

ACTEW Corporation Limited

Annual Report

to the

Independent Competition and Regulatory Commission

Water Supply and Sewerage Services Compliance and Performance Report 2010–11

Part 1: Non-technical

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INTRODUCTION

Under Section 25 (2) (d) of the *Utilities Act 2000* (Utilities Act), utilities are required to report to the Independent Competition and Regulatory Commission (ICRC) each financial year on the performance of their functions under the statute and their compliance with licence conditions. Reports must be submitted to the Commission within three months of the end of the financial year (i.e. by 1 October). The reported information forms the basis for the Commission's compliance reports and performance reports for licensed utility service providers. Parts 1 (Non-technical) and 2 (Technical) of this template sets out the reporting requirements for 2010-11.

Part 1 (Non-technical) is made up of:

Section 1.1: Compliance Report, requires responses in relation to a set of licensed utility obligations set out in the Utilities Act, utility licences or relevant industry codes. References to the source documents are provided.

Section 1.2: Performance Report, requires responses in relation to a range of market data, access and affordability, complaints, and customer service issues. The indicators are here are aligned with those used by other Australian regulators.

Section 1.3: Authorising and Contact Officers, requires details of both officers with authorising officer to sign.

Notes on completing the template questionnaire:

1. In most cases a response of “yes”, “no”, “not applicable”, “not available” or a number will suffice. Additional details can be provided in the “Comments” column. An explanatory statement or supplementary information (e.g. copies of policies or procedures) may also be attached.
2. If the licensee response represents a marked departure from previously reported performance or from industry norms, information is to be provided on the probable cause(s) of the departure. As above, this can be provided in the “Comments” column, or in an attachment.
3. All responses provided should only relate to services provided in the ACT. Where this is not possible, the licensee should advise which jurisdictions the information relates to.
4. If the licensee is not able to provide the data required in this template, the licensee should indicate “data not available” and provide supplementary information detailing whether and when it intends to collect this data. Where data is not available the licensee should provide any other data it has that could serve essentially the same purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance, particularly whether non-compliance results from deficiencies in capacity or condition or operation of the networks).
5. Details are to be provided for the 2010-11 financial year only.

SECTION 1.1: COMPLIANCE REPORT — NON-TECHNICAL

SECTION 1.1A: WATER AND SEWERAGE — JOINT REQUIREMENTS

Table 1: Obligations under *Utilities Act 2000* and licence conditions

Obligation	Reporting requirement	Response	Comments
Utilities Act 2000			
1.1 Authorised people [Division 7.4]	Were all authorised persons issued with photographic identity cards in 2010-11?	Yes	
	How are authorised persons made aware of their obligations and entry restrictions under the Act? Please provide a brief outline of any induction or special training provided, including whether the training is provided on a regular or ad hoc basis.	Induction / training refresher	New employees attend an induction, which includes entry to land training and awareness of the Utilities Act and Consumer Protection Code. Existing employees receiving refresher induction training which also covers this information.

Obligation	Reporting requirement	Response	Comments
Licence conditions			
1.2 Availability of annual report [Clause 7.4]	Was a summary of the annual report for 2009-10 made publicly available?	Yes	Available upon request.
1.3 Charge and Assignment [Clause 10]	Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2010-11? If so, please provide details.	No	
1.4 Record keeping [Clause 14]	Has the licensee kept or caused to be kept, comprehensive records in accordance with ICRC's requirements under the Act?	Yes	
1.5 Emergency telephone service [Schedule: Clause 1]	Did the licensee maintain a 24-hour emergency telephone service during 2010-11 that was accessible every day of the year and able to receive reports of network emergencies?	Yes	
	How are customers and the public informed of the service?	White Pages Yellow Pages Customer Bills Website TV Newspaper Advertisement Brochures	

Obligation	Reporting requirement	Response	Comments
1.6 Supply of information to Water Services Association of Australia (WSAA) [Schedule: Clause 3]	Did the licensee provide all information requested by WSAA to assist with inter-agency comparisons in 2010-11?	No	
	If not, explain why.	Data for the indicator 'percentage of calls answered by an operator within 30 seconds' was not provided.	External auditor determined that the indicator did not meet the required level of compliance due to the use of estimated extrapolated values as a result of the implementation of a new telephone system.

Table 2: Obligations under Consumer Protection Code

Obligation	Reporting requirement	Response	Comments
2.1 Complaints [Clause 6]	Does the licensee have in place complaints handling procedures that:		
	<p>enable the consumer to have their complaint considered by a senior employee if not satisfied with the handling of their complaint?</p> <p>deal with complaints against an agent of the licensee?</p> <p>deal with the resolution of disputes between the licensee and consumers?</p> <p>comply with the relevant Australian Standard (AS ISO 100002-2006)?</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	
	How and when are consumers advised of the licensee's complaints handling procedures?	Leaflet sent with acknowledgement on receipt of complaint or mentioned in phone call if complaint is received by phone.	Link to website: http://www.actewagil.com.au/About-us/Contact-us/Compliments-and-complaints/Complaints-handling-procedure.aspx

Obligation	Reporting requirement	Response	Comments
	How and when are consumers advised of their right to complain to the ACT Civil and Administrative Tribunal (the ACAT)?	With complaints policy for written acknowledgements, which is also on the web page. Accompanies advice of higher management review when complainant does not get what they ask for. Also included on access notification letters.	Link to website: http://www.actewagil.com.au/About-us/Contact-us/Compliments-and-complaints/Complaints-handling-procedure.aspx
	How long are complaints records held after the resolution of complaints?	More than 3 years	
2.2 Summary of consumer and utility rights [Clause 9]	Please provide a copy of the licensee's statement summarising the rights of a consumer and the licensee under the Utilities Act, the Consumer Protection Code and the relevant customer contract.		Link to customer summary: http://www.actewagil.com.au/About-us/~media/ActewAGL/ActewAGL-Files/Help-and-advice/Legal/customer-summary-your-rights-and-obligations.ashx

Obligation	Reporting requirement	Response	Comments
	Is the summary available in: the 5 most common non-English languages used in the Territory? large print?	Yes Yes	Available upon request.
	Is a copy of the summary included in the customer's first account?	Yes	
2.3 Payment of Customer Accounts [Clause 13.7]	What methods of payment are available to customers to pay a customer account, or earlier?	Direct debit Online via ActewAGL's ePayplus Over the counter at a post office or ActewAGL Home Connect Store Centrepay BPay By mail	http://www.actewagl.com.au/Help-and-advice/Your-account/Payment-options.aspx

SECTION 1.1B: WATER AND SEWERAGE — INDIVIDUAL REQUIREMENTS**Table 3: Obligations under *Utilities Act 2000***

Obligation	Reporting requirement	Response– Water	Response– Sewerage	Comments
3.1 Obligation to connect or vary connections [Sections 83,85]	How many requests to install a connection to the licensee’s network were refused? <ul style="list-style-type: none"> If any, what percentage of the total requests for connection does this represent? What are the reasons for any refusals? 	Nil	Nil	
	How many requests to vary a connection were refused? If any, what percentage of the total requests to vary a connection does this represent? What are the reasons for any refusals?	Nil	Nil	
	How many requests to allow an accredited third party to install or vary a water or sewerage connection (pipe) were refused? If any, what percentage of the total requests to allow an accredited third party to install or vary a connection or variation of a connection does this represent? What are the reasons for any refusals?	Nil	Nil	

Obligation	Reporting requirement	Response– Water	Response– Sewerage	Comments
3.2 Obligation to provide water supply service [Section 84]	How many requests to supply water to premises owned or occupied by a customer were refused in 2010-11 If any, what percentage of the total requests for supply does this represent? What are the reasons for any refusals?	Nil	Not applicable	
3.3 Obligation to provide sewerage service [Section 86]	How many requests to provide a sewerage service to premises were refused in 2010-11? <ul style="list-style-type: none"> • If any, what percentage of the total requests for a sewerage service does this represent? • What are the reasons for any refusals? 	Not applicable	Nil	
3.4 Performance of network operations [Division 7.3]	How many times in 2010-11 did the licensee enter landholders' properties to undertake network operations?	Not recorded	Not recorded	A large percentage of sewer assets are in easements on leased land and entry occurs up to thousands of times per year. It is impractical to record all entries to leased land in the ACT.

Obligation	Reporting requirement	Response– Water	Response– Sewerage	Comments
3.5 Damage etc to landholders' property [Section 108]	What strategies does the licensee have in place to minimise inconvenience, detriment and damage to landholders' property resulting from network operations?			On site risk and job assessments. Quality system procedures and work instructions describing the nature of the work. Supervision of work crews by an experienced supervisor. Training in code and Utilities Act obligations to minimise damage etc.
	In 2010-11, how many complaints did the licensee receive about any inconvenience, detriment or damage to landholders' property resulting from network operations?	81	125	Complaint category: damage to property, site restoration
3.6 Provision of notice to land-holders to undertake network operations [Sections 109,110]	In 2010-11 how many complaints did the licensee receive for failing to give 7 days notice to landholders before performing network operations, or lopping trees etc on their land?	13	10	Complaint category: no/inadequate notice of work, entry to land
3.7 Provision of notice to other utilities ¹ to undertake network operations [Section 111]	In 2010-11 how many complaints did the licensee receive for failing to give 7 days notice to other utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities?	0	0	

Obligation	Reporting requirement	Response–Water	Response–Sewerage	Comments
3.8 Restoring landholders' property after undertaking network operations [Sections 112, 113]	In 2010-11 how many complaints did the licensee receive about the removal of its property and waste, or the restoration of affected land, after the completion of any network operations?	48	80	Complaint category: site restoration

1. For the purposes of s111 of the Utilities Act, utilities are those licensed by the Act, carriers or network operators under the Commonwealth Telecommunications Act 1997, and the person or authority responsible for stormwater network operations.

Table 4: Obligations under licence conditions

Obligation	Reporting requirement	Response–Water	Response–Sewerage	Comments
4.1 Licensee to notify ICRC of any material breaches [Clause 7.2]	Were there any material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines in 2010-11? If yes, was the ICRC notified of the breaches? If relevant, provide details (or provide a cross reference to discussion elsewhere in this report).	No	No	

Obligation	Reporting requirement	Response– Water	Response– Sewerage	Comments
4.2 Licensee to provide statement on any non-compliance [Clause 7.3]	Did the licensee provide to the ICRC any statements of non-compliance with its obligations under clause 6.2 of its licence to comply with the Utilities Act, industry codes, technical codes, directions from the ICRC or the Technical Regulator or any applicable ring fencing requirements? If relevant, provide details (or provide a cross reference to discussion elsewhere in this report)	No	No	Environment and public health matters were reported to the Environment Protection Authority and ACT Health respectively.
	Were there any further instances of non-compliance not previously reported to the ICRC that the licensee wishes to bring to the ICRC’s attention? If relevant, provide details (or provide a cross reference to discussion elsewhere in this report)	No	No	
4.3 Operation and compliance audits [Clause 7.6]	Were any audits undertaken during the year of the services and operations authorised by the licence and of its compliance with its obligations under the licence and any law, code or practice, directions and guidelines required under clause 6.2?	Third party recertification audit May 2011. Codex Alimentarius (HACCP)	Third party recertification audit May 2011.	Recertification included: <ul style="list-style-type: none"> • ISO 9001 • BS OHSAS 18001 (equivalent to AS 4801) • ISO 14001
4.4 Environmental requirements	Please provide a copy of the licensee’s environmental strategy if this has changed from the previous year.			Refer to document titled Sustainability Strategy 2010-2015.

Obligation	Reporting requirement	Response– Water	Response– Sewerage	Comments
[Schedule: Clause 2]	What was the volume of unaccounted-for water from the network in 2010-11 (ML)	3,313	Not applicable	
	What was the average annual distribution loss from the network in 2010-11? (l/km of main per day)	2,300	Not applicable	
	What measures were taken during the year to minimise unaccounted water from the water network?		Not applicable	Active meter replacement program. Monitor 10% of the network through district metering. Leakage surveys and repairs were carried out in two areas which had high minimum night flows. Designed district metering for a further 20% of the system.
4.5 Agreement with ACT Fire Brigade [Schedule: Clause 4.4]	Did the licensee comply with its fire fighting/water supply agreement with the ACT Fire Brigade at all times during 2010-11? Has a copy of the latest agreement been provided to the Commission for review and approval? If not, please attach a copy to this report.	Yes Original agreement supplied. No further agreements.	Not applicable	

Table 5: Obligations under Consumer Protection Code

Obligation	Reporting requirement	Response– Water	Response– Sewerage	Comments
The following questions about compliance with performance standards set out in the schedule to the Consumer Protection Code do not apply where alternative arrangements or standards have been agreed between the licensee and the consumer.				
5.1 Customer Connection Times [Schedule 1: Minimum Service Standards Standard 1]	In 2010-11, how many customer connections failed to meet the performance standard specified in the Consumer Protection Code? ¹	0	0	
	If any, what percentage does this represent of total connections? Please provide reasons for any failure to meet the performance standard.	n/a	n/a	
5.2 Responding ² to Customer Complaints [Schedule 1: Minimum Service Standards Standard 3]	How many consumer/customer complaints did the licensee receive in 2010-11?	577 (includes water quality complaints 155)	383	Water/Sewerage Retail complaints (112) are included in the Water response.
	How many were acknowledged within 10 business days?	576	383	
	How many were responded to within 20 business days?	572	382	

Obligation	Reporting requirement	Response– Water	Response– Sewerage	Comments
5.3 Response time to notification of problem or concern. Schedule 1 : Minimum Service Standards [Standard 4]	How many notifications of network problems or concerns about the licensee’s network did the licensee receive in 2010-11?	3,509	3,485	
	How many of these notifications related to damage or harm to, or fault with, the licensee’s network that was likely to affect public health, or caused or potentially caused, substantial damage or harm to a person or property?	71	16	
	Of the notifications referred to how many responses were not made within 6 hours?	0	0	
	How many notifications related to other problems or concerns that were not likely to affect public health, or cause or potentially cause, substantial damage or harm to a person or property?	3,438	3,469	
	Of the notifications referred to how many of responses were not made within 48 hours?	700	30	
	Of the notifications referred to how many problems or concerns were not resolved in the time specified in the response?	147	47	
5.4 Planned Interruptions to utility services [Schedule 1: Minimum Service Standards]	How many planned interruptions to services were there in 2010-11? (Please specify if reporting number of interruptions, or number of properties whose services were interrupted).	5,481 interruptions 8,800 properties	0 0	4,611 interruptions (4,611 properties) were from the standard meter replacement program. 614 were from capital works meter replacements.

Obligation	Reporting requirement	Response–Water	Response–Sewerage	Comments
Standard 5]	How many instances were there where the licensee did not provide at least 2 days’ notice of a planned interruption to each premises affected?	22	0	
	Please provide details. ³			All instances were a fault in the Waterworks system, which allowed notices to be sent over a weekend. Changes have been made to the Waterworks system to ensure this doesn’t occur again.
	How many instances were there where supply was not restored within 12 hours of the initial interruption? Please provide details. ⁴	0	0	
5.5 Unplanned Interruptions to utility services [Schedule 1: Minimum Service Standards Standard 6]	How many unplanned interruptions to services were there in 2010-11?	752 interruptions	1,608 interruptions	.
	Please specify if reporting number of interruptions, or number of properties whose services were interrupted.	17,122 properties	1,608 properties	
	In how many instances was supply not restored within:			
	12 hours of the initial interruption	0	3	
	Please provide details where applicable. ⁵			Delays were due to cleaning machines becoming stuck and requiring excavation.

Obligation	Reporting requirement	Response– Water	Response– Sewerage	Comments
5.6 Obligation to pay rebate for non-compliance [Clause 11.2]	How many claims for a rebate for failing to meet the performance standards specified in Schedule 1 to the Consumer Protection Code did the licensee receive during 2010-11?	0	0	
	How many rebates did the licensee pay customers in 2010-11?	0	0	
	• What was the nature of the incident/s? ⁶	n/a	n/a	
	• What was the total value of the rebates paid? (\$)	n/a	n/a	

1. Where a physical connection already exists, reconnection must occur on the same day where the request is made before 2pm or by the end of the next business day if the request is made after 2pm. This standard applies where there is a physical water/sewerage network connection in place, but network action is required to restore supply, for example if the premises has been isolated from the network.
2. A response is taken to mean the resolution of a problem or confirmation of the cause of the issue(s), if known, and advice about what corrective action is being taken to rectify the issue(s) and an indication of the likely time by which the issue(s) will be resolved (see Consumer Protection Code, Dictionary (50)).
3. Please provide number of instances, the number of customers affected in each instance and reason for failure to provide 2 days' notice.
4. Please provide number of instances, the number of customers affected in each instance and reason for failure to restore supply within 12 hours of the initial interruption.
5. Please provide number of instances, the number of customers affected in each instance and reason for failure to restore supply within 12 hours of the initial interruption.
6. Which performance standard was not met and how many rebates were paid for that performance standard, for example 'Failure to Make a Connection Within the Required Timeframe x 2'

SECTION 1.2: PERFORMANCE REPORT

SECTION 1.2A: WATER AND SEWERAGE – INDIVIDUAL REQUIREMENTS

Table 6: New customers connected

Performance Indicator	Response - Water	Response - Sewerage	Comments
How many new properties were connected to the licensee's network in 2010-11?	3,702	3,621	

"Properties" are defined in accordance with WSAA's "WSAA Facts 2003 Indicator Definitions".

Table 7: Complaints

Performance Indicator	Response - Water	Response - Sewerage	Comments
What was the total number of complaints ¹ received by the licensee in 2010-11?	577	383	
Of the complaints received in 2010-11, how many related to:			
Water quality? ²	155	No applicable	
Water supply reliability?	14	Not applicable	Complaint category: supply interruptions
Sewerage odour complaints? ³	No applicable	7	Complaint category: odour, odour ACTEW network, odour internal
Sewerage services reliability ?	Not applicable	76	Complaint category: surcharge, blockage,

Performance Indicator	Response - Water	Response - Sewerage	Comments
			repeat blockage, surcharge/blockage
Property damage / restoration of property?	81	125	Complaint category: damage to property, site restoration
Accounts / billing?	91	0	Complaint category: account transfer error, tariff structure, bill disputed, bill not received, bill too high
Metering / meter reading?	95	Not applicable	Complaint category: meter box/cover, meter fault, meter readers, meter replacement, meter/meter reading
Failure to provide, or insufficient, notice?	50	8	Complaint category: no or inadequate notice of work, outage notice nil/too short, not notified outage cancelled
Unplanned interruptions?	14	40	Complaint category: supply interruption (water), sewer surcharge/blockage
Other retail complaints (please specify)?	7	Included in water	Complaint category: notices offended, other, staff behaviour/service poor, information wrong, pension rebates
Other network complaints (please specify)?	84	165	Complaint category: blowbacks, damage/fault our asset, damage to environment, driving/parking, failed to reply, information wrong, noise/unsightly, notices offended, other, outage too long, reimbursement process, safety/health, staff rude, water hammer/noisy pipes, water leak, water pressure, water waste,

Performance Indicator	Response - Water	Response - Sewerage	Comments
			watermain burst, work faulty

1. Refer also to Section 1. A complaint is defined as “any expression of dissatisfaction with an action, a proposed action, or failure to act, or in respect of a product or service offered or provided by, the licensee, and where a response is explicitly or implicitly expected.” It does not include queries or requests for advice.
2. A water quality complaint is any complaint regarding discolouration, taste, odour, stained washing, illness, etc.
3. This includes all sewerage odour complaints, irrespective of where the business believes the odour was attributable to another non-business source.

Table 8: Security deposits

Performance Indicator	Response - Water	Response - Sewerage	Comments
How many security deposits were lodged with the licensee as at 30 June 2011 by residential customers?	Nil	Nil	
What was the total value of the security deposits lodged by residential customers? (\$)	n/a	n/a	
How many security deposits were lodged with the licensee as at 30 June 2011 by non-residential customers?	Nil	Nil	
What was the total value of the security deposits lodged by non-residential customers? (\$)	n/a	n/a	
How many security deposits has the licensee held for 12 months or more for:			
Residential customers?	Nil	Nil	
Non- residential customers?	Nil	Nil	

Table 9: Instalment plans, access and affordability

Performance Indicator	Response - Water	Response - Sewerage	Comments
How many residential customers were on instalment plans ¹ as at 30 June 2011? List the types of instalment plans the licensee offers; and Indicate the numbers of customers on each type of instalment plan.	1,759 STA – 42 EXT – 1,435 LTA – 242 LTB – 40	1,733 STA – 42 EXT – 1,412 LTA – 239 LTB - 40	STA – staying connected EXT – extensions LTA – long term arrangements* LTB – long term bills* * The above are given when the customer requires an extended time to pay their bills
How many non-residential customers were on instalment plans ¹ as at 30 June 2011? List the types of instalment plans the licensee offers; and Indicate the numbers of customers on each type of instalment plan.	140 EXT – 42 LTA – 97 LTB - 1	138 EXT – 42 LTA – 95 LTB – 1	EXT – extensions LTA – long term arrangements* LTB – long term bills* * The above are given when the customer requires an extended time to pay their bills
Access and Affordability			
How many residential customers used Centrelink's Centrepay option in 2010-11?	208	208	

1. An instalment payment plan is defined for the purposes of this measure is an arrangement between the utility and a customer for the customer to pay arrears and continued usage on their account according to an agreed payment schedule and capacity to pay. It does not include customers using a payment plan as a matter of convenience or for flexible budgeting purposes. The distinction is between debt-related payment plans for those experiencing payment difficulties and budgeting/payment-in-advance plans.

Table 10: Direct debit defaults

Performance Indicator	Response - Water	Response - Sewerage	Comments
How many customers used direct debit facilities to pay customer accounts:			
Residential customers?	33,076	32,904	
Non- residential customers?	789	704	
How many customers defaulted on direct debit payments in 2010-11?			
Residential customers?	1,292	1,282	
Non- residential customers?	2	2	
What definition of direct debit payment defaults did the licensee use to answer these questions?	Insufficient funds	Insufficient funds	

Table 11: Telephone call centre enquiries

Performance Indicator	Response - Water	Response - Sewerage	Comments
Non-emergency call centre			
How many telephone calls were made to the licensee's non-emergency call centre in 2010-11?	228 (Fyshwick)		The ActewAGL Retail contact centre answers calls relating to billing/account enquiries for electricity, water and sewerage services. The total number of calls received was 251,102.

Performance Indicator	Response - Water	Response - Sewerage	Comments
			In 2010/11, a new telephone system was implemented. As a result, issues have been experienced in accessing data on line of business (LOB) codes, which distinguish the service that a call relates to. Therefore, data cannot be provided on the number of calls for water and sewerage.
How many calls were answered within 30 seconds?	146 (Fyshwick)		Based on total Retail calls – 82%
How many calls dropped out or were abandoned before being answered by a person?	23 (Fyshwick)		Based on total Retail calls – 9,708
What was the average waiting time before the call was answered by a person? (seconds)	20 sec (Fyshwick)		Based on total Retail calls – 26 sec
How many overload ² events occurred?	0 (Fyshwick)		Based on total Retail calls – 0
Emergency number			
How many calls were made to the licensee's emergency number in 2010-11?	21,496		
How many calls were answered within 30 seconds?	17,707		
How many calls dropped out or were abandoned before being answered by a person?	691		
What was the average waiting time before the call was answered by a person? (seconds)	23 sec		
How many overload ² events occurred?	0		

SECTION 1.2B: WATER ONLY**Table 12: Burst or leaking pipes**

Performance Indicator	Response	Comments
Number of instances in 2010-11 of reported burst or leaking pipes?	1,294	
<ul style="list-style-type: none"> In how many of these instances did the licensee respond within 3 hours? 	701	
How many instances were there in 2010-11 of burst or leaking pipes that DID NOT affect public health, or cause or were likely to cause substantial damage or harm to people and/or property?	1,291	
<ul style="list-style-type: none"> In how many of these instances did the licensee respond within 24 hours? 	1,049	

Table 13: Planned Interruptions

Performance Indicator	Response	Comments
How many planned interruptions to water supply services were there in the ACT in 2010-11?	5,481 interruptions 8,800 properties	
Average water supply planned interruption frequency ¹	0.061 interruptions/ property	
Average water supply interruption duration ²	21.6 min per	

Performance Indicator	Response	Comments
	interruption	
Total interruption time faced by an average customer in 2010-11 ³ ?	0.69 min/property	

Calculated as follows: Total number of properties interrupted/total number of water properties

Calculated as follows: Total number of planned interruptions /total number of interruptions

Calculated as follows: Total time of planned interruptions /total number of water properties

Table 14: Unplanned Interruptions

Performance Indicator	Response	Comments
How many unplanned interruptions to water supply services were there in the ACT in 2010-11?	752 interruptions	
Average water supply unplanned interruption frequency	0.114 interruptions/ property	
Average water supply interruption duration	110.7 min/ interruption	
Total interruption time faced by an average customer in 2010-11?	0.55 min/property	

Calculated as follows: Total number of properties interrupted/total number of water properties

Calculated as follows: Total number of unplanned interruptions /total number of interruptions

Calculated as follows: Total time of unplanned interruptions /total number of water properties

Table 15: Restriction of supply

Performance Indicator	Response	Comments
How many residential customers had their water supply restricted in 2010-11 for failure to pay an amount due?	Nil	
How many of these residential customers had their supply subsequently restored within 7 days and in the same name?	Nil	
How many non- residential customers had their water supply restricted in 2010-11 for failure to pay an amount due?	1	
How many of these non- residential customers had their supply subsequently restored within 7 days and in the same name?	1	

Table 16: Water supply¹

Performance Indicator	Response	Comments
What was the total volume of water supplied to the ACT in 2010-11? (kL)	40,945,000	Includes water supplied to Queanbeyan
What was the volume of water supplied to the following customer categories in 2010-11?:		
Residential (kL)	25,203,524	
Commercial (kL)	8,111,660	
Identifiable government (kL)		Included in commercial figure above
Irrigation or urban open spaces including parks and sport grounds (kL)	689,070	
Individual bulk supplies (kL)	3,720,938	

Performance Indicator	Response	Comments
Other identifiable categories (please specify) (kL)	21,275	Includes charge classes Water Services Agreements and W & S Unavailable
What was the total volume of water supplied to Queanbeyan in 2010-11? (kL)		See individual bulk supplies figure above

1. Reporting requirement under clauses 2.3 and 2.4 of the Schedule to the licence.

SECTION 1.2C: SEWERAGE ONLY

Table 17: Unplanned interruptions

Performance Indicator	Response	Comments
How many unplanned interruptions to sewerage services occurred in the ACT in 2010-11?	1,608 interruptions 1,608 properties	
In 2010-11, what was the total number of sewer main breaks and chokes ¹ ?	2,435	
<ul style="list-style-type: none"> How many were caused by tree roots? 	66%	
In 2010-11, what was the total number of property connection sewer breaks and chokes?	1,637	
<ul style="list-style-type: none"> How many were caused by tree roots? 	79%	

1. Includes sewer chokes, bursts and leaks in the reticulation, pressure and trunk mains.

SECTION 1.3: AUTHORISING AND CONTACT OFFICERS

AUTHORISING OFFICER

The licensee's officer authorising the release of this information for water and sewerage services is:

Name: Mark Sullivan

Signature:.....

Title / Position in organisation: Managing Director

CONTACT OFFICER

The licensee's primary contact officer for regulatory and compliance issues for water and sewerage services is:

Name: Lisa Quinn

Title / Position in organisation: Manager Customer & Business Support

Postal address: 12 Hoskins Street, Mitchell, ACT 2911

Telephone: (02) 6242 2108

Email: lisa.quinn@actewagl.com.au