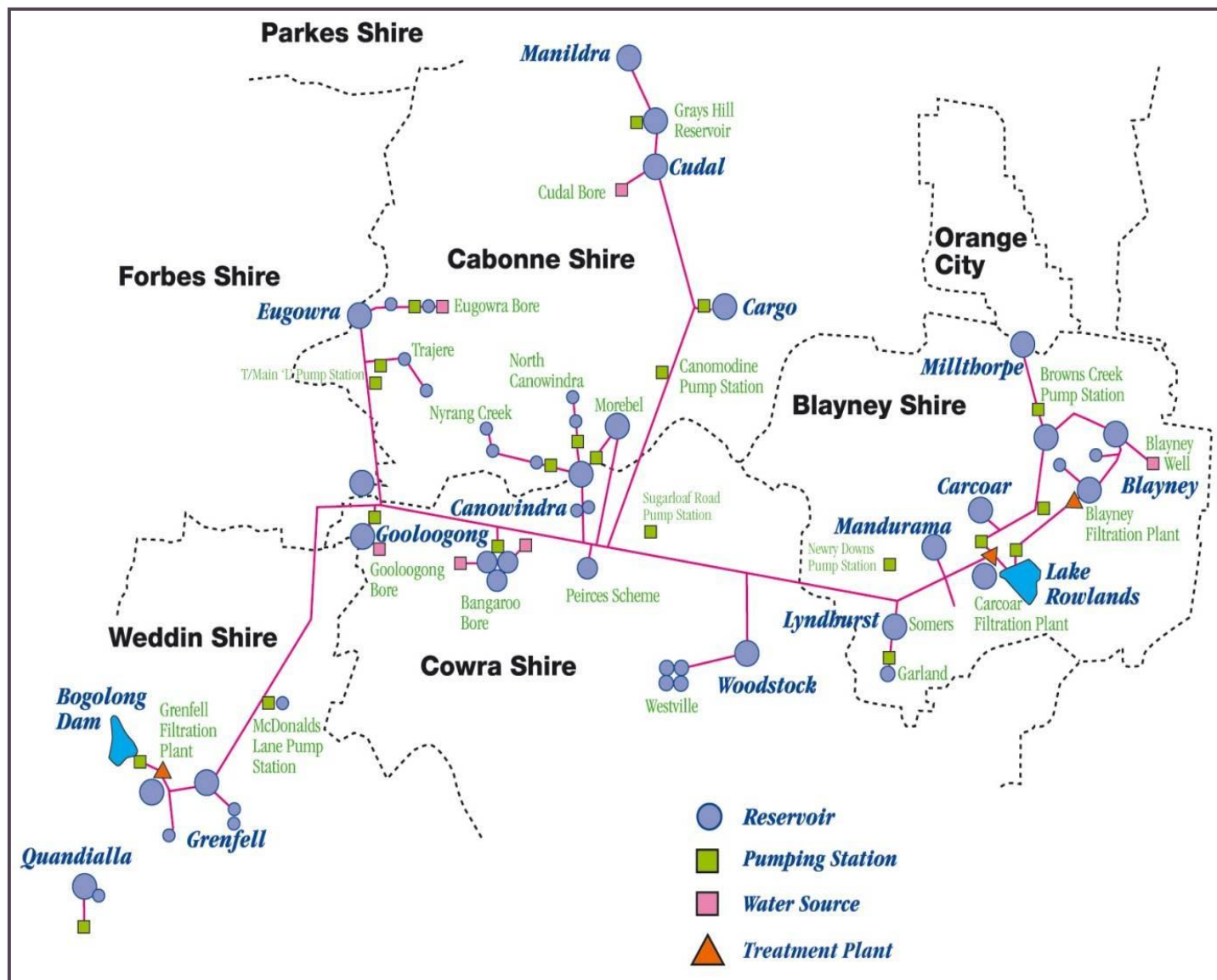




Annual Report 2015/2016

Central Tablelands Water

System Layout



Central Tablelands County Council
(Trading as Central Tablelands Water)

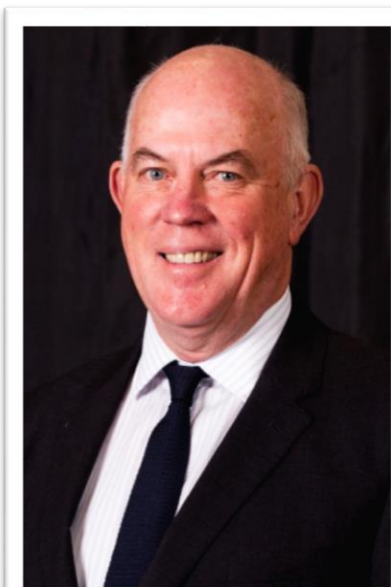
30 Church Street, Blayney NSW 2799
Ph: 02 6391 7200
Fax: 02 6368 2451
email: water@ctw.nsw.gov.au
website: www.ctw.nsw.gov.au



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CHAIRMAN'S MESSAGE



These continue to be challenging times for local government in New South Wales. Two of our three constituent councils (Cabonne and Blayney) are the subject of a merger proposal initiated by the Minister for Local Government. At the time of writing, the proposal has been held up as a result of a court challenge by Cabonne. Whilst Cabonne lost its case in the Land and Environment Court,

the prospect of a future appeal depends in part on the outcome of other council appeals.

Not only has it been challenging for our constituent councils, but it is also unsettling for Central Tablelands Water. While county councils are not directly involved in mergers, so operationally it is business as usual, any dissolution of a constituent council will mean that the CTW councillors who are delegates of those councils, will no longer be eligible to serve on the governing body of CTW. In all probability they will be replaced by an administrator. This would mean the loss of many valuable, experienced and long serving councillors.

The other consequence of a possible merger, if it proceeds as proposed, is that CTW would be reduced to two constituent councils. We have been lobbying to make sure, if this happens, CTW's long standing constitution under which all constituent councils have equal representation, is preserved.

There are five water county councils in NSW, delivering top quality water (and in some cases sewerage) services to ratepayers in the area covered by their constituent councils. The government is no further advanced, at least publicly, on how these regional water utilities will fit in with the proposed regional Joint Organisations of Councils (or JOs). We do know that they will become associate members of the relevant JO, which in our case is Central NSW (now Centroc). Although CTW is currently a full member of Centroc, becoming an associate seems appropriate, as long as CTW can be a full participant in the award winning Centroc Water Utilities Alliance (CWUA).

One development which I have found helpful is the regular meetings of the general managers and, on occasion, chairmen, of the water county councils. We have many issues in common and it is useful to have a common approach to solving the challenges.

On the councillor front, there have been a few significant changes.

First has been the retirement from local government, as a councillor of Weddin Shire Council, of Cr Geoff McClelland. Geoff did not stand at the local government elections held in September 2017. Thus brought to an end a long career as a councillor, both with Weddin Shire and CTW. For CTW, Geoff was first elected in 1987 and served as a councillor for the next 29 years. Included in that is 18 consecutive years as Deputy Chairman from 1995. Some of CTW's major milestones have occurred under Geoff's watch:

- pioneering the introduction of user pays pricing, the first step towards financial security;
- the introduction of s.64 developer charges;
- construction of a new state of the art water filtration plant at Carcoar;
- replacement of hundreds of kilometres of unlined cast iron water mains;
- provision of a potable water supply to the village of Quandialla; and
- last but not least, final preparations for the replacement of the 70 year old cast iron Trunk Main K (34 kms from Gooloogong to Grenfell) with new PVC pipe, which has been a pet project of Geoff's for many years.

Secondly we said farewell to Cr Alan Griffiths. Alan has been a great supporter of CTW and a major contributor at both council meetings and in his participation in staff events and conferences.

Finally we have seen the appointment to CTW of two new councillors, both representing Weddin. I had the pleasure of welcoming Cr Paul Best, Deputy Mayor of Weddin Shire, and Cr Craig Bembrick to their first CTW council meeting in October 2016.

In closing I take this opportunity to thank my deputy chairman, Cr Kevin Walker and all fellow councillors, management and staff for their dedication and ongoing commitment to ensuring that our consumers continue to receive a reliable and good quality water supply.

Cr. David Somerville
Chairman

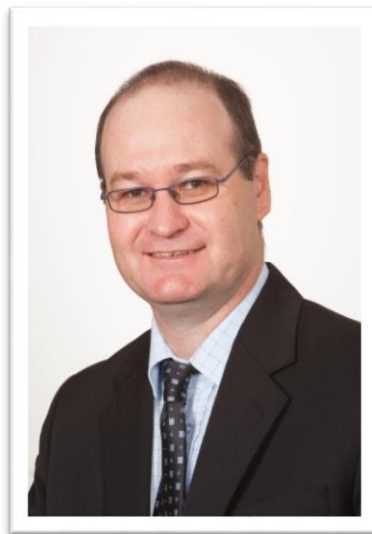
GENERAL MANAGER'S REPORT

I am pleased to present my report for the Central Tablelands Water (CTW) Annual Report 2015/2016.

Council continued to operate within full cost recovery during 2015/16, which the Office of Local Government (OLG) insists must be achieved in order to attain financial sustainability. After providing for a depreciation expense of \$1.822million, Council managed to achieve a net operating surplus of \$532,000. In accordance with Council policy, this surplus has been placed into the capital works reserve which is structured to fund Council's 30 year infrastructure replacement and upgrade program.

Council's major capital works program during 2015/2016 included the following:

- Preliminary works for the replacement of Trunk Main "K" at Grenfell –\$68,000
- Preliminary works for the CTW and Orange City Council Water Security Pipeline Project –\$232,000
- Blayney Water Filtration Treatment Plant – Upgrade/Online Monitoring \$19,000
- Preliminary works for the Blayney Water Filtration Treatment Plant – Office and Amenities Building \$19,000
- Administration Building - Indoor Refurbishment \$18,000



As mentioned above, preliminary works commenced on two major capital works projects in 2015/16, being the replacement of Trunk Main "K" at Grenfell, and the CTW and Orange City Council (OCC) Water Security Pipeline Project, linking Orange Water Filtration Plant to Carcoar Water Filtration Plant. Government funding has been received under the Restart NSW Water Security for Regions Program for the CTW and OCC Water Security Pipeline Project. Both projects are expected to be fully completed by 2017/18.

The operations staff continue to maintain a rigorous maintenance program with a focus on providing consumers with a good quality and reliable water supply. Our administration and customer service staff also continue to provide a professional and courteous service to all our consumers, associates and visitors.

I would like to acknowledge Corey Henry (Water Service Operator) for achieving a significant service milestone of 20 consecutive years at CTW. Well done Corey on such a tremendous achievement!

In February 2016, CTW enacted its succession plan and welcomed Ms Leonie Freeth as the new Director Operations & Technical Services to the team. Leonie has brought a wealth of knowledge and experience to our organisation, having previously worked on various major capital works projects with NSW Public Works and the Fish River Water Supply Scheme. Leonie has taken over the "Operational Reins" from her highly respected predecessor, Mr Darrell Sligar, after an incredible 43 ½ years of dedicated service to CTW. An acknowledgment of Darrell's CTW work history and achievements are listed on page 24 of the Annual Report. I would like to personally thank Darrell for the support he has given me over the past 7 years and wish him, Virginia and family all the very best in his retirement.

On 12 May 2016, the NSW Premier and the Minister for Local Government announced the formation of 19 new councils in NSW. The proclamation of the new Bayside Council was made on 9 September 2016 following the conclusion of legal action. The Minister for Local Government has given his in principle support to create a further six new councils, subject to the decision of the courts. Whilst CTW as a county council has not been involved in the "Fit For the Future" local government reform process, there will be governance implications for CTW if the proposed merger between Blayney, Cabonne and Orange Councils proceeds. CTW will continue to support its constituent councils and strongly advocate for equal membership representation.

Council continues to lobby and promote the need for water security in the Central Tablelands and Central West by way of increased water storage in the region. The Lachlan Valley Water Security Investigation by WaterNSW is proceeding with a further detailed feasibility study into a possible new dam at Cranky Rock on the Belubula River, of which CTW fully supports.

I encourage all consumers to visit Council's website www.ctw.nsw.gov.au which includes copies of Council's business papers, minutes, Strategic Business Plan, IP&R documents and Annual Report as well as on-line forms that can be downloaded as required. Please also feel free to view and like CTW's new Facebook page www.facebook.com/CentralTablelandsWater/.

Finally, I would like to thank all CTW Councillors and staff for their support, loyalty and friendship over the past year and I look forward to working with you all in order to meet and achieve our challenging schedule in 2016/17.

A handwritten signature in dark ink, appearing to read 'G. Rhodes'.

Gavin Rhodes
General Manager

COUNCIL PROFILE

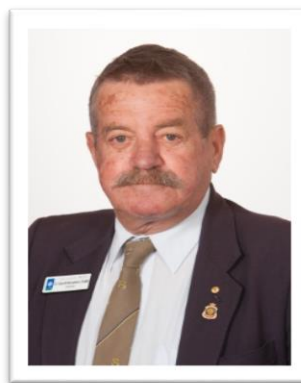
Central Tablelands Water County Council is a constituency of three local government areas, namely, Blayney Shire, Cabonne Shire and Weddin Shire. The Council comprises two delegates each elected by their constituent council for a four-year term. The following Councillors were elected in September 2012 to represent their respective council's until the next local government elections in September 2016.

BLAYNEY SHIRE COUNCIL

Cr David Somervaille
Chairman



Cr Geoff Braddon OAM



CABONNE SHIRE COUNCIL

Cr Kevin Walker
Deputy Chairman



Cr Anthony Durkin



WEDDIN SHIRE COUNCIL

Cr Geoff McClelland



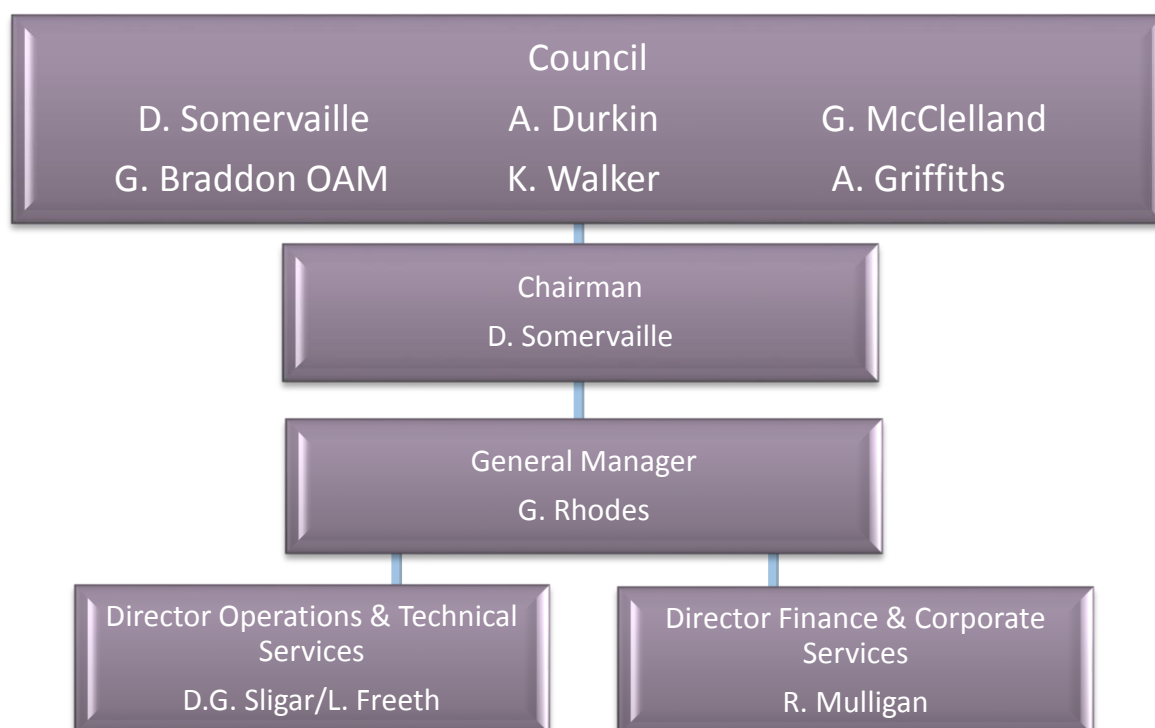
Cr Alan Griffiths



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 Canowindra. Meetings are held in Canowindra in June and December, Grenfell in August and February and Blayney in April and October.

ORGANISATIONAL STRUCTURE 2012-2016



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.

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 to controlling nutrient levels and blue-green algae populations.

Council has continued with its annual tree planting programme with a further 1,500 trees and shrubs being planted on land adjacent to the Blayney Water Filtration Plant.

Council's water filtration plants at Carcoar and Blayney are 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 continued in FY 15/16 to be involved with a significant number of other councils in a joint action against Standard & Poor relating to Lehman Bros investments in an effort to recover losses in the values of its investment capital. Final settlement for these legal proceedings was agreed in June 2016.

COUNCILLORS' FEES, FACILITIES AND EXPENSES

Regulation 217 (1) (a1)

The total cost during the year of the payment of the expenses of, and the provision of facilities to Councillors in relation to their civic functions were as follows:



Chairperson's Fees	\$15,080.00
Councillors' Fees	\$55,080.00
Councillors' Expenses	\$ 8,154.19
Conference/Seminar Expenses	\$ 5,829.50

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, computer tablet 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 computer tablet 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 amount for meals should not exceed \$100 per day.

- (b) Accommodation – where travel involves an overnight stay away from home the acceptable maximum expenditure on accommodation is:

- metropolitan areas \$350.00 per night
- country areas \$200.00 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 2015/2016, including salary, employer superannuation, non-cash benefits and amounts payable for fringe benefits tax, totalled \$165,500.

CONTRACTS AWARDED DURING YEAR

Regulation 217 (1) (a2)

Company	Description of Work	Cost \$
Dave Cowan Constructions	Construction of office and amenities building at the Blayney Water Filtration Plant.	\$246,500.00 (GST Inc)

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 2015/2016 that was fully or partly subsidised by Council.

CONTRIBUTIONS UNDER SECTION 356

Section 428 (2) (l)

The amounts contributed or otherwise granted under Section 356 during 2015/2016 totalled \$11,989.82

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 CTW staff during 2015/2016:

Training Course	Number of Participants
Customer Service	3
Dealing with difficult customers	3
Asset Management	1
Bachelor of Business Accounting	1
Confined spaces	2
Drinking Water Guidelines	3
Water Treatment & Quality	1
DPI Water - Water Operator	1
Chemical Handling	3
WHS Representative Course	1
Non-friable asbestos removal	2
Construction White Card	2
First Aid Certificate	3

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, 2016 to June, 2019. The order presented does not represent a priority order.

1. Mains replacement

Trunk Mains – 2016/2018 – Trunk Main ‘K’ Renewal estimated at, \$3,027,530 in 2016/2017 and \$3,027,530 in 2017/2018.

CTW and Orange City Council (OCC) Water Security Pipeline Project, linking Orange.

Water Filtration Plant to Carcoar Water Filtration Plant. Estimated total value of project \$35.78 million - 2016/17 to 2017/18.

Trunk Main ‘P’ crossing repairs are estimated to be \$8,998 in 2016/2017, and rural scheme replacement at Trajere and Nyrang Creek is estimated at \$17,802 in 2016/2017.

2. Pump Replacements

Provision is made for the replacement of pumps to the value of \$46,350 in 2016/2017, \$47,740.50 in 2017/2018 and \$49,172.71 in 2018/2019.

3. Blayney Water Filtration Plant
Continuation of upgrade in 2016/2017 at an estimated cost of \$125,000.
4. Other
Completion of the administration building refurbishment in 2016/2017 estimated at \$10,000.
Motor vehicles and other plant in accordance with policy.

SALES OF ASSETS

Council did not 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:

- 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:

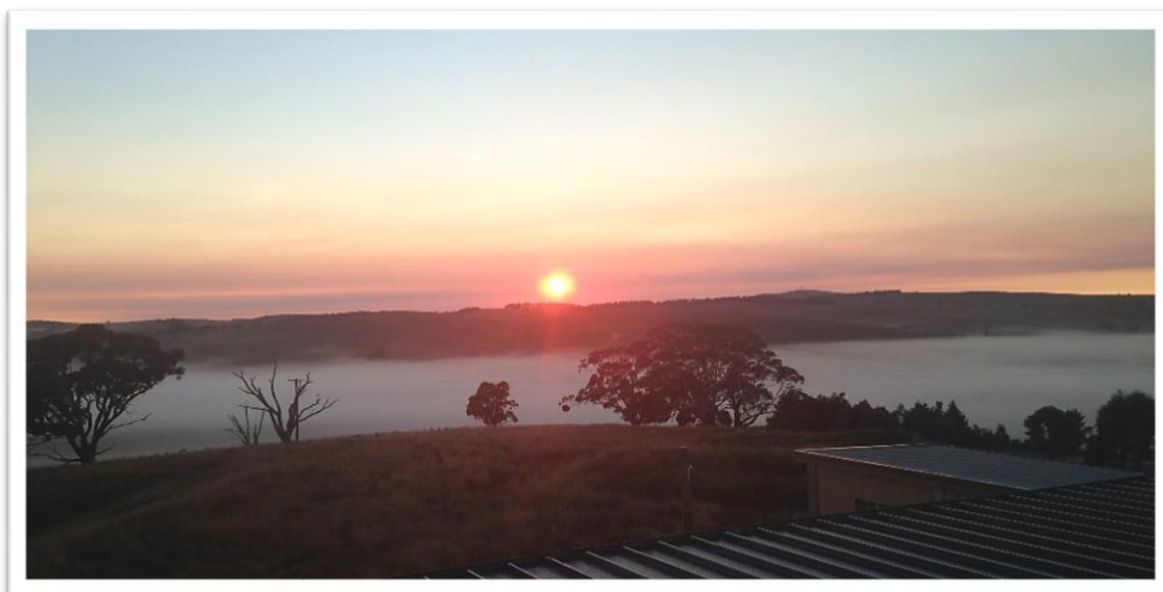
A review of Council's information that is not currently accessible by the public on Council's website was undertaken by the Principal Officer during 2015/2016. No additional information was made available as a result of this review.

Council did not receive any applications for information under the Government Information (Public Access) Act 2009 for the financial year ended 30 June 2016.

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.

PUBLIC INTEREST DISCLOSURE (PID) ACT 1994 AND REGULATION

Council did not receive any public interest disclosures under the Public Interest Disclosure Act 1994 for the financial year ended 30 June 2015. Council has an Internal Reporting Policy in place. A copy of this policy is available on Council's website at www.ctw.nsw.gov.au

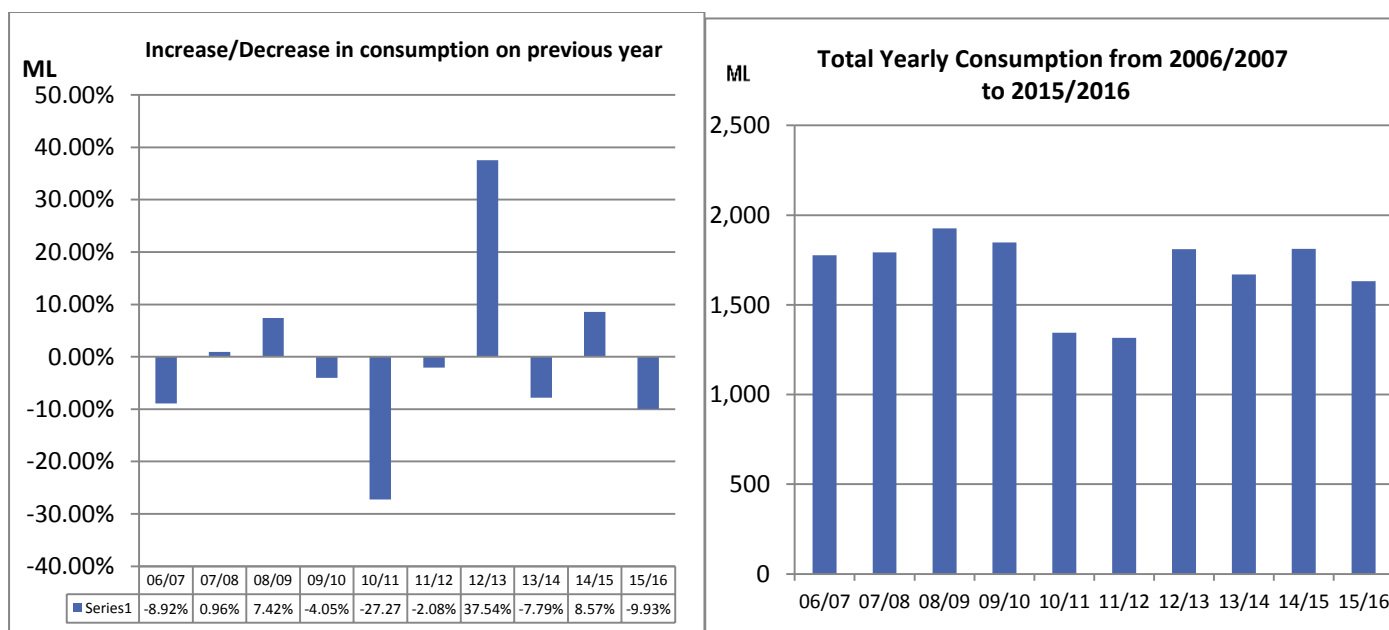


*Sunrise from Blayney Water
Filtration Plant*

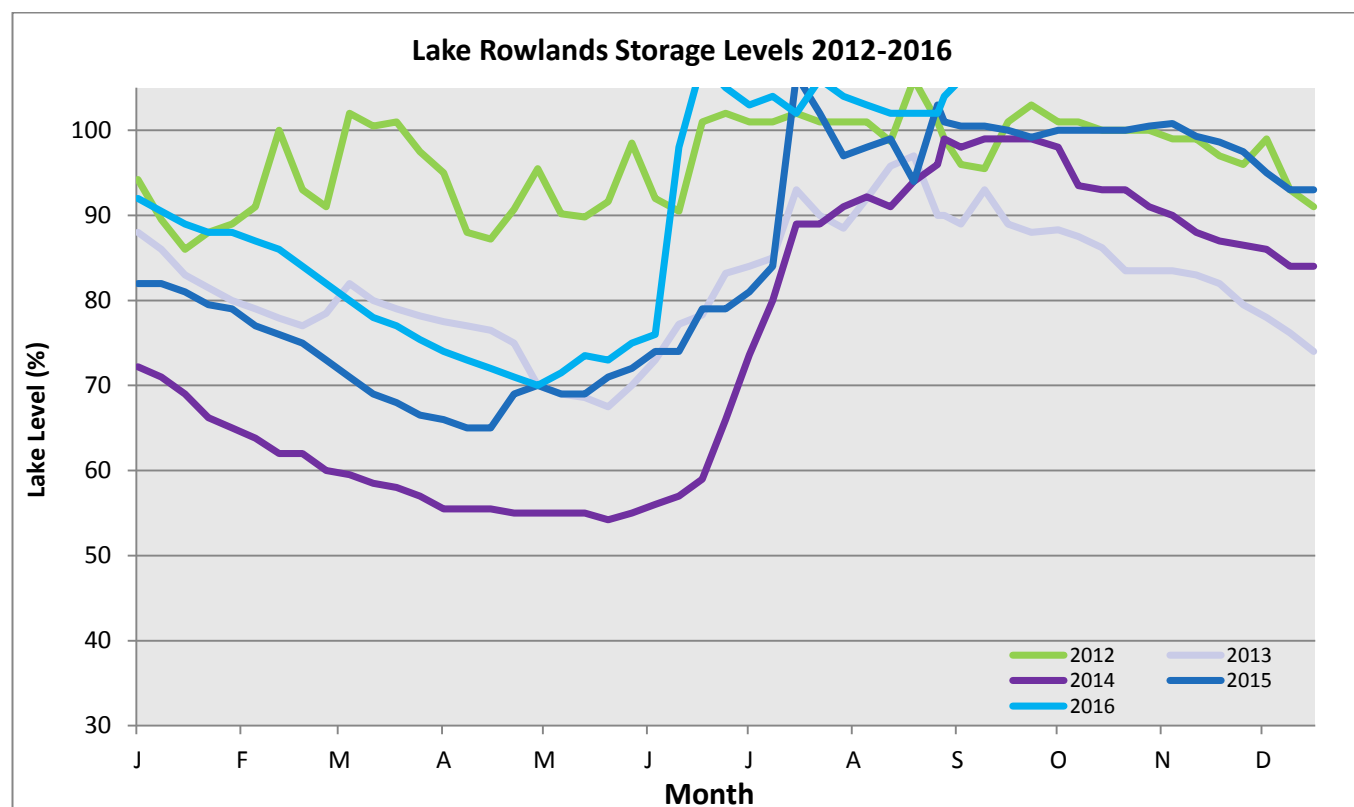
WATER CONSUMPTION

06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16	Consumer Type
766	716	746	768	605	601	792	751	869	777	ML Single Residential
24	24	22	22	20	20	22	23	23	21	ML Multi Residential
295	224	267	287	196	209	266	282	301	285	ML Rural
224	216	220	231	180	189	224	203	193	204	ML Commercial
186	361	468	315	167	136	158	189	208	212	ML Industrial
20	17	26	28	17	15	21	32	31	27	ML Public Parks
44	38	34	41	42	36	42	45	46	43	ML Institutions
217	197	143	156	117	110	285	144	141	63	ML Bulk Sales (Cowra)
1,776	1,793	1,926	1,848	1,344	1,316	1,810	1,669	1,812	1,632	ML Sub Total
119	64	105	112	130	153	161	146	121	244	ML Est. Leakage
50	50	127	50	27	28	42	50	50	40	ML Flushing of mains
15	15	16		7	7	3	8	2	7	ML Unaccounted
1,960	1,922	2,174	2,010	1,508	1,504	2,016	1,873	1,985	1,923	ML Total Consumption
9.39%	6.71%	11.36%	8.06%	10.88%	12.50%	10.22%	10.89%	8.72%	15.13%	<u>Water losses as % of total water output</u>
0.00%	0.96%	8.45%	4.05%	-24.32%	-25.90%	1.91%	-6.02%	2.02%	-8.11%	<u>% increase/decrease consumption on 2006/2007</u>
-8.92%	0.96%	7.42%	-4.05%	-27.27%	-2.08%	37.54%	-7.79%	8.57%	-9.93%	<u>% increase/decrease consumption on previous year</u>

WATER USAGE OVER TIME



LAKE ROWLANDS STORAGE LEVELS 2011 – 2016



2015/2016 STATISTICS

Population Served	Permanent	14,380
	Peak	15,450
No of Properties Connected	Residential	4,292
	Non-Residential	1,523
New Residential Connections	2015/2016	30
No. of Water Filtration Plants	2	Total Capacity 15ML/d
No. of Service Reservoirs	45	Total Capacity 29ML
No. of Pumping Stations	27	Total Capacity 26ML/d
No. of Bores	7	Total Capacity 7ML/d
No. of Dams	1	Total Capacity 4,500ML
Length of Mains	Reticulation mains	267 kilometres
	Trunk Mains	318 kilometres
Works Depots	3	Blayney, Canowindra & Grenfell
No. of Employees		21.4
No. of Employees receiving 2 or more training days		7
Days lost from sick & accident leave	86 days	1.75% of available work days

WATER ANALYSIS

Program: Drinking Water Program				Sample Types: All								
Date Range: 01-07-2015 - 30-06-2016				Laborator: ICPMR-DAL Laboratory - NATA Accredited Laboratory Number 3189								
Water Utility: Central Tablelands Water				Sample Count: 1214								
AHS: Greater Western PHU												
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	0.0419	0.0350	0.0353	0.005	0.12	18	0	0.12	0.005	100.00
Antimony	0.0030	mg/L	0.0005	0.0005	0.0000	0.0005	0.0005	18	0	0.0005	0.0005	100.00
Arsenic	0.0100	mg/L	0.0009	0.0010	0.0002	0.0005	0.001	18	0	0.001	0.0005	100.00
Barium	2.0000	mg/L	0.0249	0.0200	0.0120	0.017	0.059	18	0	0.059	0.017	100.00
Boron	4.0000	mg/L	0.0611	0.0500	0.0366	0.05	0.2	18	0	0.2	0.05	100.00
Cadmium	0.0020	mg/L	0.0003	0.0003	0.0000	0.00025	0.00025	18	0	0.00025	0.00025	100.00
Calcium	10000.00	mg/L	14.4500	10.7000	9.0195	8.7	39.4	18	0	39.4	8.7	100.00
Chloride	250.0000	mg/L	36.7222	18.0000	56.1844	14	194	18	0	194	14	100.00
Chromium	0.0500	mg/L	0.0028	0.0025	0.0011	0.0025	0.007	18	0	0.007	0.0025	100.00
Copper	2.0000	mg/L	0.0198	0.0205	0.0119	0.0025	0.041	18	0	0.041	0.0025	100.00
Fluoride	1.5000	mg/L	0.8861	0.9350	0.2219	0.29	1.17	18	0	1.17	0.29	100.00
Fluoride (WU result)	1.5000	mg/L	0.9707	0.9600	0.0408	0.91	1.05	15	0	1.05	0.91	100.00
Fluoride Ratio	0.8 - 1.2		1.0127	1.0000	0.1152	0.82	1.24	15	1	1.24	0.82	93.33
Iodine	0.5000	mg/L	0.0539	0.0200	0.1104	0.01	0.39	18	0	0.39	0.01	100.00
Iron	0.3000	mg/L	0.0461	0.0100	0.1558	0.005	0.67	18	1	0.67	0.005	94.44
Lead	0.0100	mg/L	0.0010	0.0010	0.0000	0.001	0.001	18	0	0.001	0.001	100.00
Magnesium	10000.00	mg/L	10.1967	7.7800	7.2424	5.85	29.62	18	0	29.62	5.85	100.00
Manganese	0.5000	mg/L	0.0070	0.0025	0.0190	0.0025	0.083	18	0	0.083	0.0025	100.00
Mercury	0.0010	mg/L	0.0001	0.0001	0.0001	0.00005	0.0003	18	0	0.0003	0.00005	100.00
Molybdenum	0.0500	mg/L	0.0025	0.0025	0.0000	0.0025	0.0025	18	0	0.0025	0.0025	100.00
Nickel	0.0200	mg/L	0.0050	0.0050	0.0000	0.005	0.005	18	0	0.005	0.005	100.00
Nitrate	50.0000	mg/L	0.7778	0.5000	0.4095	0.5	1.7	18	0	1.7	0.5	100.00
Nitrite	3.0000	mg/L	0.0500	0.0500	0.0000	0.05	0.05	18	0	0.05	0.05	100.00
pH	6.5 - 8.5		7.2944	7.3000	0.3058	6.6	7.7	18	0	7.7	6.6	100.00
Selenium	0.0100	mg/L	0.0012	0.0010	0.0007	0.001	0.004	18	0	0.004	0.001	100.00
Silver	0.1000	mg/L	0.0010	0.0010	0.0000	0.001	0.001	18	0	0.001	0.001	100.00
Sodium	180.0000	mg/L	26.0556	10.0000	42.8272	9	150	18	0	150	9	100.00
Sulfate	500.0000	mg/L	8.6738	2.0000	17.2359	1	56	18	0	56	1	100.00
Total Dissolved Solids (TDS)	600.0000	mg/L	145.7778	87.5000	157.8024	71	581	18	0	581	71	100.00
Total Hardness as CaCO3	200.0000	mg/L	78.0778	58.3500	51.8759	45.8	220.4	18	2	220.4	45.8	88.89
True Colour	15.0000	Hazen Units	2.1667	2.0000	1.6088	0.5	6	18	0	6	0.5	100.00
Turbidity	5.0000	NTU	0.2500	0.2000	0.2461	0.05	1	18	0	1	0.05	100.00
Zinc	3.0000	mg/L	0.0128	0.0100	0.0084	0.005	0.03	18	0	0.03	0.005	100.00
Fluoride	1.5000	mg/L	0.9267	0.9000	0.0972	0.81	1.07	9	0	1.07	0.81	100.00
Fluoride (WU result)	1.5000	mg/L	0.9733	0.9700	0.0187	0.94	1.01	9	0	1.01	0.94	100.00
Fluoride Ratio	0.8 - 1.2		1.0600	1.0900	0.1017	0.92	1.2	9	0	1.2	0.92	100.00
E. coli	0.0000	mpn/100 mL	0.0000	0.0000	0.0000	0	0	255	0	0	0	100.00
Free Chlorine	0.2 - 5	mg/L	0.7656	0.7900	0.2044	0.04	1.61	255	2	1.08	0.45	99.22
pH	6.5 - 8.5		7.4118	7.4500	0.1632	7.1	7.7	255	0	7.6	7.17	100.00
Total Chlorine	5.0000	mg/L	1.0546	1.0600	0.1800	0.6	1.86	255	0	1.37	0.76	100.00
Total Coliforms	0.0000	mpn/100 mL	0.0039	0.0000	0.0626	0	1	255	1	0	0	99.61
Turbidity	5.0000	NTU	0.2778	0.2800	0.0792	0.09	1.07	255	0	0.36	0.16	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 resolved in 2006/2007 to effect an annual increase of 8% on consumption charges in order to self-fund an extensive capital works program (\$52.84 million in 2010 \$ terms) over the next 30 years without the need for loan borrowings or government subsidies.

In 2015/2016 Council resolved that residential and rural consumers will no longer be subject to a 50% increase in the usage charge for consumption in excess of 450kL per annum as the NSW DPI Water have ceased to have this as a requirement in their Best Practice Pricing Guidelines.

Council is not planning to increase the annual availability charge of \$200.00 for a standard 20mm service. However, on review of Councils long term financial plan and in order to self-fund a 30 year capital works program, an annual price increase of 8% on consumption charges has been applied. This price increase will see the cost per kilolitre rise from \$2.36 per kilolitre to \$2.55 per kilolitre. Without an increase in the availability charge, the overall increase for an average residential bill using 191kL over 12 months will be \$36.00. The increase in consumption charges will be applied to all accounts issued after 1 July 2016.

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 attributable to the pricing policy being able to fund an ongoing program 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 straight line consumption charge,
2. There are no non-residential cross subsidies.
3. 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 2016/2017 is set at \$8,850.00 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 CPI 1.7% Sydney December 2015.

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 2016/2017 is \$4,110.00 per ET.

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 2016/2017.



FEES AND CHARGES 2016/2017

Charges (Per Kilolitre)	Residential and Rural Customers	\$2.55 per kilolitre
	Non- Residential Customers	\$2.55 per kilolitre
	Standpipe Sales	\$6.92 per kilolitre
	Industrial Sales	\$2.55 per kilolitre
	Bulk Water Sales	\$1.53 per kilolitre
Water Charges – Quandialla	Residential/Rural	\$2.36 per kilolitre
	Standpipe Sales	\$7.35 per kilolitre
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	\$200.00 per annum
Meter Test Fees	20mm and 25mm	\$80.00
Reconnection Fees	Non-payment (less than 3 months)	\$155.00
	Non-payment (after 3 months)	\$300.00
	Other Reconnection	\$300.00
Other Fees	Attend to Disconnect	\$75.00
	Special Reading Fee	\$75.00
Developer Charges	Per Equivalent Tenement (ET)	\$8,850.00
Capital Contribution Charges	For developments on existing vacant unconnected land, not subject to subdivision	\$4,110.00
	- Lake Rowlands Supply Area <i>Per Equivalent Tenement - ET</i>	
	Quandialla – per year for each year or part thereof, after construction year 2001/2002	\$464.00
Service Connection (20mm only)	4 metres (Footpath)	\$1,160.00
	10 metres (Dirt/Gravel)	\$1,272.00
	10 metres (Bitumen)	\$2,019.00
	20 metres (Dirt/Gravel)	\$1,761.00
	20 metres (Bitumen)	\$2,858.00
	20 metres (Bitumen & Concrete Footpath)	\$3,348.00
	Rural Connection	\$1,880.00
25mm connection	And from 32mm and above - Charges supplied on application	
Private Works	Labour rate per hour (work hours)	\$55.00
	Overtime rates apply outside working hours	
	Utility hire rate per kilometre	\$0.98
	Excavator hire rate per hour	\$134.00
	Contract Plant Hire	At Cost
Administrative Fees	Section 603 certificate (per property)	\$75.00
	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	8.0% p.a
Government Information Public Access (GIPA)	Formal Application	\$35.00
	Processing Charge (per hour)	\$35.00
	Internal Review processing Fee	\$45.00

FINANCIAL STATEMENTS

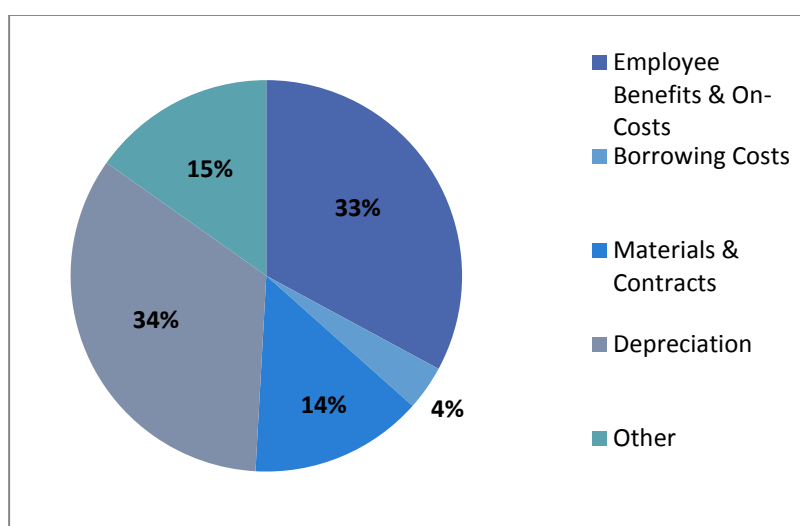
Central Tablelands County Council's audited financial reports for the year 2015/2016 are reported separately in the Financial Statements for the year ended 30th June 2016.

A copy of Council's audited Financial Statements for 2015/2016 is attached to this report. A copy can also be viewed on Council's website at:

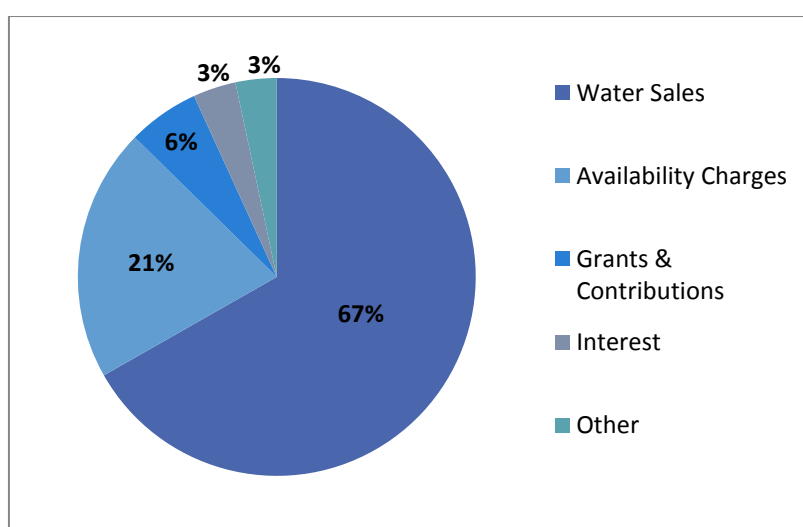
<http://www.ctw.nsw.gov.au/FinStatment.html>

2015/2016 OPERATING STATEMENT

OPERATING EXPENSES



OPERATING INCOME



DELIVERY PLAN REPORT - 2016

CSP Ref	DP Ref	TASK	Op Ref	Task	Measure	Responsible Officer/s	Ongoing	Completed	Comment
FUTURE DIRECTION 1 – REGIONAL ECONOMIC DEVELOPMENT									
1.1	1.1.1	Contribute to the development assistance reserve to provide funds to encourage future economic development	1.1.1.a	Allocate 4 cents from each kilolitre of water sold to the Development Assistance Reserve	Budget reflects the allocation	General Manager, Director Finance & Corporate Services	✓		This allocation is reflected in Council's Operational Plan, LTP and 30 Year Capital Works Program.
	1.1.2	Participate in meetings with Alliance councils and CENTROC to understand future development	1.1.2.a	Attend WBC meetings	No. of meetings attended Involvement in joint projects Outcomes from collaborative projects	Chairman, General Manager, Director Operations and Technical Services, & Director Finance and Corporate Services	✓		The Chairman and General Manager attend all WBC Board Meetings. CTW Staff participate in joint WBC Projects when applicable to CTW.
			1.1.2.b	Active member of CENTROC and the Centroc Water Utilities Alliance	Attendance at meetings No. of meetings attended Involvement in joint projects Outcomes from collaborative projects	General Manager, Director Operations and Technical Services, & Director Finance and Corporate Services	✓		The Chairman and General Manager attend all Centroc Board Meetings. The GM attends all Centroc GMAC Meetings. DFCS attends all Centroc RDOCs Meetings. The GM & DOTS attend all CWUA Meetings. CTW Staff participate in joint Centroc Projects when applicable to CTW.
1.2	1.2.1	Advocate benefits of infill development through lower Section 64 developer charges	1.2.1.a	Details of benefits are outlined in councils operations plan, newsletters and website	Newsletters are sent and information is present on website	General Manager, Director Finance and Corporate Services	✓		Council continues to promote infill development through its' Operational Plan and website.
1.3	1.3.1	Be open to proposals to utilise alternative water sources	1.3.1a	Actively seek information on the proposed water supply for Caragabal	Discussions with Caragabal Water Scheme	General Manager and Director Operations & Technical Services	✓		Council is always open to proposals to utilise alternative water sources. Council, GM and DOTS have had recent discussions with the Caragabal Water Scheme regarding possible options in providing a potable water supply.
1.4	1.4.1	Continuously advocate for supply augmentation through CENTROC	1.4.1.a	Actively participate in Centroc Water Utilities Alliance	Attendance at meetings No. of meetings attended Involvement in joint projects Outcomes from collaborative projects	General Manager and Director Operations & Technical Services	✓		The GM & DOTS attend all CWUA Meetings and participate in joint projects when applicable to CTW. Council continues to advocate for supply augmentation through Centroc's Water Infrastructure Priority Matrix.
FUTURE DIRECTION 2 - SECURE, QUALITY AND EFFICIENT WATER SUPPLIES									
2.1	2.1.1	Provide incentive to small local subdivisions through a deferred payment scheme	2.1.1.a	Incentives are negotiated on an as needs or as requested basis.	No. of deferred payment schemes taken up	General Manager, Director Finance and Corporate Services	✓		Council continues to offer its deferred payment scheme to small local subdivisions when and as required.
	2.1.2	Respond and provide advice to developer requests to connect to unserved areas.	2.1.2.a	On an as needs basis	Advice provided is adequate and provided in timely manner	General Manager, Director Operations and Technical Services	✓		The GM & DOTS respond and provide advice to developer requests to connect to unserved areas in a timely manner.
	2.1.3	Provide planning advice to member councils	2.1.3.a	Input to councils operational plans and LEPs and on an as needs basis	Member councils have the information they need for their planning	General Manager and Director Operations and Technical Services	✓		Council provides planning advice to member councils when and as required.
	2.1.4	On request conduct feasibility studies into connections to unserved villages within CTW jurisdiction	2.1.4.a	On an as needs basis	Provide timely and appropriate advice	Director Operations and Technical Services	✓		Council is always willing to discuss and conduct feasibility studies into possible new connections to unserved villages. The Caragabal Water Scheme is a current example.
	2.2.1	Under take regular water sampling programs in excess of requirements of NSW legislation	2.2.1.a	Samples conducted daily to check on water quality	Water samples are completed daily.	Director Operations and Technical Services, Water Quality Manager	✓		Council has an extensive water quality sampling program in place which enables Council to meet regulatory water quality compliance requirements.
			2.2.1.b	Weekly samples are taken and analysed for the purpose of Dept. Health compliance	Weekly samples are collected.	Director Operations and Technical Services and Water Quality Manager	✓		Council has an extensive water quality sampling program in place which enables Council to meet regulatory water quality compliance requirements.

DELIVERY PLAN REPORT - 2016

CSP Ref	DP Ref	TASK	Op Ref	Task	Measure	Responsible Officer/s	Ongoing	Completed	Comment
2.2	2.2.2	Modify filtration plants operations to respond to seasonal conditions	2.2.2.a	Modify operations based on sampling	Operations are modified on outcome of sampling Quality control measures in place	Director Operations and Technical Services and Water Quality Manager	✓		CTW has an extensive water monitoring program at Lake Rowlands and WTP's which determine any adjustments to WTP operation.
			2.2.2.b	Chemicals required for operation are on supply	Chemicals are on hand when required.	Water Filtration Plant Operators	✓		Chemical storages sized for spare capacity, to ensure chemicals are on supply at all times.
	2.2.3	Regularly cleanse the reticulation system	2.2.3.a	Flushing of reticulation mains is completed	Reticulation system is clean	Water Service Operators	✓		All villages and towns on the CTW network have had reticulation flushed within the last financial year. Flushing of reticulation systems is included in maintenance program to be completed 1 in 2 years.
	2.2.4	Protect water storage areas from contamination	2.2.4.a	Foreshores of Lake Rowlands are fenced and maintained	Foreshores are not breached or contaminated	Director Operations and Technical Services through Contractors	✓		CTW staff regularly patrol the fencing immediately surrounding Lake Rowlands and repair any damage as necessary. In the near future CTW is also fencing part of the catchment area owned by CTW upstream of Lake Rowlands.
			2.2.4.b	All reservoirs have roofs and are bird proof	Reservoirs are not breached or contaminated	Director Operations and Technical Services through Contractors		✓	All CTW reservoirs are roofed and are bird proof.
2.3	2.3.1	Manage a one tier pricing system to encourage responsible water use	2.3.1.a	One tier straight line consumption pricing system is reviewed and monitored	Water use is decreased	General Manager, Director Finance and Corporate Services	✓		One tier pricing is in place and is monitored on a quarterly basis.
	2.3.2	Be a member of the save water alliance which produces information to educate the community on reasonable use of water	2.3.2.a	Actively participate in Save Water and Demand Management Programs and provide information to customers	Attendance at meetings No. of meetings attended Involvement in joint projects Outcomes from collaborative projects	General Manager	✓		Council was a member of the Save Water Alliance until it closed operations during 2015. Council undertake internal demand management processes through consumer newsletters and updates on the website. Council is also a member of the CWUA and participates in joint projects relevant to CTW.
	2.3.3	Annually, in summer, participate in joint TV advertising promotion with other Councils.	2.3.3.a	Work with other councils to conduct advertising campaign	Media promotion has been conducted	General Manager	✓		Council's membership and involvement with the CWUA includes participation in joint demand management advertising and promotion.
	2.3.4	Install water supply control for devices for rural customers	2.3.4.a	Inspect flow control devices annually.	Inspections have been completed.	Director Operations and Technical Services and Water Service Operators	✓		Inspection of flow control devices are carried out annually.
			2.3.4.b	On request install new control devices.	Number of new installations.	Water Service Operators	✓		New flow control devices are installed as required.
			2.3.4.c	Have stores of flow control devices on hand.	Controls are readily available.	Stores Officer	✓		Flow control devices are always maintained at each Depot and the main store at Blayney.
2.4	2.4.1	Provide metering to measure system losses	2.4.1.a	System meters are read on a weekly basis to identify potential problems	Weekly reads are completed.	Director Operations and Technical Services and Water Service Operators	✓		System meter reads are completed weekly to ensure early identification of significant water losses.
			2.4.1.b	Action is taken on a as needs basis if problems identified	Problems are resolved in a timely manner.	Director Operations and Technical Services and Water Service Operators	✓		At any time during the year, CTW maintains at least 4 on call staff who all actively work responsively towards minimising system losses in accordance with CTW's Levels of Service.
	2.4.2	Undertake a regular meter replacement program	2.4.2.a	Ongoing during the year – all domestic water meters are replaced at 7,500kl	No. of replacements in a year	Meter Technician and Revenue Officer	✓		Meter replacement program when the meter is above 7500 kl. is ongoing.

DELIVERY PLAN REPORT - 2016

CSP Ref	DP Ref	TASK	Op Ref	Task	Measure	Responsible Officer/s	Ongoing	Completed	Comment
FUTURE DIRECTION 3 - A HEALTHY, NATURAL ENVIRONMENT AND ECOLOGY									
3.1	3.1.1	Contain chemicals and sludge within operational sites through use of bunded areas.	3.1.1.a	Chemicals and sludge are stored in a bunded area.	No chemical or sludge spills	Water Service Operators	✓		All chemicals requiring bunding and sludge are contained within appropriately sized bunded areas.
	3.1.2	Backwash water from filtration plants is recycled	3.1.2.a	Backwash water captured in reservoir or lagoon and pumped through to head of plant	All backwash water is recycled through plant daily	Water Service Operators	✓		All backwash water is recycled through both Blayney and Carcoar WTP's.
	3.1.3	Undertake an annual weed management program	3.1.3.a	Arrange the contractor to complete program as specified in weeds program	Weeds are controlled.	Director Operations and Technical Services and Contractor(s)	✓		Annual weed control program is currently being undertaken at Lake Rowlands. CTW staff also maintain weeds throughout the CTW network on an ongoing basis.
3.2	3.2.1	Implement an annual tree planting program.	3.2.1.a	Plant trees at Blayney Filtration plant as per program	Number of trees planted in a year	Director Operations and Technical Services and Water Operators	✓		Trees are planted at Wallaby every year in Winter/Spring.
	3.2.2	Utilise grant funding to manage pest and weed control.	3.2.1.b	Apply for grant funding as it becomes available	Funding secured.	General Manager	✓		Council applies for grant funding when available.
3.3	3.3.1	Have discussions with relevant agencies about research into the effects of climate change	3.3.1.a	Liaison with DPI Water & Central Tablelands Local Lands Services on an as needs basis to develop regional strategies	Agencies work on joint projects or initiatives	General Manager and Director Operations and Technical Services.	✓		CTW currently investigating secure yield and affects of climate change. Strategies to be developed following finalisation of secure yield.
	3.3.2	Prepare a climate change strategy for the organisation	3.3.2.a	Develop plan after consultation with the above agencies and utilising the current CTW Climate Change Adaptation and Mitigation Plan	Plan is developed	General Manager	✓		CTW will prepare and develop a climate change strategy in 2016/17.
3.4	3.4.1	Examine and implement strategies to reduce reliance on conventional electricity supply	3.4.1.a	Identify potential strategies such as mini hydro on trunk mains, outlets of the Lake Rowlands dam and report to council with recommendations.	Strategies are approved and funding allocated for implementation	General Manager, Director Operations and Technical Services	✓		CTW insisting on LED lighting for all new capital works projects. CTW currently examining a number of sites for solar power suitability. Administration Office lighting was replaced with LED lighting in 2015/2016.
3.5	3.5.1	Implement the recommendations of the drought management plan					✓		As the region is not currently in drought no actions are required for this strategic outcome during this operational plan
	3.5.2	Inform the community about the operational requirements of the drought management plan					✓		
3.6	3.6.1	Inform the community about the adverse environmental impacts of bottled water	3.6.1.a	Provide information to community through media and newsletters	Information is provided.	General Manager	✓		The community is informed through regular newsletters and information provided on the website.
	3.6.2	Encourage the availability of environmentally friendly reusable water bottles	3.6.2.a	Provide environmentally friendly reusable water bottles	Water bottles continue to be available.	General Manager	✓		The community is informed via the administration office and through regular newsletters and information provided on the website.

FUTURE DIRECTION 4 - A COMMERCIAL, EQUITABLE EFFICIENT AND CUSTOMER FOCUSED ORGANISATION

4.1	4.1.1	Implement the work health and safety policy in accordance with NSW legislation	4.1.1.a	Ensure all employees have personal protective equipment and clothing	No instances of staff not using PPE	Director Operations and Technical Services	✓		PPE is issued annually or as required. Internal Audits identify any PPE issues.
			4.1.1.b	Conduct compulsory first aid training for all employees	Training to be revised this year.	Director Operations and Technical Services	✓		All current CTW staff are trained in first aid.
	4.1.2	Manage risk	4.1.2.a	Undertake regular risk assessments of workplaces and projects	Risks are managed and there are no examples of incidents relating to failure to conduct risk assessments	Director Operations and Technical Services and Water Operations staff	✓		Regular internal WHS Audits undertaken at all depots/WTP's. Toolbox meetings identify and manage risks prior to work (main break, etc) commencing.
			4.1.2.b	Train employees in risk assessment and safe work procedures (training will be accessed when it is available during the year)	Staff have completed appropriate training.	Director Operations and Technical Services	✓		Training will be accessed when available within a reasonable distance from CTW.

DELIVERY PLAN REPORT - 2016

CSP Ref	DP Ref	TASK	Op Ref	Task	Measure	Responsible Officer/s	Ongoing	Completed	Comment
4.2	4.2.1	An annual review of pricing policy is completed	4.2.1.a	Conduct annual review of pricing policy.	Review is completed and any adjustments made	General Manager and Director Finance and Corporate Services	✓		Council's pricing policy is reviewed on an annual basis as part of the Operational Plan development.
4.3	4.3.1	Undertake regular customer satisfaction surveys	4.3.1.a	Develop customer satisfaction survey	Customer satisfaction survey developed	General Manager	✓		A customer satisfaction survey was completed in 2012. Another customer satisfaction survey will be completed in 2016, with results reported to Council.
			4.3.1.b	Conduct survey, analyse and respond to results	Survey is completed and report on results has been provided to council with recommendations	General Manager reported to Council	✓		As per above comments.
	4.3.2	Review and update customer service level agreements outlined in operational plan	4.3.2.a	Review and update customer service level agreements outlined in operational plan	Review has been completed.	General Manager and Director Operations and Technical Services		✓	Review has been completed.
	4.3.3	Manage a customer service requests and reporting system	4.3.3.a	Maintain the customer request module on the Synergy Soft IT system.	Number of requests and response times are monitored and reported to Council.	Director Finance and Corporate Services	✓		CTW manage a robust customer service request system.
4.4	4.4.1	Implement the community engagement strategy in the Business Strategic Plan	4.4.1.a	Promote and comply with the strategy	Community have been engaged in line with the strategy	General Manager, Director Operations and Technical Services	✓		CTW is continuing to implement the community engagement strategy.
4.5	4.5.1	Implement the Workforce Management Plan	4.5.1.a	Plan for training and manage training database.	Training database is current Training plans are completed.	General Manager, Directors, Administrative Support	✓		Comprehensive Training plan will be developed on completion of staff performance appraisals over the next 2 months.
			4.5.1.b	An annual staff appraisal is conducted and performance and training requirements are assessed	Appraisals have been completed.	General Manager, and Directors	✓		Staff performance appraisals will be conducted in June 2016.
4.5	4.5.2	Accreditation standards required of employees in the water industry are met.					✓		Staff are currently trained above the minimum requirement and no further training is required in this operational year.
4.6	4.6.1	Maintain a 30 year projection and 10 year financial plan	4.6.1.a	Quarterly reviews are conducted	Budget is reviewed quarterly and reported to Council	Director Finance and Corporate Services with other Managers	✓		Council's 30 Year Capital Works Program and 10 Year LTFP is reviewed and updated on an annual basis. The annual budget is reviewed quarterly and reported to Council.
	4.6.2	Maintain and implement a 10 year capital works program	4.6.2.a	The annual capital works program is developed as part of the Operational Plan and then rolled out in subsequent year	Capital works program is developed annually	General Manager and Director Operations and Technical Services	✓		The 10 year Capital works program has been developed for CTW.
			4.6.2.b	Capital works program is implemented.	Capital works are completed on time and in budget	Director Operations and Technical Services	✓		The Capital Works program is progressing. All current capital works are within budget and within program.
	4.6.3	Regularly review the integration of the capital works program with the long term financial plan	4.6.3.a	Quarterly reviews are completed to ensure works program is on track and in budget	Reviews are completed and adjustments made.	General Manager and Director Operations and Technical Services	✓		The Capital Works program is reviewed against the long term financial plan on a bi-monthly basis.
4.7	4.7.1	Use technology to monitor and control operational systems	4.7.1.a	Upgrade telemetry system	System has been upgraded.	Director Operations and Technical Services and Contractor		✓	Telemetry System has been upgraded
			4.7.1.b	Review the support network and expertise around the telemetry system (eg service levels from Fourier Technologies)	Greater knowledge of how to support the telemetry system is in place	General Manager and Director Operations and Technical Services	✓		CTW continue to investigate and implement value-for-money technology. Eg. C12 Analyser at Greys Hill Reservoir will be installed in 2016
	4.7.2	Continuously monitor technology changes and update systems.	4.7.2.a	New IT Managed Services agreement has been implemented	New technologies that improve efficiencies have been introduced.	General Manager and Director Finance and Corporate Services	✓		New IT Managed Services is expected to be implemented in July 2016.
4.8	4.8.1	Develop and maintain a register and manual of legislation and regulations and associated requirements	4.8.1.a	Develop and maintain a register and manual of legislation and regulations and associated requirements	Register is in place and CTW is compliant with relevant legislation	Director Finance and Corporate Services	✓		The development of a compliance register is included in Council's policy and procedures review currently being undertaken. This work is anticipated to be completed by August.

DELIVERY PLAN REPORT

CSP Ref	DP Ref	TASK	Op Ref	Task	Measure	Responsible Officer/s	Ongoing	Completed	Comment
FUTURE DIRECTION 5 - A COMMERCIAL, EQUITABLE EFFICIENT AND CUSTOMER FOCUSED ORGANISATION									
5.1	5.1.1	Implement system maintenance program	5.1.1.a	Carry out maintenance as required ensuring the integrity of the system.	Maintenance program is implemented.	Director Operations and Technical Services and Water Operations Staff	✓		CTW develops a maintenance program based on operational needs and asset condition on an annual basis.
			5.1.1.b	Develop the maintenance program for 2017/2018	Annual maintenance program has been developed and adopted by council	Director Operations and Technical Services	✓		2017/18 program to be developed early 2017, on the back of 2016/17 maintenance program implementation.
	5.1.2	Track system failures to determine maintenance and replacement priorities	5.1.2.a	Maintain data in electronic asset management system to produce reports to inform maintenance program.	Reports are produced quarterly and actions taken to resolve problems	Director Operations and Technical Services and Water Operations staff	✓		CTW maintains a robust asset management system that feeds into a maintenance and replacement program.
5.2	5.2.1	Remove and replace inefficient infrastructure that regularly incurs unnecessary costs	5.2.1.a	Replacement schedule is part of annual maintenance program.	Maintenance program is implemented.	Director Operations and Technical Services and Water Operations staff	✓		Ongoing implementation of maintenance program.
	5.2.2	Review staffing levels as necessary and in line with the Workforce Management Plan	5.2.2.a	An annual review of the organizational structure and staffing levels is completed	Staffing is adequate to meet service levels.	General Manager and Directors	✓		A review of the organisational structure and staffing levels is conducted on an annual basis.
5.3	5.3.1	Develop, implement and review asset management plans based on the IPWEA framework and model	5.3.1.a	Asset Plan has been developed but will need to be further enhanced and reviewed	Plan is enhanced and implemented.	General Manager and Director Operations and Technical Services		✓	Council's Asset Management Plan was completed in 2015. It is also reviewed on an annual basis.
5.4	5.4.1	Develop, implement and review risk management plans to manage a range of supply disruption scenarios	5.4.1.a	Develop risk plan and emergency response procedures.	Plans and procedures are in place.	Director Operations and Technical Services and Director Finance and Corporate Services		✓	A Risk Management Plan and procedures are in place. In March 2016, CTW participated in a Business Continuity Management Review and Gap Analysis Program facilitated by Statewide Mutual. CTW will continue to review and update its emergency procedures, risk management plan and BCP on a regular basis.

DIRECTOR OPERATIONS & TECHNICAL SERVICES RETIRES

Central Tablelands Water's long term Director Operations & Technical Services, Darrell Sligar, retired on 12th August 2016.

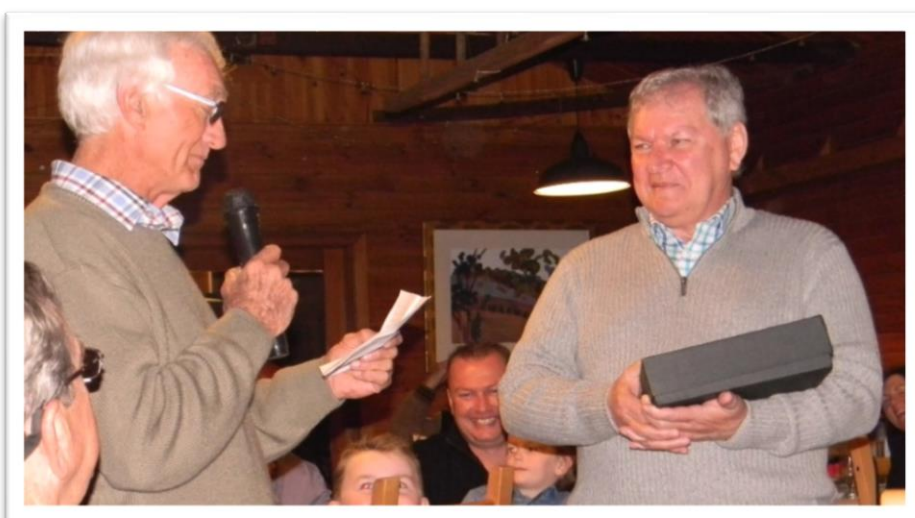
Darrell has worked at Central Tablelands Water for an incredible 43 ½ years. He held the position of Director Operations & Technical Services of Central Tablelands Water since 1987. Darrell's commitment to sound asset management, engineering design, pipeline construction, community consultation, sustainability and relevance to communities has seen the Central Tablelands Water County Council area being provided with a high quality water supply that is fully self-funded.

Darrell can be justifiably proud of his exemplary Local Government career and of the following significant achievements:

- Design and project manage the construction of a potable water supply to the village of Quandialla. His in house design and management achieved a saving to the community of nearly \$700,000 from that quoted by industry consultants.
- Construction of a 15km duplicate trunk main to the village of Manildra thus eliminating severe water restrictions experienced by the village year after year.
- Construction of a new state of the art water filtration plant at Carcoar incorporating the Dissolved Air Flotation and Filtration (DAFF) method.
- Design and construction of the replacement of 44km of unlined cast iron water mains in the town of Grenfell and 9km of unlined cast iron water mains in the town of Canowindra.
- Renewal and replacement of nearly 70% of the water reticulation water mains across the local government areas of Blayney, Cabonne and Weddin.
- In house design and project management of at least 12 modern pump stations across the CTW network to improve water supply reliability and sustainability.

At an industry level, Darrell was well known and respected with a high level of credibility in NSW Local Government at both professional and elected member levels. Darrell always had a passion for ensuring water security not only for the Central Tablelands Water County Council area but for the entire Central Western region.

Darrell plans to enjoy his retirement by spending more time with his wife Virginia and family. He also looks forward to spoiling his grandchildren and barracking for his beloved Rabbitohs.



*Robert Dixon (left),
Darrell Sligar (right),
at Darrell's retirement
dinner August 2016*

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 \$21.88 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 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.

FACEBOOK

Central Tablelands Water now has a Facebook page, which can be found at www.facebook.com/CentralTablelandsWater



Darrell Sligar (Director Operations & Technical Services, CTW), Andrew Gee MP (Member for Orange), Gavin Rhodes (General Manager, CTW) and John Davis (Mayor, Orange City Council), at Icely Road Water Filtration Plant for the CTW & Orange City Council Water Security Pipeline Project launch, November 2015.
