

# Performance Report

Central Coast Council - Water and Sewerage

Central  
Coast  
Council

2017/18 - 2021/22



## Director's Message

Did you know that Central Coast Council is unique from many other Councils because we are also a Water Supply Authority, providing essential water and sewer services to our community?

We service the whole Local Government Area with a population of approximately 345,000, delivering on the following key areas to more than 139,000 homes and businesses:

- Harvesting raw water - catchment, storage, treatment
- Providing drinking water - treating water delivered to customers
- Collecting sewage - transport, treatment and discharge
- Recycling treated water – advanced sewage treatment and reuse
- Managing stormwater – flood mitigation, stormwater conveyance and water quality

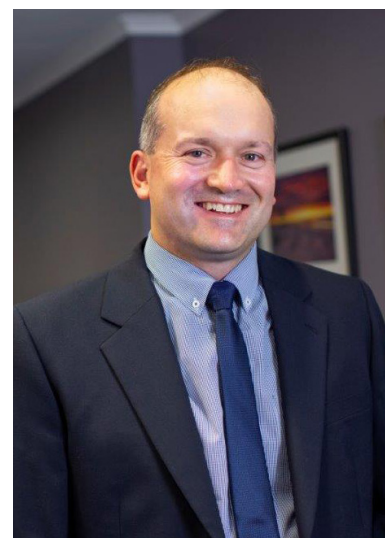
This report covers our performance from 2017/18 financial year up until the end of the 2021/22 financial year.

In the coming months, we will be seeking your valuable input to help us develop our future reporting measures and define how and when we share this information with you.

If at any time you have feedback on this report or any other water and sewer matters, we'd love to hear from you.

**[ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au)**

Kind regards  
Jamie Loader



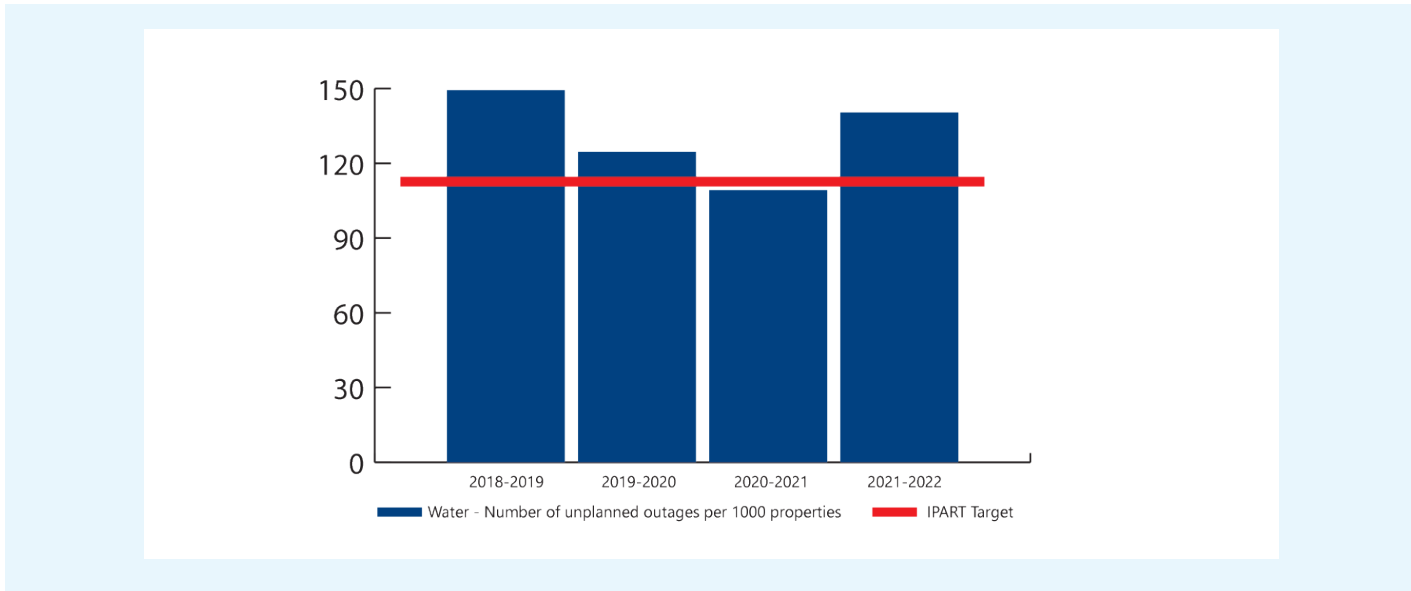
Here's a snapshot of the integrated water and sewage treatment systems in the Central Coast LGA. Council's water delivery process includes managing its catchments, water treatment plants, bulk delivery and reticulation systems. The sewerage network transfers sewerage to inland treatment plants and subsequently treated effluent to ocean outfalls or to recycling schemes





# Water - number of unplanned outages

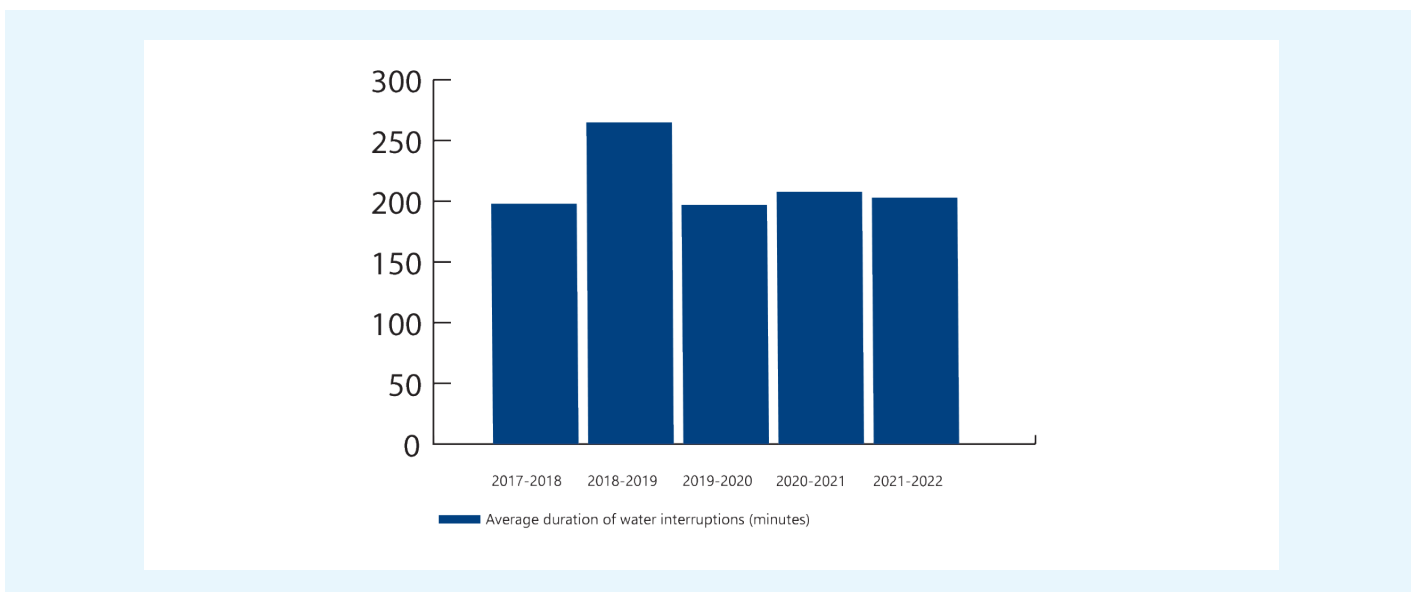
Performance Indicator	2018-2019	2019-2020	2020-2021	2021-2022
<b>Water – number of unplanned outages per 1000 properties</b>	149.4	124.7	109.3	140.4
<b>Target</b>	115	115	115	115



Unplanned outages occur when we are unable to supply water due to a broken water main or when other repair works need to be completed.

# Average duration of unplanned interruptions to water supply

Performance Indicator	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
<b>Average duration of water interruptions (minutes)</b>	198	265	197	208	203



This is the time it takes us to restore water supply to our customers.

# Water sampling/results

Performance Indicator	Unit	2017-2018	2018-2019	2019-2020	2020-2021*	2021-2022**
Water sampling/results <b>microbiology</b>	No. tests performed	3176	3096	3356	3333	3206
Water sampling/results <b>microbiology</b>	No. results not compliant with ADWG health guidelines	1	1	1	0	4
Water sampling/results <b>chemistry</b>	No. tests performed	1920	2424	2647	2607	3128
Water sampling/results <b>chemistry</b>	No. results not compliant with ADWG health guidelines	1	1	0	3	0

## Chemistry

2020-21\*

### Nickel:

A nickel concentration greater than the guideline value of 0.02 mg/L was obtained from a water sample collected on 11 November 2020. An investigation was undertaken to verify that similar concentrations of nickel were not present in the water distribution network. The cause was found to be due to the metal dissolving from the tap that the sample was collected from. The tap was replaced to eliminate to cause.



### Cadmium:

Cadmium concentrations greater than the guideline value of 0.002 mg/L were obtained from water samples collected on 7 July and 4 August 2020. An investigation was undertaken to verify that similar concentrations of cadmium were not present in the water distribution network. The cause was a piece of equipment used to preserve the water samples, following collection. This equipment was replaced to eliminate to cause.

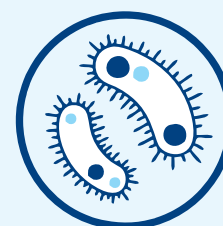


## Microbiology

2021-22\*\*

### E. coli:

E. coli detection occurred in three samples on 29 March 2022. Detection of E. coli in drinking water can indicate the presence of bacteria that can potentially cause illness. An investigation was undertaken in collaboration with NSW Health, and no further detection occurred. It is likely that the samples were contaminated after collection due to rainfall runoff into the sample containers due to sampling during heavy storms. Sampling procedures have been modified to avoid sample collection in these conditions.



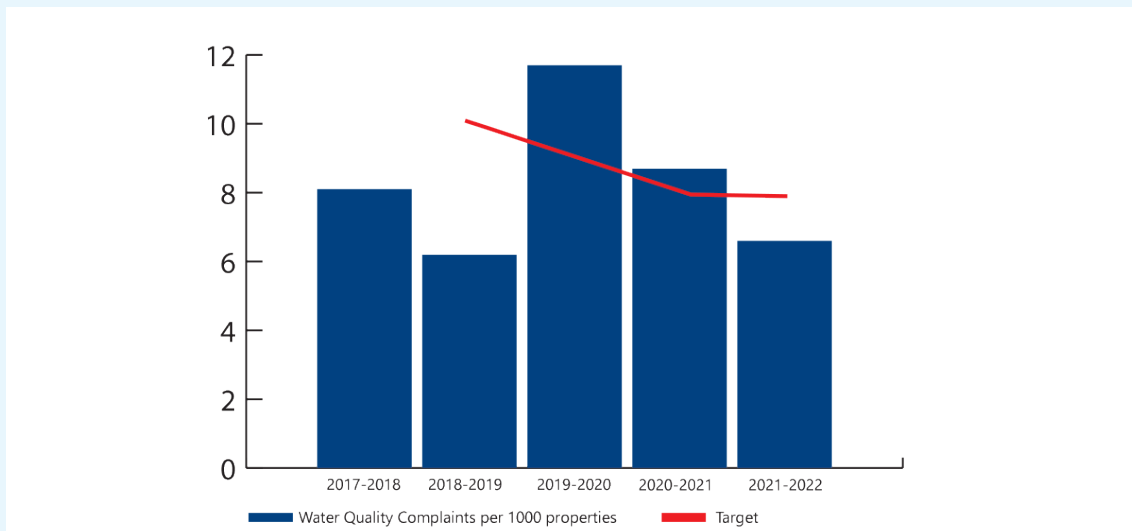
### Total Chlorine:

A total chlorine concentration greater than the guideline value of 5 mg/L was obtained from a water sample collected on 16 February 2022. Chlorine is added to water reservoirs to ensure bacterial contamination of drinking water does not occur. In this instance, the chlorine dosing rate to the reservoir was reduced and the water main flushed to ensure that the chlorine concentration was reduced to normal levels.



# Water quality complaints per 1,000 properties

Performance Indicator	2017-2018	2018-2019	2019-2020*	2020-2021	2021-2022
<b>Number of water quality complaints per 1,000 properties: water supply</b>	8.1	6.2	11.7	8.7	6.6
<b>Target</b>		9.9	9	8	8



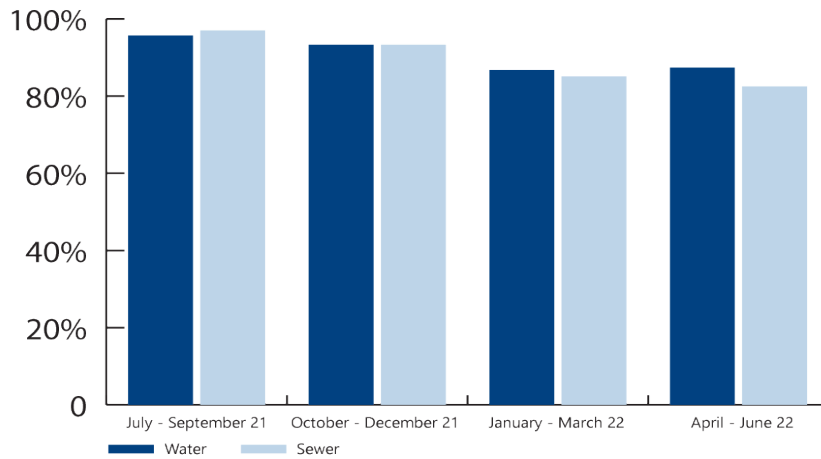
\*The high number of dirty water complaints in 2019-20 was due to water main breaks and changes in water flow when mains works were undertaken, that resulted in stirring up sediment that had settled in pipes.

We are committed to delivering outstanding customer service and to effectively receive and handle any complaints our customers have.

Most enquiries can be handled over the phone and during business hours you'll be speaking to our Customer Service centre, so you can rest assured you'll be speaking with a local person straight away.

If you have any concerns around your water and sewerage service, we're here to help, so please visit [centralcoast.nsw.gov.au](https://www.centralcoast.nsw.gov.au)

## Calls answered within 2 minutes 2021-22



The drop in percentages of calls answered within the agreed service level (SLA) was due to an overall annual increase of 39% in call volumes for Council's Customer Contact centre

## Social Media response times 2021-22

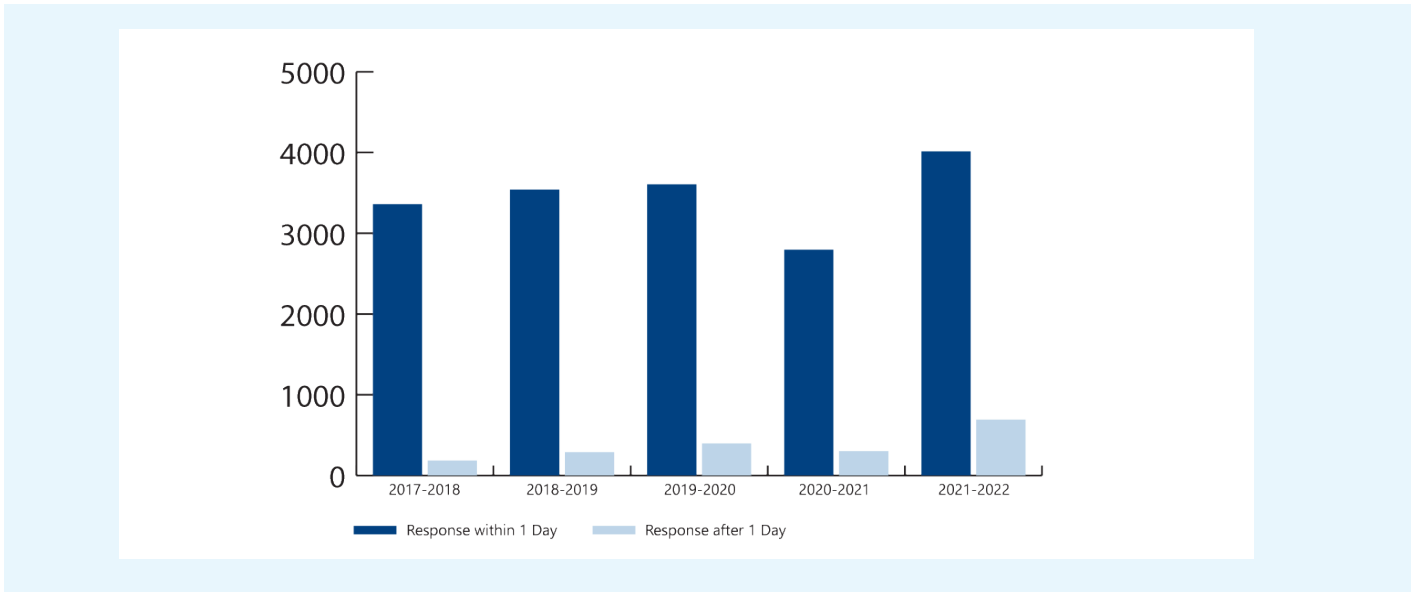
On average, our communications staff respond to social media messages within 5 minutes, noting that messages received after 5pm are opened the following business day.



Note: Due to system changes, only 12 months of data is available for reporting

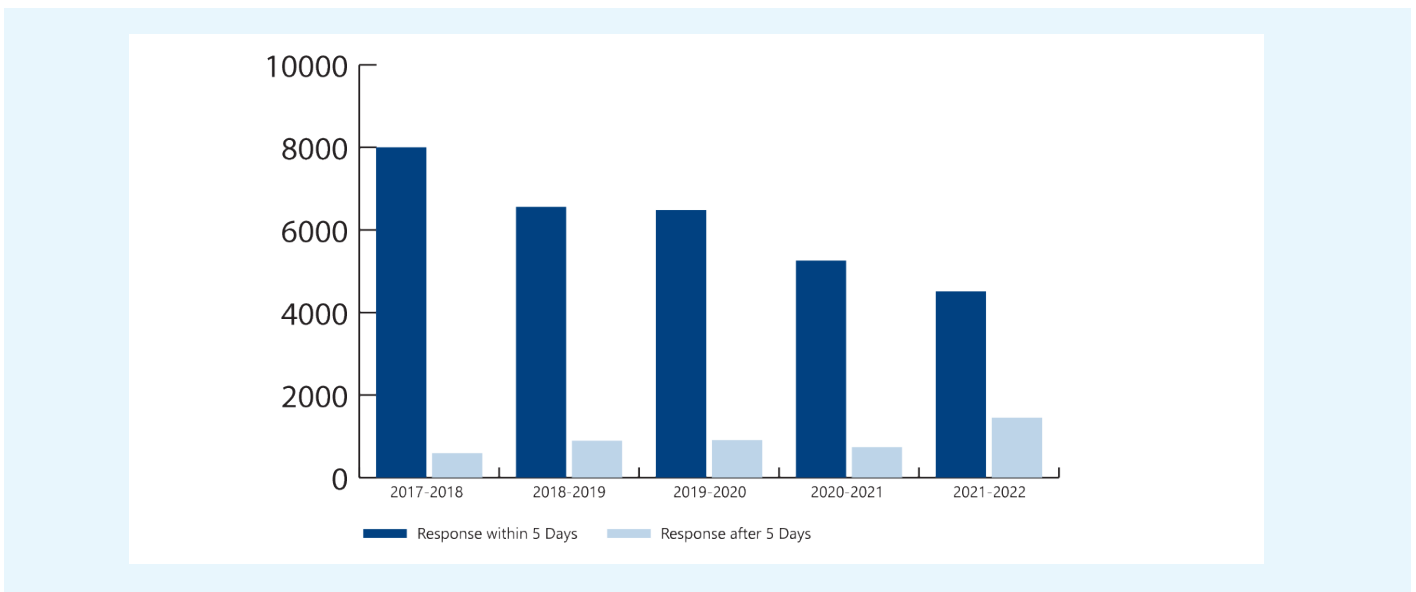


## Responding to urgent issues reported by our customers



Urgent issues include sewer chokes, sewer surcharges and overflows, water main breaks or potential environmental damage.

## Responding to non-urgent issues reported by our customers



Non-urgent issues may include low water pressure, slow leaks or damaged water meter.

When a customer reports an issue, it is prioritised as 'urgent' or 'non-urgent' according to a matrix that assesses the risk and impacts of the issue being reported.

# How we've kept our community updated over the last 12 months

## Social Media posts

- Capital Works Program for Water and Sewer
- Save our Sewers Campaign
- Mardi to Warnervale Pipeline Project completion and official opening
- Community consultation on Central Coast Water Security Plan
- IPART Pricing Proposal exhibition and public hearing
- Terrigal Water quality information
- Draft IPART Determination released for Water and Sewer

## Media Releases

- Review of water and sewer operating model
- Central Coast Water Security Plan open for public comment
- Have Your Say on Council's water, sewerage and stormwater drainage pricing proposal
- Benefits flow from Mardi to Warnervale Pipeline project
- Local dam levels hit record breaking high
- Gosford CBD water and sewer transformation continues

## Council Reports

- Central Coast Water Security Plan
- Pricing proposal to IPART
- Mardi Water Treatment Plant Upgrade - Tender Evaluation
- Water and Sewer business review
- Water and Sewer Asset Monitoring

## IPART Engagement

- IPART Submission Engagement Survey
- IPART Deliberative Engagement of Future Service Options
- IPART Community Forum 1 - post submission - Council CEO presentation and Q&A
- IPART Community Forum 2 - post submission

# How we've kept our community updated over the last 12 months

## Central Coast Water Security Plan

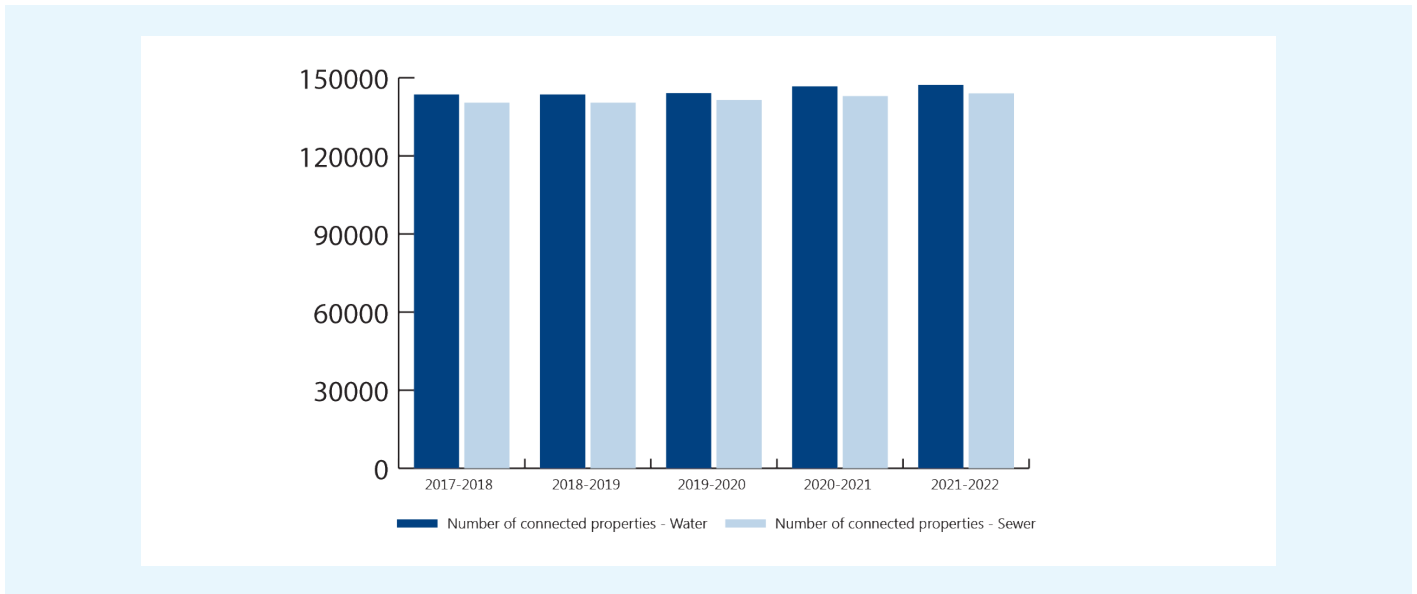
The draft plan was placed on public exhibition from 31 August until 12 October 2021

We engaged with our community to gain their input into the draft plan, as follows:

- 1313 page views of the Your Voice Our Coast project page
- 45 submissions through our online submission form
- 10 formal submissions via email/post
- The plan was downloaded 342 times and factsheets downloaded 335 times
- 200 views of our educational video on water supply and demand options
- 8 questions were posted and answered via online Q&A board
- 25 meetings slots made available, with 3 meetings held
- Over 11,000 stakeholders updated through e-news
- More than 16.2K social media users reached, generating 107 likes, comments and shares
- 267 stakeholders updated through project e-newsletters

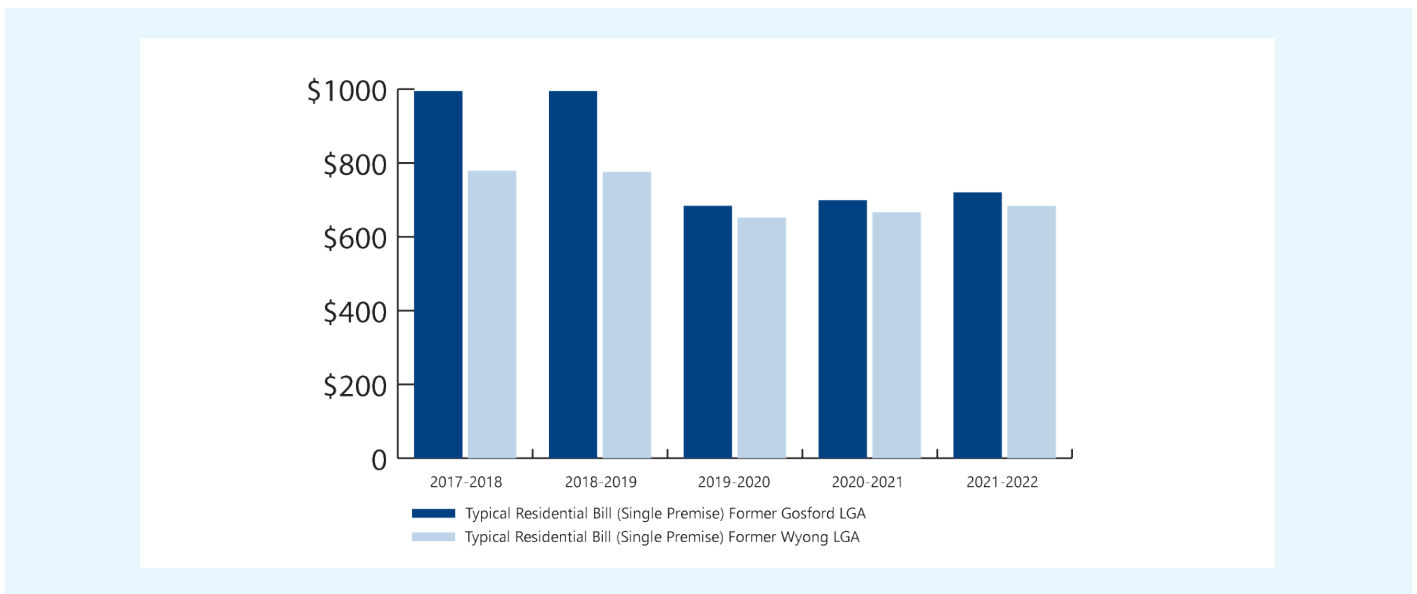


# Number of properties connected to our water and sewer network



Note: 2017-18 is indicative only  
This shows the total number of properties receiving water or sewer services.

# Typical residential bills



Note: excludes water usage  
The graph above shows dollars of the day (real dollars, no CPI applied)

We understand that sometimes, life can throw unexpected financial challenges at us.

We're here to help provide you with support with Hardship Assistance.

**As at 5th August 2022, we currently have 399 customers who are currently in 'arrangements to pay'.**

Ratepayers are eligible to be considered for hardship assistance, where the property you pay rates on is:

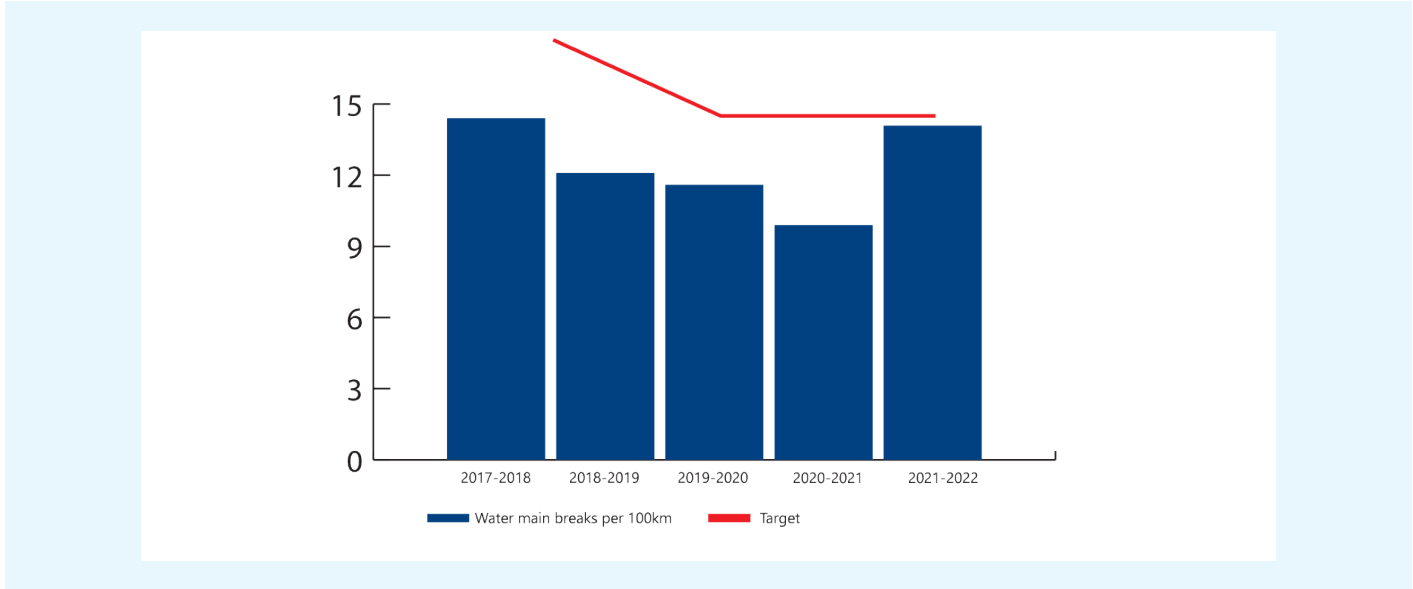
- Your principle place of residence (home), or
- The principle place of residence of your dependent who is also suffering genuine financial hardship, or
- Owned by an aged pensioner and is vacant whilst the ratepayer is in short term care.

For more information, visit [centralcoast.nsw.gov.au](https://centralcoast.nsw.gov.au)



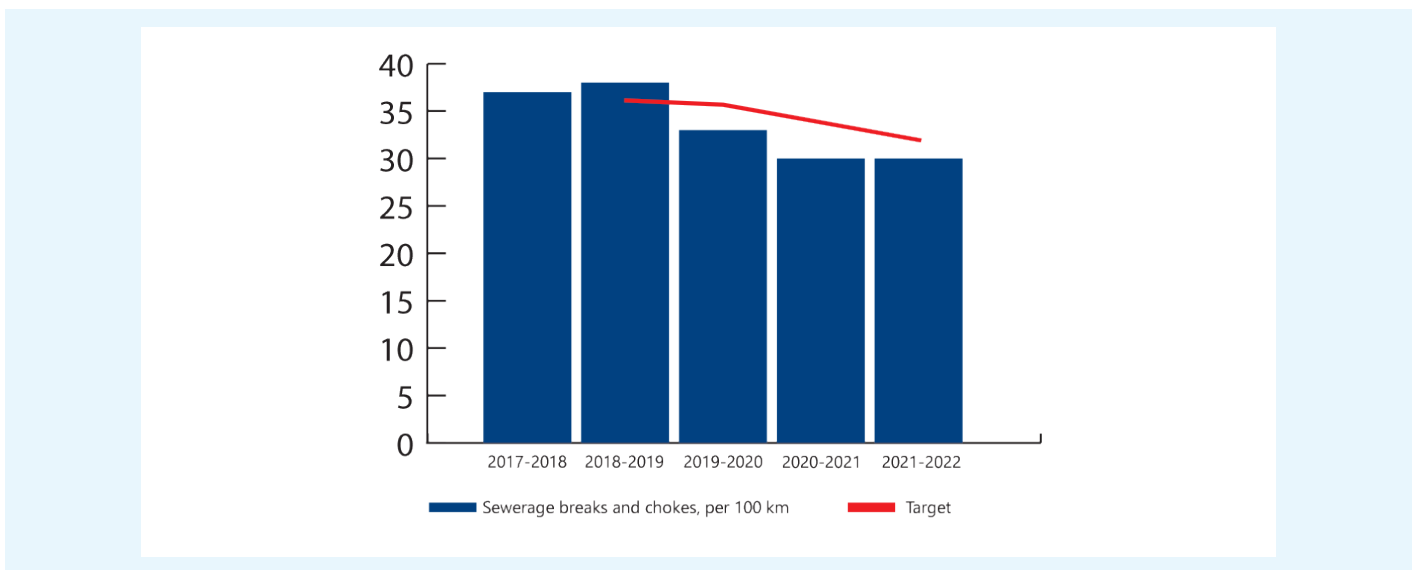
# Water mains breaks per 100km

Performance Indicator	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
<b>Number of water main breaks, bursts, and leaks, per 100 km of water mains</b>	16	14.4	12.1	11.6	14.09
<b>Target</b>		23.7	16	16	16



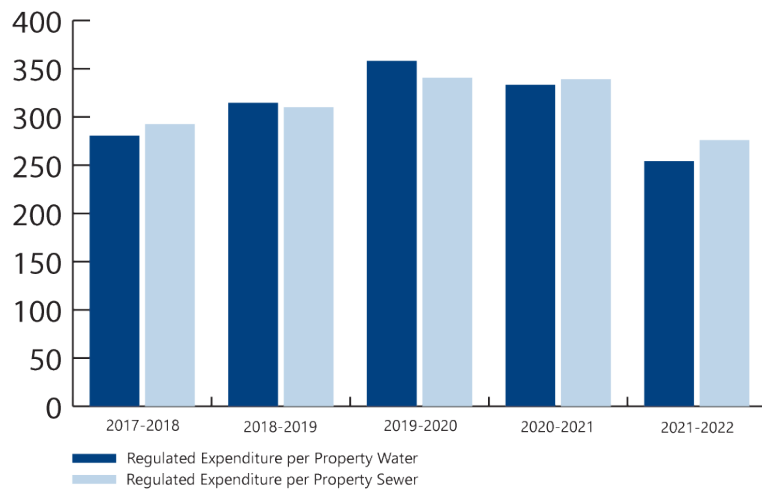
# Sewerage breaks and chokes, per 100km

Performance Indicator	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
<b>Number of sewerage breaks and chokes, per 100 km of sewer mains</b>	37	38	33	30	30
<b>Target</b>		35.6	35.6	34	32



Council's network is made up of 2236km of water mains and 2595km of sewer mains. To allow benchmarking against other water utilities, we are required to report on breaks per 100km of main.

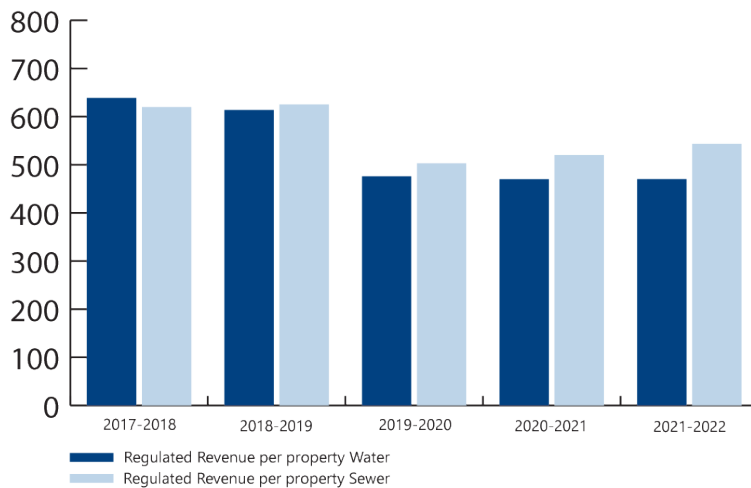
## Operating results – expenditure per property



Note: does not include Capital Expenditure

The above graph shows the amount of expenditure for operating and maintaining our water and sewer assets, per connected property.

## Operating results – income per property

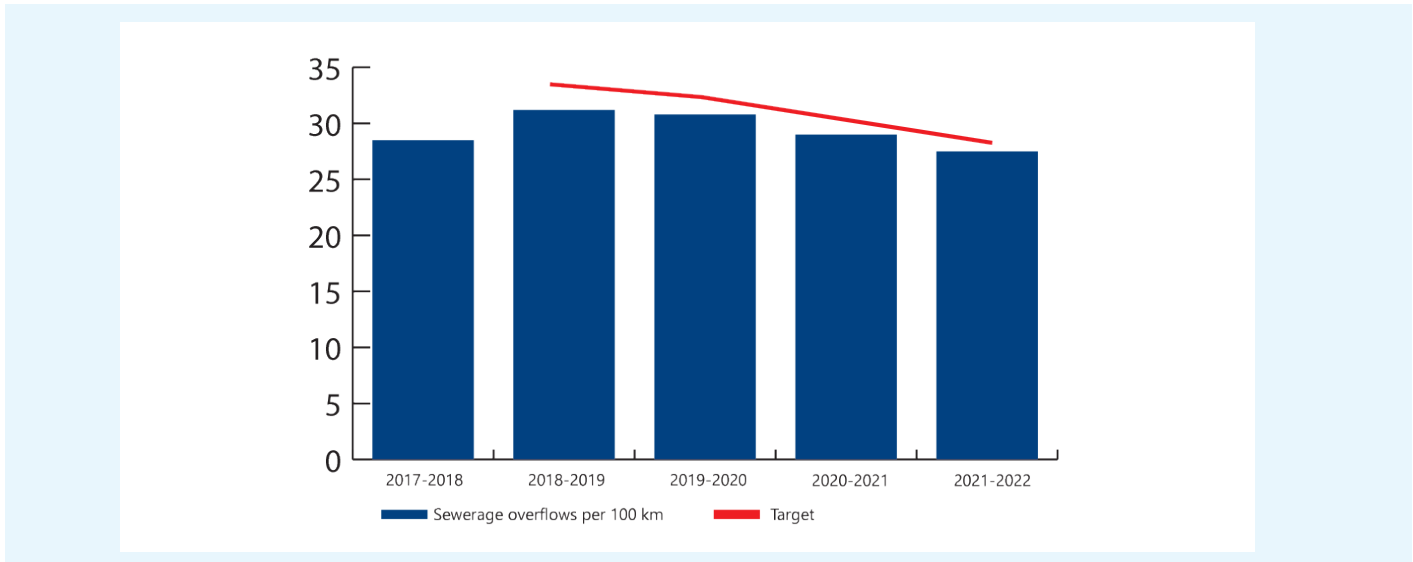


This graph shows average income, per property, received by Council via payment of water and sewer rates

The graphs above show dollars of the day (real dollars, no CPI applied)

# Sewer overflows, per 100km

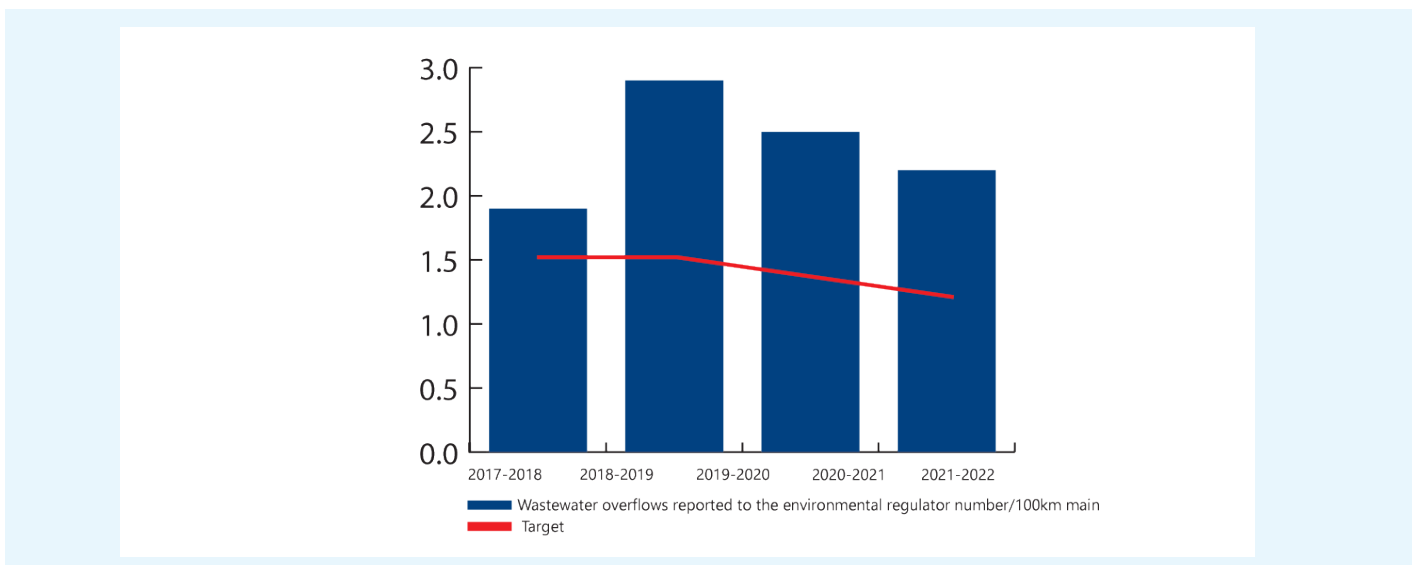
Performance Indicator	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
<b>Number of sewer overflows, per 100 km of sewer mains</b>	28.5	31.2	30.8	29.0	27.5
<b>Target</b>		32.6	32	30	28



2017-18 indicative only. Note: due to system changes, we are unable to report overflows by wet and dry events.

# Wastewater overflows reported to the environmental regulator number/100km main

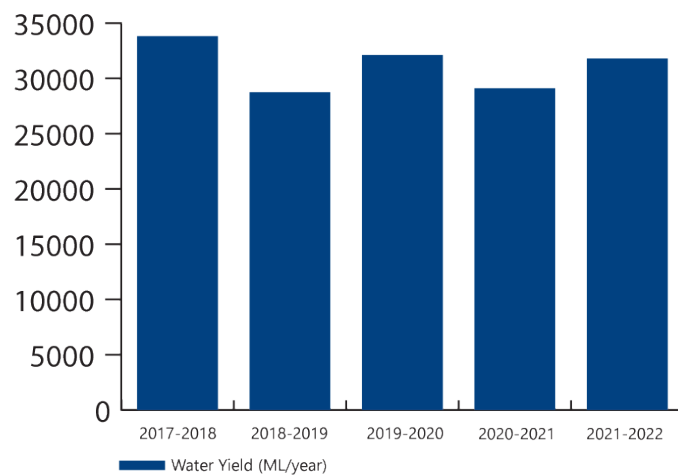
Performance Indicator	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
<b>Number of wastewater overflows, per 100 km of mains</b>	2	1.9	2.9	2.5	2.2
<b>Target</b>		1.6	1.6	1.5	1.4



The Environmental Protection Authority (EPA) requires Council to report sewer overflows that have the potential to cause pollution to the environment or public health risks

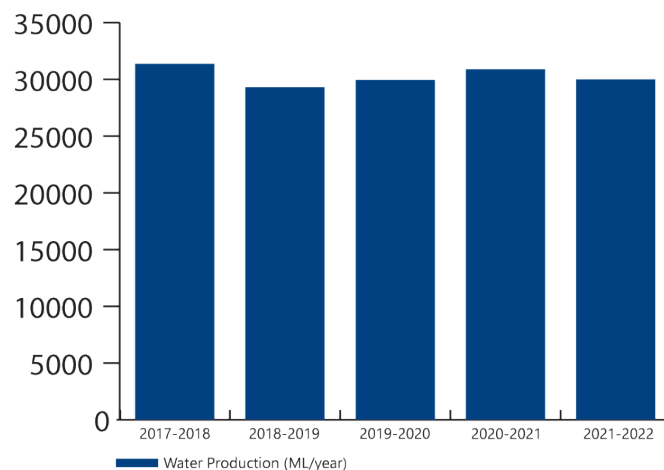


## Water yield



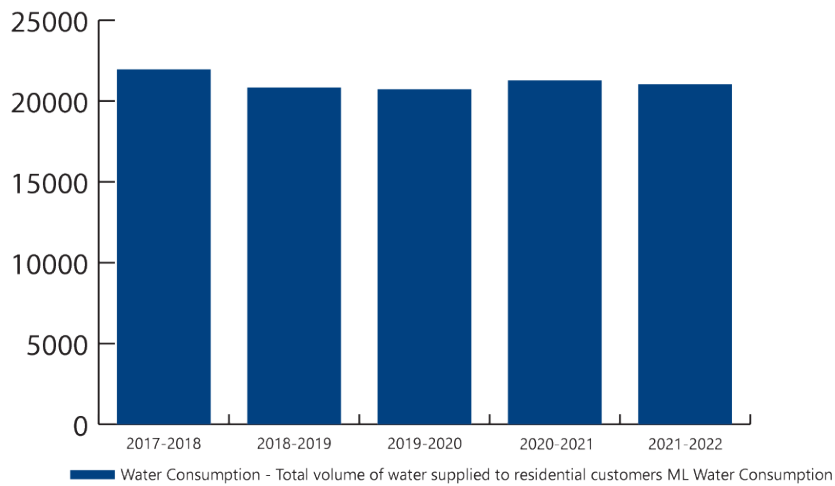
Water yield is raw water taken from Mangrove Creek Dam, Mardi Dam, Mooney Dam and Mangrove Creek Weir (includes any release from Mangrove Creek Dam to Mangrove Creek Weir) minus transferred to Mooney Dam.

## Water production



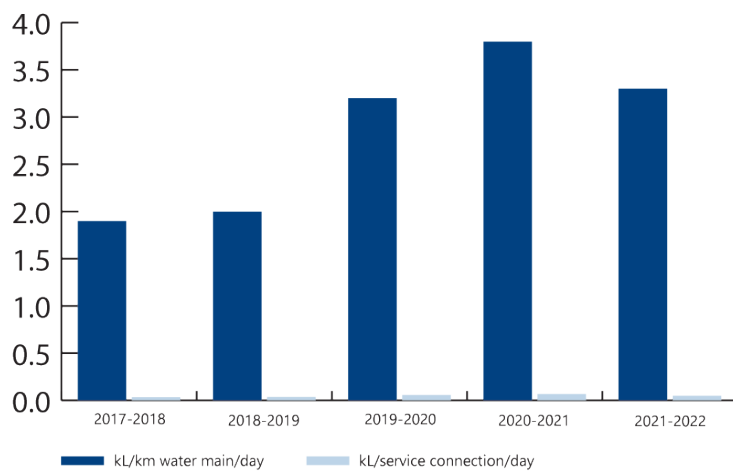
Water production is water supplied to the Central Coast network to meet customers' demand. Transfers to and from Hunter Water and Sydney Water are not included.

# Annual Water Consumption



This is the water delivered to our residential customers, measured using customers' water meter readings

# Real water losses (leakage)



This graph shows the amount of water lost annually, through minor water leaks in the system

# Highlights from 2021/22

More than **245km** of sewer mains were relined across the region

We repaired **308** leaks across **1,000km** of water mains, saving more than 870ML of water

Completed an isolation and inspection of the Mangrove Creek Dam Diversion Tunnel using **robot technology**

Finalised the **Central Coast Water Security Plan** (CCWSP), securing our future water supply

Received the final IPART pricing determination for **2022-26**

Commissioned the **\$61 million, 9km** Mardi to Warnervale drinking water pipeline

Trialled the use of **concrete mats** along areas of Mangrove Dam to prevent landslip and erosions. These mats are effective as a low-cost solution to erosion.

Refurbished **ageing vacuum sewer pots** at St Hubert's Island and Davistown, resulting in a reduction in the number of service disruptions across both suburbs.



## Central Coast Council

2 Hely St / PO Box 20 Wyong NSW 2259

**P** 1300 463 954

**E** [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au)

**W** [centralcoast.nsw.gov.au](http://centralcoast.nsw.gov.au)

ABN 73 149 644 003

Published SEPTEMBER 2022