



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 LEANNE CASTLEY MLA on 26 October 2021: ANDREW BARR MLA took on notice the following question(s):

[Ref: Hansard Transcript 26 October 2021, PAGE 53]

In relation to:

MS CASTLEY: I do, yes. It was one of my substantives. But I think it is more of a supplementary, possibly something you will take on notice about the complaints from businesses with regard to general checks and maintenance of Icon managed assets. Yes. Icon water—yes, just if you could just, sort of, break down those categories for us and let us know what the business complaints are.

Mr Hezkial: Right. So sorry, just to clarify in terms of how many complaints from the business sector?

MS CASTLEY: Yes, thank you.

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

Icon Water has advised the following categorisation of complaints by residential or business customer which is only captured for billing related complaints.

FY2019-20	Total	No Residential	% Residential	No Business	% Business
Billing*	134	116	86.6%	18	13.4%

\*High-level categories have multiple sub-categories

FY2020-21	Total	No Residential	% Residential	No Business	% Business
Billing*	87	61	70.1%	26	29.9%

\*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