



# What you can expect as an Icon Water customer

Customer Charter

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Icon Water Limited ABN 86 069 381 960



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# Introduction

Our customers are at the centre of everything we do. Every hour of every day, Icon Water provides clean, safe drinking water to households across the Capital Region. Once this water has been used, we remove the waste and treat it to ensure the best outcomes for your health and to reduce environmental impacts.

## About Icon Water

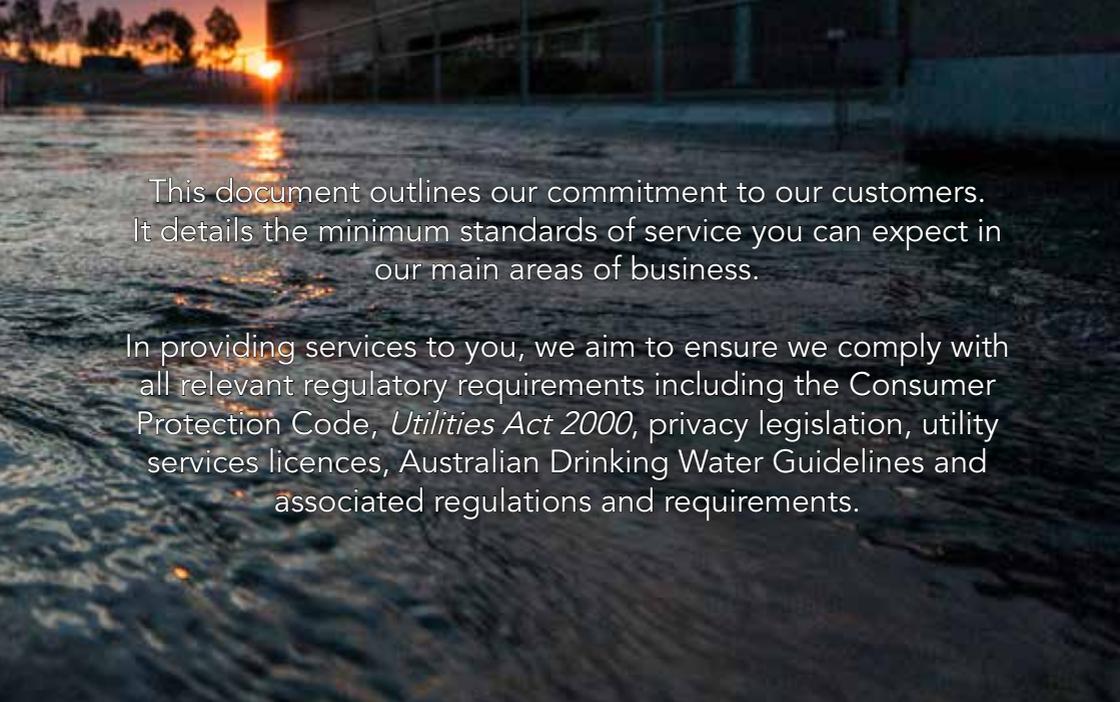
Icon Water is a territory-owned corporation of the ACT Government.

Icon Water delivers water, sewerage and associated services. We own and operate the ACT's network of dams, water treatment plants, sewage treatment plants, reservoirs, water and sewage pumping stations, mains and other related infrastructure. We consistently deliver safe drinking water and reliable sewerage services to a community of over 400,000 people.

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

## Our Service Standards

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



This document outlines our commitment to our customers. It details the minimum standards of service you can expect in our main areas of business.

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

## Your Standard Customer Contract

Most Icon Water customers are covered by our *Water and Sewerage Services Connection and Supply Standard Customer Contract*. The contract is a legally binding document for the supply of standard drinking water and domestic sewerage services to customers connected to the Icon Water network.

To view or download the contract visit [iconwater.com.au](http://iconwater.com.au) or talk to us on 02 6248 3111 to have a copy posted to you.

## Other agreements with us

If you have a separate agreement or contract with us (for example, a non-drinking water or trade waste agreement), the terms of this Customer Charter will apply unless they are inconsistent with the terms of your separate agreement.

To view or download  
the standard contract visit  
[iconwater.com.au](http://iconwater.com.au)

# Information and privacy

We will keep your personal information confidential in accordance with our obligations under all relevant privacy legislation.

## Our responsibility

- We will treat you ethically, fairly and honestly.
- We will ensure your personal information is protected from disclosure to a third party except where permitted by law, or permitted under your customer contract, or authorised by you. Your personal information may be cross referenced across any of the utility services provided to you by Icon Water or ActewAGL to check the accuracy of your contact details.
- We will ensure you are only contacted between 8am to 8pm on weekdays, between 9am to 5pm on Saturdays and Sundays, and not at all on ACT public holidays (unless there is an emergency or you agree to other arrangements).
- We will send you information that you request about your water or sewerage account and the services provided to your premises, to the extent this information is reasonably available to us. A fee may be charged for such information in certain circumstances.

## Your responsibility

- Advise us if there is a change in relation to the person responsible for paying an account, or if your contact details change.
- Ensure that we have your up-to-date address and/or email so that we can send notices to you about your water and sewerage services.
- Inform us of any proposed changes to your premises or a utility installation which may affect access to our meters or the quality or safety of a utility service.
- Advise us of any problems with utility services when you become aware of them.
- Notify us if a person living at your premises relies on life support equipment which is reliant on your water services.

24-hour emergency  
phone service  
**02 6248 3111**



# Sewerage services

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

## Our responsibility

- We will provide a 24-hour emergency phone service for you to report interruptions to your services or obtain information about an interruption in your area. Talk to us on 02 6248 3111.
- We will respond when you notify us of an issue with the wastewater network as soon as possible and in any event within six hours.
- We will use our best endeavours to minimise interruption to sewerage services.
- In the case of an overflow occurring due to our system failure, we will do our best to minimise the damage and inconvenience to you. Generally, our financial liability is limited to costs associated with overflow resulting from our negligence.

If you have a licensed plumber or drainer investigate a problem on your property and it is identified that the fault is within our network, we will reimburse you for reasonable expenses in accordance with our standard rates of reimbursement which are available on our website, or talk to us on 6248 3111.

## Your responsibility

- If there is a sewer blockage or fault in your property's pipework, you are responsible for repairs. You will need to engage a licensed plumber to undertake the work.
- Avoid flushing foreign objects other than toilet paper into the wastewater system through toilets, sinks, baths and showers as they block the wastewater system.
- Dispose of household waste correctly.
- Keep overflow relief gullies free of obstruction. Overflow relief gullies are located on the property internal plumbing, external to the house/building and prevent flooding inside your house/building in the event of a blockage.
- Maintain safe access to the property boundary riser. The property boundary riser is located where your internal plumbing connects to our sewer. We require a one (1) metre clearance around the boundary riser.
- Keep access chambers (wastewater manholes) that may be located on your property, free of obstruction and safe to access. We require a minimum of one (1) metre clearance around a wastewater manhole.

# Disposal of common substances

Listed below are ways of correctly disposing of common substances:

	Cooking oil/grease	Wrap in paper and place in the bin
	Chemicals e.g. paint	Give to a licensed hazardous wastes contractor or contact Access Canberra on 13 22 81
	Cleaning products	Give to a licensed hazardous wastes pesticides contractor or contact Access Canberra on 132 281
	Food scraps	Place in the bin or compost onsite
	Newspaper/plastics	Recycle-in your recycle bin or at the local recycle yard or contact Access Canberra on 132 281
	Engine oils	Take to the local garage or oil recycling centre
	Unused medicines	Return to the pharmacy
	Wipes, nappies, razors, cotton buds, tampons	Dispose of appropriately in the bin
	Syringes	Place in a properly sealed puncture proof container and dispose of in a bin or preferably in your nearest public sharps disposal bin

# Enquiries and complaints

We value your input into our continued effort to improve the services provided to you. We want to hear from you if you have been pleased with our service or if you have comments or suggestions as to how we can improve our service and products.

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

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

If you are not satisfied with the reply, our complaints procedure gives you the right to request that your case is reconsidered by Icon Water management. If you are not satisfied after the reconsideration, you have the right of review by the ACT Civil and Administrative Tribunal (ACAT).

## Our responsibility

- To provide convenient options for you to lodge a complaint or enquiry including telephone, facsimile, email, by mail and online at [iconwater.com.au](http://iconwater.com.au).
- Resolve your complaint as soon as reasonably possible.
- Deal with your complaint professionally, efficiently and fairly.
- Keep you advised of progress or changes.
- Discuss with you any costs that may be associated prior to undertaking any action.
- Provide reasons for all of our decisions.
- Learn from your feedback and improve our service and product delivery.
- Treat all customers with courtesy and respect.

## Your responsibility

- Clearly identify the issues of the complaint.
- Provide any relevant supporting information and documents.
- Where possible, let us know what kind of result or outcome you are seeking.
- Advise us promptly if recent circumstances change your need for a complaint to be assessed.
- To treat all Icon Water representatives with courtesy and respect.

Talk to us  
**02 6248 3111**

# Water services

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

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

## Our responsibility

- We will provide a 24-hour emergency phone service for you to report interruptions to your services or obtain information about an interruption in your area. Talk to us on 02 6248 3111.
- We will respond when you notify us of an issue with the water network as soon as practicable.
- We will use our best endeavours to minimise interruption to water services, or variation to water quality.
- To provide you at least two (2) business days written notice before a planned interruption to your water, or four (4) business days notice if you have registered life support equipment at your premises, which relies on your water service.

## Your responsibility

- If you experience a significant change in your water flow, quality or pressure you should talk to us on 02 6248 3111.
- Please contact us for assistance on how to cope with unplanned interruptions to your water supply if you, or someone at your premises, is reliant on life support equipment. Talk to us on 02 6248 3111.

Talk to us about water flow, quality or pressure

**02 6248 3111**



## Water pressure and flow

The water pressure and flow of the water that we supply to your property is measured at the water meter or at the first tap after the water meter.

The following is the minimum flow you can expect based on the size of your water service pipe.

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

### Our responsibility

- To provide you a pressure of not less than 10 metres (100kPa) static head at the highest ground level point on the premises.

### Your responsibility

- If you experience a significant change in your water flow, or pressure you should talk to us on 02 6248 3111.



# Water meters

Icon Water owns the water meter, however we provide a meter box to standard household installations to protect the water meter.

We also own the connection pipe from the water main to the isolation valve/ball valve, if the isolation valve/ball valve is within one (1) metre of the property boundary. However, if the isolation valve/ball valve is more than one metre inside the property boundary, we are only responsible for the connection pipe up to the property boundary.

The leaseholder owns all the pipes and fixtures on the property side of the water meter. In most cases, the original land developer installed the connection pipe. However, since early 2000 the licensed plumber engaged during construction of the house/building installs the isolation valve, water meter, water meter box and protective lid on new building sites.

## Our responsibility

- In most cases, we maintain the connection pipe from the water main to the water meter, including the water meter and the isolation valve.
- We will provide a 24-hour emergency phone service for you to report faults or leaks around the water meter. Talk to us on 02 6248 3111.
- We will read the meter on a quarterly basis for billing purposes.

## Your responsibility

- Keep the water meter box and protective lid in good condition and free from obstruction so the meter can be safely read, and to ensure we can repair a fault in an emergency or maintenance situation. We require a minimum of one (1) metre clearance around a water meter. Clear access will also assist you in monitoring your usage in between quarterly reads. For more information on how to read your meter, visit [iconwater.com.au](http://iconwater.com.au) or talk to us on 02 6248 3111.

## Your responsibility (continued)

- By maintaining clear access to your isolation valve you will be able to ensure you can quickly isolate your water if there is an internal burst or if you need to change a tap washer.
- Protect the isolation valve/ball valve and water meter from damage. You may be charged for the cost to repair damage to the water meter, isolation valve/ball valve, water meter box or lid.
- Ensure all plumbing maintenance is undertaken by a licensed plumber. However, you are permitted to change tap washers without engaging a licensed plumber.
- Ensure all plumbing work connected to the Icon Water network is approved by the ACT Government Environment and Planning Directorate who administer the standards required for household plumbing installations and inspect new or modified plumbing works.

# Pipe protection spaces

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

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

The pipe protection envelope is the unhindered space required to ensure our water and sewerage networks can be safely accessed, operated, repaired and replaced.

The underground networks have a mandatory pipe protection envelope which runs above, to both sides and the full length of all water and sewerage networks.

The width and height of the pipe protection envelope is typically determined according to the diameter, depth and category of the utility pipe.

## Our responsibility

- To provide you seven (7) days notice should we require access to the utility pipe for planned maintenance (unless you agree to shorter notice).
- In an unplanned or emergency situation you will not receive prior notice; however we will introduce ourselves before entering. During an emergency, if you are not home we will leave you an information card.
- If we do work at your premises it will be returned to a similar condition, unless restoring a structure or landscaping will interfere with our infrastructure, or if any structure or landscaping is not approved.
- Provide advice on where assets are located and where you are able to build and landscape.

## Your responsibility

- Seek advice, written approval and pipe location plans from Icon Water before erecting any structures, or landscape features whether permanent or temporary on your property. You can talk to us on 02 6248 3111 or apply for approval online at [iconwater.com.au](http://iconwater.com.au).
- Avoid planting trees or shrubs with invasive roots within the pipe protection envelope. Apply the canopy principle "What grows above ground, reflects the growth below ground" and consult your local nursery for more information.

# Building, renovation, landscaping

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

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

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

## Our responsibility

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

## Your responsibility

- Ensure we have access to our assets on your property, free from interference, for the day-to-day operation, installation and maintenance of our services and infrastructure.
- Understand where our water and sewerage pipes are on your property before undertaking any excavation. Call Dial Before You Dig on 1100.
- Seek advice, written approval and pipe location plans from us before constructing any landscaping or structures, whether permanent or temporary on your property. You can talk to us on 02 6248 3111 or apply for approval online at [iconwater.com.au](http://iconwater.com.au).

# Entry to your property

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

## Our responsibility

- To provide you written notice before we enter your property for planned maintenance or inspection of the network. We will give you seven (7) days notice unless it is an emergency or you agree to shorter notice.
- If we have agreed to an appointment with you, we will not be more than 30 minutes late, unless we have given you at least one hour notice that we will be late.
- We will give 24-hours notice to cancel an appointment. An appointment with you may be scheduled to occur within an agreed time frame, for example between 8am to 11am.
- To ensure that your property or nature strip will be returned to a similar condition if we do work on your premises, unless the restoration will interfere with our infrastructure.
- Our employees and contractors will carry identification that will be shown to you, upon request.

## Your responsibility

- Ensure we have access to our assets on your property, free from interference, for the day-to-day operation, installation and maintenance of our services and infrastructure.
- If you have a manhole on your property, you must ensure that we have unhindered access at all times, in case of an emergency.

Talk to us on  
**02 6248 3111**  
or visit  
[iconwater.com.au](http://iconwater.com.au)

# Your account

We will issue you with a quarterly account for water usage, water supply service and sewerage supply service. Under the Utilities Act 2000 if your property has access to water or sewerage services, you will be charged regardless of whether you choose to connect to the service.

We may restrict your supply of water and sewerage services if you do not pay your account. However, we will give you written notice and a reasonable amount of time to pay. More information about these circumstances in which we can restrict supply can be found in Clause 20 of the Consumer Protection Code at [icrc.act.gov.au](http://icrc.act.gov.au).

If an account is not paid and we restrict the supply of water to a residential property, we will ensure that it is restricted to a flow rate of no less than two litres per minute.

**Contact us  
first so we  
can assist**

**02 6248 3111**

We understand it is not always easy to meet all financial commitments. If you have financial difficulties and are unable to pay your account, you should contact us first on 02 6248 3111 so we can talk with you about flexible payment methods. If we are unable to assist, we may refer you to the ACT Civil and Administrative Tribunal (ACAT) hardship program.



## Our responsibility

- We will ensure you receive an account for your water and sewerage services at least every 120 days unless otherwise agreed.
- We will provide you with an account that contains the information required by the Consumer Protection Code.
- Upon request, we will ensure your account reflects any rebates and concessions you may be eligible to receive.
- We will provide public notification of any change to our schedule of charges and ensure it is always available online at [iconwater.com.au](http://iconwater.com.au).
- We will provide convenient options for you to pay your account, including direct debit, online, in person and by mail.
- Upon your request, we will provide information about your account relating to the previous 12 months. We will provide this free of charge. If you require more we may charge you a fee.
- We will ensure your water usage is based on a reading of your water meter, unless:
  - you agree otherwise
  - we are not able to obtain a reading of the water meter. In this case we may provide you with an account based on an estimated consumption.
- If you are overcharged, we will inform you within 10 days of becoming aware of the error and you will receive a credit or refund.
- If you are undercharged due to our error, we will only seek to recover sums incurred during the 12 months prior to your last account. You will be able to pay the amount to be recovered in installments or under a flexible payment plan.

## Your responsibility

- Ensure we have access to our assets on your property, free from interference, to read your water meter. We require a one (1) metre clearance around the water meter.
- Pay your account by the due date. If your account remains unpaid we may charge interest and have the right to commence our debt recovery process.
- Talk to us on 02 6248 3111 if you have financial difficulties and are unable to pay your account.
- Let us know as soon as possible if you find a mistake with your account.
- You can ask us to re-read your meter if you think our reading was incorrect.
- You can ask us to carry out a meter test (at your cost) to ensure that it is working correctly. If the meter is found to be defective you may be eligible for a refund of the cost of the test.
- The owner of a premise is liable for any unpaid charges from the previous owner. To ensure arrears are correctly addressed upon sale, a special meter read and conveyancing certificate should be completed when you buy, sell or transfer a property.
- To request a special meter read and conveyancing certificate when you sell or transfer your property, so that the cost of water and sewerage services can be adjusted at settlement. Please note we do not do this adjustment, you will need to ensure that it is done by your solicitor.
- Advise us of any change to your postal address or contact details.

# Permanent Water Conservation Measures

Icon Water currently has in place Permanent Water Conservation Measures which apply to your water use.

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

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

The Permanent Water Conservation Measures are in place and enforced in accordance with Utilities (Water Conservation) Regulation 2006.

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



# Guaranteed service level rebates

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

Below is a summary of the GSLs.

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



## Staying in touch

Icon Water is a proud, active part of the community here in the Capital region.

We look forward to continuing partnerships with many local organisations and providing quality service to our customers.

### Postal address

Icon Water  
GPO Box 366  
Canberra ACT 2601

### Language assistance

13 14 50, 24 hours

للحصول على مساعدة لغوية، اتصل بالرقم أعلاه  
如需语言方面的协助，请拨打上述号码  
برای کمک زبانی به شماره بالا تلفن بزنید  
GeoffGurrin@iconwater.com.au و GeoffGurrin@iconwater.com.au  
Nếu cần thông dịch viên, hãy gọi đến số trên đây