Incident Form B

Licensees must submit this incident notification form to IPART and other relevant stakeholders within 30 days of the submitting Incident Form A to IPART.[[1]](#footnote-1)

Licensee details

|  |  |
| --- | --- |
| Licensee business name |  |
| Licence number |  |
| Scheme name |  |

#### Contact person in charge of dealing with the incident

|  |  |
| --- | --- |
| Name: |  |
| Position: |  |
| Phone: |  |
| Email: |  |

Incident summary

Provide any updates to information provided in Incident Form A.

#### Service type affected

Drinking Water  Recycled Water  Sewerage

#### Duration of incident

Provide start and end dates or indicate if the threat from the incident is continuing.

Click or tap to enter a date.

#### Location and affected area *[attach map if possible]*

Click or tap here to enter text.

#### Provide a brief description of the incident. What happened?

Include when the incident likely occurred. Include details of any critical control point or water/sewage management plan breach or asset/operational failure.

Click or tap here to enter text.

#### Describe the scale and impact of the incident as currently known.

For example, did off-spec water enter supply to customers, were services disrupted or plant shutdown? What number of customers or connections were affected and for how long? What volume of sewage overflowed? etc.

Click or tap here to enter text.

#### Has the threat from the incident been removed?

Choose an item.

Investigation of the incident

#### What caused or possibly caused the incident to occur?

Include details of any root cause analysis.

Click or tap here to enter text.

#### Was this hazardous event identified in the Licensee’s risk register?

Provide details of the risk item.

#### Click or tap here to enter text.

#### Were preventative controls in place to prevent the incident from occurring?

Describe the controls in place.

Click or tap here to enter text.

#### Did the preventative controls operate as expected?

Why did the controls fail to prevent the incident?

Click or tap here to enter text.

#### What mitigative controls were in place to mitigate the outcome of the incident?

Describe the controls in place.

Click or tap here to enter text.

#### Did the mitigative controls operate as expected?

Why did the controls fail to mitigate the outcome of the incident?

Click or tap here to enter text.

#### Has this type of Incident happened before?

Provide details.

Click or tap here to enter text.

Licensee’s response to the incident

#### What corrective actions were taken to rectify the incident and mitigate its impacts?

For example, plant shutdown, repair works, clean-up works, etc.

Click or tap here to enter text.

#### What further actions have been or will be taken to rectify the incident and prevent the incident from happening again?

For example, review of water quality plans, sewage management plan, infrastructure operating plan, change to protocols, updating risk assessments to include any new risks, new preventative or mitigative controls, new works, etc.

Click or tap here to enter text.

#### How will these actions rectify, prevent or better mitigate the impacts of the incident in future?

Click or tap here to enter text.

#### When will these actions be implemented (i.e. provide timeframes or dates for milestones and completion)?

Click or tap here to enter text.

#### Has the licensee identified any non-compliance with the WIC Act, WIC Reg, licence or approval obligation(s)?

If so, describe the obligation the licensee was non-compliant with. Provide details of the relevant section, clause or condition (including the number) of the WIC Act, WIC Reg or licence or approval instrument that the licensee has contravened.

Click or tap here to enter text.

#### Have other licensees or stakeholders been affected?

Provide details if applicable.

Click or tap here to enter text.

Stakeholder contacts

|  |  |
| --- | --- |
| To |  |
| IPART | This form must be submitted via [WILMA](https://wilma.ipart.nsw.gov.au:553/_layouts/15/fba/login/WILMA_Login.aspx) |
| Local Public Health Unit in NSW Health | *(in accordance with the licensee’s incident and emergency response protocol)* |
| The registered operator and registered retailer of the water industry infrastructure, if relevant | *(in accordance with the licensee’s incident and emergency response protocol)* |
| Any registered operators or public water utilities, with infrastructure connected to the water industry infrastructure to which the incident relates | *(in accordance with the licensee’s incident and emergency response protocol)* |
| Copy |  |
| Water Unit in NSW Health | HSSG-[WaterQual@health.nsw.gov.au](mailto:WaterQual@health.nsw.gov.au) |

Next steps

* Submit this Incident Form B to Stakeholders listed in the box above.
* Include INCIDENT in subject line.
* Submit within 30 days of submitting Incident Form A.

1. This Incident Form B, along with immediate verbal notification and submission of the Incident Form A, is the form and way determined by IPART for Licensees to fulfil their obligation under *Water Industry Competition (General) Regulation 2024*(Schedule 2, section 3) to notify of any “*incident in the conduct of the licensee’s activities that threatens, or could threaten, water quality or public health or safety*”. [↑](#footnote-ref-1)