



**Central
Tablelands
Water**

Business Paper

**Ordinary Meeting of
Central Tablelands Water**

5 May 2021

Grenfell

30 April 2021

Notice to Members

Your attendance is requested at an Ordinary Meeting of Council to be held at the Weddin Shire Council Chambers, Grenfell on Wednesday, 5 May 2021 at 10.30am.

Agenda

1. Opening meeting
2. Acknowledgment of country
3. Recording of Meeting Statement
4. Apologies and applications for a leave of absence by members
5. Confirmation of minutes from previous meeting(s)
6. Disclosures of interests
7. Public Forum
8. Chairperson's minute
9. Councillor representation
10. Notices of motion
11. Reports of Staff
12. Questions with notice
13. Confidential matters
14. Conclusion of the meeting

Yours faithfully



G. Rhodes
General Manager

ACKNOWLEDGMENT OF COUNTRY

I would like to acknowledge the Wiradjuri people who are the Traditional Custodians of the Land. I would also like to pay respect to their people both past and present and extend that respect to other Aboriginal Australians who are present.

RECORDING OF MEETING STATEMENT

In accordance with the Central Tablelands Water Code of Meeting Practice, this meeting will be audio recorded and will be uploaded to Council's website within 2 weeks after the meeting. The audio recording will allow members of the public to listen to the proceedings of the Council meetings. The objective of this service is to eliminate geographic and other access barriers for the community wishing to learn more about Council's decision making processes. By speaking at the Council Meeting you agree to be audio recorded. Please ensure that if and when you speak at this Council Meeting that you ensure you are respectful to others and use appropriate language at all times. Whilst Council will make every effort to ensure that audio recordings are available, it takes no responsibility for, and cannot be held liable for technical issues beyond its control. Technical issues may include, recording device failure or malfunction, or power outages. Audio recordings are a free public service and are not an official record of Council meetings. Recordings will be made of all Council meetings (excluding confidential items) and published within 2 weeks after the meeting. For a copy of the official public record, please refer to Council's Business Papers and Minutes page on Council's website. Council does not accept any responsibility for any verbal comments made during Council meetings which may be inaccurate, incorrect, defamatory, or contrary to law and does not warrant nor represent that the material or statements made during the meeting are complete, reliable, accurate or free from error. The audio recording is primarily set up to capture the proceedings of the Council meeting and members of the public attending a Council meeting need to be aware they may be recorded as part of the proceedings.

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HELD ON WEDNESDAY 5 MAY 2021

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01) STRATEGIC PLANNING WORKSHOP (GO.CO.1)

Author: General Manager

IP&R Link: Strategy Priority 2 – An efficient, sustainable and customer focussed organisation – 2.3 – Improving performance and managing risk

RECOMMENDATION:

That Council note the report and endorse the actions of the General Manager in arranging the follow up CTW strategic planning workshop scheduled for 13 May 2021.

REPORT

As reported at the February Council meeting, a follow up strategic planning workshop for CTW was being arranged by the General Manager to review previous identified strategies for ongoing relevancy, and consider new strategies in moving forward as a strong and independent local water utility.

Risk Edge, a risk assessment and management company specialising in governance, enterprise, water cycle and resource management risk have agreed to facilitate the follow up strategic workshop on 13 May 2021 at the Darrell Sligar Centre, Blayney.

CTW's Councillors, senior management, constituent council's mayors and general managers, and DPIE Water Executive representatives have been invited to attend and participate in the workshop.

A briefing paper for the strategic workshop will be provided in due course.

BUDGET IMPLICATIONS

Operational Plan 20/21.

POLICY IMPLICATIONS

Nil

ATTACHMENTS

Nil

02) DEVELOPMENT SERVICING PLAN REVIEW UPDATE (DB.LA.1)

Author: General Manager

IP&R Link: Strategic Priority 2 – An efficient, sustainable and customer focussed organisation – 2.2 Financial management.

RECOMMENDATION:

1. That Council endorse the 2021 draft Development Servicing Plan (DSP) for the Lake Rowlands supply area;
2. Council endorse the developer charge, as calculated in the DSP, for all subdivision developments within the Lake Rowlands supply area of \$6,211;
3. Resolve that the capital contribution charge for all vacant unbuilt upon land within the existing village of Quandialla remain in accordance with the adopted annual fees and charges;
4. The draft DSP for the Lake Rowlands supply area be placed on public exhibition for a period of 42 days with the intention of adopting the DSP at the June 2021 Council Meeting pending consideration of any submissions received.

REPORT

A review of CTW's Development Servicing Plan (DSP) has been completed in accordance with section 306 (3) of the *Water Management Act 2000* and the *2016 Developer Charges Guidelines for Water Supply, Sewerage and Stormwater*.

The Guidelines state, "*Developer charges are up-front charges levied to recover part of the infrastructure costs incurred in servicing new developments or additions/changes to existing developments.*"

The power for local government councils to levy developer charges for water supply, sewerage and stormwater derives from section 64 of the Local Government Act 1993 by means of a cross-reference to Section 306 of the Water Management Act 2000.

Section 306 of the Water Management Act indicates that the calculation of developer charges may consider the value of existing water management works and the estimated cost of projected water management works."

Development creates a demand for water supply and sewerage services, and it is therefore equitable that new development pays a contribution through developer charges towards the capital cost of infrastructure required to meet that demand.

The developer charges serve three related functions:

1. provide a source of funding for infrastructure required for new development;
2. provide signals regarding the cost of development and thus encourage less costly forms and areas of development; and
3. meet the fair pricing of water related services required by the *NSW Best-Practice Management of Water Supply and Sewerage Framework*, such as full

cost recovery, a commercial return on efficient costs, and strong, cost-reflective pricing signals to encourage efficient use of the services, and minimise any cross-subsidies.

As the Guidelines recommend that the DSP should be reviewed and updated after a period of 4 to 8 years, the General Manager engaged the services of Atom Consulting to conduct an update of Council's 2013 DSP.

The 2021 DSP, as prepared by Atom Consulting in consultation with DPIE Water, has calculated the Developer Charge for 2021/2022 at \$6,211 per ET. This is a decrease of \$3,272 per ET on the current developer charge calculated in accordance with the 2002 DSP guidelines.

For Councillors' information an ET is defined as a unit of measurement, representative of water demand, whereby the water demand of 1 ET is equivalent to the water demand of a single detached dwelling. An ET is further defined as the basic measure of demand placed on Water Utility systems by a single residence in a typical urban location.

A DSP is not required for the Quandialla water supply system as the planned growth is zero. However, if there are any new connection requests on the Quandialla water supply system, a capital contribution in accordance with CTW's Fees and Charges will apply to fund future infrastructure renewals for that system.

The draft 2021 DSP has been distributed to all Councillors for review and consideration to place on public display for a period of 42 days with the intention of adopting the DSP at the June 2021 Council Meeting pending consideration of any submissions received.

BUDGET IMPLICATIONS

Operational Plan 2020/21

POLICY IMPLICATIONS

Nil

ATTACHMENTS

Nil

03) DEMAND MANAGEMENT REPORT (WS.AG.1)

Author: General Manager

IP&R Link: Strategic Priority 1 – Provide a high quality and reliable drinking water supply – 1.1 – Service provision through fit for purpose infrastructure – 1.3 Best practice asset management – 1.4 – Mitigate environmental impacts on service delivery – 1.5 – Efficient use of water.

RECOMMENDATION:

That Council:

1. Note the report with endorsed recommendations to be included in the draft Drought Management and Demand Management Plans for consideration by Council at the June 2021 Council meeting to proceed on public display.
2. Endorse the proposal to amend Level 1 water restrictions and allow the washing down of walls and paved surfaces when Lake Rowlands is at 90% capacity or above.
3. Endorse the proposal to amend Level 1 water restrictions and allow the washing down of walls and paved surfaces under an exemption application consideration process when Lake Rowlands is below 90%.
4. Endorse the continuation of uniform water restrictions across the entire Central Tablelands Water supply area as opposed to separate restriction zones.
5. Endorse the proposal to restrict the use of automatic water filling stations and standpipes to identified constituent council rate payers only when Level 5 water restrictions or above have been implemented across the Central Tablelands Water supply area.

REPORT

As reported at the February Council meeting, a Demand and Drought Management workshop was arranged for the 4th of March 2021. This workshop was facilitated by Atom Consulting enabling a review of the draft Drought and Demand Management plans taking into consideration the recent drought.

Key discussion points at the workshop included the following:

- a permanent water restriction level;
- water restriction definitions;
- water saving action plans;
- drought water pricing;
- smart meters;
- water loss management;
- improved operational flexibility and reliability with the new 12ML reservoir;
- water restriction zones throughout the supply areas, and
- bulk water customer restrictions.

As there were varying views regarding some of the above key discussion points, an action from the workshop was for Senior Management to prepare a report with recommendations for Council to consider prior to finalising the draft Drought and Demand Management plans for endorsement to proceed on public display at the June Council meeting.

The key discussion points requiring further consideration and will form the basis of the recommendations are summarised below.

Permanent Water Restriction Level

CTW implemented permanent Level 1 water restrictions during 2007 in response to a request from the NSW State Government for all water utilities to implement demand management strategies to achieve efficient water use throughout their communities. This demand management policy prohibited the use of sprinklers and fixed hoses for residential consumers across the whole of the supply network between the hours of 10.00 am and 5.00 pm daily.

Current Level 1 water restrictions also prohibit the washing down of walls or paved surfaces at residential properties. Although this restriction has been adhered to by CTW's consumers, it has also raised debate over whether or not this restriction should be relaxed when Lake Rowlands is spilling, whilst still continuing to promote the key message of using water wisely.

It is therefore proposed to amend the conditions of the Level 1 restriction by allowing the washing down of walls and paved surfaces when Lake Rowlands is at 90% capacity or above. If Lake Rowlands is below 90% of capacity and still within the Level 1 restriction, an application for an exemption to wash down walls and paved surfaces is to be considered by the general manager or his delegate.

Water Restriction Zones

CTW has two (2) main water supply sources, being Lake Rowlands and the Quandialla Bore. To date, if water restrictions have been implemented due to drought, the restrictions have been applied across the entire CTW supply area for all CTW consumers, irrespective of their water being supplied from Lake Rowlands or the Quandialla Bore.

This existing policy of an "all inclusive" approach enables consistent and clear messaging to all CTW consumers. On this basis, it is proposed to continue with uniform water restrictions across the entire CTW supply area as opposed to separate restriction zones.

Bulk Water Customer Restrictions

CTW have a total of six (7) automatic water filling stations, five (5) in Cabonne Shire and two (2) in Weddin Shire. These filling stations were funded by the Federal Government's Drought Communities Programme via the councils of Cabonne and Weddin. CTW also currently have three (3) water standpipes, one (1) in Blayney Shire and two (2) in Weddin Shire. The two (2) standpipes in Weddin Shire are to be taken out of service once the filling stations in Weddin Shire have been commissioned.

During the drought, the commissioned automatic water filling stations and standpipes were used extensively by consumers. However, there were complaints raised by some existing residential CTW customers regarding the open access of the filling

stations to customers outside the CTW supply area, and allegedly using the water to top up swimming pools or water gardens. This was at a time when CTW's residential consumers were adhering to strict water restrictions.

To assist in managing future droughts, it is proposed to restrict the use of automatic water filling stations and standpipes to identified constituent council rate payers when Level 5 water restrictions or above have been implemented across the CTW supply area.

All endorsed recommendations will be included in the draft Drought Management and Demand Management Plans for consideration by Council at the June Council meeting to proceed on public display.

BUDGET IMPLICATIONS

Operational Plan 20/21

POLICY IMPLICATIONS

Nil

ATTACHMENTS

Nil

04) LAKE ROWLANDS AUGMENTATION PROJECT UPDATE (WS.SP.4)

Author: General Manager

IP&R Link: Strategic Priority 1 – Provide a high quality and reliable drinking water supply. Strategic Priority 3 – Regional leadership and collaboration – 3.1 – Regional collaboration and partnerships.

RECOMMENDATION:

That Council note the Lake Rowlands Augmentation project report.

REPORT

As reported at recent Council meetings, the NSW Government committed \$1 million of funding in December 2019 for the completion of a feasibility study for the Lake Rowlands dam augmentation as part of its emergency response to the drought in regional NSW.

The grant funding received by the NSW government for the Lake Rowlands augmentation is conditional on a two staged approach. These stages are as follows:

- Stage 1 – Feasibility Study investigation of 4 options
 - Option 1 – raising the existing dam wall by 2.2m (8GL);
 - Option 2 – raising the existing dam wall by approximately 5m (Ultimate Design Height 10.5GL);
 - Option 3 – construction of a new dam 2.5km downstream of existing wall (15GL), and
 - Option 4 – construction of a new dam 2.5km downstream of existing wall (26GL).
- Hold Point – DPIE Water concurrence to proceed with preferred option
- Stage 2 – Additional agreed planning works resulting from Feasibility Study
 - Undertake detailed concept design of preferred option;
 - Review of Environmental Factors (REF), and
 - Completion of a final report that includes a benefit cost analysis.

Following the positive outcomes of the additional water modelling and extensive lobbying by CTW with the support of Water Infrastructure NSW, official approval was provided by DPIE Water on 26 March for CTW to proceed with the second stage of the feasibility study of raising the wall at Lake Rowlands by 2.2 metres.

CTW is proceeding with the development of the scope of works for the detailed concept design and REF. Preliminary discussions have also commenced with the final business case consultant to plan the next steps of the project to ensure all relevant data and information is captured to underpin the business case.

Revised governance arrangements for the Lake Rowlands Augmentation project and the Lake Rowlands to Carcoar Dam Pipeline project are now in place. The new governance arrangements include a Steering Committee and a Project Working Group. Invitees include representatives from Water Infrastructure NSW, DPIE Water (Regional Water Strategies), DPIE Water/Environment, DPIE Fisheries, WaterNSW, and CTW.

BUDGET IMPLICATIONS

\$1million grant funding FY2019/20, FY 2020/21 & FY 2021/22.

POLICY IMPLICATIONS

Nil

ATTACHMENTS

Nil

05) LOCAL GOVERNMENT NSW WATER MANAGEMENT CONFERENCE (CM.CF.1)

Author: General Manager

IP&R Link: Strategy Priority 3 – Regional leadership and collaboration

RECOMMENDATION:

That Council give approval for the Chairman, Deputy Chairman, General Manager, Director Operations & Technical Services and nominated Councillors to attend the 2021 LGNSW Water Management Conference in Narrabri.

REPORT

The 2021 LGNSW Water Management Conference will be held in Narrabri from Wednesday 7 July 2021 to Friday 9 July 2021.

The annual LGNSW Water Management Conference presents a broad range of information from a local government perspective on water management issues associated with water supply and sewerage services provided by water utilities.

LGNSW have recently advised that the theme for this year's conference is **Building Resilience and Capability** and will cover;

- The latest case studies of council water projects developed in response to the challenge of a changed climate
- Site visits including Narrabri Council's state-of-the-art \$14 million Water Augmentation Plant and the University of Sydney Plant Breeding Institute
- Details about the new DPIE Town Water Risk Reduction Program
- Managing the risk posed by mega-drought
- Technology, innovation, and the workforce
- Water quality and supply for rural, remote and Aboriginal Communities and
- The future of local water utilities

The Chairman, Deputy Chairman, General Manager and Director Operations & Technical Services normally attend this conference and, occasionally in the past another Councillor has attended. As early bird registrations usually close two (2) months prior to the event, the General Manager is seeking approval from Council to register the Chairman, Deputy Chairman, General Manager, Director Operations & Technical Services and any other Councillor/s who would like to attend.

A draft program of the conference was not available at the time of writing this report.

The 2020 LGNSW Water Management Conference was held online due to COVID-19 restrictions.

BUDGET IMPLICATIONS

Operational Plan 2020/2021

POLICY IMPLICATIONS

Nil

ATTACHMENTS

Nil

06) COUNCIL RESOLUTIONS UPDATE REPORT (GO.CO.1)

Author: General Manager

IP&R Link: Strategy Priority 2 – An efficient, sustainable and customer focussed organisation – 2.5.5 Good governance in place with timely management of council meetings.

RECOMMENDATION:

That Council note the Council Resolutions Update Report to February 2021.

REPORT

The General Manager is responsible for ensuring that Council's resolutions, policies and decisions are implemented in a timely and efficient manner, progress monitored and variances reported.

The General Manager provides the management oversight in relation to all information progressing from appropriate staff to Council for consideration via the Business Paper.

After a Council meeting, each resolution is allocated to the General Manager or responsible officer to action in accordance with the Council resolution. The Senior Management Team (SMT) then discuss the progress of these resolutions at fortnightly SMT meetings.

Council have requested a Resolutions Update Report at each Council meeting.

The Council Resolutions Update Report includes Council Resolutions to February 2021.

BUDGET IMPLICATIONS

Nil

POLICY IMPLICATIONS

Nil

ATTACHMENTS

- | | |
|-------------------------------------|---------|
| 1. Council Resolutions Update table | 5 Pages |
|-------------------------------------|---------|

COUNCIL RESOLUTIONS UPDATE

Council Resolutions Update – Meeting held 5 May 2021					
Resolution Ref.	Date of Meeting	Subject	Responsible Officer	Decision	Action Taken/Status
17/088	18/10/17	Proposed Boundary Readjustment	DOTS/GM	<ol style="list-style-type: none"> 1. That Council approve the proposed boundary readjustment in principle; 2. That a plan of the proposed boundary readjustment be reported to Council once completed, for endorsement, and Council to contribute \$3,000 towards the cost of the boundary adjustment and Mr Whitehead to contribute \$3,000 for the cost of the land. 3. 	<p>13/11/17 – DOTS advised Mr Whitehead of Council's resolution.</p> <p>14/12/17 – Mr Whitehead replied to DOTS accepting Council's in principle support to the boundary adjustment.</p> <p>15/12/17 – DOTS resigned from CTW. New DOTS appointed in February 2018, commenced March 2018.</p> <p>27/4/18 – GM & DOTS liaising with Mr Whitehead regarding proposed boundary adjustment.</p> <p>10/8/18 – DOTS is continuing to liaise with Mr Whitehead regarding boundary adjustment.</p> <p>7/12/18 – DOTS is following up on this matter as a priority now that a major capital works project is nearing final completion.</p> <p>12/4/19 – DOTS has been liaising with the Mr Whitehead to finalise this matter.</p> <p>10/6/19 – DOTS has engaged surveyor to survey boundary adjustment.</p> <p>2/12/19 – DOTS to liaise further with Mr Whitehead following recent funding announcement for Lake Rowlands.</p> <p>26/4/21 – DOTS advised Mr Whitehead that due to the progression of the Lake Rowlands Augmentation Feasibility Study, the proposed boundary</p>

					readjustment has been taken off the table pending the outcomes of the Lake Rowlands Augmentation project.
					Action completed.
19/025	17/4/2019	Customer Satisfaction Survey	GM	That Senior Management review the results of the customer satisfaction survey and provide Council with an action plan to address identified areas for improvement.	<p>21/5/19 – SMT discussed with Chairman and will develop an action plan during upcoming SMT meetings and present to Council.</p> <p>23/9/19 – Action plan being developed by SMT and Governance & Executive Officer.</p> <p>7/5/20 – Action plan being developed in association with a Community Engagement Strategy.</p> <p>11/6/20 – Draft Community Engagement Strategy and Customer Satisfaction Survey Action plan to be presented at July extraordinary meeting.</p> <p>7/8/20 – Due to current heavy workloads, the draft Community Engagement Strategy and Customer Satisfaction Survey Action plan was not ready for presentation at the July extraordinary meeting. The strategy and action plan will be presented at the October meeting.</p> <p>8/10/20 – The draft Community Engagement Strategy/Policy and Customer Satisfaction Survey Action plan is to be circulated to Councillors by the end of October.</p> <p>3/12/20 – The draft Community Engagement Strategy will be presented to the December Council meeting. The</p>

					<p>Customer Satisfaction Survey Action Plan will be circulated to Councillors during December.</p> <p>9/12/20 – Community Engagement Strategy adopted.</p> <p>29/3/21 – Customer Satisfaction Survey Action Plan issued to all Councillors for information.</p> <p>Action completed.</p>
20/015	12/2/20	Water Security – Regional approach to support neighbouring councils	GM	<ol style="list-style-type: none"> 1. Consider the issue of adopting a collaborative approach to the supply of water between networks connected to the CTW supply system at the upcoming drought management workshop in March 2020, and 2. As a matter of urgency, authorize the general manager to negotiate an agreement between CTW, Orange City Council and Cabonne Council to transfer water to Molong for emergency purposes, and report back to Council on the outcome of the agreement. 	<p>18/2/20 – GM & DOTS convened a meeting with representatives from OCC and Cabonne Council to discuss a proposed agreement to supply water under emergency circumstances via the Carcoar to Orange pipeline through to Molong. Various options were considered including transferring water between councils and bore options.</p> <p>27/2/20 – GM & DOTS attendance at OCC, Cabonne & CTW Town Water Steering Committee meeting chaired by James McTavish (NSW Town Water Supply Coordinator).</p> <p>20/3/20 – CTW Drought Management Workshop held at Canowindra. Topics discussed included Cowra to CTW Pipeline project, Lake Rowlands to Carcoar Dam Pipeline project, Level 5 water restriction implementation, water supply agreements with neighbouring councils, and community engagement.</p> <p>24/3/20 – Solicitor engaged to review the draft OCC and CTW Water Supply Agreement.</p>

					<p>26/3/20– GM & DOTS attendance at OCC, Cabonne & CTW Town Water Steering Committee meeting chaired by James McTavish (NSW Town Water Supply Coordinator).</p> <p>5/4/20 – Level 5 water restrictions implemented throughout the entire CTW supply network as Lake Rowlands reaches its Level 5 trigger point of 35%.</p> <p>23/4/20 – GM & DOTS attendance at OCC, Cabonne & CTW Town Water Steering Committee meeting chaired by James McTavish (NSW Town Water Supply Coordinator).</p> <p>8/5/20 – Solicitor engaged to review and update Bulk Water Supply Agreement between Cowra and CTW.</p> <p>20/5/20 - GM & DOTS attendance at OCC, Cabonne & CTW Town Water Steering Committee meeting chaired by James McTavish (NSW Town Water Supply Coordinator).</p> <p>20/5/20 – GM & DOTS attendance at the initial Cowra to CTW Emergency Pipeline Connection Project steering committee meeting.</p> <p>7/8/20 – GM to finalise CTW & OCC WSA summary table prior to issuing draft WSA to OCC for review and follow up discussion.</p> <p>SMT are working through draft Cowra & CTW WSA following initial review by solicitor.</p> <p>18/9/20 – Draft CTW & OCC WSA issued to OCC.</p>
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					25/3/21 – OCC advised DOTS they had forwarded the draft WSA to their legal team for review and comment.
20/097	14/2/20	Centroc Water Grid Pipeline Project	GM/DOTS	That Council endorse Central Tablelands Water's involvement in partnering with Parkes and Forbes Shire Councils in strengthening regional water security through the Centroc Water Grid Pipeline Project, subject to approval of the business case and approval of CTW's financial contribution.	5/2/21 - DOTS continues to represent CTW by attending monthly Centroc Water Grid update meetings. Please refer to DOTS Water Security – Drought Update Reports.
21/006	10/2/21	Demand Management Report	GM	That Council note the report, and endorse the actions of the general manager in arranging the Drought Management and Demand Management workshop to be held on 4 March 2021.	4/3/21 – Drought Management and Demand Management workshop held on 4 March 2021 at the Darrell Sligar Centre, Blayney. The workshop was facilitated by Atom Consulting Pty Ltd and attended by Councillors, Senior Management and the Governance & Executive Support Officer. Key discussion points and follow up recommendations from the workshop will be presented to Council at the May Council meeting. Action completed.

07) FINANCIAL MATTERS (FM.BA.1)

Author: Finance Officer

IP&R Link: Strategic Priority 2 – An efficient, sustainable and customer focussed organisation - Key Result Area 2.3 Improving Performance and Managing Risk – 2.3.1 monitoring of organisational and operational performance is regular, accessible and understandable

RECOMMENDATION:

That the information in relation to Council's investments as at 31 March 2021 be noted.

REPORT

Cash and Investments

The investment summary below represents Council's total investments as at 31 March, 2021 in accordance with clause 212 of the Local Government (General) Regulation 2005 and Section 625 of the Local Government Act 1993.

The below investments have been made in accordance with the Local Government Act 1993, the Local Government General Regulation 2005 and Council's Investment Policy.



Peter McFarlane
Responsible Accounting Officer

		Credit Rating	Term (Days)	Rate	Maturity Date	% of Portfolio
Short Term Deposits	\$ 5,600,000.00					81.88%
Commonwealth Bank of Australia	600,000	AA-	242	0.60%	18/06/21	8.77%
Unity Bank/Reliance Credit Union	500,000	Unrated	367	0.60%	7/02/22	7.31%
AMP - Curve Securities	500,000	BBB	367	0.75%	28/02/22	7.31%
Unity Bank/Reliance Credit Union	500,000	Unrated	273	0.60%	4/08/21	7.31%
Macquarie Bank - Curve Securities	400,000	A+	273	0.70%	15/10/21	5.85%
ME Bank - Curve Securites	500,000	BBB+	365	0.48%	25/03/22	7.31%
AMP - Curve Securities	500,000	BBB	330	0.75%	3/11/21	7.31%
Bank of QLD - Curve Securities	500,000	BBB+	274	0.35%	29/10/21	7.31%
Macquarie Bank - Curve Securities	600,000	A+	273	0.70%	6/10/21	8.77%
MyState - Curve Securites	500,000	BAA2	368	0.45%	15/03/22	7.31%
ME Bank - Curve Securites	500,000	BBB+	365	0.48%	10/03/22	7.31%

At Call Deposits	\$ 1,239,511.56					18.12%
Commonwealth Bank - General Account	\$ 1,034,617.49	AA-	At Call	0.00%	N/A	
Commonwealth Bank - BOS Account	\$ 204,867.25	AA-	At Call	0.10%	N/A	
Reliance Credit Union - Cheque Account	\$ 26.82	Unrated	At Call	0.00%	N/A	

Total Value of Investment Funds **\$ 6,839,511.56** **100%**

Average Rate on Term Deposits	
90 Day BBSW for November 2020	0.0361%
Average Rate on Term Deposits	0.5873%
Margin over 90 day BBSW	0.5512%

Average Term - Short Term Deposits (days) 318

Long Term Credit Rating	Amount \$	%
AA-	\$ 1,839,484.74	26.90%
BBB	\$ 1,000,000.00	14.62%
A+	\$ 1,000,000.00	14.62%
BBB+	\$ 1,500,000.00	21.93%
BAA1	\$ 500,000.00	7.31%
Unrated	\$ 1,000,026.82	14.62%
Total	\$ 6,839,511.56	100.00%

BANK RECONCILIATION

Balance as per Bank Statement	\$ 1,013,147.84
Add: Receipting banked 01/04/2021	\$ 14,643.95
Add: Receipting on 01/04/2021	\$ 2,023.54
Add: Visa card purchases presented April 21	\$ 4,802.16

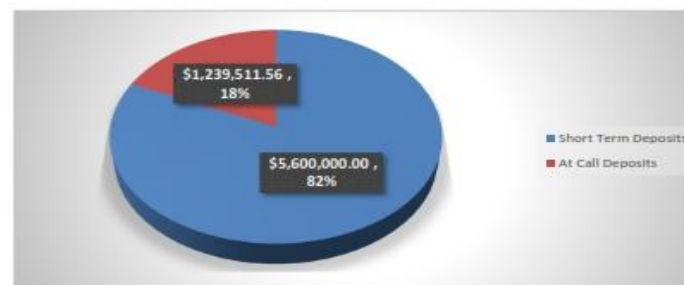
Balance as per Cash Book **\$ 1,034,617.49**

GENERAL FUND

(a) Cash Book Balance \$ 1,239,511.56

(b) Bank Balance \$ 1,239,511.56

Short Term Deposits	\$ 5,600,000.00
At Call Deposits	\$ 1,239,511.56



Investment Commentary

Interest rates offered by Approved Deposit Institutions (ADI's) on term deposits continue to be at historic lows.

The Reserve Bank (RBA) have indicated that they intend to keep the cash rate at the historic low of 0.1% until 2023/24.

Economic conditions have continued to improve with economic growth returning to pre-covid levels, retail spending being strong and business confidence is high. These positive conditions combined with access to low interest rates has led to substantial increases in real estate prices.

Inflation and wage growth continue to be low, with the RBA indicating that these factors will weigh heavily on its consideration of any future interest rate movements.

In this environment, there appears to be no prospect improved interest returns in the foreseeable future. It will continue to be a challenge to place funds with some institutions as they are experiencing a high degree of liquidity.

BUDGET IMPLICATIONS

Interest returns are likely to remain challenging for a considerable period of time. At this time it is likely that the revised budget for interest revenue for 20/21 will be achieved.

POLICY IMPLICATIONS

Council's investment policy requires that at least \$500K of total investments, be available within 7 days to minimise any liquidity risk.

ATTACHMENTS

Nil

08) DRAFT OPERATIONAL PLAN 2021/2022 INCORPORATING 2021/2022 REVENUE POLICY AND DRAFT 2021/22 TO 2030/31 LONG TERM FINANCIAL PLAN (FM.PL.1)

Author: Director Finance and Corporate Services

IP&R Link: Strategy Priority 2 – An efficient, sustainable and customer focussed organisation – Key Result Area 2.2 Financial Management - Develop a long term financial management plan 2.2.2 Review schedule of fees and charges annually as part of annual operational plan. 2.2.1

RECOMMENDATION:

That Council endorses the draft Operational Plan 2021 – 2022 – Parts 1 & 2 and draft Long Term Financial Plan 2021/22 to 2030/31 – and they be placed on public display for a period of 28 days.

REPORT

The 2021/22 draft Operational Plan has been prepared and is presented to Council.

It should be noted that this Operational Plan has been prepared in the context of the emergence of the community and economy from the impacts of the COVID-19 pandemic.

Whilst some disruption to activities may occur in areas where future COVID cases occur, as a provider of an essential service being water supply, Council is well placed to continue to provide reliable high quality reliable water services across its supply area.

In framing the 21/22 Operational Plan ('the plan'), there have been a number of salient factors which continue to provide fundamental challenges, which are summarised below:

- Low connections per km of water mains;
- High infrastructure value per connection;
- High depreciation costs due to ageing infrastructure;
- Funding of renewal of ageing infrastructure;
- Funding of upgrades or new assets;
- Elasticity of income due to demand measurement measures or wet climatic conditions, and
- Access to support from other tiers of government by way of capital grants.

The aim of the plan is to ensure that Central Tablelands Water (CTW) can meet these challenges in a financially sustainable way.

The strategies to meet these challenge are summarised as follows:

- Pricing policies that generate the funding required to renew the large infrastructure base required to provide a high quality and reliable water service;
- Recognition that the supply of water is a whole of government issue that requires the access to grant funds;
- Recognition that for providing intergenerational equity and supplementing internal funding for major projects that Council will need to make a greater use of borrowings;
- That operations be as efficient as possible to minimise as far as practicable the marginal cost of water production, and
- Recognition that innovation and changes to past practices will be required to operate in the fast changing environment and increased community expectations.

The plan provides for the financial sustainability of Council over the next decade (2021/22 to 2030/31) whilst maintaining services and providing for major capital renewals and infrastructure upgrades.

The main features of the plan are:

Fees and Charges

- 6.7% increase in user charges from \$3.28 to \$3.50 per kl.
- 1.6% increase in availability charges with a standard 20mm meter connection Increasing from \$244 to \$248 per annum.
- Based on these proposed changes a typical residential consumer who consumes 182 kilotres annually will expect to pay an additional \$44.00 per year or 85 cents per week.
- Interest on overdue accounts will be as set by the Office of Local Government at 6% (currently 7%).
- Developer Charges have been set in accord with draft 2021 Development Servicing Plan (DSP) being \$6,211 per equivalent tenement (ET) for the Lake Rowlands supply area.
- The Capital Contribution charge for infill blocks will be brought into alignment with the Developer Contribution charge and will be set at \$6,211 per ET for infill blocks in the Lake Rowlands Supply Area.
- The Capital Contribution charge for the Quandialla supply area has been set at \$3,105 per ET.

Operational Expenditure

- Salary and Wages costs are estimated to increase by 2.5%.
- Superannuation costs will increase by 7.8% due to expected salary increases of 2.5% and a further 5.3% due to the raising of the superannuation rate from 9.5% to 10.0%.
- Employee numbers to increase by 2 to 25 (23.4 FTE).
- Plant fleet to increase by 1 vehicle to be used for work purposes by the new Water Network Operator in the Blayney area.
- General Insurance costs are expected to increase by around 12.5%.
- Chemical costs are expected to increase by 3.0%.
- Electricity costs are estimated to increase by 3.5%.
- Information Technology Costs expected to increase by 5%.
- An allowance of \$40K for water purchases has been included. This includes estimated existing licencing costs associated with water purchases from Water NSW (including water licencing charges). These cover Lake Rowlands and the bores at Gooloogong and Quandialla.
- Estimated annual depreciation for 21/22 is \$2,538K (this is due to the impact of the write off of the old Trunk Main being accounted for in 20/21).
- \$200K has been included for the completion of a review of the Integrated Water Cycle Management Plan (IWCM) this is expected to be funded 50% by Council and 50% by a Grant.

Grants Income

The following grants have been included in the 2021/22 Operational Plan:

- \$500K for the completion of the Lake Rowlands Augmentation Option Study. This is the balance of the \$1M funding estimated to be remaining after 30 June 2021. A delay in the project caused by an extended hold point has meant that the project will not be completed until early 2022.
- An amount of \$1.64M to complete the new 12 ML reservoir at Carcoar Water Filtration Plant (an additional \$360K is available from the infrastructure restriction to fund the estimated \$2M of expenditure expected after 30 June, 2021).

Major Capital Expenditure Projects

The total capital budget for 2021/22 is estimated to be \$5.31M

The following major projects are included in the 21/22 Capital Budget:

- \$500K for completion of the Lake Rowlands Augmentation Option Study. (total funding was \$1M)

- \$2M for the completion of construction of a new 12 ML reservoir at Carcoar Water Filtration Plant
- \$550K for high priority reticulation main renewals in Blayney and Millthorpe. This will address those mains where leaks are impacting the reliability of service in various areas of the shire. This will be followed by a \$400K commitment for reticulation main renewals in 2022/23 for other service areas where the frequency of breakages is considered higher than normal.
- \$150K for a major renewal of the Cargo Pump Station.
- \$180K for a major renewal of the Conomadine Pump Station.
- \$50K for the purchase of a post chlorination unit at Greys Hill.

Loan Funding

No new loans are planned for the 2021/22 year.

The existing 20 year fixed loan with the National Australia Bank taken out in 2002 to fund the Carcoar Water Filtration plant and the Quandialla Supply Scheme will be fully repaid in March 2022.

Estimated Operating Result 2021/22

The budget result is expected to be a surplus of \$93K before Capital Grants and Contributions. The result after Capital Grants and Contributions is a surplus of \$2,586K.

Long Term Financial Plan (LTFP) – 2021/22 to 2030/31

Three scenarios have been prepared in the Long Term Financial Plan.

1. Base case using the draft operational budget for 20/21 as the base year with the Lake Rowlands Augmentation construction estimated to cost \$15M. This is to be funded with a \$7.5M loan and \$7.5M from a capital grant.
2. Apply the base case with all loan interest rates increased by 1.0% to stress test the financial capacity to service the debt. This base case provides for the servicing of \$15M of new debt over the life of the LTFP (this is up from \$12.5M in the 2020 LTFP).
3. Applying the base case and applying a 3% reduction in water sales during years 2 through 10.

Scenario 1 the base case indicates that Council can fund its operations and the planned Capital program with a planned \$15M borrowing program over the next 10 years (including \$7.5m for 50% of Lake Rowlands Augmentation). There may be the opportunity to reduce that borrowing level if projected operating results after capital can be achieved and reserves built up over time. This is also contingent upon the level of grants that Council can receive to fund the capital program.

Scenario 2 indicates that Council can service the loans in the base case if interest rates are 1.0% higher for each loan. The operating results before capital remain positive across the plan but at a lower level than the base case. The additional debt servicing costs does reduce the cash and investment holding levels (the cash reserves) but it is still at a sustainable level.

Scenario 3 apply the base case with a 3% reduction in water sales across years 2 to 10 of the LTFP. This results in operating losses before capital in 3 of the 10 years of the plan. This illustrates the importance of achieving strong water sales over the life of plan so the debt servicing obligations can be met without placing undue financial stress upon the Council.

Overall the LTFP illustrates that:

- Council needs to maintain strong revenue growth to generate the revenue to service planned debt and asset renewal program to maintain service levels.
- Large revenue reductions (volatility of income) caused by demand management measures or wet climatic conditions can significantly impact Council's financial capacity to take up a significant debt obligation.
- Council can fund the construction cost of \$15M for the Lake Rowlands Augmentation (being 2.2 meter dam wall raising incorporating dam safety works) in 2022/23 and 2023/24 with a combination of grant and loan funding on a 50/50 basis.
- Council can fund a refurbishment of the Blayney Water Treatment Plant in 2024/25 and 2025/26 subject to the pre-production costs and construction costs not exceeding \$9M. This is done through a combination of loan funding of \$4M, grant funding of \$4M and reserves of \$1M. There will need to be a detailed feasibility study completed to establish the future role of Blayney Water Treatment Plant in the overall CTW network.
- The plan has prioritised the raising of the dam wall and the refurbishment of the Blayney Water Treatment Plant as the major projects over the next decade, however this has resulted in the deferral of some Trunk Main replacement programs to later in the plan or into the next decade. This may need to change if the condition of those mains deteriorate to a level that adversely impacts the reliability of the network.
- Council's capacity to undertake major capital works requires the support of other tiers of Government through grant programs to assist with funding those projects.

Council is reliant upon the continued support from its customers and other stakeholders to achieve the outcomes in this plan.

BUDGET IMPLICATIONS

As per the Report.

POLICY IMPLICATIONS

Revenue Policy changes incorporating the adoption of the 2021 draft Development Servicing Plan.

ATTACHMENTS

Draft 21/22 Operational Plan and Draft Long Term Financial Plan 2021/22 to 2030/31 will be distributed separately.

09) AUDIT, RISK AND IMPROVEMENT COMMITTEE (ARIC) MEETING MINUTES (CM.AU.1)

Author: Director Finance and Corporate Services

IP&R Link: Strategy Priority 2 – An efficient, sustainable and customer focussed organisation – 2.3.4 Implement internal audit processes for governance and compliance management.

RECOMMENDATION:

That Council note the Audit, Risk and Improvement Committee meeting minutes dated 18 November, 2020.

REPORT

The adopted minutes of the Internal Audit, Risk and Improvement Committee (ARIC) Meeting held on 18 November 2020 are attached for Councils information.

There was a further Committee Meeting on 10 March 2021, however, those minutes are yet to be adopted. They will be presented to the Council after adoption at the next meeting.

National Audit Group has recently completed the high level review of Council's fraud control framework and policy. The final report will be considered by ARIC at its next meeting.

The meeting dates for the Committee in 2021 have been confirmed as follows:

- 2 June 2021 (hosted by Cabonne Council)
- 28 July 2021
- 10 November 2021 (New Committee after election)

BUDGET IMPLICATIONS

Council has a 2020/21 adopted internal audit budget of \$21,000 that covers the cost of the committee meeting costs and the conduct of at least one internal audit project engagement.

An amount of \$11,051 has been spent for 2020/21 after payment for meeting costs and the payment of \$8,450 for the fraud assessment review.

An amount of \$9,949 remains unspent at the date of this report.

POLICY IMPLICATIONS

Nil

ATTACHMENTS

Minutes of ARIC Meeting 18 November 2020.

3 pages

Minutes of the Audit, Risk and Improvement Committee Meeting of Central Tablelands Water held at Blayney Shire Community Centre on Wednesday, 18 November 2020 commencing at 11:10am

PRESENT: Mr Phillip Burgett	(Chairperson - Independent Member - Voting)
Ms Donna Rygate	(Independent Member – Voting)
Cr David Somerville	(Council Chairman - Voting)
Gavin Rhodes	(General Manager - Observer)
Bee Smith	(Executive and Governance Support Officer - Secretariat)
Noel Wellham	(Director Operations and Technical Services – Observer)
Peter McFarlane	(Director Finance and Corporate Services – Observer)

1. Welcome

The Chairperson, Phillip Burgett welcomed everyone to the meeting.

2. Declarations of Interest

There were no declarations of interest.

3. Apologies for Non Attendance

An apology was received from Karen Taylor of the NSW Audit Office. It was noted that Leanne Smith from Intentus would join the meeting at 12:00pm.

Moved: Cllr Somerville Seconded: Donna Rygate

Resolved: That the apology from Karen Taylor be accepted.

4. Confirmation of Minutes of Audit, Risk and Improvement Committee – 2 September 2020

Moved: Donna Rygate Seconded: Cllr Somerville

Resolved: That the minutes of the meeting of 2 September 2020 be adopted.

5. Major Developments Since the Previous Meeting

Moved: Cllr Somerville Seconded: Donna Rygate

Resolved: That the report on recent developments be received and noted.

Proceedings in brief: Leanne Smith joined the meeting at 12:00pm.

This is Page No. 1 of the Minutes of the Central Tablelands Water Audit Risk and Improvement Committee Meeting held 18 November 2020.

6. 2020 Final Audit

a) Financial Statements Update

Moved: Donna Rygate Seconded: Cllr Somerville

Resolved:

- 1) That the Committee receive and note the draft 2020 Financial Statement provided by the DFCS.
- 2) That the Committee received and note the verbal update from Leanne Smith regarding outstanding items and the timetable for the finalisation of the statements.
- 3) That the 2020 Financial Statements once finalised be circulated to the Committee.

7. Risk Management

The Chairman reiterated that the Risk Register is an operating document for management to reference in decision making and report its current status to each Committee meeting with closed off items to be deleted from the document.

Moved: Cllr Somerville Seconded: Donna Rygate

Resolved:

- 1) That the Committee receive and note the Risk Register including deletion of OP4, and
- 2) Request the senior management team where the risk assessment is outside the risk tolerance, to outline the risks and strategies to mitigate the risk.

8. Business Continuity Plan (BCP) Update

Moved: Cllr Somerville Seconded: Donna Rygate

Resolved: That the Committee receive and note the update on the development of the Business Continuity Plan.

9. Status Report on Prior External Audit and Internal Audit Recommendations and Actions

Moved: Donna Rygate Seconded: Cllr Somerville

Resolved: That the Committee receive and note the report and future requirements.

This is Page No. 2 of the Minutes of the Central Tablelands Water Audit Risk and Improvement Committee Meeting held 18 November 2020.

10. Any Other Business

There was no other business.

11. Next Meeting

The next meeting will be held at Blayney Shire Community Centre on 10 March 2021.

There being no further business, the Chairperson declared the meeting closed at 12:45pm.

This is Page No. 3 of the Minutes of the Central Tablelands Water Audit Risk and Improvement Committee Meeting held 18 November 2020.

10) WATER SECURITY – DROUGHT IMPACT UPDATE (WS.AM.1)

Author: Director Operations & Technical Services

IP&R Link: Strategy Priority 1 – Providing a high quality and reliable drinking water supply – 1.1.1 Deliver capital works program based on asset management data.

RECOMMENDATION:

That the information in the report be noted.

REPORT

Central Tablelands Water (CTW) continues to welcome March 2021 rainfalls that have followed those which have caused the filling and overspilling of Lake Rowlands Dam since the end of July 2020.

Approximately 17GL of water, equating to 378% of the current Lake Rowlands Dam storage capacity, has spilt over the spillway. Lake Rowlands is currently sitting at 98% with the likely chance of above median rainfall forecasted for the next three (3) months in the Central Tablelands region according to the [Bureau of Meteorology](#).

In following with NSW State Government directions, CTW continues to develop its drought resilience through continuance of the below projects.

1. Progress on the erection of the permanent pump station building at Woodstock Reservoir, to enable a supply of potable water to CTW through Cowra Shire Council's Trunk Main 'H', continues. The building is complete and fitout of pumps, piping and electrical is progressing well.
2. CTW, in conjunction with Parkes Shire Council, continues to develop the CTW component (Stage 3 - Gooloogong to Eugowra pipeline) of the Centroc Water Grid Pipeline project.
3. CTW is awaiting a final report for its Cudal Bore and Blayney Well assets from the consultant.

BUDGET IMPLICATIONS

Operational Plan FY2020/21.

POLICY IMPLICATIONS

Nil

ATTACHMENTS

Nil

11) MAINTENANCE OF COUNCIL'S SYSTEMS (WS.MO.4)

Author: Director Operations & Technical Services

IP&R Link: Strategy Priority 1 – Providing a high quality and reliable drinking water supply – 1.1.2 Develop and deliver maintenance program. 1.1.4 Undertake regular water meter replacement program.

RECOMMENDATION:

That the information be noted.

REPORT

a) Meter Reading

The final meter read for the 2020-21 financial year was completed on 23 April in-line with CTW's meter reading schedule.

b) Meter Change Program

There have been 113 meter changes undertaken since the previous reporting period.

c) Water Filtration Plants

Both Blayney and Carcoar Water Treatments Plants continue to operate unabated. A replacement Fluoride system for BWTP has been installed and is awaiting commissioning by the contractor in conjunction with NSW Health.

d) Pump Stations

Cleaning of Pump Stations listed under general maintenance has continued throughout our network over the past three months.

e) Drinking Water Quality

No reportable incidences of exceeding our Critical Control Points for delivery of drinking water from our Water Treatment Plants.

f) Trunk Mains

Ongoing inspections continue to be carried out on Trunk Mains and Rural supplies during the previous three months.

g) Hydrants

Ongoing inspections and maintenance requirements have continued to be carried out on hydrants throughout all towns on the CTW supply network during the previous three months.

h) Rural Scheme renewals

Nil have been undertaken for this 2020-21 financial year.

i) Automated Water Filling Stations (AFS)

Two AFS for Cudal and Cargo have been installed this month and await commissioning.

BUDGET IMPLICATIONS

Nil

POLICY IMPLICATIONS

Nil

ATTACHMENTS

Nil

12) PERFORMANCE OF COUNCIL'S SYSTEMS (WS.MO.4)**Author:** Director Operations & Technical Services

IP&R Link: Strategy Priority 1 – Providing a high quality and reliable drinking water supply – Strategy Priority 2 – An efficient, sustainable and customer focussed organisation – 2.1.4 Establish service levels and monitor and report on performance.

RECOMMENDATION:

That the information be noted.

REPORT*a) Main Breaks*

Location		Date	Size / Type	Comment
Blayney	Frape St	24/02/2021	100mm AC	R&RP
Canowindra	Hospital Lane	17/02/2021	100mm AC	DNR
Grenfell	Mary Gilmore Way	24/03/2021	100mm UPVC	R&RP
Millthorpe	Park St	28/02/2021	100mm AC	DNR
Millthorpe	Crowson St	02/03/2021	100mm AC	R&RP

Notes

1. CTW Mains (Trunk & Retic) Break score of 5/573km == 0.87/100km.
Rolling Value across 12mths = 11.34/100km which is higher than the 2017-18 NSW State Median benchmark of 9.0 breaks/100km.

b) Service Activities and Requests

ACTIVITIES	PREVIOUS YEARS			THIS PERIOD		Total Meters
	2018	2019	2020	2021	% of Total meters	
BLAYNEY	28	22	18	14	0.96%	1453
BURST METER	0	2	0	0	0.00%	
CHECK METER READING	2	0	2	0	0.00%	
DIRTY WATER COMPLAINT	0	0	0	3	0.21%	
LEAKING METER	6	8	6	5	0.34%	
LEAKING SERVICE	5	4	1	4	0.28%	
LOW PRESSURE COMPLAINT	2	0	0	0	0.00%	
MAIN BREAK	3	2	3	1	0.07%	
MAINTENANCE - GENERAL	2	1	3	0	0.00%	
METER NEW / REPLACEMENT	0	0	2	1	0.07%	
METER NOT SHUTTING OFF	2	3	0	0	0.00%	
PATHCOCK FAILURE	4	0	1	0	0.00%	
QUALITY COMPLAINT	2	0	0	0	0.00%	
STOP VALVE FAILURE	0	2	0	0	0.00%	

Total Complaints = 3

ACTIVITIES	PREVIOUS YEARS			THIS PERIOD		Total Meters
	2018	2019	2020	2021	% of Total meters	
CANOWINDRA	31	24	16	13	1.17%	1114
CHECK METER READING	1	0	1	0	0.00%	
LEAKING METER	8	5	1	5	0.45%	
LEAKING SERVICE	15	6	8	6	0.54%	
LOW PRESSURE COMPLAINT	0	1	1	0	0.00%	
MAIN BREAK	2	9	4	1	0.09%	
MAINTENANCE - GENERAL	0	2	0	0	0.00%	
METER NEW / REPLACEMENT	0	0	1	1	0.09%	
METER NOT SHUTTING OFF	3	0	0	0	0.00%	
NO WATER COMPLAINT	2	1	0	0	0.00%	
Total Complaints = 0						

ACTIVITIES	PREVIOUS YEARS			THIS PERIOD		Total Meters
	2018	2019	2020	2021	% of Total meters	
CARCOAR	3	1	2	1	0.75%	134
HYDRANT LEAKING	1	0	0	0	0.00%	
LEAKING SERVICE	1	0	0	0	0.00%	
MAIN BREAK	1	0	2	0	0.00%	
METER NOT SHUTTING OFF	0	0	0	1	0.75%	
NO WATER COMPLAINT	0	1	0	0	0.00%	
Total Complaints = 0						

ACTIVITIES	PREVIOUS YEARS			THIS PERIOD		Total Meters
	2018	2019	2020	2021	% of Total meters	
CARGO	0	3	2	3	1.85%	162
LEAKING METER	0	0	0	1	0.62%	
LEAKING SERVICE	0	0	0	0	0.00%	
MAIN BREAK	0	1	0	0	0.00%	
NO WATER COMPLAINT	0	2	0	0	0.00%	
METER NEW / REPLACEMENT	0	0	2	2	1.23%	
Total Complaints = 0						

ACTIVITIES	PREVIOUS YEARS	THIS PERIOD	
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	2018	2019	2020	2021	% of Total meters	Total Meters
CUDAL	1	4	6	0	0.00%	227
LEAKING METER	1	2	2	0	0.00%	
LEAKING SERVICE	0	0	1	0	0.00%	
MAIN BREAK	0	1	1	0	0.00%	
METER NEW / REPLACEMENT	0	0	2	0	0.00%	
PATHCOCK FAILURE	0	1	0	0	0.00%	
Total Complaints = 0						

ACTIVITIES	PREVIOUS YEARS			THIS PERIOD		Total Meters
	2018	2019	2020	2021	% of Total meters	
EUGOWRA	10	4	9	2	0.52%	387
CHECK METER READING	0	1	0	1	0.26%	
LEAKING METER	2	0	1	1	0.26%	
LEAKING SERVICE	6	1	4	0	0.00%	
LOW PRESSURE COMPLAINT	0	1	1	0	0.00%	
MAIN BREAK	1	0	0	0	0.00%	
MAINTENANCE – GENERAL	0	1	0	0	0.00%	
METER NOT SHUTTING OFF	0	0	2	0	0.00%	
NO WATER COMPLAINT	1	0	0	0	0.00%	
QUALITY COMPLAINT	0	0	1	0	0.00%	
Total Complaints = 0						

ACTIVITIES	PREVIOUS YEARS			THIS PERIOD		Total Meters
	2018	2019	2020	2021	% of Total meters	
GRENFELL	13	21	24	18	1.35%	1334
CHECK METER READING	0	4	3	1	0.07%	
DIRTY WATER COMPLAINT	2	2	1	0	0.00%	
HYDRANT LEAKING	1	0	0	0	0.00%	
LEAKING METER	4	3	3	3	0.22%	
LEAKING SERVICE	3	4	10	5	0.37%	
LOW PRESSURE COMPLAINT	0	1	0	3	0.22%	
MAIN BREAK	0	2	1	1	0.07%	
MAINTENANCE – GENERAL	0	2	2	1	0.07%	
METER NEW / REPLACEMENT	0	0	1	2	0.15%	
METER NOT SHUTTING OFF	1	1	0	1	0.07%	
NO WATER COMPLAINT	2	0	1	0	0.00%	
PATHCOCK FAILURE	0	1	0	0	0.00%	
QUALITY COMPLAINT	0	1	2	0	0.00%	

STOP VALVE FAILURE	0	0	0	1	0.07%	
Total Complaints = 3						

ACTIVITIES	PREVIOUS YEARS			THIS PERIOD		Total Meters
	2018	2019	2020	2021	% of Total meters	
LYNDHURST	2	2	2	3	1.29%	155
CHECK METER READING	0	0	1	1	0.65%	
DIRTY WATER COMPLAINT	0	0	0	1	0.65%	
LEAKING METER	0	1	0	0	0.00%	
LEAKING SERVICE	1	0	0	0	0.00%	
LOW PRESSURE COMPLAINT	1	1	0	0	0.00%	
MAINTENANCE – GENERAL	0	0	1	1	0.65%	
Total Complaints = 1						

ACTIVITIES	PREVIOUS YEARS			THIS PERIOD		Total Meters
	2018	2019	2020	2021	% of Total meters	
MANDURAMA	2	5	3	2	1.49%	134
CHECK METER READING	0	1	0	1	0.75%	
DISCONNECTION OF WATER	0	0	0	0	0.00%	
LEAKING METER	0	0	0	0	0.00%	
LEAKING SERVICE	0	1	2	0	0.00%	
LOW PRESSURE COMPLAINT	2	0	0	0	0.00%	
MAIN BREAK	0	2	1	0	0.00%	
MAINTENANCE – GENERAL	0	1	0	1	0.75%	
Total Complaints = 0						

ACTIVITIES	PREVIOUS YEARS			THIS PERIOD		Total Meters
	2018	2019	2020	2021	% of Total meters	
MANILDRA	3	4	3	1	0.36%	279
LEAKING METER	1	0	1	0	0.00%	
LEAKING SERVICE	1	1	0	1	0.36%	
MAIN BREAK	1	3	0	0	0.00%	
METER NEW / REPLACEMENT	0	0	1	0	0.00%	
QUALITY COMPLAINT	0	0	1	0	0.00%	
Total Complaints = 0						

ACTIVITIES	PREVIOUS YEARS			THIS PERIOD		
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	2018	2019	2020	2021	% of Total meters	Total Meters
MILLTHORPE	5	6	18	3	0.66%	453
BURST METER	1	0	0	0	0.00%	
CHECK METER READING	0	0	2	0	0.00%	
CUSTOMER DAMAGED METER	0	0	0	0	0.00%	
LEAKING METER	1	2	3	0	0.00%	
LEAKING SERVICE	1	1	2	1	0.22%	
LOW PRESSURE COMPLAINT	0	1	1	0	0.00%	
MAIN BREAK	0	1	2	2	0.44%	
MAINTENANCE - GENERAL	1	1	1	0	0.00%	
METER NOT SHUTTING OFF	1	0	0	0	0.00%	
QUALITY COMPLAINT	0	0	7	0	0.00%	
Total Complaints = 0						

ACTIVITIES	PREVIOUS YEARS			THIS PERIOD		Total Meters
	2018	2019	2020	2021	% of Total meters	
QUANDIALLA	1	1	1	0	0.00%	100
LEAKING SERVICE	0	1	1	0	0.00%	
NO WATER COMPLAINT	1	0	0	0	0.00%	
Total Complaints = 0						

TOTAL ACROSS CTW TOWNSHIPS	99	97	104	60	1.01%	5932
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Notes:

1. Comparison years use data from the same period ie February 2021 to April 2021.
2. Total Meters is the number of meters where water is connected.
3. CTW complaint rolling value score across 12mths == 7.24 which is above the 2017/18 NSW State median of 5.0 complaints/1000 connections. The flushing program for town reticulation pipelines has been completed in all towns. This should reduce these rolling averages over the next 12 months.
4. CTW Total Service Activities and Requests score == 1.01% which is below CTW benchmark of 5% across all townships.

c) *Lake Rowlands*

The current level of Lake Rowlands is 98% (26.04.21) with the Dam's scour valve fully closed.

d) *New Water Services*

Since the previous February 2021 council meeting, there have been nine (9) new domestic water services connected to Council's mains.

e) *Water transfer through CTW ⇔ OCC pipeline*

No water has been transferred to, or from, Orange using this pipeline.

BUDGET IMPLICATIONS

Nil

POLICY IMPLICATIONS

Nil

ATTACHMENTS

Nil

13) QUESTIONS ON NOTICE

(General Manager)

No questions on notice were received.

ATTACHMENTS

Nil