



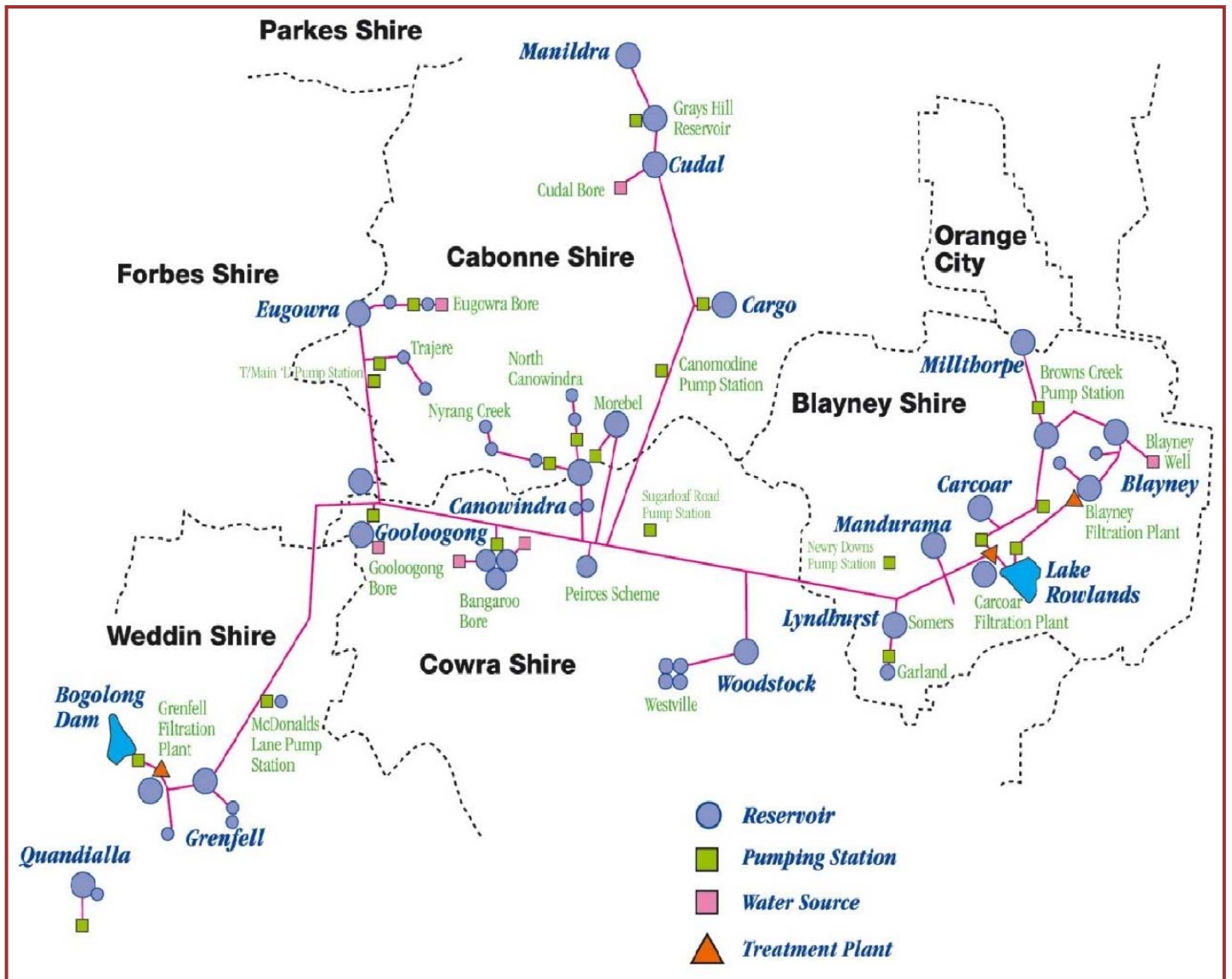
Central Tablelands *Water*

Annual
Report
2011/2012



Central Tablelands Water

System Layout



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CONTENTS

Chairman’s Message	4
General Managers Report.....	5
Council Profile.....	6
General Information – Council Meetings.....	7
Organisational Structure 2008-2012.....	7
Mission and Vision	7
Councils Mission.....	7
Councils Vision	7
Legislative Requirements.....	9
Activities to Protect Environmentally Sensitive Areas	9
Legal Proceedings.....	9
Chairman and Members Fees	9
Senior Staff.....	10
Contracts Awarded During Year.....	10
Bush Fire Hazard Reduction	10
Programs Promoting Services And Access To Services For People With Diverse Cultural And Linguistic Backgrounds.....	10
Private Works Under Section 67(3).....	10
Contributions Under Section 356.....	11
Human Resources Activities.....	11
Equal Employment Opportunity	12
External Bodies Which Have Exercised Council-Delegated Functions	12
Companies In Which Council Held A Controlling Interest.....	12
Partnerships, Co-operatives And Other Joint Ventures To Which Council Was A Party.....	12
Asset Replacement and Upgrade Program	12
Sales of Assets.....	12
Plant Replacement Policy.....	12
Government Information (Public Access) Act 2009 and Regulation	13
Water Consumption.....	14
Water Usage Over Time	14
Lake Rowlands Storage Levels 2004-2012	15
2011/2012 Statistics	15
Water Analysis	16
Statement of Revenue Policy.....	17
Availability (Access) Charges.....	18
Developer Charges	18
Fees and Charges 2012/2013.....	19
Financial Statements.....	20
2011/2012 Operating Statement.....	20
Operating Expenses.....	20
Operating Revenue	20
Customer Information	21

CHAIRMAN'S MESSAGE



It is with mixed feelings that I present my final Chairman's message as I did not seek re-election to Cabonne Council in 2012 and, as a result, my position on Central Tablelands Water (CTW), representing Cabonne Council, comes to an end.

I look back over the past 29 years that I served on the Council of CTW, particularly the past 17 years as Chairman, and reflect with pride what the Council and its staff have been able to achieve during that period, notably:

- The construction of a new state of the art DAFF water Filtration Plant at Carcoar;
- Major upgrade works at Blayney Water Filtration Plant;
- The construction of a duplicate 12.8 kilometre trunk main from Cudal to Manildra;
- The renewal of approximately 94,000 metres of reticulation water mains in a number of towns and villages resulting in approximately 60% of the entire reticulation system throughout the water supply network now being completely renewed;
- The construction of eleven new pump stations;
- The construction of a new 450,000 litre reservoir at Hill Street Eugowra;

- The roofing of 19 reservoirs resulting in the roofing of all Councils 46 water reservoirs now being complete;
- The provision of a potable water supply to the village of Quandialla;
- The complete eradication of willow infestation within the confines of Lake Rowlands.
- Commencement of User Pay pricing of water in 1994 (one of the first local water utilities in NSW to abandon the rating system of charging for water)
- Completion of a Strategic Business Plan in 2005 (reviewed and updated in 2011) incorporating a thirty (30) year capital works program and financial plan which does not require reliance on government funding or loan borrowing.
- Completion of Council's Developer Servicing Plan in 2004 (updated in 2012) and the introduction of full Section 64 Developer Charges.

My only disappointment is that, to date, we have not been able to achieve the augmentation of Lake Rowlands.

It has been an absolute pleasure to work with all of my fellow councillors, our General Manager Tony Perry, Operations Manager Darrell Sligar and Finance Manager Gavin Rhodes.

I am not sure what result will come out of the current local government reform agenda but I wish the new council, staff and consumers all the best for the future.

A handwritten signature in black ink, appearing to read 'J.S. Farr'.

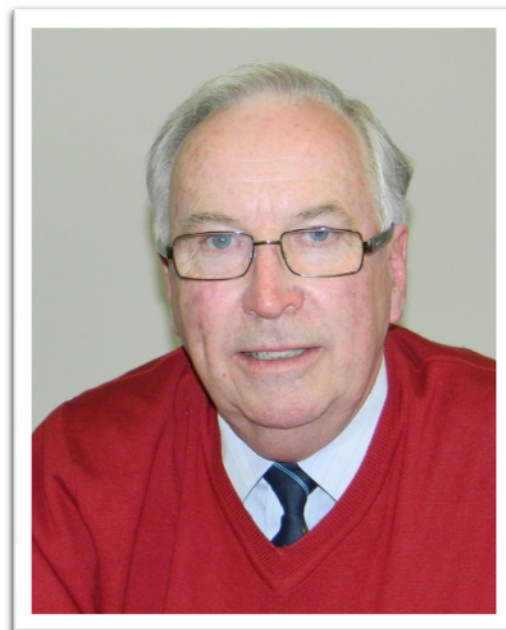
Cr. J.S Farr OAM
Chairman

GENERAL MANAGERS REPORT

The past 12 months have once again placed an enormous strain on Council's revenue with the wet seasonal conditions resulting in a continuing reduction in water consumption, similar to the dramatic reduction in 2010/2011, which in turn has again resulted in Council recording a significant financial deficit for the year.

Whilst Council's revenue budget in 2011/2012 may have been significantly reduced, Council called on its reserves to fund this situation and Council staff continued in their endeavours to ensure consumers received the high level of service, good water quality and reliability to which they are accustomed.

During the 2011/2012, Council renewed approximately 2,000 metres of reticulation mains in South Canowindra, continued with its commitment to water quality with the installation of a Powder Activated Carbon System at Blayney Water Filtration Plant and commenced the upgrade to Council's computer network in joint collaboration with Cabonne and Blayney Councils.



The floods in March resulted in devastating damage to Council's trunk mains in six (6) locations where the trunk mains traverse a number of creeks and the Belubula River. The voracity of the water flowing down these water courses was such that the trunk mains were severed and, in some cases, together with the concrete pier supports, were washed away and carried downstream. The final cost of this flood damage will be approximately \$600,000 and Council has been advised that it does not qualify for natural disaster funding.

Council's annual financial statements for 2011/2012 reveal net assets of \$55.58 million and a net operating deficit of \$0.86 million after providing for depreciation expense of \$1.75 million. A full copy of Council's Financial Statements is included in this Annual Report.

I repeat last year's invitation to all consumers to visit Council's website www.ctw.nsw.gov.au which includes copies of Council's business papers, minutes, Strategic Business Plan and Management Plan, Annual Report as well as on-line forms that can be downloaded as required.

Finally, I would like to express my sincere thanks to Council's retiring Chairman, Cr John Farr OAM, for his unqualified support to me over the past 17 years of his Chairmanship, his complete and dedicated commitment to the growth and prosperity of this Council and the consumers it serves over a continuous period of 29 years.

A handwritten signature in black ink, appearing to read 'A Perry'. The signature is fluid and cursive, written over a white background.

A Perry
General Manager

COUNCIL PROFILE

Central Tablelands Water County Council is a constituency of three local government areas, namely, Blayney Shire, Cabonne Shire and Weddin Shire. The Council comprises two delegates each elected by their constituent council for a four-year term. The following Councillors were elected in September 2008 to represent their respective council's until the next local government elections in September 2012.

BLAYNEY SHIRE COUNCIL

Cr Geoff Braddon OAM



Cr Kevin Radburn



CABONNE SHIRE COUNCIL

Cr John Farr OAM



Cr Kevin Duffy



WEDDIN SHIRE COUNCIL

Cr Geoff McClelland



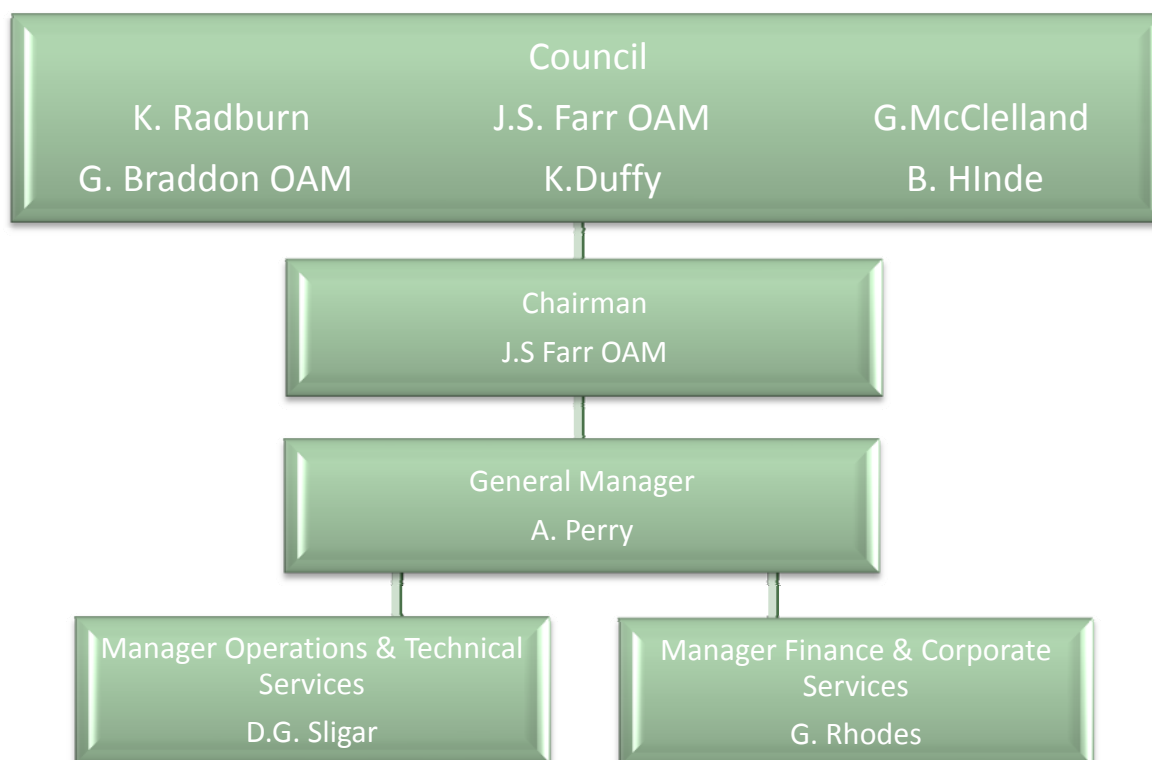
Cr Barry Hinde



GENERAL INFORMATION – COUNCIL MEETINGS

Meetings of Council are held on the second Wednesday of alternate months, commencing in February each year. The meetings alternate between the towns of Grenfell, Blayney and Molong. Meetings are held in Molong in June and December, Grenfell in August and February and Blayney in April and October.

ORGANISATIONAL STRUCTURE 2008-2012



MISSION AND VISION

COUNCILS MISSION

Central Tablelands Water will develop a commercial focus as it operates in partnership with the communities it serves, fostering their development and growth, while maintaining both its level of service and its prices at an acceptable level.

COUNCILS VISION

Central Tablelands Water sees its future as a Regional Water Authority, independent of other agencies. It sees itself as a responsible member of the communities it serves, aiding the development of the region. It will continue to develop further sources of water and continue to supply an economical and acceptable water supply to its customers, and it will do so in an ecologically sustainable manner. Central Tablelands Water will continue to evolve its method of operations to incorporate a sound commercial focus. It will do so without compromising on the services it provides, becoming more efficient and maintaining process at a reasonable level.

CHAIRMAN RETIRES

After 29 continuous years representing Cabonne Council on the Council of Central Tablelands Water (CTW), including the past 17 years as Chairman, Cr John Farr OAM announced his retirement from local government by not seeking re-election at the September 2012 local government elections. Cr Farr also served on Cabonne Council for 29 continuous years, including 13 continuous years as Mayor.

Cr Farr has had a distinguished career in local government and during his 17 years as Chairman of CTW the Council embarked on and completed a significant capital works programme valued at approximately \$18 million. CTW has also been recognised by the NSW Office of Water as being compliant in all aspects of Best Practice in Water Supply Management.

In recognition of his distinguished contribution to local government, in particular CTW, Cabonne Council and the community, Cr Farr was awarded the Order of Australia Medal (OAM) in the 2011 Queen's Birthday Honours list and, at the 2011 NSW Shires' Conference, was presented with an Outstanding Service Award for his 28 continuous years on the Council of CTW and his 16 continuous years as Chairman.



Above: General Manager Tony Perry congratulating John Farr OAM on receiving Shires Association award for continuous service to Local Government



Above: General Manager Tony Perry presenting John Farr OAM with a Certificate of Distinguished Service from Central Tablelands County Council

Cr Farr was also presented with a certificate from the Council of CTW acknowledging his contribution over 29 years with the following citation:

To acknowledge a distinguished contribution to Central Tablelands County Council after 29 continuous years as a representative of Cabonne Council, including 17 years as Chairman.

***Service on Central Tablelands County Council
Councillor 1983 – 2012
Chairman 1995 – 2012***

LEGISLATIVE REQUIREMENTS

ACTIVITIES TO PROTECT ENVIRONMENTALLY SENSITIVE AREAS

Section 428 (2) (c)

Council is not involved in the management of any environmentally sensitive areas. Council's water storage at Lake Rowlands will continue to be operated according to best industry practice to ensure the long-term integrity of the storages, especially as regards controlling nutrient levels and blue-green algae populations.

Council has continued with its annual re-vegetation programme at Lake Rowlands following the complete eradication of willows carried out some years ago.

Council's filtration plants at Carcoar and Blayney are also operated according to industry best practice to ensure that all sludge is contained on-site and disposed of in an environmentally responsible manner. Supernatant water is recycled back through the filtration plants.

All construction sites will be maintained and restored in accordance with best practice guidelines for environmental control.

LEGAL PROCEEDINGS

Section 428 (2) (e)

Council is currently involved with a significant number of other councils in a joint action against Lehman Bros in an effort to recover losses in the values of its investment capital.



CHAIRMAN AND MEMBERS FEES

Section 428 (2) (f)

The total allowance and fees paid to the Chairman and Councillors during 2011/2012 amounted to \$71,196.00.

Council's policy for the provision of facilities and the payment of councillors' expenses is as follows:

1. Council pay councillors an annual fee based on the maximum fee as determined by the Local Government Remuneration Tribunal;
2. In addition to the annual fee, Council reimburse actual expenses incurred to any councillor who:
 - attends a meeting of any committee of Council,
 - attends an inspection within the area in compliance with a resolution of the Council,
 - undertakes business of the Council outside of the area in compliance with a resolution of Council.
3. Council recompense councillors for travelling expenses at the rates per kilometre allowed at the time by the Australian Taxation Office, for all travelling associated with attendance at Council meetings or other business as specified above.
4. Council allow councillors any reasonable use of facilities to assist in their carrying out of business on behalf of the Council, such use being entirely at the discretion of the General Manager.
5. Council will provide the Chairman with the following facilities:
 - an office in the Council's Administrative Building;



- access to telephone, facsimile and photocopy facilities for Council business purposes;
 - secretarial services for Council business as required;
 - identification badge bearing Council's crest;
 - payment of conference/seminar/workshop registration fees for attendance authorised by Council; and,
 - arrangement and payment of travel in respect of Council commitments.
6. Council will provide the Councillors with the following facilities:
- access to telephone, facsimile and photocopy facilities for Council business purposes;
 - secretarial services for Council business as required;
 - identification badge bearing Council's crest;
 - payment of conference/seminar/workshop registration fees for attendance authorised by Council; and,
 - arrangement and payment of travel in respect of Council commitments.
7. Meals and refreshments will be provided to the Chairman and Councillors in conjunction with Council/Committee meetings and other functions/meetings as appropriate.
8. Expenses incurred whilst on approved travel outside the Council area will attract reimbursement according to the following guidelines:
- (a) Meals – where meals are not provided, the total bill for meals should not exceed \$60 per day.
 - (b) Accommodation – where travel involves an overnight stay away from home the acceptable

maximum expenditure on accommodation is:

- metropolitan areas \$200.00 per night
- country areas \$100.00 per night
- provided that all accommodation is approved prior to travelling, where practicable.

SENIOR STAFF

Section 428 (2) (g)

The General Manager is the only employee classified as senior staff. The total salary package for the General Manager in 2011/2012, including superannuation and motor vehicle, totalled \$146,306.00.

CONTRACTS AWARDED DURING YEAR

Section 428 (2) (h)

Council did not enter into any contracts during 2010/2011.

BUSH FIRE HAZARD REDUCTION

Section 428 (2) (i1)

Bush fire hazard reduction activities are undertaken by constituent Councils and are not an activity or responsibility of Central Tablelands Water.

PROGRAMS PROMOTING SERVICES AND ACCESS TO SERVICES FOR PEOPLE WITH DIVERSE CULTURAL AND LINGUISTIC BACKGROUNDS

Section 428 (2) (j)

This activity is the responsibility of the constituent Councils and, being a single purpose water authority, does not involve Central Tablelands Water.

PRIVATE WORKS UNDER SECTION 67(3)

Section 428 (2) (k)

Council did not carry out any work on private land during 2011/2012 that was fully or partly subsidised by Council.





General Manager Tony Perry using Bottled Water Filling Station, Heritage Park, Blayney

CONTRIBUTIONS UNDER SECTION 356

Section 428 (2) (l)

The amounts contributed or otherwise granted under Section 356 during 2011/2012 totalled \$9,879.00.

HUMAN RESOURCES ACTIVITIES

Section 428 (2) (m)

Council has a commitment to ensuring that its entire staff is appropriately skilled and trained to carry out their responsibilities. Various in-house and external training programs will continue to be undertaken to ensure that the required skills are available.

The following training was undertaken by operations staff during 2011/2012:

Training Course	Number of Participants
Traffic Control	1
Confined Spaces	2
Working Near Power Lines	12
Chemical Certificate	1
Bonded Asbestos	5
Heavy Vehicle Licence	1
Forklift Licence	1
Certificate 4 in Water Supply Operation	2
Dam Safety	2
First Aid	19
In House – Water Supply Operations	10

In the absence of a Consultative Committee, management will continue to monitor Council's workplace environment and the implementation of Council's training and equal employment opportunity programs.

Management will:

- review the salary system to ensure progression through the salary structure is achieved upon the acquisition and use of skills and agreed performance criteria,
- benchmark existing remuneration levels of all positions within Council with remuneration levels of like positions across a broad range of other Councils,
- conduct annual performance reviews based on predetermined objectives and performance standards for all staff,
- review and maintain Council's training plan,
- develop a set of relevant competency standards for all positions,
- provide training on the basis of identified needs and priorities,
- continue to ensure that there is no compromise in regards to workplace safety and that all recommendations resulting from risk management assessments are carried out.



EQUAL EMPLOYMENT OPPORTUNITY

Section 428 (2) (n)

Council has adopted an Equal Employment Opportunity Management Plan, a copy of which has been distributed to all Council employees.

Council's philosophy for its Equal Employment Opportunity Management Plan is to create equality of opportunity, for all employees and potential employees, by ensuring that all recruitment, advancement and promotions are made on a merit basis.

EXTERNAL BODIES WHICH HAVE EXERCISED COUNCIL-DELEGATED FUNCTIONS

Section 428 (2) (o)

The Council has not delegated any functions to external bodies.

COMPANIES IN WHICH COUNCIL HELD A CONTROLLING INTEREST

Section 428 (2) (p)

Council does not have any interest whatsoever in any company.

PARTNERSHIPS, CO-OPERATIVES AND OTHER JOINT VENTURES TO WHICH COUNCIL WAS A PARTY

Section (428) (2) (q).

Council is not party to any partnerships, co-operatives or joint ventures.

ASSET REPLACEMENT AND UPGRADE PROGRAM

Council proposes to carry out the following asset replacements during the period July, 2011 to June, 2014. The order presented does not represent a priority order.

1. Mains replacement

- Trunk Mains – in 2012/2013 – Completion of the 2012 flood damage on Trunk Main 'C' between Mandurama and Canowindra estimated at \$300,000.

2. Pump Replacements

- Provision is made for the replacement of pumps to the value of \$43,000 in 2012/2013, \$44,290 in 2013/2014 and \$45,619 in 2014/2015.

3. Blayney Water Filtration Plant

- Major Upgrade in 2014/2015 at an estimated cost of \$693,020.

4. Carcoar Water Filtration Plant

- Provision of new low level storage in 2014/2015 at an estimated cost of \$445,000.

5. Other

- Annual replacement of water meters and services estimated at \$125,005 in 2012/2013, \$128,755 in 2013/2014 and \$132,618 in 2014/2015.
- Administration building refurbishment in 2013/2014 estimated at \$11,500.
- Motor vehicles and other plant in accordance with policy

SALES OF ASSETS

Council does not propose to dispose of any of its existing major assets during the period covered by this Plan.

Motor vehicles and other plant items will be replaced according to Council's present replacement policy, which is outlined below. Minor assets will be disposed of as, and if, it is considered necessary.

PLANT REPLACEMENT POLICY

Council has adopted as its policy that all vehicle changeovers be made:

1. at best market prices using either government auction or tender and be funded from the plant reserve



GOVERNMENT INFORMATION (PUBLIC ACCESS) ACT 2009 AND REGULATION

The following is an extract from the above Regulation:

“The annual report of an agency (other than a Minister) required to be prepared under section 125 of the Act must include the following:

Note. An agency’s report under section 125 of the Act can be included in the agency’s annual report required to be prepared under the annual reporting legislation—see section 6 of the Annual Reports (Departments) Act 1985 or section 5A of the Annual Reports (Statutory Bodies) Act 1984 (as the case requires).

- (a) details of the review carried out by the agency under section 7 (3) of the Act during the reporting year and the details of any information made publicly available by the agency as a result of the review,
- (b) the total number of access applications received by the agency during the reporting year (including withdrawn applications but not including invalid applications),
- (c) the total number of access applications received by the agency during the reporting year that the agency refused, either wholly or partly, because the application was for

the disclosure of information referred to in Schedule 1 to the Act (Information for which there is conclusive presumption of overriding public interest against disclosure),

Note. Table D in Schedule 2 also requires information relating to access applications in respect of which there is a conclusive presumption of overriding public interest against disclosure.

- (d) information, as set out in the form required by the tables in Schedule 2, relating to the access applications (if any) made to the agency during the reporting year.”

Council Report:

A review of Council’s information that is not currently accessible by the public on Council’s website was undertaken by the Principal Officer during 2011/12. No additional information was made available as a result of this review.

Council did not receive any applications for information under the Government Information (Public Access) Act 2009 for the financial year ended 30 June 2012.

Please note that Council did not find it necessary to include the tables listed in Schedule 2 of the Regulation (noted in (d) above) in this particular report because there were no applications received.

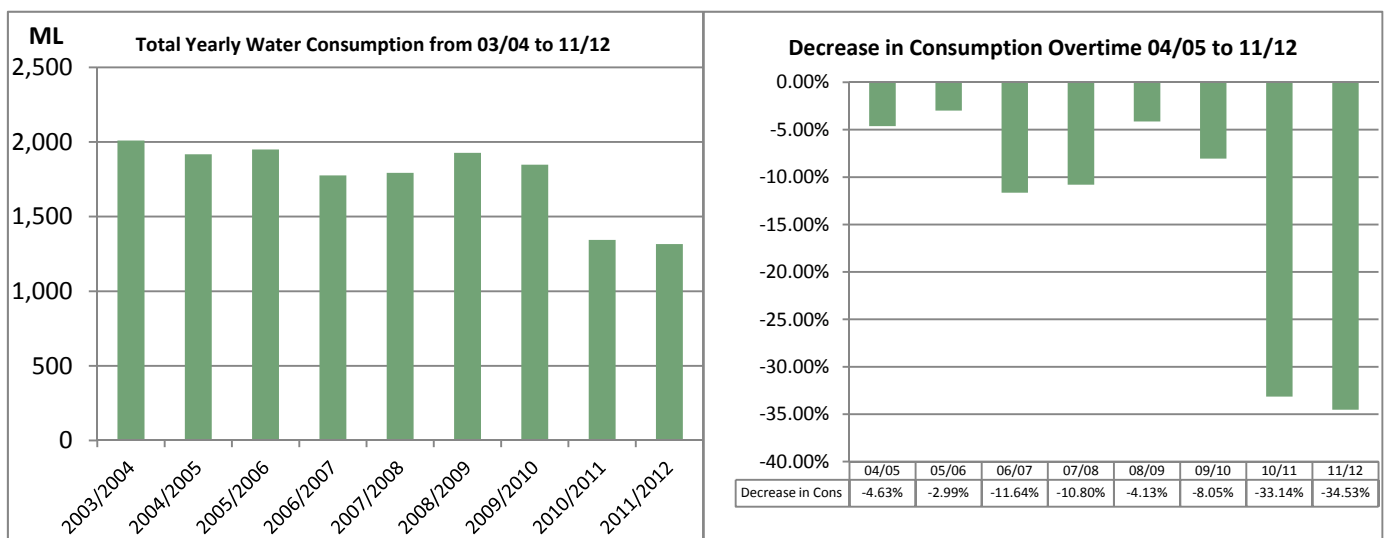


Blayney Filtration Plant

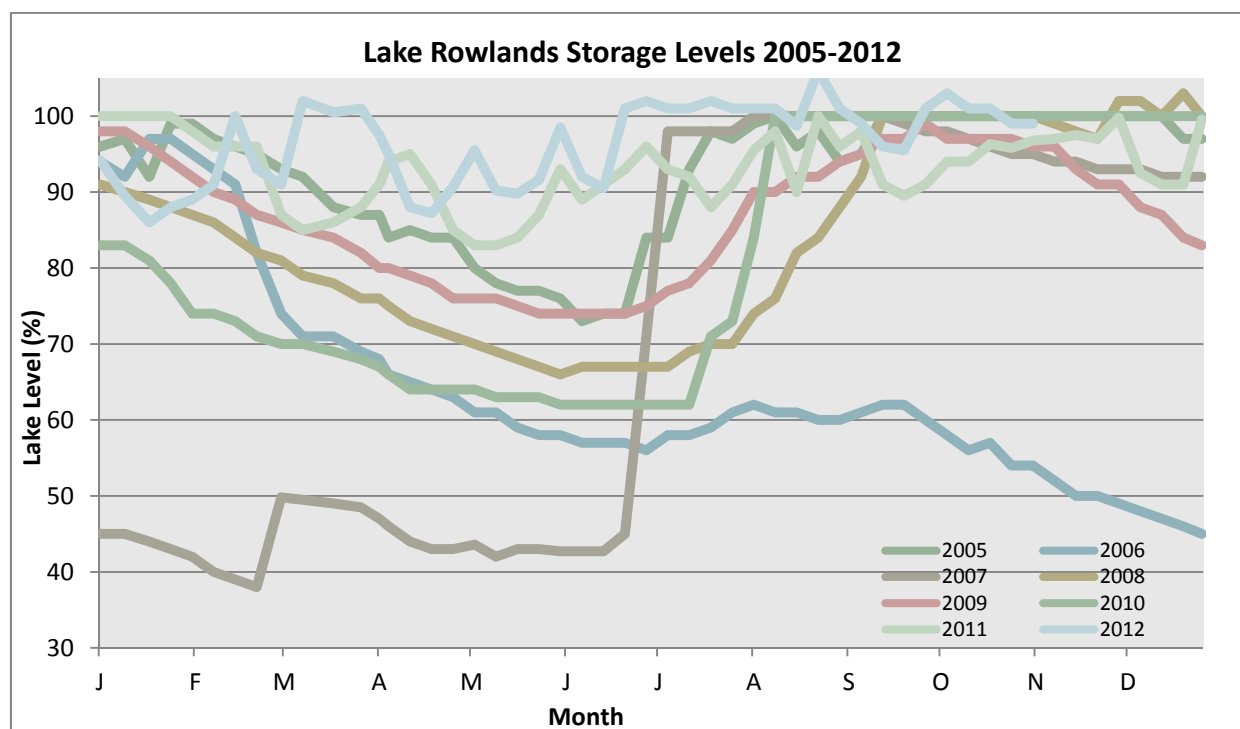
WATER CONSUMPTION

2003/2004	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012	County Area	
336	341	342	295	270	299	312	254	259	ML	Blayney
25	23	25	22	19	19	21	19	18	ML	Carcoar
14	14	14	13	13	14	12	12	11	ML	Mandurama
99	86	88	70	67	75	72	45	55	ML	Eugowra
66	65	68	63	60	64	65	57	54	ML	Millthorpe
25	21	24	21	17	21	18	16	16	ML	Lyndhurst
292	277	294	263	223	266	215	157	154	ML	Canowindra
379	376	383	316	289	282	256	195	199	ML	Grenfell
15	16	14	15	42	45	10	8	7	ML	Quandialla
49	52	50	47	34	40	42	37	35	ML	Cudal
24	24	24	22	19	21	20	17	16	ML	Cargo
56	54	58	50	57	61	47	39	39	ML	Manildra
182	166	172	183	127	128	287	205	208	ML	Rurals
282	224	247	217	197	142	156	117	110	ML	Bulk Sales
166	178	147	179	359	450	315	166	135	ML	Industrials
2,010	1,917	1,950	1,776	1,793	1,927	1,848	1,344	1,316	ML	Sub Total
45	126	163	119	64	105	112	130	153	ML	Est. Leakage
50	50	30	50	50	127	50	27	28	ML	Flushing of mains
50	10	15	15	15	15	7	7	7	ML	Unaccounted
2,155	2,103	2,158	1,960	1,922	2,174	2,010	1,508	1,504	ML	Total Consumption
	8.84%	9.64%	9.39%	6.71%	11.36%	8.06%	10.88%	12.50%	<u>Water losses as % of total water output</u>	
	-4.63%	-2.99%	-11.64%	-10.80%	-4.13%	-8.05%	-33.14%	-34.53%	<u>% increase/decrease consumption on 2003/2004</u>	
	-4.63%	1.72%	-8.92%	0.96%	7.47%	-4.10%	-27.27%	-2.08%	<u>% increase/decrease consumption on previous year</u>	

WATER USAGE OVER TIME



LAKE ROWLANDS STORAGE LEVELS 2004-2012



2011/2012 STATISTICS

Population Served	Permanent	11,700
	Peak	12,700
No of Properties Connected	Residential	4,257
	Non-Residential	1,427
New Residential Connections	2011/2012	61
No. of Water Filtration Plants	3	Total Capacity 15ML/d
No. of Service Reservoirs	46	Total Capacity 29.64ML
No. of Pumping Stations	32	Total Capacity 26ML/d
No. of Bores	5	Total Capacity 7ML/d
No. of Dams	2	Total Capacity 4,800ML
Length of Mains	Reticulation mains	269 kilometres
	Trunk Mains	320 kilometres
Works Depots	3	Blayney, Canowindra & Grenfell
No. of Employees		19
No. of Employees receiving 2 or more training days		12
Days lost from sick & accident leave	105 days	2.30% of available work days

WATER ANALYSIS

Program:	Drinking Water Program	Sample Types:	All
Date Range:	01-07-2011 - 30-06-2012	Laboratory:	ICPMR-DAL Laboratory - NATA Accredited Laboratory Number 3189
Water Utility:	Central Tablelands Water	Sample Count:	2544
AHS:	Greater Western PHU		

Summary Report

Characteristic	Guideline Value	Units	Mean	Median	Standard Deviation	Min	Max	Sample Count	Exception Count	95th Percentile	5th Percentile	% meeting guideline values
Aluminium	0.2000	mg/L	0.0103	0.0050	0.0101	0.005	0.04	17	0	0.04	0.005	100.00
Antimony	0.0030	mg/L	0.0005	0.0005	0.0000	0.0005	0.0005	17	0	0.0005	0.0005	100.00
Arsenic	0.0100	mg/L	0.0011	0.0010	0.0008	0.0005	0.003	17	0	0.003	0.0005	100.00
Barium	2.0000	mg/L	0.0226	0.0170	0.0146	0.011	0.053	17	0	0.053	0.011	100.00
Boron	4.0000	mg/L	0.0594	0.0500	0.0202	0.05	0.1	17	0	0.1	0.05	100.00
Cadmium	0.0020	mg/L	0.0006	0.0003	0.0015	0.00025	0.0061	17	1	0.0061	0.00025	93.75
Calcium	10000.0000	mg/L	16.5000	12.0000	9.7457	11	37.7	17	0	37.7	11	100.00
Chloride	250.0000	mg/L	52.8125	22.5000	65.9467	19	188	17	0	188	19	100.00
Chromium	0.0500	mg/L	0.0025	0.0025	0.0000	0.0025	0.0025	17	0	0.0025	0.0025	100.00
Copper	2.0000	mg/L	0.0067	0.0075	0.0031	0.0025	0.012	17	0	0.012	0.0025	100.00
Fluoride	1.5000	mg/L	0.9175	0.9700	0.1264	0.63	1.02	28	0	1.02	0.63	100.00
Fluoride (WU result)	1.5000	mg/L	0.9708	0.9700	0.0425	0.91	1.06	25	0	1.06	0.91	100.00
Fluoride Ratio	0.8 - 1.2		0.9977	1.0100	0.0390	0.92	1.04	26	0	1.04	0.92	100.00
Iodide	0.5000	mg/L	0.1750	0.1750	0.0919	0.11	0.24	2	0	0.24	0.11	100.00
Iodine	0.5000	mg/L	0.0750	0.0200	0.1243	0.01	0.37	17	0	0.37	0.01	100.00
Iron	0.3000	mg/L	0.0122	0.0100	0.0141	0.005	0.06	17	0	0.06	0.005	100.00
Lead	0.0100	mg/L	0.0010	0.0010	0.0000	0.001	0.001	17	0	0.001	0.001	100.00
Magnesium	10000.0000	mg/L	11.2206	7.4050	8.4385	6.6	29.93	17	0	29.93	6.6	100.00
Manganese	0.5000	mg/L	0.0030	0.0025	0.0010	0.0025	0.005	17	0	0.005	0.0025	100.00
Mercury	0.0010	mg/L	0.0001	0.0001	0.0000	0.00005	0.0001	17	0	0.0001	0.00005	100.00
Molybdenum	0.0500	mg/L	0.0025	0.0025	0.0000	0.0025	0.0025	17	0	0.0025	0.0025	100.00
Nickel	0.0200	mg/L	0.0050	0.0050	0.0000	0.005	0.005	17	0	0.005	0.005	100.00
Nitrate	50.0000	mg/L	0.6875	0.5000	0.2500	0.5	1	17	0	1	0.5	100.00
Nitrite	3.0000	mg/L	0.0500	0.0500	0.0000	0.05	0.05	17	0	0.05	0.05	100.00
pH	6.5 - 8.5		7.6875	7.7000	0.2363	7.3	8.1	17	0	8.1	7.3	100.00
Selenium	0.0100	mg/L	0.0011	0.0010	0.0002	0.001	0.002	17	0	0.002	0.001	100.00
Silver	0.1000	mg/L	0.0010	0.0010	0.0000	0.001	0.001	17	0	0.001	0.001	100.00
Sodium	180.0000	mg/L	40.0625	16.0000	54.9260	11	162	17	0	162	11	100.00
Sulfate	500.0000	mg/L	12.2500	3.0000	20.7284	2	55	17	0	55	2	100.00
Total Dissolved Solids (TDS)	600.0000	mg/L	190.0000	104.0000	188.7672	93	574	17	0	574	93	100.00
Total Hardness as CaCO3	200.0000	mg/L	87.4063	60.6500	59.0312	54.6	217.3	17	2	217.3	54.6	87.50
True Colour	15.0000	Hazen Units (HU)	2.3750	3.0000	1.2450	0.5	4	17	0	4	0.5	100.00
Turbidity	5.0000	NTU	0.3000	0.3000	0.2025	0.05	0.7	17	0	0.7	0.05	100.00
Zinc	3.0000	mg/L	0.0109	0.0100	0.0058	0.005	0.02	17	0	0.02	0.005	100.00
Fluoride (daily WU)	0.9 - 1.5	mg/L	0.9901	0.9900	0.0555	0.64	1.1	550	1	1.08	0.91	99.82
Fluoride (weekly WU)	0.9 - 1.5	mg/L	0.9770	0.9700	0.0521	0.89	1.1	153	1	1.07	0.9	99.35
E. coli	0.0000	cfu/100 mL	0.0000	0.0000	0.0000	0	0	213	0	0	0	100.00
Free Chlorine	5.0000	mg/L	0.4829	0.5000	0.1471	0.04	1.2	206	0	0.67	0.21	100.00
pH	6.5 - 8.5		7.4222	7.4100	0.1755	7	7.97	206	0	7.71	7.13	100.00
Total Chlorine	5.0000	mg/L	0.7075	0.7300	0.1720	0.32	1.38	206	0	0.93	0.4	100.00
Total Coliforms	0.0000	cfu/100 mL	0.2488	0.0000	3.2994	0	48	213	3	0	0	98.59
Turbidity	5.0000	NTU	0.3523	0.3600	0.0905	0.13	0.59	206	0	0.49	0.19	100.00



STATEMENT OF REVENUE POLICY

The County Council model has proven to be a very effective institutional arrangement for the provision of water supply as the governance arrangement of the Council, comprising elected representatives from each of the constituent councils, maintains a close relationship between the community expectations and the policy decisions of the Council.

Council considers that its pricing is cost effective and the 2010/2011 NSW Water Supply & Sewerage Performance Monitoring Report, issued by the NSW Office of Water (NOW), reports that Council was operating with full cost recovery. However, due to significant reductions in interest earnings from investments, increased depreciation costs due to revaluation of assets and significantly reduced water sales, Council completed 2011/2012 with a net operating deficit of \$865,000.

Council resolved in 2006/2007 to effect an annual increase of 8% on consumption charges in order to self-fund an extensive capital works programme (\$52.84 million in 2010 \$ terms) over the next 30 years without the need for loan borrowings or government subsidies. Due to the significant reduction in water consumption, a forecast rise of 9% in energy costs in 2012/13 and other cost pressures such as increased depreciation, in order to maintain its 30 year financial plan and capital works programme, Council resolved that, in 2012/2013, the annual availability charge for a standard 20mm service will increase from \$160.00 to \$200.00, with larger services increasing respectively, and consumption charges will increase by 8% from \$1.84 to \$1.99 per kilolitre.

Council has a dedicated focus on consumer expectations and, through its pricing policy, consumers are receiving a water supply of high quality and reliability and this is wholly



Above: Operations Manager Darrell Sligar, Finance Manager Gavin Rhodes and General Manager Tony Perry

attributable to the pricing policy being able to fund an ongoing programme of infrastructure renewal and upgrade.

Council has embraced Best Practice Pricing of Local Water Utility services as outlined in the NSW Office of Water Best Practice Management of Water Supply and Sewerage Guidelines. In summary, the following pricing regime exists for Central Tablelands Water:

1. A two part pricing policy of an availability (access) charge, determined on the diameter of the meter, and a consumption charge,
2. Residential and rural consumers are subject to a 50% increase in the usage charge for consumption in excess of 450 kL per annum,
3. There are no non-residential cross subsidies.
4. Water accounts are rendered quarterly.

AVAILABILITY (ACCESS) CHARGES

The availability charge is calculated by multiplying the charge for a standard 20mm connection by the flow capacity factor (FCF) listed in the Flow Capacity Table below.

Flow Capacity Table							
Diameter of Water Service	20mm	25mm	32mm	40mm	50mm	80mm	100mm
Flow Capacity Factor	1.00	1.5625	2.56	4.00	6.25	16.00	25.00

DEVELOPER CHARGES

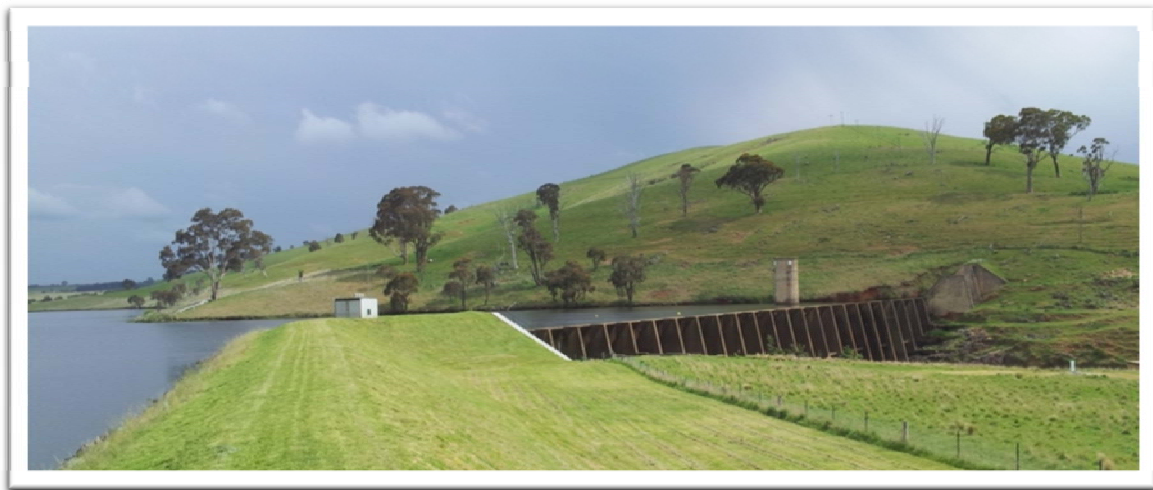
Incorporated in Council's Developer Servicing Plan is the calculated developer charge per Equivalent Tenement (ET) levied on all new developments, or additions/changes to existing developments, supplied from the Lake Rowlands Supply area.

The Section 64 Developer Charge for 2012/2013 is \$8,732.00 per ET.

Council resolved that the determination of an ET would be in accordance with the Section 64 Determination of Equivalent Tenement Guidelines, published by the NSW Water Directorate and that the charge would be indexed on 1 July each year in accordance with the change in the Consumer Price Index for Sydney in the preceding 12 months to December.

Council has also adopted a capital contribution charge for developments on existing vacant unconnected land, not subject to subdivision (in-fill blocks), within all towns and villages, with the exception of Quandialla. This charge would also be indexed on 1 July each year in accordance with the change in the Consumer Price Index for Sydney in the preceding 12 months to December. **The capital contribution charge on existing vacant unconnected land for 2012/2013 is \$3,776.00 per ET. This charge will rise to the equivalent of the Section 64 Developer Charge in 2014/2015.**

The capital contribution charge for all vacant unbuilt upon land within the existing village of Quandialla remains in accordance with the adopted fees and charges for 2012/2013.



Lake Rowlands

FEES AND CHARGES 2012/2013

Charges (Per Kiloitre)	Residential and Rural Customers	First 450 Kiloitres <i>Per Year</i>	\$1.99 per kiloitre
		After 450 Kiloitres <i>Per year</i>	\$2.99 per kiloitre
	Non- Residential Customers		\$1.99 per kiloitre
	Standpipe Sales		\$5.40 per kiloitre
	Industrial Sales		\$1.99 per kiloitre
	Bulk Water Sales		\$1.19 per kiloitre
Water Charges – Quandialla	First 200 kiloitres <i>Per Quarter</i>		\$1.42 per kiloitre
	After 200 kiloitres <i>Per Quarter</i>		\$2.35 per kiloitre
	Standpipe Sales		\$6.20 per kiloitre
Availability Charges	20mm		\$200.00 per annum
	25mm		\$313.00 per annum
	32mm		\$512.00 per annum
	40mm		\$800.00 per annum
	50mm		\$1,250.00 per annum
	80mm		\$3,200.00 per annum
	100mm and over		\$5,000.00 per annum
	Fire Service (restricted to fire use only)		\$200.00 per annum
	Unconnected built upon properties		\$100.00 per annum
Availability Charges - Quandialla	Connected or Disconnected – 20mm		\$464.00 per annum
Meter Test Fees	20mm and 25mm		\$65.00
Reconnection Fees	Non-payment (less than 3 months)		\$135.00
	Non-payment (after 3 months)		\$280.00
	Other Reconnection		\$280.00
Other Fees	Attend to Disconnect		\$60.00
	Special Reading Fee		\$60.00
Developer Charges	Per Equivalent Tenement (ET)		\$8,732.00
Capital Contribution Charges	For developments on existing vacant unconnected land, not subject to subdivision - Lake Rowlands Supply Area <i>Per Equivalent Tenement - ET</i>		\$3,776.00
	Quandialla – per year for each year or part thereof, after construction year 2001/2002		\$464.00
Service Connection (20mm only)	4 metres (Footpath)		\$1,030.00
	10 metres (Dirt/Gravel)		\$1,135.00
	10 metres (Bitumen)		\$1,805.00
	20 metres (Dirt/Gravel)		\$1,575.00
	20 metres (Bitumen)		\$2,555.00
	20 metres (Bitumen & Concrete Footpath)		\$2,990.00
	Rural Connection		\$1,680.00
25mm connection	And from 32mm and above - Charges supplied on application		
Private Works	Labour rate per hour (work hours)		\$47.90
	Overtime rates apply outside working hours		
	Utility hire rate per kilometre		\$0.93
	Excavator hire rate per hour		\$118.00
	Contract Plant Hire		At Cost
Administrative Fees	Section 603 certificate (per property)		\$65.00
	Dishonoured Cheque		\$30.00
	Photocopying (A4) (per copy)		\$0.50
	Facsimile – First Page		\$2.50
	– Subsequent (per page)		\$1.00
	Interest Rate for Overdue Water Accounts		10% p.a
Government Information Public Access (GIPA)	Formal Application		\$30.00
	Processing Charge (per hour)		\$30.00
	Internal Review processing Fee		\$40.00

FINANCIAL STATEMENTS

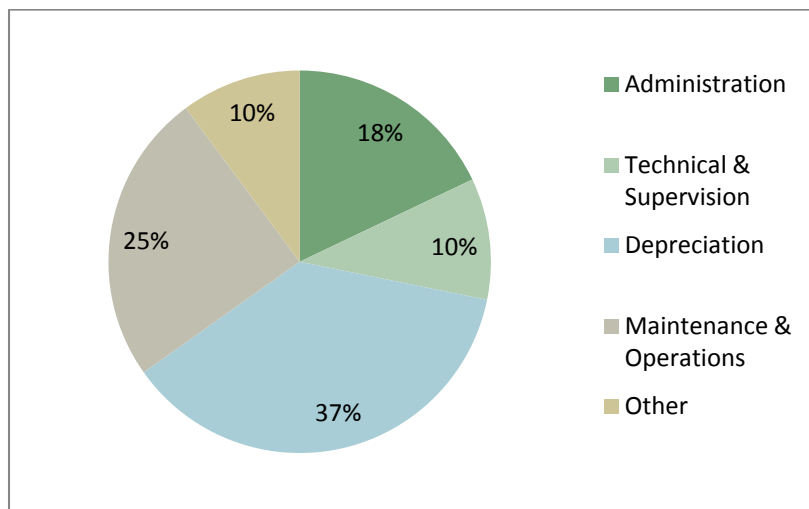
Central Tablelands County Council's audited financial reports for the year 2011/2012 are reported separately in the Financial Statements for the year ended 30th June 2012.

A copy of Council's audited Financial Statements for 2011/2012 is attached as Appendix I to this report. A copy can also be viewed on Council's website at

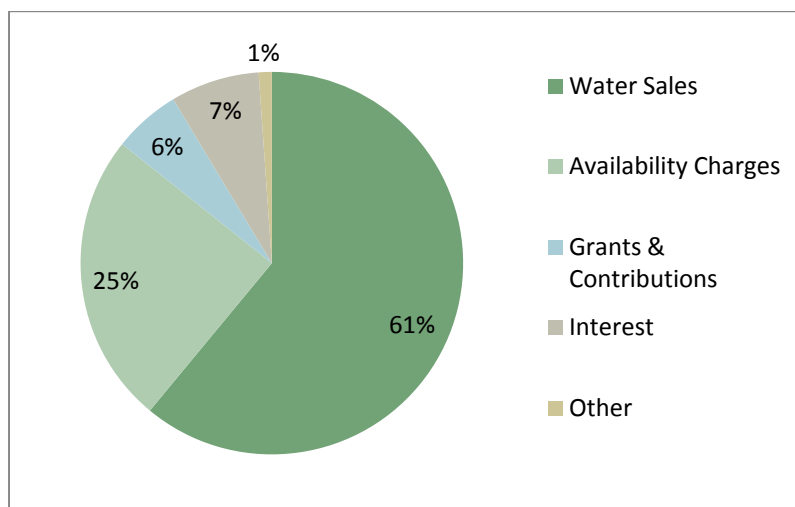
<http://www.ctw.nsw.gov.au/Reports/Financial%20Statement.htm>

2011/2012 OPERATING STATEMENT

OPERATING EXPENSES



OPERATING REVENUE



CUSTOMER INFORMATION

PAYMENT OF ACCOUNTS

Central Tablelands Water issues quarterly water accounts. Accounts are issued in August, November, February and May.

To assist consumers, Central Tablelands Water has the following range of payment options:

IN PERSON

Present the account intact and make your payment by cash, cheque or EFTPOS at any Post Office.

Payments can also be made at Council's Blayney office and the office of Weddin Shire Council in Grenfell.

BPAY

If your bank offers BPAY, you can use BPAY to pay your water account by phone, internet or directly from your bank account. Please refer to your water account for your BPAY Biller Code and Reference Number

CREDIT OR CHARGE CARD

Payments can be made over the phone using your credit or charge card by calling 13 18 16 when your water account is due, or online at www.postbillpay.com.au. Please refer to your water account for your Post BillPay Code and Reference Number.

Credit Card facilities are also available when paying in person at Council's Blayney office.

DIRECT DEBIT

Direct Debit is now available as a payment option. Please contact Council's Blayney office for a Direct Debit Request Form.

MAIL

Detach your payment slip and return it together with your cheque to:

Central Tablelands Water
PO Box 61
BLAYNEY NSW 2799

CENTRELINK

Use Centrepay to arrange regular deductions from your Centrelink payment. Call Centrelink to request Centrepay deductions. Centrepay Reference: 555 052 389K

PENSIONERS

Pensioners are entitled to a rebate of up to \$87.50 each year on their water account. (This will appear as a deduction of \$21.87 on each account.) To be eligible you must be the owner and reside on the property.

To apply for a rebate, you must complete an application form, available from Council's administration office, or online from Council's website, www.ctw.nsw.gov.au, and provide a copy of your pensioner concession card.

CENTREPAY

Central Tablelands Water now offers CENTREPAY, which enables Centrelink customers to budget and plan their finances more effectively. A Centrepay application form is available from Council's administration office, or online from Council's website, www.ctw.nsw.gov.au.

TENANTS AND LANDLORDS

The person, or persons, who are listed as the owner of the property will receive all water accounts and are responsible for their payment.

A number of landlords have lease agreements that stipulate that the tenant is responsible for the usage or consumption charge.

The billing of tenants is the owner's or agent's responsibility. Central Tablelands Water will not be involved in any arrangement to collect money from tenants.





Flood Damage to Trunk Main 'C' March 2012

