules reference	Water and sewerage service and installation	Water and sewerage service and installation	Water and sewerage service and installation
E	1	c	S&I Rules NCs	0	0	0
E	1	d	S&I Rules audits (YN)	Yes	No	No
E	1	e	S&I Rules adverse findings (YN)	No	No	No
E	2	a	S&I Rules training procedures (YN)	Yes	Yes	Yes
E	2	b	S&I Rules training procedure reference	Maintenance Services are trained and assessed against the National Water Training Package	Maintenance Services are trained and assessed against the National Water Training Package	Network Maintenance are trained and assessed against the National Water Training Package.
E	2	c	S&I Rules training procedure NCs	0	0	0
E	2	d	S&I Rules training procedure audits (YN)	No	No	No
E	2	e	S&I Rules trg proc adverse findings (YN)	No	No	No

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E Network Design & Maintenance			Utility Response 2022-23	Utility Response 2023-24
Note: Responses should be provided in accordance with the Instructions and Dictionary				
Sec #	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
E 1	a	Design standards (YN)	Yes	Yes
E 1	b	Design standards reference	STD-SPE-G-019 Developer Provided Assets – Water Supply and Sewerage – Asset Creation and Acceptance Process Water Supply and Sewerage Standards (WSSS) are now based on WSAA codes: - WSA-02 Gravity Sewerage Code of Australia (last reissued March 2022) - WSA-03 Water Supply Code of Australia (last reissued March 2022) - WSA-04 Sewage Pumping Station Code of Australia - Icon Water Supplements to WSA-02 and WSA-03 Water and sewerage service and installation rules (Issued 5 December 2002 with minor update in 2019) Icon Water SD Series Drawings – Issued 2 July 2018 and amended August 2019	STD-SPE-G-019 Developer Provided Assets – Water Supply and Sewerage – Asset Creation and Acceptance Process Water Supply and Sewerage Standards (WSSS) are now based on WSAA codes: - WSA-02 Gravity Sewerage Code of Australia (last reissued March 2022) - WSA-03 Water Supply Code of Australia (last reissued March 2022) - WSA-04 Sewage Pumping Station Code of Australia - Icon Water Supplements to WSA-02 and WSA-03 Water and sewerage service and installation rules (Issued 5 December 2002 with minor update in 2019) Icon Water SD Series Drawings – Issued 2 July 2018 and amended August 2019
E 1	c	Design standards non-conformances	0	0
E 1	d	Design standards audits (YN)	No	No
E 1	e	Design standards adverse findings (YN)	No	No
E 2	a	Service projections for water (YN)	Yes	Yes
E 2	b	Service projection update	Jan-18 (Note: Growth Service Plans published in March 2023)	2024 Note: Icon Water has been working iteratively with UTR to update the Service Capability Projections over the last 18 months. Interim reports have been provided to UTR.
E 2	c	Service capability projection estimate	Yes	Yes
E 2	d	Service capability projection in financial plan	Yes	Yes
E 2	e	Service capability projection citation	Icon Water (2018), Service Capability Projection – Water Supply System	

Sec #	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
E	2	f	Service projections for Sewerage Network	Yes
E	2	g	Service projection update	Yes 2024 Note: Icon Water has been working iteratively with UTR to update the Service Capability Projections over the last 18 months. Interim reports have been provided to UTR.
E	2	h	Service capability projection estimate	Yes
E	2	i	Service capability projection in financial plan	Yes
E	2	j	Service capability projection citation	Icon Water (2018), Service Capability Projection - Sewerage System
E	2	k	Service projection non-conformances	0
E	2	l	Service projection audits (YN)	No
E	2	m	Service projection adverse findings (YN)	No
E	3	a	Design & construction procedures (YN)	Yes
E	3	b	Design & construction procedure references	EN05.22.25 Investment Planning and Delivery (IPAD), Project Delivery process map, Engineering design process maps (concept, feasibility and detailed), Handover work instruction
E	3	c	Design & construction procedure NCs	0
E	3	d	Design & construction procedure audits (YN)	No
E	3	e	Design & construction procedure adverse findings (YN)	No
E	4	a	O&M procedures (YN)	Yes
E	4	b	O&M procedure references	STD-SPE-G-015 General Specification, Operations and Maintenance Manuals W111.09.01 Managing asset records STD-SPE-G-020 Requirements for asset data records
E	4	c	O&M procedure NCs	0
E	4	d	O&M procedure audits (YN)	No
E	4	e	O&M procedure adverse findings (YN)	No
E	5	a	Asset registers (YN)	Yes
E	5	b	Asset register references	Works and Asset Management System (engineering asset register), OnePM (Maintenance strategy management and optimisation tool), Oracle (financial asset register), Icon Water corporate mapping system (geospatial asset register), Water Meter Database, Asset records library, Meridian drawing management system PR05.08 Drawing management overview PR05.14 Engineering asset register overview W105.12.01 Spatial System Asset Recording W105.14.05 EAR Data maintenance STD-SPE-G-018 Drafting Standard STD-SPE-G-019 Asset Creation and Acceptance Process STD-SPE-G-020 Asset Data Records
E	5	c	Asset register NCs	0
E	5	d	Asset register audits (YN)	No
E	5	e	Asset register adverse findings (YN)	No

Sec #	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
E	6	a	AM program assessments (YN)	Yes
E	6	b	AM program assessment references	Strategic Asset management Plan (June 2022) Asset Management Plans (June 2022) Investment Planning and Delivery (IPAD) process Annual program status report Capital work program
E	6	c	AM program assessment NCs	0
E	6	d	AM program assessment audits (YN)	No
E	6	e	AM prog assessment adverse findings (YN)	No
E	7	a	AM plans (YN)	Yes
E	7	b	AM plan references	Asset Management Plans (June 2022)
E	7	c	AM plan NCs	0
E	7	d	AM plan audits (YN)	No
E	7	e	AM plan adverse findings(YN)	No
E	8	a	Implementation time	See supplementary information
E	9	a	Performance monitoring procedures	Yes
E	9	b	Performance monitoring procedure references	National Performance Report, National Water Account, Drinking Water Quality Management Plan
E	9	c	Performance monitoring procedure NCs	0
E	9	d	Performance monitoring procedure audits	Yes
E	9	e	Performance monitoring procedure adverse findings	No
E	10	a	Water network works as per AMP? (YN)	Yes
E	10	b	Sewerage network works as per AMP? (YN)	Yes
E	10	c	list of items not carried out as per AMP	See supplementary information
E	10	d	Impact of deviation from AMP	See supplementary information

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F Service Standards				
Note: Responses should be provided in accordance with the				
Sec #	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
F	a	Rising main risk assessment (Y/N)	Yes	Yes
F	b	Rising main contingency plans(Y/N)	Yes	Yes
F	c	Rising main leak detection (Y/N)	No	No



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G Metering					
Note: Responses should be provided in accordance with the Instructions and Dictionary					
Sec #	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24	
G	1	a	Meter issue procedures (YN)	Yes	Yes
G	1	b	Meter issue procedure references	WI06.03.07 Water meter issue	WI06.03.07 Water meter issue
G	1	c	Meter issue procedure non-conformances	0	0
G	1	d	Meter issue procedure audits (YN)	No	No
G	1	e	Meter issue procedure adverse findings (YN)	No	No
G	2	a	Meter monitoring procedures (YN)	Yes	Yes
G	2	b	Meter monitoring procedure references	05.00.107 Compliance testing of Elster and RMC 20mm water meters	05.00.107 Compliance testing of Elster and RMC 20mm water meters
G	2	c	Meter monitoring procedure NCs	0	0
G	2	d	Meter monitoring procedure audits (YN)	No	No
G	2	e	Meter monitoring procedure adverse findings (YN)	No	No
G	3	--	Check reading requests (#)	334	486
G	4	--	Number of readings accurate (#)	Data not available	Data not available
G	5	--	Meter test requests (#)	3	8
G	6	--	Meters proved NOT defective (#)	3	6

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H Audit Schedule				
Note: Responses should be provided in accordance				
Sec #	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
H	1	Forward audit schedule	See supplementary informaiton	See supplementary information

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I Customer Experience					
Note: Responses should be provided in accordance with the Ins					
Sec #	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24	
I	1	a	Customer contact	Yes	Yes
I	1	b	Customer engagement issues	Icon Water continues to engage the community on a range of topics including blocked pipes and drain care responsibilities - Free the poo campaign, Belconnen trunk sewer project, water conservation and permanent water conservation measures awareness, water quality, urban water cycles, Canberra's water and sewerage network. In 2022-23 our Let's Talk Water and Wastewater program sought input from community and stakeholders for two significant projects for our primary wastewater treatment plant, Lower Molonglo Water Quality Control Centre (LMWQCC).	Icon Water continues to engage the community on a range of topics including blocked pipes and drain care responsibilities - Free the poo campaign, water quality, urban water cycles, Canberra's water and sewerage network and sewerage network and seeking customer insights into priorities and investments to provide affordable, reliable and quality water and wastewater services.
I	1	c	Customer engagement frequency	See supplementary informaiton	Customer satisfaction survey is conducted annually; customer perceptions (pulse surveys) are conducted three times each year; Let's Talk strategic engagement is conducted as required by topic.
I	1	d	d Customer engagement estimation	See Att1 21-22	See Att1 23-24
I	1	e	Customer engagement into business plan	Yes	Yes
I	1	f	Customer engagement outcome	Yes	Yes
I	1	g	Customer satisfaction	An independent satisfaction survey is conducted annually to measure performance and overall satisfaction with products and services. 96% of survey participants are satisfied with our overall service in 2021-22.	An independent satisfaction survey is conducted annually to measure performance and overall satisfaction with products and services. 95% of survey participants are satisfied with our overall service in 2023-24.



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J Network Boundary Code

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

Sec	#	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
J	1	a	Alternative boundary agreement (YN)	No	No
J	1	b	Details of Alternative boundary	n/a	n/a
J	1	c	Alternative boundary agreement without TR consent (YN)	Yes	Yes
J	1	d	Details of Alternative boundary without TR consent	In the cases where the basement wall is at the boundary, the accepted drawings show the ownership line at the flange/socket of the penetration pipe, not at the block boundary.	In the cases where the basement wall is at the boundary, the accepted drawings show the ownership line at the flange/socket of the penetration pipe, not at the block boundary.

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KW Key indicators - water supply						
Note: Responses should be provided in accordance with the Ex						
Sec #	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24	
K	W1	--	Total water supplied (ML)	45,336	47,702	53,146
K	W2	a	Connections - water supply (#)	196,772	200,447	204,003
K		b	Customers on standard contract (#)	194,318	200,640	203,777
K		c	Less onerous contracts (#)	3	3	2
K	W3	a	Water mains - total (km)	3,384	3,395	3,419
K		b	Water mains - trunk (km)	202	204	203
K		c	Water mains - reticulation (km)	2,698	2,704	2,722
K		d	Water mains - critical (km)	616	617	619
K		e	Water mains (critical) maintenance strategy	See supplementary information	See supplementary information	See supplementary information
K		f	Water mains - non-critical (km)	2,767	2,778	2,800
K		g	Water mains - unassessed (km)	0	0	0
K		h	Stop valves (#)	19,437	19,555	19,997
K		i	Pump stations (#)	25	25	25
K		j	Pump stations documentation (#)	25	25	25
K	W4	a	Main breaks, old def (#/100km)	9.96	8.44	8.82
K	W4	b-c	Deleted			
K	W5	a	Mains UIs (#/1000 prop)	53.93	67.9	73.01
K		b	Property service UIs (#/1000 prop)	0.53	0.88	1.01
K		c	Properties with ONE UI (#)	12,515	15,020	17,241
K		d	Properties with 2 UI (#)	1,549	1,748	2,186
K		e	Properties with 3 UI (#)	115	449	301
K		f	Properties with 4 UI (#)	30	106	249
K		g	Properties with 5+ UI (#)	26	85	0

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Sec #	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24
K	h	Deleted			
K	W6	a Deleted W6 a-d			
K	W7	-- CAPEX water supply (\$000s)	15,560	25,331	36,572
K	W8	a Mains repair cost (\$000s)	3,731	4,212	4,135
K	b	Mains renewal - 100mm (km)	0	0	0
K	c	Mains renewal - over 100mm (km)	0	0	0
K	d	Mains renewal cost (\$000s)	0	0	0
K	e	Mains renewal - critical (km)	0	0	0
K	f	Mains renewal - non-critical (km)	0	0	0
K	W9	a Valve & hydrant repair cost (\$000s)	1,017	913	1,116
K	b	Valves & hydrants renewed (#)	254	0	0
K	c	Valve & hydrant renewal cost (\$000s)	1,479	0	0
K	W10	a ACTFB non-compliances (#)	0	0	0
	b	Agreement with ACTFB (YN)	No	Yes	Yes

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Sec #	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24
	c	ACTFB required flowrate maintained (YN)	No	No	No
	d	Basis of response	<p>Icon Water has initiated capital works at Southern Cross Yacht Club, Yarralumla to address fire flow issues. The preferred solution involves constructing a new 150 mm nominal diameter main to ensure that fire flows can be delivered.</p> <p>Icon Water will continue working with ACT Fire & Rescue to determine the requirements at six other sites identified in last year's report.</p> <ul style="list-style-type: none"> - commercial area, Victoria St Hall - Black Mountain School & Canberra Chinese Christian Church, Dryandra St O'Connor - Alexandrina Dr Yarralumla, between Novar St and Hopetoun Cct - embassies of Norway & Denmark, Hunter St Yarralumla - St Aidan's Uniting Church, Wylie St Narrabundah - 6 Makin Pl Deakin <p>Alivio Tourist Park, Kunzea St O'Connor was also identified in last year's report but has been determined compliant.</p>	<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 & Rescue confirmed acceptance of the current level of service as being adequate for the following sites:</p> <ol style="list-style-type: none"> 1. Commercial area in Hall, 2. 6 Makin Place, Deakin 3. Alexandria Drive Yarralumla, between Novar St and Hopetoun Circuit. <p>A project is initiated to address the four other sites mentioned in last year's report which are</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>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>
K	W11 a	Water service complaints (#)	159	189	165
	b	Water service complaints by type	See W11 b worksheet	See supplementary information	See supplementary information
K	W12 --	Real losses (ML)	2,458	3,479	3,314
K	W13 a	Leakage investigation - length (km)	0	0	0

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Sec #	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24
K	b-c	Deleted			
K	W14 a	Water quantity tests requested (#)	4	3	8
K	b	Water quantity tests compliant (#)	4	3	6
K	W15 a	DWQC NCs (#)	0	0	0
K	b-c	Deleted			
K	W16 a	Total WQ complaints (#)	40	135	178
K	b	WQ responses > 4 hr (#)	0	0	0
K	c	WQ remedies > 24 hr (#)	0	0	0
K	d	Widespread WQ events (#)	0	1	2
K	e	WQ complaints unresolved	8	0	0
K	W17 a	WQ tests requested (#)	12	5	7
K	b	WQ tests compliant (#)	12	5	7
K	W18 --	% microbiological compliance (%)	100	100	100
K	W19 a	Level D watermain SUI (%)	79.95%	79.95%	79.95%
K	b	Level C watermain SUI (%)	19.00%	19.00%	19.00%
K	c	Level B watermain SUI (%)	0.80%	0.80%	0.80%
K	d	Level A watermain SUI (%)	0.25%	25.00%	25.00%
K	e	Budget to upgrade	0	0	0
K	f	Gifted asset SUI (A/B/C/D)	See supplementary information	See supplementary information	See supplementary information

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KS Key indicators - sewerage						
Note: Responses should be provided in accordance with the Instruc						
Sec #	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24	
K	S1	--	Total sewage collected (ML)	44,411	43,373	36,718
K	S2	--	Connected properties - sewerage (#)	196,207	199,887	203,431
K	S3	a	Sewers (km)	3,425	3,433	3,461
K		b	Sewer mains - trunk (km)	353	363	369
K		c	Sewer mains - reticulation (km)	3,073	3,070	3,092
K		d	Sewer mains - critical (km)	0	0	60
K		e	Sewer mains - non-critical (km)	0	0	3,401
K		f	Sewer mains -unassessed (km)	3,425	3,433	0
K		g	Number of pump stations (no.)	27	27	28
K	S4	a	Breaks & chokes - mains (#/100km)	35	29	39.44
K		b	Breaks & chokes - connections (#/1000prop)	7	5	6.86
K		c	Roots - mains (%)	88.38%	87.84%	87.22%
K		d	Roots - connections (%)	82.07%	77.89%	75.99%
K		e	Breaks in mains (#)	1,188	995	1,354
K		f	Breaks in connections (#)	1,433	977	1,395
K	S5	--	Drainage reimbursements	776	442	604
K	S6	a	Sewer overflows, total (#)	956	792	1,115
K		b	Sewer overflows, critical (#)	294	280	349
K		c	Overflows from overload conditions (#)	Not recorded	Not recorded	Not recorded
K		d	Overflows from pump stations (#)	2	0	0
K		e	Overflows cause undetermined (#)	43	76	114
K		f	Properties subject to repeat overflows (#)	226	408	430
K		g	Overflows in properties	4	6	1
K		h	Trunk sewer under capacity (#)	1	1	1
K		i	Trunk sewer under capacity in 5 years (#)	1	1	1
K	S7	a	LWAP (YN)	Yes	Yes	Yes
K		b	LWAP reference	Icon Water Liquid Waste Acceptance Policy and Guidelines	Icon Water Liquid Waste Acceptance Policy and Guidelines	Icon Water Liquid Waste Acceptance Policy and Guidelines
K		c	Customer (#)			
K		d	Sites with GITs			
K		e	LWAP NCs			
K		f	Customer inspection (#)			
K		g	Non-complying customers (#)			
K		h	Non-complying customers (#)			

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Sec #	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24
	i	Volume Trade Waste Collected ML	Not recorded	Not recorded	Not recorded
	j	Businesses Discharging LTW (#)	2,559	1,959	2,264
	k	Businesses Discharging LTW - High Risk	49	44	28
	l	Businesses Discharging LTW - Medium Risk	476	354	1,039
	m	Businesses Discharging LTW - Low Risk	1,056	1,561	1,163
	n	Food Businesses requiring GITs	1,474	868	831
	o	Compliance Inspections completed - Total (#)	52	333	608
	p	Compliance Inspections - High risk (#)	11	40	49
	q	Compliance Inspections - Medium Risk (#)	8	48	57
	r	Compliance Inspections - Low Risk (#)	33	220	502
	s	Non-compliant inspections - Total (#)	15	135	368
	t	Non-compliant inspections - High Risk (#)	5	7	30
	u	Non-compliant inspections - Medium Risk (#)	2	25	29
	v	Non-compliant inspections - Low Risk (#)	8	103	309
	w	Non Complaint inspections - inadequate GIT - Total (#)	3	25	111
	x	Non compliant inspections resolved - Total (#)	1	31	183
K	S7.1 a-b	Deleted			
K	S8 --	Sewerage complaints (#)	110	92	107
K	S9 --	Treatment compliance (%)	100	100	100
K	S10 --	CAPEX sewerage (\$000s)	51,335	47,074	33,992
K	S11 a	Sewer repair cost (\$000s)	1,500	1,258	1,283
K	b	Sewer renewal - 150mm (km)	2.07	0.954	7.935
K	c	Sewer renewal - 225mm (km)	0	0.072	0.334
K	d	Sewer renewal - over 225mm (km)	0	0.0985	0.208
K	e	Sewer renewal cost (\$000s)	1,398	574	1,483
K	f	Sewer renewal - critical mains (km)	0	0	0
K	g	Sewer renewal - non-critical mains (km)	2.07	1.124	8.477
K	S12 a	Sewer connection repair cost (\$000s)	1,809	1,235	1,322
K	b	Sewer connection renewal (#)	27	0	0
K	c	Sewer connection renewal cost (\$000s)	128	0	0
K	S13 a	Sewer length inspected (km)	81.11	88	55
K	b	Sewer inspection cost (\$000s)	414	457	239
K	c	Sewer length cleaned (km)	247.53	198	197
K	d	Sewer cleaning cost (\$000s)	1,019	641	945
K	e	Sewer length root-cleaned (km)	0	0	0
K	f	Sewer root-cleaning cost (\$000s)	0	0	0
K	S14 a	Level D sewer mains SUI (%)	39.95%	39.95%	39.95%
K	b	Level C sewer mains SUI (%)	50.00%	50.00%	50.00%
K	c	Level B sewer mains SUI (%)	9.95%	9.95%	9.95%
K	d	Level A sewer mains SUI (%)	0.10%	10.00%	0.10%
K	e	Budget to upgrade	0.00%	0.00%	0.00%
K	f	Gifted asset SUI (A/B/C/D)	See supplementary information	See supplementary information	See supplementary information

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Water Supply and Sewerage Compliance & Performance Report 2023-24



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L UTR Act Requirements						
Note: Responses should be provided in accordance with the Instructions and Dictionary						
Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24
L	1	-	Compliance UTR Act (Y/N). If N, advise: (a) Section of UTR Act where there is NC (b) Details of NC (c) Mitigating actions.	Yes	Yes	Yes
L	2	-	Directions given by Tech Regulator (Y/N). If Y, advise: (a) Direction (b) Compliance with direction (Y/N) (c) Details of any NC	No	No	No
L	3	a	UTR Act Audits (Y/N). If Y, advise: (a) Details of Audit (b) Non conformances (c) Adverse findings	No	No	No
L	3	b	Date last audit - compliance UTR Act	n/a	n/a	n/a

Water Supply and Sewerage Compliance & Performance Report 2023-24



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M Licence Requirements						
Note: Responses should be provided in accordance with the Instructions and Dictionary						
Sec	#	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24
M	1	-	ICRC notified of material breach of Licence in relation to UTR Act or Tech Code (Y/N). If Y, advise: (a) No NC (b) When NC occurred (c) Reasons for NC (d) Consequences of NC (e) Rectification measures	No	No	No
M	2	a	Agreement with ACT F&R (Y/N)	Yes	Yes	Yes
M	2	b	ACT F&R agreement specifies (Y/N): - pressure and flow available in network - street hydrant maintenance program.	Yes	Yes	Yes
M	2	c	ACT F&R agreement review completed within 12 months of review commencement (Y/N). If N provide details.	No	No	No
M	2	d	Compliance ACTF&R agreement - flowrates & pressure (Y/N). If N, advise of NCs.	No	No	No

Attachment 1

Details of the community consultation, engagement and education programs undertaken during the 2023-24 reporting period are outlined below.

Project	Consultation process (tools used)	Groups or individuals consulted	Approx. number consulted	Outcome
School and community education program	Education sessions about urban water cycle, Icon Water assets and treatment processes	ACT and Queanbeyan primary and secondary schools	37 sessions 2,348 pax. Tours across our sites 2,500 pax.	Increased awareness of our water catchments, the urban water cycle and network.
	Digital school presentations	Tertiary groups - universities, CIT	10 STEM education events 7,500 pax.	Increased understanding of water quality and treatment processes, sustainability, conservation and wastewater drain care.
	Education program newsletter	Industry Delegates	3 newsletters	
	Use of website education materials	Community groups and individuals ACT Government	59,964 water education web page visitors	Contributed to various tertiary areas of study including STEM, environment, history, geography, plumbing.
Community engagement and awareness program	Participation at local events such as Floriade Community and Lifeline's Bookfairs	ACT residents and visitors	150,000+	Relationship and awareness building.
	Community group talks	Interstate water industry operators and local trade community		Increased knowledge of services available and importance of individual responsibility in relation to the network (water consumption, drain care etc.).
	Advertising	Website and social media users		
	Articles in publications Flyers and brochures Social media Website Media release			
Brand awareness and engagement	Promotion of Icon Water as Canberra's water and wastewater provider through partnerships, media, social media, website, stakeholder and sponsorship engagement	Customers and community	Website: over 562,000 unique visits Social media: 1,340,000 impressions	Relationship building, education, community support and increased brand awareness.
Let's Talk Water and Wastewater Strategic Engagement Program - Understanding Financial Vulnerability	Surveys Interviews with community organisations	Customers and community	Online survey with participation by 1,033	Customer feedback and insights help us better understand our customers' experiences of hardship to underpin future strategic and investment decisions, and ensure we provide affordability and support customers experiencing short or long term financial difficulty
	Interviews with customers with lived experience Stakeholder interviews			
Let's Talk Water and Wastewater Strategic Engagement Program - Our Water Future	Surveys Citizens' Panel Interviews with water-dependent businesses Interviews with key customers Stakeholder interviews	Customers and community	Online survey with participation by 1,300 customers Citizens' panel: 22 community members Water dependent businesses: 11 customer interviews Key account customers: 11 customer interviews	Community education and feedback on water security knowledge, understanding customer and community ideas around service levels, and the levels of acceptability of different scenarios for implementing water restrictions and exploring a shortlist of future water source solutions



Contents

SI Wat			
<p>Note: Please re</p> <p>Tip : Pre</p>			
Number	pt	Utility Response 2022-23	Utility Response 2023-24
A 1	--	<p>The following audits were completed in 2022-2023:</p> <ul style="list-style-type: none"> - Drinking water quality management - Customer Support Program - Compliance of Environmental Management Systems to ISO 14001:2015 - Risk management framework - Environmental Protection Controls to prevent sewer overflow from pump stations - Fraud controls and processes - Compliance with the Consumer Protection Code (automatic rebate payments) - Training gap assessment 	<p>The following audits were completed or in progress in 2023-2024:</p> <ul style="list-style-type: none"> - Drinking water quality management (in progress) - Management systems review (Quality - ISO 9001) (completed) - Confined space management and isolation (in progress) - Assessment of controls to mitigate risk of natural hazards on LMWQCC infrastructure (completed) - Corporate services transition (vendor contract management review) (completed) - Data privacy (completed) - Asset protection (in progress) <p>The following audits from the program were deferred/removed:</p> <ul style="list-style-type: none"> - Corporate services transition (capability review) - Corporate services transition (business readiness review).
A2		<p>Interference recorded in the works and asset management system includes other utilities and third party damage by contractors. Assets affected include:</p> <p>Water</p> <ul style="list-style-type: none"> - distribution main 2 - domestic 21 - reticulation main 6 - valve gate 1 - valve hydrant spring hydrant 1 - water meter 20mm or smaller 12 - water meter greater than 20mm 2 <p>Sewer</p> <ul style="list-style-type: none"> - reticulation 1 - standard maintenance hole 1 	<p>Interference recorded in the works and asset management system includes other utilities and third party damage by contractors. Assets affected include:</p> <p>Water - 42</p> <p>Sewer - 3</p>
B 00A			
B 1			
B 4	a		
B8			

Number	pt	Utility Response 2022-23	Utility Response 2023-24
B8			
B8			
B8			
C 1	c		In 2022-23, an audit was conducted of greenfield suburbs to determine the number of properties that had connected to our services without a water meter. As a result, a tagging system was introduced in September 2023 whereby yellow tags are installed on alleged unauthorised connections to lock out the ball valve and provides information to install a meter prior to the abstraction of water. Over 800 yellow tags were installed into greenfield developments.
D1			
E2	b&g		
E 8	a	Icon Water has an Asset Management System aligned to ISO 55001 and we continue to improve our asset management capability through people, processes and technology.	Icon Water has an asset management system aligned to ISO55001. We continue to improve our asset management system as outlined in the "Strategic Asset Management Plan".

Number	pt	Utility Response 2022-23	Utility Response 2023-24
E10	c	<p>There were 69 projects identified in the water and sewer AMP for 2022-2023 This included 33 post-business case in planning and implementation and 36 which were in evaluation and option selection stages. In the annual program, this was a total of \$60.02m for FY22/23 compared to an actual expenditure of \$60.04m.</p> <p>The following projects have business cases approved. These have commenced with delivery but planning or construction has taken longer than anticipated compared to the annual program approved by the Investment Review Committee. Some projects have had lingering supply chain delays associated with international supply issues.</p> <p>Some of these reflect spending timing change within a twelve-month period, rather than delays to the final delivery of the program/project. These may also be offset by increased or earlier expenditure to other projects and programs.</p> <p>CX10534 2 LMWQCC Tertiary Filters and Disinfection System Upgrade CX11013 Network Access Upgrades CX11035 LMWQCC Furnace 2 Overhaul Capex Component CX11038 Dewatered Sludge Temporary Laydown Pad at LM CX11095 Sewage Pumping Stations Renewal CX11250 Coppins Crossing Closure CX11281 LMWQCC Disinfection Renewal CX11282 Bendora Left Abutment Track Repairs CX11305 LM Liquid Sugar</p>	<p>Projects with business cases approved but have been delayed compared to AMP anticipated timing:</p> <p>CX11381Water Main Augmentation (Fire Flow Non-Conformance) - Package 2 CX11305LM Liquid Sugar/LM Permanent Carbon Dosing CX11334Turner Section 57 Sewer Augmentation CX11340MOS Lining Failure Rectification CX11306LM Non-Potable Water investigation CX11312Water Mains Replacement 2023 - 2028 CX11281LMWQCC Disinfection Renewal CX11248Corin Dam Downstream Spillway Erosion and Access Track Improvements CX11178LMWQCC Office Accommodation refurbishment project CX11262LMWQCC Biosolids Management Renewal CX11307Googong WTP Fire Fighting Water Supply Upgrade CX11311Sewer Mains Replacement 2023 - 2028 CX11061LMWQCC Secondary Treatment Bioreactors Capacity Upgrade CX11095Sewage Pumping Stations Renewal CX11038Dewatered Sludge Temporary Laydown Pad at LM</p>
E10	d	<p>• No to low long-term impact: Impact will not impact lifespan or lifecycle costs</p> <p>CX10534-2 LMWQCC Tertiary Filters: This project closed in the financial year. While there was a slight variation in the annual budget, this reflects project savings including non-required contingency. This is a positive impact on lifecycle costs</p> <p>CX11013: Network Access Upgrades: This project underspent the financial year by 11% which is reflective of upfront delays in awarding the contract that resulted in work slipping into 2023-24.</p> <p>CX11035 LMWQCC Furnace 2 Overhaul Capex Component: works were deferred due to operational constraints resulting in a reduction in expenditure.</p> <p>CX11038 Dewatered Sludge Temporary Lay Down Pad at LM: Program prioritisation resulted in the deferral of this project, leading to a delay in the award of the detailed design consultancy. The delay will not impact lifespan or lifecycle costs. Some short-term operational controls will be required if there is a solids system (Furnace) shutdown before this is completed.</p> <p>CX11095 Sewage Pumping Stations Renewal. Significant delays with the awarding the contract and further delays with detailed design has impacted the overall project with a financial year underspend of 54%.</p> <p>CX11250 Coppins Crossing Closure. This project underspent in the financial year which is reflective of the delays experienced due to poor</p>	<p>Minor delays in design, procurement etc that will not impact final commissioning and delivery dates. No expected impact on levels of service or lifecycle cost:</p> <p>CX11381Water Main Augmentation (Fire Flow Non-Conformance) - Package 2 CX11334Turner Section 57 Sewer Augmentation CX11340MOS Lining Failure Rectification CX11307Googong WTP Fire Fighting Water Supply Upgrade CX11061LMWQCC Secondary Treatment Bioreactors Capacity Upgrade CX11262LMWQCC Biosolids Management Renewal CX11312Water Mains Replacement 2023 - 2028 CX11311Sewer Mains Replacement 2023 - 2028</p> <p>Minor delay to commissioning with no to low long-term impact, impact will not impact lifespan or lifecycle costs:</p> <p>CX11038 Dewatered Sludge Temporary Laydown Pad at LM CX11095 Sewage Pumping Station Renewals</p> <p>Minor delay to commissioning with low to medium impact to lifespan or lifecycle. Mitigation and progression is within Icon Water control:</p> <p>CX11248Corin Dam Downstream Spillway Erosion and Access Track Improvements (potential increase operating costs during wet periods until repaired) CX11305LM Liquid Sugar/LM Permanent Carbon Dosing (delay to allow alignment with secondary upgrade) CX11306LM Non-Potable Water investigation CX11281LMWQCC Disinfection Renewal (delay to allow alignment with secondary upgrade)</p>
G3			

Number	pt	Utility Response 2022-23	Utility Response 2023-24
H1		<p>Internal audit coverage from our Internal Audit Annual Plan: Year 1 2023-24</p> <ul style="list-style-type: none"> - Drinking water quality management - Management systems review (Quality - ISO 9001) - Confined space management and isolation - Assessment of controls to mitigate risk of natural hazards on LMWQCC infrastructure - Corporate services transition (transition partner contract management review) - Corporate services transition (capability review) - Corporate services transition (business readiness review) - Data privacy - Asset protection 	<p>Internal audit coverage from our Internal Audit Annual Plan: Year 1 2024-25</p> <ul style="list-style-type: none"> - Drinking water quality management - Change management - Management systems review - Cyber risk management framework - Corporate services transition (transition partner contract management) - Corporate services transition (benefits management) - Digital program governance - Incident reporting framework - Inventory / supply chain management
		<p>Year 2 - potential areas for review in 2024-25:</p> <ul style="list-style-type: none"> - Drinking water quality management - Management systems review (OHS) - Workforce planning - Capital contributions scheme - GIS system currency review - Procurement framework - Trunk sewer failure response readiness - Security of critical infrastructure - framework implementation - Billing cycle and revenue assurance - IT access management <p>Year 3 - potential areas for review in 2025-26:</p> <ul style="list-style-type: none"> - Drinking water quality management - Management system review (environment) - Financial controls - Workplace culture - Data governance management - Development and building approvals process - Process safety - Incident management - Liquid trade waste management / compliance - Complaints management 	<p>Year 2 - potential areas for review in 2025-26:</p> <ul style="list-style-type: none"> - Drinking water quality management - Compliance with Water and Sewerage Technical Code - Data governance (GIS) - Billing cycle and revenue assurance - Procurement framework - Trunk sewer failure response readiness - Process safety - Corporate services transition (financial management) - Corporate services transition (post implementation review) <p>Year 3 - potential areas for review in 2026-27:</p> <ul style="list-style-type: none"> - Drinking water quality management - Internal audit function - Evaluation of critical storm damage failure points - Workforce planning - Physical security - Development and building approvals process - Financial controls - Compliance with the Engineers Registration Scheme - IT access management
1.1	a	<p>The customer and community engagement program Let's talk water and wastewater can be found on our website https://www.iconwater.com.au/Community-and-Education/lets-talk-water-wastewater.aspx.</p> <p>Icon Water continues on with a broad range of engagement and educational activities within the ACT. These activities include community consultation, surveys and educational activities which target our residential and commercial/industrial segments.</p>	<p>The customer and community engagement program Let's talk water and wastewater can be found on our website https://www.iconwater.com.au/Community-and-Education/lets-talk-water-wastewater.</p> <p>Icon Water continues on with a broad range of engagement and educational activities within the ACT. These activities include community consultation, surveys and educational activities which target our residential and commercial/industrial segments.</p>
11	e	<p>Customer satisfaction survey is conducted annually; customer perceptions (pulse surveys) are conducted three times each year; Let's Talk strategic engagement is conducted as required by topic.</p>	

Number	pt	Utility Response 2022-23	Utility Response 2023-24
I 1		<p>The Let's Talk Water and Wastewater engagement program for 2022-23 was focused on talking to the community about two significant projects (Biosolids and Bioreactors) for our primary wastewater treatment plant, Lower Molonglo Quality Control Centre (LMWQCC).</p> <p>We have engaged with our customers and community, as well as stakeholders and partners through multiple channels including our website and social media channels. Engagement occurred via surveys and deep dive deliberative processes.</p> <p>We continue to work with various ACT Government forums to participate and to promote the program. We are also sharing insights with our partners to identify mutual areas of interest and responsibility.</p> <p>The wastewater engagement program included a Citizens Panel with participants representing all segments and demographics, an Environmental Panel with representatives from various environmental groups, and our Expert Panel – a group of eight experts in the areas of water, wastewater, the environment and meteorology.</p>	<p>Our 2023–24 program engaged the community and stakeholders in two significant projects: Our Water Future, and Understanding Financial Vulnerability.</p> <p>We completed the first of four phases of the Our Water Future engagement program. A citizens' panel was formed and explored water security knowledge, ideas around service levels, and the levels of acceptability of different scenarios for implementing water restrictions. The panel provided input to the criteria that could be used to evaluate a long list of future water augmentation options and explored a shortlist of solutions.</p> <p>We also reached out to our customers and the community through quantitative surveys, interviews with water-dependent businesses and key high-volume consumers.</p> <p>These insights from Phase 1 have helped us understand preliminary customer and community views to inform our input into the ACT Government's refresh of the ACT Water Strategy, our initial planning for review of temporary water restrictions and PWOM, and refinement of the future water source options assessment, including a recommendation on a shortlist of options for more detailed assessment.</p> <p>As part of our work to support customers who are experiencing financial difficulty, we have undertaken customer and community consultation to listen and better understand impacts and experiences in the local context. A primary objective was to ensure our current financial hardship program is effective in meeting customer needs as we review and refine programs that support our customers and their ability to pay.</p>
M 2		Refer to K W 10 d.	Refer to K W 10 d.
W2			

Number	pt	Utility Response 2022-23	Utility Response 2023-24
W3	b		
W3	e	<p>Water mains and associated assets, like all other assets in Icon Water asset base in general, are subject to reliability centred maintenance (RCM) based maintenance strategies.</p> <p>Critical water transfer mains installed above ground are inspected externally on an annual basis. This is part of the preventative maintenance program.</p> <p>Critical water transfer mains assets such as access tracks, pipe bridges, valves, gears, manholes, actuators, and valve chambers installed on and associated with the mains are inspected externally on an annual and biennial (every two year) basis. This is part of the annual preventative maintenance program.</p> <p>Critical water transfer mains, where installed below ground, are inspected externally by using specialised non-intrusive techniques as required when condition measures indicate potential issues arising.</p> <p>Critical water transfer mains are inspected internally as required either by man-entry inspection, CCTV inspection, or a technology based assessment based on criticality and access. The approach is targeting short sections at different locations/chainage along a critical main for assessment to understand overall condition. Technology based assessment is sometimes used as a screening tool to narrow down problematic sections.</p> <p>Minor defects identified from these inspections, if practical, are rectified on the spot at the time of inspections.</p>	<p>Inspection and Maintenance Program</p> <p>Above-Ground Assets: Annual Inspections: Critical above ground water transfer mains are inspected externally every year as part of the preventative maintenance program.</p> <p>Associated Assets: Annual and Biennial Inspections: Components like access tracks, pipe bridges, valves, manholes, actuators, and valve chambers are inspected externally on an annual and biennial (every two years) basis as part of the preventative maintenance program.</p> <p>Below-Ground Assets: Condition-Based Inspections: Critical below-ground water transfer mains are inspected externally using specialised non-intrusive techniques as needed, based on condition measures indicating potential issues.</p> <p>Internal Inspections: These mains are inspected internally as required, using man-entry inspection, CCTV inspection, or technology-based assessment, targeting short sections at different locations to understand overall condition. Technology-based assessments sometimes serve as a screening tool to identify problematic sections.</p> <p>Defect Rectification: Minor Defects: Minor defects identified during inspections are rectified on the spot if practical. <i>Minor Defects: Major defects, which usually require coordination with</i></p>
W3			
W4			
W5			
W5			
W5	c-g	<p>Properties with 5+ unplanned interruptions relate to the following shut off blocks:</p> <p>Gungahlin: all interruptions related to service line failures involving the premature failure of a specific type of polyethylene service line tap-in fitting. Investigations are continuing.</p> <p>Ngunnawal: a single valve failure event required an outage and isolation of the affected shut off block. In the process of isolating upstream valves, several other valves failed prematurely in operation due to an unusual failure method (valve bonnet snapping under light operation). A warning notification has been added to the GIS for Ngunnawal. Investigations are continuing.</p>	
W5			<p>Properties with 4 unplanned interruptions related to the following shut off blocks:</p> <p>Gungahlin - interruptions related to the failure of a specific type of polyethylene service line tap-in fitting. This product is being monitored and is no longer in the approved product list.</p> <p>Kingston - two unplanned interruptions were on water mains and two were hydrant failures. The failure rate in this shut off block will be monitored.</p>
W5			
W7			
W8			

Number	pt	Utility Response 2022:23	Utility Response 2023-24																																																																																																																																						
W8	b&c																																																																																																																																								
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W10	a	New deed signed on 4 July 2023.																																																																																																																																							
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W16		The increase is due to two primary factors: 1. A natural event with an elevated presence of 2-Methylisoborneol (MIB), an aesthetic change presenting an organic taste in water supply. 2. New system implemented allowing complaints to be registered which are resolved at first interaction without case management.	There was an increase in discolouration complaints compared to last year. This rise is primarily attributed to the following factors: - prolonged events impacting suburbs within the Gungahlin District, caused by network augmentation, including delays in obtaining parts for a seized valve and valve damaged during excavation - heightened media attention surrounding per- and polyfluoroalkyl																																																																																																																																						
W16		Approximately three quarters of the water quality complaints are directly related to taste as a result of a natural event that occurred with an elevated presence of 2-Methylisoborneol (MIB), an aesthetic change presenting an organic taste in water supply.																																																																																																																																							
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W17	b		
W19	f	Standards are being further developed as while they currently align with AS5488 there appears to be a lack of understanding of how these interact with our WAE requirements. This may also be affected by the upcoming change to Geocentric Datum of Australia 2020 (GDA2020). For the majority of existing assets, water gifted assets are an interpretation based on surface assets and accuracy cannot be confirmed.	Standards continue to be further developed as, while they currently align with AS5488, there appears to be a lack of understanding of how these interact with our WAE requirements. This may also be affected by the upcoming change to Geocentric Datum of Australia 2020 (GDA2020). For the majority of existing assets, water gifted assets are an interpretation based on surface assets and accuracy cannot be confirmed.
S2			
S4			
S4	o&d		
S6			
S6	h	Belconnen trunk sewer was identified as under capacity. Augmentation is executed and the new sewer is expected to be commissioned in July 2023.	Parts of the North Canberra trunk system around ANU is at capacity with capacity proactively managed through operational network management.
S6	i	North Canberra trunk system will be under capacity within 5 years. Several more localised augmentations have also been identified in the south to service anticipated development within 5 years.	Parts of the North Canberra trunk system especially around ANU will be under capacity within 5 years with anticipated development. Several localised augmentations have also been identified to service anticipated development within 5 years. These are listed and identified in the Growth Service Plans.
S7			
S7			
S7	e		
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S7			

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S7		<p>This number includes data for a 5 year period i.e. 1 July 2018 - 30 June 2023, which is in line with our standard maximum LTW approval term. It is counting individual business discharger(s) as opposed to LTW customer's (i.e. property owners). It is our best estimation, whilst data cleaning continues. Manual counts were undertaken for some of the larger shopping malls to ensure they were captured with increased accuracy.</p> <p>Previous reporting has not restricted the dates of LTW approvals and all records were included in counts.</p> <p>As work continues on the LTW roadmap project, we are ensuring our records and program are focussed on reporting the status of current customers and business discharger(s). Older records are still on file and are available for review as required e.g. help direct compliance inspection schedules, inform gaps in compliance management, understand history of a site.</p>	<p>This number includes data for a 5 year period i.e. 1 July 2019 - 30 June 2024, which is in line with our standard maximum LTW approval term. It is counting individual business discharger(s) as opposed to LTW customer's (i.e. property owners). We have conducted a large round of "data cleansing" over the year which has improved accuracy in counting records. Accuracy will continue to improve year on year as records progressively move to our newer and current system that tracks both customers and business dischargers in a clearer manner.</p> <p>Manual counts were undertaken for some of the larger shopping malls to ensure they were captured with increased accuracy.</p>
S7		<p>The number has decreased when compared to last year due to some sites no longer discharging LTW and some having changed risk classification following further review of business activities.</p>	<p>The number has decreased further from last year due to business closures, changes customers have made to business activities and our further assessment of ongoing business activities leading to corrections of risk assignment, in line with LTW risk criteria.</p>
S7			<p>In alignment with the comments for medium risk above, where applicable, business dischargers that were counted as low risk last year, have been adjusted to medium risk.</p>
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S7			<p>This count only includes inspections/desktop audits for sites that have liquid trade waste discharging to sewer.</p> <p>Our site inspection program also includes "cold calls" to commercial sites that may have liquid trade waste discharging to sewer. Upon inspecting the site, it may be found that it does not discharge liquid trade waste. These types of inspections are an important verification tool. We have removed them from the formal reported total number of inspections as it would skew compliance rate calculations. It should be noted that the full total number of site inspections/desktop audits completed was 817.</p>
S7			
S7			
S8			
S11			
S11			
S12			
S12			

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S14	f	Standards are being further developed as while they currently align with AS5488 there appears to be a lack of understanding of how these interact with our WAE requirements. This may also be affected by the upcoming change to Geocentric Datum of Australia 2020 (GDA2020). For the majority of existing assets, water gifted assets are an interpretation based on surface assets and accuracy cannot be confirmed.	Standards continue to be further developed as, while they currently align with AS5488, there appears to be a lack of understanding of how these interact with our WAE requirements. This may also be affected by the upcoming change to Geocentric Datum of Australia 2020 (GDA2020). For the majority of existing assets, water gifted assets are an interpretation based on surface assets and accuracy cannot be confirmed.