###### Incident written notification within 5 days of incident ending

Licensee under the *Water Industry Competition Act 2006* must report an incident via email within 5 days of the incident ending

Email must contain the word “incident” in the subject line

CONTACT DETAILS

|  |  |  |  |
| --- | --- | --- | --- |
| From | Licensee business name | |  |
| Licence number | |  |
| Contact Person in charge of dealing with the incident | Name: |  |
| Position |  |
| Phone: |  |
| Email: |  |
| To | Local Public Health Unit in NSW Health | | *(in accordance with the incident and emergency response protocol).* |
| Department of Planning and Environment | | colette.grigg@planning.nsw.gov.au |
| IPART | | [compliance@ipart.nsw.gov.au](mailto:compliance@ipart.nsw.gov.au?subject=Incident) |
| Copy | Water Unit in NSW Health | | [waterqual@doh.health.nsw.gov.au](mailto:waterqual@doh.health.nsw.gov.au?subject=Incident) |

RECORD OF IMMEDIATE VERBAL NOTIFICATION

|  |  |  |
| --- | --- | --- |
| Stakeholder | Time/ Date | Person contacted (indicate if message was left with the contact) |
| Local Public Health Unit  Phone number outlined in Incident and Emergency Response Protocol |  |  |
| Department of Planning and Environment  (02) 8275 1914 |  |  |
| IPART  (02) 9113 7722 |  |  |
| Other agencies or persons notified (provide name and contract details) | | |
| EPA |  |  |
| Local Council |  |  |
| Emergency Services (please indicate which one) |  |  |
| Other licensees and/or public water utilities |  |  |
| Others |  |  |

INCIDENT DESCRIPTION

|  |  |
| --- | --- |
|  | **Description** |
| Date of incident (start and end date) |  |
| Time of incident (start and end time, if known) |  |
| Location and affected area *(include map if necessary)* |  |
| Description of event |  |
| Description of actual impact and duration (eg, number of customers or licensees, water quality, etc) |  |
| Causes of incident |  |
| Corrective actions taken to rectify the incident |  |
| Follow up actions (including repair work, review of plans, possible changes to protocol, etc) |  |

This form is part of the *Incident Notification by Network Operators and Retail Suppliers* under the *Water Industry Competition Act 2006*.