

GOVERNMENT DEPARTMENTS AND AGENCIES, SIGNIFICANT AND MAJOR INCIDENTS  
REPORTED

316. Mr J.P.D. Edwards to the Minister representing the Minister for Government Enterprises

I refer to the Incident Management Process noted in the Annual Report 2000/01, 'incidents are generally declared when a scheme, process or system has reached a potential to, or has, adversely affected [the Water Corporation's] business to an unacceptable extent' and as significant and major incidents are reported on a monthly basis to the Corporate Executive, Managing Director, Board and the Minister, ask -

- (a) acknowledging that there were 120 significant and major incidents reported to the Minister in the 2000/2001 financial year, what were the nature of these incidents and how did they impact on the community;
- (b) will the Minister table a list of the significant and major incidents for the 2000/2001 financial year;
- (c) if not, why not;
- (d) acknowledging that there was an increase in the number of significant and major incidents reported for the 2001/2002 financial year, what were the nature of these incidents and how did they impact on the community;
- (e) will the Minister table a list of the significant and major incidents for the 2001/2002 financial year; and
- (f) if not, why not?

Mr E.S. RIPPER replied:

The Minister for Government Enterprises has provided the following response:

- (a) The nature of incidents managed by the Water Corporation was principally operational. The majority of incidents involved the management of water and wastewater services either directly or indirectly. There were also a significant number of incidents related to potential and actual shortfalls in the provision of services to the Corporation by others, such as power and telecommunication blackouts, and damage to the Corporation's assets and systems. Events such as storms, bush fires, floods and cyclones are also classified as incidents if they have the potential to, or actually disrupt a part of the Corporation's business.

There were a number of pipe bursts reported as incidents that resulted in the disruption to water services to relatively few customers. Of the events classified as incidents in 2000/2001, 111 had no impact on the community.

Incidents - 2000 / 2001	Total = 120		
	Water	Wastewater	Other
Major	7	1	13
Significant	<u>20</u>	<u>31</u>	<u>48</u>
	27	32	61

- (b) Yes. [See papers Nos 290 and 291.]
- (c) Not applicable
- (d) The increase in the number of incidents in 2001/2002 was principally a result of an increased emphasis on the reporting of potential incidents. Of the events classified as incidents in 2001/2002, 142 had no impact on the community.

Incidents - 2001 / 2002	Total = 150		
	Water	Wastewater	Other
Major	8	3	18
Significant	<u>25</u>	<u>42</u>	<u>54</u>
	33	45	72

- (e) Yes. [See papers Nos 292 and 293.]
- (f) Not applicable