Water Supply and Sewerage Compliance & Performance Report 2023-24

	ACT Government
U	Chief Minister, T Economic Deve

A

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

States and	ng officer may use an electronic signature.				
Sec # pt		Utility Response 2018-19	Utility Response 2019-20	Utility Response 2020-21	Utility Response 2023-24
A OA	Authorising officer name	Ray Hezkial	Ray Hezkial	Ray Hezkial	Ray Hezkial
A OA	Authorising officer title / position	Managing Director	Managing Director	Managing Director	Managing Director
A OB	Authorising officer signature				102/
A OA a	Technical compliance procedures (Y/N)	No	Yes	Yes	Yes
4 0А 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 WSA-20 Gravity Sewerage Code of Australia - WSA-02 Gravity Sewerage Code of Australia - WSA-04 Sewage Pumping Station Code of Australia - loon Water Supply Code of Australia - loon Water Supplements to WSA-02 and WSA-03 Water and sewerage service and installation rules (Issued 5 December 2002) loon Water SD Series Drawings – Issued 2 July 2018 END7 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 (WSS) 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 WSA-02 Gravity Sewerage Code of Australia - WSA-02 Gravity Sewerage 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 END7.03.03 Water Supply and Sewerage Emergency Plan WI02.01.02 Reporting a safety incident to the regulator	STD-SPE-G-019 Developer/Trovidid Astets - Water Sup and Sewerage - Asset Creation and Acceptance Process Water Supply and Sewerage Standards (WSSS) are now on WSAA codes: - WSA-02 Gravity Sewerage Code of Australia (last reissu March 2022) - WSA-03 Water Supply Code of Australia (last reissued 1 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 December 2002) Icon Water SD Series Drawings - Issued 2 July 2018 EN07.03.03 Water Supply and Sewerage Emergency Plat - MID2.01.02 Benchmon a statu incident in the Resoultator.
A OA C	Technical compliance procedure NCs (#)	0	U	0	U
A OA d	Technical compliance procedure audits (Y/N)	No	No	No	No
A OA e	Adverse audit conclusions (Y/N)	No	No	No	No
A 1	Other network serviceability audits (Y/N)	Yes	Yes	Yes	Yes
Δ 2 -	Interference from other utilities (Y/N)	Not recorded	Not recorded	Not recorded	Yes



Emergency planning

e: Responses should be provided in accordance with the Instructions a

# 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
2а	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 traingg proc NCs	0	0
2 d	Emergency training procedure audits (YN)	No	No
2 е	Emergency training proc adverse findings (YN)	No	No

#	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
3	а	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 Communciation Guide	EN07.03.03 Water Supply and Sewerage Emergency Plan, EN07.03.19 Incident Communciation Guide
		Emergeney event petities area NCa		
3	C	Emergency event notification proc NCs	0	0
3	d	Emergency event notification proc audits (YN)	No	No
3	е	Emergency event notification proc adverse findings (YN)	Νο	Νο
4	а	Emergency event Notification (#)	0	0
4	b	Report on emergency event (Y/N/NA)	Yes	Not applicable
4				Yes
5	a	EM records (YN)	Yes	fes
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	С	EM records NCs	0	0
5	d	EM records audits (YN)	No	No
5	е	EM records adverse findings (YN)	No	No
6	а	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	а	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

Contents

Water Supply and Sewerage Compliance & Performance Report 2023-24



Chief Minister, Treasury and Economic Development

Contestable Work

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

		1.00			
Sec	#	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
С	0A	-	Draft Accreditation scheme submission	No	No
С	1	а	Accreditation scheme (Y/N)	Yes	Yes
С	1	b	Accreditation scheme reference	Doc # 242801 Water and sewerage accreditation scheme	Doc # 242801 Water and sewerage accreditation scheme
С	1	С	Accreditation scheme non-conformances	271	45
С	1	d	Accreditation scheme audits (Y/N)	No	No
С	1	е	Accreditation scheme adverse findings (Y/N)	No	No

Water Supply and Sewerage Compliance & Performance Report 2023-24

Government Chief Minister, Treasury and Economic Development

ACT

		LCOIL				
D	O Service and Installation Rules					
No	ote: Re	sponse	s should be provided in accordance with the Instructions and			
Sec	c #	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24
Е	1	-	Draft S&I Rule submission	No	No	No
Е	1	а	S&I Rules (YN)	Yes	Yes	Yes
Е	1	b	S&I Rules reference	Water and sewerage service and installation	Water and sewerage service and installation	Water and sewerage service and installation
Е	1	С	S&I Rules NCs	0	0	0
Е	1	d	S&I Rules audits (YN)	Yes	No	No
Е	1	е	S&I Rules adverse findings (YN)	No	No	No
Е	2	а	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.
Е	2	С	S&I Rules training procedure NCs	0	0	0
Е	2	d	S&I Rules training procedure audits (YN)	No	No	No
Е	2	е	S&I Rules trg proc adverse findings (YN)	No	No	No

Water Supply and Sewerage Compliance & Per

ACT Government
Chief Minister, Trea Economic Develop

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

Sec <u>#</u>	ŧ _	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
E 2	2	f	Service projections for Sewerage Network	Yes	Yes
E 2	2	g	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	>	h	Service capability projection estimate	Yes	Yes
E 2		i	Service capability projection in financial plan	Yes	Yes
E 2		j	Service capability projection citation	Icon Water (2018), Service Capability Projection - Sewerage System	
E 2	2	k	Service projection non-conformances	0	0
E 2	2	1	Service projection audits (YN)	No	No
E 2	2	m	Service projection adverse findings (YN)	No	No
E 3	3	а	Design & construction procedures (YN)	Yes	Yes
E 3	3	b	Design & construction procedure references	EN05.22.25 Investment Planning and Delivery (IPAD), Project Delivery process map, Engineering design process maps (concept, feasibility and detailed), Handover work instruction	EN05.22.25 Investment Planning and Delivery (IPAD), Project Delivery process map, Engineering design process maps (concept, feasibility and detailed), Handover work instruction
E 3	3	С	Design & construction procedure NCs	0	0
E 3	3	d	Design & construction procedure audits (YN)	No	No
E 3	3	е	Design & construction procedure adverse findings (YN)	No	No
E 4	Ļ	а	O&M procedures (YN)	Yes	Yes
E 4	ļ	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	STD-SPE-G-015 General Specification, Operations and Maintenance Manuals WI11.09.01 Managing asset records STD-SPE-G-020 Requirements for asset data records
E 4	L .	с	O&M procedure NCs	0	0
E 4	Ļ	d	O&M procedure audits (YN)	No	No
E 4	Ļ	е	O&M procedure adverse findings (YN)	No	No
E 5	5	а	Asset registers (YN)	Yes	Yes
E 5		b	Asset register references	Works and Asset Management System (engineering asset register), OnePM (Maintenance strategy management and optimisation tool), Oracle (financial asset register), Ioon Water corporate mapping system (geospatial asset register), Water Meter Database, Asset records Ilbrary, Meridian drawing management system PR05.04 B Drawing management overview PR05.14 Engineering asset register overview WI05.12.01 Spatial System Asset Recording WI05.14.05 EAR Data maintenance STD-SPE-G-019 Borating Standard STD-SPE-G-020 Asset Creation and Acceptance Process STD-SPE-G-020 Asset Data Records	Works and Asset Management System (engineering asset register), OnePM (Maintenance strategy management and optimisation tool), Oracle (financial asset register), Ioon Water corporate mapping system (geospatial asset register), Water Meter Database, Asset records library, Meridian drawing management system PR05.08 Drawing management overview WI05.12.01 Spatial System Asset Recording WI05.14.05 EAR Data maintenance WI05.14.05 EAR Data maintenance WI05.14.05 Structure/area at Water Treatment plant WI05.14.03 Structure/area number at Bulk Water facilities WI05.14.03 Structure/area number at sewer treatment plant
E 5		С	Asset register NCs	0	0
E 5		d	Asset register audits (YN)	No	No
E 5	5	е	Asset register adverse findings (YN)	No	No

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

Water Supply and Sewerage Compliance & Performance Report 2023-24



Chief Minister, Treasury and Economic Development

F	Ser	vice Standards	_	
Note: Re	sponse	s should be provided in accordance with the		
Sec #	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
F	а	Rising main risk assessment (Y/N)	Yes	Yes
F	b	Rising main contingency plans(Y/N)	Yes	Yes
F	С	Rising main leak detection (Y/N)	No	No

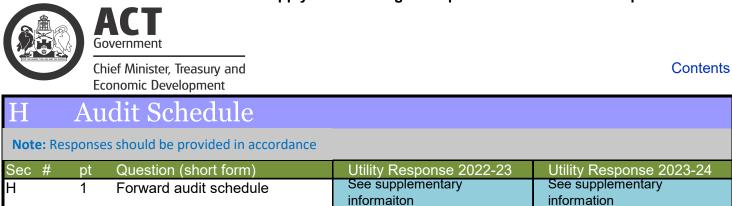
Water Supply and Sewerage Compliance & Performance Report 2023-24



Chief Minister, Treasury and Economic Development

G		Me	etering		
Note	e: Resp	ponses	should be provided in accordance with the Instructions and Die	ctionary	
Sec	#	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
G	1	а	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	С	Meter issue procedure non-conformances	0	0
G	1	d	Meter issue procedure audits (YN)	No	No
G	1	е	Meter issue procedure adverse findings (YN)	No	No
G	2	а	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	С	Meter monitoring procedure NCs	0	0
G	2	d	Meter monitoring procedure audits (YN)	No	No
G	2	е	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

Water Supply and Sewerage Compliance & Performance Report 2023-24





Water Supply and Sewerage C

Government Chief Minister, Treasury and Economic Development

ec #	pt	Question (short form)	Utility Response 2022-23	Utility Response 2023-24
1	а	Customer contact	Yes	Yes
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, reliab and quality water and wastewater service
1	С	Customer engagement frequency	See supplementary informaiton	Customer satisfaction survey is conduct annually; customer perceptions (pulse surveys) are conducted three times each year; Let's Talk strategic engagement is conducted as required by topic.
1	d	d Customer engagement estimation	See Att1 21-22	See Att1 23-24
1	e	Customer engagement into business plan	Yes	Yes
1	f	Customer engagement outcome	Yes	Yes
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 overal service in 2023-24.

Water Supply and Sewerage Compliance & Performance Report 2023-24



ACT Government

Chief Minister, Treasury and Economic Development

Contents

Network Boundary Code Note: Responses should be provided in accordance with the Explanatory Notes and the List of Questions. Question (short form) **Utility Response** Sec # Utility Response pt 2022-23 2023-24 Alternative boundary agreement (YN) No No а 1 Details of Alternative boundary b n/a n/a Yes Yes J С Alternative boundary agreement without TR consent (YN) Details of Alternative boundary without TR consent In the cases In the cases d IJ 1 where the where the basement wall is basement wall is at the boundary, at the boundary, the accepted the accepted drawings show drawings show the ownership line the ownership line at the at the flange/socket of flange/socket of the penetration the penetration pipe, not at the pipe, not at the block boundary. block boundary.



Water Supply and Sewerage C

Government Chief Minister, Treasury and Economic Development

KW Key indicators - water supply

Note: Responses should be provided in accordance with the Ex

#	pt	\bigcirc			
	μ	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24
W1		Total water supplied (ML)	45,336	47,702	53,146
W2	а	Connections - water supply (#)	196,772	200,447	204,003
	b	Customers on standard contract (#)	194,318	200,640	203,777
	С	Less onerous contracts (#)	3	3	2
W3	а	Water mains - total (km)	3,384	3,395	3,419
	b	Water mains - trunk (km)	202	204	203
	С	Water mains - reticulation (km)	2,698	2,704	2,722
	d	Water mains - critical (km)	616	617	619
	е	Water mains (critical) maintenance strategy	See supplementary information	See supplementary information	See supplementary information
	f		2,767		2,800
	g		0	0	0
	h	Stop valves (#)	19,437	19,555	19,997
	i		25	25	25
	j	Pump stations documentation (#)	25	25	25
W4	а	Main breaks, old def (#/100km)	9.96	8.44	8.82
W4	b-c	Deleted			
W5	а	Mains UIs (#/1000 prop)	53.93	67.9	73.01
	b	Property service UIs (#/1000 prop)	0.53	0.88	1.01
	С	Properties with ONE UI (#)	12,515	15,020	17,241
	d	Properties with 2 UI (#)	1,549	1,748	2,186
	е	Properties with 3 UI (#)	115	449	301
	f	Properties with 4 UI (#)	30	106	249
	g	Properties with 5+ UI (#)	26	85	0
	W2 W3 W4 W4	N2 a b c V3 a b c d c d e f g h i j N4 V4 b-c V5 a b c d b	N2 a Connections - water supply (#) b Customers on standard contract (#) c Less onerous contracts (#) N3 a Water mains - total (km) b Water mains - trunk (km) c Water mains - reticulation (km) d Water mains - critical (km) e Water mains - critical (km) g Water mains - non-critical (km) g Water mains - unassessed (km) h Stop valves (#) i Pump stations documentation (#) V4 a Main breaks, old def (#/100km) V4 bec Deleted V5 a Mains UIs (#/1000 prop) b Properties with ONE UI (#) d Properties with 2 UI (#) e Properties with 3 UI (#) f Properties with 4 UI (#)	V2 aConnections - water supply (#)196,772bCustomers on standard contract (#)194,318cLess onerous contracts (#)3V3 aWater mains - total (km)3,384bWater mains - trunk (km)202cWater mains - reticulation (km)2,698dWater mains - critical (km)616eWater mains - critical (km)2,767gWater mains - non-critical (km)0hStop valves (#)19,437iPump stations (#)25jPump stations documentation (#)25V4 aMain breaks, old def (#/100km)9.96V4 b-cDeletedV5 aMains UIS (#/1000 prop)53.93bProperties with 2 UI (#)1,549eProperties with 3 UI (#)115fProperties with 4 UI (#)30	N2 a Connections - water supply (#) 196,772 200,447 b Customers on standard contract (#) 194,318 200,640 c Less onerous contracts (#) 3 3 V3 Water mains - total (km) 3,384 3,395 b Water mains - total (km) 202 204 c Water mains - reticulation (km) 2,698 2,704 d Water mains - critical (km) 616 617 e Water mains - non-critical (km) 2,767 2,778 g Water mains - unassessed (km) 0 0 h Stop valves (#) 19,437 19,555 i Pump stations documentation (#) 25 25 j Pump stations documentation (#) 9.96 8.44 V4 b-c Deleted 19 V5 a Mains Uls (#/1000 prop) 53.93 67.9 b Properties with ONE UI (#) 12,515 15,020 d Properties with 3 UI (#) 1,549 1,74

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

Sec #	pt	Question (short form)	Utility Response 2021-22	Utility Response 2022-23	Utility Response 2023-24
	С	ACTFB required flowrate maintained (YN)	No	No	No
	d	Basis of response	Icon Water has initiated capital works at Southern Cross Yacht Club, Yarralumla to address fire flow issues. The preferred solution involves constructing a new 150 mm nominal diameter main to ensure that fire flows can be delivered. Icon Water will continue working with ACT Fire & Rescue to determine the requirements at six other sites identified in last year's report. - commercial area, Victoria St Hall - Black Mountain School & Canberra Chinese Christian Church, Dryandra St O'Connor - Alexandrina Dr Yarralumla, between Novar St and Hopetoun Cct - embassies of Norway & Denmark, Hunter St Yarralumla - St Aidan's Uniting Church, Wylie St Narrabundah - 6 Makin PI Deakin Alivio Tourist Park, Kunzea St O'Connor was also identified in last year's report but has been determined compliant.	Water mains augmentation to meet firefighting flow and pressure for Southern Cross Yacht Club, Yarralumla is underway. The expected commissioning date is in August 2023. ACT Fire & Rescue confirmed acceptance of the current level of service as being adequate for the following sites: 1.Commercial area in Hall, 2.6 Makin Place, Deakin 3.Alexandria Drive Yarralumla, between Novar St and Hopetoun Circuit. A project is initiated to address the four other sites mentioned in last year's report which are 1.Black Mountain School and Canberra Chinese Christian Church, Dryandra St, O'Connor 2.Embassies of Norway & Denmark, Hunter St Yarralumla 3.St Aidan's Uniting Church, Wylie St Narrabundah 4.Embassies East of Empire Circuit in Yarralumla including embassies for: Indonesia, Belgium, France, Egypt, Myanmar, Israel, and the United States.	A project has been initiated to address the four remaining sites that do not meet fire flow requirements (as previously reported): 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. Contractors will be engaged in August 2024 and the project is expected to be completed by December 2025.
K W1	11 a	Water service complaints (#)	159	189	165
	b	Water service complaints by type	See W11 b worksheet	See supplementary information	See supplementary information
K W1	12	Real losses (ML)	2,458	3,479	3,314
K W1	13 a	Leakage investigation - length (km)	0	0	0

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



Water Supply and Sewerage Comp

ACT Government Chief Minister, Treasury and Economic Development

Contents

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
Κ	S1		Total sewage collected (ML)	44,411	43,373	36,718
K	S2		Connected properties - sewerage (#)	196,207	199,887	203,431
Κ	S3	а	Sewers (km)	3,425	3,433	3,461
Κ		b	Sewer mains - trunk (km)	353	363	369
Κ		С	Sewer mains - reticulation (km)	3,073	3,070	3,092
Κ		d	Sewer mains - critical (km)	0	0	60
Κ		е	Sewer mains - non-critical (km)	0	0	3,401
Κ		f	Sewer mains -unassessed (km)	3,425	3,433	0
Κ		g	Number of pump stations (no.)	27	27	28
K	S4	а	Breaks & chokes - mains (#/100km)	35	29	39.44
Κ		b	Breaks & chokes - connections (#/1000prop)	7	5	6.86
Κ		С	Roots - mains (%)	88.38%	87.84%	87.22%
Κ		d	Roots - connections (%)	82.07%	77.89%	75.99%
Κ		е	Breaks in mains (#)	1,188	995	1,354
Κ		f	Breaks in connections (#)	1,433	977	1,395
Κ	S5		Drainage reimbursements	776	442	604
Κ	S6	а	Sewer overflows, total (#)	956	792	1,115
K		b	Sewer overflows, critical (#)	294	280	349
Κ		С	Overflows from overload conditions (#)	Not recorded	Not recorded	Not recorded
Κ		d	Overflows from pump stations (#)	2	0	0
Κ		е	Overflows cause undetermined (#)	43	76	114
Κ		f	Properties subject to repeat overflows (#)	226	408	430
Κ		g	Overflows in properties	4	6	1
Κ		h	Trunk sewer under capacity (#)	1	1	1
Κ		i	Trunk sewer under capacity in 5 years (#)	1	1	1
Κ	S7	а	LWAP (YN)	Yes	Yes	Yes
К		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
К		С	Customer (#)			
K		d	Sites with GITs			
K		е	LWAP NCs			
K		f	Customer inspection (#)			
K		g	Non-complying customers (#)			
K		h	Non-complying customers (#)			

c#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
i	Businesses Discharging LTW (#)	2,559	1,959	2,264
k	Businsses Discharging LTW - High Risk	49	44	28
		476		1,039
m		1,056		1,163
n		1,474	868	831
0		52	333	608
р		11	40	49
q		8	48	57
r		33	220	502
S		15	135	368
t		5	7	30
u		2	25	29
V			103	309
		3	25	111
x		1		183
	Deleted	-		
		110	92	107
				100
				33,992
				1,283
				7.935
		0		0.334
		0		0.208
				1,483
f		0	0	0
a		2.07	1.124	8.477
				1,322
				0
			0	0
			88	55
				239
C				197
d			641	945
		0		0
f		0	0	0
		-		39.95%
				50.00%
				9.95%
				0.10%
		0.00%	0.00%	0.00%
				See supplementary information
	i j k m n o p q q r s s t u v v w w x S7.1 a-b S8 S9 S10 S11 a-b S8 S9 S10 S11 a-b S8 S9 S10 S11 a-b S8 S11 a-b S8 S12 a b c c d e f g S12 a b c c S13 a b c c S13 a b c c d e f c d d e f f g S12 a b c c d d e f f g S12 a b c c d d e f f g S12 a b c c d d e f f f g s f f g s f f g g s f f g g s f f g g s f f g g g g	i Volume Trade Waste Collected ML j Businesses Discharging LTW (#) k Businesses Discharging LTW - High Risk l Businesses Discharging LTW - High Risk m Businesses Discharging LTW - Low Risk m Food Businesses requiring GITs o Compliance Inspections completed - Total (#) p Compliance Inspections - Medium Risk (#) q Compliance Inspections - Medium Risk (#) r Compliance Inspections - Low Risk (#) s Non-compliant inspections - Total (#) t Non-compliant inspections - Low Risk (#) v Non-compliant inspections - Low Risk (#) w Non-compliant inspections - Low Risk (#) v Non-compliant inspections - Low Risk (#) w Non-compliant inspections - Low Risk (#) v Non-compliant inspections - Inadequate GIT - Total (#) x Non compliant inspections resolved - Total (#) S7.1 a-b Deleted S8 Sewerage complaints (#) S9 Treatment compliance (%) S10 CAPEX sewerage (\$000s) S11 a Sewer repair cost (\$000s) b Sewer renewal - 150mm (km) c Sewer renewal - 225mm (km) d Sewer renewal - over 225mm (km) g Sewer renewal - ortical mains (km) g Sewer renewal - ortical mains (km) S12 a Sewer connection renewal (#) c Sewer connection renewal (#) c Sewer connection renewal (\$000s) b Sewer renewal - cost (\$000s) b Sewer renewal - cost (\$000s) c Sewer length inspected (km) d Sewer length inspected (km) d Sewer renewal cost (\$000s) c Sewer length root-cleaned (km) d Sewer renewal cost (\$000s) c Sewer length root-cleaned (km) f Sewer renewal cost (\$000s) e Sewer renewal cost (\$000s) c Sewer length root-cleaned (km) d Sewer renewal cost (\$000s) c Sewer renewal cost (\$000s) e Sewer renewal cost (\$000s) c Sewer renewal cost (\$000s) c Sewer renewal cost (\$000s) c Sewer ren	i Volume Trade Waste Collected ML Not recorded j Businesses Discharging LTW + High Risk 49 1 Businsses Discharging LTW - Hedium Risk 476 m Businsses Discharging LTW - Low Risk 1.056 n Food Businsses requiring GITs 1,474 o Compliance Inspections completed - Total (#) 52 p Compliance Inspections - High risk (#) 11 q Compliance Inspections - Medium Risk (#) 8 r Compliance Inspections - Medium Risk (#) 15 t Non-compliant Inspections - High Risk (#) 15 u Non-compliant Inspections - High Risk (#) 5 u Non-compliant Inspections - Inadequate GIT - Total (#) 3 x Non compliant Inspections resolved - Total (#) 1 S8 - Sewerage complaints (#) 110 S8 - Sewerage Complaints (#) 100 S8 - Sewerage Complaints (#) 0 S8 - Sewerage Complaints (#) 0 g - Sewerage Complaints (#) 100	i Volume Trade Wasie Collected ML Not recorded Businesses Discharging LTW - High Risk 49 44 I Businesse Discharging LTW - Medium Risk 476 354 m Businesse Discharging LTW - New Risk 106 1,561 n Food Businessees requiring GTS 1,474 866 ormpliance Inspections - Might risk (#) 11 40 46 r Compliance Inspections - Neglited - Total (#) 8 48 48 r Compliance Inspections - Neglited Will (#) 6 7 7 s Non-compliant Inspections - Neglited Will (#) 6 7 7 u Non-compliant Inspections - Neglited Will (#) 6 7 7 w Non-compliant Inspections - Indequale GTT - Total (#) 8 103 8 S8 - Sever regar compliant (#) 110 92 92 S7 Non compliant Inspections - Indequale GTT - Total (#) 110 92 92 S9 - Treatment compliance (%) 100 100 <

Water Supply and Sewerage Compliance & Performance Report 2023-24



L	UT	RΑ	ct Requirements			
Note	: Resp	ponses	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	а	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



\mathbf{M}	Lic	cenc	e Requirements			
Note	: Resp	onses	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
М	1	-	ICRC notified of material beach of Licence in relation to UTR Act or Tech Code (Y/N). If Y, advise: (a) No NC (b) When NC occurred (c) Reasons for NC (d) Consequences of NC (e) Rectification measures	No	No	No
М	2	а	Agreement with ACT F&R (Y/N)	Yes	Yes	Yes
Μ	2	b	ACT F&R agreement specifies (Y/N): - pressure and flow available in network - street hydrant maintenance program.	Yes	Yes	Yes
Μ	2	С	ACT F&R agreement review completed within 12 months of review commencement (Y/N). If N provide details.	No	No	No
Μ	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
	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.
School and community	Digital school presentations	Tertiary groups - universities, CIT	10 STEM education events 7,500 pax.	Increased understanding of water quality and treatmen processes, sustainability, conservation and wastewated drain care.
eduction program	Education program newsletter	Industry Delegates	3 newsletters	
	Use of website education materials	Community groups and individuals	59,964 water education web page visitors	Contributed to various tertiary areas of study including STEM, environment, history, geography, plumbing.
		ACT Government		
	Participation at local events such as Floriade Community and Lifeline's Bookfairs	ACT residents and visitors		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.).
Community engagement	Advertising	Website and social media users	150,000+	
and awareness program	Articles in publications Flyers and brochures Social media Website Media release			
			Website: over	Relationship building, education, community support and increased brand awareness.
	Promotion of Icon Water as Canberra's water		562,000 unique visits	
Brand awareness and engagement	and wastewater provider through partnerships, media, social media, website, stakeholder and sponsorship engagement	Customers and community	Social media: 1,340,000	
			impressions	
Let's Talk Water and Nastewater Strategic	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
Engagement Program - Jnderstanding Financial	Interviews with customers with lived experience			underpin future strategic and investment decisions, an ensure we provide affordability and support customers
/ulnerability	Stakeholder interviews			experiencing short or long term financial difficulty
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	Community education and feedback on water security knowledge, understanding customer and community ideas aroun service levels, and the levels of acceptability of different scenarios for implementing water restrictions and exploring a shortlist of future water source solutions

			Contents
OT T	Eco		
Note: Plea	Vat ase re		
📱 тір	o:Pre		
Number	pt	Utility Response 2022-23	Utility Response 2023-24
Α1	1	The following audits were completed in 2022-2023: - Drinking water quality management - Customer Support Program - Compliance of Environmental Management Systems to ISO 14001:2015 - Risk management framework - Environmental Protection Controls to prevent sewer overflow from pump stations - Fraud controls and processes - Compliance with the Consumer Protection Code (automatic rebate payments) - Training gap assessment	The following audits were completed or in progress in 2023-2024: - Drinking water quality management (in progress) - 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) - The following audits from the program were deferred/removed: - Corporate services transition (capability review) - Corporate services transition (capability review)
A2		Interference recorded in the works and asset management system includes other utilities and third party damage by contractors. Assets affected include: Water - distribution main 2 - domestic 21 - reticulation main 6 - valve gate 1 - valve hydrant spring hydrant 1 - water meter greater than 20mm 2 Sewer - reticulation 1 - standard maintenance hole 1	- Corporate services transition (publicless review). Interference recorded in the works and asset management system includes other utilities and third party damage by contractors. Assets affected include: Water - 42 Sewer - 3
B 00A	đ		
B 1	1		
B 4	a		
88			

11 of 20

Number	pt	Utility Response 2022-23	Utility Response 2023-24
B8		0 mily 10 sponse 2022=23	Ounty Response 2023-24
B8			
B8	· ·		
C 1	с		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
D1			installed into greenfield developments.
E2	b&g		
E 8	а	Icon Water has an Asset Management System aligned to ISO 55001 and	
		we continue to improve our asset management capability through	continue to improve our asset management system as outlined in the "Stratogic Asset Management Blan"
		people, processes and technology.	"Strategic Asset Management Plan".

_	Utility Response 2022-23	Utility Response 2023-24
	There were 69 projects identified in the water and sewer AMP for 2022-	Projects with business cases approved but have been delayed compared
	2023 This included 33 post-business case in planning and	to AMP anticipated timing:
	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	CX11381Water Main Augmentation (Fire Flow Non-Conformance) - Package 2
	compared to an actual expenditure of \$60.04m.	CX11305EM Liquid Sugar/LM Permanent Carbon Dosing
		CX11334Turner Section 57 Sewer Augmentation
	The following projects have business cases approved. These have	CX11340MOS Lining Failure Rectification
	commenced with delivery but planning or construction has taken longer	CX11306EM Non-Potable Water investigation
	than anticipated compared to the annual program approved by the	CX11312Water Mains Replacement 2023 - 2028
	Investment Review Committee. Some projects have had lingering supply	CX11281LMWQCC Disinfection Renewal
	chain delays associated with international supply issues.	CX11248Corin Dam Downstream Spillway Erosion and Access Track
		Improvements
	Some of these reflect spending timing change within a twelve-month	CX11178EMWQCC Office Accommodation refurbishment project
	period, rather than delays to the final delivery of the program/project.	CX11262EMWQCC Biosolids Management Renewal
	These may also be offset by increased or earlier expenditure to other	CX11307Googong WTP Fire Fighting Water Supply Upgrade
	projects and programs.	CX11311Sewer Mains Replacement 2023 - 2028
	CX10534 2 LMWQCC Tertiary Filters and Disinfection System Upgrade	CX11061EMWQCC Secondary Treatment Bioreactors Capacity Upgrade
	CX10534 2 Enwork Access Upgrades	CX11095Sewage Pumping Stations Renewal
	CX11035 LMWQCC Furnace 2 Overhaul Capex Component	CX11038Dewatered Sludge Temporary Laydown Pad at LM
	CX11038 Dewatered Sludge Temporary Laydown Pad at LM	oxinoobbewatered oldage temporary baydown had at tw
	CX11095 Sewage Pumping Stations Renewal	
	CX11250 Coppins Crossing Closure	
	CX11281 LMWQCC Disinfection Renewal	
	CX11282 Bendora Left Abutment Track Repairs	
	CX11305 LM Liquid Sugar	
	No to low long-term impact: Impact will not impact lifespan or lifecycle	Minor delays in design, procurement etc that will not impact final
	costs	commissioning and delivery dates. No expected impact on levels of
		service or lifecycle cost:
	CX10534-2 LMWQCC Tertiary Filters: This project closed in the	CX11381Water Main Augmentation (Fire Flow Non-Conformance) -
	financial year. While there was a slight variation in the annual budget, this reflects project savings including non-required contingency. This is	Package 2 CX11334Turner Section 57 Sewer Augmentation
	a positive impact on lifecycle costs	CX113410MOS Lining Failure Rectification
	a positive impact on medycle costs	CX11307Googong WTP Fire Fighting Water Supply Upgrade
	CX11013: Network Access Upgrades: This project underspent the	CX11061EMWQCC Secondary Treatment Bioreactors Capacity
	financial year by 11% which is reflective of upfront delays in awarding	Upgrade
	the contract that resulted in work slipping into 2023-24.	CX11262EMWQCC Biosolids Management Renewal
		CX11312Water Mains Replacement 2023 - 2028
	CX11035 LMWQCC Furnace 2 Overhaul Capex Component: works were	CX11311Sewer Mains Replacement 2023 - 2028
	deferred due to operational contraints resulting in a reduction in	
	expenditure.	Minor delay to commissioning with no to low long-term impact, impact
		will not impact lifespan or lifecycle costs:
	CX11038 Dewatered Sludge Temporary Lay Down Pad at LM: Program	CX11038 Dewatered Sludge Temporary Laydown Pad at LM
	prioritisation resulted in the deferral of this project, leading to a delay in	CX11095 Sewage Pumping Station Renewals
	the award of the detailed design consultancy. The delay will not impact	
	lifespan or lifecycle costs. Some short-term operational controls will be	Minor delay to commissioning with low to medium impact to lifespan or
	required if there is a solids system (Furnace) shutdown before this is	lifecycle. Mitigation and progression is within Icon Water control:
	completed.	CX11248Corin Dam Downstream Spillway Erosion and Access Track Improvements (potential increase operating costs during wet periods
	CX11095 Sewage Pumping Stations Renewal. Significant delays with the	until repaired)
	awarding the contract and durther delays with detailed design has	CX11305EM Liquid Sugar/LM Permanent Carbon Dosing (delay to
	impacted the overall project with a financial year underspend of 54%.	allow alignment with secondary upgrade)
	inputtor the erear project with a micholar year underspend of 54%.	CX11306EM Non-Potable Water investigation
	CX11250 Coppins Crossing Closure. This project underspent in the	CX11281EMWQCC Disinfection Renewal (delay to allow alignment

E10

G3

13 of 20

er pt	Utility Response 2022-23	Utility Response 2023-24
er ot	Utility Response 2022-23 Internal audit coverage from our Internal Audit Annual Plan: Year 1 2023-24 Orinking 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 (business readiness review) Data privacy Asset protection Year 2 - potential areas for review in 2024-25: Orinking water quality management Management systems review (OHS) Workforce planning Caption contributions scheme GIS system currency review Procurement framework Trunk sever failure response readiness Security of critical infrastructure - framework implementation Billing cycle and revenue assurance IT access management Wanagement system review (environment) Financial controls Billing cycle and revenue assurance IT access management Wark 3 - potential areas for review in 2025-26: Orinking water quality management Managemenet	Utility Response 2023-24 Internal audit coverage from our Internal Audit Annual Plan: Year 1 2024-25 - Drinking water quality management - Change management - Management Systems review - Optimis Management framework - Ocrporate services transition (Irransition partner contract management) - Optimis exvices transition (Irransition partner contract management) - Optimis exvices transition (Irransition partner contract management) - Optimis exvices transition (Irransition partner contract management) - Digital program governance - Invident reporting framework - Invident reporting framework - Inventory / supply chain management - Comprisone with Water and Severage Technical Code - Data governance (GIS) - Billing cycle and revenue assurance - Procurement framework - Trunk sever failure response readiness - Procurement framework - Comporte services transition (financial management) - Ocrporate services transition (post implementation review) Year 3 - potential areas for review in 2026-27: - Drinking water quality management - Internal audit function - Evaluation of critical storm damage failure points <
a	The customer and community engagement program Let's talk water and wastewater can be found on our website https://www.iconwater.com.au/Community-and-Education/lets-talk-water- wastewater.aspx . Icon Water continues on with a broad range of engagement and educational addivities within the ACT. These activities include community consultation, surveys and educational activities which target our regidential and commercialized within the actor.	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. 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 are restricted and commercial file ducted accented the sub-
6	our residential and commercial/industrial segments. Customer satisfaction survey is conducted annually; customer perceptions (pulse surveys) are conducted three times each year; Let's Talk strateqic engagement is conducted as required by topic.	our residential and commercial/industrial segments.

Number pt	Utility Response 2022-23	Utility Response 2023-24
II	Unity Response 2022/23 Was focused on talking to the community about two significant projects (Biosolids and Bioreactors) for our primary wastewater treatment plant, Lower Molongio Quality Control Centre (LMWQCC). We have engaged with our customers and community, as well stakeholders and partners through multiple channels including our website and social media channels. Engagement occurred via surveys and deep dive deliberative processes. We continue to work with various ACT Government forums to participate and to promote the program. We are also sharing insights with our partners to identify mutual areas of interest and responsibility. The wastewater engagement program included a Citizens Panel with participants representing all segments and demographics, an Environmental Panel with representatives from various environmental groups, and our Expert Panel – a group of eight experts in the areas of water, wastewater, the environment and meteorology.	Utility Response 2023-24 Our 2023-24 program engaged the community and stakeholders in two significant projects: Our Water Future, and Understanding Financial Vulnerability. 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. We also reached out to our customers and the community through quantitative surveys, interviews with water-dependent businesses and key high-volume consumers. 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 tempoary water restrictions and PWCM, and refinement of th future water source options assessment, including a recommendation o a shortlist of options for more detailed assessment. As part of our work to support customers who are experiencing financia difficulty, we have understand impacts and experiences in the local context. A primary objective was to ensure our current financial hardfible
M 2	Refer to K W 10 d.	program is effective in meeting customer needs as we review and refine programs that support our customers and their ability to pay Refer to K W 10 d.

lumber	pt	Utility Response 2022-23	Utility Response 2023-24
uniter 13 13		Water mains and associated assets, like all other asset as in Icon Water asset base in general, are subject to reliability centred maintenance (RCM) based maintenance strategies. Critical water transfer mains installed above ground are inspected externally on an annual basis. This is part of the preventative maintenance program. Critical water transfer mains assets such as access tracks, pipe bridges, valves, gears, manholes, actuators, and valve chambers installed on and associated with the mains are inspected externally on an annual and biennial (every two year) basis. This is part of the annual preventative maintenance program. Critical water transfer mains, where installed below ground, are inspected externally on a nunual and biennial (every two year) basis. This is part of the annual preventative maintenance program. Critical water transfer mains, where installed below ground, are inspected externally on a using specialised non-intrusive techniques as required when condition measures indicate potential issues arising. Critical water transfer mains are inspected encortical as a trading as 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. Interview of the sections is for a scritical as a screening tool to narrow down problematic form these inspections if roractical are scritified	Inspection and Maintenance Program Above-Ground Assets: Annual Inspections: Critical above ground water transfer mains are inspected externally every year as part of the preventive maintenance program. 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 preventive maintenance program. Below-Ground Assets: Condition-Based Inspections: Critical below-ground water transfer mains are inspected externally using specialised non-intruive techniques as needed, based on condition measures indicating potential issues. 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.
		Minor defects identified from these inspections, if practical, are rectified on the spot at the time of inspections.	Minor Defects: Minor defects identified during inspections are rectified on the spot if practical. Major Defects: Major defects, which usually require coordination with
<u>W3</u> W4			
W5	4		
W5	1		
W5	C-g	Properties with 5+ unplanned interruptions relate to the following shut off blocks: Gungahim: 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. Ngnunnawal: a single valve failure event required an outage and isolation of the affected shut off block. In the process of isolating upstream valves, several other valves failed prematurely in operation due to an unusual failure method (valve bonnet snapping under light operation). A warning notification has been added to the GIS for Ngunnawal. Investigations are continuing.	
W5	6 , 1		Properties with 4 unplanned interruptions related to the following shut off blocks: Gungahin - interrutpions related to the failure of a specific type of polyethytene service line tap-in fitting. This product is being monitored and is no longer in the approved product list. Kingston - two unplanned interruptions were on water mains and two were hydrant failures. The failure rate in this shut off block will be
W5	ę		monitored.
W7			
W8			

Number W8	pt		Utility Response 2023-24
	b&c	Utility Response 2022-23	
	Dac		
W8			
vvo	•		
W9			
vv9			
W9			
VV9	•		
V10	а	New deed signed on 4 July 2023.	
V11			
W11	а		
V11	b	Water service complaints received by the type of issue concerning	Water service complaints received by type of issue concerning bursts,
W I I	D		
		bursts, leaks, service interruptions, adequacy of service, water pr	leaks, service interruptions, adequacy of service, water pressure and
		essure and water reliability.	water quality.
		Row Labels	water quality.
		Row Labels	Water quality. Row Labels T Water
		Row Labels	water quality. Row Labels T Water Customer service 8
		Row Labels 3" Water Contomer service 15 Poor communications/differing expectations 2 Service research and met 1	water quality. Row Labels 37 Water Customer service 8 Driving/Parking
		Row Labels 3 Water Costome service 15 Poor communications/differing expectations 2 Service request not met 3	water quality. Rev Labels
		Row Labels 3 Water Costome service 15 Poor communications/differing expectations 2 Service request not met 3	water quality. Rev Latests J Water Customer service 8 Driving/Parking Poor communications/differing expectations 3 Service requesting them 4
		Row Labels 3 Water Costome service 15 Poor communications/differing expectations 2 Service request not met 3	Watter quality. Row Labsis 3" Water Customer service 8 Driving/Parling Poor communications Service request not met Suffrude 1
		Row Labels 3 Water Costome service 15 Poor communications/differing expectations 2 Service request not met 3	water quality. Rev Labels J Water Customer service 8 Driving/Parking Poor communications/differing expectations 3 Service request not met Staff rude 1 Damage to property 27
		Row Labels 3 Water Costome service 15 Poor communications/differing expectations 2 Service request not met 3	Water quality. Row Labels Image: Constraint of the second secon
		Nor Labels J Water "Catalents service 10 Poor communications/differing expectations 10 "Catalengt-To property 10 "Catalege's to property 10 All-n-boxed gauge or not-buildings 10 Inside parage or poly-buildings 10 Full 10 Provide parage or not-buildings 10 Inside house 10 Under space information met 10 Stable bit to a fires 20	Water quality. Rev Labets J Water Outsome service 8 Driving Parking 3 Service requist not met 4 Staff rude 1 Dage to property 27 All=house/grange or out-buildings 8 Initide grange or run-buildings 4
		Nor Labels J Water "Catalents service 10 Poor communications/differing expectations 10 "Catalengt-To property 10 "Catalege's to property 10 All-n-boxed gauge or not-buildings 10 Inside parage or poly-buildings 10 Full 10 Provide parage or not-buildings 10 Inside house 10 Under space information met 10 Stable bit to a fires 20	Water quality. Row Labels Cutstomer service 8 Driving/Paring 8 Poor communications/differing expectations 3 Service requises not met 4 Staff rule 1 Damage to property 27 All = house/garage or out-buildings 8 Inside garage or out-buildings 4 Inside bouse 6
		Nor Labels J Water "Catalents service 10 Poor communications/differing expectations 10 "Catalengt-To property 10 "Catalege's to property 10 All-n-boxed gauge or not-buildings 10 Inside parage or poly-buildings 10 Full 10 Provide parage or not-buildings 10 Inside house 10 Under space information met 10 Stable bit to a fires 20	Water quality. Rev Labels J Water Outcomes service 8 Driving Parking 3 Service request not met 4 Staff rude 1 Damage or property 27 All – house/arrage or out-buildings 8 Inside house 6 Herster readers 1
		Nor Labels I Water "catalenter service" 10 Poor communitation (affinitive expectations 10 Image to property 10 Image to property 10 All "-based gauge or on building: 2 Image to property 10 All "-based gauge or on building: 2 Data space for more than the space of the space	Operating quality. Rest Labels Image: Constraint of the second of the
		Nor Labels J Water "catalenter service" 10 Poor communications/differing expectations 20	Water quality. Rev Labels J Water Outcomes service 8 Driving Parking 3 Service request not met 4 Staff rude 1 Damage or property 27 All – house/arrage or out-buildings 8 Inside house 6 Herster readers 1
		Non-Labels UMder "contents stratuce" 10 Poor communications/differing executions 10 Image: stratuce of the stratuce of t	Water quality. Rev Labels J Water Duritomes service 8 Driving Parking 3 Service requist not met 4 Staff rude 1 Danage property 27 All-house/grange or out-buildings 8 Inside house 6 Meter readers 1 Public space/environment 8 Leak 29
		Non Labels Water "Cateness service" 10 Poor communitativity/differing expectations 2 Service regularity from (mark) 10 "Camega for projecting 10 "Camega for projecting 10 "Service regularity from dividing 10 "Banding for projecting 10 "Banding for projecting 10 Table for its mass 2 "Gate and the strength of the strengh of the strength of the strengh of the strength of th	Water quality. Rev Latests J Water Customer service 8 Driving/Parking 9 Service request not main 1 Bange to property 27 All-house/garage or out-buildings 8 Inviside grage or out-buildings 6 Heriter realized to All Mater maders 1 Public grage or out-buildings 4 Leaking meter 26
		Non Labels Water "Cateness service" 10 Poor communitativity/differing expectations 2 Service regularity from (mark) 10 "Camega for projecting 10 "Camega for projecting 10 "Service regularity from dividing 10 "Banding for projecting 10 "Banding for projecting 10 Table for its mass 2 "Gate and the strength of the strengh of the strength of the strengh of the strength of th	Water quality. Rev Labels Dusters service 8 Duster request not status along differing expectations 3 Service request not met 4 Staff rude 1 Danage or property 27 All-house/argange or out-buildings All-house/argange or out-buildings 6 Hostie house 6 Meter readers 1 Public space/invironment 8 Leaking meter 29 Leaking meter 26 Timeliness to repair 3
		Non Labels Water "Cateness service" 10 Poor communitativity/differing expectations 2 Service regularity from (mark) 10 "Camega for projecting 10 "Camega for projecting 10 "Service regularity from dividing 10 "Banding for projecting 10 "Banding for projecting 10 Table for its mass 2 "Gate and the strength of the strengh of the strength of the strengh of the strength of th	Water quality. Rev Latests J Water Customer service 8 Driving/Parking 9 Poor communications/differing expectations 3 Sarrier expects not main the service of
		Non-Labels UMder "Contents startic" 10 Poor communications/differing exectations 10 Import comparison 10 Import comparison 10 Import communications/differing 10 Import comparison 10 Import comparison <td< td=""><td>Water quality. Rev Labels J" Water Outcomer service 8 Decore communications differing expectations 3 Service request not met 4 Staff rude 1 Damage or property 27 All-house/agrage or out-buildings 8 Inside house 6 Meter readers 1 Public space/environment 8 Leaking meter 29 Leaking meter 26 Timeliness to repairi 3 Note entities stor (Planned) 14</td></td<>	Water quality. Rev Labels J" Water Outcomer service 8 Decore communications differing expectations 3 Service request not met 4 Staff rude 1 Damage or property 27 All-house/agrage or out-buildings 8 Inside house 6 Meter readers 1 Public space/environment 8 Leaking meter 29 Leaking meter 26 Timeliness to repairi 3 Note entities stor (Planned) 14
		None Labels Utware "Contents service 10 Poor communitation/differing executions 10 Image: Execution	Water quality. Rev Latests " Water Customer service 8 Driving Parking 9 Poor communications/differing expectations 3 Service request not ment 4 Banged to property 27 All—house/garage or cut-buildings 8 Inside house 6 Hender dendryfMetric readers 1 Usage of the control of the contro
		Non-Labels UMder "Contents startic" 10 Poor communications/differing exectations 10 Import comparison 10 Import comparison 10 Import communications/differing 10 Import comparison 10 Import comparison <td< td=""><td>Water quality. Rev Labels J" Water Outstomes service 8 Decore communications/differing expectations 3 Service request not met 4 Staff rude 1 Damage or property 27 All-house/agrage or out-buildings 8 Inside house 6 Meter readers 1 Leaking meter 29 Leaking meter 26 Timeliness to repair 3 Notice nit/to short (Planed) 14 Note nit/to short (Reactive) 10</td></td<>	Water quality. Rev Labels J" Water Outstomes service 8 Decore communications/differing expectations 3 Service request not met 4 Staff rude 1 Damage or property 27 All-house/agrage or out-buildings 8 Inside house 6 Meter readers 1 Leaking meter 29 Leaking meter 26 Timeliness to repair 3 Notice nit/to short (Planed) 14 Note nit/to short (Reactive) 10
		None Labels Water "Contents service" 10 Poor communitativity differing expectations 10 "Contents service" 10 Alt - hourd (argued to do houring) 10 Main Houring 10 Pacing to an houring 10 Bill to a pace of monostraining 10 Contents 10 Label to a monitor 10 Label to a monitor 10 Label to a monitor 10 Label to the houring content 10 Users of the houring content 10 Word 10	Water quality. Rev Latests " Water Outcomer service 8 Driver granting 9 Poor communications/differing expectations 3 Service request not main the service stations 3 Staff rule 1 Bange to property 27 All-house/grange or out-buildings 8 Inside house 6 Meter readers 1 Public space/environment 8 Public space/environment 20 Time/director opair 20 None 14 Note: nutritor 10 Nore sets 49
		None Labels Water "Contents service" 10 Poor communitativity/differing expectations 10 "Contents service" 10 Alt - hourd (argued to do houring) 10 Main Mark Service 10 Packation (argued to do houring) 10 Balance and the service 10 Case life and service 10 Case life and service 10 Balance and the band/planed 2 "Ratice with two short/planed 2 "Ratice with two short/planed 2 "Ratice with two short/planed 2 "Ratice with two short (framed) 10	Water quality. Rev Laters J Water Outstems service 8 Drong parking 3 Service request not met 4 Staff rude 1 Danage or property 27 All - house/aprage or out-buildings 8 Inside house 6 Meter caders 1 Public space/environment 8 Leaking meter 29 Leaking meter 26 Timeliness to repair) 3 Note nit/to short (Planned) 14 None 10 One 10 Out April (Application) 10 Out Application) 10
		None Labels Utware ** Contenter service 10 Poor communications/differing executions 2 ** Contenter service 10 ** Conter service 10 **	Water quality. Rev Latests " Water Customer service 8 Drore communications/differing expectations 3 Service request not meta 3 Sandre request not meta 4 Sandre broeser/grange or out-buildings 8 Inside house 6 Meter readers 1 Public space/environment 8 Lasking meter 25 Lasking meter 26 None 10 None 10 None 10 Our Asets 69 3rd party/dipputed 1
		None Labels Utware ** Contenter service 10 Poor communications/differing executions 2 ** Contenter service 10 ** Conter service 10 **	Water quality. Rev Labels I Mater Outstems service 8 Driving Parking 3 Service request not met 4 Staff rude 1 Damage or property 27 All - house/agrage or out-buildings 6 Inside house 6 Meter cadarding/Meter readers 1 Public space/environment 8 Leaking meter 29 Leaking Meter 20 None 14 None 14 None 10 Our Assets 49 3d daprid/public 1 Asset information/plant/GIS/nocation 26
		None Labels Utware ** Contenter service 10 Poor communications/differing executions 2 ** Contenter service 10 ** Conter service 10 **	Water quality. Rev Latests J Water Outcomer service 8 Driver parking 9 Poor communications/differing expectations 3 Service request not metal 4 Staff rude 1 Bangest property 27 All=house/garage or out-buildings 8 Inside house 6 Meter candry?Meter readers 1 Public space/environment 8 Laking meter 26 Timelines to repart 26 None 10 Ower Assets 49 Surfard/PhotoPart (Pleased) 11 None 10 Ower Assets 49 Arg and rydpapted 1 Assist (Pleased) 25 Damaged hydrar/value 25 Damaged hydrar/value 25
		Note Labels UMater "Contents strukt" 10 Poor communitativity/differing expectations 10 - Bartage in pripring 10 - Bartage in pripring in the pripring 10 - Bartage in pripring in the pripring 10 - Bartage in the pripring in the	Water quality. Revial Archite quality. Port contents service 8 During Parking 3 Service request not net 4 Staff rude 1 Damage to property 27 All - house/aprage or out-buildings 8 Inside house 6 Meter caders 1 Public space/environment 8 Leaking meter 26 Timeliness to repair) 3 Note nilfvo short (Planned) 14 None 10 Our Assets 49 Of drapt dippted 1 Asset informatorylawiGIS/focation 2 Faulty Meter 2 Damage dipfant/value 1 Asset informatorylawiGIS/focation 2 Paulty Meter 2 Damage dipfant/value 1 Asset informatorylawiGIS/focation 2 Paulty Meter 2 Notice inflors staff (Planned) 14
		Note Labels UMater "Contents strukt" 10 Poor communitativity/differing expectations 10 - Bartage in pripring 10 - Bartage in pripring in the pripring 10 - Bartage in pripring in the pripring 10 - Bartage in the pripring in the	Water quality. Rev Labels " Water Customer service 8 Decrement statustatom/differing expactations 3 Service request not met 4 Staff rude 1 Board property 27 All=house/garage or out-buildings 8 Inside house 6 Meter caders 1 Public space/environment 8 Leaking meter 26 Timelines to repart 31 None 14 None 15 Damaged hydrant/shape 2 Damaged hydrant/shape 2 Faulty Meter 2 Noity assit 17 (blank) 1
		Note Labels Water ** Catener savie: 10 Poor cannucations/differing expectations 10 ** Control expects from the main from the mai	Water quality. Rev Latests " Water Customer service 8 Driving/Parking 9 Poor communications/differing expectations 3 Sarrice request not met 4 Saffrude 1 Bange to property 27 All-house/garage or out-buildings 8 Inside garage or out-buildings 8 Vector request not met 8 Vector request not met n
		None Labels Water	Water quality. Rev Latests J Water Devicemer service 8 Devicemer service 8 Devicemer service 8 Poor communications/differing expectations 3 Service request not met 4 Staff rude 1 Bangest property 27 All-house/garage or out-buildings 8 Inside house 6 Meter cading/Neter readers 1 Public space/environment 8 Leaking meter 26 Tombines to repair? 14 None 15 Damaged hydrandvalve 25 Damaged hydrandvalve 25 Damaged hydrandvalve 25 Pauly Veter 2 Noity asset 17 Noity asset 17 Noity asset 17 Noity asset 1
		Note Labels Water ** Catener savie: 10 Poor cannucations/differing expectations 10 ** Control expects from the main from the mai	Water quality. Row Latests " Water Darksters service 8 Driver granting 8 Service request not must about differing expectations 3 Sarific request not must about differing expectations 3 Board and the service 1 Board and the service 27 All-house/grange or aut-buildings 8 Inside house 6 Haids and and the service 6 Particle autor and the service 7 Leaking meter 26 Timeliness to repair 3 None 10 Own Assets 49 3rd party dispute 2 Danaged hydrand/Biol/GS/location 26 Danaged hydrand/biol/Silocation 17 Ubank 18 Procentions 28
		Note Labels Water	Water quality. Rev Labels " Vater Contermer service 8 Decrement service 8 Decrement service 8 Poor communication/differing expectations 3 Service request not met 4 Boundary to property 27 All-house/grange or out-buildings 8 India for grange or out-buildings 8 India for grange or out-buildings 8 India for grange or out-buildings 4 India for grange or out-buildings 8 India for grange or out-buildings 4 India for grange or out-buildings 4 India for grange or out-buildings 4 India for grange or out-buildings Inditit
W42		Note Labels Uterate ** Contents stavic 10 ** Contents 10	Bow Letter quality. Rev Latests " Water Outstermer service 8 DrivergParking 3 Service request not met 4 Staff rule 1 Bange to property 27 All-house/garage or cut-buildings 8 Inside house 6 Hall society far maders 6 Inside house 7 Leaking meter 26 Timeliness to repair 3 None 10 None (Reactive) 10 Ow Assets 49 3rd party dispute 25 Danaged hydrox/site 25 Danaged hydrox/site 12 Market 12 None 10 Ow Assets 49 3rd party dispute 12 Pracy Metar 12 Pracy Metar 12 Udarial 12 Pracy Metar 12 Udarial 12 Pracy Metar 12 Danaged hydrox/site 28 FoolyMetar 12 Udarial 12 Danaged hydrox/site 28 Proxing 28
W12		None labels Water Por crammating/differe executions 10 Bill define executions 10 <td>water quality. Rev Lets is '' Water Post communications/differing expectations 3 Service request not met 4 Disording expectations 3 Service request not met 4 Staff rude 1 Bange to property 22 All-house/garage or out-buildings 6 Inside house 6 Inside house 6 Inside house 7 Leaking meter 26 Leaking meter 26 None (Reactive) 10 Nore (Reactive) 10 Own Asets 40 3rd party dispute 2 Panaged hydraxivale 25 Panaged hydraxivale 20 Damaged hydraxivale 21 Panaged hydraxivale 22 Facily Meter 20 Damaged hydraxivale 21 Panaged hydraxivale 22 Facily Meter 22 Facily Meter 24</td>	water quality. Rev Lets is '' Water Post communications/differing expectations 3 Service request not met 4 Disording expectations 3 Service request not met 4 Staff rude 1 Bange to property 22 All-house/garage or out-buildings 6 Inside house 6 Inside house 6 Inside house 7 Leaking meter 26 Leaking meter 26 None (Reactive) 10 Nore (Reactive) 10 Own Asets 40 3rd party dispute 2 Panaged hydraxivale 25 Panaged hydraxivale 20 Damaged hydraxivale 21 Panaged hydraxivale 22 Facily Meter 20 Damaged hydraxivale 21 Panaged hydraxivale 22 Facily Meter 22 Facily Meter 24
W12		New Labels Water Por cannee: project 10 Por cannee: project 10 Bannee: project 10 B	water quality. Rev Lets is '' Water Post communications/differing expectations 3 Service request not met 4 Disording expectations 3 Service request not met 4 Staff rude 1 Bange to property 22 All-house/garage or out-buildings 6 Inside house 6 Inside house 6 Inside house 7 Leaking meter 26 Leaking meter 26 None (Reactive) 10 Nore (Reactive) 10 Own Asets 40 3rd party dispute 2 Panaged hydraxivale 25 Panaged hydraxivale 20 Damaged hydraxivale 21 Panaged hydraxivale 22 Facily Meter 20 Damaged hydraxivale 21 Panaged hydraxivale 22 Facily Meter 22 Facily Meter 24
		None labels Water Por crammating/differe executions 10 Bill define executions 10 <td>Bow Letter quality. Row Letts " Water Outstermer service 8 DrivergParking 3 Service request not met 4 Staff rule 1 Bange to property 27 All-house/garage or cut-buildings 8 Inside house 6 Hall society for protections 8 Inside house 6 Inside house 6 Value 28 Leaking meter 26 Timeliness to repair 3 None 10 None (Reactive) 10 Our Assets 49 3rd party dispute 25 Danaged hydroxivale 25 Danaged hydroxivale 25 Danaged hydroxivale 25 Danaged hydroxivale 21 Udarki 11 Pressore 28 Too high 4 Too high 4</td>	Bow Letter quality. Row Letts " Water Outstermer service 8 DrivergParking 3 Service request not met 4 Staff rule 1 Bange to property 27 All-house/garage or cut-buildings 8 Inside house 6 Hall society for protections 8 Inside house 6 Inside house 6 Value 28 Leaking meter 26 Timeliness to repair 3 None 10 None (Reactive) 10 Our Assets 49 3rd party dispute 25 Danaged hydroxivale 25 Danaged hydroxivale 25 Danaged hydroxivale 25 Danaged hydroxivale 21 Udarki 11 Pressore 28 Too high 4 Too high 4
		None labels Water Por crammastatic difference executions 10 Por crammastatic difference	Water quality. Rev Labels " Water Outsome service 8 Poor communications/differing expectations 3 Service request not metal 1 Bonage to property 27 All-house/grange or out-buildings 8 Inside house 6 Meter enders 1 Public space/environment 8 Leaking meter 26 Timelines to repair) 14 None 15 Damaged hydrandvalve 25 Fauly Meter 2 Noity asset 17 Noity asset 17 Noity asset 12 Possare 28 Fauly Meter 2 Noity asset 12 Possare 28 Canel Tetal
W12 W16		Non-Labelin Water Port calenter struktur 10 Port calenter struktur 10 <td>Noter quality. Porcentiner service 8 Porcentiner service 8 Porcentiner service 8 Porcentiner service 8 Service regust not metal 1 Borner service 1 Borner service 1 Borner regust not metal 1 Borner service 27 Hall-boundgrange or cut-buildings 8 Inside house 6 Borner reading/Hein readers 1 Borner reading/Hein readers 1 Borner reading/Hein readers 14 Note: 14 Note: 14 Note: 14 Note: 14 Note: 10 Or Asets 49 3 diparty dispute 1 Damaged hydrath/ball 1 Damaged hydrathydall<</td>	Noter quality. Porcentiner service 8 Porcentiner service 8 Porcentiner service 8 Porcentiner service 8 Service regust not metal 1 Borner service 1 Borner service 1 Borner regust not metal 1 Borner service 27 Hall-boundgrange or cut-buildings 8 Inside house 6 Borner reading/Hein readers 1 Borner reading/Hein readers 1 Borner reading/Hein readers 14 Note: 14 Note: 14 Note: 14 Note: 14 Note: 10 Or Asets 49 3 diparty dispute 1 Damaged hydrath/ball 1 Damaged hydrathydall<
		None labels Water Por cranmastatic difference executions 10	Noter quality. Rev Latests I Water Customer service 8 Poor communications/differing expectations 3 Service request not metal 1 Damage to property 27 All-house/garage or out-buildings 8 Inside house 6 Meter canding/Meter readers 1 Public space/environment 8 Leaking meter 26 Timelines to repart 26 Own for the short (Pleased) 14 None 0 Own for the short (Pleased) 14 None 28 Damaged hydrant/should 17 Mark 17 (Idank) 1 Pressere 28 Damaged hydrant/should 16 Orand Tetal 165
		Note Labels Water Port camera struktur, differing respectations 10 Port camera struktur, din port port port port camera struktur, suport port port	water quality. Rev Lates " Vater Rev Lates (Parking Parking Poor communications/differing space tations 3 Service request not met a staff rule 1 Domega program (Parking Parking Poor communications/differing space tations 4 Staff rule 1 Bonget progenty 27 All-house/grange or ad-buildings 4 Intel poor for marker 6 Poor communications/differing space for marker 6 Poor communications of the poor for moment 8 Each 20 None 10 None 10 Own Assts 40 Staff rule 1 Asset information/parked/Diffocation 25 Data point (Reactive) 10 None 10 Own Assts 40 Data point (Reactive) 10 Data point (Reactive) 10 Data point (Reactive) 10 Data point (Reactive) 10 Own Assts 40 Too high 4 Too high 4 Too high 4 Too high 4 Orand Tetal 165
		New Labels Water Por cannees service 10 Por cannees 10	Nater quality: Rev Latets " Water Outcomer service 8 Porc communication/differing expectations 3 Service request not method 1 Bond age to property 27 All-house/grange or out-buildings 8 Inside house 6 Meter endorfMeter readers 1 Public space/environment 8 Public space/environment 26 Leaking meter 26 None 10 Nore 10 Our Assts 40 Start (Planed) 14 Nore 10 Our Assts 40 Jarg partydhapute 1 Asst (Information/plant/SinCIS/Iocation 26 Damaged hydrant/value 2 Presser 28 Too lay 24 Too lay 24 Too lay 24 Too lay 24 There was an increase in discolouration complaints compared to last year. This free is primarily attributed to the following factors: - prolonged events impacing suburbs within the Gungahini Districi, caused by
		New Labels Water Por cannees service 10 Por cannees 10	Rev Latests "Water Contemer service 8 Device/Parking 3 Service request not meta 4 Staff rule 1 Based and the service 8 Image to property 27 All-house/garage or col-buildings 8 Image to property 27 All-house/garage or col-buildings 8 Image to property 27 Timeliness to repair 3 Image to property 27 Timeliness to repair 3 None 14 Note: alt/to short (Reactive) 10 Nork 28 Joing dary dispute 12 Nore 10 Own Asets 40 Joing dary dispute 12 Nore 12 Proserve 28 Too high 4 Too high 4 Too high 4 Too low 24 Orand Tetal 165
		Non-Laken Water Port camera strate 10 Port camera 10 <t< td=""><td>Water quality. Rev Labels I Water Outsome service 8 Por communication/differing expectations 3 Service request not met 4 Staff rude 1 Base property 27 All-house/garage or out-buildings 8 Inside house 6 Mass of property 27 Leaking meter 28 Timeliness to repair) 3 None 14 None 14 None 10 Owner 24 Owner 2</td></t<>	Water quality. Rev Labels I Water Outsome service 8 Por communication/differing expectations 3 Service request not met 4 Staff rude 1 Base property 27 All-house/garage or out-buildings 8 Inside house 6 Mass of property 27 Leaking meter 28 Timeliness to repair) 3 None 14 None 14 None 10 Owner 24 Owner 2
W16		New Lakes Water Por cannees any Lifetime sequence 10 Por setter sequence <td>Nater quality. Rev Latets I Water Outcomer service 8 Porc communication/differing expectations 3 Service request not metal 4 Basic property 27 All-house/grange or out-buildings 4 Inside house 6 Meter endorfMeter readers 1 Public space/enhronment 8 Public space/enhronment 26 None 10 None 10 None 10 Our Assist 17 Johny Meter 2 None 10 Our Assist 17 (bank) 1 Presser 28 Too low 24 Too low 24 Too low 24 Too low 24 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 Guingabilini District; caused by network augmentation, including delays in oblighing parts for</td>	Nater quality. Rev Latets I Water Outcomer service 8 Porc communication/differing expectations 3 Service request not metal 4 Basic property 27 All-house/grange or out-buildings 4 Inside house 6 Meter endorfMeter readers 1 Public space/enhronment 8 Public space/enhronment 26 None 10 None 10 None 10 Our Assist 17 Johny Meter 2 None 10 Our Assist 17 (bank) 1 Presser 28 Too low 24 Too low 24 Too low 24 Too low 24 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 Guingabilini District; caused by network augmentation, including delays in oblighing parts for
		Note Labels Water Por creates static 10 Por creates 10 Por creates <td< td=""><td>Rev Labels I Water Rev Labels I Water Outsome service 8 Por communications/differing expectations 3 Service request not metal and the service 1 Image to property 27 All-house/grange or out-buildings 4 Inside house 6 Meter enders/Net readers 1 Public space/environment 8 Laking meter 26 Timeliness to repair) 3 None 14 Or Asets 29 Tool Woh 2 Tool Woh 2 Tool Woh 2 Tool Woh 3 There was an increase in discolouration complaints compared to last year. This rise is primarily a</td></td<>	Rev Labels I Water Rev Labels I Water Outsome service 8 Por communications/differing expectations 3 Service request not metal and the service 1 Image to property 27 All-house/grange or out-buildings 4 Inside house 6 Meter enders/Net readers 1 Public space/environment 8 Laking meter 26 Timeliness to repair) 3 None 14 Or Asets 29 Tool Woh 2 Tool Woh 2 Tool Woh 2 Tool Woh 3 There was an increase in discolouration complaints compared to last year. This rise is primarily a
W16		New Lakes Water Por cannees any Lifetime sequence 10 Por setter sequence <td>Rev Labels I Water Rev Labels I Water Outsome service 8 Por communications/differing expectations 3 Service request not metal and the service 1 Image to property 27 All-house/grange or out-buildings 4 Inside house 6 Meter enders/Net readers 1 Public space/environment 8 Laking meter 26 Timeliness to repair) 3 None 14 Or Asets 29 Tool Woh 2 Tool Woh 2 Tool Woh 2 Tool Woh 3 There was an increase in discolouration complaints compared to last year. This rise is primarily a</td>	Rev Labels I Water Rev Labels I Water Outsome service 8 Por communications/differing expectations 3 Service request not metal and the service 1 Image to property 27 All-house/grange or out-buildings 4 Inside house 6 Meter enders/Net readers 1 Public space/environment 8 Laking meter 26 Timeliness to repair) 3 None 14 Or Asets 29 Tool Woh 2 Tool Woh 2 Tool Woh 2 Tool Woh 3 There was an increase in discolouration complaints compared to last year. This rise is primarily a
W16		New Labels Water Por canners strike 10 Por canners	Rev Labels I Water Rev Labels I Water Outsome service 8 Por communications/differing expectations 3 Service request not metal and the service 1 Image to property 27 All-house/grange or out-buildings 4 Inside house 6 Meter enders/Net readers 1 Public space/environment 8 Laking meter 26 Timeliness to repair) 3 None 14 Or Asets 29 Tool Woh 2 Tool Woh 2 Tool Woh 2 Tool Woh 3 There was an increase in discolouration complaints compared to last year. This rise is primarily a
W16		Note Labels Water Por cannensation of fifting expectations 10 Por cannensation of the state of the st	Rev Labels I Water Rev Labels I Water Outsome service 8 Por communications/differing expectations 3 Service request not metal and the service 1 Image to property 27 All-house/grange or out-buildings 4 Inside house 6 Meter enders/Net readers 1 Public space/environment 8 Laking meter 26 Timeliness to repair) 3 None 14 Or Asets 29 Tool Woh 2 Tool Woh 2 Tool Woh 2 Tool Woh 3 There was an increase in discolouration complaints compared to last year. This rise is primarily a
W16		New Labels Water Por canners strike 10 Por canners	Rev Labels I Water Rev Labels I Water Outsome service 8 Por communications/differing expectations 3 Service request not metal and the service 1 Image to property 27 All-house/grange or out-buildings 4 Inside house 6 Meter enders/Net readers 1 Public space/environment 8 Laking meter 26 Timeliness to repair) 3 None 14 Or Asets 29 Tool Woh 2 Tool Woh 2 Tool Woh 2 Tool Woh 3 There was an increase in discolouration complaints compared to last year. This rise is primarily a

Litility Personance 2022-24

Number	pt	Utility Response 2022-23	Utility Response 2023-24
W17	b	Oning Response 2022-23	Carry Response 2023-24
	ĩ		
W19			
W19	f	Standards are being further developed as while they currently align with	Standards continue to be further developed as, while they currently align
		AS5488 there appears to be a lack of understanding of how these	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	interact with our WAE requirements. This may also be affected by the
		upcoming change to Geocentric Datum of Australia 2020 (GDA2020).	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	For the majority of existing assets, water gifted assets are an interpretation based on surface assets and accuracy cannot be
		confirmed.	confirmed.
S2		oonnintidu.	oonninod.
S4			
34			
S4	c&d		
- 34	Cau		
S6			
S6			
S6	h	Belconnen trunk sewer was identified as under capacity. Augmentation is	Parts of the North Canberra trunk system around ANU is at capacity with
		executed and the new sewer is expected to be commissioned in July	capacity proactively managed through operational network management.
		2023.	
S6	i	North Canberra trunk system will be under capacity within 5 years.	Parts of the North Canberra trunk system especially around ANU will be
		Several more localised augmentations have also been identified in the	under capacity within 5 years with anticipated development
		south to service anticipated development within 5 years.	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			
57			
S7	е		
S7	1		
S7	(
S7			
S7			
0,			

Number	pt	Utility Response 2022-23	Utility Response 2023-24
S7	j	This number includes data for a 5 year period i.e. 1 July 2018 - 30 June 2023, which is in line with our standard maximum LTW approval term. It is counting individual business discharger(s) as opposed to LTW customer's (i.e. property owners). It is our best estimation, whilst data cleaning continues. Manual counts were undertaken for some of the larger shopping malls to ensure they were captured with increased accuracy. Previous reporting has not restricted the dates of LTW approvals and all records were included in counts. As work continues on the LTW roadmap project, we are ensuring our records and program are focused 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.	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. Manual counts were undertaken for some of the larger shopping malls to ensure they were captured with increased accuracy.
S7	I	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.	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.
S7	1		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.
S7	I	This number includes data for a 5 year period i.e. 1 July 2018 - 30 June 2023, which is in line with our standard maximum LTW approval term. It is our best estimation, whils data cleaning continues. Manual counts were undertaken for some of the larger shopping malls to ensure they were captured with increased accuracy. Previous reporting has not restricted the dates of LTW approvals and all records were included in counts. As work continues on the LTW roadmap project, we are ensuring our records and program are focused 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., help direct compliance inspection schedules, inform gaps in compliance management, understand history of a site.	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. Accuracy will continue to improve year on year as records progressivley move to our newer and current system. Manual counts were undertaken for some of the larger shopping mails to ensure they were captured with increased accuracy.
S7	(This count only includes inspections/desktop audits for sites that have liquid trade waste discharging to sewer. 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?
S7	:		
S7	3		
S8			
S11	4		
S11			
S12	1		
S12	(



Version

20 of 20