



Central Coast Council

## Water Management Advisory Committee

Location: Nexus Building, Wyong  
and Microsoft Teams

28 September 2023

# MINUTES

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### Attendance

#### Members

John Asquith  
Ken Brookes  
Daryl Mann  
Pam McCann  
Mick Redrup

#### Status

Absent  
Present – online  
Present – online  
Present – online  
Apology

#### Staff

Jamie Loader, Director Water and Sewer  
Danielle Hargreaves, Unit Manager Headworks and Treatment  
Luke Drury, Section Manager Assets and Planning  
Satpal Singh, Lead Engineer Water Resilience  
Mohan Seneviratne, Strategy Lead Water Conservation  
Scott Gordon, Business Manager, Business Performance  
Rachel Callachor, Meeting Support Officer

#### Status

Present  
Present  
Present  
Present  
Present  
Present  
Present

### PROCEDURAL ITEMS

#### 1.1 Introduction: Welcome, Acknowledgement of Country, Apologies, Disclosure of Interest

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The Chairperson, declared the meeting open at 2.05pm

The Chair read an Acknowledgement of Country statement.

Apologies received were noted.

The Chair called for any disclosures of interest. No disclosures were received

**1.2 Previous business: Confirmation of minutes, review action log**

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The group confirmed the minutes from the previous meeting as noted below, which were distributed to members via email and uploaded to Council's website:

[Water Management Committee meeting held 22 February 2023.](#)

Confirmed: Unanimous

The action log was reviewed with items updated to reflect their current status.

**REPORTS**

**2.1 Water Supply System Status Report**

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Presentation by Satpal Singh, Lead Engineer Water Resilience, covering:

Dam Storage levels as at 24/9/2023

Noting: Upper Mooney Dam, lowest level since 2006, very low level of 37% capacity.

- Rainfall statistics
- River extractions – currently no pumping from Wyong River, and minimal water from Ourimbah Creek into Mardi Dam
- Status of Important Assets
- Hunter Water storage and transfers
- Water Demands (weekly and monthly)
- Climate Driver Update (El-Nino)
- Rainfall outlook (March to May 2023), Max and Min Temperature Outlook (March to May 2023)
- Ourimbah Creek streamflow – Feb to April 2023
- DPI Combined Drought Indicator - noted that part of the Central Coast Region was listed as in drought as defined by the Department of Primary Industry Drought Indicator Mapping.

Questions from the Committee regarding Mardi Water Treatment Plant upgrade and ability to treat low dissolved oxygen water once completed.

Response provided – the future Dissolved Air Flotation (DAF) process will provide air saturation to the water and assist subsequent manganese removal at the filters via the coated media process.

In relation to the increase in weekly demands of water, will there be any campaigns regarding water conservation heading into summer?

Response provided, yes tying into National Water Week, there will be education pieces and education officers working with school communities. Focus is education to develop a water smart community. "Live to 150 campaign" – which also includes radio advertisements, along with libraries and customer service messaging, leading into water conservation program.

Noted that the current water conservation messaging will ramp up into summer to include messaging about the drought situation and El-nino climate driver.

Question regarding Mangrove Dam – de-stratification unit

Response and further information provided regarding recent refurbishment work. Additional water quality sampling is being undertaken to demonstrate effectiveness of the works.

### **Recommendation**

***That the Committee notes the Water Supply System Status report for September 2023.***

## **2.2 Water Resilience Project Status Update**

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Presentation by Luke Drury, Section Manager Assets and Planning, covering the 3 Pillars of the Central Coast Water Security Plan (CCWSP).

### **Pillar 1**

Update regarding recruitment in relation to the areas of work under this pillar. Information regarding non-residential customers – top 100 and key programs being undertaken:

- Water Roadmap Diagnostic Tool.
- Water Efficiency Management Plans (WEMP) – including the re-activation of plans developed previously with customers and development of plans with new customers.
- Smart metering.
- Water Bills – update to design and the inclusion of a comparison tool - this will help the customer see where they sit on the water usage spectrum. Also seeking to move large non-residential customers to monthly billing.
- Active Leak detection status and initiatives.

### **Pillar 2**

Update regarding recruitment and key projects in relation to the areas of work under this pillar:

- Mardi Water Treatment Plant (MWTP) – update on project – function, contract and status of project overall. Target completion date is November 2025 with first shut downs planned for April 2024.
- Somersby Water Treatment Plant is undergoing maintenance to prepare for the MWTP shutdowns, noted that Council will also receive supply from Hunter Water for the duration of the shutdown.
- Recycled water review and next steps discussed.
- Porters Creek Drought Response Supply Readiness being undertaken.

### **Pillar 3**

Update regarding recruitment and key projects:

- Drought Response Desalination Readiness – currently procuring support to develop investigation contract specifications
- Purified recycled water readiness – developing a community engagement strategy to enhance common understanding with our community. Also seeking to leverage SWC demonstration plant (visit planned Nov 23) as part of a Water Services Association of Australia (WSAA) event.

Question from the Committee regarding the Mardi Water Treatment Plant stage 3 upgrade, in relation to whether the design is to be peer-reviewed?

It was confirmed that Council has engaged specialist support to assist delivery of the design and construct contract, including commissioning.

### **Recommendation**

***That the Committee notes the Water Resilience Project Status Update for September 2023.***

### **2.3 Environmental Protection Licence (EPL) non-compliance summary**

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Presentation by Danielle Hargreaves, Unit Manager Headworks and Treatment, provided an overarching update since the last Committee meeting in February, including highlighting the main points of the report:

- 1 annual return submitted – Kincumber and Woy Woy treatment plants.
- Odour complaints at Bateau Bay – Information in relation to a \$35M upgrade being due – this has been fast tracked and the upgrade is commencing today, due for completion in September 2024.  
Advised of a community meeting at Bateau Bay and outlined the issues and possible options for rectification, with advice that there is ongoing dialogue with community.
- Sewer Rising Main break in April 2023, West Gosford – repairs were undertaken over a number of days. Ultimately looking at reconfiguring and replacing a section of the main, concept design is underway.

### **Recommendation**

***The Committee notes the Environmental Protection Licence (EPL) non-compliance summary report.***

**2.4 Delivering the IPART Determination - community engagement and customer charter**

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Presentation by Scott Gordon, Business Manager Business Performance, covering:

- Community engagement process and outcomes.  
The engagement commenced in March -forums, continued in June, with 7 values identified.
- Adoption of the Customer Charter – adopted at September Council meeting held this week. A critical piece is the response matrix.
- Customer Complaints Management Framework was adopted.  
Reduce complaints and have a more proactive approach as a part of this.
- Performance Metrics – including how the community wish to receive this information/have it reported, both in the immediate and long term. It is acknowledged quarterly reporting is a preference. This will also provide the opportunity for early and targeted advice.
- Update regarding draft Community and Education strategy.  
Outline of the approach to engagement and education – focus areas: Community, Youth, First Nations, and Business Community.  
Strategy is currently on exhibition via Council's engagement platform – YourVoiceOurCoast (yourvoiceourcoast.com) - until 26 October 2023.  
A further report will be presented to Council at the 28 November 2023 Ordinary meeting with the outcomes of the public exhibition.
- Business Continuity Plans were outlined covering water and sewerage, water incident management plan and emergency approaches as well as process and plans relating to bore water. The role of the customer liaison role position was discussed including communication, education and sensitive customers – in addition to overall community focus.

Questions from Committee regarding the Customer Charter, will/does this address other issues such as insurance claims against Council, emergency accommodation, housing issues?

Response with further information regarding insurance - claims are handled by separate area of Council, would need to be addressed on a case by case bases. However the Customer Liaison Officer role would be a contact person to be 'on the ground' during bigger weather/emergency events. Currently the civil crews are the first point of contact, this role will now be part of the customer liaison officer role – the role will encompass a concierge type service.

**Recommendation**

***That the Committee note the report.***

**2.5 General business**

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Query from Committee member re: the level of Developer works in the Water and Sewer space?

Response provided: Water Management Act applications had slowed, as interest rates had risen. However volume of applications has increased over the last few months. Large developments, for example in Warnervale, are continuing and large pieces of work such as works under the M1 Motorway are being undertaken under Works in Kind Agreements.

Works in Kind Agreement policy had been finalised previously. As a part of this process, the developer enters into a formal agreement with Council to deliver the infrastructure, including whether a reduced developer charges amount is due, or a refund available. This is reflected in the capital works program, and there is improved transparency for both parties.

There has been one water assessment team working across all water management act applications. This provides a specialised team reviewing the plans, and another specialist team in the construction and commissioning phases of the works.

**Recommendation**

***Noted that there are no recommendations from the general business discussed.***

**The Meeting** concluded at 3.21pm.

**Next meeting** 30 November 2023, 2pm – 3.30pm, Nexus Building, Wyong

Minutes finalised and endorsed on 20 October 2023.

Jamie Loader  
Director Water and Sewer  
*Chairperson*

Luke Drury  
Section Manager Assets and Planning  
*Coordinator*

**Minutes of the Water Management Advisory Committee 28 September 2023 contd**

<b>Action Number</b>	<b>Meeting Date</b>	<b>Action</b>	<b>Responsible Party</b>	<b>Action Update</b>	<b>Status</b>
24	27/5/20	Staff to provide a table as a Standing Agenda Item, as presented in the Briefing Note on Water Resilience Works that lists each project and provides a brief status at each Water Management Committee Meeting.	Water and Sewer staff	Ongoing – to be included in future agendas	Complete
35	12/8/20	Staff to provide ongoing annual summaries to the Advisory Group of any breaches of Environment Protection Licence's after the relevant annual returns are submitted as well as an update on any major incidents in the network should they occur.	Water and Sewer staff	Ongoing – to be included in future agendas	Complete
42	22/7/2022	Unit Manager Headworks and Treatment to contact Committee member to confirm these access arrangements and that the area is still open for public access, generally, and further facilitate that this is being conveyed and made available.	Unit Manager Headworks and Treatment	Access arrangements to confirmed, contact is Liz Knight.	Complete
43	28/9/2022	CCC Asset and Planning is seeking feedback from WMAC on the following matters:  Requesting feedback and input from Committee members, specifically regarding the 12 outcomes and their views on what may be of interest to the community.	Project Manager Integrated Water Cycle Management	Initial feedback being sought following September 2022 WMAC meeting. Feedback due COB Monday 31 October 2022.	Complete
44	28/02/2023	Noted a Committee member has provided feedback via email which addresses some aspects in relation to outstanding action items.	Unit Manager, Assets and Planning / Water and Sewer staff	The Coordinator noted he would review and come back with more information.	Update provided regarding Customer Liaison position and the work undertaken

Minutes of the Water Management Advisory Committee 28 September 2023 contd

Action Number	Meeting Date	Action	Responsible Party	Action Update	Status
					by this staff member and the team. Complete.
45	28/02/2023	Request for interest and availability from Committee to attend either of the forums – 1 & 2 March and 9 & 10 May Email will be sent to WMAC members, with further information and form, seeking response by end of week.	Project Manager Integrated Water Cycle Management	Meeting Support staff to distribute EOI and further information.	Complete.
46	28/02/2023	Question regarding unsealed roads/roadway maintenance meet objectives – this will be followed up with information to be provided to the Committee.	Water and Sewer staff	Response provided via memo included in the September 2023 WMAC Agenda.	Complete