

Water Supply and Sewerage Compliance & Performance Reporting

General	
Information provided in this Annual Compliance and Performance Report will be used in the Technical Regulator's report required under s.80 of the Utilities Technical Regulation Act and will be published on the UTR website.	
Instructions	
1. All responses provided should only relate to services provided in the ACT during the reporting period. 2. Responses should be provided in accordance with the instructions and as set out in the question. 3. Please indicate where material provided is confidential and not for general public release. 4. Completed Compliance and Performance Questionnaires must be received by the Technical Regulator within 90 days of issue. 5. For enquiries please email techregulator.utilities@act.gov.au or call (02) 6207 0362	
Legend and Data Validation	
Green cells with white text indicate column headings	Column heading
Light green cells indicate Question to be answered	Question
Light blue cells indicate qualitative / quantitative inputs	Input data in these cells

A General			
Sec	#	Question	Response 2024-25
A	1	Authorising officer name & title NB. Report submitted without this approval of the Managing Director of the utility will not be accepted by the Tech Regulator.	Ray Hezkial, Managing Director
A	2	Digital signature of the Managing Director confirming accuracy of all responses provided and authorising release of this report.	

B UTR Act Requirements				
Sec	#	Question	Icon Water Revision to question (if needed)	Response 2024-25
B	1	Were directions / urgent directions given by Tech Regulator under s19 / s21 UTR Act complied with (Y / N / N/A)? If Y, advise in SI: direction / compliance with direction / details of non-compliance.		n/a
B	2	Was utility compliant with notices to provide information under s23 & s61 of UTR Act (Y / N / N/A)? If Y, advise in SI: notice / compliance with notice.		n/a
B	3	Did utility report all notifiable incidents to Tech Regulator within 24 hours (Y / N / N/A)? If N, advise in SI: incident, date of occurrence / date of reporting / reason for not reporting.	Did the utility report all notifiable incidents to Tech Regulator within 24 hours after becoming aware of the notifiable incident? This change reflects the information in section 29 of UTR Act.	Yes
C Licence Requirements				
C	1	Was ICRC notified of material breach of Licence in relation to UTR Act or Tech Code (Y/N)? If Y, advise details in SI.		n/a There were no material breaches.

B / C UTR Act / Licence Requirements - Supplementary Information				
Sec	#	Question	Icon Water Revision to question (if needed)	Response 2024-25
B	1	Details of non-compliance with directions / urgent directions given by Tech Regulator under s19 / s21 UTR Act (direction / compliance with direction / details of non-compliance).		
B	2	Compliance with notices to provide information under s23 & s61 of UTR Act (notice / compliance with notice).		
B	3	Details of notifiable incidents not reported to Tech Regulator within 24 hours (incident details / date of occurrence / date of reporting / reason for not reporting)		
C	1	Material breach of licence in relation to UTR Act or Tech Code (No of non-compliances / When the non-compliances occurred / reasons for non-compliances / consequences of non-compliances / rectification measures).		

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D Emergency Planning Code					
Sec	#	Question	EPC Ref	Icon Water Revision to question (if needed)	Response 2024-25
D	1	Date of WSSEP submission (dd/mm/yyyy)?			30/04/2025
D	2	Was a planned test of WSSEP completed (Y/N)? SI required. If Y, provide Post Activity Report citations (Title, Author, Date and Synopsis, incl. incident/emergency scene); If N, provide explanation.			Yes
D	3	Referring to https://knowledge.aidr.org.au/resources/handbook-managing-exercises/ , what style of test was undertaken (Discussion / Functional / Field)? If multiple tests, select style reflecting the most thorough testing of WSSEP.			Functional
D	4	How many times was the WSSEP activated by incident/emergency (#)? If activated, provide post activity report citations (title, author, date, synopsis inc incident/emergency scene) in SI.		Consider combining D5 and D6 with this question. So this question could add that if activated include the citation, as well as what level the activation was. So next to each activation it would include either level 1, 2 or 3. This would mean questions 5 and 6 were no longer needed.	0
D	5	How many times was the WSSEP activated by a Level 2 Incident (#)? (Refer to Chpt 5, AIIMS 2017 Manual: Level 2: Incidents may be more complex due to size, resources, risk or consequence. They are characterised by the need for: deployment of resources beyond initial response; sectorisation of the incident; establishment of functional sections due to complexity; or a combination of all needs.			0
D	6	How many times was the WSSEP activated by a Level 3 Incident/Emergency (#)? Level 3: Incidents are characterised by degrees of complexity and consequence that may require the establishment of significant resources and structure for the effective management of the situation, and will usually involve delegation of all functions.			0
D	7	Were Post Activity Reports for all WSSEP activations submitted within 5 days of the emergency event ceasing (Y / N)? If N, provide details in SI.	9		n/a
D	8	Is an up to date WSSEP Document Register submitted with this Annual Questionnaire (Y/N)? SI required. If Y, the document citation (Title, Author, Date). [Note, Document Register to include document title, most recent review date and review date.] If N, provide explanation.		Change 'review date' to 'next review date'	Yes

D Emergency Planning Code - Supplementary Questions					
Sec	#	Question	EPC Ref	Icon Water Revision to question (if needed)	Response 2024-25
D	2	Post Activity Report citations for planned test of WSSEP (Title, Author, Date and Synopsis, incl. incident/emergency scene) OR Explanation if no test.			WSSEP (Water Supply and Sewage Emergency Plan) Exercise 2024 (for 2025 submission), Roger Lye, 30/10/2025, The scenario was based around a water contamination incident and included participation from ACT Health, ACT Police, and the ACT Emergency Services, and included activation of the Icon Water Incident Management Team, the Emergency Coordination Centre and the ACT Police Operations Centre.
D	4	Post activity report citations (title, author, date, synopsis inc incident/emergency scene) of WSSEP activations.			
D	7	Post activity report citations (title, author, date, synopsis inc incident/emergency scene) of emergency events.	9		
D	8	Is an up to date WSSEP Document Register submitted with this Annual Questionnaire (Y/N)? SI required. If Y, the document citation (Title, Author, Date). [Note, Document Register to include document title, most recent review date and review date.] If N, provide explanation.			See attachment D 8 - Water Supply and Sewerage Emergency Plan Document Register

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E Contestable Work Accreditation Code					
Sec	No	Question	Ref	Icon Water Revision to question (if needed)	Response 2024-25
E	1	Was a draft accreditation scheme submission made to the Tech Regulator (Y/ N). If Y, advise details in SI.	3.1		No
E	2	Name(s) of the existing accreditation scheme(s).	3.1		Doc# 242801 Water & sewerage accreditation scheme
E	3	No. non-conformance reports raised against the operation of existing scheme(s)? If raised provide details in SI			58

E Contestable Work Accreditation Code - Supplementary Informa					
E	1	Details of draft accreditation scheme: name / date of submission / date of approval.			
E	3	Details of non-conformance reports made against the accreditation scheme(s).			

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F 1 Water and Sewerage Compliance						
Sec	#	pt	Question	WSC	Icon Water Revision to question (if needed)	Response 2024-25
Part 1: Preliminary (Application of Code & Applicable Standards)						
F	1	a	Did events / circumstances occur preventing the utility from performing obligations under WSC (Y/N). If Y provide details in SI.	2.1(2)		No
F	1	b	Has utility nominated the role(s) to act as the Tech. Authority & defined roles & responsibilities for the Tech. Authority (Y/N) ? If N provide details in SI.	2.3(1)	The response to this question is unlikely to change year on year and would be better placed to be reviewed as part of the compliance audit against the Code undertaken every five years (16.2)	Yes
F	1	c	Have all utility requirements, design and construction and network performance standards and deviations to these standards been approved by the Tech. Authority (Y/N)? If N, provide details in SI.	2.3(3)	The response to this question is unlikely to change year on year and would be better placed to be reviewed as part of the compliance audit against the Code undertaken every five years (16.2)	Yes
F	1	d	Provide details of standards applicable to the provision of W&S services (ISO., AS/NZ & industry standards) in SI.	4.1	The response to this question is unlikely to change year on year and would be better placed to be reviewed as part of the compliance audit against the Code undertaken every five years (16.2)	Refer to supplementary information
F	1	e	Is utility aware of any significant / serious deviations with the applicable standards (Y/N)? If Y provide details in SI.	4.1		No
F	1	f	Was utility compliant with its design and construction standards and ' <i>utility requirements</i> ' OR had any deviations from these approved by the Tech Authority (Y/N)? If N, provide details in SI	4.2		Yes

Sec	#	pt	Question	WSC	Icon Water Revision to question (if needed)	Response 2024-25
Part 2: Management Systems						
F	2	a	Is the utility Asset Management System (AMS) consistent with ISO 55000 (Y/N)? If N, provide details in SI.	5.1	Is the utility Asset Management System (AMS) not inconsistent with ISO55000 (Y/N)? If N, provide details in SI. This change reflects the wording in the WSC.	Yes, it is not inconsistent with ISO 55000
F	2	b	Citation of Strategic Asset Management Plan & Asset Management Plans (component name / date / planned review date).	5.4		Asset Management Policy/ 2023/ 2025 Strategic Asset Management Plan/ 2022/ 2027 Asset Management Plans: - Water Sources/ 2022/ 2027 - Water Treatment Plants/ 2022/ 2027 - Water Distribution Reticulation and Metering/ 2022/ 2027 - Sewage Collection and Transfer/ 2022/ 2027 - Non Drinking Water/ 2022 / 2027 - Land and Buildings/ 2022/ 2027 - Vehicles and Mobile Plant/ 2022/ 2027 - Information and Communication Technology/ 2022 /2027
F	2	c	Has utility provided current AMPs to Tech Regulator, if requested (Y/N)?	5.2		Yes
	2	d	Does utility have a external review process for AMS (Y/N)? If N provide details in SI.			Yes

Sec	#	pt	Question	WSC	Icon Water Revision to question (if needed)	Response 2024-25
F	2	e	Was utility compliant with 5 yearly review requirements for AMS (inc. involving Tech Regulator in review) (Y/ N)? Provide in SI citation (name / reviewer / published date) if Y; If N, provide details.	5.3		Yes
F	2	f	Citations of utility's 'Other Management Systems' (safety, quality, environmental, risk & business continuity, water quality, legal & regulatory compliance, records & emergency).	6.1		Icon Water is certified to: - ISO 9001 (Quality management system) - ISO 14001 (Environment management system) - ISO 45001 (Health and Safety management system) - HACCP (Hazard Analysis and Critical Control Points) and GMP (Goods Manufacturing Practices) Standards. We also conform with other management systems for risk, compliance and records, but are not certified.
Part 3: Network Boundaries						
F	3	a	Did utility enter into any agreements for connecting to other regulated networks (Y/ N)? If Y, provide details confirming compliance with WSC s7.1(2) and s7.1(3) in SI.	7		No
F	3	b	Has utility specified min. requirements for connections to utility networks in a utility requirement or a design and construction standard (Y/N)?	8.2(1) / 8.2(2)		Yes
F	3	c	Has utility defined requirements for acceptable connection points that are on block and off block? (N / Citation of requirements)	8.2(3)		Yes
F	3	d	Have min. requirements for connections to utility networks been defined in tech. drawings, diagrams, specifications, asset ownership and maintenance for all connections (Y/N)? If N provide details in SI.	8.2(4)		Yes
F	3	e	Did utility enter into any agreements for alternative network boundaries (Y/N) If Y provide details in SI.	8.3(2a)		Yes

Sec	#	pt	Question	WSC	Icon Water Revision to question (if needed)	Response 2024-25
F	3	f	Did utility meet agreement / approval requirements for the customer, Tech. Regulator (inc tech documentation) & ICRC (Y/N)? If N provide details in SI.	8.3(2) / 8.3(3)	Were alternative network boundaries agreed in writing by both the utility and the customer, approved by the Technical Regulator, and notified to ICRC?	No
F	3	g	For agreed alternative boundaries, did utility maintain the service up to the connection point (Y/N)? If N provide details in SI.	8.3(4)		Yes
Part 4: Performance						
F	4	a	Was utility compliant with Drinking Water Code of Practice & Drinking Water Licence (Y/N)? If N provide details in SI.	9.1(1)(a)		Yes
F	4	b	Did utility propose water service pressure and flow performance standards for normal operating conditions to Tech. Regulator (Y/N)? If N provide details in SI.	9.2(1)		Yes
F	4	c	Citation of procedure for testing water quality, pressure or flow at the request of the customers or consumer (name / date published).	9.3 (1)	The response to this question is unlikely to change year on year and would be better placed to be reviewed as part of the compliance audit against the Code undertaken every five years (16.2)	WI06.01.05 Water Quality Enquiries and Complaints - 07/01/2022 Customer complaints - high consumption
F	4	d	Was utility compliant with testing requirements set out in WSC s9.3(2) (Y/N)? If N provide details in SI.	9.3 (2)		Yes
F	4	e	Was water supply available at all times, subject to disconnections, interruptions or restrictions (Y/N)? If N provide details in SI.	9.4(1)		Yes
F	4	f	Were customers without drinking water for >12 hrs supplied with emergency drinking water (Y/N)? If N, provide details in SI.	9.4(2)		n/a No customers were without water for > 12 hours
F	4	g	Does utility have a current agreement with F&R that meets WSC s9.5(2) (Date of agreement dd/mm/yy/ N)? If N, provide details in SI.	9.5(1) / 9.5(2)		21/05/2024
F	4	h	Is F&R agreement current (<5 years old & updated to account for material changes (laws / standards) / requests by F&R (Y/N)? If N, provide details in SI.	9.5(5)		Yes
F	4	i	Was any new F&R agreement compliant with comment / copy requirements to the Tech Regulator (Y/N / N/A). If N provide details in SI.	9.5(3) 9.5(4)		No
F	4	j	Where network modelling / field data shows non-compliance with the F&R agreement (flow rates / pressure), have F&R accepted the risk? If N, advise of potential / actual non-compliant areas in SI.	9.5(1)		Yes

Sec	#	pt	Question	WSC	Icon Water Revision to question (if needed)	Response 2024-25
F	4	k	Was sewage network available at all times, subject to disconnections, interruptions or restrictions (Y/N)? If N provide details in SI.	9.6		Yes
F	4	l	Provide details of actions undertaken to manage sewage network in accordance with WSC s9.7	9.7	This question is very broad and should be reviewed as part of the compliance audit against the Code undertaken every five years. (16.2)	The procedures listed demonstrate how Icon Water manages the sewage network in accordance with WSC s9.7: - EN05.00.33 Asset Management Plan Sewage Collection and Transfer - EN07.03.03 Water Supply and Sewerage Emergency Plan - EN07.03.27 Uriarra Sewage Treatment Plant Emergency Response Plan - EN07.03.02 Business Continuity Plan - EN03.01.09 Canberra Sewer Network Environmental Management Plan - EN03.01.25 Fyshwick STP and North Canberra Effluent Reuse Scheme Environmental Management Plan - EN05.06.01 Uriarra STP Process Operating Plan - EN05.11.02 Canberra Sewerage Network Process Operating Plan
F	4	m	Are W&S performance indicators <5 years old / updated to reflect material change to benchmarking indicators (Y/N)? If N provide details in SI.	9.8(2)		Yes
Part 5: Planning and Design						
F	5	a	Has utility prepared NPP documents that comply with WSC s10.1 / s10.2(1) requirements? If N, provide details in SI	10.1/ 10.2(1)		Yes. Network Planning Projects were provided to the UTR on 26/9/2024.

Sec	#	pt	Question	WSC	Icon Water Revision to question (if needed)	Response 2024-25
F	5	b	Citation of Network Planning Projection (NPP) documents (name / date)	10.2(1)		Network Planning Projections, Version 1.0 (Published), 26 September 2024
F	5	c	Date NPP last reviewed for currency and relevance (dd/mm/yy)?	10.2 a(i)		26/09/2024
F	5	d	Has utility provided to Tech Regulator NPP review report identifying where performance criteria may not be met in future in accordance with s10.2 WSC (dd/mm/yy)/ N? If N provide details in SI.	10.2 a(ii)		26/09/2024
F	5	e	Has utility developed design principles and basis for design consistent with Act in a publicly accessible form (Y/N)? If N provide details in SI.	10.3		Yes
F	5	f	Has utility developed, implemented and maintained its design and construction standards based on accepted industry practice and local conditions (Y/N) and made them available in a publically accessible form? If N provide details in SI.	10.3		Yes
F	5	g	Has utility advised the Tech. Regulator of new design and construction standards within the past 12 months? (Y/N) If Y provide details, including consultation with key stakeholders in SI	10.4(2) /10.4(3b)		Yes
F	5	h	Citation of utility's design and construction standards (name, date published, date for next scheduled review).	10.4(4)		1.Property Service Connections and Water Meters(STD-SPE-M006), Publication Date 13/06/2025 2.Technical Specification for Survey and Tolerancing Requirements(STD -SPE-C-004). Publication Date 10/06/2025 3.Air valve Standard Drawing, Draft Published in June 2025
F	5	i	Did utility have any significant or repeated deviations to design and construction standards approved by Tech authority (Y/N)? If Y provide details in SI.	10		No
F	5	j	Summary of key planned investments in each asset class (e.g. summary investment plan) in response to network planning projections.	10		See Attachment F 5 I - Summary Investment Plan
Part 6: Network Connections						
F	6	a	Does utility intend to develop / revise any new utility requirements in the next reporting period? If Y, indicate the driver for new requirements / review.	11.3 (4)		Yes

Sec	#	pt	Question	WSC	Icon Water Revision to question (if needed)	Response 2024-25
F	6	b	Does utility have specifications for metering equipment & installation in accordance with s12.1 WSC (Y/N)? If N provide details in SI.	12.1(1)		Yes
F	6	c	Was metering equipment supplied by utility compliant with Aust. standards & National Measurement Institute requirements (Y/N)? If N, provide details in SI.	12.1(2)		Yes
F	6	d	Has utility specified min. requirements for access to meters (Y/N)? If N, provide details in SI.	12.2(1)		Yes
F	6	e	Was utility compliant with meter access requirements (Y/N)? If no, provide details in SI.	12.2(2)		Yes
F	6	f	Has utility developed / implemented a program for meter testing / replacement consistent with law, Aust. Standards, National Measurement Institute & accepted industry practice (Y/N)? If N provide details in SI.	12.3		Yes
F	6	g	Has utility specified process for removing redundant meters (Y/N)? If N provide details in SI.	12.4(1)		Yes
F	6	h	Was utility compliant with process for removing redundant meters (Y/N)? If N provide details in SI.	12.4(2)		Yes
F	6	i	Has utility specified procedures for testing meters at request of customer (Y/N)? If Y, provide citation, if N provide details in SI.	12.6		Yes
F	6	j	Was utility compliant with its procedures for testing meters (Y/N)? If N provide details in SI.	12.6(4)		Yes
F	6	k	Has utility specified design, installation and maintenance obligations for Class B units?	12.7		Yes
F	6	l	Did utility specify backflow & containment requirements consistent with WSC 13.1 (Citation / N)?	13.1		Minimum requirements and reference to relevant standards and responsibility regarding backflow prevention and devices is provided on Icon Water's website (https://www.iconwater.com.au/Developers-and-Renovators/backflow-protection) with further work underway to update standards and technical requirements to comply with the WSC as per the transition plan.
F	6	m	Are containment protection controls in place between all drinking and non-drinking water networks (Y/N)? If N, provide details in SI.	13.2		Yes

Sec	#	pt	Question	WSC	Icon Water Revision to question (if needed)	Response 2024-25
F	6	n	Does utility have LTW Waste policies and procedures consistent with s14.2 WSC / accepted industry practice / applicable Australian Standards (Citation (name / date) / N)? If N provide details in SI.	14.2		Yes
F	6	o	Does utility have a register of LTW customer contracts (Y/N)? If N provide details in SI.	14.4(1)		Yes
F	6	p	Is utility monitoring compliance with LTW customers in accordance with LTW policies and procedures (Y/N)? If N provide details in SI			No

Water Supply and Sewerage Compliance & Performance Report

F 1 Water and Sewerage Compliance						
Sec	#	pt	Question	WSC	Once Question for W&S Compliance is agreed, UTR will finalise SI questions / IW proposed SI question	Response 2024-25
Part 1: Preliminary (Application of Code & Applicable Standards)						
F	1	a	Did events / circumstances occur preventing the utility from performing obligations under WSC (Y/N). If Y provide details in SI.	2.1(2)		
F	1	b	Has utility nominated the role(s) to act as the Tech. Authority & defined roles & responsibilities for the Tech. Authority (Y/N) ? If N provide details in SI.	2.3(1)		
F	1	c	Have all utility requirements, design and construction and network performance standards and deviations to these standards been approved by the Tech. Authority (Y/N)? If N, provide details in SI.	2.3(3)		The Technical Authority has responsibility for the utility requirements, design and constructions Standards and performance standards. These documents are being progressively updated to ensure that they meet the requirements of the new code and to align with the Engineering Registration Scheme. The standards governance process is documented in an Icon Water work instruction (WI05.22.15).
F	1	d	Provide details of standards applicable to the provision of W&S services (ISO., AS/NZ & industry standards) in SI.	4.1		Refer to attachments: - F 1 d - Design standards - F 1 d - Applicable Standards - Other obligations Icon Water has access to applicable standards through a subscription service.
F	1	e	Is utility aware of any significant / serious deviations with the applicable standards (Y/N)? If Y provide details in SI.	4.1		
F	1	f	Was utility compliant with its design and construction standards and 'utility requirements' OR had any deviations from these approved by the Tech Authority (Y/N)? If N, provide details in SI	4.2		
Part 2: Management Systems						
F	2	a	Is the utility Asset Management System (AMS) consistent with ISO 55000 (Y/N)? If N, provide details in SI.	5.1		
	2	d	Does utility have a external review process for AMS (Y/N)? If N provide details in SI.			
F	2	e	Was utility compliant with 5 yearly review requirements for AMS (inc. involving Tech Regulator in review) (Y/ N)? Provide in SI citation (name / reviewer / published date) if Y; If N, provide details.	5.3		Asset Management Customer Value 2024 Benchmarking – Final Utility Report (Aurecon, WSAA and Isle Utilities, Dec 2024) Icon Water has participated in the 4 yearly Asset Management Customer Value (AMCV) benchmarking since 2012. This exercise benchmarks our asset management activities against other participating water utilities. It is aligned with the ISO 55000 39 subjects and the Institute of Asset Management (AIM) question set.

Sec	#	pt	Question	WSC	Once Question for W&S Compliance is agreed, UTR will finalise SI questions / IW/ proposed SI question	Response 2024-25
Part 3: Network Boundaries						
F	3	a	Did utility enter into any agreements for connecting to other regulated networks (Y/ N)? If Y, provide details confirming compliance with WSC s7.1(2) and s7.1(3) in SI.	7		
F	3	d	Have min. requirements for connections to utility networks been defined in tech. drawings, diagrams, specifications, asset ownership and maintenance for all connections (Y/N)? If N provide details in SI.	8.2(4)		
F	3	e	Did utility enter into any agreements for alternative network boundaries (Y/N) If Y provide details in SI.	8.3(2a)		In the cases where the basement wall is at the boundary, the accepted drawings show the ownership line at the flange/socket of the penetration pipe, not at the block boundary.
F	3	f	Did utility meet agreement / approval requirements for the customer, Tech. Regulator (inc tech documentation) & ICRC (Y/N)? If N provide details in SI.	8.3(2) / 8.3(3)		
F	3	g	For agreed alternative boundaries, did utility maintain the service up to the connection point (Y/N)? If N provide details in SI.	8.3(4)		
Part 4: Performance						
F	4	a	Was utility compliant with Drinking Water Code of Practice & Drinking Water Licence (Y/N)? If N provide details in SI.	9.1(1)(a)		
F	4	b	Did utility propose water service pressure and flow performance standards for normal operating conditions to Tech. Regulator (Y/N)? If N provide details in SI.	9.2(1)		
F	4	d	Was utility compliant with testing requirements set out in WSC s9.3(2) (Y/N)? If N provide details in SI.	9.3 (2)		
F	4	e	Was water supply available at all times, subject to disconnections, interruptions or restrictions (Y/N)? If N provide details in SI.	9.4(1)		
F	4	f	Were customers without drinking water for >12 hrs supplied with emergency drinking water (Y/N)? If N, provide details in SI.	9.4(2)		
F	4	g	Does utility have a current agreement with F&R that meets WSC s9.5(2) (Date of agreement dd/mm/yy/ N)? If N, provide details in SI.	9.5(1) / 9.5(2)		
F	4	h	Is F&R agreement current (<5 years old & updated to account for material changes (laws / standards) / requests by F&R (Y/N)? If N, provide details in SI.	9.5(5)		
F	4	i	Was any new F&R agreement compliant with comment / copy requirements to the Tech Regulator (Y/N / N/A). If N provide details in SI.	9.5(3) 9.5(4)		The current agreement was provided to UTR at the time of execution.
F	4	j	Where network modelling / field data shows non-compliance with the F&R agreement (flow rates / pressure), have F&R accepted the risk? If N, advise of potential / actual non-compliant areas in SI.	9.5(1)		
F	4	k	Was sewage network available at all times, subject to disconnections, interruptions or restrictions (Y/N)? If N provide details in SI.	9.6		
F	4	l	Provide details of actions undertaken to manage sewage network in accordance with WSC s9.7	9.7		

Sec	#	pt	Question	WSC	Once Question for W&S Compliance is agreed, UTR will finalise SI questions / IW proposed SI question	Response 2024-25
F	4	m	Are W&S performance indicators <5 years old / updated to reflect material change to benchmarking indicators (Y/N)? If N provide details in SI.	9.8(2)		
Part 5: Planning and Design						
F	5	a	Has utility prepared NPP documents that comply with WSC s10.1 / s10.2(1) requirements? If N, provide details in SI	10.1/ 10.2(1)		
F	5	d	Has utility provided to Tech Regulator NPP review report identifying where performance criteria may not be met in future in accordance with s10.2 WSC (dd/mm/yy)/ N? If N provide details in SI.	10.2 a(ii)		
F	5	e	Has utility developed design principles and basis for design consistent with Act in a publicly accessible form (Y/N)? If N provide details in SI.	10.3		
F	5	f	Has utility developed, implemented and maintained its design and construction standards based on accepted industry practice and local conditions (Y/N) and made them available in a publically accessible form? If N provide details in SI.	10.3		
F	5	g	Has utility advised the Tech. Regulator of new design and construction standards within the past 12 months? (Y/N) If Y provide details, including consultation with key stakeholders in SI.	10.4(2) /10.4(3b)		Icon Water has reviewed and updated Requirements for Property Service Connections and Water Meters(STD-SPE-M006) to include updated requirement for Connectivity Audit Form. The standard has been updated in consultation with stakeholders including metering services team. Icon Water has reviewed and updated Technical Specification for Survey and Tolerancing Requirements to include GDA2020 MGA2020 zone 55 implementations. The standard has been updated in consultation with stakeholders Icon Water has reviewed and updated Standard Drawings for the Air Valves and have issued Draft Standard Drawings for external stakeholders review comment. The standard has been updated in consultation with internal stakeholders.
F	5	i	Did utility have any significant or repeated deviations to design and construction standards approved by Tech authority (Y/N)? If Y provide details in SI.	10		
F	5	j	Summary of key planned investments in each asset class (e.g. summary investment plan) in response to network planning projections.	10		
Part 6: Network Connections						
F	6	a	Does utility intend to develop / revise any new utility requirements in the next reporting period? If Y, indicate the driver for new requirements / review.	11.3 (4)		The utilities requirements will be updated based on the technical code transition.

Sec	#	pt	Question	WSC	Once Question for W&S Compliance is agreed, UTR will finalise SI questions / IW proposed SI question	Response 2024-25
F	6	b	Does utility have specifications for metering equipment & installation in accordance with s12.1 WSC (Y/N)? If N provide details in SI.	12.1(1)		
F	6	c	Was metering equipment supplied by utility compliant with Aust. standards & National Measurement Institute requirements (Y/N)? If N, provide details in SI.	12.1(2)		
F	6	d	Has utility specified min. requirements for access to meters (Y/N)? If N, provide details in SI.	12.2(1)		
F	6	e	Was utility compliant with meter access requirements (Y/N)? If no, provide details in SI.	12.2(2)		
F	6	f	Has utility developed / implemented a program for meter testing / replacement consistent with law, Aust. Standards, National Measurement Institute & accepted industry practice (Y/N)? If N provide details in SI.	12.3		
F	6	g	Has utility specified process for removing redundant meters (Y/N)? If N provide details in SI.	12.4(1)		
F	6	h	Was utility compliant with process for removing redundant meters (Y/N)? If N provide details in SI.	12.4(2)		
F	6	i	Has utility specified procedures for testing meters at request of customer (Y/N)? If Y, provide citation, if N provide details in SI.	12.6		
F	6	j	Was utility compliant with its procedures for testing meters (Y/N)? If N provide details in SI.	12.6(4)		
F	6	k	Has utility specified design, installation and maintenance obligations for Class B units?	12.7		
F	6	l	Did utility specify backflow & containment requirements consistent with WSC 13.1 (Citation / N)?	13.1		
F	6	m	Are containment protection controls in place between all drinking and non-drinking water networks (Y/N)? If N, provide details in SI.	13.2		
F	6	n	Does utility have LTW Waste policies and procedures consistent with s14.2 WSC / accepted industry practice / applicable Australian Standards (Citation (name / date) / N)? If N provide details in SI.	14.2		The liquid trade waste acceptance guidelines have been extensively reviewed and updated. They were made available for public consultation between 16/06/2025 to 25/07/2025. Icon Water will review all submissions and consider if adjusts are needed. A final version will address all points (as relevant) in Section 14.2.2 of the Water and Sewerage Code.

Sec	#	pt	Question	WSC	Once Question for v&s Compliance is agreed, UTR will finalise SI questions / IW proposed SI question	Response 2024-25
F	6	o	Does utility have a register of LTW customer contracts (Y/N)? If N provide details in SI.	14.4(1)		
F	6	p	Is utility monitoring compliance with LTW customers in accordance with LTW policies and procedures (Y/N)? If N provide details in SI			All high risk dischargers were communicated with across the financial year, however, we were unable to complete verification sampling at all sites. This was in part due to a lack of appropriate in-line sampling instrumentation installed by the discharger (many are working towards this) but also limited resources. A large proportion of compliance inspections completed across the year were done so through our additional inspection program - we were unable to meet our objectives for planned/routine site inspections. On balance, the inspections completed were still via a risk based approach. The additional inspection program focussed on high density commercial precincts to reach as many businesses as possible. Moving forward, Icon Water is working with high risk customers to ensure appropriate sampling instrumentation gets installed. The additional inspection program has ended (in official capacity), however inspections will continue using a risk based approach and as per new guidelines that will be finalised in 2025.

Water Supply and Sewerage Compliance & Performance Report

G Performance Indicators - Water

Sec	#	Question	WSC	NPR	UTR Report	Icon Water Revision to question	Response 2024-25
Water quality							
G	1	Number of drinking water quality complaints		IC9	W16 a		48
G	2	Population where microbiological compliance was achieved (%)		H3			100%
G	3	No. of boil water alerts issued		HE_N4			0
G	4	No. of do not drink notices issued		HE_N5			0
Water service pressure and flow							
G	5	No. of restrictions applied for non-payment of water accounts (#)	9.2 (2)	IC18			1
G	6	If water supply was restricted, was the minimum flow rate not < 2 L/min. (Y/N).	9.2 (2)				Yes
Testing water quality, pressure or flow at request of customer or consumer							
G	7	No. water quality tests requested by customers (#)	9.3 (2)		W17 a		15
G	8	No. water quality tests requested by customers that were compliant (#)	9.3 (2)		W17 b		15
G	9	No. water pressure tests requested by customers (#)	9.3 (2)				35
G	10	No. water pressure tests requested by customers that were compliant (#)	9.3 (2)				34
G	11	No. water quantity tests requested by customers (#)	9.3 (2)		W14 a		35
G	12	No. water quantity tests requested by customers that were compliant (#)	9.3 (2)		W14 b		33
Water network availability							
G	13	Water self-sourced from climate-dependent surface water sources (ML)		W1	W1		54,218
G	14	Total number of connected properties: water supply		C4	W2 a		206,678
G	15	Length of water mains (km)		A2	W3 a		3,434
G	16	No. customers without drinking water for more than 12 hours (#)	9.4 (2)				0
G	17	Average duration of an unplanned interruption: drinking water supply (minutes)		C15			122.7 minutes / property
G	18	No. unplanned interruptions per 1000 properties: drinking water supply		C17	W5a		111
G	19	Properties with > 3 water interruptions			W5e-g		706
G	20	No. of drinking water service complaints		IC10	W11 a		161
G	21	Infrastructure leakage index (ILI): drinking water supply system		A9			0.5
G	22	Real losses, per service connection, from the drinking water system (L/service)		A10			39
G	23	Real losses, per kilometre of water main, from the drinking water supply		A11			1.6
G	24	Water mains repair cost (\$000)			W8 a		\$4,876
G	25	Water mains renewal - 100mm (km)			W8 b		0.961
G	26	Water mains renewal - over 100mm (km)			W8 c		0.626
G	27	Water mains renewal cost (\$000)			W8 d		\$2,123
Metering							
G	28	No. water meters (#)					134,219
G	29	No. water meters replaced (#)					8,794
G	30	No. water meter tests requested by customers (#)	12.6		G5	This question is the same as G11 above.	

G	31	No. water meter tests requested by customers that were compliant (#)	12.6		G6	This question is the same as G12 above.	
G		Unit metering TBD					

G Performance Indicators - Water - Supplementary Information

Sec	#	Question	WSC	NPR	UTR Report	Icon Water Revision to question	Response 2024-25
G	1	Water service complaints by type			W11b	Reference number (G1) relates to water quality rather than water service complaints.	A total of 161 water service complaints were received. Categories included: - customer service - 36 - damage to property - 25 - leak - 38 - notice nil/too short - 28 - our assets - 24 - pressure - 10
G1		Number of drinking water quality complaints					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. issues with customer's internal hydraulic network (in comparison, in 2023-24, of the 178 total complaints received for water quality, 107 were associated with activities undertaken by Icon Water operations, contractors or Emergency Services accessing the 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.
G	10	No. water pressure tests requested by customers that were compliant (#)					Pressure low at the main.
G	12	No. water quantity tests requested by customers that were compliant (#)	9.3 (2)		W14 b		Flow restricted by dirt.
G	16	No. customers without drinking water for more than 12 hours (#)					
G	18	No. unplanned interruptions per 1000 properties: drinking water supply		C17	W5a		Previously W5 A, included properties impacted due to water mains and hydrants and valves (excluding property service lines). The indicator now includes all water asset types. This change is consistent with the definition in the National Performance Report.

Water Supply and Sewerage Compliance & Performance Report

H KPI's Sewerage Network / Services - Provide extra details / explanation in Supplementary

Sec	#	Question	WSC	NPR	UTR Quest.	Icon Water Revision to question	Response 2024-25
Sewerage network / services							
H	1	Total volume of wastewater collected (ML)		W18	S1		34,895
H	2	Total number of connected properties: wastewater		C8	S2		206,194
H	3	Length of sewer mains (km)		A5	S3 a		3,469
H	4	Length of trunk sewer (km)					370
H	5	Length of sewer reticulation (km)					3,099
H	6	No. sewerage main breaks, leaks and chokes per 100km of sewer mains		A14	S4 a		55.72
H	7	No. property connection sewerage breaks, leaks and chokes per 1000		A15	S4b		9.45
H	8	Roots - mains (%)					81.22%
H	9	Roots - property connections (%)					73.06%
H	10	CSN Preventative Maintenance - length of mains inspected by CCTV (km)			KS13a		101.77
H	11	CSN Preventative Maintenance - CCTV inspection costs ('000's)			KS13b		\$354.44
H	12	CSN Preventative Maintenance - sewer length cleaned (km)			KS13c		257.25
H	13	CSN Preventative Maintenance - cost of sewer cleaning (excluding root-foaming) and capital cost of purchase of plant and equipment ('000's)			KS13d		\$2,055.68
H	14	Wastewater only treated to a primary level (%)		E1			0%
H	15	Wastewater only treated to a secondary level (%)		E2			0.02%
H	16	Wastewater only treated to a tertiary level (%)		E3			99.98%
H	17	No. wastewater complaints. Provide no complaints by category in SI		IC11	KS8		125
H	18	Number of sewer odour complaints	9.7 (1) (b)				15
H	19	Sewer repair cost (\$000s)			S11a		\$1,413.94
H	20	Sewer renewal - 150mm (km)			S11 b		34.458
H	21	Sewer renewal - 225mm (km)			S11 c		1.105
H	22	Sewer renewal - over 225mm (km)			S11 d		0.456
H	23	Sewer renewal - total (kms)			K11g		36.019
H	24	Sewer renewal cost (\$000)			S11 e		7,769
H	25	Sewer connection repair cost (\$000s)			S12a		\$1,426
H	26	Sewer connection renewal (#)			S12b		0
H	27	Sewer connection renewal cost (\$000s)			S12c		0
H	28	No. sewage overflows in properties	9.7 (1) (d)		S6 g		5
H	29	No. sewage overflows	9.7 (1) (d)		S6 a		1463
H	30	No. sewage overflows reported to EPA					310

Sec	#	Question	WSC	NPR	UTR Quest.	Icon Water Revision to question	Response 2024-25
H	31	No.overflows, cause undetermined					260
H	32	Number of properties subject to repeat overflows.				UTR Reference: S6 f	291
H	33	Biosolids reused (%)	9.7 (1) (e)	E8			100%
H	34	Length of sewers cleaned (km)	9.7 (1) (c)		S13 c	Duplicate question (see H 12)	
H	35	CAPEX sewerage (\$000s)					\$43,630
Liquid Trade Waste							
H	36	Total no businesses generating and discharging LTW to sewer network	14		S7 j		3,585
H	37	Number of businesses discharging LTW - high risk	14		S7 k		21
H	38	Number of businesses discharging LTW - medium risk	14		S7 l		1,411
H	39	Number of businesses discharging LTW - low risk	14		S7 m		2,142
H	40	Total number of compliance monitoring completed	14		S7 o		413
H	41	Number of compliance inspections - high risk	14		S7 p		26
H	42	Number of compliance inspections - medium risk	14		S7 q		61
H	43	Number of compliance inspections - low risk	14		S7 r		326
H	44	Total number of non-compliant inspections	14		S7 s		280
H	45	Number of non-compliant inspections - high risk	14		S7 t		8
H	46	Number of non-compliant inspections - medium risk	14		S7 u		35
H	47	Number of non-compliant inspections - low risk	14		S7 v		237
H	48	Total number of non compliant inspections resolved	14		S7 x		110
H	49	Total number of non compliant inspections resolved	14.4			Duplication of question above.	

Sec	#	Question	WSC	NPR	UTR Quest.	Icon Water Revision to question	Response 2024-25
H KPI's Sewerage Network / Services - Supplementary Info							
Sec	#	Question	WSC	NPR	UTR Quest.	Icon Water Revision to question	Response 2024-25
H	36	Total no businesses generating and discharging LTW to sewer network	14		S7 j		This number includes data for a 5 year period i.e. 1 July 2020 - 30 June 2025, which is in line with our standard maximum LTW approval term. It is counting individual business discharger(s) as opposed to LTW customer's (i.e. property owners). It also includes 11 nightsoil dischargers which are not deemed high/medium/low risk.
H	37	Number of businesses discharging LTW - high risk	14		S7 k		The reduction in number of high risk dischargers is due to business closures and customers opting to use alternative management of the trade wastewater (i.e. no discharge to sewer – disposal off-site).
H	40	Total number of compliance monitoring completed	14		S7 o		This count only includes inspections/desktop audits for sites that have liquid trade waste discharging to sewer. Our site inspection program also included "cold calls" to commercial sites that may have liquid trade waste discharging to sewer. Upon inspecting the site, it may be found that it does not discharge liquid trade waste. These types of inspections are an important verification tool. We have removed them from the formal reported total number of inspections as it would skew compliance rate calculations. It should be noted that the full total number of site inspections/desktop audits completed was 462.

Sec	#	Question	WSC	NPR	UTR Quest.	Icon Water Revision to question	Response 2024-25
H	45	Number of non-compliant inspections - high risk	14		S7 t		The majority of these were related to being marked conditionally compliant - installation of discharge meter and subsequent sampling still pending. All trade waste approvals are up to date, businesses are now in the phase of implementation of these requirements. We continue to work with one business on the need for installation of appropriate pre-treatment.
H	17	No. wastewater complaints. Provide no complaints by category in SI		IC11	KS8		A total of 125 wastewater complaints were received. Categories included: - customer service: 4 - damage to property: 25 - notice nil/too short: 7 - our assets: 2 - plumbing reimbursement: 16 - sewer blockage: 24 - sewer odour: 15 - site restoration: 32
H	13	CSN Preventative Maintenance - cost of sewer cleaning (excluding root-foaming) and capital cost of purchase of plant and equipment ('000's)			KS13d		There was an increase in the sewer cleaning costs when compared to the previous year. This can be attributed to two factors: 1. In 2023-24, a procurement activity was underway to implement the contractor support model for the sewer cleaning program. Procurement delays led to a significantly reduced spend in 2023-24. 2. The preventative sewer cleaning program transitioned to the Works and Asset Management System in November 2023 enabling costs to be captured more accurately. The allocation of both plant and time were understated in the first half of 2023-24.

Sec	#	Question	WSC	NPR	UTR Quest.	Icon Water Revision to question	Response 2024-25
H	10	CSN Preventative Maintenance - length of mains inspected by CCTV (km)			KS13a		The total length of sewer mains inspected by CCTV increased in 2024-25 compared to the previous year. This was primarily due to contractors conducting CCTV inspections on every sewer they cleaned during the reporting period. Additionally, Icon crews completed a higher volume of inspections in 2024-25 than in 2023-24.

Water Supply and Sewerage Compliance & Performance Report

I Auditing				
Sec	#	Question	Ref	Icon Water Revision to question
G	1	Audits undertaken in reporting period (Audit name, in progress / completed)		The following audits were completed or in progress in 2024-2025: <u>2023-24 internal audit program</u> - 24.01 Drinking water quality management (completed) - 24.03 Confined space management and isolation (completed) - 24.09 Asset protection (completed) <u>2024-25 internal audit program</u> - 25.01 Drinking water quality management (in progress) - 25.02 Change management (completed) - 25.03 Management systems review (Health and Safety - ISO 45001) (in progress) - 25.04 Cyber risk management framework (completed) - 25.05 Program Nova (transition of corporate services) (Transition partner contract management) (completed) - 25.06 Program Nova (Benefits Management) (in progress) - 25.07 Program Nova initiation governance and decision- making review (in progress) - 25.08 Incident reporting framework (in progress) -25.09 Inventory / supply chain management (completed)
G	2	Audits confirmed for next reporting period (Audit name)		<u>2025-26 internal audit program</u> 26.01 Drinking water quality management 26.02 Management systems review (Environmental - ISO14001) 26.03 Compliance with the Utilities (Technical Regulation) Act including the Water and Sewerage Technical Code 26.04 Program Nova (transition of corporate services) (Post Implementation Review) 26.05 Data governance 26.06 Financial controls 26.07 Psychosocial risk management framework implementation

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Sec #	Question	Ref	Icon Water Revision to question	Response 2024-25
G 2	Audits proposed for consideration in Years 2 & 3 (may change)			<u>Year 2 - potential areas for review in 2026-27</u> - Drinking water quality management - Management system review (Quality ISO9001) - Internal audit function - Process safety - Billing and revenue assurance - Procurement framework - Trunk sewer failure response readiness - Payroll management - Digital program governance - Growth planning <u>Year 3 - potential areas for review in 2027-28</u> - Drinking water quality management - Management system review (Health and Safety ISO14001) - Workforce planning - Compliance with the Engineers Registration Scheme - Evaluation of critical storm damage failure points - IT access management - Artificial intelligence framework - Physical security - Development and building approvals process - Major partners governance and implementation
G 3	Has utility provided audit reports to Tech Regulator for any of its "Other management Systems" if requested (Y/N)? If Y provide report citation in SI.	6.1		No
G 4	Did utility conducted any audits of its services or operations at the request of the Tech Regulator (Y/N)? If Y provide details in SI	16.1		No
G 5	Date of last audit undertaken assessing compliance with WSC (dd/mm/yy). If audit undertaken in reporting period provide synopsis in SI.	16.2(1)		N/A - to be completed in 2025-26
G 6	No. adverse findings identified in the most recent audit of compliance against WSC (#).	16.1 (7)		N/A
G 7	No. adverse findings identified in the most recent audit of compliance against the WSC that have been addressed (#)? Provide details of unaddressed findings in SI.	16.1 (8)		N/A

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Sec #	Question	Ref	Icon Water Revision to question	Response 2024-25
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G Auditing - Supplementary Information				
G	3	Citation of audit reports of Other Management Systems (name / auditor / publish date)	6.1	N/A
G	4	Brief synopsis of audit(s) undertaken of utilities services / operations, as requested by the Tech Regulator.	16.1	N/A
G	5	Brief synopsis of audit(s) undertaken which assessed utilities compliance against the W&S Code (N/A / synopsis)	16.2(1)	N/A
G	7	Brief synopsis of unaddressed findings of most recent audit against WSC.	16.1 (8)	N/A

Water Supply and Sewerage Compliance & Performance Report

J Customer Experience		
Sec #	Question	Response 2024-25
J 1	Summary of customer engagement relating to technical matters under the W&S Code (e.g. network augmentation and planning).	Icon Water continues to engage the community on a range of topics including blocked pipes and drain care responsibilities - <i>Free the Poo</i> campaign, water quality, urban water cycles, Canberra's water and sewerage network and sewerage network and seeking customer insights into priorities and investments to provide affordable, reliable and quality water and wastewater services.
J 2	Customer satisfaction	An independent satisfaction survey is conducted annually to measure performance and overall satisfaction with products and services. 86% of survey participants were satisfied with our overall service in 2024-25. The key area of dissatisfaction is with our development processes. A strategic focus for Icon Water this year was to refine the end-to-end developer journey while ensuring new and existing assets are safe, reliable and efficient.

I Transition Plan								
#	Obligation	6 months	12 months	18 months	24 months	30 months	36 months	Status
		Complete by 31 Dec 24	Status update as of 30/6/25 - For obligations due at a later date - note N/A and date for completion	Complete by 31 Dec 25	Complete by 30 June 26	Complete by 31 Dec 26	Complete by 30 June 27	
1.1	Technical Code	No transition activities required.						Complete
2.1	Application	No transition activities. Customer Contract already includes reference to permitted interruption to services (s12.5).						Complete
2.2	Purpose	No transition activities required.						Complete
2.3	Technical Authority	- Add a new 'technical' section to the Administrative and Financial Delegations Schedule to include the technical authority (also refer to definition 20). - Update relevant position description/s to reflect this delegation. - Identify processes where the technical authority applies, and update procedural documents where necessary to include the technical authority delegation.	Since November 2024, the position description for Technical Director (Design and Engineering) has included the following responsibility "In accordance with the Water and Sewerage Technical Code, fill the role of Technical Authority for provisions under both the Utilities Technical Regulation Act and W&S Technical Code, ensuring compliance with the requirements of the Utilities Technical Regulator." In terms of defining the roles and responsibilities in a delegation schedule, we have sought internal advice as our existing delegations are primarily financial (rather than administrative). This work is ongoing, and we will provide an update once the internal advice has been received. This is the final outstanding transition item for this obligation.					Partially complete
3	DICTIONARY	No transition activities required. Icon Water will seek to adopt this dictionary as appropriate.						Complete
4	APPLICABLE STANDARDS	No transition activities required.						Complete
5	ASSET MANAGEMENT SYSTEM	- Already comply and can demonstrate compliance with 5.1 & 5.2 - Provide UTR with copy of 2024 WSAA AMCV final report (re 3 & 4): December 2024 - COMPLETE - Review Icon Water five-year Audit program for AMS review: June 2025 - Update WI for <i>Development of Asset Management Plans</i> to note that there is an obligation to provide to the UTR on request: November 2024 - COMPLETE - Update EN07.05.05 and EN07.05.03 to include relevant obligations 5.3b and 5.4: November 2024 - COMPLETE	No transition activities required for 5.1 and 5.2, although work instruction WI05.00.18 Development and maintenance of asset management plans has been updated to reflect obligation 5.1.2. Asset Management Customer Value (AMCV) is the external review process to satisfy 5.3 and 5.4. The 2024 WSAA AMCV final report was provided to the UTR in December 2024. Components of the asset management system are also reviewed as part of the internal audit program. Refer to Attachment - Transition 5 - Internal audit annual program 2025-26 and topics for future consideration for elements being reviewed in 2025-26.					Complete
6	OTHER MANAGEMENT SYSTEMS	No transition activities required.						Complete
7.1	Definition of connection point	Connection points are defined in technical code and will applied for any new connections between two regulated networks. No transition activity associated with this clause.						Complete
8.1	Definition of connection point	Connection points are defined in technical code. These definitions will be reflected in our standards when updated as part of 8.2.						Not yet due
8.2	Minimum requirements for connection points	The minimum requirement for connection points is covered by STD-SPE-M006 and Service and Installation Rule. Given Service and Installation Rule will become obsolete at the end of the transition period, the requirements specified in it must be transferred to STD-SPE-M006 or other Icon Water standards as appropriate. This update will incorporate the connection point definition in 8.1.						Not yet due
8.3	Alternative network boundary between the regulated utility network and customer premises	- Service and Installation Rule specifies under what condition Icon Water would consider alternative boundary. These conditions will be captured in an existing Icon Water standard. - Develop an internal work instruction for how Icon Water assesses alternative boundary, to ensure compliance with 8.3 and s53 of the Act.	Alternative boundary rules are currently captured in the S&I Rules (Rule S5 and Rule W5). This content will be reviewed and updated as necessary as part of the transition to 'utility requirements' (s11). For this reason, an 18-month transition period for this obligation is appropriate. In the interim, the Technical Authority will ensure that all agreement and notification obligations under the W&S Technical Code are met.					Partially complete
9.1	Water quality	9.1(1)a - Already comply as per EN05.09.01, as demonstrated in our annual drinking water quality reports. 9.1(1)b - non-drinking water contracts specify that water is subject to the requirements of the <i>Non-Drinking Water Code</i>.						Complete

#	Obligation	6 months	12 months	18 months	24 months	30 months	36 months	Status
9.2	Water service pressure and flow	9.2 (1) – existing performance standards will be adopted as part of the Network Planning Projections transition activities in 10.1 (2024 version). Proposed changes to performance standards will be included as part of the Network Planning Projections transition activities in 10.2 (2027 version). 9.2(2) - the requirement is consistent with the Standard Customer Contract and S&I rules (Rule W10 and Appendix E). The need for the flow to be measured immediately downstream of the water meter will be reflected in Icon Water requirements (as part of the review and update of existing S&I rules).	9.2 (1) – existing performance standards will be adopted as part of the Network Planning Projections transition activities in 10.1 (2024 version). Proposed changes to performance standards will be included as part of the Network Planning Projections transition activities in 10.2 (2027 version). 9.2(2) - the requirement is consistent with the Standard Customer Contract and S&I rules (Rule W10 and Appendix E). The need for the flow to be measured immediately downstream of the water meter will be reflected in Icon Water requirements (see s11), as part of the review and update of existing S&I rules. Once this is actioned, this transition action will be marked as complete.					9.2(1) to be completed as part of 10.1 and 10.2. 9.2(2) to be completed as part of the transition from S&I rules to <i>utility requirements</i> as part of 11.2.
9.3	Testing water quality , pressure or flow at request of customer or consumer	WI06.01.05 (Water quality enquiries and complaints work instruction) to be updated to reflect requirements per Water and Sewerage Technical Code. The standard customer contract has already been updated to reflect the W&S Technical Code.						Not yet due
9.4	Water network availability	No transition activities required.						Complete
9.5	Fire fighting	· UTR to request update to Icon Water licence to remove duplicate firefighting obligations · The fire fighting agreement was most recently approved by the ICRC in April 2024. · Section 9.5 requirements to be adopted during next review of the firefighting agreement.	The fire fighting agreement was most recently approved by the ICRC in April 2024. Section 9.5 requirements to be adopted during next review of the firefighting agreement.					Complete
9.6	Sewerage network availability	No transition activities required.						Complete
9.7	Sewerage network	To be included as part of the network planning projections (10.2). Also refer to the Wastewater Strategy.	Refer to the Icon Water Wastewater System Strategy. These obligations will also be considered as part of our next network planning projections (10.2) and development of utility requirements (s11).					9.2(1) to be completed as part of 10.1 and 10.2.
9.8	Water and sewerage performance indicators	Review performance indicators reported to UTR to ensure: · performance standards in sections 9.1 to 9.7 are included · remove duplication of performance indicators available through other benchmarking activities (UTR comment: IW to advise what these are - these may still need to be reported to UTR) · definitions are consistent with other benchmarking reports. This will also be informed by the reset of the Icon Water business strategy.	On 3 June 2025, Icon Water proposed a set of performance indicators, with definitions aligned to established benchmarking frameworks such as the National Performance Report. The Technical Regulator has included a section in the 2024–25 report permitting Icon Water to revise questions as needed while the final list of indicators is being confirmed. Discussions are continuing.					Complete
10.1	General	Publish and Finalise Network Planning Projections (2024) (meets 10.1.1.d)	s1(a) and (1d) directly refer to s10.2 and will be captured when the network planning projections are next developed. s1(b) will be captured as part of s11 and s10.4. s1(c) Icon Water's cost drivers are summarised in our Strategic Asset Management Plan Figure 5-13 s1(e) No specific transition activities required, refer to Investment Planning and Delivery (IPaD) Guide s1(f) - No specific transition activities required, key asset information is included WASP, WAM, PMIS, GIS and the Asset Records Sharepoint site. Note: Icon Water access to WASP id due to end in October 2025. Data will be transferred to Icon Water systems for archiving. s1(g) - No specific transition activities required, asset hierarchy and definitions included as part of our Engineering Design Standards and Work Instruction WI05.14.04 Engineering asset identification. Once (b) is actioned, this will be marked as complete.					Partially complete
10.2	Network planning	Development of more detailed implementation plan for next update of the projection to occur. This update will incorporate water service pressure and flow per 9.2(1) and sewerage network requirements per 9.7.						Not yet due

#	Obligation	6 months	12 months	18 months	24 months	30 months	36 months	Status
10.3	Design principles and basis for design	To be included in our standards, possibly the Design Management Standard.						Not yet due
10.4	Design and construction standards	We have governance over our design and construction standards. They reviewed and if needed updated consistent with the W&S Technical Code, and this will be followed for any standards updated as a result of the W&S Technical Code.						Not yet due
11.1	Development	A standalone project plan is being developed to manage the transition away from S&I rules to <i>utility requirements</i> .						Not yet due
11.2	Implementation and transition	A standalone project plan is being developed to manage the transition away from S&I rules to <i>utility requirements</i> . This update will incorporate water service pressure and flow per 9.2(2).						Not yet due
11.3	Maintenance and updates	<i>Governance to be confirmed following development of the transition plan for S&I rules.</i>						Not yet due
11.4	Consultation	<i>Governance to be confirmed following development of the transition plan for S&I rules.</i>						Not yet due
11.5	Publicly available	<i>Governance to be confirmed following development of the transition plan for S&I rules.</i>						Not yet due
12.1	Metering equipment and installation	Limited transition activities required - Review of relevant documentation including customer contract and standards to be completed to confirm compliance.						Not yet due
12.2	Access and alternative arrangements	Limited transition activities required - Review of relevant documentation including S&I rules and standards to be completed to confirm compliance.						Not yet due
12.3	Management of meter fleet	02/09/2024 - CX11313 Meter Renewals Program is approved (IRC and part of Reg Submission). Water Meter Fleet Strategy review completed by specialist consultant 2023.						Complete
12.4	Removal and decommissioning	02/09/2024 - current process to be reviewed.						Not yet due
12.5	Measurement of water supply	All non-emergency/ fire connections metered under Meter Renewals Program (new meter issue and meter renewal)						Complete
12.6	Water meter testing at request of customer	02/09/2024 - Existing process to be reviewed.						Not yet due
12.7	Individual metering for units	01/07/2024: Notify industry of unit metering introduction 30/09/2024: Publish Class B Standards & notify industry Unit metering project resumed to outline the project plan for Class A.	Class B: Timeframes for opt in and mandatory adoption met. Refer to: https://www.iconwater.com.au/Developers-and-Renovators/water-meters/guide-water-metering-class-b-developments Class A: Not due yet. Icon Water will review and update STD-SPE-M-006 Requirements for Property Connections and Water Meters to specify the design, installation and maintenance obligations for individual water metering of units in new Class A development. Consultation will occur as required by s10.4 of the Code, and if utility requirements are required s11 of the Code. This consultation is expected to occur during 2026.					Partially complete
13.1	Connecting to the water network	02/09/2024: Review of current published standards, and guidance to be reviewed to determine if any changes are required.						Not yet due
13.2	Connecting drinking and non-drinking water networks	02/09/2024: Review of current published standards, and guidance to be reviewed to determine if any changes are required.	This will be picked up through the holistic review (and update) of our utility requirements (s11) and standards (s10.4).					Partially complete
14.1	Approval to discharge liquid trade waste	01/07/2024: LTW Acceptance Policy and LTW Acceptance Guidelines (currently being reviewed, however these existing documents cover the points listed in the Code). Online LTW Application Form(s) Internal Work Instructions for Application Receipt, Assessment and Approve/Decline.	The existing documents available on our website (LTW Acceptance Policy, LTW Acceptance Guidelines, LTW Application Form) met the requirements of the Code: https://www.iconwater.com.au/Developers-and-Renovators/LiquidTradeWaste Public consultation on updated LTW documents was open from 16 June to 25 July 2025: https://www.iconwater.com.au/Developers-and-Renovators/LiquidTradeWaste/consultation-revised-liquid-trade-waste-acceptance-guidelines EN05.18.24 (Liquid waste management) outlines Icon Water's responsibilities.					Complete
14.2	Liquid trade waste practices	Item 14.2.2 - updated LTW Acceptance Policy and Guidelines and updated internal work instructions will address some items. Gaps will be addressed as shown here across transition period.						Not yet due
14.3	Liquid trade waste customer contract	Item 14.3 - already complete this process. Approval/contract templates will be reviewed/updated.						Not yet due
		Item 14.4.1 - already have a register however it needs ongoing improvement to aid data accuracy. Item 14.4.2 - already have a compliance management/monitoring program, will be reviewed.						

#	Obligation	6 months	12 months	18 months	24 months	30 months	36 months	Status
14.4	Compliance monitoring	Item 14.4.3 - already an existing provision, however internal WI and approval/contract documents need review.						Not yet due
15.1	Annual compliance report	No transition activities required. We expect 15.1 will be adopted for the 2024/25 annual compliance report.	Icon Water proposed a set of performance indicators for the 2024-25 annual compliance report. The Technical Regulator has included a section in the report permitting Icon Water to revise questions as needed while the final list of indicators is being confirmed. Discussions are continuing.					Complete
16.1	Audit process	Relevant audits/reviews subject to this process to be flagged in the: · Icon Water Assurance Map December 2024 · Icon Water Internal Audit Program (2025/26) June 2025	No specific transition activities required. The process will be adopted for the compliance audit scheduled as part of 16.2.					Complete
16.2	Compliance audit against this Code		A compliance audit is scheduled on the 2025-26 Internal Audit Program (see EN07.05.03). This will enable the audit to commence within 24 months and completed within 30 months of the date of effect of this Code. This will be marked as 'complete' once the audit is complete.					Partially complete
	SCHEDULE 2: DICTIONARY	No transition activities required. Icon Water will seek to adopt this dictionary as appropriate.	No specific transition activities required. Note: Icon Water will seek to adopt this dictionary as appropriate (e.g. in the rewrite of our Standard Customer Contract currently underway).					Complete
	SCHEDULE 3: TRANSITION	30/11/2024: Update obligations and owners in CMO for W&S Technical Code and superseded codes (Narelle) 31/07/2024: Transition Plan developed (Cath) 30/08/2024: Transition monitoring arrangements agreed with UTR and added to forward plan (Nicole)	The compliance management system has been updated, and now reflects the W&S Technical Codes obligations and owners.					Complete
	Non-Drinking Water Code	Minor updates to non-drinking water customer contracts required. Icon Water is currently review and re-writing the Standard Customer Contract (to be approved by the ICRC). Following this, the non-drinking water contracts will be reviewed and updated. Expected timeframe of 2025/26.	No substantive updates to Icon Water obligations, however updates to the Non-Drinking Water Customer Contract are required to align with changes to the W&S Technical Code. Icon Water is currently reviewing and re-writing the Standard Customer Contract (to be approved by the ICRC). Following this, the non-drinking water contracts will be reviewed and updated. Expected timeframe of 2025/26. This will be marked as 'complete' once the Non-Drinking Water contract has been updated.					Partially complete