




Summary of Rights

A summary of the rights, entitlements and obligations of Customers, Consumers and Icon Water.



CONTENTS

| | |
|---|--------------------|
| Who we are | 3 |
| Our service standards | 3 |
| Guaranteed service level rebates | 4 |
| Your Standard Customer Contract | 5 |
| Other agreements with us | 5 |
| Your data and personal information | 5 |
| Your water and wastewater account | 6 |
| Payment difficulties | 6 |
| Faults and emergencies | 6 |
| Making a complaint | 7 |
| Entry to your property | 7 |
| Water services | 8 |
| Wastewater services | 9 |
| Building, renovation, landscaping | 10 |
| Permanent Water Conservation Measures | 11 |



This document summarises the minimum standards of service you can expect, and your obligations to us in order to receive water and sewerage services.

In providing services to you, we aim to ensure we comply with all relevant regulatory requirements including the *Consumer Protection Code*, *Utilities Act 2000*, privacy legislation, utility services licenses, Australian Drinking Water Guidelines and associated regulations and requirements.



Who we are

Icon Water is a territory owned corporation of the ACT Government. We own and operate the ACT's network of dams, water treatment plants, wastewater treatment plants, reservoirs, water and wastewater pumping stations, mains and other related infrastructure.

Every hour of every day, we provide clean, safe drinking water to households across the Capital Region. Once this water has been used, we remove the waste and treat it to ensure the best outcomes for your health and to reduce environmental impacts.

More information about Icon Water can be found at [iconwater.com.au](https://www.iconwater.com.au).

Our service standards

The Independent Competition and Regulatory Commission (ICRC) determines Icon Water's service standards - a minimum level of service you can expect from us. The Consumer Protection Code details many of our service obligations and can be found on the ICRC's website [icrc.act.gov.au](https://www.icrc.act.gov.au) or can be provided to you on request.

Guaranteed service level rebates

We promise we'll meet the Guaranteed Service Levels (GSLs) set out in the Consumer Protection Code. If our performance falls outside these standards, we'll automatically apply a credit to your account. Below is a summary of the GSLs.

| Parameter | Guaranteed service level | Rebate |
|--|---|------------------------------|
| Customer connection and removal of flow restrictors | Connection not provided, or flow restrictors not removed, by required date | \$60 per day (maximum \$300) |
| Responding to complaints | Upon receiving a complaint, utility does not: a) Acknowledge the complaint immediately or as soon as practicable; and b) Provide a response addressing the matter in the complaint within 20 business days | \$20 |
| Notice of planned interruption | Two business days' notice not given | \$50 |
| Duration of interruption (single event) | An unplanned interruption lasts for 12 hours or longer | \$80 |
| Frequency of unplanned interruptions | Customer experiences more than 9 unplanned interruptions in a financial year | \$80 |
| Response time to notification of a fault, problem or concern that affects the premises of the customer | Utility fails to respond: a) If the notification relates to damage to, or a fault of problem with the network which is likely to affect public health, or is causing, or has the potential to cause substantial damage or harm to a person or property, respond as soon as practicable and in any case within six hours; and b) In all other cases within 48 hours; and c) Resolve the problem or concern within the time specified in the response. | \$60 per day (maximum \$300) |

Your Standard Customer Contract

Most Icon Water customers are covered by our *Water and Sewerage Services Connection and Supply Standard Customer Contract*.

The contract is a legally binding document for the supply of standard drinking water and domestic wastewater services to customers connected to the Icon Water network.

To view or download the contract visit iconwater.com.au or talk to us on **(02) 6248 3111** (option 3) to have a copy posted to you.

Other agreements with us

If you have a separate agreement or contract with us (for example, a non-drinking water or trade waste agreement), the terms of the *Water and Sewerage Services Connection and Supply Standard Customer Contract* will apply unless they are inconsistent with the terms of your separate agreement.

Your data and personal information

Our obligations to you

We will protect all personal information you provide in order to do business with us from disclosure to a third party, except where permitted by law, or permitted under your customer contract, or authorised by you. We will always verify that we are speaking to the appropriate person before discussing any topic that contains personal or private information.

Your obligations to us

You must advise us if your contact details change (such as; the authorised account holder, postal address, email address and phone number) to make sure our records are up-to-date so that we can send notices to you about your water and wastewater services.

To view or download our Privacy Policy visit iconwater.com.au/privacy or talk to us on **(02) 6248 3111** (option 3) to have a copy posted to you.

Your water and wastewater account

Our obligations to you

We will create an account for the supply and consumption of water and wastewater services from the date of transfer of ownership of your premises to you. We will send you a bill for these services at least every 120 calendar days and will charge for these services as detailed in our *Schedule of Water and Sewerage Services Charges and Miscellaneous Fees and Charges Schedule*.

Your obligations to us

You must pay your bill by the due date or we may charge interest on your overdue bill.

To view or download our *Schedule of Standard Water and Sewerage Services Charges and Miscellaneous Fees and Charges Schedule* visit iconwater.com.au/about-us/our-pricing or talk to us on **(02) 6248 3111** (option 3) to have a copy posted to you.

Payment difficulties

Our obligations to you

We will ensure a range of payment assistance options are available if you are having trouble paying your bill by the due date.

Your obligations to us

Contact us as soon as possible after receiving your bill and our support team will find a solution that works for you. Talk to us on **(02) 6248 3111** (option 2).

Faults and emergencies

Our obligations to you

We will provide a 24-hour emergency phone service for you to report a water or wastewater service failure emergency. We will respond as soon as practicable and use our best endeavours to minimise interruption to your water and wastewater services.

Your obligations to us

When you report an issue, please make sure we have clear access to our network (such as: unlocking your gate, moving your car, clearing vegetation or securing your animals) so we can have unimpeded access to undertake our work.

To report a water or wastewater service failure emergency, talk to us on our 24-hour faults and emergency line **(02) 6248 3111** (option 1).

Making a complaint

Our obligations to you

When we receive a complaint, it will be registered and assigned to a customer service representative for investigation, action and resolution in accordance with recognised quality standards and the Consumer Protection Code.

We will acknowledge your complaint promptly and will do our best to make sure the problem is resolved to your satisfaction. Our reply will give the reasons for our decision and you can expect to receive a substantive response within 20 business days.

If you are not satisfied with our response, you have the right to request that your case is reconsidered by Icon Water management. If you are still not satisfied after the reconsideration, you have the right of review by the ACT Civil and Administrative Tribunal (ACAT) on (02) 6207 7740 or tribunal@act.gov.au.

Your obligations to us

Please treat all Icon Water representatives with courtesy and respect. Be clear about the issues of your complaint and where possible, let us know what kind of result or outcome you are seeking.

Entry to your property

Icon Water employees or authorised contractors can enter your property to read a water meter, inspect any pipes or fittings connected to our infrastructure, carry out works on our network or other investigations or inspections, and in the case of an emergency.

Our obligations to you

We will provide you with at least seven (7) days written notice before starting work, unless it is an emergency or you have given permission for us to enter earlier. Once the work is completed, we will take all reasonable steps to ensure that the land is restored as soon as practicable to a condition that is similar to its condition before the works began.

Your obligations to us

You must ensure complete access to your property (such as: unlocking gates, moving your car, clearing vegetation or securing your animals) so we can safely undertake our work.

Water services

Our water service levels are guaranteed to the connection point at your property boundary. The connection point for water supply is usually identified by a meter or isolation valve/ball valve at the property boundary.

The general rule is that we are responsible for maintaining the water service up to and including the water meter. All plumbing and pipe work from the water meter to your building is your responsibility as the property owner and is referred to as the internal pipe work.

Our obligations to you

We will maintain the connection pipe from the water main to the water meter, including the isolation valve.

We will supply the following minimum flow, measured at the water meter or at the first tap after the water meter, which is based on the size of your water service pipe.

Your obligations to us

You must keep the water meter box and protective lid in good condition and free from obstruction so the water meter can be safely read and maintained by us. You must keep a minimum of one (1) metre clearance around the water meter box.

| | | | | | |
|--|----|----|----|----|-----|
| Diameter of the property service pipe (mm) | 20 | 25 | 32 | 40 | 50 |
| Minimum flow rate in litres per minute | 20 | 35 | 60 | 90 | 160 |

Wastewater services

Everything you pour down the sink or put down the toilet goes through the wastewater system. This travels to a treatment plant where we process it before returning it to the environment in a sustainable manner. The wastewater treatment plant plays a key role in protecting public health standards within our community.

Our obligations to you

In the case of an overflow occurring due to our system failure, we will do our best to minimise the damage and inconvenience to you and ensure that the affected area is efficiently and adequately cleaned. The extent of our financial liability is limited to where the overflow is caused by negligence on our part.

If you have a licensed plumber or drainer investigate a problem on your property and it is identified that the fault is within our network,

we will reimburse you for reasonable expenses in accordance with our *Standard Rates of Reimbursement*, which are available to view or download at iconwater.com.au/My-Home/Claims/plumbing-reimbursement or talk to us on **(02) 6248 3111** (option 3) to have a copy posted to you.

Your obligations to us

You must not flush anything other than toilet paper into the wastewater system through toilets, sinks, baths and showers to avoid a blockage.

You must maintain safe access (at least a one (1) metre clearance) around the property boundary riser (this is located where your internal plumbing connects to the wastewater system) and sewer manholes that may be located on your property.



Building, renovation, landscaping

Approximately one in every two ACT properties has wastewater network pipes inside its boundaries. Water supply network services also traverse properties or run through adjacent roadways, verges and public spaces.

We want to help you avoid a renovation disaster. Before you start designing your new home, extension or landscaping, ensure your designer, architect or builder contacts [Before You Dig Australia](#) (BYDA) to find out what water or wastewater pipes are located on or near your property. It is your responsibility as the property owner to ensure we have enough access space to bring in equipment to repair network mains.

If you build over or too close to our assets, you must remove the obstruction or pay for the mains to be moved, which can cost thousands of dollars. To avoid this scenario, ensure that you and your building team know what wastewater or water pipes are located on your property.

Many property owners in the ACT have utility pipes running through their properties. Utility pipes and registered easements are protected by legislation in recognition of the essential function water and wastewater services play in urban communities and the environment. Icon Water has a legislative obligation to protect these assets and to establish rules of how, when and where protection is required.

The presence of a service reservation or easement on the property title (or deposited plan) is not always a reliable indicator of the actual location of water and wastewater pipes. Utility pipes may traverse blocks without easements, and water and wastewater networks may exist outside an easement boundary. In all cases the 'pipe protection envelope' is the controlling requirement.

The pipe protection envelope is the unhindered space required to ensure our water and wastewater networks can be safely accessed, operated, repaired and replaced. The underground networks have a mandatory pipe protection envelope which runs above, to both sides and the full length of all water and wastewater networks. The width and height of the pipe protection envelope is typically determined according to the diameter, depth and category of the utility pipe.

Our obligations to you

We will provide you information that you request about the water and wastewater assets at your property, to the extent this information is reasonably available to us. We will process your application for landscaping, building or renovation within 15 business days.

Your obligations to us

You must understand where our water and wastewater pipes are on your property before undertaking any excavation.

Permanent Water Conservation Measures

We currently have in place Permanent Water Conservation Measures which apply to your water use. These measures are enforced in accordance with *Utilities (Water Conservation) Regulation 2006*.

Permanent Water Conservation Measures apply to use of water in the below circumstances:

- Watering private gardens and lawns
- Irrigation and watering of public sports amenities, public parks and gardens, public open spaces
- Commercial nurseries, commercial market gardens and commercial turf-growing businesses
- Washing vehicles
- Cleaning paved areas
- Cleaning windows, buildings and building gutters
- Filling or topping up private ponds and fountains
- Filling or topping up public ponds and fountains
- Emptying, filling and topping up private swimming pools and spas
- Filling or topping up public swimming pools and spas
- Filling or topping up water storage tanks, dams and lakes
- Construction and related activities

For further information or advice please talk to us on **(02) 6248 3111** (option 3). To apply for an exemption, report a breach or to download further information online visit our website at iconwater.com.au.

This document has also been translated into the top five spoken languages within the ACT (as of 2025). All translations of this document are available for download at iconwater.com.au.

Talk to us

E talktous@iconwater.com.au

T (02) 6248 3111

iconwater.com.au

TTY for Hearing Impaired

133 677

Language assistance

13 14 50, 24 hours

Registered Office

12 Hoskins Street
Mitchell ACT 2911

Postal address

Icon Water
PO Box 50
Mitchell ACT 2911

ACN: 069 381 960

ABN: 86 069 381 960

“如需语言协助，请拨打上面的电话号码”。

「如需語言支援，請撥打上述電話號碼。」

«भाषाई सहायता प्राप्त करने के लिए, ऊपर दिए गए नंबर पर कॉल करें।»

«भाषा सम्बन्धी सहयोग लिन, माथिको नम्बरमा फोन गर्नुहोस्।»

«ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ, ਉੱਪਰ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ।»

“Đề được hỗ trợ về ngôn ngữ, hãy gọi đến số điện thoại ở trên”.

