

# Minutes



## Water Management Advisory Committee

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**Date:** 28 September 2022

**Time:** 2.00pm – 3.30pm

**Location:** Hybrid - Committee Room / Microsoft Teams

**Chairperson:** Jamie Loader, Director Water and Sewer

**Coordinator:** Luke Drury, Section Manager Assets and Planning

### Attendance

**Members:**

John Asquith  
Ken Brookes  
Daryl Mann  
Pam McCann  
Mick Redrup

**Status:**

Apology  
Apology  
Present  
Present  
Present

**Staff:**

Jamie Loader, Director Water and Sewer  
Danielle Hargreaves, Unit Manager Headworks and Treatment  
Luke Drury, Section Manager Assets and Planning  
Satpal Singh, Senior Engineer Water Resource Planning  
Kashif Rana, Project Manager Integrated Water Cycle Management  
Rachel Callachor, Meeting Support Officer  
Carolyn Patelis, Civic Support Officer

Present  
Apology  
Present  
Present  
Present  
Present  
Present

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### 1 Introduction

2.04pm

The chairperson welcomed the group and completed an Acknowledgement of Country.

Apologies received were noted.

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

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### 2 Previous business

2.06pm

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 June 2022](#)

The action log was reviewed with updates recorded (see page 9)

### 3 Water supply system status report (standing item – action 9)

2:07pm

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Satpal Singh (Senior Engineer Water Resource Planning) provided the group with a Water Supply System Update presentation including:

- Dam Storage Levels as at 25/9/2022
- Mangrove Creek Dam photo and videos  
*(full for first time in 40 years, first in the lifetime of the Dam)*
- Mardi Dam (79% capacity)
  - Hunter Water Storage
  - Rainfall statistics
- River Extractions
  - Status of Important Assets
- Hunter Water Storage and Transfers
  - Water Demands – lower than this time last year
  - Climate Driver Update - including La Nina, negative IOD (Indian Ocean Dipole), temperature outlooks
  - Forecast for Ourimbah Creek streamflow Sept – Nov 2022

Questions from Committee members:

- 1 Rationale for releasing water from Mangrove Creek Dam (MCD) to supply Mardi Water Treatment Plant (MWTP)?

Advice provided that a short term operating decision has been made to supply MWTP via MCD to maximise production from MWTP while operational constraints are experienced at Somersby Water Treatment Plant. This will be reconsidered if constraints at SWTP are resolved or levels in MCD dropped to 95%.

Advice also provided that Mardi Dam is currently offline with no planned extractions from Wyong River or Ourimbah Creek while MCD remains above 95% (no transfers from Mardi Dam to Mangrove Creek Dam). Operational decisions relating to management of the dams continue to be made in line with the Dam Emergency Plan – triggers and process and State Emergency Services (SES) notifications.

- 2 Operational status of Water Pumpstation 11 (Ourimbah Raw Water) following previous vandalism and fire?

Council's W&S staff were able to attend recent SCADA alarms at the site, and extinguish a deliberately lit fire. Staff looking into physical and cyber security at all critical infrastructure sites, including fencing

and other controls. The pump station is not currently required to operate while MWTP is being supplied by MCD.

#### 4 Water resilience works projects (standing item – action 24)

2.25pm

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Luke Drury (Section Manager Assets and Planning) provided the group with an update on current water resilience projects. This included an updated covering report (distributed to members), highlighting that the report has modifications to reflect the Central Coast Water Security Plan Pillars, the presentation to the Committee reflected this new format.

#### **Pillar 1 – Conserve and Use water efficiently**

- Active Leak Detection and Rectification
- DPE Water Efficiency Programs
- Recruitment

#### **Pillar 2 - Maximise existing water supplies so we can delay new water supplies**

- Mardi Water Treatment Plant
- Mooney Dam water pump station
- Recycled Water Review and Refurb
- Recruitment

#### **Pillar 3 - Develop new supplies of water, that are independent of rainfall, for an adaptive future.**

- Drought response desalination readiness
- Recruitment

Questions from the Committee in relation to:

- 1 Leak detection – regarding plans to manage, monitor loss rates, water theft.

Advice provided in relation to key actions under DPE water efficiency framework including:

- consistent approaches re: non-revenue water.
- promote flow meters into the network to assist generation of alarms around leakage but reliant on establishing district metred areas.
- Council recently signed an agreement with Rezatec to undertake Satellite monitoring. Rezatec provide surveillance on linear assets and will monitor dams. The Rezatec service applies artificial intelligence to analyse indicators of leakage and movement of

assets.

### 2 Question re DPE training program

Advice provided regarding the DPE program, which is still being developed. It is expected to include districted metered areas, bulk flow monitoring and regional based training will commence later this year. Neighbouring water authorities will be invited.

### 5 Environmental Protection Licence (EPL) report

2:42pm

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Jamie Loader spoke to the Environmental Protection Licence (EPL) report briefing note that was circulated to Committee members including the following key topics:

- EPL 1802 – Kincumber System
  - o Kincumber STP
  - o Woy Woy STP
- EPL 1942 – Bateau Bay System
  - o Bateau Bay STP
- PL 2647 – Toukley System
  - o Charmhaven STP
  - o Gwandalan STP
  - o Mannering Park STP
  - o Toukley STP
  - o Wyong South STP

Communication with EPA is thorough, understood that there is no enforcement action to be taken by the EPA.

### 6 Update on Regulatory and Assurance Framework

2.46pm

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Kashif Rana provided the group with a Regulatory and Assurance Framework presentation including:

- A run through of the *Regulatory and assurance framework for local water utilities* which included: introduction to framework, 12 outcomes to be achieved in the development of long term integrated strategic plans.
- Clarifications on strategic planning documents, timeframes and provisions

- Detailed CCC's approach to address these 12 outcomes, including:
  - 1 Gap analysis
  - 2 Community engagement, expectations and priorities
  - 3 Central Coast Water and Sewer Masterplan development.

### **Next milestones**

Milestone	Completion Date	Current Status
Wet Weather Containment Framework	December 2022	Engaged Consultant
Community Engagement	June 2023	Tendering phase
Gap Analysis	June 2023	RFQ preparation in progress and to be released in October 2022
Central Coast Water and Sewer Masterplan (Strategic Plan)	June 2024 (final timing TBC post Gap Analysis)	Not commenced works yet (Awaiting release of guidelines from DPE and completion of Gap Analysis)

### **Feedback sought from WMAC**

CCC Asset and Planning section is seeking feedback from Water Management Advisory Committee members, specifically regarding the 12 outcomes and their views on what may be of interest to the community, including:

- Identification of any key issues the community may expect to be considered within the twelve identified outcomes
- The planned community engagement approach to inform planning inputs/decision making criteria but not engage on specific treatments/network solutions/options.  
It is intended to obtain the required input by a series of deliberative forums and workshops, similar to the approach employed for the CCWSP.

Confirmation provided of Council's approach to educate and inform, as part of community engagement work.

**Action:** Initial feedback being sought following September 2022 WMAC meeting, based on the information presented and the document distributed. Feedback requested via email by close of business Monday 31 October 2022.

Presentation by Jamie Loader, providing an update on activities since May 2022, including:

- Performance Report to be published 30 September 2022 (copy to be provided to the Committee members and published on CCC website)

Outline of metrics include:

- Water – number of unplanned outages
- Average duration of unplanned interruptions to water supply
- Water sampling/results
- Water quality complaints
- Responding to customers
- How we have kept the community updated
- Number of properties connected to the W&S network
- Typical residential bills
- Water and sewer breaks per 100km
- Sewer overflows
- Water – yield, production, and annual consumption

### **Implementation / Delivery Plan by 31 October 2022**

This plan outlines how Council will deliver on our promises we made in its IPART submission.

Key focus areas cover:

- stronger accountability to our community
- ongoing engagement with our customers and community to better understand values and priorities, and
- improvements to our asset and project management framework.

Strategies around each of the *5 Pillars* of Central Coast Council as an organisation.

### **Customer Engagement**

Targeted program, beginning in November 2022:

- o Determine community values
- o Inform council's commitment for Water and Sewer via a Customer Charter
- o Future performance metrics
- o Ensure the community is "not over consulted" and engagement is meaningful - a varied range of engagement activities, surveys, deliberative forums, open community consultation methods.
- o Inform the CCC Water and Sewer Masterplan

### IPART regulatory framework

IPART's key proposed changes are:

- Broaden the focus of pricing reviews to promote customer value – place customers at the centre of everything we do
- Enable businesses to deliver customer outcomes over the short and long term through a more flexible and tailored regime
- Financial, procedural and reputational incentives that reward businesses for delivering customer value, and penalise those that do not meet their commitments
- Retain elements of the existing framework that work well (building block model, propose-respond etc)
- No change to the role of IPART, only its approach to regulating the water businesses to better promote the long-term interests of customers

Question regarding the Customer Charter and how this is implemented. Confirmed it's a commitment to the customers as opposed a regulated requirement.

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### 8 General business 3.38pm

- Mangrove Creek Dam site visit – October 2022.  
Further information and schedule to follow for the attendees.
- Meeting with Spencer residents and W&S/E&P/CCC staff. Discussed issues of note for the community, including potential of dam overflowing and impact on residents. Covered the Dam Emergency Plan, including presentation from Peter Sheath (E&P) regarding Hawkesbury Catchment.
- Discussions had regarding Fairview Cottage, including its current state and future plans for the area.

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### 8 Close

Next meeting: 6 December 2022 - 2pm – 4pm  
Nexus Building, 3 Amy Cl Wyong

Meeting closed at 3.51pm

Minutes finalised and endorsed 25 October 2022.

Jamie Loader, Director Water and Sewer  
*Chairperson*

Luke Drury, Section Manager Assets and Planning  
*Coordinator*

# Action Log

## Water Management Advisory Committee



Action Number	Meeting Date	Action	Responsible Party	Action Update	Status
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	Ongoing
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	Ongoing
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.	