



Utility Licence Annual Report 2024–25

Licence utility:	Icon Water
utility service:	Water and sewerage services
Number of parts to report:	6

Parts to report

[Part A — Utilities Act](#)

Part B — Consumer Protection Code

[B1 — Consumer protection obligations](#)

[B2 — Guaranteed Service Levels](#)

[B3 — Rebates paid against guaranteed service levels](#)

[Part C — Water and Sewerage Capital Contribution Code](#)

[Part D — Licence conditions](#)

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.

Reporting period: **1 July 2024 to 30 June 2025**

Submission date: **by 1 October 2025**

Submit completed report to: **icrc@act.gov.au**



Please submit the completed report in MS excel format.

- 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

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 2024–25 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				
Notice to landholders to undertake network operations (Section 109)				
A102w A102s	Number of times the licensee failed to give the landholder at least 7 days notice of a proposed network operation.	7	2	
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 7 days before the network operation.	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	
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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 participate in an induction program that includes awareness of entry restrictions under the Utilities Act. Additionally, existing staff are reminded of the entry requirements during annual refresher training.	

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).	42	This service is provided under the Retail Customer Service Agreement. The availability of this information is a result of a recent change in the service provider's contact .
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		Response – Water	Response – Sewerage
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.	n/a	
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	
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 2024–25.	0	0
A302	Number of requests to vary a water connection to the licensee's water network that were refused in 2024–25.	0	0

Response – Water Response – Sewerage			
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 2024–25.	0	0

End of A1

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. Data must relate only to the 2024–25 reporting period unless specified otherwise.	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.
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.	Complaints handling policy	
B102	Which version of the Australian Standard does your complaints handling policy and procedures comply with? (Clause 6.2)	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.	

Ref	Reporting requirements	Response		Supporting statement
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		
Number of complaints		Water	Sewerage	
B106w B106s	Total number of complaints received	9,798	168	Under the Retail Customer Service Agreement, ActewAGL changed their approach to recording expressions of dissatisfaction and are now managing them through the complaints framework. This change resulted in an increase in the number of recorded complaints compared to the previous year and was largely driven by customers’ disputing the accuracy of consumption on their bill. In most instances, there was no bill error, and an explanation of the bill resolved the customer’s concerns during the first contact 98 per cent of the time. The total number of complaints includes 266 cases (233 water; 33 sewer) that were unrelated to Icon Water's network, such as issues with customer's internal hydraulic networks. These complaints are excluded from the category breakdowns below.

Ref	Reporting requirements	Response		Supporting statement
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.
B106w(a)	Water quality	48		A total of 141 complaints were received relating to water quality. Of these, 48 were associated with activities undertaken by Icon Water operations, contractors or Emergency Services accessing the network. The remainder were unrelated to Icon Water's network e.g. issue with customers' internal hydraulic network (in comparison, in 2023-24, of the 178 total complaints received for water quality, 71 were unrelated to Icon Water's network). The reduction, when compared to the previous year, is considered to be the result of better planning and the implementation of strategic valve operations aimed at mitigating impacts on the network.
B106w(b)	Water reliability	0		
B106s(c)	Sewerage odour complaints		15	Complaints were attributed to Icon Water assets, including vents, odour control units and network blockages.

Ref	Reporting requirements		Response	Supporting statement
B106s(d)	Sewerage services reliability		29	Recurring blockages and disputed boundaries are the main theme of these complaints. Icon Water have invested in new equipment to replace our aging fleet, combined with a concerted focus on recurring blockages. We anticipate a busy summer given the current ground moisture is tracking to be consistent with the millenium drought. We are also working closely with Access Canberra plumbing inspectors to educate plumbers on boundaries both in the field and through Canberra Institute of Technology (CIT).
B106w(e) B106s(e)	Property damage / restoration of property including complaints under section 108	77	55	There was a reduction in water restoration complaints during this reporting period. This improvement is attributed to the implementation of strict quality control and installation standards within the water meter replacement program. The primary subcategories of these complaints include: - blowbacks - different expectations - timeliness of service - site cleanliness post-restoration - quality of workmanship.

Ref	Reporting requirements		Response	Supporting statement
B106w(f)	Accounts / billing	7,940		Expressions of dissatisfaction were accurately recorded as complaints and managed through the complaints framework. This change of approach resulted in an increase in the number of recorded complaints compared to the previous year. The increase was largely driven by customers' disputing the accuracy of consumption on their bill. In most instances, there was no bill error, and an explanation of the bill resolved the customer's concerns during the first contact 98 per cent of the time. The highest subcategories included: - bills resent - high bill - bill explanation.
B106w(g)	Metering / meter reading	1,336		The reduction in this figure compared to last year is attributed to a decrease in turnover among meter readers and the proactive management of the contract. Categories include: - metering - estimated reads - meters/meter inspection - leaks.
B106w(h) B106s(h)	Failure to provide, or insufficient, notice	16	4	Of the total of 16 water complaints received, 11 were assessed as compliant with our obligation to provide notice.

Ref	Reporting requirements		Response	Supporting statement
B106w(i) B106s(i)	Unplanned interruptions	12	3	Icon Water uses various channels to inform the community of unplanned interruptions where practicable, including radio, website and phone recordings.
B106w(j) B106s(j)	Number of complaints received about carrying out operations in urgent circumstances under section 109(5).	12	3	These two questions (highlighted orange) are reporting the same information - category 'Notice nil/too short (reactive)'
B106w(k) B106s(k)	Number of complaints received relating to operations undertaken pursuant to s110A(2)	0	0	
B106w(l) B106s(l)	Number of complaints received for carrying out network operations in urgent circumstances under section 111(6).	0	0	
B106w(m) B106s(m)	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).	10	10	The majority of these complaints could have been avoided through greater attention to detail, enhanced accountability, and increased care during reactive network operations. Targeted information addressing these issues is disseminated during toolbox talks and monthly stakeholder meetings. NOTE: <i>these complaints are a sub-category of Restoration complaints and are also included in B106w(e) and B106s(e).</i>

Ref	Reporting requirements		Response	Supporting statement
B106w(n) B106s(n)	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. Section 113	15	6	The primary root causes are linked to customer communication and staff training, particularly in relation to initiating the follow-up activities required to complete restoration works. Continuous feedback is being delivered to operational teams through toolbox talks, complemented by the development of systems aimed at enhancing continuity and improving overall outcomes. NOTE: <i>these complaints are a sub-category of Restoration complaints and are also included in B106w(e) and B106s(e).</i>
B106w(o) B106s(o)	Other retail complaints (please specify)	27		Categories include: Change of ownership not processed/ conveyancing; bill wrong name/address; staff behaviours/misconduct; service poor; failed to reply; incorrect information provided; self service platform. In 2024–25, the categories included under 'Other Retail Complaints' were reviewed, resulting in the reallocation of certain categories—such as bill delay—to 'Account/Billing' (106W(f)). When the same categorisation is retrospectively applied to the 2023–24 data, a total of 20 other retail complaints were recorded.
Note: Press tab on your keyboard to start a new line.				

Ref	Reporting requirements		Response	Supporting statement
B106w(p) B106s(p)	Other network complaints (please specify)	109	29	Categories include: - building application - customer service - asset information/plan/GIS/location - plumbing reimbursement - development application - 3rd party dispute - noisy asset - permanent water conservation measures - pressure The increase from the previous year is in the categories building application and development application.

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

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,	Icon Water Summary of Rights	
B109	What languages is the summary available in?	The Summary of Rights is available in: - Simplified chinese - Traditional chinese - Vietnamese - Hindi - Nepali - Punjabi Icon Water also provides a translating service.	

Ref	Reporting requirements	Response	Supporting statement
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	
Hardship Policy (Clause 14)			
B117	Please provide a link to the utility's hardship policy.	Staying Connected (Financial hardship policy)	
B117(a)	When was your hardship policy and associated procedures last reviewed?	2020-21	Customer and community engagement was undertaken in late 2023-24 to gain deeper insights into the impacts and experiences of customers facing financial hardship. The review of the hardship policy and associated procedures, originally scheduled for 2024-25, was delayed due to competing priorities and is now scheduled to commence in early 2025-26.
B118	Number of customers the utility applied its hardship policy to during the reporting year (hardship customers)	566	On 1 July 2024, there were 316 active customers on the hardship program. Throughout the year, there were 250 customers added to the program. The number of active customers as at 30 June 2025 was 355.
Standard Customer Contract (Clause 19)			
B119	Please provide a link to the utility's Standard Customer Contract.	Icon Water Standard Customer Contract	
Disconnections and Restrictions (Clause 20)			

Ref	Reporting requirements	Response	Supporting statement
B120	Did the utility restrict the supply of water to any residential premises for failure to pay an outstanding bill?	No	
B121	Number of residential premises had their water supply restricted by Icon Water during the reporting year.	0	

Part B — Consumer Protection Code

B2 — Guaranteed Service Levels

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 2024–25 reporting period unless specified otherwise.	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.
		Response – Water	Response – Sewerage
Obligation to pay rebate for non-compliance (Clause 11) Please provide details in B3.			
B111	Number of GSL rebate payments made	312	165
B111(a)	Amount of GSL rebate payments made	18,350	9,880
B112	Number of breaches of GSL's where rebates have not been paid	1	5
B113	In relation to B112, why have the GSL payments not been made?		Breaches occurred towards the end of June 2025. Therefore, payments will be made in 2025-26.
B114	In relation to B112, how are customers advised that a GSL payment has not been made?		A letter is sent to customers when a rebate is paid.
B115	Number of GSL rebate payments made in the same or next billing quarter to the quarter the obligation to pay the GSL	312	165
B116	Number of GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate	0	0
B116(a)	In relation to B116, why were the GSL rebate payments made more than one billing quarter after the quarter the obligation to pay the GSL rebate occurred?	n/a	n/a
Customer connection times (Guaranteed Service Level 1)			
B201w B201s	Number of connections not provided, or flow restrictors not removed, by required time/date.	0	0
B202w B202s	What percentage does this represent of total connections?	n/a	n/a
Responding to complaints (Guaranteed Service Level 2)			
B203w B203s	Number of complaints not responded to within 20 business days.	0	0
Planned interruptions to utility services (Guaranteed Service level 3)			
B204w B204s	Number of planned interruptions to water and sewerage services	7,764	0
B205w B205s	Number of premises that were not provided with 2 business days' notice of a planned interruption	254	2

B205w(a) Please give details on every instance where you did not provide with 2 business days' notice of a planned interruption. Also, please provide reason for failure to meet the required service level 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.

B205s(a) Please tick '**Nothing to report**' if you have no incident to report.

☐ Nothing to report

Reference code Your reference code	Date of planned interruption enter as dd/mm/yyyy	Number of affected premises	Number of premises not notified	Reason for failure to meet the required service level provide a reason(s) for failure to provide a notice within the required timeframe	Remediation provide details of actions taken to rectify the non-compliance and minimise future occurrences
Type 1 meter	28/10/24; 06/01/25; 09/04/25; 27/06/25	43	43	The delivery date of the letter was not recorded in the Works and Asset Management (WAM) system. It is believed that the letters were delivered by hand, but this could not be verified.	The process has been reviewed to ensure that the letter delivery date is recorded in WAM.
Type 2 meter	30/7/24; 13/02/25; 18/02/25; 19/02/25; 20/02/25; 21/02/25; 24/02/25; 25/02/25; 05/03/25; 27/06/25	34	34	The delivery date of the letter was not recorded in the Works and Asset Management (WAM) system. It is believed that the letters were delivered by hand, but this could not be verified.	The process has been reviewed to ensure that the letter delivery date is recorded in WAM.
Type 3 meter	19/09/24; 20/09/24; 07/03/25; 08/03/25; 13/03/25; 25/06/25; 30/06/25	5	5	The delivery date of the letter was not recorded in the Works and Asset Management (WAM) system. It is believed that the letters were delivered by hand, but this could not be verified.	The process has been reviewed to ensure that the letter delivery date is recorded in WAM.
Planned	06/08/24; 19/08/24; 29/08/24; 30/09/24; 05/11/24; 22/01/25; 27/01/25; 30/01/25; 18/03/25; 07/04/25; 12/04/25; 15/04/25; 23/04/25; 29/04/25; 07/05/25; 13/05/25; 28/05/25; 29/05/25; 23/06/25; 26/06/25	174	174	Outages were generated by the Works and Asset Management (WAM) system to conduct developer work. However, the outages were not required, as the assets were not yet connected to the network. The outages were not cancelled in WAM, resulting in the system identifying that the required two days' notice had not been provided.	The failure to cancel the outage in WAM has been identified as a training issue among employees responsible for creating planned work. Additional training has been provided to the relevant personnel as required.

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

B208w	Total planned interruption time of water supply faced by an average customer	0.86 minutes / property	
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		Response – Water	Response – Sewerage																			
Duration of unplanned interruptions to utility services (Guaranteed Service level 4)																						
B209w B209s	Number of unplanned interruptions to water and sewerage services	442	1,933																			
B210w B210s	Number of unplanned interruptions that lasted for 12 hours or longer	1	0	The Works and asset management system shows one outage as being >12 hours. However, there were three separate shorter outages that occurred and customers experienced reduced pressure in between the outages. It was subsequently identified that customers impacted by this breach (20) were paid a rebate in error. We will not be seeking repayment of the rebates.																		
B210w(a) B210s(a)	Please give details on every instance where an unplanned interruption lasted for 12 hours or longer. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences. Please tick 'Nothing to report' if you have no incident to report. ☐ Nothing to report <table border="1"> <thead> <tr> <th>Reference code <i>Your reference code</i></th> <th>Date <i>enter as dd/mm/yyyy</i></th> <th>Duration of unplanned interruption <i>enter as hours:minutes</i></th> <th>Number of premises affected <i>provide the number of customer affected by the interruption</i></th> <th>Reason for failure to meet the required service level <i>provide a reason(s) why unplanned interruption lasted for 12 hours or longer</i></th> <th>Remediation <i>provide details of actions taken to rectify the non-compliance and minimise future occurrences</i></th> </tr> </thead> <tbody> <tr> <td>962598120718</td> <td>07-Jun-25</td> <td>14:33</td> <td>20</td> <td>A burst water main occurred at the base of a large tree. The Transport Canberra and City Services (TCCS) response took longer than expected to inspect the tree. The repair was complex with multiple repairs required. The Works and asset management system shows the outage as being >12 hours. However, there were three separate shorter outages that occurred and water services were restored, with reduced pressure, in between each outage.</td> <td> Ongoing meetings with TCCS to ensure a good working relationship and quick response times from arborists. Toolbox Talks to remind workers to create separate outages in these scenarios. </td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> Note: Press tab on your keyboard to start a new line.				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 a reason(s) why unplanned interruption lasted for 12 hours or longer</i>	Remediation <i>provide details of actions taken to rectify the non-compliance and minimise future occurrences</i>	962598120718	07-Jun-25	14:33	20	A burst water main occurred at the base of a large tree. The Transport Canberra and City Services (TCCS) response took longer than expected to inspect the tree. The repair was complex with multiple repairs required. The Works and asset management system shows the outage as being >12 hours. However, there were three separate shorter outages that occurred and water services were restored, with reduced pressure, in between each outage.	Ongoing meetings with TCCS to ensure a good working relationship and quick response times from arborists. Toolbox Talks to remind workers to create separate outages in these scenarios.						
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B211w	Average unplanned interruption frequency	0.109 interruptions / property																				
B212w	Average unplanned interruption duration	122.7 minutes / property																				
B213w	Total unplanned interruption time of water supply faced by an average customer	0.46 minutes / property																				

		Response – Water	Response – Sewerage																			
B214s	Total number of sewer main breaks and chokes in the reporting year		1,933	The reduction in the soil moisture content has led to the increase in sewer main breaks and chokes when compared to the previous year. Icon Water has implemented ongoing investment initiatives, including sewer mains renewal and sewer cleaning programs, to ensure the reliability of the sewer network as well as new sewer cleaning trucks and equipment.																		
B215s	Number of sewer breaks and chokes caused by tree roots		1,570																			
B216s	Total number of property connection sewer breaks and chokes in the reporting year.		1,949	See comment above.																		
B217s	Number of property connection sewer breaks and chokes caused by tree roots		1,424																			
Frequency of Interruptions (Guaranteed Service level 5)																						
B218w B218s	Number of customers that experienced more than 9 unplanned interruptions during the reporting year.	0																				
Response time to notification of problem or concern (Guaranteed Service Level 6)																						
B219w B219s	Total number of notifications received related to damage to, or a fault or problem with the utility network	2,463	3,882																			
B220w B220s	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).	7	7																			
B221w B221s	Number of priority 1 notifications not responded to within six hours.	0	0																			
B221w(a) B221s(a)	Please give details of each instance where a priority 1 notification was not responded to within six hours. Also, please provide reason for failure to meet the required service level and actions taken to rectify the non-compliance and minimise future occurrences. Please tick 'Nothing to report' if you have no incident to report. ☒ Nothing to report <table border="1"> <thead> <tr> <th>Reference code <i>Your reference code</i></th> <th>Date <i>enter as dd/mm/yyyy</i></th> <th>How long before you responded? <i>enter as hours:minutes</i></th> <th>Suburb/s or area affected</th> <th>Number of customers affected</th> <th>Reason for failure to meet the guaranteed service level <i>provide a reason(s) why the priority 1 notification was not responded to within six hours</i></th> </tr> </thead> <tbody> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table> Note: Press tab on your keyboard to start a new line.				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 failure to meet the guaranteed service level <i>provide a reason(s) why the priority 1 notification was not responded to within six hours</i>												
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 failure to meet the guaranteed service level <i>provide a reason(s) why the priority 1 notification was not responded to within six hours</i>																	
B222w B222s	Number of notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause substantial damage or harm to a person or property (priority 2).	295	3,876																			
B223w B223s	Number of priority 2 notifications not responded to within 48 hours.	24	7																			
B224w B224s	Number of notifications that were not resolved in the time specified in the response to the Customer	11	56																			

			Number of times GSL was not met in 2024-25		Number of GSLs paid in 2024-25		Value of GSLs paid in 2024-25		Additional comments
Reporting year	Ref	Subject of the service level	Water	Sewerage	Water	Sewerage	Water	Sewerage	
2024-25	GSL-1	Customer connection and removal of flow restrictors	0	0	0	0	0	0	
2024-25	GSL-2	Responding to complaints	0	0	0	0	0	0	
2024-25	GSL-3	Notice of planned interruption to services	254	2	255	2	\$12,750	100	
2024-25	GSL-4	Duration of interruption (single)	20	0	45	0	\$3,600	0	One breach affected 20 properties, with rebates paid in 2024-25. In addition, 25 rebates were paid in 2024-25 for breaches that occurred in 2023-24.
2024-25	GSL-5	Frequency of unplanned interruptions	0	0	0	0	0	0	
2024-25	GSL-6	Response time to network problems or concern	11	110	1	23	\$300	\$1,380	Breaches occurred in late June 2025 and will be paid in 2025-26.
Total									

Part C — Water and Sewerage Capital Contribution Code

Ref	Reporting requirements	Response	Supporting statement
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 2024–25 reporting period unless specified otherwise.	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. When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.
Payment of Capital Contribution Charge (Clause 6.1)			
C101	In 2024–25, 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 2024–25. This figure would include amounts charged in accordance with the Code but not yet invoiced or paid.	\$5,924,860.90	
C102(a)	Number of developments invoiced for a Capital Contribution Charges during 2024–25.	110	

Ref	Reporting requirements	Response	Supporting statement
Removals, relocations and specific requirements (Clause 8.1)			
C103	In 2024–25, 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	
C103(a)	If yes, please the total value of works charged.	Some new developments need to: - 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.	

Ref	Reporting requirements	Response	Supporting statement
C104	The number of works undertaken at the request of the customer	346 work orders	Work orders are considered to be one job for the customer and have multiple activities based on the scope of the work e.g. a developer connection work order may include the following activities: - remove end cap and connect new water main - cut in new tee with stop valve - remove bulk head In 2024-25, 766 activities were undertaken at the request of the customer.
C105	The number of works that were not requested by the developer, but were determined necessary by the Licensee.	Data unavailable	In 2024-25, a new Customer Management Platform was implemented to provide an integrated view of development submissions. As a result, the data required to provide this response is currently unavailable.
C105(a)	Did the Licensee charge the costs to these works to the customer/developer?	Data unavailable	
C105(b)	Please provide a brief explanation including any categories of reasons why works were deemed necessary.	Data unavailable	

END OF C1

Part D — Licence conditions

Ref	Reporting requirements	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 2024–25 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 2023-24 made publicly available by the licensee?	Yes	
D101(a)	Please provide the link to the ULAR summary.	https://www.iconwater.com.au/About-Us/Our-pricing/Reports-submissions	
D101(b)	Please confirm that a summary of the 2024–25 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?	16/01/2024	
D103	How often do you audit or review your data collection and reporting process?	Reporting 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 2024–25?	Yes	

Ref	Reporting requirements	Response	Additional comments
D104(a)	If yes, please provide details.	Following the 2024 ACT election, the share held by Andrew Barr was transferred to Rachel Stephen-Smith on 22 November 2024 and the share held by Shane Rattenbury was transferred to Suzanne Orr on 9 December 2024. ICRC were notified on 03/12/2024.	
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) of the Utilities Act 2000 (A111) - The number of works that were not requested by the developer, but were determined necessary by the Licensee (C105).
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.	

Ref	Reporting requirements	Response		Additional comments
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 2024–25?	Yes		Icon Water is participating in the WSAA TOTEX benchmarking study, which compares utilities operating and capital expenditure. Information was also provided to Bureau of Meteorology for inter-agency comparisons in the National Performance Report and National Water Account.
		Response - Water	Response -Sewerage	
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.	2	0	

Ref	Reporting requirements	Response	Additional comments
D202(a)	Detail each non-compliance (subject matter, date).	Icon Water exceeded the required bill interval time of 120 calendar days (section 13.3 of the <i>Utilities (Consumer Protection Code) Determination 2020</i>) on two occasions for one customer: - 8 September 2020 – by eight days - 8 March 2024 – by nine days. In both cases, the bills were flagged as exceeding the customer’s typical maximum consumption and required further review. The review determined that the original meter readings were likely incorrect due to human error by the meter reader. Updated bills were subsequently issued, and the review process resulted in the billing interval exceeding 120 days. ActewAGL contracts meter readers on Icon Water's behalf. ActewAGL has a process to identify invoices approaching the maximum interval since the last bill. Issues or concerns are discussed at quarterly meetings between Icon Water and ActewAGL.	
D202(b)	Was the Commission notified of the non-compliances?	No	n/a
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 topics for future consideration and annual 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, environment and safety 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 guidelines on prudential and technical criteria](#)

Ref	Reporting requirements	Response	Additional comments
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	
D208	What measures were taken during the year to minimise water losses from the water network?	Projects and initiatives undertaken in 2024-25 to minimise unaccounted water include: - water meter renewal program: reactive meter replacement (faulty meters identified through meter reading as faulty), planned meter replacement (proactive replacement meeting replacement criteria based on analysis of ongoing compliance testing results for both small, 20mm and large meters 250mm – 150mm), issue of meter for new developments through development application process, meters sized based on demand requirements) - compliance inspections of new meter installations including continued rollout of yellow tagging system that is installed prior to handover of new greenfield water assets with information on the tags to guide industry on their obligations of installing a water meter prior to extraction. Yellow tags are also used to manage unauthorised consumption installed through inspection on unmetered connections to direct builders and plumbers to install meters on new construction sites. - revenue assurance activities to improve revenue collection (reduce apparent losses) water meter and billing data reconciliation. - 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). - inspection and maintenance program for customer metered standpipe fleet which includes replacement of fleet with tamper resistant model with improved metrological performance. - water mains renewal program targeting problematic pipe cohorts and reactive repair of mains burst to reduce physical losses. - water loss performance monitoring of real and apparent losses (quarterly and annually).	
D209	What was the average annual distribution loss from the network in 2024–25? (l/km of main per day)	1,564	

Ref	Reporting requirements	Response		Additional comments
Total volume of water supplied in ACT				
D301	What was the total volume of water supplied to the ACT in 2024-25 (ML) 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.	50,076		
D302	Irrigation or urban open spaces including parks and sport grounds (ML)	1,218		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	Individual bulk supplies (ML)	4,437		
D304	Other identifiable categories (ML)	33		
D305	Please specify other categories	Raw water (W-RAW) Water Services Agreement Uriarra (W-WSA)		
Total volume of water supplied to Queanbeyan				
D306	What was the total volume of water supplied to Queanbeyan in 2024–25 ? (kL)	4,069,000		
Water losses				
D307	Real losses: service connections (L/service connection/day)	39		The improvement starting in 2023-24 and then 2024-25 can largely be attributed to ongoing focus on meter reader performance and reducing estimated reads (particularly for Key Account Customers); meter and billing system data inaccuracies; timeliness of defective meter replacements and meter installation and replacement information synchronisation across systems.

Ref	Reporting requirements	Response		Additional comments
D308	Real losses: water mains (kL/km water main/day)	1.7		See above
D309	Average annual water distribution loss from the network (mL)	3,760		
Customer and volume numbers				
D310	Total number of residential customers supplied	196,568		
D310(a)	Volume of water supplied to residential customers (ML)	35,213		Volume of drinking and non-drinking water, excluding recycled water
D311	Total number of non-residential customers supplied	10,200		
D311(a)	Volume of water supplied to commercial customers (ML)	10,142		

2024–25 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 various functions and activities including financial strategy, economic regulation, financial planning and analysis, financial governance and accounting, commercial management, strategic planning and advisory services. The majority of finance positions are degree qualified and are either members of the CPA Australia or Chartered Accountants Australia and New Zealand.

Icon Water's financial statements are audited each year by the ACT Auditor General through a contract with a third-party audit firm. Icon Water's financial and budget numbers are included in the ACT Government Whole of Government Accounts. Icon Water produces a Statement of Corporate Intent annually, including latest budget numbers for the upcoming four years.

The Icon Water Board receives financial performance reports at each Board meeting. 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 skilled and trained staff. Staff members bring to Icon Water a diverse range of skills, qualifications and experiences covering engineering, 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 continual basis due to environmental and climatic changes and advancements in technology and industry standards, as well as high community expectations. To meet these challenges Icon Water encourages all staff to maintain currency with qualifications and 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 attraction and retention. Training and professional development is formalised as a component of each staff member's annual Personal Performance and Development Plan.

Competency training for our water and wastewater treatment plant operations and network maintenance teams are derived from the National Water Training Package. Application of specific local task-based competency frameworks for other frontline competency-based staff further enhances the technical capability of staff involved in core operational and maintenance activities. 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 advice 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, implementation of industry best practices and advocacy within and for the industry.