

Utility Licence Annual Report 2021–22

Licence utility:	Icon Water
utility service:	Water and sewerage services
Number of parts to report:	15

Reporting period:	1 July 2021 to 30 June 2022
Submission date:	by 1 October 2022
Submit completed report to:	icrc@act.gov.au

Parts to report

Part A — Utilities Act

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Providing data and information to the Commission

Please read the **Utility Licence Annual Report Guideline** for a more detailed instructions on providing relevant and quality information to the Commission.

- All responses provided should only relate to services provided in the ACT. In the event the licensee is unable to disaggregate ACT services from other jurisdictions, the licensee must provide a statement detailing: area that the dataset covers, brief explanation why data cannot be disaggregated, additional information that may assist the Commission in understanding the approximate percentage of services that are provided in the ACT from the dataset.
- All licensed utilities must provide information and data in the report that are within the reporting period. Data must be provided even if a nil (zero) figure is recorded.
- If the licensee is not able to provide the data or answer a question required in the report, the licensee should indicate 'not available' and provide supplementary information detailing why the information is not available and whether (and in what timeframe) it intends to collect this data.
- In most cases a response of 'yes', 'no', 'not applicable' or a figure will suffice. An explanatory statement or supplementary information (e.g. copies of policies or procedures or a link to material on the internet) maybe required.
- Where data is not available the licensee must provide other data that could serve a similar purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance). Such data should be clearly identified in the report together with an explanation of the alternative taken.
- The licensee should provide commentary where there is a need to explain key factors relevant to the level of, and trends in, their performance. If the licensee response represents a significant variation in the data from the previous reporting period, additional information is to be provided on the cause(s) of the variation. Any supplementary information can be provided in the comments column, or in an attachment. Where applicable, include measures or actions to be put in place to address or rectify the reported variation. All comments must be put in the comment section box.

Part A — Utilities Act

A1 — Performance of network operations (Division 7.3)

Ref	Reporting requirements	Response		Supporting statement
Our tracking number		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero Data must relate only to the 2021–22 reporting period unless specified otherwise.		Please provide any information that you feel is relevant to support us in our assessment about the complaints and/or variances in numbers from previous years
Response – Water Response – Sewerage				
Damage etc. to be minimised (Section 108)				
A101w A101s	Number of complaints received about any inconvenience, detriment or damage to landholders' property resulting from network operations.	33	35	
	Provide details of the type of complaints received and actions taken to address the complaints.			Complaints generally relate to the timeliness of restoration work. Process improvements made to address this type of complaint includes: <ul style="list-style-type: none"> - field crews providing more information and photos on the work required - customers contacted by the Service Contract Officer at the start and end of every job - contractors engaged immediately and liaise with customers prior to work commencing - training of call centre staff to ensure they can access the relevant information to provide to customers.

Notice to landholders to undertake network operations (Section 109)

A102w A102s	Number of times the licensee failed to give the landholder at least seven days notice of a proposed network operation.	1	0	Water maps did not identify that the customers property would be impacted by the outage. Maps were updated.
A103w A103s	Number of complaints received about carrying out operations in urgent circumstances under section 109(5).	4	0	
	Provide details of the type of complaints received and actions taken to address the complaints.			<ol style="list-style-type: none"> 1. Work related to a mains burst which affected tenancy of a motel. The complainant did not respond to multiple follow up phone calls. 2. Customer unhappy that his business was not door knocked prior to a water outage. It was explained to the customer that it is not always possible to do this in urgent circumstances. 3. Customer unhappy that new landscaped front yard had been dug up. 4. Customer unhappy that there was no notification due to reactive water outage.

Network operations affecting heritage significance (Section 110A)

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

		Response – Water	Response – Sewerage	
A108w A108s	Number of complaints received relating to operations undertaken pursuant to s110A(2)	0	0	
	Provide details of the type of complaints received and actions taken to address the complaints.	0	0	
Notice to other utilities (Section 111)				
A109w A109s	Number of complaints received for failing to give seven days notice to other public utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities.	0	0	
	Provide details of the type of complaints received and actions taken to address the complaints.	0	0	
A110w A110s	Number of complaints received for carrying out network operations in urgent circumstances under section 111(6).	0	0	
	Provide details of the type of complaints received and actions taken to address the complaints.	0	0	
Removal of utility's property and waste (Section 112)				
A111w A111s	Number of network operations where the licensee failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1).	Not recorded	Not recorded	
A112w A112s	number of complaints received for failing to remove as soon as practicable from the land for which it was not the landholder, any items listed in section 112(1).	4	0	

		Response – Water	Response – Sewerage	
	Provide details of the type of complaints received and actions taken to address the complaints.			Complaints received related to webbing, witches hats, fencing left in place and one site 'left in a mess'. The complaints were addressed by returning to remove the items.
Land to be restored (Section 113)				
A113w	Number of complaints received for failing to ensure, as soon as practicable, that the land was restored to a condition that was similar to its condition before the operations began.	9	2	
A113s	Provide details of the type of complaints received and actions taken to address the complaints.			<p>Complaints related to timeliness and the customers not advised when the restoration would be complete.</p> <p>There was a significant reduction in the number of complaints in this category compared to the previous year. There have been a number of improvements made to the restoration process including:</p> <ul style="list-style-type: none"> - field crews providing more information and photos on the work required - customers contacted by the Service Contract Officer at the beginning and end of every job - contractors liaising with customers prior to work commencing.

END OF A1

Part A — Utilities Act

A2 — General functions

Ref	Reporting requirements	Response	Supporting statement
Our tracking number		<p>Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2021–22 reporting period unless specified otherwise.</p>	<p>Please provide information that is relevant to assists us in our assessment. For example, provide reasons for not meeting the requirement, and any rectification actions taken to fix the issue and prevent reoccurrence.</p> <p>When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.</p>

Authorised persons (Division 7.4)

A201	Were all persons authorised under Division 7.4 (Authorised people) issued with photo identity cards?	Yes	
A202	Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes	
A202(a)	Provide details of any induction or special training to authorised people to educate them about their obligations and entry restrictions under the Utilities Act. Please include whether the training is provided on a regular or ad hoc basis.	New employees undergo an induction which includes entry to land training and awareness of the Utilities Act.	

Continuity of utility services - non payment of customer debt (Section 179)

This section applies to a complaint about the actual or potential withdrawal of a utility service because of a failure to pay a customer debt in relation to residential premises.

A203	Number of written directions received from the ACAT under section 179(2).	0	
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Discharge of customer debt (Section 180)

A204	Number of written declarations received from the ACAT under section 180(1).	0	
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Ref	Reporting requirements	Response	Supporting statement
Payment for loss or damage (Section 181)			
A205	Number of written directions received from the ACAT under section 181(1) to pay a stated amount to a complainant for a loss or damage.	0	
A205(a)	Provide details of each direction including stated action/s and the licensee's compliance with the direction.	0	
Community service obligations (Part 13)			
The purpose of Part 13 of the Act is: (a) to oblige utilities to provide utility services in accordance with relevant Government programs, for example, for community services, the environment or other social issues; and (b) to achieve that results by agreement with particular utilities or; where agreement is not reached, by directions under part 13 of the Act; and (c) to provide utilities with a reasonable recompense for the provision of services in accordance with such directions.			
A206	Number of directions received under section 221 from the minister responsible for a government program that required the licensee to provide utility services in accordance with the relevant government program.	0	
A207	Provide details of each direction including stated action/s and the licensee's compliance with the direction. Provide a summary with respect to the relevant government program.	0	
A208	Provide details for each direction of the determination of costs provided under sections 222, 223 and 219(c).	0	

END OF A2

Part A — Utilities Act

A3 — Standard rights (Division 6.1)

Ref	Reporting requirements	Response	Supporting statement
Our tracking number		Answer n/a if the data requested is not available Answer "0" if data recorded is nil or zero Data must relate only to the 2021–22 reporting period unless specified otherwise.	Please provide information that you feel is relevant to support us in our assessment such as the reason for any refusals and/or variances in numbers from previous years
Obligation to connect or vary water connections (Section 83 & 85)			
A301	Number of requests to install a water connection to the licensee’s water network that were refused in 2021–22.	0	
A302	Number of requests to vary a water connection to the licensee’s water network that were refused in 2021–22.	0	
Obligation to connect or vary sewerage connections (Section 83 & 85)			
A303	Number of requests to install a sewerage connection to the licensee’s sewerage network that were refused in 2021–22.	0	
A304	Number of requests to vary a sewerage connection to the licensee’s sewerage network that were refused in 2021–22.	0	

Ref	Reporting requirements	Response	Supporting statement
Obligation to provide water supply service (Section 84)			
A305	Number of requests to supply water to premises owned or occupied by a customer were refused in 2021–22.	0	
Obligation to provide sewerage service (Section 86)			
A306	Number of requests to provide a sewerage service to premises were refused in 2021–22.	0	

END OF A3

Part B — Consumer Protection Code

B1 — Consumer protection obligations

Ref	Reporting requirements	Response	Supporting statement
Our tracking number		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide information that you feel is relevant to support us in our assessment such as reasons for not meeting the requirement, and any actions taken to rectify the non-compliance and prevent future reoccurrence.
		Data must relate only to the 2021–22 reporting period unless specified otherwise.	When applicable, please provide an explanation or a reason/s for significant variances from the previous year.
Complaints procedures (6.1 and 6.2)			
B101	Does the licensee's complaint handling procedures address all requirements of clause 6.1 of the Code?	Yes	
B101(a)	Provide a copy (or a link to a copy) of the licensee's complaint handling procedures.	https://www.iconwater.com.au/about-us/contact-us/compliments-and-complaints/complaints-handling-policy.aspx	
B102	Which version of the Australian Standard does your complaints handling policy and procedures comply with?	ISO 10002 : 2018 Quality Management - Customer satisfaction - Guidelines for complaints handling in organisations.	
Addressing complaints (6.3)			
B103	How and when are customers or consumers advised of the utility's complaints handling procedures?	A link to the procedure is included in the complaint acknowledgement email, when providing a meaningful response, upon request and on the Icon Water website.	
B104	How and when are customers or consumers advised of their right to refer a complaint to the ACAT?	Customers are advised of this right in the complaints handling procedure and at resolution of a complaint.	
Utility to keep records (6.4)			
B105	Are records of complaints made by a customer or consumer kept for at least 12 months after the complaint is resolved?	Yes	

Ref	Reporting requirements	Response		Supporting statement
		Water	Sewerage	
B106w B106s	Total number of complaints received	12,987	107	<p>Following system and process changes for billing complaints, which are managed on our behalf by ActewAGL, we can now capture complaints via all channels including those where the complaint is resolved at the first point of contact. Generally, the increase in billing complaints compared to 2020-21 is not considered reflective of an underlying 'real' increase in dissatisfaction given the very high percentage resolved at first contact (97%). Previously, 'on-the-spot' resolved dissatisfaction was not captured in the process or our systems, where only escalated complaints that required additional activity or follow-up to resolve were reported. Icon Water can now measure, understand and address dissatisfaction more proactively and holistically. This change also aligns more effectively with the regulatory definition of any expression of dissatisfaction.</p> <p>Icon Water has been participating alongside many of our peer utilities in a national complaints working group through the Water Services Association of Australia. Utilities are working towards a more holistic definition and capture of complaints which includes any contact that begins as dissatisfaction even if the customer sentiment changes and the issue is resolved in that same first contact. For many utilities this involves process, system and policy changes alongside comprehensive training to align to the more progressive capture of complaints. As such, each utility is at a different point in their transition and, as we understand it, Icon Water is in the earlier category of adopters having completed process, system and training changes in 2021.</p>
Summary of Consumer and Utility Rights (Clause 9)				
B107	Was the licensee compliant with all the requirements in clause 9.3?	Yes		
B108	Provide a copy of the licensee's statement summarising the rights of a consumer and the licensee under the Utilities Act, the Consumer Protection Code and the relevant customer contract.	Icon Water Customer Charter		

Ref	Reporting requirements	Response	Supporting statement
B109	What languages is the summary available in?	The customer charter is available in: - Mandarin (simplified Chinese) - traditional Chinese - Vietnamese - Hindi - Spanish	Australian Bureau of Statistics released 2021 census data on 28 June 2022 identifying the five most common non-English languages spoken in ACT. The Customer Charter is currently being translated into Nepali and Punjabi. Icon Water also provides a translating service.
Life support (Clause 10)			
B110	Number of instances where the utility failed to provide at least 4 business days' notice of a planned interruption to a registered life support equipment supply address.	0	
Obligation to pay rebate for non-compliance (Clause 11)			
B111	Number of complaints received regarding the payment of rebates	0	
B111(a)	Provide information about the complaints such as what the complaints related to (i.e. timeliness, method of payment, notification of payment etc).	0	
B112	Number of payments not made to customers who were entitled to a GSL rebate	543	Rebates for 2021-22 were paid in early 2022-23 due to redevelopment of the rebate report.
B113	In relation to B112, how are customers advised that a GSL payment has not been made and which service level it relates to?	A letter is sent to customers when a rebate is paid.	
B114	Please describe what systems the utility has in place to pay customers a GSL rebate payment.	Billing system - Velocity	Data is extracted from various systems to identify when the requirements of the guaranteed service levels (GSL) were not met. The Velocity billing system is used to identify the customer account number of those affected and the relevant GSL credit is applied to the account. The customer also receives written confirmation of the applied rebate.

Ref	Reporting requirements	Response	Supporting statement
B115	Describe the methods and processes in place, including the frequency of reports run, to identify and detect when Guaranteed Service Levels (GSL) are not met	<p>A number of systems collect information to monitor our service performance including customer complaints, works and asset management, water meters and planned works. These systems have been configured to collect the information required to determine if a GSL has not been met.</p> <p>A Power BI report colates the relevant information from the various systems and identifies the number of breaches, rebates payable, total value payable and customer account number for each GSL.</p> <p>Following the end of each month, the data of those eligible for a rebate is sent to Billing (ActewAGL) for the rebate to be applied to the customer's account. Icon Water sends a letter to customers explaining that they will see a rebate on their next bill and the reason they were eligible for the rebate.</p> <p>In 2021-22, changes were made to the Power BI report and the data validated for each GSL. As a result, the report was not run until the end of 2021-22 and payments made in early 2022-23.</p>	
Hardship Policy (Clause 14)			
B116	Please provide a link to the utility's hardship policy.	Staying Connected (Financial hardship policy)	
B116(a)	When was your hardship policy and associated procedures last reviewed?	2020-21	
B117	Number of customers the utility applied its hardship policy to during the reporting year (hardship customers)	479	On 1 July 2021, there were 270 active customers on the program. Throughout the year, there were 209 customers added to the program. The number of active customers as at 30 June 2022 was 299.
Standard Customer Contract (Clause 19)			
B118	Please provide a link to the utility's Standard Customer Contract.	Icon Water Standard Customer Contract 2021-22	

Ref	Reporting requirements	Response	Supporting statement
Disconnections and Restrictions (Clause 20)			
B119	Did the utility restrict the supply of water to any residential premises for failure to pay an outstanding bill?	No	
B120	Number of residential premises had their water supply restricted by Icon Water during the reporting year.	0	

END OF B1

Part B — Consumer Protection Code

B2 — Providing at least 4 business days' notice of a planned interruption to a customer with registered life support

Please provide details for each instance as to why you did not give the required notice, details of the rectification action taken, and measures taken to prevent similar failures from occurring in the future.

Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

Reference <i>Your incident reference number</i>	Date of planned interruption <i>dd-mmm-yy</i>	Duration of interruption <i>enter as hours:minutes</i>	Reason for the non-compliance <i>Please provide a reason(s) for not giving notice within the required timeframe</i>	What was the effect to the customer with registered life support? <i>We will use your response to assess whether the effect of the incident to the customer is serious or not</i>	Remediation <i>Please provide information that relates to rectification action taken such as what has been done to fix the issue and what has been done or will be done to prevent reoccurrence.</i>
	Nothing to report				
	Nothing to report				
	Nothing to report				
	Nothing to report				
	Nothing to report				
	Nothing to report				
	Nothing to report				

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

END OF B3

Part B — Consumer Protection Code

B3 — Guaranteed Service Levels

Ref	Reporting requirements	Response		Supporting statement
		Response – Water	Response – Sewerage	
Our tracking number		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.		Please provide information that you feel is relevant to support us in our assessment such as reasons for not meeting the requirement, and any actions taken to rectify the non-compliance and prevent future reoccurrence. When applicable, please provide an explanation or a reason/s for significant variances from the previous year.
		Data must relate only to the 2021–22 reporting period unless specified otherwise.		
Customer connection times (Guaranteed Service Level 1)				
B301w B301s	Number of connections not provided, or flow restrictors not removed, by required time/date.	0	n/a	
B302w B302s	What percentage does this represent of total connections?	0	n/a	
Responding to complaints (Guaranteed Service Level 2)				
B303w B303s	Number of complaints not responded to within 20 business days.	2	0	1. The supply address belongs to the ACT Government, however, the account was established under an individual's name with 12 months of backdated charges. There was a delay in finding the correct ACT Government employee that had been dealing with the individual. 2. Oversight by the case manager.

Ref	Reporting requirements	Response	Supporting statement	
Planned interruptions to utility services (Guaranteed Service level 3)				
B304w B304s	Number of planned interruptions to water and sewerage services	7,559	0	
B305w B305s	Number of premises that were not provided with 2 business days' notice of a planned interruption	0	0	
B306	Average planned interruption frequency	0.13 interruptions per property		
B307	Average planned interruption duration	32.82 minutes per property		
B308	Total planned interruption time of water supply faced by an average customer	1.26 minutes per property		
Duration of unplanned interruptions to utility services (Guaranteed Service level 4)				
B309w B309s	Number of unplanned interruptions to water and sewerage services	438	1,188	
B310w B310s	Number of unplanned interruptions that lasted for 12 hours or longer	0	16	See worksheet B6
B311	Average unplanned interruption frequency	0.073 interruptions / property		
B312	Average unplanned interruption duration	135.85 minutes / property		
B313	Total unplanned interruption time of water supply faced by an average customer	0.32 minutes / property		
B314	Total number of sewer main breaks and chokes in the reporting year		1,188	
B315	Number of sewer breaks and chokes caused by tree roots		1,050	
B316	Total number of property connection sewer breaks and chokes in the reporting year.		1,433	
B317	Number of property connection sewer breaks and chokes caused by tree roots		1,176	

Ref	Reporting requirements	Response	Supporting statement
Frequency of Interruptions (Guaranteed Service level 5)			
B318w B318s	Number of customers that experienced <u>more than 9</u> unplanned interruptions during the reporting year.	0	
Response time to notification of problem or concern (Guaranteed Service Level 6)			
B319w B319s	Total number of notifications received related to damage to, or a fault or problem with the utility network	3,007	2,619
B320	Number of notifications related to damage to, or a fault or problem with the utility network likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property (priority 1).	10	4
B321	Number of priority 1 notifications <u>not</u> responded to within six hours.	0	0
B322	Number of notifications related to other problems or concerns that were <u>not likely</u> to affect public health, or cause or potentially cause substantial damage or harm to a person or property (priority 2).	251	2,615
B323	Number of priority 2 notifications <u>not</u> responded to within 48 hours.	35	3
B324	Number of notifications that were not resolved in the time specified in the response to the Customer	201	56

END OF B3

Part B — Consumer Protection Code

B5 — Providing at least 2 business days' notice of a planned interruption (Guaranteed Service Level 3)

Please give details on every instance where you did not give at least **2 days' notice** of planned works. Also, please provide reason for non-compliances and actions taken to rectify the non-compliance and minimise future occurrences. If multiple works occurred on the same date please list each incident separately.

Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

Reference code	Date of planned interruption	Number of affected premises	Number of premises not notified	Reason for failure to meet the required service level	Remediation
Your reference code	enter as dd/mm/yyyy			provide a reason(s) for failure to provide a notice within the required timeframe.	Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.
			Nothing to report		

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

END OF B4

Part B — Consumer Protection Code

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

Please provide the details of each instance where supply was not restored within 12 hours. Please provide information as much as you can for each response.

Please tick '**Nothing to report**' if you have no incident to report.

Nothing to report

Reference code <i>Your reference code</i>	Date <i>enter as dd/mm/yyyy</i>	Duration of unplanned interruption <i>enter as hours:minutes</i>	Number of premises affected <i>provide the number of customer affected by the interruption</i>	Reason for failure to meet the required service level <i>provide reasons why supply was not restored within 12 hours</i>	Remediation <i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>
21596455422469	13-Jun-22	28:06:00	1	Customer call logged with the call centre. The operator did not correctly process the call, resulting in the job not being allocated to a crew in a timely manner.	The process for a job being allocated to crews has been reviewed and changes are scheduled to be made in the works and asset management system.
97420142795788	01-Jun-22	21:42:00	1	The customers call was logged just before a planned outage to the works and asset management system. All work was managed manually offline. The outage took longer than expected. Details of the job were entered into the works and asset management system when the outage was completed.	Outages are planned around operations and shift changeovers. Rather than recording activities manually offline during an outage, an alternative process is being developed to electronically capture and record all faults and emergency calls during system outages.
99437967424575	01-Jun-22	21:42:00	1	The customers call was logged just before a planned outage. All work was managed manually offline. The outage took longer than expected. Details of the job were entered into the works and asset management system when the outage was completed. The repair activity was completed within the required timeframe, however, there were insufficient details relating to investigation (response activity).	Outages are planned around operations and shift changeovers. Rather than recording activities manually offline during an outage, an alternative process is being developed to electronically capture and record all faults and emergency calls during system outages.

Reference code <i>Your reference code</i>	Date <i>enter as dd/mm/yyyy</i>	Duration of unplanned interruption <i>enter as hours:minutes</i>	Number of premises affected <i>provide the number of customer affected by the interruption</i>	Reason for failure to meet the required service level <i>provide reasons why supply was not restored within 12 hours</i>	Remediation <i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>
11769531752721	01-Jun-22	23:24:00	1	The customers call was logged just before a planned outage. All work was managed manually offline. The outage took longer than expected. Details of the job were entered into the works and asset management system when the outage was completed.	Outages are planned around operations and shift changeovers. Rather than recording activities manually offline during an outage, an alternative process is being developed to electronically capture and record all faults and emergency calls during system outages.
05397699302997	01-Jun-22	25:54:00	1	The customers call was logged just before a planned outage. All work was managed manually offline. The outage took longer than expected. Details of the job were entered into the works and asset management system when the outage was completed.	Outages are planned around operations and shift changeovers. Rather than recording activities manually offline during an outage, an alternative process is being developed to electronically capture and record all faults and emergency calls during system outages.
95670009755337	11-Apr-22	15:42:00	1	Customer call logged with the call centre. However, the operator did not correctly process the call, resulting in the job not being allocated to a crew in a timely manner.	The process for a job being allocated to crews has been reviewed and changes are scheduled to be made in the works and asset management system.
60587818738053	03-Apr-22	17:54:00	1	Customer call logged with the call centre. However, the operator did not correctly process the call, resulting in the job not being allocated to a crew in a timely manner.	The process for a job being allocated to crews has been reviewed and changes are scheduled to be made in the works and asset management system.
59117668937638	03-Jan-22	12:54:00	1	Work completed to restore partial flow (sewer). Advised the customer that further work was required. Follow on work activity (dig up) added to the same job to complete the work, however, the priority of the follow on work was not updated, resulting in the total repair time breaching the GSL.	System changes have been made and communicated to crews regarding the follow on work being associated with the initial work order.
08263814246560	29-Nov-21	13:36:00	1	Job was received after hours. On call manager was not contacted by call centre.	
76678214243589	01-Nov-21	15:18:00	1	Phone number format was entered incorrectly into the system resulting in an error. There was a delay in identifying the error.	System changes have been scheduled to make the error more visible to operators.

Reference code <i>Your reference code</i>	Date <i>enter as dd/mm/yyyy</i>	Duration of unplanned interruption <i>enter as hours:minutes</i>	Number of premises affected <i>provide the number of customer affected by the interruption</i>	Reason for failure to meet the required service level <i>provide reasons why supply was not restored within 12 hours</i>	Remediation <i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>
54372751368653	25-Oct-21	23:24:00	1	Phone number format was entered incorrectly into the system resulting in an error. There was a delay in identifying the error.	System changes have been scheduled to make the error more visible to operators.
94713696301140	17-Oct-21	44:18:00	1	The initial unplanned interruption was completed within the timeframe and flow restored (sewer). A follow on work activity was added to undertake further removal of roots, root cut the main and replace the sewer ring and lid. The follow on work activity was incorrectly mapped in the works and asset management system, which led to the total repair time breaching the GSL.	System changes have been made and communicated to crews regarding the follow on work being associated with the initial work order.
66691221068705	27-Sep-21	20:12:00	1	The initial job was dispatched to the wrong crew and cancelled. The correct activity was created in the works and asset management system on 27/09/2021 and completed in the system on 28/09/2021 11:56:00. Insufficient details are provided to determine the reason for the delay.	
24163786305075	30-Aug-21	17:06:00	1	During shift handover the activity to complete the work expired. Expired activities move to a 'to do' portal where they need to be manually rescheduled. There was a delay in rescheduling this activity.	Changes have been made to the 'to do' portal in the works and asset management system to make it easier for the user to validate and action tasks. It is currently being tested.
59700860690695	06-Aug-21	74:24:00	1	Phone number format was entered incorrectly into the system resulting in an error. There was a delay in identifying the error.	System changes have been scheduled to make the error more visible to operators.
93940385269491	21-Jul-21	46:48:00	1	A follow on work activity was incorrectly mapped in the works and asset management system, which led to the total repair time breaching the GSL.	System changes have been made and communicated to crews regarding the follow on work being associated with the initial work order.

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

END OF B5

Part B — Consumer Protection Code

B7 — Responding to priority 1 notifications within 6 hours (Guaranteed Service Level 6)

Please give details of each instance where notification related to damage to, or a fault or problem with the network which was likely to affect public health or had the potential to cause substantial damage or harm to a person or property that was **not responded to within six hours**.

Please tick **Nothing to report** if you have no incident to report.

Nothing to report

Reference code <i>Your reference code</i>	Date <i>enter as dd/mm/yyyy</i>	How long before you responded? <i>enter as hours:minutes</i>	Suburb/s or area affected	Number of customers affected	Reason for not meeting the guaranteed service level <i>provide reasons why problem or concern was not responded to within 6 hours</i>	What was the effect to the customer/s? <i>We will assess your response as to whether the effect of the incident to the customer is serious or not</i>	Remediation <i>Please provide details of actions taken to rectify the non-compliance and minimise future occurrences.</i>
				Nothing to report			

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

END OF B6

Part B — Consumer Protection Code

B8— Rebates paid against guaranteed service levels

*Note: Please report the actual number of rebates paid for every quarter of the reporting year. Please answer 'n/a' if the question is not applicable. Answer "0" if data recorded is nil or zero .

Reporting year	Ref	Subject of the service level	Number of times GSL was not met (**see note)				Number of rebates paid (*see note)				Number of rebates not paid				Total value of rebates paid (\$)	Reason for not paying rebates
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
2021-22	GSL-1	Customer connection and removal of flow restrictors	0	0	0	0	0	0	0	0	0	0	0	0	\$ -	
2021-22	GSL-2	Responding to complaints	0	0	2	0	0	1	1	0	0	0	0	0	\$ 40	
2021-22	GSL-3	Notice of planned interruption to services	0	0	0	0	14	0	0	0	0	0	0	0	\$ 700.00	
2021-22	GSL-4	Duration of interruption (single)	4	4	1	7	131	0	0	0	4	4	1	7	\$ 11,040.00	Rebates for 2021-22 were paid in early 2022-23 due to redevelopment of the rebate report.
2021-22	GSL-5	Frequency of unplanned interruptions	0	0	0	0	0	0	0	0	0	0	0	0	\$ -	
2021-22	GSL-6	Response time to network problems or concern	59	58	85	55	70	0	0	0	173	62	179	113	\$ 18,840.00	Rebates for 2021-22 were paid in early 2022-23 due to redevelopment of the rebate report.

Note: The number may differ from the figure in **column E due to the timing of reports being run and the utility's payment processes. The **number of rebates paid** may include rebates identified in a previous reporting year, but not paid until the current reporting year.

END OF B7

Part B — Consumer Protection Code

B8— Rebates paid against guaranteed service levels for 2020-21

In the 2020-21 reporting year, Icon Water provided estimates on its rebates paid and number of times GSLs were not met. Icon Water advised it had paused its rebate process to conduct an internal review and that it had not yet paid out rebates it found owing to remaining customers. These estimates were then published in the 2020-21 ULAR monitoring report. We request the final figures from the 2020-21 reporting year and a written explanation for the delay in payments and a summary of what errors were found by Icon Water in its rebates process.

*Note: Please report the actual number of rebates paid for every quarter of the reporting year.

Please answer 'n/a' if the question is not applicable. Answer '0' if data recorded is nil or zero.

Reporting year	Ref	Subject of the service level	Number of times GSL was not met				Number of rebates paid				Number of rebates not paid				Total value of rebates paid (\$)	Reason for not paying rebates	
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
2021-22	GSL-1	Customer connection and removal of flow restrictors	0	0	0	0	0	0	0	0	0	0	0	0	0	\$ -	
2021-22	GSL-2	Responding to complaints	3	3	1	1	3	3	1	1	0	0	0	0	0	\$ 160	
2021-22	GSL-3	Notice of planned interruption to services	0	0	1	8	0	0	0	0	0	0	1	8	\$ -	See explanation below. Payments made in early 2022-23.	
2021-22	GSL-4	Duration of interruption (single)	7	4	1	6	0	0	0	0	8	4	1	6	\$ -	See explanation below. Payments made in early 2022-23.	
2021-22	GSL-5	Frequency of unplanned interruptions	0	0	0	0	0	0	0	0	0	0	0	0	\$ -		
2021-22	GSL-6	Response time to network problems or concern	113	88	80	106	0	0	0	0	274	123	98	208	\$ -	See explanation below. Payments made in early 2022-23.	

**Note: The number may differ from the figure in column E due to the timing of reports being run and the utility's payment processes.

The number of rebates paid may include rebates identified in a previous reporting year, but not paid until the current reporting year.

Written explanation for the delay in payments and a summary of what errors were found by Icon Water in its rebates process.

In 2020-21, Icon Water developed a report to calculate rebates payable to customers when our service performance did not meet the required guaranteed service levels in the Consumer Protection Code 2020. While preparing the 2020-21 ULAR, it came to our attention that there were issues with the data in the report. A review was conducted and a working group formed to resolve the issues.

The rebate report was built using Power BI, a Microsoft tool that collates, manages and analyses data from a variety of sources through a user-friendly interface. Information is collected from the following Icon Water systems:

- customer complaints
- works and asset management
- planned works
- water meter database
- project delivery.

The main issues identified with the 2020-21 rebate report included:

- the report not pointing to the correct data source in the works and asset management system. When a customer calls, the call centre operator asks them a number of question to try and identify the type of fault which assigns a priority to the task (service code). This fault type is not always accurate and can change when the crew attends the site (activity type). The original rebate report was incorrectly using the service code to assign the priority.
- no process to validate the data in the works and asset management system. Occasionally, data can be entered incorrectly. For example, a water meter fault might be selected instead of a water main fault which affects the response time for a job, or a crew forget to mark a water outage as complete on their iPad at the end of their shift and the system then automatically completes the job 24 hours later. Thus the water outage is recorded as a customer being without water for 24 hours, which is incorrect.

The required changes were made to the data sources in the rebate report and a process implemented to validate the data. Additional system enhancements have been identified to further improve the collection of data.

Part B — Consumer Protection Code

B9 — Complaints (Clause 6)

Breakdown of complaints per category				
Ref	Complaint category	Number of Water supply complaints	Number of Sewerage services complaints	Additional comments
				Please provide information that you feel is relevant to assist us in our assessment such as an explanation or a reason/s for significant variances from the previous year. When applicable, please also include actions taken to address and minimise customer complaints.
WS01	Water quality	40		
WS02	Water reliability	1		Complaint category - supply interruption
WS03	Sewerage odour complaints		30	
WS04	Sewerage services reliability		26	Complaint categories - sewer blockage, sewer blockage repeat and surcharge.
WS05	Property damage / restoration of property	33	35	Complaint categories - blowback, damage to property and restorations. Process improvements have been made to reduce the number of restoration complaints, including: - field crews providing more information and photos on the work required - customers contacted by the Service Contract Officer at the start and end of every job - contractors engaged immediately and liaise with customers prior to work commencing - training of call centre staff to ensure they can access the relevant information to provide to customers.

Ref	Complaint category	Number of Water supply complaints	Number of Sewerage services complaints	Additional comments Please provide information that you feel is relevant to assist us in our assessment such as an explanation or a reason/s for significant variances from the previous year. When applicable, please also include actions taken to address and minimise customer complaints.
WS06	Accounts / billing	3,689		<p>Following system and process changes for billing complaints, which are managed on our behalf by ActewAGL, we can now capture complaints via all channels including those where the complaint is resolved at the first point of contact. Generally, the increase in billing complaints compared to 2020-21 is not considered reflective of an underlying 'real' increase in dissatisfaction given the very high percentage resolved at first contact (97%). Previously, 'on-the-spot' resolved dissatisfaction was not captured in the process or our systems, where only escalated complaints that required additional activity or follow-up to resolve were reported. Icon Water can now measure, understand and address dissatisfaction more proactively and holistically. This change also aligns more effectively with the regulatory definition of any expression of dissatisfaction.</p> <p>The number of complaints in this category using the previous method of calculation would be 207 complaints.</p>

Ref	Complaint category	Number of Water supply complaints	Number of Sewerage services complaints	Additional comments Please provide information that you feel is relevant to assist us in our assessment such as an explanation or a reason/s for significant variances from the previous year. When applicable, please also include actions taken to address and minimise customer complaints.
WS07	Metering / meter reading	6,581		<p>Complaint categories - estimated readings, meter fault, meter replacement, meters/meter reading.</p> <p>See comment above regarding system and process changes resulting in an increase in the number of complaints compared to 2020-21.</p> <p>The number of complaints in this category using the previous method of calculation would be 930 complaints. The increase in this category compared to 2020-21 relates to an increase in estimations of accounts due to meter reading resource issues and meter access issues.</p>
WS08	Failure to provide, or insufficient, notice	9	3	<p>Complaint categories include no/inadequate notice of work, outage notice nil/too short (reactive) and outage notice nil/too short (planned)</p>
WS09	Unplanned interruptions	2	0	
WS10	Other retail complaints (please specify) Please specify	2,552	0	<p>Complaint categories - amount transferred incorrect, invoices, staff behaviour/misconduct, service poor, notices offended, bill backdated, failed to reply, privacy, cost/refunds, damage to property, interest charges, incorrect information provided, self-service platform, debt collection, final read fee, discount/rebate/concession.</p> <p>See comment above (WS06) regarding system and process changes.</p>

Ref	Complaint category	Number of Water supply complaints	Number of Sewerage services complaints	Additional comments Please provide information that you feel is relevant to assist us in our assessment such as an explanation or a reason/s for significant variances from the previous year. When applicable, please also include actions taken to address and minimise customer complaints.
WS11	Other network complaints (please specify) Please specify	80	13	<p>Categories included:</p> <p>*Water - Complaint categories include connection took too long, damage/fault our asset, damage to environment, driving/parking, information wrong, noise/unsightly, other, otherwise thought unsafe, service request not met, staff rude, water hammer/noisy pipes, water leak and water pressure.</p> <p>*Sewer - Complaint categories include damage/fault our asset, noise/unsightly, other, reimbursement assessment, safety/health, service request not met, staff rude and telephone service poor.</p> <p>The increase compared to 2020-21 can be attributed to:</p> <ul style="list-style-type: none"> - a one off survey that took place in December and generated several complaints about the survey questions and process - an increase in high consumption complaints thought to be due a meter fault. Icon Water provided account adjustments where a leak at the meter was repaired by a crew. - an increase in 'Service request not met' complaints due to the time it took to approve/complete applications. In most cases, it was shown that KPI's were met and customers did not understand their Consultants role in the process.

END OF B7

Part C — Water and Sewerage Capital Contribution Code

C1 — Payment of Capital Contribution Charge

Reference no. Reporting requirements	Response	Supporting statement
Our tracking number	<p>Answer N/A if the question is not applicable Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2021–22 reporting period unless specified otherwise.</p>	<p>Please provide information that is relevant to assists us in our assessment. For example, provide reasons for not meeting the requirement, and any rectification actions taken to fix the issue and prevent reoccurrence.</p> <p>When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.</p>
Payment of Capital Contribution Charge (Clause 6.1)		
C101 In 2021–22, were developments subject to a Capital Contribution Charge, calculated in accordance with the Code?	Yes	
C101(a) If yes, please detail	Blocks inside a precinct that were not exempt under section 2.3 (a) of the Code were subject to the capital contribution charge calculated in accordance with section 9.1 of the Code.	
C102 Total value of Capital Contribution Charges recoverable during 2021–22. This figure would include amounts charged in accordance with the Code but not yet invoiced or paid.	\$4.8m	A development is included in this figure when the design is accepted. The total value of capital contribution charges increased compared to 2020-21 as a result of a few projects with a value of \$250,000 or above.

Reference no. Reporting requirements	Response	Supporting statement
Removals, relocations and specific requirements (Clause 8.1)		
C103 In 2021–22, in connection with a development, did the Licensee remove, relocate, provide protection or make changes to the existing Network in which the customer was charged the costs of carrying out the works?	Yes	
If yes, please detail	Some new developments need to: <ul style="list-style-type: none"> - relocate the existing mains if they were inside the block or too close to the block - upsize existing mains to provide the new demand for domestic and fire services - relocate fire hydrants if they were inside the new driveways - provide protection slabs for existing assets - relocate existing ties if the location of new driveways are above the existing ties - new developments need to upsize the ties to meet the new demand - new developments need to relocate the existing ties due to internal plumbing changes. 	
C104 The number of works undertaken at the request of the customer	133	
C105 The number of works that were not requested by the developer, but were determined necessary by the Licensee.	39	

Reference no.	Reporting requirements	Response	Supporting statement
C105(a)	Did the Licensee charge the costs to these works to the customer/developer?	Yes	
C105(b)	Please provide a brief explanation including any categories of reasons why works were deemed necessary.	<ul style="list-style-type: none"> - relocate the existing mains if they were inside the block or too close to the block - provide protection slabs for existing assets - relocate existing ties if the location of new driveways are above the existing ties - upsize existing mains to provide the new demand for domestic and fire services - relocate fire hydrants if they were inside the new driveways. 	

END OF C1

Part D - Licence conditions

D1 — Compliance (Joint reporting requirements)

Reference no.	Reporting requirements	Joint response for water and sewerage services	Additional comments
	Our tracking number	Answer n/a if the question is not applicable. Answer "0" if data recorded is nil or zero.	
		Data must relate only to the 2021–22 reporting period unless specified otherwise.	
Availability of Utility Licence Annual Report (Clause 8.5)			
D101	Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2020-21 made publicly available by the licensee?	Yes	
D101(a)	Please provide the link to the ULAR summary.	2020-21 Utilities license annual report	
D101(b)	Please confirm that a summary of the 2021–22 ULAR will be published before 30 November this year	Yes	
Operation and compliance audits (Clause 8.6)			
D102	When was the last time the licensee review its data collection and reporting process?	23-Nov-20	
D103	How often do you audit or review your data collection and reporting process?	Report process is reviewed every three years.	
Charge and assignment (Clause 11)			
D104	A Licensee must keep the Commission informed of all relevant changes in the ownership of the Licensee. Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2021–22?	No	
D104(a)	If yes, please provide details.	n/a	

Reference no.	Reporting requirements	Joint response for water and sewerage services	Additional comments
Record keeping (Clause 14)			
D105	Has the licensee kept or caused to be kept, comprehensive records in accordance with ICRC's requirements under the Utilities Act?	No	Records were not kept for the number of network operations where Icon Water failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1)
Emergency telephone service (Schedule: Clause 1)			
D106	Did the licensee maintain a 24 hour emergency telephone service that was accessible to the public every day of the year and be able to receive reports of network emergencies?	Yes	
D106(a)	How are customers and the public informed of the service?	White Pages, customer bills, website, newspaper advertisements, brochures, all correspondence with customers, Twitter, Facebook, event programs and bumper stickers.	
Supply of information to Water Services Association of Australia (WSAA) (Schedule 1: Clause 4)			
D107	Did the licensee provide all information requested by WSAA to assist with inter-agency comparisons in 2021–22?	No	In June 2022, Icon Water was invited to participate in a WSAA 2022 Totex (total expenditure) Benchmarking Study. Although we have undertaken the study in the past, we declined to participate in 2022 due to the present workload and volume of change occurring within the business.

END OF D1

Part D - Licence conditions

D2 — Separate reporting requirements

Reference no.	Reporting requirements	Response		Additional comments
		Water	Sewerage	
Our tracking number		Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero Data must relate only to the 2021–22 reporting period unless specified otherwise.		
Licensee to notify ICRC of any material breaches (Clause 8.2)				
D201w D201s	Number of material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines.	0	0	
D201(a)	Please provide the dates for each material breach and type of breach.	n/a	n/a	
D201(b)	Was the Commission notified of the breaches? NB - Immediate reporting applies to material breaches, see the ICRC Material Breach Guideline 2021	n/a	n/a	
Licensee to provide statement on any non compliance (Clause 8.3)				
D202	Number of non compliances with any of the licensee's obligations under clause 6.2 of its licence to comply with the Utilities Act, relevant Industry Codes, relevant Technical Codes, any directions given by the ICRC or any applicable ring-fencing requirements.	4	0	

Reference no.	Reporting requirements	Response		Additional comments
D202(a)	Detail each non-compliance (subject matter, date).			<p>1. Not responding to billing complaint within required timeframe (Schedule 1 GSL - W2 of <i>Utilities (Consumer Protection Code) Determination 2020</i>). The supply address belongs to the ACT Government, however, the account was established under an individual's name with 12 months of backdated charges. There was a delay in finding the correct ACT Government employee that had been dealing with the individual (2/11/21).</p> <p>2. Not responding to billing complaint within required timeframe (Schedule 1 GSL - W2 of <i>Utilities (Consumer Protection Code) Determination 2020</i>). This was due to an oversight by the case manager (21/12/21).</p> <p>3. Not paying rebates to customers for service performance not met in 2020-21 (section 11 of <i>Utilities (Consumer Protection Code) Determination 2020</i>). In 2021-22, an issue was identified with the payment of rebates. A working group was formed to resolve the issues. Payments for 2020-21 and 2021-22 were made in early 2022-23.</p> <p>4. Contravened section 51 of <i>Utilities Act 2000</i> by disclosing personal information to the wrong recipient (23/3/22).</p>
C202(b)	Was the Commission notified of the non-compliances?	1	n/a	The Commission was notified of the non-compliance for not paying customer rebates on 13 April 2022.

Reference no.	Reporting requirements	Response	Additional comments
Operation and compliance audits (Clause 8.6)			
D203	Provide details of how the licensee has, from time to time, undertaken audits of the services and operations authorised under its licence and of its compliance with its obligations under the licence and any law, code of practice, direction and guideline that it is to comply with under clause 6.2.	Icon Water has a dedicated internal audit function that undertakes audit activities that include compliance and performance audits. Internal audit activities are defined in the annual Internal Audit Program and three-year internal audit strategy. Oversight of the internal audit function is provided by the Risk and Assurance Committee. A copy of the annual internal audit program is submitted to the ACT Auditor-General as part of the ACT Audit Office's yearly financial statements audit. External audits are also undertaken by external auditors of certifying bodies such as the British Standards Institution (BSI). BSI conducts audits of Icon Water's quality management systems. In addition to the internal audit function and the BSI external audit, individual line areas within the business also undertake audits/assurance activities to ensure compliance with relevant legislation, such as a dam safety audit.	
Technical and prudential criteria (Clause 9)			
Click here for a copy of the Commission's Technical and prudential criteria guideline			
D204	Please provide a summary of details of the licensee's financial and technical capacity for 2021–22 which show it can continue to provide the services authorised in the licence.		See attachment 1
Program to minimise water losses in network (Schedule 1 Clause 2)			
D205	Does the licensee have a program in place? Has it implemented this program to cost efficiently minimise water losses to its water network?	Yes	

Reference no.	Reporting requirements	Response		Additional comments
D208	What measures were taken during the year to minimise water losses from the water network?			<p>Projects undertaken in 2021-22 to minimise unaccounted water include:</p> <ul style="list-style-type: none"> - identification and reporting of alleged unauthorised connections to water network through routine field investigations and meter inspections - revenue assurance activities to improve revenue collection (reduce apparent losses) water meter and billing data reconciliation - report to identify and replace zero consumption meter, meter defect reporting based on meter readers inspection and rectification through reactive meter replacement - planned meter replacement program based on meter compliance testing - metered standpipe program and audit to maintain customer fleet and meter accuracy - maintaining and reporting on internal water use through metered standpipe fleet for operation and maintenance crews (allocated to unbilled metered usage and not unaccounted water) - water mains renewal program targeting problematic pipe cohorts and reactive repair of mains burst to reduce physical losses.
D209	What was the average annual distribution loss from the network in 2021–22? (l/km of main per day)	1,998		

Reference no.	Reporting requirements	Response	Additional comments
Agreement with ACT Fire and Rescue (Schedule1 Clause 5)			
D210	Did the licensee comply with its fire fighting/water supply agreement with the ACT Fire and Rescue at all times during 2021–22?	Yes	<p>Icon Water initiated capital works at Southern Cross Yacht Club, Yarralumla to address fire flow issues. The preferred solution involves constructing a new 150 mm nominal diameter main to ensure that fire flows can be delivered.</p> <p>Icon Water will continue working with ACT Fire and Rescue to determine the requirements at six other sites identified in last year's report. Depending upon the outcome of these discussions, Icon Water may need to implement solutions at these sites such as network operational changes and/or capital works. The locations are:</p> <ul style="list-style-type: none"> - commercial area, Victoria St Hall - Black Mountain School & Canberra Chinese Christian Church, Dryandra St O'Connor - Alexandrina Dr Yarralumla, between Novar St and Hopetoun Cct - embassies of Norway & Denmark, Hunter St Yarralumla - St Aidan's Uniting Church, Wylie St Narrabundah - 6 Makin Pl Deakin <p>Alivio Tourist Park, Kunzea St O'Connor was also identified in last year's report but has been determined compliant on closer investigation.</p>
D210 (a)	If not, please give details.		
D211	Has a copy of the latest agreement been provided to the Commission for review and approval?	Yes	
D211 (a)	If not, please attach a copy to this report.	n/a	

END OF D2

Part D - Licence conditions

D3 — Schedule 1 Clause 3 Water use data collection

Reference no.	Indicator	Response	Additional comments
	Our tracking number	Answer N/A if the question is not applicable. Answer "0" if data recorded is nil or zero. Data must relate only to the 2021–22 reporting period unless specified otherwise.	
Total volume of water supplied in ACT			
D301	What was the total volume of water supplied to the ACT in 2021–22? (kL) Note: This figure relates to water supplied to the ACT. A total figure including Queanbeyan may be provided, however the ACT figure must be made clear.	41,661,400	
Provide the volume of water supplied to the following consumer categories in 2021–22			
D302	Residential customers? (kL)	30,390,217 kL	Billing data is used to obtain a breakdown of the volumes supplied to each category. Due to different billing cycles these volumes do not match the total volume of water supplied above.
D303	Commercial customers? (kL)	7,341,548 kL	See comment above
D304	Irrigation or urban open spaces including parks and sport grounds (kL)	733,130 kL	See comment above
D305	Individual bulk supplies? (kL)	3,575,844 kL	See comment above
D306	Other identifiable categories? (kL)	30,447 kL	See comment above
D307	Please specify other categories	Raw water (W-RAW) Water Services Agreement (W-WSA)	

Reference no.	Indicator	Response	Additional comments
Total volume of water supplied to Queanbeyan			
D308	What was the total volume of water supplied to Queanbeyan in 2021–22 ? (kL)	3,596,600	
Water losses			
D309	Real losses: service connections (L/service connection/day)	52	
D310	Real losses: water mains (kL/km water main/day)	2	
D311	Average annual water distribution loss from the network (mL)	2,458 ML	

END OF D3

Authorising and contact officers

Authorising officer

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

Name	Ray Hezkial
Title/position in organisation	Managing Director
Postal address	GPO Box 366, Canberra ACT 2601
Telephone	(02) 6180 6100
Email	ray.hezkial@iconwater.com.au

Contact officer

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

Name	Cath Pennington
Title/position in organisation	Principal Advisor
Postal address	GPO Box 366, Canberra ACT 2601
Telephone	(02) 6180 6979
Email	cath.pennington@iconwater.com.au

Technical and prudential criteria (section 9 of Water and Sewerage licence)

9. Technical and prudential criteria

9.1. Requirement to continue to meet criteria

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

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

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

Financial Capability

Icon Water has a finance team led by the Chief Financial Officer who is also a member of the Executive Team. This team provides a number of functions and activities including commercial management, strategic planning and advisory services, management and financial accounting and financial support. The majority of finance positions are degree qualified and are either members of the CPA Australia or Chartered Accountants Australia and New Zealand. These functions are supported by a number of services contracted out to ActewAGL which include customer billing and collection, regulatory services, payroll, treasury, tax, fixed asset accounting and systems support.

Icon Water's financial statements are audited each year by the ACT Auditor General through a contract with Ernst and Young. Icon Water's financial and budget numbers are included in the ACT Government Whole of Government Accounts. Icon Water produces a Business Strategy annually.

The Icon Water Board receives monthly financial performance reports. Statutory financial statements and budgets are approved on an annual basis.

Technical Capability

Icon Water assets and water and sewerage businesses are planned, operated and managed by a team of highly competent and trained staff. Staff members bring to Icon Water a diverse range of skills and experiences covering asset management, customer services, business administration, environmental sciences, operations and maintenance, project management and governance. Where required, technical capability is augmented via specialised consultancy through external service providers.

Icon Water faces strategic and operational challenges on a continued basis due to changes in technology, community expectations and industry standards. To meet these challenges Icon Water encourages all staff to maintain currency with best practice standards. Specialist in-house and external training is provided, as well as professional development to meet the emerging challenges faced by the water and sewerage businesses. This professional development also supports staff retention. Training and professional development is formalised as a component of each staff member's annual Personal Performance and Development Plan.

All competency based training and development programs for operational staff are derived from the National Water Training Package. Icon Water staff hold specialised qualifications and high risk work licences where required. Icon Water's staff are respected in the industry and are sought out for technical counsel particularly from inland water and sewerage operators.

Icon Water is well represented by its staff on peak industry bodies (and sub committees) and through this representation is able to influence the development of industry standards and implementation of industry best practices.