



STANDING COMMITTEE ON PUBLIC ACCOUNTS

Elizabeth Kikkert MLA (Chair), Michael Pettersson MLA (Deputy Chair),
Andrew Braddock MLA

Inquiry into ACT Budget 2021–22
ANSWER TO QUESTION TAKEN ON NOTICE
26 October 2021

Asked by MICHAEL PETTERSSON MLA on 26 October 2021: ANDREW BARR MLA took on notice the following question(s):

[Ref: Hansard Transcript 26 October 2021, PAGE 52]

In relation to:

MR PETTERSSON: Well come back with it, that would be appreciated. You have now sparked my curiosity, what do the line share of complaints relate to?

Mr Hezkial: So the line share of complaints come to us through our restorations, so typically after we have done a piece of work, if the area is disturbed and we have not quite restored it to its original condition, that seems to be the main source of complaints. I am pleased to say though that as part of our strategic customer engagement program, one of our priorities really has been to improve in that space.

And over the course of this year, we have actually seen a 33 per cent reduction in complaints. And the nature of the complaints around those restorations typically relate to timeliness, so how long it takes us to come back and fix something after it has been dug up.

MR PETTERSSON: I am actually curious; I might refine that question you took on notice. Could the committee get a breakdown of the complaints by category that you have got over the past two years?

Mr Hezkial: Certainly.

ANDREW BARR MLA: The answer to the Member's question is as follows:—

Icon Water has advised the following complaints received over the last two years by high-level categorisation

High-level categories	FY2020-21	FY2019-20
General network and service complaints*	113	217
Site restoration	96	121
Billing*	87	134
Sewer blockages and overflows*	63	112
Water supply and interruptions*	62	84
Water quality	41	108
Metering	20	37
TOTAL	482	813

*High-level categories have multiple sub-categories

Approved for circulation to the Standing Committee on Public Accounts.

Signature: 

Date: 8.11.21

By the Treasurer, Andrew Barr MLA