



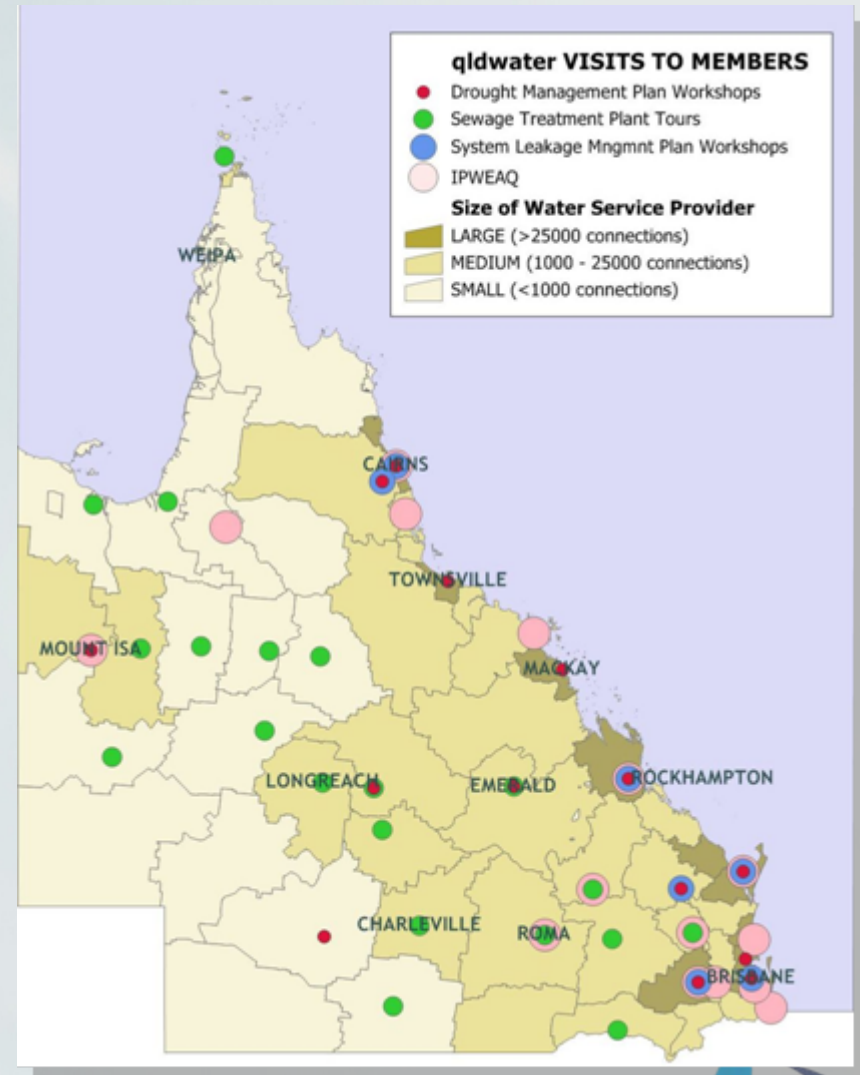
Queensland Water Industry Issues



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qldwater

- 54 of 58 local government (non-indigenous) water service providers
- 9 of 15 aboriginal and TI councils
- Wide Bay Water Corporation and Gladstone Area Water Board



A Changing Urban Water Industry



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National Trends & Drivers

- Trend towards more definitive regulations (e.g. Water pricing, water reform, demand management, safety and reliability).
- Changes in governance structures and ownership.
- Increasing community/customer demands on service, reliability and environmental stewardship.
- Emphasis on planning to meet external drivers such as climate change and increases in technology.

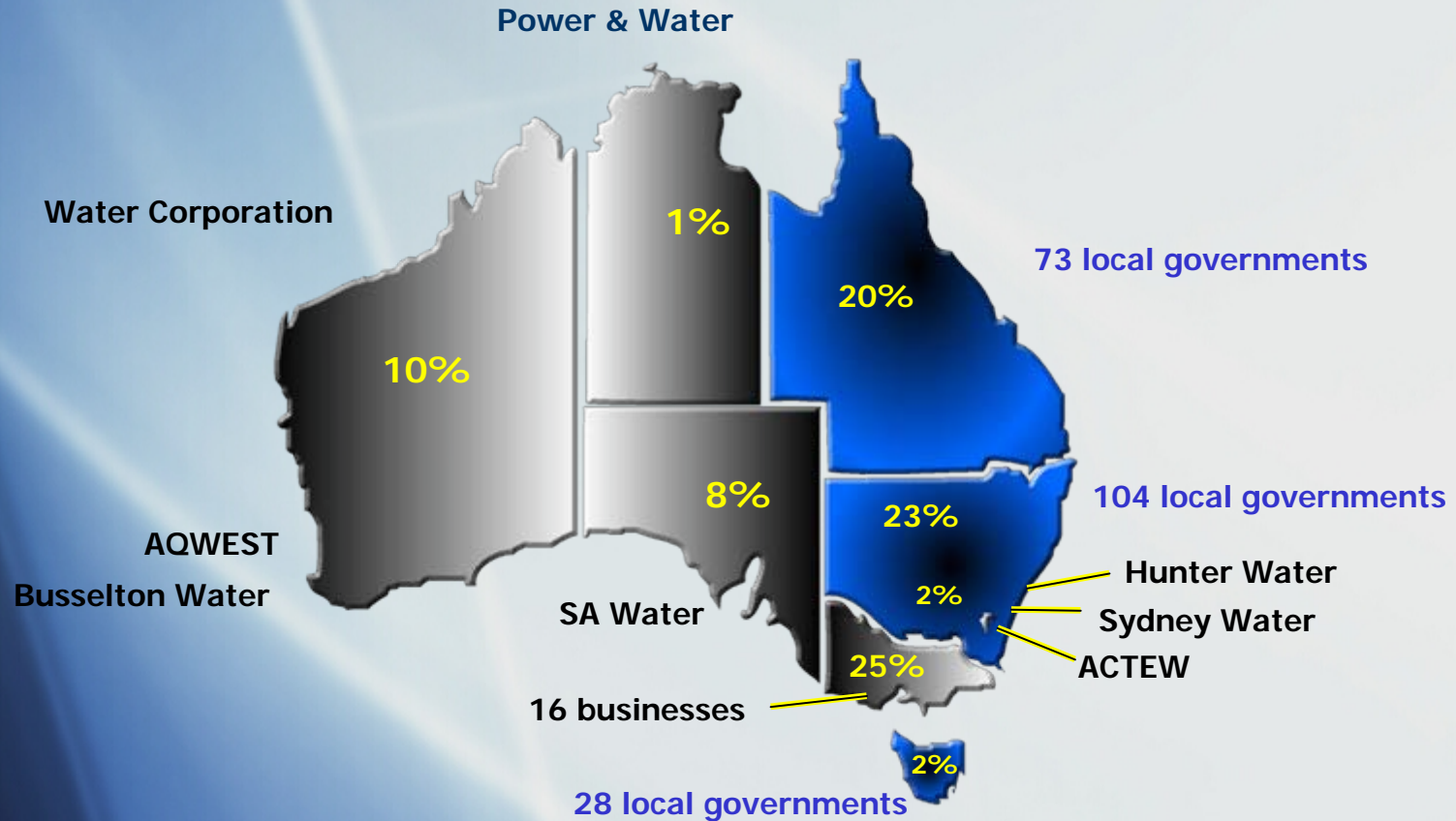


National Trends & Drivers

- Perceived benefits of size and scale and benchmarking with other states
- Economic Reform, full funding of depreciation, sustainability of future funding, removal of capital works subsidies
- Crisis or perceived crisis (e.g. water quality, asset management, drought, capacity, State financial position).



Diverse Australian Water Industry



- state owned entities
- local government owned
- % % of national population

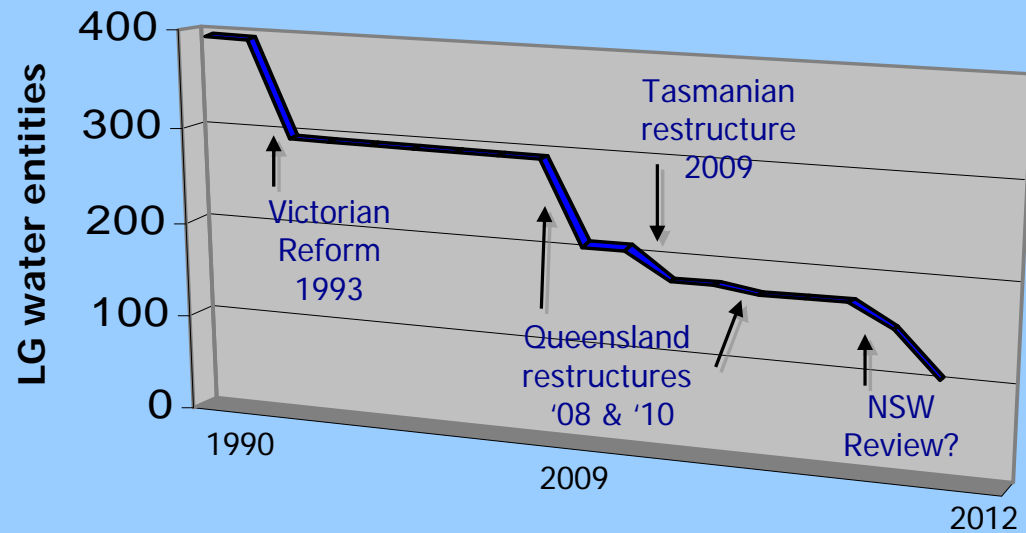


Clear Trend in LG Management of water



Institutional change

Numbers of Local government water entities are decreasing.



Tasmania Integrated in July 2009

- 29 local governments
- 3 LG owned bulk corporations
- State Gov. review with two possible models
 - state-wide authority
 - regional corporations





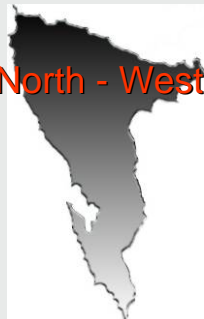
Southern Region Company

- will service a population of ~250,000
- includes Hobart Water (current bulk provider)
- plus 12 councils to transfer staff and assets



Northern Region Company

- population ~140,000
- Esk Water - bulk provider
- 8 councils including Launceston

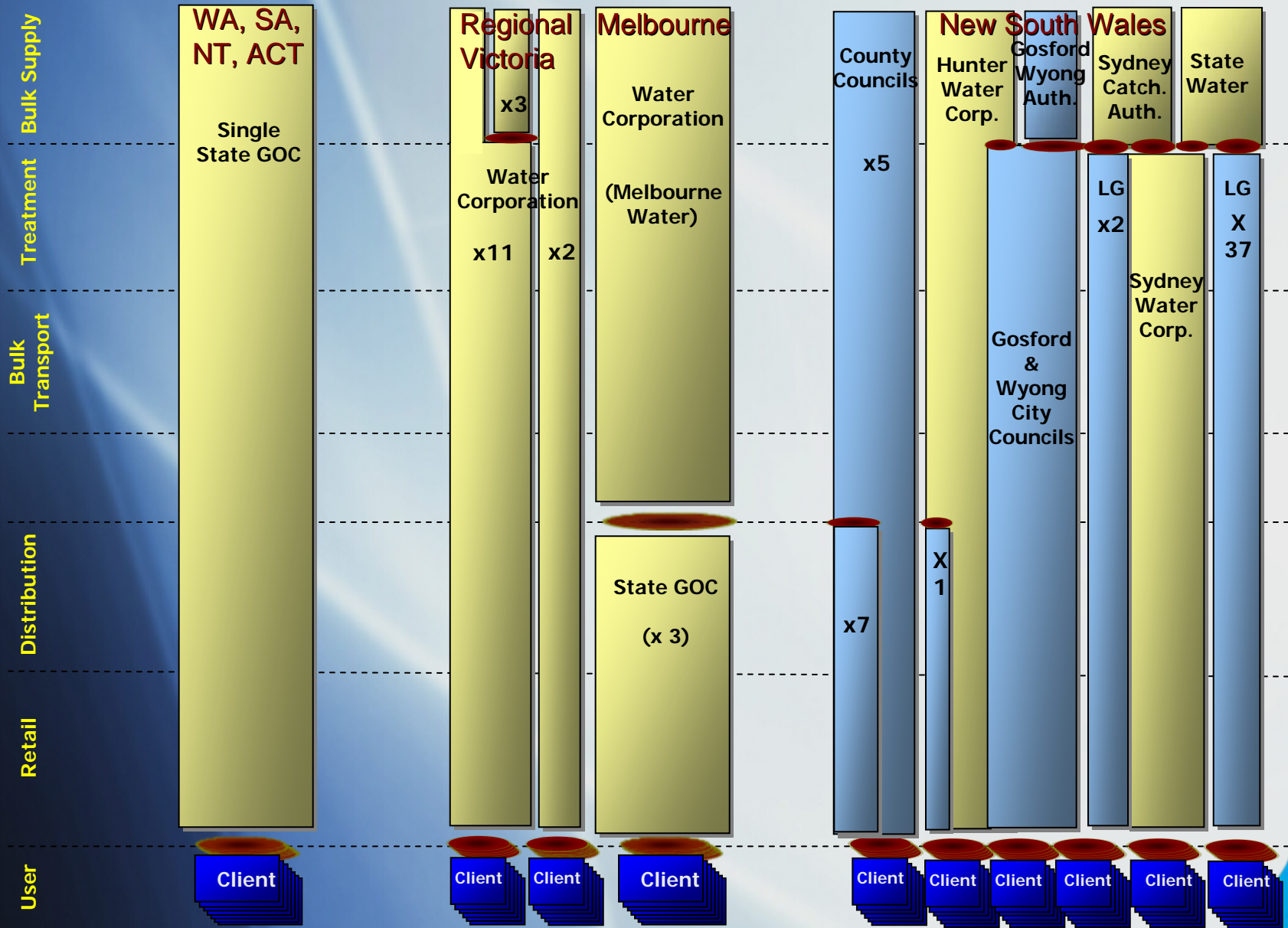


North - West Region Company

- population ~110,000
- Cradle Coast Water - bulk provider
- 9 councils

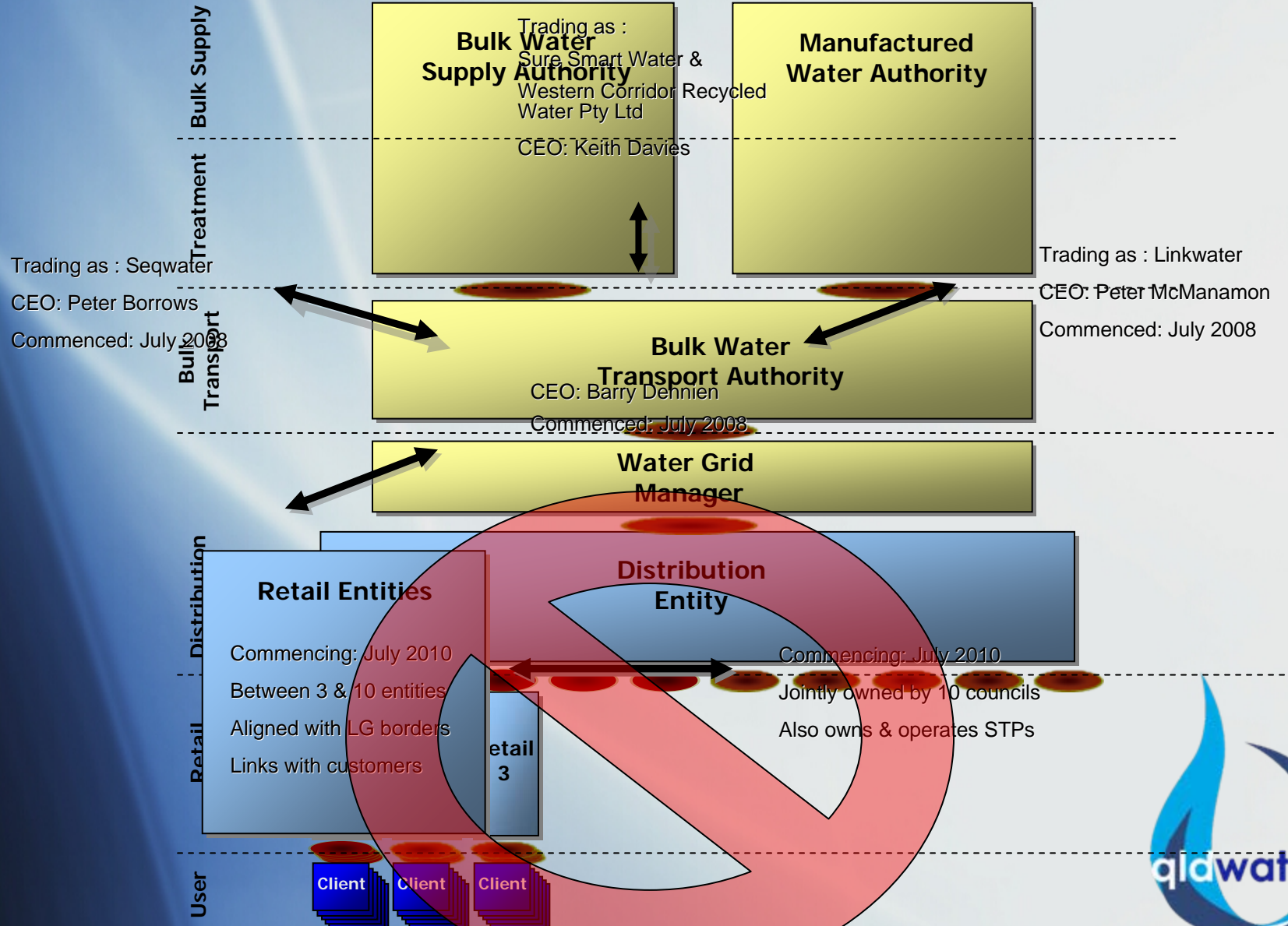
Common
service
Provider
Subsidiary





NSW Complex but may be integrating

SEQ already significantly changed



What can we do?

Document due diligence.....

1. Do you have a secure, risk-reviewed raw water source?
2. Can you assure that the water is safe to drink?
3. Has the water business been verified to be stable and commercially viable?
4. Can you maintain a critical mass of skills and professional and technical staff?
5. Does your organisation comply with all legal requirements?



LGAQ/ *qldwater* Strategy

LGAQ and *qldwater* are undertaking proactive, engaging actions to:

Inform Councils

- Raise awareness to factors influencing water reform; and
- Initiate assessment of the role/function water has within council operations and business.

Influence both spheres of government

- Shape future policy for local government;
- State articulate their wider water reform agenda; and
- Encourage the development of new policy by local government.

Assist councils

- Provide advice, relevant material and assistance.

Research continue engaging independent advice on

- Initiate investigations into best practice and national trends.



Ineffective and Inefficient Regulatory Reporting Requirements for Water Service Providers



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Reporting Requirements

Total Management Plan (TMP)

Environmental Licence Reporting

2000

🌐 Strategic Asset Management Plan SAMPs70

🌐 + annual reports, + audits, + regular review

🌐 Customer Service Standards (CSS) s115

🌐 + annual review + annual report

2005

🌐 System Leakage Management Plan (SLMP)s79

+ regular review + audits

🌐 Drought Management Plan (DMP) ...s123



Reporting Requirements

- **TMP, Licences SAMP, CSS, SLMP, DMP**

2007

- Drinking Water Quality Management Plan (DWQMP) ...s 92
 - +annual report + reviews + audits
- Recycled Water Management Plans201
 - + regular reviews + regular audits + annual report

2008

- Water Efficiency Management Plan (WEMP) arrangements
....s 52, 56.
- Outdoor Water Use Conservation Management Plan
(OWUCMP) ...s 133



Reporting Requirements

- **TMP, Licences, SAMP, CSS, SLMP, DMP**
- **DWQMP, RWMP**
- **OWUCMP, WEMP**

- Consistent billing instructionss 138
- Water notice to occupierss139 (includes annual report)
- Regional Water Savings Targets PDA 2002 (PDA 2002).
- New greywater provisions (PDA 2002)
- Sub-metering of multi-unit premises (PDA 2002).
- Review of Regional Water Supply Strategy (RWSS)
- Fluoridation (Fluoridation Act 2007)
- Environmental Plans (EPP Water 2009)



Reporting Requirements

- **TMP, Licences, SAMP, CSS, SLMP, DMP**
- **DWQMP, RWMP**
- **OWUCMP, WEMP**
- **Consistent billing, Water notices**
- **RWSS, Fluoridation, EPP (Water)**



Reporting Requirements

- **TMP, Licences, SAMP, CSS, SLMP, DMP**
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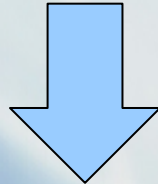
- **Annual reporting water indicators to DIP (DLGP)**
- **Annual reporting Water indicators to DERM**
- **National Performance Framework (large councils)**
- **Bureau of meteorology reporting (selected councils)**



Reporting Requirements

Mandatory Reports

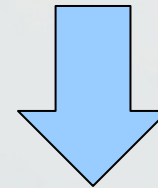
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???

Indicators & Data

- indicators to DIP
- indicators to DERM
- NPF
- BOM



SWIM



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Water data reporting

QLD Water Service Provider
(WSP)

Single point of
data submission



SAMP
(via WSP)

Multiple
reporting
requirements

Queensland
Government
(DLGSR, NRW, EPA)

National
Water
Commission
(National
Performance
Report: Urban
Utilities)

Bureau of
Meteorology
Water Resources
reporting



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Major outcomes:

1/ increased efficiency and accuracy of reporting by Qld Water Service Providers.

Achieved by integrating multiple reporting requirements, via aligning:

- Reporting method (single point of submission)
- Reporting content/indicators
- Reporting scales (spatial and temporal scales of data required)
- Reporting deadlines

2/ value-adding to data & reporting

- Provide tools (analyses and reports) for comparison and self-improvement
- Reports to assist with other reporting (e.g. SAMP)

www.swim.qldwater.com.au



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Report	Number of Indicators required/requested
Queensland Government Water Data: DERM	200
Queensland Government Water Data: DLGSR	170
Strategic Asset Management Plan (SAMP) and annual reporting	56
Bureau of Meteorology (BoM)	50
National Performance Report (NPR)	151
Total	627
SWIM total (which removes for duplicate indicators/reporting)	256

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SWIM comparative report

Purpose: To facilitate **self-improvement** of the performance of Queensland's water businesses

Approach: WSP-customised report comparing the WSP to other Queensland WSPs

Performance areas:

- Water use (extractions/sources, recycling and consumption)
- Asset performance, including water loss
- Water quality (drinking water)
- Sewerage effluent quality
- Customer service
- Water pricing
- Finance (capital investment, profits)



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Snapshot of results

	Indicator	Units	Your WSP-wide value	Median values for other WSPs			
				All Qld WSPs	Similar Size	Similar Region	Similar Soil
WATER SOURCED	The total volume of water taken	ML/year	30238.84	2751.45	14205.78	13166.16	7800.50
EFFLUENT RECYCLED	Recycled water (percent of effluent recycled)	%	1.95	8.06	14.76	15.64	14.59
WATER CONSUMPTION	The total volume of metered and estimated non-metered POTABLE residential water supplied	ML/Year	17041.78	1936.00	7325.93	8667.96	2774.90
	Average annual residential water supplied per property	kL/connection/year	150.93	268.41	171.59	166.00	238.08
	Average annual total potable water supplied per connection	kL/connection/year	200.93	303.37	294.76	212.27	301.23
WATER LOSS	Infrastructure Leakage Index	Index	1.80	1.35	1.50	1.20	1.20
	Real water losses	litres/connection/day	124.00	102.00	47.00	74.00	74.00
	Real water losses	kL/km water main /day	4.88	2.02	2.12	2.30	2.11
ASSET PERFORMANCE	Properties served per km of water main	No. connections	51.31	26.74	36.80	44.07	31.76
	Number of water main breaks (per 100 km water main)	No./100 km water main	8.09	15.29	14.52	12.26	14.34

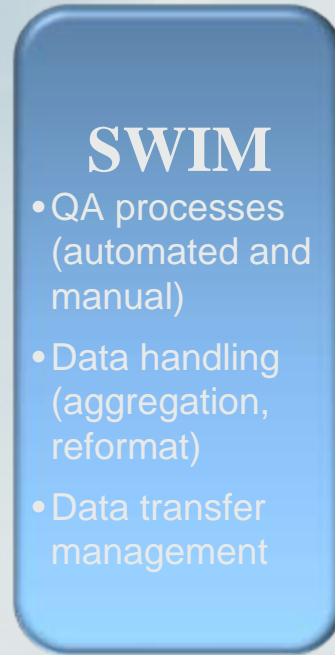
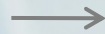
Current usage of SWIM

BoM reporting:

14/16 WSPs using SWIM for BoM reporting (> 12,000 data and metadata files, with multiple records)

Annual reports:

81% Qld WSPs reported in 08-09 (excluding non-indigenous)



→ **DIP (Local Government):** Local Government Annual Consolidated Data Collection (water & sewerage section), [all councils]

→ **DERM:**

- Water Accounting: Annual Water Statistics Report [all WSPs]
- National Performance Report [large WSPs]

→ **Bureau of Meteorology:**

- Water information (Water Act, 2007) [named organisations]

→ **Qld WSPs:** SAMP annual reports, SWIM comparative report

Through SWIM there is the flexibility to submit data:

of numeric or other type
of any sampling frequency,
at any reporting frequency,
via a variety of methods and formats,
to be on-reported at any frequency,
with or without translation into alternate formats,
to single or multiple recipients.



Benefits (to SWIM users, and reportees)

- Single submission of data for multiple reports (greater efficiency and compliance, including non-mandatory data)
- Single point of data entry and information about water data reporting (increase understanding & compliance)
- Greater technical support provided wrt understanding data reporting requirements (increase reporting compliance and data quality)
- Qualitative & comparative information for self-improvement (increased data quality and improved business performance)
- Value-adding: more benefits from the same data (comparisons, external quality checks (e.g. water balance (in = out))) (increased reporting compliance and data quality)

More information: qldwater (Ph: 32524701)

www.swim.qldwater.com.au

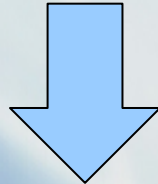


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Reporting Requirements

Mandatory Reports

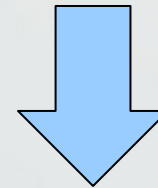
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Indicators & Data

- **indicators to DIP**
- **indicators to DERM**
- **NPF**
- **BOM**



SWIM



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AUSTRALIAN
WATER
ASSOCIATION



LOCAL GOVERNMENT
ASSOCIATION
OF QUEENSLAND INC.



Institute of
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