

# Agenda

## Centroc Water Utilities Alliance

### 23 July 2015

<b>Mr Russell Deans*</b>	Bathurst Regional Council	<b>Mr Kent Boyd*</b>	Parkes Shire Council
<b>Mr Grant Baker</b>	Blayney Shire Council	<b>Mr Andrew Francis*</b>	Parkes Shire Council
<b>Mr Anthony McMahon</b>	Boorowa Shire Council	<b>Mr Phil King</b>	Lachlan Shire Council
<b>Mr Adam Stewart</b>	Boorowa Shire Council	<b>Mr Bill Webb</b>	Lachlan Shire Council
<b>Mr Jonathon Foong</b>	Cabonne Council	<b>Mr Luke Moloney*</b>	Upper Lachlan Shire Council
<b>Mr George Ridley</b>	Cowra Shire Council	<b>Mr Phil Newham</b>	Upper Lachlan Shire Council
<b>Mr Tim Long*</b>	Cowra Shire Council	<b>Mr Bill Twohill</b>	Weddin Shire Council
<b>Mr David Tinlin</b>	Forbes Shire Council	<b>Ms Nicole Vonarx</b>	Young Shire Council
<b>Mr Iain Stewart</b>	Lithgow City Council	<b>Mr Mahendram Manoharan</b>	Young Shire Council
<b>Ms Maddison Bailey</b>	Lithgow City Council	<b>Mr Gavin Rhodes</b>	Central Tablelands Water
<b>Ms Claire Cam</b>	Mid Western Regional	<b>Mr Darrell Sligar</b>	Central Tablelands Water
<b>Mr Sam Golam</b>	Oberon Shire Council	<b>Ms Meredith Macpherson</b>	CWUA Program Manager
<b>Mr Chris Schumacher</b>	Oberon Shire Council	<b>For information</b>	
<b>Mr Chris Devitt</b>	Orange City Council	Ms Jennifer Bennett	Centroc
<b>Mr Wayne Beatty*</b>	Orange City Council	Ms Kate Barker	Centroc
<b>Mr Jon Francis</b>	Orange City Council	Mr David Swan	LMWUA

\* Denotes CWUA Executive Members.

It is advised that the next meeting of the Centroc Water Utilities Alliance will be held on Thursday 23 July 2015 at Cowra Shire Council.

The CWUA meeting will commence with a Stakeholder Engagement Session from 10.00-10.45 followed by the formal (closed) meeting from 11.00am-1.00pm. See Agenda attached over the page.

\* Note: At the time of writing there have been no rsvps for the Government Stakeholder session in which case the presentations may be brought back to 10am.

**Either way your prompt arrival at 9.45am for a 10am start will be appreciated.**

Please contact Meredith Macpherson with any queries on 0427 451 085.

10.00am - 10.45am- Government Stakeholder Session

10.45-11.00am- Coffee Break

11.00am – 1.00pm- CWUA Meeting

11.00 am- 11.30am- Presentation on automated metering system- Mark Halliwell, Taggle Systems

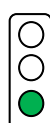
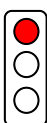
11.30-11.45am- Presentation on Cowra De-Watering Box, Mr Paul Gregg, Cowra Shire Council

**AGENDA**

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11.	<b>Close</b>	

**Please note that on advice from the Centroc Executive there is a revised format for Business papers using the “traffic light” notification for status of actions. The key for this is as follows:**

Red= Action      Amber=Attention      Green=In progress      Pink=for determination



### 3. Confirmation of the minutes of the CWUA meeting 21 May 2015, Parkes Shire Council

#### Attendance – members in bold

#### \*Executive Members

<b>Mr Russell Deans*</b>	Bathurst Regional Council	<b>Mr Jon Francis</b>	Orange City Council
<b>Mr Jonathon Foong</b>	Cabonne Council	<b>Mr Andrew Francis*</b>	Parkes Shire Council
<b>Mr Tim Long*</b>	Cowra Shire Council	<b>Mr Phil King</b>	Lachlan Shire Council
<b>Mr David Tinlin</b>	Forbes Shire Council	<b>Mr Bill Webb</b>	Lachlan Shire Council
<b>Ms Maddison Bailey</b>	Lithgow City Council	<b>Ms Nicole Vonarx</b>	Young Shire Council
<b>Mr Rhys Brownlow</b>	Lithgow City Council	<b>Mr Darrell Sligar</b>	Central Tablelands Water
<b>Mr Chris Schumacher</b>	Oberon Shire Council		
<b>Mr Wayne Beatty*</b>	Orange City Council	Ms Meredith Macpherson	CWUA Program Manager

### 2. Apologies

Mr Grant Baker, Mr Adam Stewart, Mr Ray Graham, Ms Claire Cam, Mr San Golam, Mr Chris Devitt, Mr Phil King, Mr Mahendram Manoharan, Mr Gavin Rhodes, Ms Rebecca Cooper

<b>Resolved</b>	<b>Mr T Long/Ms N Vonarx</b>
That the apologies be accepted for the above CWUA members for the meeting on 21 May 2015.	

### 3. Confirmation of the minutes of the CWUA Meeting 26 March 2015

<b>Resolved</b>	<b>Mr W Beatty/Mr R Deans</b>
That the Minutes of the meeting of 26 March 2015 be adopted.	

#### 3a. Summary of Recommendations from GMAC and the Centroc Board

<b>Resolved</b>	<b>Mr W Beatty/Mr R Deans</b>
That the CWUA note the summary of recommendations from GMAC and the Centroc Board.	

### 4. Matters in Progress

<b>Resolved</b>	<b>Mr R Deans /Mr David Tinlin</b>
That the CWUA:	
1. Note the Matters in Progress and deletion of the following items as recommended -11-12-7d, 05-14 -8a, 07-14 -6a, 07-14-6e,11-14-6e, 11-14-7; and	
2. In relation to item 01-15-6f-Best Practice Compliance canvas member's interest in a regional contract to collect and review data with advice to be provided to the July meeting.	

### 5. Correspondence

<b>Resolved</b>	<b>Mr D Sligar/Mr C Schumacher</b>
That the CWUA note the outgoing correspondence.	

# Minutes and Matters in Progress

**6. Reports****6a. Cost Savings and Efficiencies**

<b>Resolved</b>	<b>Mr W Beatty/Mr D Sligar</b>
<p>That the CWUA note the report on objective 1B.3a Deliver Cost Savings and other efficiencies , provide updates to the DWMS Status Report where required and agree that the CWUA :</p> <ol style="list-style-type: none"> <li>1. Participate in a one day workshop with consultant Jenny James to review the findings of the Pilot Workforce Development Project and look at the next steps to maximise the work already completed at the end of July; and</li> <li>2. Seek a quote for water sampling training from ALS located in Fyshwick.</li> </ol>	

**6a i) Late Report-CWUA Workshop**

<b>Resolved</b>	<b>Mr C Schumacher/Mr T Long</b>
<p>That the CWUA participate in a full day workshop with MWH to:</p> <ol style="list-style-type: none"> <li>1. review the CWUA Training, Mentoring and Regional Resource Sharing Strategy to provide advice to the Board informing them on the future of shared services in the context of the CWUA;</li> <li>2. review the Regional Demand Management Plan to scope a Regional Demand Management Program to replace the program previously run by Savewater; and</li> <li>3. build members capacity in using the Priority Infrastructure matrix.</li> </ol>	

**6b. Workforces Training and Skills**

<b>Resolved</b>	<b>Mr W Beatty/Mr D Sligar</b>
<p>That the CWUA note the report on objective 1b.3b: grow staff skills and ensure workforce are adequately trained for compliance based service delivery action items 1, 2 &amp; 6.</p>	

**6c. Workforce Sustainability**

<b>Resolved</b>	<b>Ms N Vonarx/Mr R Deans</b>
<p>That the CWUA note the report on objective 1b.3d: Promote Local Government as the agencies of choice delivering water utilities management in regional NSW and further afield.</p>	

**6d. Local Government Management of Local Water Utilities**

<b>Resolved</b>	<b>Mr P King/Mr R Deans</b>
<p>That the CWUA note the report on objective: 1b.3e: Advise the Centroc Board regarding Water Utilities Management.</p>	

**6e. Water Utilities Management**

<b>Resolved</b>	<b>Mr T Long/Mr W Beatty</b>
<p>That the CWUA note the report on objective: 1b.3e: Advise the Centroc Board regarding Water Utilities Management.</p>	

**6f. Best Practice Compliance**

<b>Resolved</b>	<b>Mr R Deans/Ms N Vonarx</b>
<p>That the CWUA note the report on Objective:1B.3F: Full compliance with Best practice requirements and provide updates to status tables as required; and</p> <ol style="list-style-type: none"> <li>1. Keep a watching brief of the roll-out of the trade waste management project being undertaken in Oberon.</li> </ol>	

**6g. Regional Best Practice Strategies**

<b>Resolved</b>	<b>Mr P King/Ms N Vonarx</b>
<p>That the CWUA note the report on Objective: 1B.3F: Implement regional best practice strategies.</p>	

## Minutes and Matters in Progress

**6h. Support for Local Water Utilities Management**

<b>Resolved</b>	<b>Mr J Francis/Mr W Beatty</b>
That the CWUA note the report on Objective: 1B.3H: To support Councils as they manage their Local Water Utilities Assets.	

**6i. Promotion of the CWUA**

<b>Resolved</b>	<b>Mr R Brownlow/Ms M Bailey</b>
That the CWUA note the report on Objectives: 1B.3I To promote the CWUA as an example of Councils working collaboratively.	

**7. Finance Report**

Finance report including an updated Budget for the CWUA will be provided as a regular Agenda item for future meetings.

**8. Contract performance**

Held over to the July Meeting.

**9. Advice to GMAC and the Board**

Nil

**10. Dates for 2015**

23 July

24 September

19 November

**Next Meeting:**

Thursday 23 July- Cowra Shire Council

**Meeting Closed:** 3.15pm

**PAGE 5 IS THE LAST PAGE OF THE MINUTES OF THE MEETING ON 21 MAY 2015**

**3a. Minutes from GMAC and the Centroc Board for Water Infrastructure****Minutes from GMAC****Item 7b - Water Infrastructure- 17 April 2014**

<b>Resolved</b>	<b>Mr G Wilcox/Mr A McMahon</b>
That GMAC note the Water Infrastructure report and:	
<ol style="list-style-type: none"> <li>1. approves that the AS4000 is not used for future work and that the Centroc draft contract be reviewed and utilised for all Centroc work;</li> <li>2. commends to member Councils that <ol style="list-style-type: none"> <li>a. they conduct a review and gap analysis of work undertaken by the consultants contracted by NSW Health to identify where the work did not meet the NSW Guidelines for Drinking Water Managements Systems;</li> <li>b. that following this each Council arrange a meeting with their local Public Health Unit to ensure their Drinking Water Quality Management Systems prior to the September 2014 deadline; and</li> <li>c. that these reviews should be on-going; and</li> </ol> </li> <li>3. commend to the Board that the CWUA Business Plan 2014-2016 be adopted for incorporation into the Centroc Management Plan.</li> </ol>	

**7b Water Infrastructure- 31 July 2014**

<b>Resolved</b>	<b>Mr A Hopkins/Mr D Sherley</b>
That GMAC note the Water Infrastructure report.	

**7b Water Infrastructure-30 October 2014**

<b>Resolved</b>	<b>Mr G Styles/Mr A Hopkins</b>
That GMAC note the Water Infrastructure report and	
<ol style="list-style-type: none"> <li>1. lodge a submission to the Agricultural Competitiveness Green Paper;</li> <li>2. provide advice to members on advocacy to be undertaken with regard to various issues to do with water security as advised in the report; and</li> <li>3. approach ministers The Hon. Troy Grant and The Hon. Paul Toole regarding the above.</li> </ol>	

**7b Water Infrastructure-5 February 2015**

<b>Resolved</b>	<b>Mr G Styles/Mr G Rhodes</b>
That GMAC note the Water Infrastructure report and commend to the Board that it:	
<ol style="list-style-type: none"> <li>1. advocate against advice from NOW that the Best Practice Framework will become mandatory and penalties imposed for non-compliance in the review of the Local Government Act scheduled for 2016, particularly in light of current delays in the review of plans by NOW; and</li> <li>2. seek a prequalification process for review of best practice plans to assist with removing the backlog for this region</li> </ol>	

**7b Water Infrastructure – 7 May 2015**

<b>Resolved</b>	<b>Mr K Boyd/Mr G Styles</b>
That GMAC note the report and commend to the Board it:	
<ol style="list-style-type: none"> <li>1. adopts the revised Advocacy Plan for Water;</li> <li>2. adopt the Regional Strategic Business Plan for water and sewer; and</li> <li>3. receive a report from a region wide workshop on optimising the use of the Priority Infrastructure Matrix in the context of the current funding framework subsequent to June 30</li> </ol>	

## Minutes and Matters in Progress

## Minutes from the Centroc Board

## Item 8b -Water Infrastructure- February 2014 Centroc Board Meeting

Resolved	Mr K Boyd/Cr R Penny
<p><i>That the Board note the Water Infrastructure report and:</i></p> <ol style="list-style-type: none"> <li>1. <i>adopt the Regional Integrated Water Cycle Management Plan and CWUA Water Sampling Policy templates;</i></li> <li>2. <i>through the Executive, advocate as a matter of urgency for a review of the Centroc Water Security Study with urban water security as the key focus;</i></li> <li>3. <i>agree that the project team formed to progress regional infrastructure solutions to water security for the region (Options F2A) re-scope the consultant brief and review preliminary cost estimates and timeframes to review the Centroc Water Security Study;</i></li> <li>4. <i>support the Needles Gap Dam in concert with the inclusion of a proper assessment of the Lake Rowlands and Carcoar dam elements for urban water security in the Centroc region;</i></li> <li>5. <i>undertake advocacy towards the State election that includes funding for the Country Towns Water and Sewer Scheme;</i></li> <li>6. <i>seek funding of a review of the Centroc Water Security Study inclusive of the potential of Carcoar Dam with urban water security as the focus be sought through:</i> <ol style="list-style-type: none"> <li>i. <i>the state government’s decentralisation taskforce \$40m;</i></li> <li>ii. <i>potential funding through the Federal Government with support to be sought from the Hon John Cobb, Member for Calare; and</i></li> <li>iii. <i>potential funding through Centroc councils; and</i></li> </ol> </li> <li>7. <i>Include The Hon Angus Taylor and Minister Katrina Hodgkinson in any advocacy undertakings.</i></li> </ol>	

## Item 7b - Water Infrastructure -May 2014 Centroc Board Meeting

Resolved	Cr W Tuckerman/Cr B West
<p><i>That the Board note the Water Infrastructure report; and</i></p> <ol style="list-style-type: none"> <li>1. <i>adopt the CWUA Business Plan 2014-2016 for incorporation into the Centroc Management Plan;</i></li> <li>2. <i>commend the following projects as Centroc priorities for the Restart NSW Funding:</i></li> </ol>	
<p><b>Parke</b></p> <ul style="list-style-type: none"> <li>• <b>Replacement of existing river intake constructed during the last drought as interim infrastructure-</b> involves a new intake chamber, 2 submersible pumps and associated electrical work, the off take pipe and trash rack as well as scour and flow diversion structures, with new pipe work to increase capacity to pump station. And possible connecting pipework to an additional bore. Estimated total cost \$2m</li> </ul>	
<p><b>Cabonne</b></p> <ol style="list-style-type: none"> <li>1. <b>Construction of two water treatment plants which will be located in Cumnock and Yeoval.</b> Raw water will be sourced from the Bell River (Cumnock) and Buckinbah Creek supplemented by a bore (Yeoval) into two off-creek storages that will provide ~190 days of water security for each town. The total capital cost estimate for the proposed schemes is \$4.5 million.</li> </ol>	
<p><b>Lachlan</b></p> <ul style="list-style-type: none"> <li>• <b>Condobolin Bores-</b> To provide an alternative source of water supply to Condobolin Water Treatment Plant (WTP) to improve the water supply security and increase the water supply diversity for Condobolin.</li> <li>• LSC - \$300K To fund Stage 1- Seeking Funds for Stage 2 (Approx \$7.5 M)</li> <li>• <b>Condobolin Filtration Plant-</b> To improve the efficiency of the filtration plant operation</li> <li>• LSC - \$160K - Seeking Funds to implement (Approx \$1,400K)</li> </ul>	

## Minutes and Matters in Progress

- **Goobang Creek off line storage for Condobolin Water Supply-** To provide extra water storage thus improving the flexibility of the raw water supply to Condobolin township
- LSC - \$40K - Seeking Funds to raise Goobang Weir
- **Tullibigeal Pipeline-** To upgrade the existing pipeline
- LSC - \$80K to fund breakdown repairs and replace sections of pipe. Seeking Funds to renew aging pipelines or construct a parallel new pipeline? and Improve reliability of the water supply to the community by constructing in parallel to the existing 250KL a similar tank but with a higher capacity (say 0.6ML)
- **West Weir Project-** To upgrade the West Weir to create in river storage
- LSC \$40K to fund the study- LSC is seeking funds to implement the study recommendations. Approximately \$1M

**Boorowa- construction of a pipeline to a neighbouring supply**

- Preferred option to undertake detailed investigations and designs to connect the Boorowa Water Supply System to the Goldenfields Water County Council bulk water supply, with the closest connection point at Harden. Preliminary sizing indicates that a 250mm diameter transfer pipeline approximately 39km in length, at an estimated cost of \$12M.

**CTW- augmentation of Lake Rowlands- as per CWSS**

**Upper Lachlan** - shovel ready \$7m integrated water security project on the basis of NSW Public Works advice that can commence 1 July 2014:

- A new outlet pump station at Crookwell Dam to access additional storage capacity at low levels;
- A new 4 ML/d water treatment plant;
- Substituting treated drinking water with fit-for-purpose bore water for parks and gardens watering; and
- Subsidy on water efficient household devices to reduce household potable water consumption.

3. **adopt the Final Report for the Learning and Sharing Energy Efficiency Program; and**
4. **commend Centroc staff for producing such a comprehensive document.**

**7b Water Infrastructure- August 2014 - Centroc Board Meeting**

<b>Resolved</b>	<b>Mr K Boyd/Mr B Steffen</b>
<b>That the Board note the Water Infrastructure report and</b>	
<ol style="list-style-type: none"> <li>1. endorse the development of a strategic regional water security infrastructure priority listing to support applications from the region under the Restart NSW-Water Security for the Regions program; and</li> <li>2. increase its advocacy activities in support of current policy and opportunities.</li> </ol>	

**7b Water Infrastructure- November 2014 – Centroc Board Meeting**

<b>Resolved</b>	<b>Mr G Styles/Cr M Hayes</b>
That the Board note the Water Infrastructure report; and	
<ol style="list-style-type: none"> <li>1. lodge a submission to the Green Paper on Agricultural Competitiveness; and</li> <li>2. receive advice on distribution of water funding for comparison in Priority Regional Infrastructure Plan.</li> </ol>	



**8a. proposed new storage on the Belubula**

<b>Resolved</b>	<b>Cr K Keith/Cr D Manwaring</b>
That the Centroc Board endorses the following policy advice regarding the proposed new storage on the Belubula:	
<ul style="list-style-type: none"> <li>• The prosperity of our region is closely tied to both healthy towns and a successful agricultural sector.</li> <li>• Water security is limiting economic development in the towns, industry, mining and agricultural sectors of the Lachlan Valley.</li> <li>• Investment in additional water storage to provide water security improvements is supported by all three organisations.</li> <li>• Options that offer substantive improvements for both urban water security and agricultural water security should be supported.</li> <li>• Failure of urban water supplies is socially unacceptable.</li> <li>• We look forward to being part of evaluations and informing the decision-making process related to storage investments in the region going forward</li> </ul>	

**8b Water Infrastructure – 26 February 2015- Centroc Board Meeting**

<b>Resolved</b>	<b>Mr G Styles/Mr K Boyd</b>
That the Board notes the Water Infrastructure report and:	
<ol style="list-style-type: none"> <li>1. adopts the Advocacy Plan for Water with a review of the key message relating to the support of Alliances;</li> <li>2. changes to the Advocacy Plan be circulated;</li> <li>3. endorses the Centroc/Central West RDA Priority Infrastructure Plan-Water tranche for advocacy purposes in the lead up to the State election;</li> <li>4. endorses an annual review of the matrix to be undertaken in collaboration with RDA Central West, sponsoring General Managers and other interested General Managers and for feedback to be sought from RDA Central West on this proposal and the costs associated;</li> <li>5. advocates against advice from NOW that the Best Practice Framework will become mandatory and penalties be imposed for non-compliance in the review of the Local Government Act scheduled for 2016, particularly in light of current delays in the review of plans by NOW; and</li> <li>6. seeks a prequalification process for review of Best Practice plans to assist with removing the backlog of plans needing State attention.</li> </ol>	

**9b Water Infrastructure – 28 May 2015- Centroc Board Meeting**

<b>Resolved</b>	<b>Mr K Boyd/Cr D Somerville</b>
That the Board note the report and	
<ol style="list-style-type: none"> <li>1. adopts the revised Advocacy Plan for Water;</li> <li>2. adopts the Regional Strategic Business Plan for water; and</li> <li>3. receive a report from a region wide workshop on optimising the use of the Priority Infrastructure Matrix in the context of the current funding framework subsequent to June 30.</li> </ol>	

## 4. Matters in Progress

Item	By	Progress
<p><b>11-12-7d- Water Resources Working Party</b> Develop a regional school based trainee program utilising resources provided by the NSW Public Sector Industry Training Advisory Body</p>	<p>Ms K Barker Centroc Training &amp; Energy Program Manager</p>	<p>Referred to HR Team</p>
<p><b>03-14-10 - Collection of Additional demand Management &amp; WSUD Indicators</b></p> <ol style="list-style-type: none"> <li>1. Write to NSW Office of Water seeking advice on the purpose of the data collection.</li> <li>2. Provide a report to GMAC regarding the NSW Office of Water Performance Monitoring criteria for LWU Manager's to report outlining: <ol style="list-style-type: none"> <li>i) The evolution of performance indicators over a significant number of years with ever increasing number of indicators required on an annual basis;</li> <li>ii) the breadth of data requiring greater involvement of other Council Departments including, Planning, Environment and Finance;</li> <li>iii) the direct relationship between the provision of this data and subsidies;</li> <li>iv) inclusion of this data in national benchmarking reports through the National Water Commission; and</li> <li>v) Seeking greater liaison across Council Departments in the collection of this data.</li> </ol> </li> </ol>	<p>Ms M Macpherson</p>	<p>CWUA has been advocating to NOW for over 3 years regarding streamlining the Best Practice Framework and compliance burden. Reports have been provided to GMAC on difficulties in this regard.</p> <p><i>Advocacy commenced with Mr Gavin Hanlon, Deputy Director General for DPI Water at a meeting on 27 May with follow up work underway.</i></p> <p><i>CWUA wrote to Ms Diana Kureen, Central West LLS seeking assistance from Central NSW IWCM Consortium with the collection of data. This was discussed at the Joint Alliance meeting on 21 May.</i></p> <p><i>Email response from Ms Kureen received on 18 June advises that:</i></p> <p><i>"It is up to individual Water Managers at each Council to talk to their Planners and decide if they can report on water tank take up through BASIX. Alternatively someone from each of the Water Utilities Alliances could contact the Dept. of Planning and check if BASIX records are kept by LGA."</i></p>

<p><b>05-14- 8b. Drinking Water Quality Management System Status Update</b></p> <p>1. The MOU be progressed with NSW Health through Mr Ingo Steppat as the contact nominated by NSW Health with a meeting to be convened asap and that the MOU not seek to change existing boundaries for Public Health Units.</p> <p>2. That matters arising item 9-13-7b.2 be amended to <i>develop a Water Quality Actions Report to scope a regional response to common actions from CWUA member’s DWMS post September 2014.</i></p> <p>3. That matters arising item 11-13-7b be amended to <i>The DWMS Status Table be used to share and exchange information about data management, policies and procedures relating to specific water quality management issues.</i></p> <p>4. That matters arising item 01-14-7b- 1 be amended to <i>member Councils ensure that an annual review of water quality data is included in DWMS to identify any long-term trends in their systems and that where Councils may have issues that assistance be provided through the CWUA Program Manager.</i></p>	<p>Ms M Macpherson DWMS Working Party</p>	<p>1. Meeting held 19 September 2014 attended by Mr Andrew Francis, Mr Jon Francis, Ms Meredith Macpherson, Mr Ingo Steppat and Ms Marnie Page</p> <p>Discussion Draft MOU developed and sent to Mr Ingo Steppat on 6 May with a meeting request.</p> <p>Meeting confirmed for 21 July. A verbal update will provided.</p> <p>2. Completed- this will now be a regular Agenda item- suggest deletion</p> <p>3. As above. Suggest deletion</p> <p>4. On-going.</p>
<p><b>11-14-3a. Recommendations from GMAC and Board</b></p> <p>1. in relation to item 7b-17 April 2a) commend to members that they undertake a third party review of their Drinking Water Management Systems with Parkes Shire Council to share the brief provided to ATOM consulting.</p>	<p>Ms M Macpherson &amp; Members</p>	<p>1. Email sent to members 22 December 2014 commending third party review. Copy of Parkes Brief and response from ATOM and Water Utility DWMS Checklist from PHU provided by Cowra to the May 2015 CWUA Meeting.</p> <p>This has now been picked up in the DWMS Status and Gap Analysis Table endorsed at the May CWUA meeting as a regular Agenda item.</p> <p>Suggest deletion.</p>

<p><b>11-14-4. Matters in Progress</b></p> <p>2. In relation to item 4 commend development of an MOU with NOW that addresses timeframe for Best Practice Plan Review with consideration of advice from Mr Sam Samra that the Best Practice Framework is to become mandatory in the LG Act Review scheduled for 2016; and</p> <p>3. In relation to 11-13-7d write to GMAC seeking advice regarding resolution of issues relating to the Centroc Induction for regional contracts and a timeframe for this.</p>	<p>Ms M Macpherson</p>	<p>2. A meeting to discuss rationalising the compliance burden with NOW was held with Mr Gavin Hanlon, the new Deputy Director General for Water, 27 May.</p> <p>Advice was provided that there may be extensive change in this Department. Mr Hanlon has been invited to the region to progress short term and longer term solutions for Centroc Councils in terms of the compliance burden.</p> <p>3. The WHS/Risk Management Group presented the Centroc Induction program to GMAC on 7 May. GMAC resolved to:</p> <ul style="list-style-type: none"> <li>- endorse the regional Centroc WHS Induction Program;</li> <li>- commend the Centroc WHS Induction Program to members ;</li> <li>- receive a report on the administration of the Centroc WHS Induction Program</li> </ul> <p>Program officially starts on 1 July. Presentation provided to May CWUA meeting. Suggest deletion</p>
<p><b>11-14-6a. Best Practice</b></p> <p>2. Request that the Program Manager compile meeting attendance records for CWUA members to determine participation over the past 5 years.</p>	<p>Ms M Macpherson Ms V Page</p>	<p>2. in progress.</p>
<p><b>11-14-6b. Drinking Water Management</b></p> <p>1. Request a copy of the power point presentation provided by the PHU at the September meeting for circulation to members;</p> <p>2. Commend to all members that they write to the PHU seeking written advice about the deficiencies as described in the advice from the PHU in the report;</p> <p>3. Commend to all members that they request a meeting with the PHU to review their DWMS as a matter of priority; and</p> <p>4. Commend to members that they email their PHU</p>	<p>Ms M Macpherson &amp; Members</p>	<p>1. Email sent 23 December- no response</p> <p>2-4. Email sent 22 December-On-going.</p> <p>See Agenda item to this meeting</p>

## Minutes and Matters in Progress

<p>seeking signs to be put up on council owned facilities which require a DWMS to comply with the Public Health Act and regulation.</p>		
<p><b>11-14-6d.Asset Management</b> 2. Agree to proceed with the regional procurement of manhole repairs to include the following members- Parkes, Cowra, Boorowa, Orange, Lithgow, Cabonne, Oberon and Blayney.</p>	<p>Ms M Macpherson &amp; Members</p>	<p>2. Schedule agreed. Members to be surveyed for data for quantum of work for tender specs.  <b>See report to this meeting seeking advice regarding the scope of tender specifications.</b></p>
<p><b>11-14-6g.Advocacy</b> 1. commend to GMAC that it recommend the Board include advocacy regarding advice from NOW that the Best Practice Framework will become mandatory and that penalties will be imposed for non-compliance in the review of the Local Government Act scheduled for 2016, particularly in light of current timeframes for the review of Plans by NOW.</p>	<p>Ms M Macpherson</p>	<p>Resolved by GMAC and the Board at the Feb 2015 meetings. Contrary to advice received from previous Minister. <b>Further advocacy on this matter to be pursued in meetings with new Minister and Director General, Water. See item 11-14-4.2 above.</b></p>
<p><b>01-15-4- Matters in Progress</b> 2. In relation to item 11-14-6d.2, add Young and Mid Western Councils to list of members interested in participating in the regional procurement of manhole repairs; and 3. In relation to item 11-14-6d.2, agree a tender evaluation panel to include Mr David Tinlin, Ms Maddison Bailey and Mr Marco Breakenridge for the regional procurement of manhole repairs.</p>	<p>Ms M Macpherson</p>	<p>2. See item 11-14-6d.above. In progress.  3. In progress. Mr Bill Webb has agreed to replace Mr Marco Breakenridge with Mr Josh Barnes also providing support.</p>
<p><b>01-15-6a- Cost Savings and Efficiencies</b> 1. A review of the Resource Sharing Plan be undertaken by Ms Lee Chapman in the April – June 2015 quarter; 2. A report be provided to GMAC on progress towards achieving regional compliance with the requirements of the PHU for Drinking Water Management Systems based on feedback from the Drinking Water Management Working Party and consultation with the Operators Group; 3. Members are surveyed with regard to the quantity of pipe relining work required in the current and next financial year; 4. An audit of members status regarding Asset Management Plans be undertaken;</p>	<p>Ms M Macpherson</p>	<p><b>1. Superseded by item 05-15-6a.i Suggest deletion.</b>  <b>2. Report provided to May GMAC for information. See Agenda item to this meeting.</b>  <b>3. Completed. Deeds of Agreement underway. Suggest deletion.</b>  <b>4. In progress.</b></p>

## Minutes and Matters in Progress

<p>6. That TAGGLE be invited to make a presentation to the Alliance on automated meter reading including business case information; and</p> <p>7. Amendments are made to the Five Year Regional Procurement Plan to include a start date for a contract for Asset Valuations of 1 July 2016 with the DWQ Working Party to further review the timeframes for regional procurement of services related to Drinking Water Management and provide advice back to the Alliance.</p>		<p>6. See Agenda for this meeting. Suggest deletion.</p> <p>7. Procurement Plan amended. Further advice yet to be provided by DWM Working Party.</p>
<p><b>01-15-6b- Workforce Training and Skills</b></p> <p>1. Recommend to the Centroc HR Group that the “grow our own” program include Water Engineers as a subset of Engineering and that they liaise with Charles Sturt University with regards to this.</p>	Ms K Barker	<p>1. Referred to HR group to progress</p> <p>The HR Group has resolved to establish a database of trainees across the region as part of the Grow Your Own program.</p>
<p><b>01-15-6e- Water Utilities Management</b></p> <p>1. Undertake a desk top audit on information that members have on ground water sources including a review of the Drought Management Plans to be started by end of 2015.</p>	Ms M Macpherson	<p>1. To be started by end 2015</p>
<p><b>01-15-6f- Best Practice Compliance</b></p> <p>1. In relation to item 5. Parkes to provide a report on the results of the independent audit to determine member’s interest in a regional one-off audit prior to NOW performance reporting in September 2015.</p>	Ms M Macpherson Mr A Francis	<p>1. See report to this meeting.</p>
<p><b>01-15-6g- Regional Best Practice Strategies</b></p> <p>1. Undertake a review of the CWUA Business Plan in the 3<sup>rd</sup> quarter of 2015;</p>	Ms M Macpherson	<p>1. To be progressed 3<sup>rd</sup> quarter</p>
<p><b>01-15-6h- Support for LWU Management</b></p> <p>1. Regarding item 2. Councillor training, this item is no longer required; remove from actions on review of the CWUA Business Plan.</p>	Ms M Macpherson	<p>1. To be progressed 3<sup>rd</sup> quarter</p>
<p><b>03-15-06-6a. Cost Savings and Efficiencies</b></p> <p>That the CWUA note the report on objective 1B.3a Deliver Cost Savings and other efficiencies , provide updates to the DWMS Status Report where required and agree that the CWUA :</p> <p>1. Commend to GMAC that it commend to the Board that the Regional Strategic Business Plan be adopted.</p> <p>2. Members agree to confirm numbers of staff who will attend a NOW RPL course if it is delivered in the Centroc region.</p> <p>3. Engage a consultant to conduct a workshop for a</p>	Ms M Macpherson	<p>1. Regional SBP adopted by Centroc Board at May 2015 meeting. Suggest deletion.</p> <p>2. Insufficient response to secure training in the region. See report to this meeting.</p> <p>3. Superseded by 05-15- 6a.i. Suggest deletion.</p>

## Minutes and Matters in Progress

<p>review of the Regional Demand Management Plan to:</p> <p>a) scope a Centroc Regional Demand Management program to replace the program previously run by Savewater; and</p> <p>b) review of the resource sharing plan.</p> <p>4. Circulate the Drinking Water Management System Status /Gap Analysis Table to stakeholders for feedback/comments prior to the May CWUA meeting.</p>		<p>4. Circulated- no response to date. Suggest deletion.</p>
<p><b>03-15-6d. Local Government Management of Local Water Utilities</b></p> <p>Endorse the submission of a paper to the LGNSW Water Management Conference 24-25 August 2015 on the CWUA in the context of the JO Pilot- a review of institutional arrangements for LWU in regional NSW</p>	<p>Ms M Macpherson</p>	<p>Mr Andrew Francis, Cr David Somerville confirmed to present and participate in a panel discussion on 25 August on “Structural and regulatory reform of local water utilities and Fit for the Future – Where should the sector go?” Suggest deletion</p>
<p><b>05-15-4. Matter in Progress</b></p> <p>In relation to item 01-15-6f-Best Practice Compliance canvas member’s interest in a regional contract to collect and review data with advice to be provided to the July meeting.</p>	<p>Ms M Macpherson</p>	<p>In progress- see item 01-15-6f</p>
<p><b>05-15- 6a. Cost Savings and Efficiencies</b></p> <p>1. Participate in a one day workshop with consultant Jenny James to review the findings of the Pilot Workforce Development Project and look at the next steps to maximise the work already completed at the end of July; and</p> <p>2. Seek a quote for water sampling training from ALS located in Fyshwick.</p>	<p>Ms M Macpherson</p>	<p>1. Awaiting confirmation of Ms James availability.</p> <p>2. See report to this meeting. ALS are not a registered RTO</p>
<p><b>05-15- 6a.i Cost Savings and Efficiencies-Late Report</b></p> <p>That the CWUA participate in a full day workshop with MWH to:</p> <p>1. review the CWUA Training, Mentoring and Regional Resource Sharing Strategy to provide advice to the Board informing them on the future of shared services in the context of the CWUA;</p> <p>2. review the Regional Demand Management Plan to scope a Regional Demand Management Program to replace the program previously run by Savewater; and</p>	<p>Ms M Macpherson</p>	<p>Confirmed for 21 August.</p>

<p>3. build members capacity in using the Priority Infrastructure matrix.</p>		
<p><b>05-15-6f. Best Practice Compliance</b>                  Keep a watching brief of the roll-out of the trade waste management project being undertaken in Oberon.</p>	<p>Ms M Macpherson</p>	



**5 Correspondence****5a Incoming Correspondence GREEN**

<b>No</b>	<b>Date/Who</b>	<b>Subject</b>	<b>Comment</b>
1	17 June 2015, Mr Gavin Hanlon, Deputy Director General, Water	Notice seeking submissions for review of water sharing plans	

**5b Outgoing Correspondence BLUE**

<b>No</b>	<b>Date/Who</b>	<b>Subject</b>	<b>Comment</b>
1	14 July 2015, Mr Gavin Hanlon, Deputy Director General, Water	Thanks for meeting & invitation to visit the region	Verbal update can be provided

**6 Reports YELLOW- CWUA Management Plan**  
**6a Cost Savings & Efficiencies**

Report by Meredith Macpherson dated 13/07/15



<b>Section 1</b>	<b>Regional Sustainability</b>
<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016





Deliver the CWUA Plan for 2014-2016 where its objectives are:




**OBJECTIVE 1B.3a) Deliver cost savings and other efficiencies**


Action	Comment	status
1. Resource sharing plan implemented	A review of the Plan is to be undertaken through a facilitated workshop with Ms Emma Pryor, MWH on 21 August (date TBC).  Refer Matters in Progress item 05-15- 6a.i	
2. Resource sharing plan reviewed	See above.	
3. Investigate the feasibility of procuring products in procurement plan	The Arc Blue Procurement Road Mapping program, run across 14 members, was very successful in identifying the procurement needs for members and the region. This road mapping program resulted in the creation of the Regional Best Practice in Procurement Program .This program has commenced with the following objectives: <ol style="list-style-type: none"> <li>1. Make sustainable savings and create efficiencies</li> <li>2. Improve probity and risk</li> <li>3. Build staff and organisational capability in procurement</li> <li>4. Strengthen regional collaboration</li> <li>5. Add value to the aggregated procurement framework</li> <li>6. Stimulate local and regional economic and social development</li> </ol> These objectives are underway. The Program will run under the auspices of the Centroc Regional Directors of Corporate Services team who will receive quarterly updates on the progress of the program and have the opportunity to provide	

	<p>further direction and focus. Advice will be provided to the CWUA regarding procurement options in due course.</p> <p>The CWUA continues to implement its 5 year Procurement Plan (see page 32-33) which is reviewed at bi-monthly CWUA meetings. A review of the CWUA Business Plan and 5 year Procurement Plan will be undertaken in the 3<sup>rd</sup> quarter of 2015.</p> <p>Work is currently underway for regional procurement of contracts for:</p> <ul style="list-style-type: none"> <li>• Manhole rehabilitation; and</li> <li>• Asset revaluation for water and sewer.</li> </ul> <p>See Manhole Rehabilitation report below seeking advice on the scope of the tender.</p>	
<p>4. Procure Best Practice Strategic Work collectively</p>	<p>See action 3 above.</p>	
<p>5. Develop regional response to drinking water management plans</p>	<p>A DWM Working Party acts in an advisory capacity monitoring progress to achieving regional compliance and meeting via WebEx as requested by the CWUA.</p> <p>In line with the resolution from the January CWUA meeting, the Drinking Water Management Working Party met by WebEx on 10 February to discuss a revised table and process for the monitoring and reporting of progress on DWMS Plan implementation and response to issues raised by the Public Health Unit.</p> <p>Advice from this meeting was considered at the March and May CWUA meetings where it was agreed that a <i>Drinking Water Management System Status/Gap Analysis</i> table be circulated to members prior to meetings to enable monitoring and to inform regional responses to issues.</p> <p>A copy was emailed to members for completion prior to the meeting and is provided on page 30-31. An updated version will be tabled.</p> <p>Refer to Matters in Progress item 05-14- 8b for advice on MOU with Western NSW Local Health District.</p>	

	<i>See Regional Response to Drinking Water Management Plans report below.</i>	
6. Support members in assuring trade waste policies are current	<p>Refer to Five Year Procurement Plan where scoping of a regional plan for Trade Waste Management implementation /monitoring is scheduled for 2015. See Five Year Procurement Plan on page 32-33.</p> <p>Presentation was provided by Mr Martin Connolly- Regional Trade Waste Group provided to the March CWUA meeting.</p> <p>At the May CWUA meeting it was resolved to keep a watching brief on the delivery of a Trade Waste project being undertaken in Oberon to inform further roll-out across the region.</p>	
7. Audit member status regarding asset management plans	Refer to Matters in progress 01-15-6a. 4 In progress.	
8. Regional Business Plan delivered	<p>The Regional Strategic Business Plan was delivered by NSW Public Works on 12 March and adopted by the Centroc Board at its meeting on 28 May 2015.</p> <p>Recommended actions from this will be assessed when the CWUA Business Plan is reviewed in the 3rd quarter of 2015.</p>	
9. Regional Workforce Development Plan – five Councils (Jenny James Project)	<p>The pilot project has now been completed with units of competency required by each Council’s candidates for Certification confirmed.</p> <p>Through this project councils have been provided an indication of the potential demand for training.</p> <p>At the May CWUA meeting it was resolved to invite Ms Jennifer James to provide a one day workshop to review the findings of this work and to look at next steps to maximise the work already completed. A date for this is to be confirmed pending Ms James’ availability.</p> <p>Meanwhile, Ms James has identified the units still required by those Centroc Councils who are involved with the Certification pilot – Bathurst, Orange, Forbes, Cowra and Parkes.</p> <p>Through this it has been identified that the nominated employees need about 120 units of competency between them to be Certified. It is</p>	

	<p>suggested that most of this should be done through quality RPL although some may need some training. This information has been referred to the Centroc Training team for review and discussion about the potential of securing funding to deliver. It is to be noted that many of the 120 units identified will be covered in the training currently under investigation. Refer action 10.</p> <p><i>See Regional Workforce Development Plan report under Agenda item 6b. Workforce Development and Training.</i></p>	
<p>10. Collective procurement of training</p>	<p>Delivered on an on-going basis. <i>See Collective Procurement of Training report below.</i></p>	
<p>11. Procure membership of the Save Water Alliance collectively</p>	<p>The Savewater Alliance ceased operation in March 2015. Refer matters in progress 05-15- 6a.i Cost Savings and Efficiencies-Late Report</p> <p>A Workshop to review the Regional Demand Management Plan to scope a Regional Demand Management Program to replace the program previously run by Savewater will be held on 21 August (TBC)</p>	
<p>12. Identify collective procurement of strategic work required for dam safety</p>	<p>Contract with Water NSW for Dam Surveillance commenced in July 2014. Group 3, 4 and 2 inspections have been completed. A copy of the Inspection Program has been provided in the past and is available on request.</p>	
<p>13. Reduce energy costs to members for water and sewer function – CEEP 2</p>	<p>Milestone 9 including the Final Report for the <i>Centroc Nexus between Water &amp; Energy Program</i>, was accepted by the Department of Industry on 25 June with a payment of \$200k. Milestone 10 including the final audited Financial Report and an additional Explanatory Note is due on 28 July.</p> <p>A copy of the Final Report is provided as an attachment.</p> <p>The Explanatory Note being prepared for submission to the Department of Industry on 28 July will be provided as a Late Report.</p> <p>A report on the Program outcomes identifying potential actions will be provided to the September CWUA meeting and will be considered as part of the CWUA Business Plan review scheduled for 3<sup>rd</sup></p>	

	<p>quarter 2015.</p> <p>See Agenda item 6h for <i>Water Loss Management Toolkit</i> report.</p>	
<p>14. Roll out of CCTV</p>	<p>3 year contract expired on 30 April 2015.</p> <p>The Request for Tender (RFT) for Condition Assessment of Sewer and Stormwater Mains using CCTV and Smoke Testing was evaluated in Cowra on 16 April. The RFT was combined for CCTV and Smoke Testing, however there will be separate contracts.</p> <p>As these contracts will be on a Council by Council basis, Councils were sent proforma reports recommending the preferred providers on 28 May with individualised contracts for Council signature.</p> <p>To date the following Councils have signed contracts:</p> <ul style="list-style-type: none"> <li>- Boorowa</li> <li>- Cabonne</li> <li>- Forbes</li> <li>- Mid Western</li> <li>- Young</li> </ul> <p>With the contract originally scheduled to commence from 1 July 2015, work can commence under the contracts signed at these Councils. The contracts are for 3 years, with annual performance reviews.</p> <p><i>See Notification of Unsuccessful providers report below.</i></p>	
<p>15. Regional review of meter reading – is there potential for a regional contract?</p>	<p>Refer to Matters in progress item 01-15-6a.6 Presentation provided by Mr Mark Halliwell, Taggle systems. See meeting Agenda.</p>	
<p>16. Regional Panel – Pipe Relining</p>	<p>Refer to matters in progress 01-15-6a. 3.</p> <p>As reported to the May CWUA meeting, with work nearing completion under the existing separable portions of the contracts with Abergeldie Watertech (formerly Kembla), Insituform and Interflow, Members have been surveyed for pipe relining work required in the 2015-2015 financial year.</p> <p>Deeds of Assignment are now being prepared through Marsdens Solicitors as follows:</p>	

	<p>Lithgow - Abergeldie                  Cabonne- Abergeldie                  Parkes- Interflow (TBC).                  The contract with Insituform is being reviewed for additional work required by Forbes.</p> <p>Please refer to the contractors review to provide feedback to the contractors</p>	
<p>17. Regional roll out of smoke testing program</p>	<p>See advice under action 14. Above.</p>	

**Manhole Rehabilitation Tender**

Members have previously requested a regional RFT process be run for manhole rehabilitation. Centroc has obtained a copy of the specifications for a similar project run by Cairns Regional Council (a copy is provided an attachment), and is awaiting specifications to be sent through from Wingecarribee Shire Council.

To progress this regional RFT process, members are asked to provide information on which of the following components should be included in the contract:

- Cleaning
- Condition assessment
- Patching and repairs to manhole walls
- Repairs to the manhole benching
- Repairs to the manhole channels
- Repairs or replacement of the manhole lids/covers
- Application of protective coating

Other information required:

- Do members have a manhole rehabilitation program to be delivered under the proposed contract?
- Has the condition of manholes been assessed or will the condition assessment be part of the proposed contract?
- Should the contract require that the manholes are reinspected 12 months after the repair work was completed?

Members are asked to detail any other specific requirements that should be included in the RFT. A separate email seeking further detail will be circulated.

**Determination**  
 CWUA Members consider the scope of the manhole rehabilitation tender and provide advice.

**Regional Response to Drinking Water Management Plans**

Members will be aware of the on-going discussion regarding the lodgement and review of Drinking Water Management Systems at the last three CWUA meetings.

At the May CWUA meeting it was resolved that the *Drinking Water Management System Status/Gap Analysis* table replace the previously used table for the purpose of monitoring and reporting of progress on DWMS Plan implementation and response to issues raised by the Public Health Unit.



It is proposed that this table will:

- Provide benefit as a gap analysis directing individual Council's and the CWUA to where it needs to focus its attention.
- Be a useful communication tool for:
  - *the Operators group* - the table could be a standing item at meetings with highlights on particular actions that the Alliance wants them to focus on e.g. CCP's displayed on walls at WFP's;
  - *Regulators* - can see that what they are asking for is being recognised and communicated; and
  - *GMAC* – to report and demonstrate progress towards achieving compliance.

The table will be distributed for updating by members prior to CWUA meetings with the updated version included in the Business Papers to focus discussion on actions required. A copy of the table as at 16 July is provided on page X.

In keeping with the principles of the CWUA to encourage capacity building through shared learning, the DWM Working Party also proposes to formulate an incident table that will summarise incidents from 1 September 2014. This could, for example, also form part of a summarised annual report in the future similar to those used by some Victorian Water Authorities.

Also it is suggested that a report be prepared to compliment the proposed table and incident report to describe progress on specific water quality projects that the CWUA may initiate, for example on standardised reporting and performance monitoring.

#### **Feedback from the Public Health Unit**

Feedback has been requested. At the time of writing there has been no response. Advice may be provided as a late report.

#### **Notification of Unsuccessful Providers**

Members may be aware that there has recently been a move for regional contracts to be held with individual councils rather than with Centroc (signed by Forbes Shire Council on behalf of member councils) due to the level of risk falling onto Forbes Shire Council on behalf of members.

In the past when contracts were held with Centroc, unsuccessful providers could be notified immediately after the Forbes Shire Council meeting. For contracts that are signed by individual councils, delays are being experienced due to having to wait for up to 16 participating member councils to hold a Council meeting and make the relevant resolution prior to the unsuccessful providers being notified of the outcome of the RFT.

It is understood that providers cannot be notified of the outcome until a Council resolution has been made.

### Collective Procurement of Training

CWUA members will be aware that numerous training requests have been directed through the Centroc Training Service, from the CWUA, the Centroc Operators Group and via individual members. The table below provides an update on the courses requested to date for water operations, and their status.

The CWUA are asked to provide advice regarding which of the courses listed are seen as a priority, and the timeframe in which they need to be delivered.

The Water Sampling training was proposed to be held in August, however recent conversations with Jenny James identified possible funding opportunities arising in the coming months for skill sets. The CWUA are asked to advise whether they wish to proceed with the training for water sampling without funding, or to hold off for a few months to see if funding is available.

As can be seen from the table below, a vast amount of time has been spent researching these courses, and prior to proceeding the Centroc Training Service will need a level of commitment from councils for these to proceed.

Request	Progress	Course Specifics + Information
<p><b>Activated Sludge &amp; Biological Nutrient Reduction</b></p> <p>Requested by the Centroc Water Operators Group</p>	<ul style="list-style-type: none"> <li>Centroc have liaised with Paul Gregg from Cowra Council and Helen Stratton &amp; Jennifer Dickson from Griffith University. Griffith University have liaised with CSU in Bathurst as they need a laboratory during the training.</li> <li>CSU have indicated they will provide the labs for the workshop and we are awaiting the paperwork to be sent from CSU to Griffith University.</li> <li>Griffith University has advised that CSU have proposed a period of between 19/10 – 19/11 as there won't be many students around.</li> </ul>	<ul style="list-style-type: none"> <li>The course is normally a 5 x day course however on this occasion can be delivered within 3.5 days.</li> <li>The most relevant Unit of Competency is NWP414A – Select strategies to control microbial impact on wastewater treatment processes. Some of the others that may attract RPL from this course are NWP346B and NWP547B.</li> <li>Waiting to hear if CSU labs are available and the fee involved.</li> <li>Griffith University have not confirmed final costings at this stage however estimate the price to be approx. \$2,300 + GST pp.</li> </ul> <p>Purpose of the Course:</p> <ul style="list-style-type: none"> <li>This is a University accredited course aimed at people working in the wastewater industry as operators, engineers, scientists or managers who wish to have a working knowledge or troubleshooting and process optimisation of activated sludge and biological nutrient removal systems. This course is unique in that it provides fundamental knowledge of the interaction between biochemical, microbiological and engineering design and operational aspects of the process.</li> </ul>
<p><b>Water Sampling</b></p> <p>Requested by the Centroc Water Utilities Alliance</p>	<ul style="list-style-type: none"> <li>Centroc have received pricing/course outlines from Annalisa Contos, Murray Thompson and TAFE Western.</li> <li>Centroc has liaised with members and subsequently decided to accept Annalisa Contos' proposal to deliver</li> </ul>	<p>This course will deliver 2 x Units of Competency and participants will be able to choose to attend delivery of one or both:</p> <ul style="list-style-type: none"> <li>NWP210B – Perform basic water quality tests; and</li> <li>NWP218B – Perform and record</li> </ul>

	<p>Water Sampling training in Orange.</p> <ul style="list-style-type: none"> <li>• Requested Annalisa to also deliver NWP279 (Australian Drinking Water Guidelines) on a day either side of her delivering water sampling training and Annalisa has provided her costings to deliver this. This will be the same course as the one delivered by Annalisa in October 2014.</li> <li>• August dates were originally proposed, however Jenny James has recently provided advice that Skill Set Funding may be available in the coming months.</li> </ul>	<p>sampling.</p> <p>On completion of this training workshop, attendees will have covered the following learning outcomes:</p> <ul style="list-style-type: none"> <li>• Preparation required for water quality sampling;</li> <li>• Collection of water quality samples</li> <li>• Recording and completing appropriate documentation</li> <li>• The range and purpose of basic water quality testing;</li> <li>• Equipment and procedures associated with basic water quality testing;</li> <li>• Hazards associated with performing water quality tests.</li> </ul> <p>Practice in:</p> <ul style="list-style-type: none"> <li>• Applying WHS knowledge;</li> <li>• Identifying sampling equipment;</li> <li>• Planning sampling work activities.</li> <li>• Completing field reports</li> <li>• Interpreting testing requirements and procedures;</li> <li>• Preparing, checking and using testing equipment correctly;</li> <li>• Applying safety procedures in water quality testing.</li> </ul> <p>Pricing estimated at (per Unit):</p> <ul style="list-style-type: none"> <li>• \$235 + GST (inc training materials per unit) (Centroc members)</li> <li>• \$260 + GST (inc training materials per unit) (non-Centroc members)</li> </ul> <p>If participants are interested in the optional TAFE enrolment, assessment &amp; certificate, there is an additional fee of:</p> <ul style="list-style-type: none"> <li>• \$160 for one unit; or</li> <li>• \$200 for two units.</li> </ul>
<p><b>Australian Drinking Water Guidelines</b></p>	<ul style="list-style-type: none"> <li>• This course was delivered in Orange in October 2014.</li> <li>• After work with Jenny James over 3 councils (Orange, Cowra &amp; Forbes) there have been some 30 staff that have been identified as needing this training.</li> <li>• Annalisa Contos has been in discussions with Centroc to deliver this training to our region at the same time she is delivering the water sampling training – this will save on travel and accommodation costs.</li> <li>• There is opportunity for Annalisa to deliver NWP279 – Demonstrate knowledge of the risk management principles of the Australian Drinking Water Guidelines while she is in the region.</li> </ul>	<p>This is a 1 day course.</p> <p>On completion of this training workshop, attendees will have covered the following learning outcomes:</p> <ul style="list-style-type: none"> <li>• Identifying the key features of the ADWG;</li> <li>• How to explain multiple barrier, hazard analysis &amp; critical control points (HACCP) approaches to risk assessment;</li> <li>• Knowledge of risk management principles and the requirements of risk management plans;</li> <li>• Relevant NSW legislation, including NSW Public Health Act Regulations 2012;</li> <li>• Understanding the requirements and standards for drinking water quality management plans;</li> <li>• Identification of drinking water system components and drinking</li> </ul>

		<p>water quality risks;</p> <ul style="list-style-type: none"> <li>• Understand critical control points; and</li> <li>• Review &amp; evaluation drinking water quality testing results and the factors that affect water quality.</li> </ul> <p>Approximate pricing will be: \$300 + GST pp (Centroc members) \$330 + GST pp (non-Centroc members)</p> <p>If participants are interested in the optional TAFE enrolment, assessment &amp; certificate, there is an additional fee of \$160 for this unit.</p> <p>Centroc will endeavour to get a cheaper price for this qualification if a participant attends all three Units delivered by Annalisa Contos.</p>
<p><b>Fluoridation Training</b></p> <p>Requested by Lachlan Shire Council</p>	<ul style="list-style-type: none"> <li>• This is a 3 day course to be delivered by David Russell Jones from OTEN, provided there are a minimum of 20 participants.</li> <li>• David will provide costings and base his pricing on 10 participants and will probably suggest holding this training in Orange.</li> <li>• Pradeep Kumar from NSW Office of Water requires a dryfeed plant and a saturator plant to visit during the course of this training and has advised that Mudgee, Bathurst &amp; Orange will suit</li> </ul>	<p>Participants will receive a transcript against the nationally recognised Unit of Competency NWP276A and a Statement of Attainment on Fluoridation of Public Water Supplies.</p> <p>Pricings has been requested but has not been provided to date.</p>
<p><b>Chemical Dosing Systems</b></p> <p>Requested by Boorowa Council</p>	<ul style="list-style-type: none"> <li>• NOW has advised they may not be able to deliver in our region until 2016 and has asked we just seek an expression of interest from our members at this stage.</li> <li>• This course would be delivered by NSW Office of Water and they need the usual classroom facilities and a nearby plant to demonstrate/visit the operation of the plant. Pradeep has advised that Bathurst &amp; Orange will suit provided we have a minimum of 12 people (Pradeep already has 4 on his waiting list and has advised they may travel to Bathurst/Orange to do the course.)</li> </ul>	<p>This is a 5 x day course and is advertised on the NSW Office of Water website at \$3,290 + GST pp. Centroc has requested NSW Office of Water to provide their costings to deliver this course on-site in our region.</p> <p>NSW Office of Water will issue a certificate on completion of “Operation of Chemical Dosing Systems”. This certificate will make them eligible to operate chemical dosing systems in NSW and will also make them eligible to come to the 5 x days Part 2 course. After completing Part 2 course, participants would be eligible for Cert III.</p> <p>The certificate issued by NOW will state that the operator is competent in the following NOW units:</p> <ul style="list-style-type: none"> <li>• W1.1 Plan &amp; organise personal work activities;</li> <li>• W1.2 Perform basic water quality tests;</li> <li>• W1.3 Monitor &amp; report water treatment processes;</li> <li>• W1.4 Operate &amp; maintain water treatment plant &amp; equipment;</li> <li>• W1.5 Monitor and report on chlorine-based disinfection</li> </ul>

		<p>systems.</p> <p>Pricing has been requested but have not been provided by NSW Office of Water at this stage.</p>
<p><b>Backflow Awareness/Prevention</b></p> <p>Requested by Boorowa Council</p>	<ul style="list-style-type: none"> <li>HA Rogers can deliver a similar course to that run in 2012 but they want to run it in Dubbo.</li> <li>TAFE Western have proposed delivering Backflow Prevention Awareness in Orange (up to 20 participants) and Backflow Prevention SOA Program (up to 16 participants)</li> </ul> <p>TAFE have advised that participants who do not have a Cert III in Plumbing are not eligible to attend the Prevention workshop. However, if participants do have a Cert III in Plumbing, they are eligible to attend both the Awareness &amp; Prevention program.</p>	<p>Backflow Prevention Awareness Program (minimum 10/ maximum 20).</p> <p>This course specifies the outcomes required to test, commission &amp; maintain backflow prevention devices in water services. It covers preparation for work, identification of testing and commissioning requirements, physical testing and commissioning of devices, maintenance of devices and completion of work finalisation processes.</p> <p>Backflow Prevention SOA Program (minimum 12/maximum 16)</p> <p>This course gives the participants an awareness of backflow situations, the different levels of backflow &amp; the necessary information to prevent a cross connection to the potable water supply. This course does not qualify the participant to test and commission backflow valves.</p> <p>Approximate cost for the Awareness course based on 12 participants is \$410 + GST pp</p> <p>Approximate cost for the Prevention course based on 12 participants is \$800 + GST pp</p> <p>The qualification is included in this price.</p>
<p><b>NSW Office of Water – Recognition of Prior Learning Workshops</b></p> <p>Requested by Parkes Shire Council.</p>	<p>This workshop is exclusively for those staff who have completed the NSW Office of Water’s Part 1 (Chemical Dosing Systems) and Part 2 (Water Treatment Operations) water treatment courses between 1992 and 2009 and there is a public course being held in Orange on 4 November 2015.</p> <p>Various member councils have advised they have tried to register staff in NOW’s public courses (only run once per year) and they are unable to secure a spot in the course due to limited numbers.</p> <p>Centroc have liaised with NOW to have the same course delivered in Orange with preference given to Centroc member councils. NSW Office of Water will consider this idea however won’t commit or give an indication of dates until they have been advised how many staff are interested in attending and only if they have previously completed Part 1 and Part 2 prior to 2010.</p>	<p>On successful completion of this RPL workshop, participants will receive a nationally recognised qualification – Certificate III in Water Operations (Water Treatment).</p> <p>The workshop will cover:</p> <ul style="list-style-type: none"> <li>Legislation;</li> <li>Current version of ADWG;</li> <li>Water Sampling &amp; Drinking Water Monitoring Program;</li> <li>Details of the required projects, including projects templates.</li> </ul> <p>The projects will be as follows:</p> <ul style="list-style-type: none"> <li>Typical duties of an operator in a water treatment works, including work health and safety;</li> <li>Implementation, monitoring and co-ordination of environmental procedures.</li> </ul> <p>The current cost of the public course being delivered is \$990.00 + GST pp. Centroc are hoping the price will be</p>

	<p>An email was sent to the CWUA Team on 4 March 2015 with no response to date. David Swan emailed his interest however would prefer the course be delivered in Dubbo.</p> <p>Members from Parkes, Orange, Bathurst, Cowra, Forbes and Lithgow indicated they would have a better idea after the AWA Pilot/Workforce Development Project is finalised.</p>	similar, however not guaranteed.
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Recommendation/s
<p><b>That the CWUA note the report on objective 1B.3a Deliver Cost Savings and other efficiencies; and</b></p> <ol style="list-style-type: none"> <li><b>1. Update the <i>Drinking Water Management System Status /Gap Analysis</i> Table as required;</b></li> <li><b>2. Agree that the <i>Drinking Water Management System Status /Gap Analysis</i> Table be provided to GMAC, regulators and the Operators Group to report and monitor progress towards achieving compliance;</b></li> <li><b>3. Provide advice regarding the priority and timeframe for the delivery of training courses for the CWUA;</b></li> <li><b>4. Consider the scope of the manhole rehabilitation tender and provide advice; and</b></li> <li><b>5. Commend to GMAC that it commend to the Board that the CEEP2- <i>Nexus between Water and Energy Program</i> –final report and explanatory note be adopted.</b></li> </ol>

**Attachments:**

1. *Manhole Tender Specification*
2. *Nexus between Water & Energy Program – Final Report*

**DRINKING WATER MANAGEMENT SYSTEM STATUS / GAP ANALYSIS- as at 16 July 2015**

Action		Bathurst	Blayney	Boorowa	Cabonne	Cowra	Forbes	Lachlan	Lithgow	Oberon	Orange	Parkes	Upper Lachlan	Weddin	Young	CTW	Comments
<b>Incident Management</b>																	
1	No. of incidents reported to DoH since Sep 14?	0		2	0	1					1					0	
2	No. of boil water alerts since Sep 14?	0		0	0	1					0					0	
3	Month emergency incident response enacted/drilled?	NA		NA	NA	Dec 14					NA					NA	
<b>Governance</b>																	
1	Month most recent DWMS lodged?	Aug 14		Oct 12	Nov 14	Sep 14					Feb 15					Sep 14	
2	Feedback received from MoH on recent version?																
3	No. of DWMS versions submitted?	1		2	1	1					2					1	
4	Commitment to DW Quality Policy in place?																
5	Next Risk Assessment review planned for?	Nov 15			May 15	Aug 15					Jun 16					Sep 15	
6	Month most recent annual water quality review?	NA		Jan 15	NA	Jun 15					NA					NA	
7	DWMS considers Council stand-alone sites?			NA													
8	Internal audit conducted?																
9	DW catchment defined in LEP?																

**Reports**

Operational Priorities															
1	CCP's displayed at plants?														
2	CCP's - alarm set correctly?														
Systems implemented as per Circular 18?															
3	Backflow prevention system in place?														
4	Mains cleaning program in place?														
5	Most recent operator reservoir inspection?	May 15		Feb 15	Mar 15	Jun 15					Feb 15				Jun 15
6	Most recent contractor reservoir inspection?	Feb 15		May 14	May 14	Nov 14					Dec 14				NA
7	Fluoride procedures implemented?			NA	NA										
8	Water quality sampling procedure implemented?														
9	Water sampling staff trained?														
10	NOW inspection recomm. followed up?														
11	PHU inspection recomm. followed up?	NA									NA				
12	Site verification meetings held with PHU?														
13	Improvement Plan/Action list last updated?			Jan 15	Feb 15	Feb 15					Feb 15				Sep 14

Actions for future consideration include: whether an external audit on the DWMS has been conducted?; and whether a Catchment Management Plan is in place. Source: e.g. XX. EHO report to CWUA Meeting 20 November 2014

# Reports



Five Year Procurement Plan- 1 July 2013 – 30 June 2018

Program / Activity	1 July 2013-30 June 2014	1 July 2014-30 June 2015	1 July 2015-30 June 2016	1 July 2016-30 June 2017	1 July 2017-30 June 2018
<b>Drought</b>	Review Regional Drought Plan recommendations Develop implementation plan. Reviewed for Management Plan 2014-2016	Scope review	Deliver review		
<b>Demand</b>	Review Regional Demand Plan recommendations. Develop implementation plan. Reviewed for Management Plan 2014-2016	Scope review *Regional Plan including individual councils as appendices	Deliver review		
<b>IWCM</b>	Reviewed scope and delivery of IWCM strategy development for members at March 2014 meeting. Agreed not to proceed.				
<b>Strategic Business Planning</b>	Deliver SBPs including Regional Plan.	Contract completed March 2015 with delivery of Regional SBP		Scope review	Deliver review
<b>Developer Servicing Plans</b>		Tender completed – Feb 2015. Contract to commence 1 May 2015- 18 months with options for two x 6 month extensions	Deliver DSPs		
<b>Drinking Water Quality Plans</b>	Plans developed	Lodged by Sept 2014 Monitoring & reporting on implementation progress developed and actioned.	Regional improvement plan implemented.		
<b>Asset Valuations</b>		Collect data 2015	RFT/RFQ early 2016	Contract start date 1 July 2016	Delivery by 30 June 2017
<b>CCTV</b>	Deliver Year 2 of 3 year contract	Commence contract review October. Deliver Year 3 (up to April).RFT/RFQ up March 2015.	Contract commencement 1 July. Year 1 delivery of 3 year contract	Year 2 delivery of 3 year contract. Commence contract review October. Implement new contract (from May)	Deliver year 1 of 3 year contract
<b>Smoke testing</b>	Deliver Year 2 of 3 year contract	Commence contract review October. Deliver Year 3 (up to April).RFT/RFQ up March	Contract commencement 1 July. Year 1 delivery of 3 year contract	Year 2 delivery of 3 year contract Commence contract review October.	Deliver year 1 of 2 year contract

		2015		Implement new contract (from May)	
<b>Pipe relining</b>	Contract commenced 1 July	Deliver year 1 (to Jan 2015)	Deliver year 2 (to Jan 2016)	Deliver year 3. Commence contract review October Implement new contract Jan 2017.	
<b>Savewater! membership</b>	Deliver year 1 of 2 year contract	Deliver year 2. Savewater ceases 31 March  Review of Demand Management program underway.			
<b>Dam Management Safety/audit/surveillance</b>	State Water Contract commenced -1 March 2014 for 5 years.	Deliver	Deliver	Deliver	Deliver –through to April 2019
<b>Water Loss Management</b>	Scope regional plan (2013-early 2014). Pilot as part of CEEP2 with Parkes & Lithgow with a view to regional roll-out	Scope regional roll-out	implement	implement	implement
<b>Trade Waste Management Implementation/monitoring</b>		Scope project 1. engage consultant to develop policies/templates. 2. Resource for inspections & reporting (shared?)	Potential contract 1 Jan 2016?	implement	implement
<b>Backflow Prevention Management</b>		Scope project As for Trade waste above.		implement	implement
<b>Regional Panel Contract</b>		Develop specs/advertise	implement	implement	implement
<b>Manhole Rehabilitation</b>		Develop specs for contract to commence 1 October 2015.	implement	implement	implement
<b>Mains Cleaning –pipe scouring/flushing</b>		Scope regional plan * referred to DWMWP to determine priority	implement	implement	implement
<b>Water main Condition assessment</b>		Scope regional plan * referred to DWMWP to determine priority- requires performance based spec.	implement	implement	implement
<b>Hydrant Valve Maintenance</b> * purchase of a trailer					




**6b Workforce Training & Skills**




Report by Meredith Macpherson dated 15/07/15

<b>Section 1</b>	<b>Regional Sustainability</b>
<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>OBJECTIVE: 1B. 3B: To grow staff skills and ensure workforce are adequately trained for compliance based service delivery</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
1. Develop an operators group who share advice and experience regarding on ground service delivery and receive advice from agencies regarding service delivery	On-going. Meetings scheduled for the remainder of 2015: 28 July- Parkes 13 October – WIOA Industry Day –TBC  Agenda and Minutes are provided as an attachment.  Further work is being undertaken to scope a project that can be delivered through the COG.	
2. Regional Workforce Development Plan – five Councils (Jenny James Project)	Project is completed with a 1 day workshop planned to review outcomes and plan next steps. Refer Matters in progress  See report in Agenda item 6c Workforce Sustainability seeking determination regarding further roll-out.	
3. Regional mentoring plan (both formal and informal) roll out	Trial of the mentoring plan was attempted through the CEEP2 program- water loss management project between Parkes and Lithgow.  Difficulties were encountered due to staff turnover during the course of the trial compounded by issues relating to the timeframe for the delivery of grant funded activities in Lithgow. While mentoring occurred it was undertaken in a less formal manner.	

	<b>For attention:</b> An opportunity for another trial of the Regional Mentoring Plan is needed.	
4. Regional mentoring plan (both formal and informal) stage 2 implemented	Subject to completion of Action 3 above.	
5. Develop a regional apprenticeship “grow our own” program -subcommittee to scope a program to support a workforce in water utilities from HR and CWUA	Refer to matters in progress item 01-15-6b.1	
6. Deliver compliance based training to Centroc members	Delivered on an on-going basis. See report in Agenda item 6a <i>Cost Savings &amp; Efficiencies</i> -action 10.	

<b>Recommendation/s</b>
<b>That the CWUA note the report on objective: 1b. 3b: grow staff skills and ensure workforce are adequately trained for compliance based service delivery.</b>

**Attachment:**

1. COG Agenda & Minutes - 28 July

6c Workforce Sustainability




Report by Meredith Macpherson dated 16/07/15

<b>Section 1</b>	<b>Regional Sustainability</b>
<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>Objective: 1B. 3c: To support members in assuring sustainable workforce</b>		
<b>Action</b>	<b>Comment</b>	<b>status</b>
1. Regional Workforce Plan delivered	<p>Contingent on completion of the Pilot Workforce Development Project. First stage, project undertaken by consultant Jenny James is completed with a workshop proposed to review outcomes and determine next steps.</p> <p>Refer Agenda item <i>6a Cost Savings &amp; Efficiencies</i>-action 9.</p> <p>See <i>Regional Workforce Plan</i> report below seeking determination regarding further roll-out.</p>	
2. Regional Workforce Plan implemented.	Refer action 1.	
3. Individual workforce plans for member Councils collated and reviewed for regional opportunities	<p>Refer action 1.</p> <p>As outlined in Agenda item <i>6a Cost Savings &amp; Efficiencies</i>-action 9, the group of nominated employees that participated in the Pilot Workforce Development Project need about 120 units of competency between them, to be Certified. Much of this will be covered through training currently under investigation by the Centroc Training Service.</p> <p>Most of this should be done through quality RPL although some may need some training. Discussion is underway with Jenny James and the Centroc Training team to determine how this training can be approached on a regional basis with further advice to be provided.</p>	

<p>4. Opportunities from regional review of Individual workforce plans for member Councils implemented</p>	<p>Refer action 1.</p>	
<p>5. Develop a regional apprenticeship “grow our own” program</p>	<p>Refer action 1.</p>	
<p>6. Develop training courses appropriate to LWU in regional NSW</p>	<p>Refer action 1. See report in Agenda item <i>6a Cost Savings &amp; Efficiencies</i>-action 10.</p>	

### Regional Workforce Development Plan

With the workforce development pilot project completed by consultant Jennifer James and units of competency and other training identified for staff that participated in the pilot, including the AWA/ATOM National Certification pilot, it now needs to be determined whether other CWUA member Councils are willing to participate in further roll-out of this process to collate a Regional Workforce Development Plan.

For this to occur, agreement from CWUA members who were not part of the pilot is sought to participate in a mapping exercise to be undertaken in-house by the Centroc Training Service in collaboration with the Water and Sewer Manager and Council HR staff. This would involve the following steps:

Using the template provided by Jennifer James, collation of the following data:

1. Name of water operators
2. Identification of training they have had (including follow-up of certificates of attainment from RTOs if not already on file)
3. Details of the complexity of Council’s treatment plant processes – required to determine the units of competency needed.

While most of this can be done, in-house, it is suggested that consultant assistance maybe needed for step 3.

As reported elsewhere, a workshop is currently in planning with Ms Jennifer James to review the outcomes from the Pilot and to scope next steps, however, data collation by other CWUA members can commence at any time, subject to Council’s willingness to engage in the process detailed above.

It is anticipated that through the identification of staff from other Councils needing training, Centroc will achieve the economy of scale to develop an RFQ to go out for tender to identify an RTO to deliver units regionally. Advice to date is that much of this can be covered with good RPL training.

Ideally the timeframe would be to have the mapping exercise completed by the end of 2015 to enable tendering in early 2016.

On-going discussions are taking place with the industry ITAB with regards to funding opportunities to assist with the delivery of training regionally.

To assist with consideration of this matter, spread sheets of training needs by piloted Council with names deleted for confidentiality are provided as an attachment.

**Determination**

CWUA members, with the exception of the Councils involved in the Pilot Workforce Development Project (Parkes, Orange, Cowra, Forbes), provide an indication of their interest in engaging in a workforce mapping exercise for their Water and Sewer Workforce with a view to the development of a Regional Workforce Development Plan.

**Recommendation/s**

**That the CWUA note the report on Objective: 1B. 3c: support members in assuring sustainable workforce; and**

**1. Provide advice to Centroc regarding Council's willingness to engage in workforce mapping ensuring that the Centroc Training service has access to the Manager Water and Sewer and HR staff for a brief meeting to collect data.**

**Attachment:**

1. Summary of Training Needs- Workforce Pilot

6d. Local Government Management of LWU

Report by Meredith Macpherson dated 16/07/15

**Section 1 Regional Sustainability**




<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>Objective: 1B. 3d: Promote Local Government as the agencies of choice delivering water utilities management in regional NSW and further afield</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
1. Key messages developed	<p>Revised Advocacy Plan for Water with a review of the key message relating to the support of Alliances adopted at the May meeting of the Centroc Board.</p> <p>See Minutes from the Board Meeting -28 May page 9</p>	
2. Media releases for member use	On an as needed basis. See Advocacy Plan	
3. Submissions developed as requested from State and Federal agencies Attendance at hearings Journal articles and presentations or papers at conferences	<p>On an as needed basis.</p> <p>Expression of Interest developed by Centroc for the Joint Organisation Pilot has a focus on the collaborative work being done by the CWUA.</p> <p>Papers presented at the NSW WIOA Conference on the work of the CWUA for the CEEP2 grant and on the Water loss Management Toolkit project.</p> <p>Paper in development for delivery to the LGNSW Water Management Conference 24-25 August 2015 on the review of institutional arrangements for local water utilities in regional NSW focussed on the CWUA in the context of the JO Pilot.</p> <p><b>It is recommended that the CWUA endorse a submission in response to the IPART issues paper on Review of reporting and compliance burdens on Local Government with specific reference to LG LWUs. Advice regarding this was emailed on</b></p>	



	<p>13 June.</p> <p>Information gathered as part of this review will assist at the meeting to be convened with Mr Gavin Hanlon, Deputy Director General, NSW Office of Water.</p>	
4. Advice provided to the Board for advocacy purposes	Updated Advocacy Plan endorsed by the Centroc Board Meeting on 28 May 2015.	
5. Advertising campaign through Save Water Alliance program	Saver Water Alliance ceased operations as at 31 March. Refer Matters in Progress item 05-15- 6a.i	
6. Advocacy by Centroc Executive	Updated Advocacy Plan previously provided and available on request.  Verbal update on meetings with Mr Gavin Hanlon, Deputy DG, NOW and Minister Niall Blair will be provided to the meeting.	

<b>Recommendation/s</b>
<p><b>That the CWUA note the report on Objective: 1B. 3d: Promote Local Government as the agencies of choice delivering water utilities management in regional NSW and further afield; and</b></p> <p><b>1. Endorse the development of a submission in response to the IPART issues paper on Review of reporting and compliance burdens on Local Government with specific reference to LG LWUs.</b></p>




6e. Water Utilities Management

Report by Meredith Macpherson dated 16/07/15

<b>Section 1</b>	<b>Regional Sustainability</b>
<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>OBJECTIVE: 1B. 3E: Advise the Centroc Board regarding Water Utilities Management</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
1. Technical Committee to provide advice as requested from the Board and at each meeting as an agenda item.	Advice provided on an on-going basis. See Agenda item 8.	
2. Desk top review of “what’s out there” regarding groundwater sources, their quality and security.	Refer to Matters in Progress 01-15-6e- 1.	
3. Review of water allocations with a view to advocacy support for the area.	As above. Conduct a desktop review of who holds what water allocations across the region using Drought Management Plans as a guide. Confirmed at CWUA meeting January 2015 as not a high priority. Start by end 2015.	

<b>Recommendation/s</b>
<b>That the CWUA note the report on objective: 1b. 3e: Advise the Centroc Board regarding Water Utilities Management.</b>





6f. Best Practice Compliance





Report by Meredith Macpherson dated 16/07/15




<b>Section 1</b>	<b>Regional Sustainability</b>
<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>OBJECTIVE: 1B. 3F: Full compliance with Best Practice requirements</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
1. Regional IWCM, Demand Management and Drought Management ongoing review	Regional Plans were reviewed as part of the two yearly review of the CWUA Business Plan in October 2013. Propose that the next review be undertaken in the 3 <sup>rd</sup> Quarter of the 2015.	
2. All members have drinking water management plans	Refer to report to this meeting under Agenda item <i>6a Cost Savings &amp; Efficiencies</i> - action 5 including Drinking Water Management System Status /Gap Analysis table distributed for update prior to the meeting.	
3. All members are compliant with trade waste	Refer to Five Year Procurement Plan on page x with further scoping of a regional trade waste project to be undertaken.  Refer to Matters in Progress item 05-15-6f and Agenda item 6a - Cost Savings & Efficiencies Report action 6.	
4. All members are compliant with NOW pricing policy (Note – Centroc policy is to change the 75:25 best Practice Pricing Guidelines)	Refer to Advocacy Plan where this is included as an issue for advocacy with NOW and the State Government.  Further advice provided in the Regional Strategic Business Plan which makes recommendations regarding 75:25 rule.	

<p>5. Performance reporting is on time, quality and standardised across the region – review progress.</p>	<p>Refer to Matters in Progress item 01-15-6f 1. where it was resolved that Parkes provide a report on the results of the independent audit to determine member's interest in a regional one-off audit prior to NOW performance reporting in September 2015.</p> <p>See DPI Water- Performance Reporting report below.</p>	
<p>6. Regional Business Plans developed</p>	<p>Strategic Business Plans have been completed for all 13 Councils engaged in the NSW Public Works contract.</p> <p>The Regional Strategic Business Plan was adopted by the Centroc Board at its May 2015 meeting and will be considered as part of the CWUA Business Plan review proposed for the 3<sup>rd</sup> quarter 2015.</p>	
<p>7. Stage 2 IWCM scoped</p>	<p>Member's interest in regional procurement of stage 2 IWCMs has been canvassed at past CWUA meetings (Jan 2014) where it was resolved that due to delays in receiving feedback from NOW on IWCM studies members who are ready to proceed to stage 2 should procure these independently.</p> <p>A verbal update on advice from recent advocacy in relation to IWCMs will be provided to the meeting.</p>	
<p>8. Regional DSP program including councillors</p>	<p>HydroScience Consulting has been contracted to develop DSPs for the following member Councils: Boorowa, Cowra, Oberon, Lachlan, Lithgow, Parkes and Forbes.</p> <p>The duration of the contract is 1 May 2015 to 31 October 2016.</p> <p>A project inception meeting was held in Cowra on 11 May and the collation of data required has commenced.</p> <p>A meeting was also held with NSW Office of Water and attended by Mr Gidi Azar, HydroScience and Ms Meredith Macpherson to discuss the use of the 2012 DSP Guidelines. It has subsequently been agreed that Plans will be developed under the 2012 Guidelines.</p>	

	<p>Fortnightly Project Steering Committee webex’s commenced on 22 May and will continue for the duration of the contract.</p> <p>It was originally anticipated that the first draft of Plans would be finalised by the end of 2015 allowing for exhibition in early 2016 and adoption by Councils by 1 July 2016.</p> <p>Currently variations are being sought for additional work to be completed at Oberon where this work has a direct bearing on the development of the DSP.</p> <p><b>For attention:</b> Slippage in the provision of data has put this project behind schedule resulting in Hydroscience re-issuing their Project Control Plan.</p> <p>Hydroscience are spending a significant amount of time on this project, but due to lack of data have not been able to meet the milestones for the delivery of draft DSP. Consequently they have requested a progress payment of 10% of the first milestone for the seven councils to enable them to continue the effort of chasing the councils for the required data.</p> <p>Given the high level of slippage Centroc is currently drafting a Slippage Policy where Councils will see additional fees for management and re-mobilisation of contractors where this level of slippage occurs.</p> <p>A copy of the Project Control Plan is provided as an attachment.</p>	
<p>9. Supporting Councils with Section 60 Approvals</p>	<p>Support provided by Centroc as required.</p>	
<p>10. Regional review of customer categories and alignment with NOW direction/versus Council systems</p>	<p>See item 5. above.</p>	
<p>11. Independent Audits of NOW Performance Indicators for all CWUA member Councils</p>	<p>See item 5 above .</p> <p>As part of the JO Pilot MOUs are being devised with key state government stakeholders including NOW with a view to rationalising the compliance burden.</p>	

	<p>A meeting was held with Mr Gavin Hanlon, the new Deputy Director General for Water, 27 May who provided advice that there may be extensive change in this Department.</p> <p>Mr Hanlon has been invited to the region to progress short term and longer term solutions for Centroc Councils in terms of the compliance burden.</p>	
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### DPI Water- Performance Reporting

At the May 2015 CWUA meeting it was resolved that Parkes would provide a report on the results of the independent audit to determine member's interest in a regional one-off audit prior to NOW (now known as DPI Water) performance reporting in September 2015.

Details of the scope and methodology applied in undertaking an audit of the NOW Performance Monitoring data from the standards NOW Brief for engagement of an Auditor is provided below to inform further discussion regarding the benefits of a regional project or at least an approach to auditing each Council. A full copy of the standard NOW Brief to engage an auditor is provided as an attachment. Where pages are referenced refer to the NOW Brief.

At the time of writing further advice is being sought from Parkes in relation to the results of the audit they are undertaking.

#### Scope

The auditor is required to audit the water utility's reporting of its water supply and sewerage non-financial performance indicators. These performance indicators are listed in the attached section 5 (Table of Audit Findings on page 7) along with the reliability and accuracy grading (rating) system and a brief procedure for auditing each indicator. The auditor is required to record its findings in the Table of Audit Findings and to prepare an Audit Report in accordance with section 3 on page 3. (see Brief provided as an attachment)

The auditor is required to:

- Comment on the procedures and/or instructions for data collection and management (are they adequate, are they documented, are they regularly reviewed)
- Ensure that the generated information is in accordance with the documented procedures
- Interview responsible staff and assess their understanding of the task and the procedures, their training and their qualifications/suitability for the task
- Review relevant records and ensure that the procedures are being followed
- Assess each indicator for reliability and accuracy using the grading system in section 3 on page 3.
- For selected indicators for which there is a large volume of data (eg. water main breaks, complaints), analyse a sample of data for accuracy and adequacy of reporting. The size of sample is suggested in the procedures column in the Table of Audit Findings.
- Assess each auditable indicator and assign a level of accuracy and reliability based on the reported data and the findings of the audit using the rating system shown in section 3 on page 4.

Note that threshold criteria for each indicator are given in column 4 of the Table of Audit Findings.

- Comment on the adequacy of data collection and management procedures and if warranted, provide recommendations for improvement. Such recommendations are to be provided for any indicators that do not reach the required thresholds.

**Note:** The audit is to be undertaken using the Table of Audit Findings template provided.

In addition, the auditor is required to prepare a public short-form audit report, using the template provided.

**Methodology**

The auditor is required to assess each indicator and assign a level of accuracy and reliability for the indicator. To do this, a rating system has been provided in section 3. The accuracy of each indicator should be assessed using a combination of professional opinion (based on the standard of reporting and data management), accuracy of the measuring equipment and record sampling where appropriate.

If the data reported against an Indicator has previously been audited (for example, by the Health Department) and that audit substantially complied with these Audit requirements, that Indicator is not required to be audited.

The Audit is to be carried out in accordance with the Australian Standards on Assurance Engagements (in particular ASAE 3000 Assurance Engagements Other than Audits or Reviews of Historical Financial Information) issued by the Australian Auditing and Assurance Standards Board.

If the auditor requires clarification of an indicator, a definition of each indicator can be found in the *National Performance Framework – 2012-13 Urban Performance Report Indicators and Definitions Handbook* (available from the National Water Commission website [www.nwc.gov.au](http://www.nwc.gov.au)). Alternatively, advice may be obtained from the NSW Office of Water (contact Audit Co-ordinator, Graham Whyte, ph 02 8281 7432, email [graham.whyte@water.nsw.gov.au](mailto:graham.whyte@water.nsw.gov.au)).

**Best Practice Plan Status**

Please provide advice regarding status.

**Key:**

Approved
NOW needs to act
Council needs to act
Consultants needs to act

Drought Management Plans		
Status	Council	Comment
	Bathurst, Boorowa, CTW (Blayney, Cabonne, Weddin), Cowra, Forbes, Lithgow, Oberon, Orange, Parkes, Upper Lachlan, Young	
	Lachlan, Mid Western (2008)	

Demand Management Plans		
Status	Council	Comment
	Bathurst, CTW (Blayney, Cabonne, Weddin), Cowra, Forbes, Lithgow, Oberon, Parkes, Upper Lachlan, Young	
	Boorowa, Lachlan, Orange, Mid Western	

IWCM Plans		
Status	Council	Comment
	Bathurst, CTW (Blayney, Cabonne, Weddin), Forbes, Orange, Upper Lachlan, Young	Agreement reached by CTW with NOW regarding qualifications around approval.
	Cowra, Oberon	
	Lachlan, Mid Western , Boorowa, Lithgow, Parkes	Parkes, Lithgow and Boorowa in discussion with NOW regarding qualifications around approval.

Strategic Business Plans		
Status	Council	Comment
	Plans lodged for Young, Lachlan, Oberon, Weddin, Cabonne, Orange, Parkes, Blayney, Forbes, Boorowa	
	Cowra, Lithgow, Upper Lachlan	

Recommendation/s
That the CWUA note the report on OBJECTIVE: 1B. 3F: Full compliance with Best Practice requirements and provide updates to status tables as required.

**Attachments:**

1. NOW Brief to Engage an Auditor for Performance Monitoring Reporting
2. Hydrosience Project Control Plan



**6g. Regional Best Practice Strategies**

Report by Meredith Macpherson dated 16/07/15

<b>Section 1</b>	<b>Regional Sustainability</b>
<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>OBJECTIVE: 1B. 3F: Implement regional best practice strategies</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
1. As per direction from regional plans	Refer Agenda item 6f. Best Practice Compliance- action 1. Regional Plans were reviewed as part of the two yearly review of the CWUA Business Plan in October 2013 and priorities from these for the next three years identified and incorporated in the Business Plan. Propose that the next review be undertaken in the 3 <sup>rd</sup> Quarter of the 2015.	
2. Implementation of Demand Management across the CWUA region	Refer to Agenda item 6a Cost Savings & Efficiencies- action 11.  Refer to Matters in Progress <b>05-15- 6a.i.</b> Workshop with MWH to review Regional Demand Management Plan proposed for 21 August.	

<b>Recommendation/s</b>
<b>That the CWUA note the report on OBJECTIVE: 1B. 3F: Implement regional best practice strategies.</b>


6h. Support for LWU Management





Report by Meredith Macpherson dated 16/07/15

<b>Section 1</b>	<b>Regional Sustainability</b>
<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>OBJECTIVE: 1B. 3H: To support Councils as they manage their Local Water Utilities assets</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
1. Asset revaluation process developing a regional in-house methodology with support from the auditor and Directors of Corporate Services	<p>Refer to Five Year Procurement Plan where this is scheduled for scoping in mid - 2015.</p> <p>A teleconference was held with Mr John O’Malley attended by Ms Jenny Bennett, Ms Meredith Macpherson and Ms Kate Barker on 14 July to clarify requirements for Asset Re-valuations for water and sewer assets.</p> <ul style="list-style-type: none"> <li>• Currently it is a requirement of the Office of Local Government and Accounting Standards Board for water and sewer assets to be re-valued regularly – with no more than 5 years between valuations</li> <li>• Given NSW Office of Water also undertake an annual re-valuation of water and sewer assets using a recognised index, is it necessary for an additional re-valuation to be undertaken through the OLG particularly given that other infrastructure is not indexed annually.</li> <li>• it would appear that there is a duplication in the process of asset re-valuation for water and sewer assets.* to be highlighted in response to the IPART issues paper on review of reporting and compliance for LG</li> <li>• Under the Accounting Standards Board, Council GMs must consider impairment indicators including obsolescence/useful life/service levels etc requiring an assessment of the condition of the water and sewer assets. This means that Councils require:                         <ul style="list-style-type: none"> <li>- CCTV footage of pipes</li> <li>- Review and analysis of footage</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>- Reports on condition of pipes surveyed</li> <li>- Review of impact of pipes relined on valuation – considering the value of replacement costs.</li> </ul> <p>It is proposed that the following process be implemented:</p> <ul style="list-style-type: none"> <li>- Check who has CCTV Footage</li> <li>- Develop an EOI for a consultant to undertake the condition assessment for revaluation</li> <li>- Undertake advocacy to reduce the duplication of asset re-valuation requirements by OLG/NOW. Specifically to determine if there is a need for a 5 year valuation when NOW index annually and the Accounting Standards Board require a condition assessment.</li> </ul>	
<p>2. Councillor training - regional benchmarking</p>	<p>See matters in progress 01-15-6h 1. This item is no longer required.</p>	
<p>3. Ensuring data integrity Gap analysis/audit of records</p>	<p>Refer to Matters in Progress 01-15-6f- Best Practice Compliance- item, 1.</p>	
<p>4. Water Loss Management</p>	<p>Pilot completed as part of CEEP2 with Parkes &amp; Lithgow.</p> <p>Workshop with MWH held 23 March 2015 with further scoping to be undertaken for regional roll-out.</p> <p>See <i>Water Loss Management Toolkit</i> report below and recommendation that the Toolkit be commended to GMAC and the Board for endorsement.</p>	
<p>5. Backflow Prevention</p>	<p>Refer to Five Year Procurement Plan where this is scheduled for scoping in mid - 2015.</p> <p>Training in Backflow Prevention is currently being investigated by the Centroc Training Team.</p> <p>See Agenda item 6a for report on Collective Procurement of Training.</p>	

## Water Loss Management Toolkit

The Water Loss Management Toolkit component of the CEEP2 – *Nexus between Water and Energy Program* developed by consultants MWH, Water Loss Management expert Mr Ian Maggs with assistance from Parkes, Lithgow and Orange Councils has now been finalised.

The Toolkit comprises three documents:

- Planning Document
- Fast Facts
- Operators Glovebox Guide.

As part of the review of the *Nexus between Water and Energy Program* to be provided to the September CWUA meeting, further advice will be provided regarding the potential for regional roll-out of the program including further training in the application of the Toolkit to Councils own systems.

In the meantime, leading industry group the Water Directorate have opened negotiations with Centroc with a view to co-badging the Toolkit for dissemination to a wider audience including all Councils in NSW.

In a teleconference with the Mr Gary Mitchell and Mr Michael Clark from the Water Directorate attended by Mr Wayne Beatty, Ms Meredith Macpherson on 14 July the possibility of a peer review of the Toolkit by the Water Directorate and funding for graphic design was discussed.

The matter is scheduled for discussion at the Water Directorate meeting on 16 July. A verbal update regarding the outcome of deliberations will be provided to the meeting.

### STOP PRESS

Advice from Gary Mitchell from the Water Directorate received today 16/7/15 is as follows:

*We discussed the WLM Toolkit at today's Executive Committee meeting. The Executive Committee was happy to go halves in the 'remaining amount'*

*6 Executive Committee members volunteered to review the document over the next 4 weeks. From my scribble I think they were Stewart McLeod from Dubbo, Kerrie Murphy from Narromine, Jeff Sharp from Port Macquarie-Hastings, Russell Deans from Bathurst, Jim Collins from Bega Valley plus Neil Sutton – Visitor from Coffs Harbour.*

**Note:** the “remaining amount” is 50% of \$64,693 (ex GST) comprising Centroc member Council's contribution to the development of the Toolkit)

Recommendation/s
<p><b>That the CWUA note the report on OBJECTIVE: 1B. 3H: To support Councils as they manage their Local Water Utilities assets; and</b></p> <p><b>1. Commend to GMAC that it commend to the Board that the Water Loss Management Toolkit be adopted; and</b></p> <p><b>2. Agree that the opportunity for financial support from the Water Directorate to co-badge the Waterloss Management Toolkit for distribution to other NSW Councils including a peer review and graphic design be pursued</b></p>

#### Attachments:

1. Water Loss Management Toolkit

6i. Promotion of the CWUA

Report by Meredith Macpherson dated 16/07/15

<b>Section 1</b>	<b>Regional Sustainability</b>
<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>OBJECTIVE: 1B. 3I To promote the CWUA as an example of Councils working collaboratively</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
Develop a communication strategy	Currently being undertaken on an ad hoc basis. Refer to the Advocacy Plan.	
Implement the communication strategy	As above.	

<b>Recommendation/s</b>
That the CWUA note the report on <b>OBJECTIVE: 1B. 3I To promote the CWUA as an example of Councils working collaboratively.</b>

**7. Finance Report**

**Report by Meredith Macpherson dated 16/07/15**

Please be advised that a Finance report including an updated Budget for the CWUA is currently being prepared and will be provided to the meeting.

**8. Contract Performance**

In order to monitor the performance of regional contracts, Centroc asks its teams to complete the survey below with responses included in the Minutes of Meetings and feedback reported to the provider.

**Pipe Relining**

**Insituform**

Criteria	Rating (1=Poor, 5=Excellent)	Comment
Customer Service		
Delivery		
Product		
Responsiveness		
Pricing		
Overall Performance		
<b>Comment</b>		
No. of time you have dealt with the provider since last review		
Has service increased/decreased /stayed the same		
Is there anything that the provider should be made aware of?		
Is there anything that the provider should be made aware of?		

**Interflow**

Criteria	Rating (1=Poor, 5=Excellent)	Comment
Customer Service		
Delivery		
Product		
Responsiveness		
Pricing		
Overall Performance		
<b>Comment</b>		
No. of time you have dealt with the provider since last review		

Has service increased/decreased /stayed the same	
Is there anything that the provider should be made aware of?	
Is there anything that the provider should be made aware of?	

**Abergeldie**

Criteria	Rating (1=Poor, 5=Excellent)	Comment
Customer Service		
Delivery		
Product		
Responsiveness		
Pricing		
Overall Performance		
		<b>Comment</b>
No. of time you have dealt with the provider since last review		
Has service increased/decreased /stayed the same		
Is there anything that the provider should be made aware of?		
Is there anything that the provider should be made aware of?		

**Dam Surveillance**

**Water NSW**

Criteria	Rating (1=Poor, 5=Excellent)	Comment
Customer Service		
Delivery		
Product		
Responsiveness		
Pricing		
Overall Performance		
		<b>Comment</b>
No. of time you have dealt with the provider since last review		



Has service increased/decreased /stayed the same	
Is there anything that the provider should be made aware of?	
Is there anything that the provider should be made aware of?	

**Water loss Management –CEEP2**

**MWH Contract for Waterloss Management Toolkit**

Criteria	Rating (1=Poor, 5=Excellent)	Comment
Customer Service		
Delivery		
Product		
Responsiveness		
Pricing		
Overall Performance		
	<b>Comment</b>	
No. of time you have dealt with the provider since last review		
Has service increased/decreased /stayed the same		
Is there anything that the provider should be made aware of?		
Is there anything that the provider should be made aware of?		

**9. Advice to GMAC & the Board**

Please consider any advice from this meeting for referral to GMAC and the Board.

**10. Dates for remainder of 2015**

**Report by Meredith Macpherson dated 16/07/15**

<b>MONTH-2015</b>	<b>CWUA</b>	<b>GMAC</b>	<b>BOARD</b>	<b>CEEP</b>	<b>COG</b>	<b>Other</b>
<b>July</b>	23 July	30 July		28 July (audit report)	28 July	
<b>August</b>	21 August MWH Workshop TBC		12 August Federal Parliament			24-26 August CWUA Presentation LG NSW Water Management Conference- Bowral
<b>Sept</b>	24 September					
<b>Oct</b>		29 October			13 October WIOA Industry Day TBC	
<b>Nov</b>	19 November		26 November			
<b>Dec</b>						

**Next Meeting:**

Thursday 24 September –Cowra Shire Council