



# ICRC

independent competition and regulatory commission

## Compliance and performance annual report 2011-12

### Water supply and sewerage

#### Part 2: Technical (general)

#### *Actew Corporation*

#### Introduction

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**(Refer to Part 1: Non-technical for section 1 and Part 3: Technical (dam safety) for section 3)**

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## Instructions for completing the annual report

### Completing the templates:

**Note :** This report should be completed after reading the separate explanatory notes and data dictionary for water supply and sewerage.

- 1 All responses provided should only relate to services provided in the ACT. Where this is not possible, the licensee should advise which jurisdictions the information relates to.
- 2 Please indicate where material provided is confidential and not for general public release.
- 3 For instructions on completing Part 2 of the report, please refer to the explanatory notes provided on the first page of the '2012 Water and Sewerage - Pt2 Technical Dictionary'.



**Tip :** Press Alt-Enter to start a new line in a cell.

### Legend and data validation

#### Legend

- Blue cells with white text indicate column headings
- Blank white cells beneath column headings can be used for additional comments
- Orange cells indicate qualitative inputs.
- Yellow cells indicate quantitative inputs
- Grey cells indicate information to note when completing the form
- Diagonal stripes indicate a value is not required
- Blue text indicates a link to another page

Column heading
Enter comments in these cells
Enter qualitative data in these cells
Enter quantitative data in these cells
Notes for completing questions
These cells are locked
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## About the annual report

Under section 25(2)(d) of the *Utilities Act 2000* (Utilities Act), utilities are required to report to the Independent Competition and Regulatory Commission (Commission) each financial year on the performance of their functions under the statute and their compliance with licence conditions. Reports must be submitted to the Commission within three months of the end of the financial year (i.e. by 1 October). The reported information forms the basis for the Commission's compliance reports and performance reports for licensed utility service providers. Parts 1 (Non-technical), 2 (Technical - general) and 3 (Technical - dam safety) of this template sets out the reporting requirements for 2011-12.

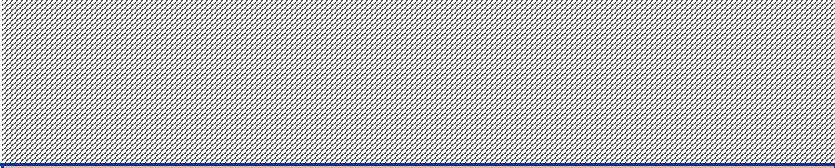


## 2.1 General

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

The authorising officer may use an electronic signature.

Sec #	pt	Question (short form)	Utility 2012 response	
2A	00A	Corporate Approval (Y/N?)	Yes	
2A	00B	Authorising officer name	Mark Sullivan	
2A	00C	Authorising officer title / position	Managing Director	
2A	00D	Authorising officer signature		
2A	0A	a	Technical compliance procedures (Y/N)	Yes
2A	0A	b	Technical compliance procedure refs	Doc # 539777 v1 - Compliance Plan 2011/12
2A	0A	c	Technical compliance procedure NCs (#)	1
2A	0A	d	Technical compliance procedure audits (Y/N)	Yes
2A	0A	e	Adverse audit conclusions (Y/N)	Yes
2A	1	--	Other network serviceability audits (Y/N)	No
2A	2	a	Draft Emergency Plan submission	28 July 2011 and 7 May 2012
2A	2	b	Emergency Plan contact list submission	1 July 2011 22 December 2011 28 May 2012
2A	2	c	Emergency event notification	1 March 2012 - LMWQCC Bypass Storage Dam Discharge 6 March 2012 - Enlarged Cotter Dam flood event
2A	2	d	Emergency event report	8 March 2012 - LMWQCC Bypass Storage Dam Discharge 6 March 2012 (interim report), 26 April 2012 (final report) - Enlarged Cotter Dam flood event
2A	2	e		

<u>2A</u>	<u>2</u>	<u>f</u>	Please refer to	
<u>2A</u>	<u>2</u>	<u>g</u>	<i>Compliance and performance survey 2011-12</i>	
<u>2A</u>	<u>2</u>	<u>h</u>	<i>Water supply and sewerage</i>	
<u>2A</u>	<u>2</u>	<u>i</u>	<i>Part 3: Technical (dam safety)</i>	
<u>2A</u>	<u>2</u>	<u>j</u>		
<u>2A</u>	<u>2</u>	<u>k</u>	Draft accreditation scheme submission	Nil
<u>2A</u>	<u>2</u>	<u>l</u>	Service & Installation Rules submission	Nil



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## Section 2: Technical regulation of water and sewerage

## 2.2 Emergency planning

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

Sec #	pt	Question (short form)	Utility 2012 response	
2B	0A	a	Emergency procedures	Yes
2B	0A	b	Emergency procedure references	Doc # 550840 v4A - Water Supply and Sewerage Emergency Plan
2B	0A	c	Emergency procedure NCs	0
2B	0A	d	Emergency procedure audits	Yes
2B	0A	e	Emergency procedure adverse findings	No
2B	1	a	Emergency Plan	Yes
2B	1	b	Emergency Plan reference	Doc # 550840 v4A - Water Supply and Sewerage Emergency Plan
2B	1	c	Emergency Plan NCs	0
2B	1	d	Emergency Plan audits	Yes
2B	1	e	Emergency Plan adverse findings	No
2B	2	a	Emergency event training procedures	Yes
2B	2	b	Emergency training procedure reference	Doc # 550840 v4A - Water Supply and Sewerage Emergency Plan
2B	2	c	Emergency trg proc NCs	0
2B	2	d	Emergency training procedure audits	Yes
2B	2	e	Emergency trg proc adverse findings	No
2B	3	a	Emergency event notification procedures	Yes
2B	3	b	Emergency event notification proc ref	Doc # 550840 v4A - Water Supply and Sewerage Emergency Plan
2B	3	c	Emergency event notification proc NCs	0
2B	3	d	Emergency event notification proc audits	Yes
2B	3	e	Emergency event notification proc adverse findings	No
2B	4	a	EM records	Yes
2B	4	b	EM records reference	File G00/1185/1 - Water Supply and Sewerage Emergency Plan
2B	4	c	EM records NCs	0
2B	4	d	EM records audits	Yes

2B	4	e	EM records adverse findings	No
2B	5	a	Emergency Plan officer position	Risk and Emergency Manager
2B	5	b	Emergency Plan officer phone	(02) 6242 1182
2B	6	a	Emergency Plan training content	Simulated emergency events - loss of power at treatment plant, Googong Dam failure flood. Training sessions with responders.
2B	6	b	Emergency Plan training date	2 December 2011 - Loss of power at treatment plant 27 March 2012 - Googong Dam failure flood 7 February 2012 - Training sessions with responders
2B	7	--	[no question]	
2B	8	--	Emergency events - medium	1 - Spill of partially treated sewage into the Molonglo River. Currently considering a review which will develop options for increasing the storage capacity of LMWQCC Bypass Storage Dam.
2B	9	--	Emergency events - high	0
2B	10	--	Emergency plan distribution	Yes



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## 2.3 Dam safety

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

Sec #	pt	Question (short form)	Utility 2012 response
Please refer to Compliance and performance survey 2011-12 - Water supply and sewerage - Part 3: Technical (dam safety)			





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## 2.4 Contestable work

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

Sec #	pt	Question (short form)	Utility 2012 response
2D 1	a	Accreditation scheme	Yes
2D 1	b	Accreditation scheme reference	Doc # 242801 v1 - Water and Sewerage Accreditation Scheme
2D 1	c	Accreditation scheme non-conformances	201
2D 1	d	Accreditation scheme audits	No
2D 1	e	Accreditation scheme adverse findings	No Audit
2D 2	a	Accreditation scheme training procedures	No
2D 2	b	Accreditation scheme training proc refs	No procedures
2D 2	c	Accreditation scheme training proc NCs	No procedures
2D 2	d	Accreditation scheme training proc audits	No
2D 2	e	Accreditation scheme training procedure adverse findings	No Audit
2D 3	a	Accreditation register (or Statement)	No
2D 3	b	Accreditation register reference	No procedures
2D 3	c	Accreditation register NCs	0
2D 3	d	Accreditation register audits	No
2D 3	e	Accreditation register adverse findings	No Audit
2D 4	a	Accreditation scheme officer position	Senior Manager Customer and Business Support
2D 4	b	Accreditation scheme officer phone	(02) 6242 2108



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## 2.5 Service and Installation Rules

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

Sec #	pt	Question (short form)	Utility 2012 response
2E 1	a	S&I Rules	Yes
2E 1	b	S&I Rules reference	Doc # 187290 v1 - Service and Installation Rules Final Version
2E 1	c	S&I Rules NCs	0
2E 1	d	S&I Rules audits	No
2E 1	e	S&I Rules adverse findings	No Audit
2E 2	a	S&I Rules training procedures	Yes
2E 2	b	S&I Rules training procedure reference	Field Services staff are trained and assessed against the National Water Package 07. Competency structures have been developed that align to network service and installation rules.
2E 2	c	S&I Rules training procedure NCs	0
2E 2	d	S&I Rules training procedure audits	Yes
2E 2	e	S&I Rules trg proc adverse findings	No



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## 2.6 Network design and maintenance

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

Sec #	pt	Question (short form)	Utility 2012 response	
2F	1	a	Design standards	Yes
2F	1	b	Design standards reference	ACTEW Water Supply and Sewerage Standards
2F	1	c	Design standards non-conformances	0
2F	1	d	Design standards audits	No
2F	1	e	Design standards adverse findings	No Audit
2F	2	a	Service projections	Yes
2F	2	b	Service projection reference	Doc # 602347 v1 - ACT Sewage Load Review and STP Demand Forecast - ActewAGL January 2012 FSTP Catchment Strategic Review - ActewAGL December 2007 Doc # 628673 v2 - Existing System Service Capability Report - ActewAGL July 2012 Doc # 595205 v1 - Canberra Population Growth Forecast November 2011, Cotter Present Sewerage Strategy Plan - May 2010, Mollonglo Valley Sewer Master Plan December 2006
2F	2	c	Service projection non-conformances	0
2F	2	d	Service projection audits	No
2F	2	e	Service projection adverse findings	No
2F	3	a	Design & construction procedures	Yes
2F	3	b	Design & construction procedure references	PB001 - Concept Phase PB002 - Development Phase PB003 - Implementation Phase PB004 - Finalisation Phase
2F	3	c	Design & construction procedure NCs	0
2F	3	d	Design & construction procedure audits	Yes
2F	3	e	Design & construction procedure adverse findings	No

2F	4	a	O&M procedures	Yes	
2F	4	b	O&M procedure references	Doc # 439928 v1H - IMS 001 Manual Content	
2F	4	c	O&M procedure NCs		12
2F	4	d	O&M procedure audits	Yes	
2F	4	e	O&M procedure adverse findings	Yes	
2F	5	a	Asset registers	Yes	
2F	5	b	Asset register references	WASP, ACMS, ESRI and ORACLE system databases contain extensive lists of asset data complying with code requirements	
2F	5	c	Asset register NCs		0
2F	5	d	Asset register audits	No	
2F	5	e	Asset register adverse findings	No Audit	
2F	6	a	AM program assessments	Yes	
2F	6	b	AM program assessment references	Doc # 309811 v1B - ACTEW Asset Management Plan 2008-2027 Vol 1 Doc # 309814 v1C - ACTEW Asset Management Plan 2008-2027 Vol 2	
2F	6	c	AM program assessment NCs		0
2F	6	d	AM program assessment audits	No	
2F	6	e	AM prog assessment adverse findings	No Audit	
2F	7	a	AM plans	Yes	
2F	7	b	AM plan references	Doc # 309811 v1B - ACTEW Asset Management Plan 2008-2027 Vol 1 Doc # 309814 v1C - ACTEW Asset Management Plan 2008-2027 Vol 2	
2F	7	c	AM plan NCs		0
2F	7	d	AM plan audits	Yes	
2F	7	e	AM plan adverse findings	No	
2F	8	a	Performance monitoring procedures	Yes	
2F	8	b	Performance monitoring procedure references	Doc # 539777 v1 - Compliance Plan 2011/12 Doc # 556442 v1A - UMA Operating Plan 2011/12 Doc # 550609 v7A - Water Quality Management Plan Doc # 198590 v5 - Treatment Process Control Statutory and Contractual Reporting Spreadsheet	
2F	8	c	Performance monitoring procedure NCs		37
2F	8	d	Performance monitoring procedure audits	Yes	
2F	8	e	Performance monitoring procedure adverse findings	No	
2F	9		[no question]		
2F	9	a	Water network works as per AMP?	Yes	
2F	9	b	Sewerage network works as per AMP?	Yes	



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## 2.7 Water Supply and Sewerage Service Standards Code

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

Sec #	pt	Question (short form)	Utility 2012 response
2G 1	a	LWAP	Yes
2G 1	b	LWAP reference	Trade Waste Notes TW 1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13 - 1/7/05 TW 3 - 13/8/10
2G 1	c	LWAP NCs	0
2G 1	d	LWAP audits	No
2G 1	e	LWAP adverse findings	No Audit



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## 2.8 Water Metering Code

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

Sec #	pt	Question (short form)	Utility 2012 response	
2H	1	a	Meter issue procedures	Yes
2H	1	b	Meter issue procedure references	CSE304 - Water Meter Issue
2H	1	c	Meter issue procedure non-conformances	0
2H	1	d	Meter issue procedure audits	No
2H	1	e	Meter issue procedure adverse findings	No Audit
2H	2	a	Meter monitoring procedures	Yes
2H	2	b	Meter monitoring procedure references	AMB017 - Water Meter In-Service Compliance Testing
2H	2	c	Meter monitoring procedure NCs	0
2H	2	d	Meter monitoring procedure audits	No
2H	2	e	Meter monitoring procedure adverse findings	No Audit
2H	3	--	Check reading requests	1,259
2H	4	--	Number of readings accurate	Data not available
2H	5	--	Meter test requests	10
2H	6	--	Meters proved NOT defective	10



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## 2.9 Key indicators - water supply (potable)

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

Sec #	pt	Question (short form)	Utility 2012 response
2K	W1 --	Total water supplied (ML)	38,767
2K	W2 a	Connections - water supply (#)	153,916
2K	b	Customers on standard contract (#)	155,269
2K	c	Less onerous contracts (#)	0
2K	W3 a	Water mains - total (km)	3,179
2K	b	Water mains - trunk (km)	244
2K	c	Water mains - reticulation (km)	2,921
2K	d	Water mains - critical (km)	467
2K	e	Water mains - non-critical (km)	2,698
2K	f	Water mains - unassessed (km)	0
2K	g	Stop valves (#)	16,464
2K	h	Pump stations (#)	25
2K	W4 a	Main breaks, old def (#/100km)	24.21
2K	b	Main breaks, 2006 def (#/100km)	24.66
2K	c	Main breaks, potable (#/100km)	13.68
2K	W5 a	Mains UIs (#/1000 prop)	60.7
2K	b	Property service UIs (#/1000 prop)	3.51
2K	c	Properties with ONE UI (#)	8,457
2K	d	Properties with 2 UI (#)	1,182
2K	e	Properties with 3 UI (#)	232
2K	f	Properties with 4 UI (#)	47
2K	g	Properties with 5+ UI (#)	21
2K	W6 a	Customers on low pressure (#)	0
2K	b	Customers repeat low pressure (#)	0

2K	c	Customers on low pressure (ops) (#)	0
2K	d	Other cl. 7 non-compliances (#)	0
2K	W7 --	CAPEX water supply (\$000s)	21,623
2K	W8 a	Mains repair cost (\$000s)	3,311
2K	b	Mains renewal - 100mm (km)	0
2K	c	Mains renewal - over 100mm (km)	0
2K	d	Mains renewal cost (\$000s)	0
2K	e	Mains renewal - critical (km)	0
2K	f	Mains renewal - non-critical (km)	0
2K	W9 a	Valve & hydrant repair cost (\$000s)	571
2K	b	Valves & hydrants renewed (#)	4
2K	c	Valve & hydrant renewal cost (\$000s)	90
2K	W10 --	ACTFB non-compliances (#)	0
2K	W11 a	Water service complaints (#)	310
2K	W12 --	Real losses (ML)	2,453
2K	W13 a	Leakage investigation - length (km)	0
2K	b	Leakage investigation - cost (\$000s)	0
2K	c	Leakage identified (ML)	0
2K	W14 a	Water quantity tests requested (#)	0
2K	b	Water quantity tests compliant (#)	0
2K	W15 a	DWQC NCs (#)	0
2K	b	DWQC NCs network (#)	0
2K	c	DWQC NCs undetermined (#)	0
2K	W16 a	Total WQ complaints (#)	131
2K	b	WQ responses > 4 hr (#)	0
2K	c	WQ remedies > 24 hr (#)	24
2K	d	Widespread WQ events (#)	0



2K	W17	a	WQ tests requested (#)		36
2K		b	WQ tests compliant (#)		36
2K	W18	--	% microbiological compliance (%)		100



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## 2.10 Key indicators - non potable/recycled/secondary class water supply

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

Sec	#	pt	Question (short form)	Utility 2012 response
2K	R1	--	Total non-potable water supplied (ML)	1,857
2K	R2	--	Total connected properties - Non-potable water (#)	8
2K	R3	a	Non-potable water mains (km)	18
2K		b	Mains repurposed (km)	0
2K		c	Pump stations (#)	3



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## Section 2: Technical regulation of water and sewerage

## 2.11 Key indicators - sewerage

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

Sec #	pt	Question (short form)	Utility 2012 response
2K	S1 --	Total sewage collected (ML)	35,231
2K	S2 --	Connected properties - sewerage (#)	153,068
2K	S3 a	Sewers (km)	3,174
2K	b	Sewer mains - trunk (km)	373
2K	c	Sewer mains - reticulation (km)	2,801
2K	d	Sewer mains - critical (km)	0
2K	e	Sewer mains - non-critical (km)	0
2K	f	Sewer mains -unassessed (km)	3,174
2K	g	Number of pump stations (no.)	26
2K	S4 a	Breaks & chokes - mains (#/100km)	42
2K	b	Breaks & chokes - connections (#/1000prop)	8.21
2K	c	Roots - mains (%)	89
2K	d	Roots - connections (%)	86.7
2K	e	Breaks in mains (#)	1,336
2K	f	Breaks in connections (#)	1,256
2K	S5 --	Drainage reimbursements	669
2K	S6 a	Sewer overflows, total (#)	1,032
2K	b	Sewer overflows, critical (#)	61
2K	c	Overflows from overload conditions (#)	Not recorded
2K	d	Overflows from pump stations (#)	1
2K	e	Overflows cause undetermined (#)	43
2K	f	Properties subject to repeat overflows (#)	1,023
2K	g	Overflows in properties	11
2K	S7 a	Trade waste customers (#)	2,300 (estimate)

2K	b	Trade waste compliance (#)	Data not available
2K	S8 --	Sewerage complaints (#)	219
2K	S9 --	Treatment compliance (%)	100
2K	S10 --	CAPEX sewerage (\$000s)	24,188
2K	S11 a	Sewer repair cost (\$000s)	1,620
2K	b	Sewer renewal - 150mm (km)	12.99
2K	c	Sewer renewal - 225mm (km)	0.31
2K	d	Sewer renewal - over 225mm (km)	0.18
2K	e	Sewer renewal cost (\$000s)	3,605.00
2K	f	Sewer renewal - critical mains (km)	0
2K	g	Sewer renewal - non-critical mains (km)	2.62
2K	S12 a	Sewer connection repair cost (\$000s)	1,240
2K	b	Sewer connection renewal (#)	404
2K	c	Sewer connection renewal cost (\$000s)	934.48
2K	S13 a	Sewer length inspected (km)	67.3
2K	b	Sewer inspection cost (\$000s)	514
2K	c	Sewer length cleaned (km)	311.6
2K	d	Sewer cleaning cost (\$000s)	1,799



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**2.12 Water supply and sewerage - supplementary information**

**Note:** Please reference each item with the relevant question.

Number	pt	Utility 2012 response
2A 0A	c	Non-conformance relating to treated water turbidity
2D 1	c	Majority of non-conformances relate to box being too high, box being too late or meter installed late
2F 4	c	Non-conformance relate to the following: <ul style="list-style-type: none"> <li>- no reference to training in asbestos material handling and disposal procedure</li> <li>- deviations not supported by deviations report for the evaluation of project optimisation of drawings management project</li> <li>- corrective actions identified for Corporate Services on contractor HS&amp;E management</li> <li>- document control issues identified in the evaluation of pathway for projects from acceptance by asset owner to completed transition into asset service</li> <li>- improvements recommended in the generation of workpacks from Infrastructure Development and Asset Management branch</li> <li>- contract insurance variation procedure to be reviewed</li> <li>- surveillance audit</li> <li>- development of a framework for stakeholder engagement for use during planning up until asset acceptance by asset owner absent</li> <li>- existing policy and procedures for bushfire risk mitigation require review to address recommendations of auditor</li> <li>- no evidence that radionucleotides was analysed</li> <li>- legal obligation and licensing requirements non-conformity</li> <li>- Field Services sewerage overtime control and resources review</li> </ul>
2F 8	c	Various non-conformances relating to water treatment plant performance
2K S7	a	In previous years, this figure has been reported as the total number of non-residential sewerage properties. As part of our policy development, we are identifying our trade waste customers and estimating the number in each category. The figure reported is an estimate only.



